

HEALTH OVERVIEW AND SCRUTINY SUB-COMMITTEE

Subject Heading:

Corporate Performance Report: Quarter 3 and Quarter 4 (annual 2015/16)

CMT Lead:

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Policy context:

The report sets out the Quarter 3 and Quarter 4 (annual 2015/16) performance for indicators relevant to the Health Overview and Scrutiny sub-committee

SUMMARY

The Corporate Performance Report provides an overview of the Council's performance for each of the strategic goals (Clean, Safe and Proud).

The report identifies where the Council is performing well (**Green**) and not so well (**Amber** and **Red**). The RAG ratings for 2015/16 are as follows:

- **Red** = more than the '**target tolerance**' off the target and where performance has *not improved*.
- **Amber** = more than the '**target tolerance**' off the target and where performance has *improved or been maintained*
- **Green** = on or within the '**target tolerance**' of the annual target

Where performance is more than the '**target tolerance**' off the target and the RAG rating is '**Red**', '**Corrective Action**' is included in the report. This highlights what action the Council will take to address poor performance.

Also included in the report are Direction of Travel (DOT) columns, which compare:

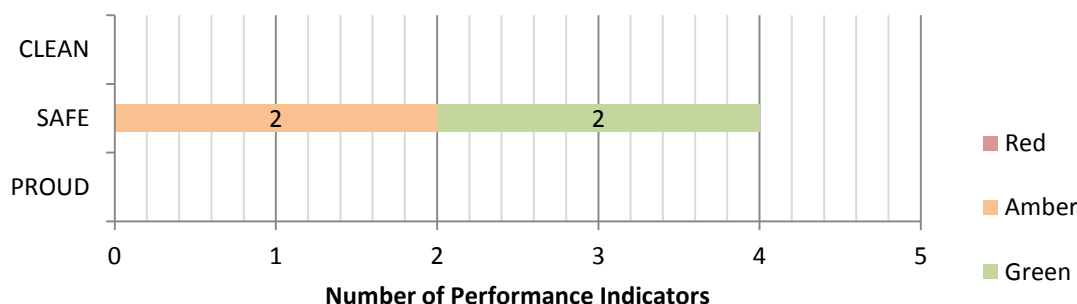
- Short-term performance – with the previous quarter
- Long-term performance – with the same quarter the previous year

A green arrow (↑) means performance is better and a red arrow (↓) means performance is worse. An amber arrow (→) means that performance is the same.

OVERVIEW OF PUBLIC HEALTH INDICATORS

4 Corporate Performance Indicators fall under the remit of the Health Overview & Scrutiny sub-committee. These all relate to the Public Health Service.

Annual 2015/16 RAG Summary for Health



Of the 4 indicators, all have been given a RAG status in the annual report. 2 (50%) are **Green** and 2 (50%) are **Amber**.

Future performance reporting arrangements

As approved by the Cabinet through the Quarter 2 Corporate Performance Report, from the new financial year onwards the quarterly and annual Corporate Performance Reports will be considered first by the individual overview and scrutiny sub-committees, then the Overview and Scrutiny Board and finally the Cabinet. This will allow the Overview and Scrutiny Board to maintain oversight of the value the individual committees are adding in monitoring and influencing performance and would also allow the Cabinet reports to reflect any actions the overview and scrutiny committees may be taking to improve performance in highlighted areas. Work has been undertaken with Committee Services when setting the annual corporate calendar to ensure that the Overview and Scrutiny Board and the Cabinet would still receive the reports within the same timescale as currently, but with the added benefit that the individual scrutiny committees would already have had the opportunity to scrutinise the data and commission relevant pieces of work in response. The time taken to complete the entire reporting cycle will therefore be shortened.

The current levels of performance need to be interpreted in the context of increasing demands on services across the Council. Also attached to the report (as **Appendix 3**) is a Demand Pressure Dashboard that illustrates the growing demands on Public Health, and the context that the performance levels set out in this report have been achieved within.

Measuring customer satisfaction

Whilst the PIs currently included in the Corporate Performance report provide both Members and officers with vital performance information that can be used to improve services, there are few PIs that focus on customer satisfaction. There are various

options to address this, from undertaking small surveys on a quarterly basis, to larger surveys on an annual basis, consulting focus groups to setting up consultation panels, as well as many other options in between. So that the Council may fully understand the options available and what the benefits and resource implications of each option may be, the Communications Service is currently seeking views from an external consultant to gain expert advice on how we can gauge residents' satisfaction in the most meaningful way. This will inform any new performance indicators to be included in the Corporate Performance Report during 2016/17.

Future performance reporting arrangements

As approved by the Cabinet through the Quarter 2 Corporate Performance Report, from quarter 1 of 2016/17 onwards the quarterly and annual Corporate Performance Reports will be considered first by the individual overview and scrutiny sub-committees, then the Overview and Scrutiny Board and finally the Cabinet. This will allow the Overview and Scrutiny Board to maintain oversight of the value the individual committees are adding in monitoring and influencing performance and would also allow the Cabinet reports to reflect any actions the overview and scrutiny committees may be taking to improve performance in highlighted areas. Work has been undertaken with Committee Services when setting the annual corporate calendar to ensure that the Overview and Scrutiny Board and the Cabinet will still receive the reports within the same timescale as currently, but with the added benefit that the individual scrutiny committees would already have had the opportunity to scrutinise the data and commission relevant pieces of work in response. The time taken to complete the entire reporting cycle will therefore be shortened.

RECOMMENDATIONS

That Members of the Health Overview and Scrutiny Committee:

1. **Review** the levels of performance set out in **Appendices 1** and **2**; and the corrective actions that are being taken; and
2. **Note** the content of the Demand Pressures Dashboard attached as **Appendix 3**.

REPORT DETAIL

PEOPLE WILL BE SAFE, IN THEIR HOMES AND IN THE COMMUNITY.

All of the four indicators relative to Health are under the SAFE goal, of which two are currently shown as having a green RAG status:

- Percentage of new patients attending sexual health services accepting offer of an HIV test; and

- Percentage of women smoking at Time of Delivery.

Two indicators are currently shown as having an amber RAG status:

- Number of schools achieving the stated level of healthy schools award; and
- Percentage of eligible patients offered an NHS Health Check.

Highlights:

The percentage of new patients attending sexual health services accepting and offer of HIV test is rated **Green**. Performance (85.7%) is above target (85.0%).

Percentage of women smoking at Time of Delivery is also rated as **Green**. Performance (6.7%) is significantly lower than target (10.0% where smaller is better) and better than at the same point in the previous year (10.6%). There are a number of factors that are likely to have contributed to this including the new Havering/B&D jointly funded Baby Clear programme. There has also been increased national publicity on the effect of passive smoking on children, including in cars when children are passengers.

Improvement required:

Number of schools achieving stated level of healthy schools award (rated **Amber**), has not performance to the target level in each area.

- The number of schools Registered (63) is below target (65);
- The number of schools awarded Bronze (27) is above target (25);
- The number of schools awarded *Silver (7) is below target (8); and
- The number of schools awarded Gold (1) is below target (2).

*Two schools have submitted their silver award applications, received feedback, resubmitted, and are awaiting final approval by the Healthy Schools London team. From 1st April 2016, support from the Council to schools to achieve the Healthy Schools London award will become a traded service. Therefore this is the last time this indicator will be reported.

The percentage of eligible patients offered an NHS Health Check (rated **Red**) has ended the year at 12.0% (significantly below the target of 20.0% where bigger is better) and worse than at the same point in the previous year (18.7%). To date, 7,973 people have received an invite offer to undertake an NHS Health Check; 4,578 fewer than at the same point in the previous year. Underperformance is as a result of a combination of factors. The level of payment for this activity, although comparable to that paid by other boroughs, is insufficient to really motivate GPs to undertake the activity. Havering provided additional support to GPs to increase activity but it has not led to sustained improvement. Havering are also not in a position to increase the payments to GPs to undertake this work.

IMPLICATIONS AND RISKS

All the implications and risks relate to Health Checks.

Financial implications and risks:

An increased financial incentive for the health check offer was implemented during 14/15 which had a positive effect. The financial incentive has been maintained but no further increases can be considered in light of the in-year cuts to the Public Health grant.

Human resources implications and risks

In response to the anticipated in-year cuts to the Public Health grant, the Public Health service has been reduced to meet this cost pressure and this approach will be maintained.

Legal implications and risks:

Health Checks is a local authority mandated service that continues to be provided and is funded through the Public Health grant.

Equalities implications and risks:

The Council, through the Public Health grant, is mandated to provide Health Checks and continues to do so. This service has been commissioned from Havering CCG general practices (GPs) who have access to the registered patient list. This enables the GP to identify the eligible population suitable for a Health Check and thereafter update the relevant record. As a consequence of this niche market position, we are limited in the types of alternative providers that we can successfully engage with. Additional support has been sourced from the GP federations within the current financial envelope.

BACKGROUND PAPERS

The Corporate Plan 2015/16 is available on the website at <http://www.havering.gov.uk/Documents/Council-democracy-elections/Corporate-Plan-on-a-page-2015-16.pdf>