

Members are reminded that they must declare all relevant pecuniary and non-pecuniary interests relating to any items of business to be discussed at this meeting

BIRMINGHAM CITY COUNCIL

HEALTH, WELLBEING AND THE ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 28 MARCH 2017 AT 10:00 HOURS
IN COMMITTEE ROOMS 3 & 4, COUNCIL HOUSE, VICTORIA SQUARE, BIRMINGHAM, B1 1BB

A G E N D A

1 NOTICE OF RECORDING/WEBCAST

The Chairman to advise/meeting to note that this meeting will be webcast for live or subsequent broadcast via the Council's Internet site (www.birminghamnewsroom.com) and that members of the press/public may record and take photographs except where there are confidential or exempt items.

2 APOLOGIES

3 ACTION NOTES

3 - 6

To confirm the action notes of the meeting held on 21 February 2017.

4 DECLARATIONS OF INTERESTS

5 2015-16 LOCAL PERFORMANCE ACCOUNT

7 - 40

Mike Walsh, Head of Service - Intelligence, Strategy & Prioritisation, Commissioning Centre for Excellence.

6 IMPACT OF POOR AIR QUALITY ON HEALTH IN BIRMINGHAM INQUIRY - EVIDENCE FROM NETWORK RAIL

Patrick Power, Station Manager, Birmingham New Street; Kevin Blacktop, Research & Development Specialist; Rhodri Davies, Environmental Strategy Manager.

7 **WORK PROGRAMME - MARCH 2017**

For discussion.

8 **REQUEST(S) FOR "CALL IN"/COUNCILLOR CALLS FOR ACTION/PETITIONS RECEIVED (IF ANY)**

To consider any request for "call in"/Councillor calls for action/petitions (if received).

9 **OTHER URGENT BUSINESS**

To consider any items of business by reason of special circumstances (to be specified) that in the opinion of the Chairman are matters of urgency.

10 **AUTHORITY TO CHAIRMAN AND OFFICERS**

Chairman to move:-

'In an urgent situation between meetings, the Chair jointly with the relevant Chief Officer has authority to act on behalf of the Committee'.

BIRMINGHAM CITY COUNCIL

HEALTH, WELLBEING AND THE ENVIRONMENT O&S

COMMITTEE

1400 hours on 21st February 2017, Committee Room 6 – Actions

Present:

Councillor John Cotton (Chair)

Councillors Uzma Ahmed, Deirdre Alden, Sue Anderson, Mick Brown, Carole Griffiths, Andrew Hardie, Kath Hartley, Mohammed Idrees, Karen McCarthy and Robert Pocock

Also Present:

Piali Dasgupta, Assistant Chief Executive

Alistair Rush, Interim Service Director (Adult Care Improvement)

John Denley, Assistant Director, Commissioning Centre of Excellence

John Hardy, Commissioning Manager, Commissioning Centre of Excellence

Councillor Victoria Quinn

Rose Kiely, Overview & Scrutiny Manager, Scrutiny Office

Gail Sadler, Research & Policy Officer, Scrutiny Office

1. NOTICE OF RECORDING

The Chairman advised that this meeting would be webcast for live or subsequent broadcast via the Council's Internet site (which could be accessed at "www.birminghamnewsroom.com") and members of the press/public may record and take photographs.

The whole of the meeting would be filmed except where there were confidential or exempt items.

2. APOLOGIES

Councillor Simon Jevon.

3. ACTION NOTES/ISSUES ARISING

The action notes of the meetings held on 13th December 2016 and 17th January 2017 were noted.

4. DECLARATIONS OF INTEREST

Members were reminded that they must declare all relevant interests relating to any items of business to be discussed at the meeting. Councillor Andrew Hardie declared an interest as a registered GP working as a locum in Birmingham.

5. PROGRESS UPDATE – BIRMINGHAM AND SOLIHULL SUSTAINABILITY AND TRANSFORMATION PLAN (BSOL STP)

Piali Dasgupta (Assistant Chief Executive) gave an introduction to the report that had already been circulated and briefed members on four areas of new information that were outside the scope of the report i.e. transition arrangements; messages from the System Leader (Mark Rogers) who attended a STP retreat in January; governance and new models of care.

RESOLVED:-

- Piali Dasgupta to provide a further update, through the Chair, on changes in governance generally and, in particular, regarding the System Lead.
- Piaili Dasgupta to discuss with the Chair how to regularly update the Committee on the work around New Models of Care.
- The need for an investment plan for the NHS nationally and taken into account locally in the context of the STP and the Birmingham health economy.
- An item on Delayed Transfers of Care to be scheduled on the work programme.

6. WEST MIDLANDS ADASS PEER CHALLENGE AND ACTION PLAN

Alistair Rush (Interim Service Director – Adult Care Improvement) and John Denley (Assistant Director, Commissioning Centre of Excellence) presented a summary report which set out the remit of the Peer Challenge Team and their recommendations following the inspection together with an action plan.

RESOLVED:-

- John Denley to advise when a progress report against the action plan can be scheduled on the work programme.
- The committee will need to consider how it monitors performance and the impact of budget savings on an ongoing basis. It was suggested that this might be as a standing agenda item.

7. PROGRESS REPORT ON IMPLEMENTATION: HOMELESS HEALTH

John Hardy (Commissioning Manager) presented a progress report tracking the implementation of recommendations of the Homeless Health Inquiry. Councillor Victoria Quinn was also present to provide additional information which had arisen from the work that the Housing and Homes O&S Committee had been undertaking on Tackling Rough Sleeping.

RESOLVED:-

- Recommendation 1 – Cabinet Member's Assessment 1 – agreed.

- Recommendation 2 – Cabinet Member’s Assessment 1 – agreed.
- Recommendation 3 – Cabinet Member’s Assessment changed to 3. John Hardy to provide a date for completion.
- Recommendation 4 – Cabinet Member’s Assessment changed to 3. Date for completion 31/3/2017.
- Recommendation 5 – Cabinet Member’s Assessment changed to 2. John Hardy to provide further information on the proportion of rough sleepers accessing the service.
- Recommendation 6 – Cabinet Member’s Assessment 3 – agreed.
- Recommendation 7 – Cabinet member’s Assessment changed to 3. John Hardy to provide a date for completion. John will also ask the Joint Commissioning Team to comment on whether any consideration has been given to extending the opening hours of the Homeless Primary Care Service as the current 9.00am-5.00pm, Monday- Friday does not provide an out-of-hours service.
- Councillor Cotton (Chair, Health, Wellbeing and the Environment O&S Committee) will discuss with Councillor Victoria Quinn (Chair, Housing and Homes O&S Committee) how to take forward some cross-cutting scrutiny work that joins up both health and housing.

8. HEALTH, WELLBEING AND THE ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2016-17

The work programme was submitted.

RESOLVED:-

That the work programme be noted.

9. REQUEST(S) FOR CALL IN/COUNCILLOR CALL FOR ACTION/PETITIONS

None

10. OTHER URGENT BUSINESS

Councillor Karen McCarthy wanted to congratulate the Birmingham Children’s Hospital for attaining their ‘outstanding’ rating from the CQC.

11. AUTHORITY TO CHAIRMAN AND OFFICERS

RESOLVED:-

That in an urgent situation between meetings the Chair, jointly with the relevant Chief Officer, has authority to act on behalf of the Committee.

The meeting ended at 1615 hours.

How are we doing?

The Local Performance Account for The Directorate for People Adults' Social Care Services

1 April 2015 – 31 March 2016

**This document is designed to provide you with an overview
of our Adult Social Care Performance.**

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Executive summary

How many people accessed short term and long term support?

- 5,501 people accessed short term support.
- 16,057 people accessed long term support.

How much did it cost to provide adult social care?

- The net expenditure for adult social care for 2015/16 was £252.2 million.

How well did we do?

Compared with the previous year, our performance improved on measures of:

- People – especially older people – receiving care and support in their own home;
- Number of people experiencing delayed transfers of care;
- Outcomes of short-term services;
- Access to information and advice.

Compared with the previous year, our performance fell on measures of:

- Quality and control over daily life;
- Outcomes of reablement services following hospital discharge;
- Overall satisfaction of people who use care and support services;
- People who use services feel safe.

Introduction

Welcome to the 2015/16 Local Performance Account for Adult Social Care.

Within this document we provide you a summary of our progress for adults who are in receipt of our social care support over the past year.

The social care services provided for Adults in Birmingham form part of the wider Directorate for People. The Directorate is committed to improving the outcomes for all citizens who require care and support.

It is no secret to anyone who sees local and national media that the Directorate and City Council continue to face significant budget pressures. This has resulted in a review of how we currently provide front line services and how these will be provided to vulnerable adults in the future.

We remain passionate about providing services to safeguard adults and those people with the highest level of need will continue to receive the best social care support available.

Despite all the challenges that continue to face our front line staff, the Directorate is proud to say that we have national social care award winners. Birmingham had huge success at the National Social Work Awards in December 2015, with shortlisted workers from the Directorate. This shows we are a city that cares and can produce great social work.

This document clearly states how we have performed against national performance standards during the last year. Looking to the future we anticipate another difficult and challenging year with new opportunities. We are keen to work within local communities to meet your care and support needs closer to home. Our approach as we go forward remains to enable people to be as independent as possible throughout their lives.

We know that quality of care and support matters to the citizens of Birmingham and through our joined up approach with care providers, voluntary and community organisations, we are concentrated on ensuring that we improve the quality of life for those who need care.

We would welcome your views on this document, our performance and how well you think Adult Social Care performed in Birmingham.

Peter Hay CBE
Strategic Director
Directorate for People
Birmingham City Council

Councillor Paulette Hamilton
Cabinet Member
Health and Social Care
Birmingham City Council

What is adult social care?

What do we do?

Adult social care services in Birmingham support people aged 18 years and over to live as independently as possible in their local community.

What are our responsibilities?

We are responsible for the following:

- Assessment of your needs,
- Agreeing a support plan with you,
- Offering information about support and services available in the local community and throughout the city,
- Arranging services where appropriate,
- Providing community care support where this is appropriate,
- Offering support, equipment and adaptations to enable you to live safely and independently at home.

Who do we help?

- Citizens of Birmingham who require care and support,
- Citizens who provide voluntary care for relatives or friends,
- Young people with disabilities aged 14 and over that are in transition to adult services.

Care in Birmingham – Did you know?

OLDER ADULTS 65+

There were 22,965 **requests for support or care from new clients** in 2015/16, an **8.29% decrease** from the previous financial year.

4,265 citizens who have been **receiving care for twelve months or more** had their care reviewed in 2015/16, a **10.92% increase** from the previous financial year.

2,950 citizens were **living in a residential/nursing home on a long term basis** as at 31/03/2016 a **1.17% decrease** from 31/03/2015.

430 citizens were accessing **Direct Payment or part Direct Payment** as at 31/03/2016 a **1.15% decrease** from 31/03/2015.

4,310 citizens accessing **community based services** (excluding those receiving Direct Payments) as at 31/03/2016 a **10.23% increase** from 31/03/2015.

YOUNGER ADULTS 18-64

There were 12,225 **requests for support or care from new clients** in 2015/16, a **6.68% increase** from the previous financial year.

2,265 citizens who had been **receiving care for twelve months or more** had their care reviewed in 2015/16, a **3.82% decrease** from the previous financial year.

1,105 citizens were **living in a residential/nursing home on a long term basis** as at 31/03/2016 a **0.91% increase** from 31/03/2015.

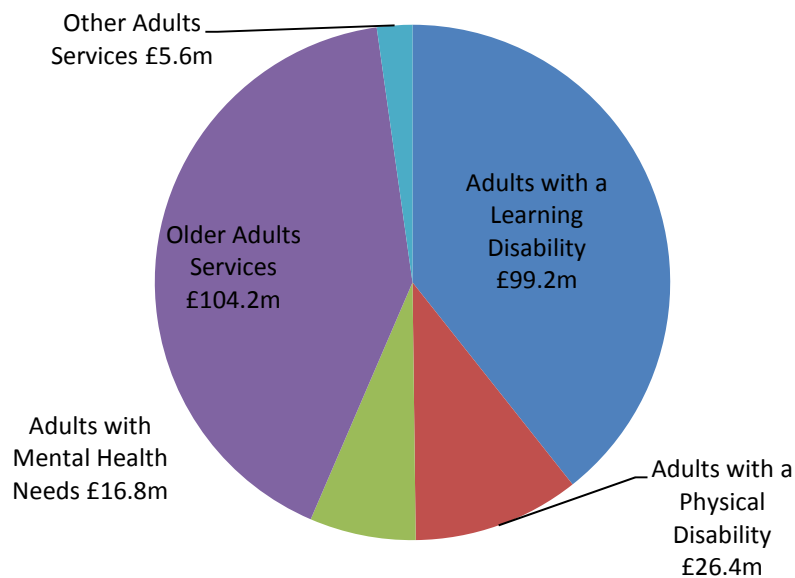
1,125 citizens were accessing **Direct Payment or part Direct Payment** as at 31/03/2016 a **15.38% increase** from 31/03/2015

1,965 citizens accessing **community based services** (excluding those receiving Direct Payments) as a 31/03/2016 a **23.54% decrease** from 31/03/2015.

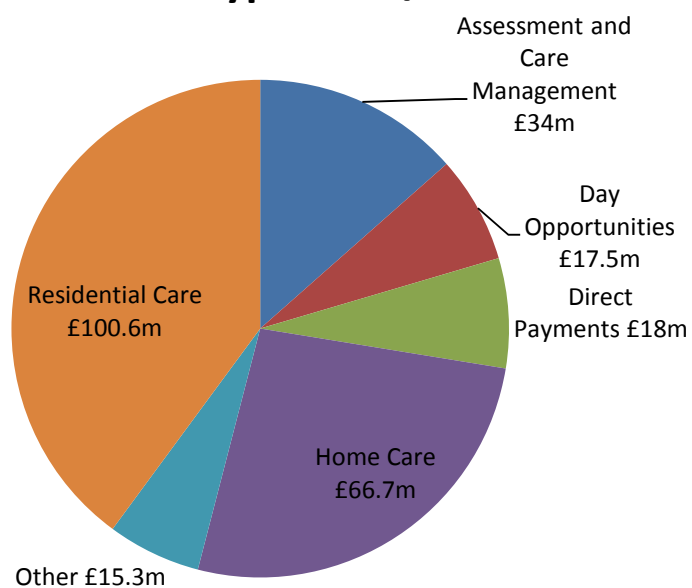
How is adult social care money spent?

In total, the net expenditure for adult social care services for the period 1st April 2015 to 31st March 2016 was £252.2m. This includes expenditure on assessment and care management as well as the direct costs of services delivered to citizens.

Adult Social Care Expenditure by Primary Need 2015/16



Adult Social Care Expenditure by Service Type 2015/16



Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework (ASCOF) is a set of measures published by the Department of Health. They aim to measure the impact of adult social care support on a person's life. These measures are of value both nationally and locally for demonstrating the achievements of adult social care.

The ASCOF covers four areas, each having a number of outcome statements to monitor against. The areas are:

1. Enhancing quality of life for people with care and support needs;
2. Delaying and reducing the need for care and support;
3. Ensuring that people have a positive experience of care and support; and
4. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

Our Local Performance Account is written around these four areas. For each area we outline what we achieved in 2015/16 and how we performed.

You can find more information about ASCOF on the Health and Social Care Information Centre website at <http://www.hscic.gov.uk/catalogue/PUB18657>

Our Overall Performance in 2015/16

To start with, we look at how we look at our average performance across all of the areas and compare this to all of the other local authorities in England.

In 2015/16, Birmingham's performance was:

- **101st** of 152 local authorities in England,
- **15th** of 15 similar local authorities.

For further information on our overall performance, please see Appendix 1.

Details of similar local authorities can be found in Appendix 2.

1. Enhancing quality of life for people with care and support needs

This measure looks at social care-related quality of life, including:

- People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs,
- People are able to find employment when they want, maintain a family and social life and contribute to community life and avoid loneliness or isolation,
- Carers can balance their caring roles and maintain their desired quality of life.

How well we did do in 2015/16?

a) Service User & Carer Quality of life

Self-reported quality of life measure for citizens who use care and support services

We measured 'Quality of life' using the answers to questions in an annual survey we send out to people receiving a service from us. This is called the Adult Social Care Survey. The questions in the survey covered areas such as choice and control, personal cleanliness, access to food and drink, whether their home was clean and comfortable, safety, contact with other people, how people spent their time and the impact of needing help to do things.

Birmingham 2015/16

18.8

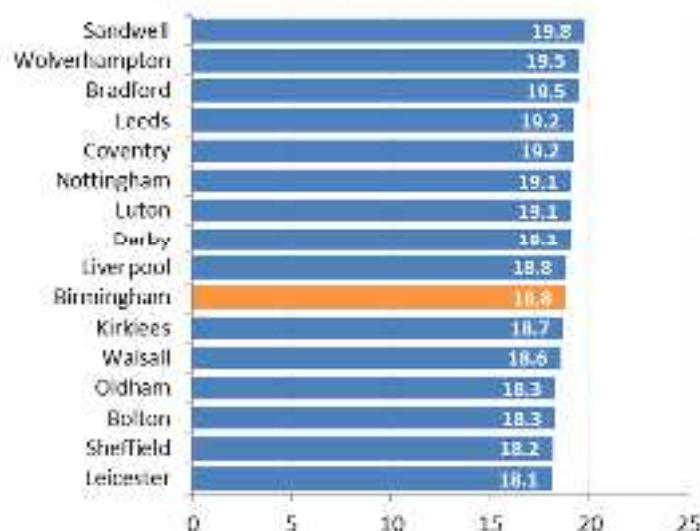
National Average

19.1

RANK (out of 152)

100th ↓

Birmingham's Ranking against Comparator Authorities



The score of quality of life, as reported by people who use our services, only reduced slightly from 18.9 in 2014-15, to 18.8 in 2015-16. Our performance was comparable to the average for similar local authorities.

Social care-related quality of life score	Below Average	Worsening
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Self-reported quality of life measure for carers

We also carried out the annual survey with our carers (called the Carers' Survey) and from this; we found that their quality of life score had increased slightly from 7.1 in 2014/15 to 7.3 in 2015/16. Most local authorities only carry out this survey once every two years. Comparative data for other areas is not available this year.

Carer-reported quality of life	Improving
--------------------------------	-----------

b) Control over daily life

By 'control over daily life' we mean people having the choice to do things or to have things done for them as they wish.

The results from the Adult Social Care Survey showed a reduction between 2015 and 2016 in the level of control people felt they had over their daily life.

The percentage of people who said they had 'as much control as they wanted' or 'adequate control' over their daily life was 71.1%, down from 73.5% in 2014-15, slightly below the average for the comparator authorities

Birmingham 2015/16

71.1

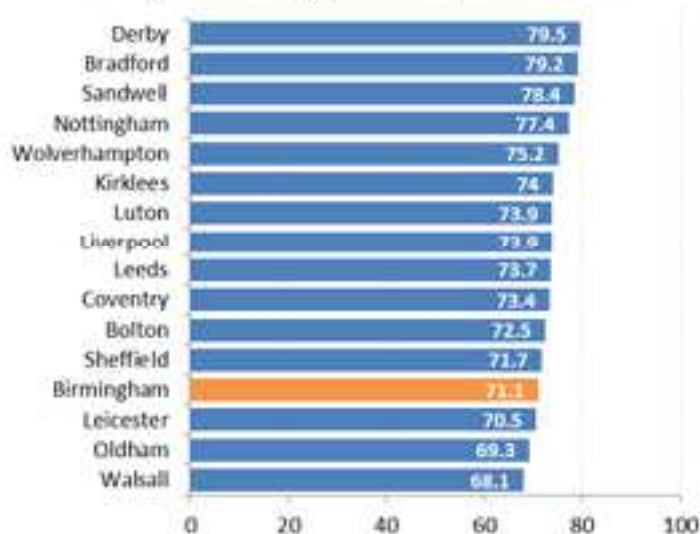
National Average

76.4

RANK (out of 152)

128th ↓

Birmingham's Ranking against Comparator Authorities



Control over daily life score	Below Average	Worsening
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c) Proportion of Adults and Carers receiving Self-Directed Support and Direct Payments

These measures track progress on increasing the independence and control of service-users and carers over the care and support they receive through the use of personal budgets and direct payments.

Proportion of Adults receiving self-directed support

Birmingham 2015/16

100%

National Average

88.2%

RANK (out of 152)

1st =



Proportion of Adults receiving self-directed support score

Above Average

Remains the same

Proportion of Carers receiving self-directed support

Birmingham 2015/16

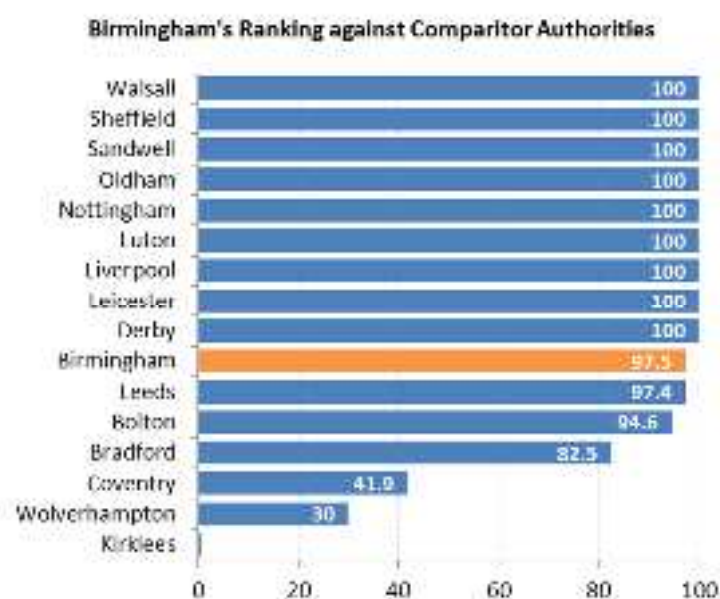
97.5%

National Average

84.7%

RANK (out of 152)

83rd ↓



Proportion of carers receiving self-directed support score

Above Average

Worsening

Proportion of Adults receiving Direct Payments

Birmingham 2015/16

19.8%

National Average

27.5%

RANK (out of 152)

119th ↑

Birmingham's Ranking against Comparator Authorities



Proportion of adults receiving direct payments score

Below Average

Improving

Proportion of Carers receiving Direct Payments

Birmingham 2015/16

95.8%

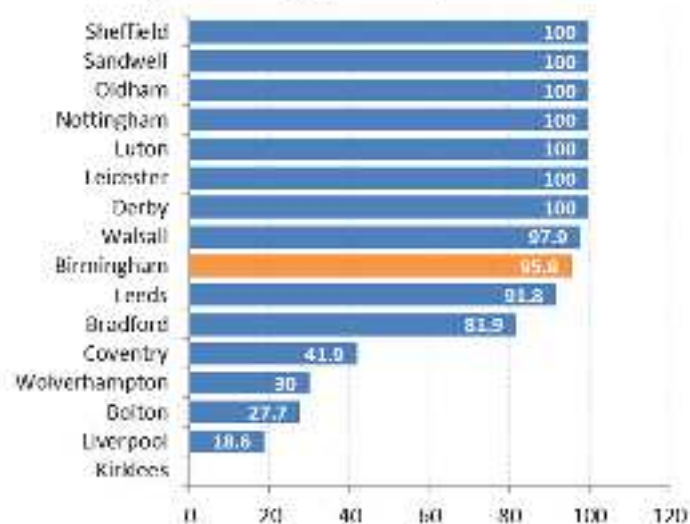
National Average

72.8%

RANK (out of 152)

68th ↓

Birmingham's Ranking against Comparator Authorities



Proportion of carers receiving direct payments score

Above Average

Worsening

d) Employment

These measures track the employment status of adults with a learning disability and those in contact with secondary (complex) mental health services.

Proportion of Adults with Learning Disabilities in paid employment

Birmingham 2015/16

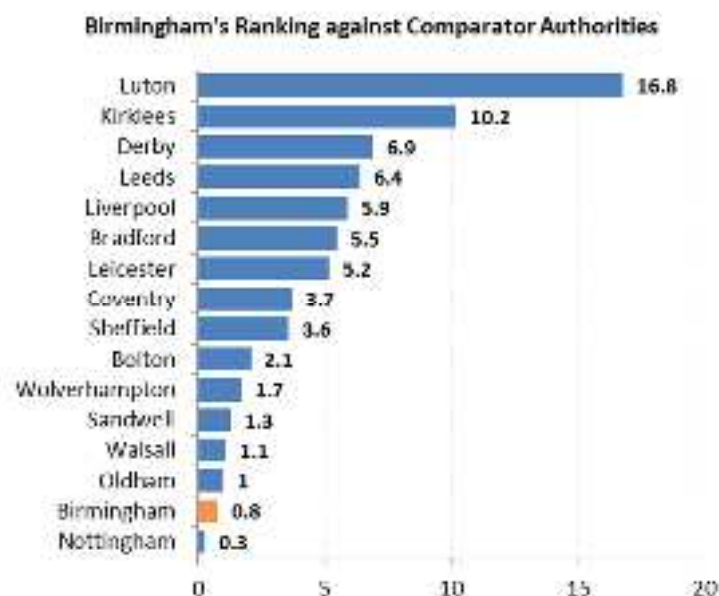
0.8%

National Average

6.4%

RANK (out of 152)

149th ↓



Proportion of Adults with Learning Disabilities
in paid employment score

Below Average

Worsening

Proportion of Adults in contact with Secondary Mental Health services in paid employment

Birmingham 2015/16

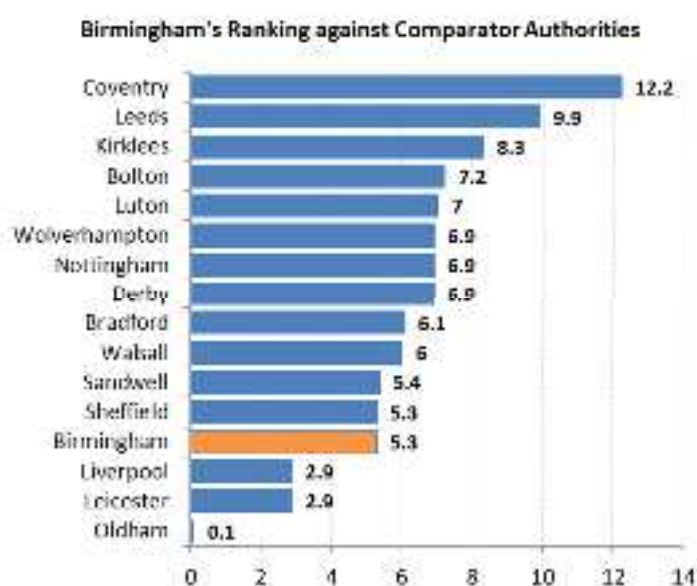
5.3%

National Average

7.1%

RANK (out of 152)

96th ↑



Proportion of Adults in contact with Secondary Mental Health services in paid employment

Below Average

Improving

e) Living in the community

Wherever possible people, with learning disabilities or mental health issues should live in their own home or with their family. Over the course of the year the proportion of service users living in the community has continued to increase. However, with respect to those with learning disabilities the proportion is still considerably below the national average. More positively, a higher than average proportion of people in contact with secondary mental health services do live independently.

Proportion of adults with a learning disability who live in their own home or with their family

Birmingham 2015/16

53.9%

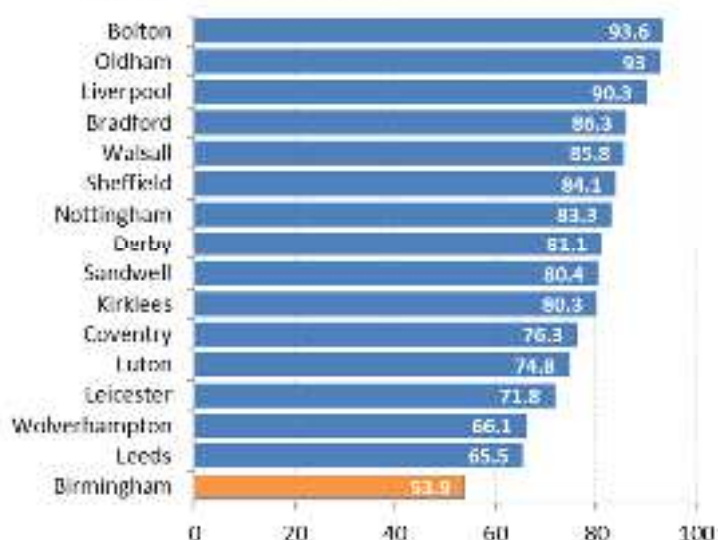
National Average

76.1%

RANK (out of 152)

149th ↑

Birmingham's Ranking against Comparator Authorities



Proportion of adults with a learning disability who live in their own home or with their family

Below Average

Improving

Proportion of adults in contact with secondary mental health services who live independently, with or without support

Birmingham 2015/16

69.4%

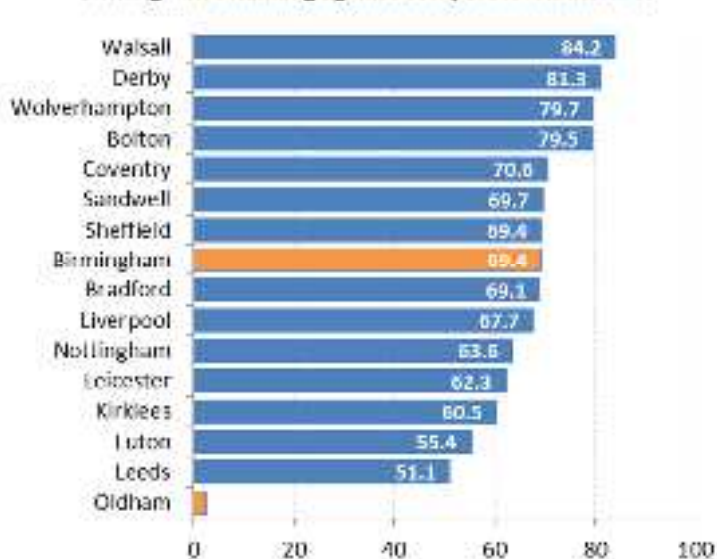
National Average

62.3%

RANK (out of 152)

61st ↑

Birmingham's Ranking against Comparator Authorities



Proportion of adults in contact with secondary mental health services who live independently, with or without support score

Above Average

Improving

f) Social contact

The Adult Social Care Survey collects information on the level of contact that people have with others in a social environment as an indicator of isolation. There is a well-evidenced link between social isolation and health and well-being.

44.6% of respondents have as much social contact with people as they wanted in 2015/16. This is an improvement on the 2014-15 result of 44% and the same as the average for our neighbouring local authorities.

Birmingham 2015/16

44.6%

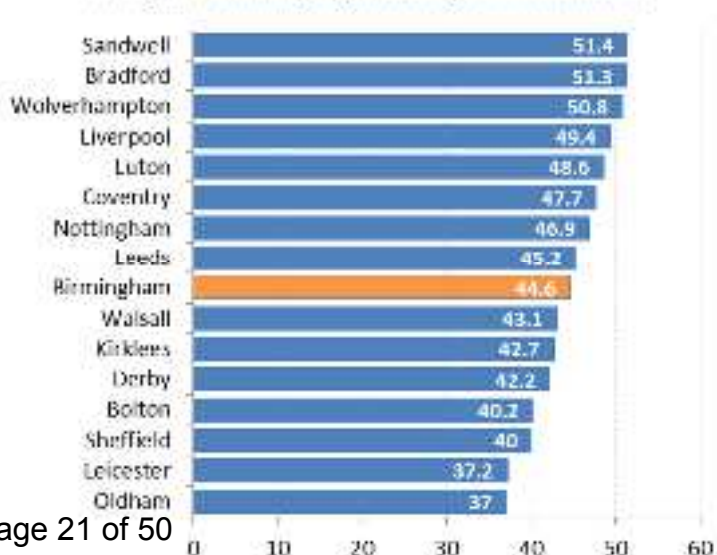
National Average

45.3%

RANK (out of 152)

86th ↑

Birmingham's Ranking against Comparator Authorities



Proportion of people who use services who reported that they had as much social contact as they would like score	Below Average	Improving
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2. Delaying and reducing the need for care and support

This measure is concerned with preventing people from becoming reliant on ongoing social care and support and, where they do, that it is provided in the most appropriate setting. It means that:

- everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs;
- people and their carers are less dependent on intensive care services as a result of earlier diagnosis, intervention and enablement; and
- when people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence.

How well we did in 2015/16?

a) Admissions to residential and nursing care

In line with the strategic direction to increase independent living and care in people's own homes, we aim to reduce the number of people whose support needs are met by admission to residential or nursing care.

The number of clients of all ages placed into care homes fell between 2014/15 and 2015/16.

The proportion of new permanent admissions to residential care for people aged 18-64 years per 100,000 people was 16.3 in 2015/16. This was above the average of 14.6 for similar authorities and a slight increase from 2014/15.

The proportion of new permanent admissions to residential care for adults aged 65 and over per 100,000 people was 662.8 in 2015/16. This was below the average of 722.4 for similar authorities and a significant drop from 781.1 in 2014/15.

In 2015/16, 30% of the placements in the Enhanced Assessment Beds service resulted in the person returning home. These are clients who would potentially have permanently gone into a care home without this intervention.

Long-term support needs of younger adults (18-64) met by admission to residential and nursing care homes, per 100,000

Birmingham 2015/16

16.3

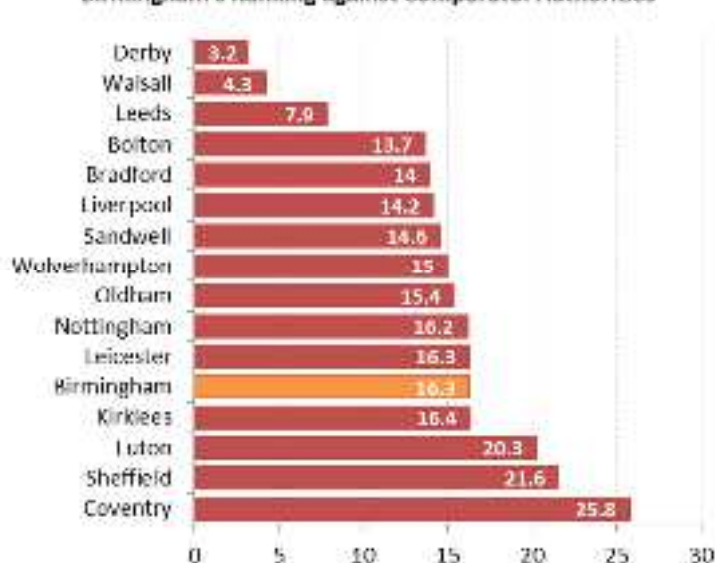
National Average

13.2

RANK (out of 152)

110th ↓

Birmingham's Ranking against Comparator Authorities



Long-term support needs of younger adults (18-64) met by admission to residential and nursing care homes, per 100,000 score

Below Average

Worsening

Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000

Birmingham 2015/16

662.8

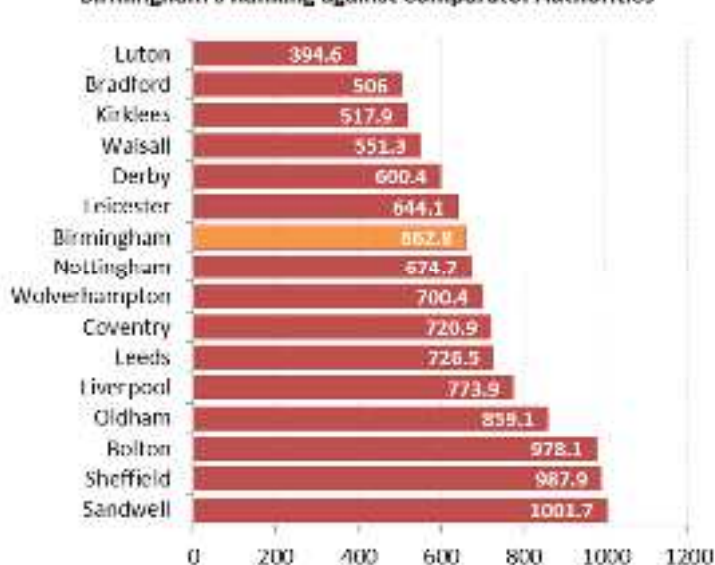
National Average

650.6

RANK (out of 152)

86th ↑

Birmingham's Ranking against Comparator Authorities



Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 score

Below Average

Improving

b) Reablement

There is strong evidence that reablement services lead to improved outcomes and value for money across the health and social care sectors. Reablement seeks to support people and maximise their level of independence, in order to minimise their need for ongoing support and dependence on public services. This measures the benefit to individuals from reablement, intermediate care and rehabilitation following a hospital episode, by determining whether an individual remains living at home 91 days following discharge – the key outcome for many people using reablement services. It captures the joint work of social services, health staff and services commissioned by joint teams, as well as adult social care reablement.

Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement services (effectiveness of the service)

Birmingham 2015/16

75.2%

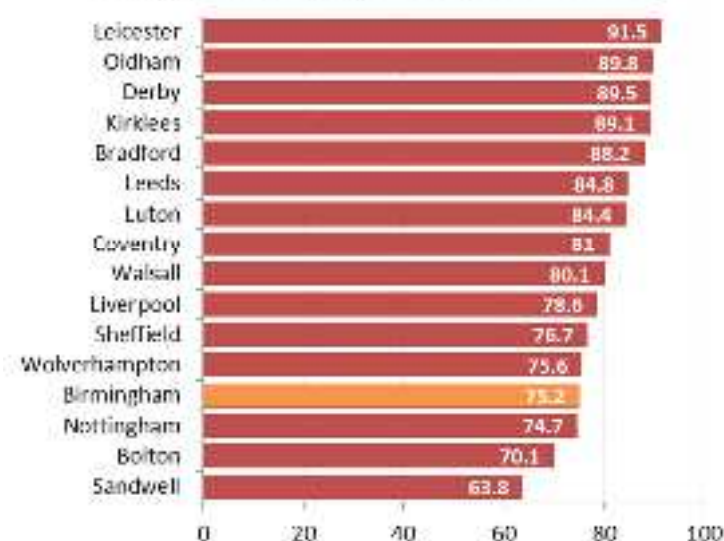
National Average

83.4%

RANK (out of 152)

136th ↓

Birmingham's Ranking against Comparator Authorities



Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement services (effectiveness of the service) score

Below Average

Worsening

The proportion of older people aged 65 and over offered reablement services following discharge from hospital

Birmingham 2015/16

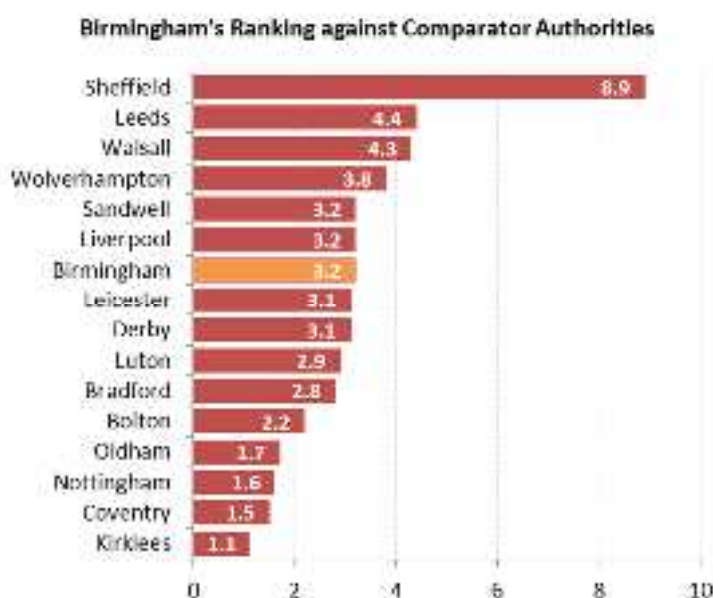
3.2%

National Average

3.2%

RANK (out of 152)

62nd ↑



The proportion of older people aged 65 and over offered reablement services following discharge from hospital score

National Average

Improving

c) Delayed transfers of care

A delayed transfer of care is when a patient is ready to leave hospital but is prevented from doing so for one or more reasons. This measure reflects the ability of the whole care system (hospitals, community-based care and social care) to ensure that patients are transferred to the next stage of care and support appropriately. The average daily number of delayed transfers of care per 100,000 of the population in 2015/16 was 17.0, an improvement from 20.3 in 2014/15, but higher than the average for similar authorities (11.8).

Delayed transfers of care from hospital per 100,000 population

Birmingham 2015/16

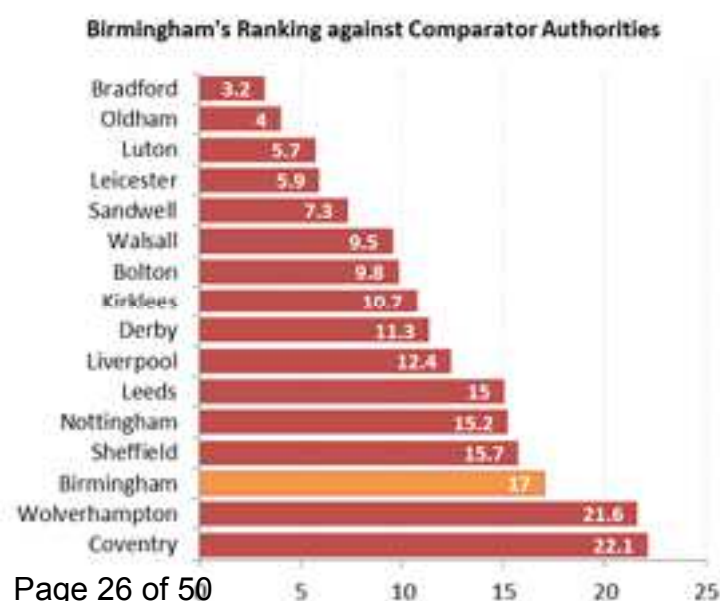
17.0

National Average

10.9

RANK (out of 152)

133rd ↑



Numbers experiencing Delayed Transfers of Care score	Below Average	Improving
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The number of these delays attributable to adult social care also reduced, from 11.3 in 2014/15 to 9.9 in 2015/16

Birmingham 2015/16

9.9

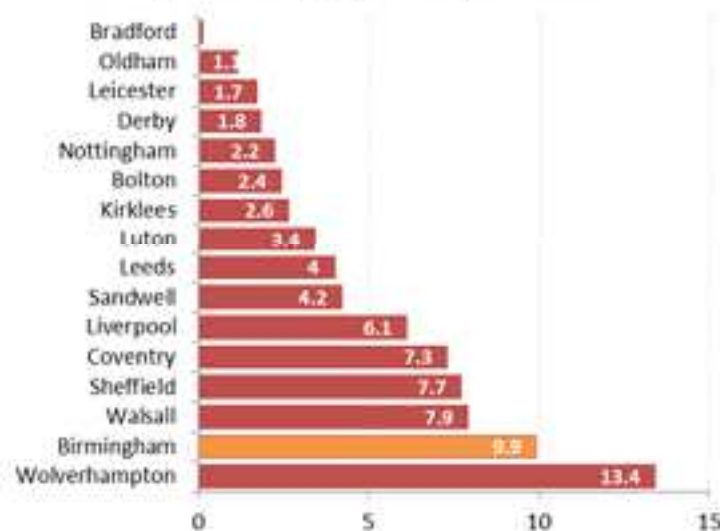
National Average

4.2

RANK (out of 152)

143rd ↑

Birmingham's Ranking against Comparator Authorities



Numbers experiencing Delayed Transfers of Care which are the responsibility of adult social care score	Below Average	Improving
--	---------------	-----------

d) Outcome of short-term services: Home Care Enablement

The Home Care Enablement Service helps you to relearn skills such as washing, dressing and cooking, or learn new ways of doing things, so you can live as independently as possible.

The Home Care Enablement Service may help if you:

- Have been in hospital and need help to learn how to manage when you get home;
- Are recovering from an illness or injury.

We saw an increase in the number of people starting an enablement service from 2,002 in 2014/15 to 2,549 in 2015/16. The service was also more effective, with the proportion of *new clients completing an enablement programme who required no ongoing support* at the end increasing from 48% in 2014/15 to 51% in 2015/16.

Birmingham 2015/16

51.1%

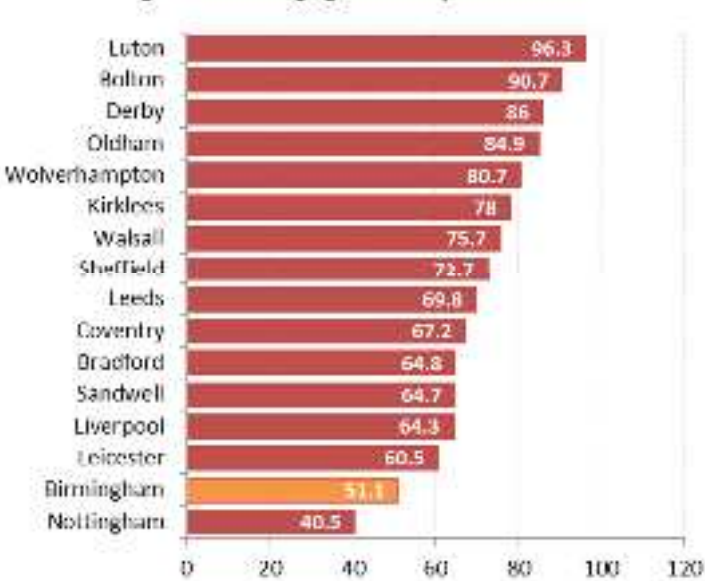
National Average

73.1%

RANK (out of 152)

139th ↑

Birmingham's Ranking against Comparator Authorities



Outcome of short-term services score	Below Average	Improving
--------------------------------------	---------------	-----------

3. Ensuring that people have a positive experience of care and support

This is concerned with measuring people's experience of care and support. It means that:

- people who use social care and their carers are satisfied with their experience of care and support services;
- carers feel that they are respected as equal partners throughout the care process;
- people know what choices are available to them locally, what they are entitled to, and who to contact when they need help; and
- people, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

How well we did do in 2015/16?

We measured the effect of support on people using Birmingham's adult social care services in terms of:

- satisfaction with care and support services;
- access to information and advice;
- involvement of, or consultation with, carers about support planning.

a) Satisfaction with care and support services

Citizens who use services

Using the results from the Adult Social Care Survey, we saw a decrease in the proportion of people who were 'extremely' or 'very satisfied' with their care and support services. This fell from 60.5% in 2014/15 to 57.2 % in 2015/16. It was also below the average of 62% in other similar authorities.

Birmingham 2015/16

57.2%

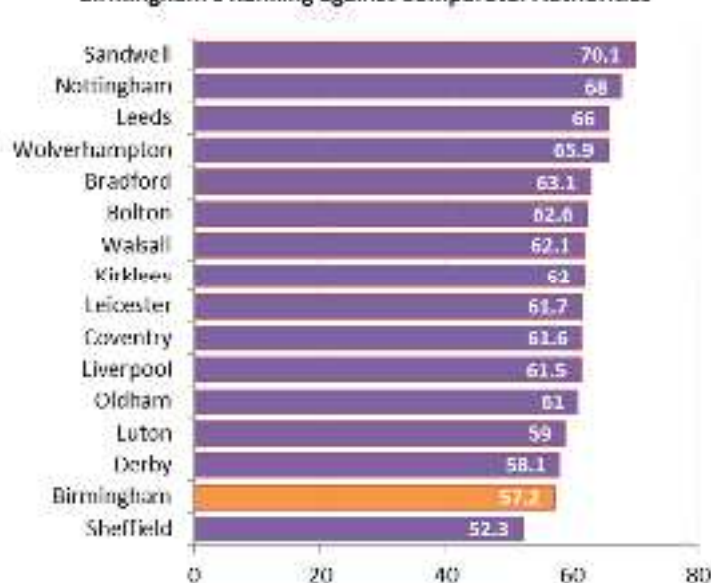
National Average

64.2%

RANK (out of 152)

142nd ↓

Birmingham's Ranking against Comparator Authorities



Overall satisfaction of people who use care and support services score

Below Average

Worsening

Carers

The results from our Carers' Survey showed us that 28.0% were 'extremely' or 'very satisfied' with the support they had received from the local authority during 2015/16. This is a reduction in satisfaction compared with 2014/15 (32.2%). National data is not available for comparison on this measure for 2015/16.

Overall carer satisfaction with support provided score

Worsening

b) Access to information and advice

Using the results from the Adults' Social Care and the Carers' surveys, we looked at the percentage of citizens who use services and carers who found it easy to find information about services. We found this had improved from 62.7% in 2014/15 to 64.9% in 2015/16.

71% of service users felt information was easy to find, and improvement from 69.2% in 2014-15. 58.7% of carers found information easy to find, compared to 52.4% last year.

Birmingham 2015/16

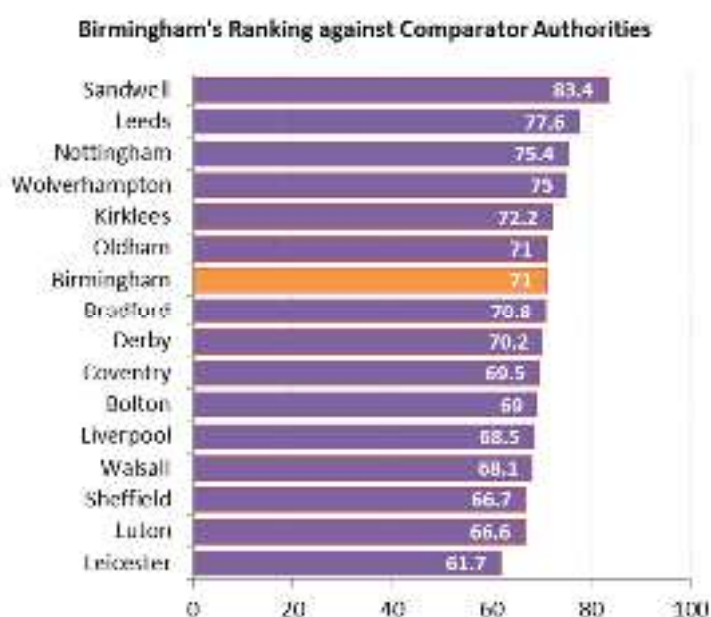
71.0%

National Average

74.3%

RANK (out of 152)

111th ↑



Access to information and advice score

Below Average

Improving

c) Involvement of or consultation with carers about support planning

From the Carers' Survey, we found that 63.6% of carers said they were 'always' or 'usually' involved or consulted about the support or services provided for the person for whom they provide care. National data is not available for comparison on this measure for 2015/16.

Carers involved or consulted about support and services provided

Improving

4. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm

This is concerned with keeping vulnerable people safe. It means that:

- everyone should be able to enjoy physical safety and feel secure;
- people are free from physical and emotional abuse, harassment, neglect and self-harm
- people are protected as far as possible from avoidable harm, disease and injuries; and
- people are supported to plan ahead and have the freedom to manage risks the way that they wish.

How well we did do in 2015/16?

Safeguarding people

We exceeded all the targets we set ourselves around how quickly we investigated potential safeguarding issues:

- 95.1% of safeguarding referrals were completed within 24 hours, above the target of 95.0%;
- 90.9% of safeguarding assessments were completed within 28 days of referral, exceeding the target of 80.0%;
- 84.0% of Case Conferences were completed within 38 days of referral, exceeding the target of 80.0%; and
- 88.9% of all audited Safeguarding cases were judged Good, exceeding the target of 85%.

We measure the effect of support on people using Birmingham's adult social care services in terms of:

- How safe people felt; and
- How safe services made people feel.

a) Proportion of people who use services who feel safe

In the Adult Social Care Survey, 68.2% of respondents said they felt safe in 2015/16. This is a slight decrease compared to 2014/15 (70.8%) and slightly below the national average.

Birmingham 2015/16

68.2%

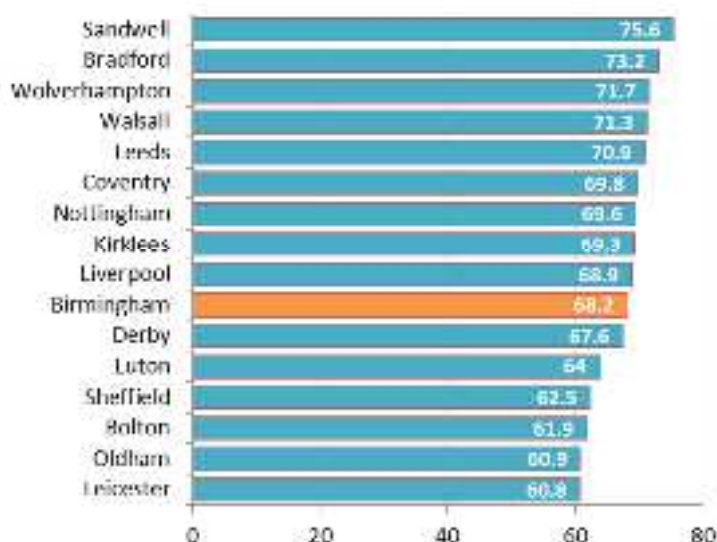
National Average

68.9%

RANK (out of 152)

86th ↓

Birmingham's Ranking against Comparator Authorities



Proportion of people who use services who feel safe score

Below Average

Worsening

b) Proportion of people who use services who say that those services have made them feel safe and secure

The proportion of people in receipt of care who said the care they receive makes them feel safe was 89.3% in 2015/16. This is above the average of 82.6% in similar authorities but slightly lower than our 2014/15 position, which was 89.6%.

Birmingham 2015/16

89.3%

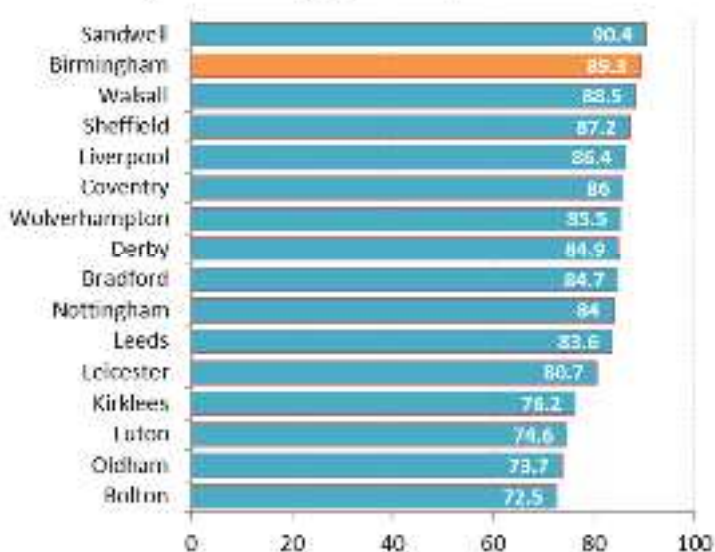
National Average

85.2%

RANK (out of 152)

41st ↓

Birmingham's Ranking against Comparator Authorities



Proportion of people who use services who say that those services have made them feel safe and secure score	Above Average	Worsening
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Complaints and Feedback

The Citizen Voice Team (part of Commissioning Centre of Excellence) is responsible for the management of the statutory complaints function for adult social care.

During 2015-2016:

- 147 statutory complaints were received, a reduction on the previous two years;
- 11 complaints were withdrawn during the process;
- 628 individual complaints were investigated, of which:
 - 391 complaints were not upheld,
 - 142 complaints were upheld,
 - 54 complaints were partially upheld,
 - 40 complaints were inconclusive, and
 - 1 complaint could not be resolved.
- The Adult Social Care teams in Assessment and Support Planning received the largest number of complaints (92), a reduction from 129 for the same service area last financial year;
- The statutory timeframe for responding to a complaint is six months: 131 complaints were responded to within that timeframe;
- Staff behaviour was the highest overall reason for complaints received (32);
- 6 Local Government Ombudsman complaints were registered.
- A further 146 requests did not meet the requirements for the statutory complaints process including 58 corporate 'Your Views' complaints.

How well do you think we did in 2015/16?

Birmingham's adult social care comments, compliments and complaints process

For information about the comments, compliments and complaints process for Birmingham's adult social care services please contact:

Citizen Voice Team
Directorate for People
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG
Phone: 0121 303 5161 (option 1)

Or visit:

www.birmingham.gov.uk/AdultCustomerCare

Sources of further information

Adult social care information and advice for Birmingham

If you think that you or someone you care for needs social care support, please call the Adults and Communities Access Point (ACAP) about getting an assessment of your (or their) social care needs: 0121 303 1234.

Protecting adults from abuse and neglect

Information about abuse of vulnerable adults is available on Birmingham City Council's website at:

www.birmingham.gov.uk/safeguardingadults

If you think there has been a crime, call the West Midlands police on 0345 113 5000. In an emergency, phone 999.

If it is not an emergency but you are worried about possible adult abuse, please call the Adults and Communities Access Point (ACAP) on 0121 303 1234.

Performance of Birmingham's adult social care services

We have a webpage with information on how Birmingham's adult social care services are performing:

www.birmingham.gov.uk/adultperformance

Healthwatch

Healthwatch England is the independent consumer champion for health and social care in England.

www.healthwatch.co.uk/

Healthwatch Birmingham

The local Healthwatch in Birmingham is available at:

www.healthwatchbirmingham.co.uk/

Appendix 1 – Our overall performance for 2015/16

ASCOF ID	Indicator	2015/6	Direction of Travel	National Mean	National Rank
1A	Service users quality of life	18.8	↓	19.1	100
1B	Proportion of people who use services who have control over their daily life	71.1%	↓	76.4%	128
1C(1A)	Proportion of adults receiving self-directed support	100%	=	88.2%	1
1C(1B)	Proportion of carers receiving self-directed support	97.5%	↓	84.7%	83
1C(2A)	Proportion of adults receiving direct payments	19.8%	↑	27.5%	119
1C(2B)	Proportion of carers receiving direct payments for support direct to carer	95.8%	↓	72.8%	68
1E	Proportion of adults with learning disabilities in paid employment	0.8%	↓	6.4%	149
1F	Proportion of adults in contact with secondary mental health services in paid employment	5.3%	↑	7.1%	96
1G	Proportion of adults with learning disabilities who live in their own home or with their family	53.9%	↑	76.1%	149
1H	Proportion of adults in contact with secondary mental health services who live independently, with or without support	69.4%	↑	62.3%	61
1I(1)	Proportion of people who use services, who reported that they had as much social contact as they would like	44.6%	↑	45.3%	86
2A(1)	Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000	16.3	↓	13.2	110
2A(2)	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000	662.8	↑	650.6	86
2B(1)	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement services (effectiveness of the service)	75.2%	↓	83.4%	136
2B(2)	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)	3.2%	↑	3.2%	62
2C(1)	Delayed transfers of care from hospital per 100,000 population	17	↑	10.9	133
2C(2)	Delayed transfers of care from hospital, that are attributable to social care or jointly with the NHS, per 100,000 population	9.9	↑	4.2	143
2D	Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level	51.1%	↑	73.1%	139
3A	Overall satisfaction of people who use services with their care and support	57.2%	↓	64.2%	142
3D(1)	Proportion of people who use services, who find it easy to find information about support	71%	↑	74.3%	111
4A	Proportion of people who use services who feel safe	68.2%	↓	68.9%	86
4B	Proportion of people who use services who say that those services have made them feel safe and secure	89.3%	↓	85.2%	41

Appendix 2 – List of Similar Authorities

One of the ways in which we measure our performance is by comparing ourselves against a group of 15 other local authorities with a similar demographic profile to Birmingham. These are:

- Bolton
- Bradford
- Coventry
- Derby
- Kirklees
- Leeds
- Leicester
- Liverpool
- Luton
- Nottingham
- Oldham
- Sandwell
- Sheffield
- Walsall
- Wolverhampton

If you need this information in another format or language please contact:

Citizen Voice Team
Directorate for People
Birmingham City Council
PO Box 16465
Birmingham
B2 2DG

Phone: 0121 303 5161

Email: ci@birmingham.gov.uk



Health, Wellbeing and the Environment Overview & Scrutiny Committee 2016/17 Work Programme

Committee Members:

Cllr Uzma Ahmed
Cllr Deirdre Alden
Cllr Sue Anderson
Cllr Mick Brown

Chair: Cllr John Cotton

Cllr Carole Griffiths
Cllr Andrew Hardie
Cllr Kath Hartley
Cllr Mohammed Idrees

Cllr Simon Jevon
Cllr Karen McCarthy
Cllr Robert Pocock

Committee Support:

Scrutiny Team: Rose Kiely (303 1730) / Gail Sadler (303 1901)

Committee Manager: Paul Holden (464 4243)

Schedule of Work

Meeting Date	Committee Agenda Items	Officers
21 June 2016	Formal Session – Appointments to Deputy Chair and Joint HOSCs Informal Session – Briefings and Background Documents	Dr Louise Lumley, Clinical Lead for Urgent Care. Karen Richards, Head of Urgent Care, Gemma Caldecott, Senior External Comms & Eng. Manager Alan Lotinga, Service Director, Health & Wellbeing / Judith Davis, Programme Director, Better Care Fund/John Wilderspin, Strategic Programme Director Sustainability & Transformation Plan Adrian Phillips, Director of Public Health Alan Bowley, Reduce, Reuse, Recycle Programme Manager



19 July 2016 @ 10.00AM	Use of Enhanced Assessment Beds including capacity in Care Centres	Diana Morgan, AD Specialist Care Services
19 July 2016 @ 1.00PM	Tracking of the 'Mental Health: Working in Partnership with Criminal Justice Agencies' Inquiry	Joanne Carney, Associate Director, Joint Mental Health Commissioning Team, CrossCity CCG, Robert Devlin, Senior Strategic Commissioning Manager, Peter Wilson, Stephen Jenkins, BSMHFT
	From Waste to Resource Workshop	Alan Bowley, Reduce, Reuse, Recycle Programme Manager
9 August 2016	Urgent Care in Birmingham (including the re-procurement of NHS 111 Service)	Karen Richards, Associate Director of Urgent Care / Carol Herity, Associate Director of Partnerships, CrossCity CCG
27 September 2016 @ 10.00AM	Cabinet Member for Health and Social Care Birmingham & Solihull Sustainability & Transformation Plan - progress update	Cllr Paulette Hamilton/ Peter Hay, Strategic Director, People Directorate
	Cabinet Member for Clean Streets, Recycling & Environment - DEFERRED	Cllr Lisa Trickett / Jon Lawton
	Healthwatch – Update	Andy Cave, CEO, Healthwatch Birmingham
27 September 2016 @ 2.00PM	Tracking of the 'Tackling Childhood Obesity in Birmingham' Inquiry	Charlene Mulhern, Senior Officer – Collaboration, Birmingham Public Health
	Tracking of the 'Living Life to the Full with Dementia' Inquiry	Mary Latter, Joint Commissioning Manager Dementia



25 October 2016	<p>Sustainability and Transformation Plan</p> <ul style="list-style-type: none"> • Mark Rogers (System Lead) • Dame Julie Moore • Sarah-Jane Marsh • John Short • Les Williams <p>Mental Health Day Services</p>	Carol Herity, Associate Director of Partnerships, CrossCity CCG
22 November 2016	<p>Update on Umbrella – the Sexual Health Services in Birmingham and Solihull Contract</p> <p>Birmingham Substance Misuse Recovery System– Review of first 12 months</p> <p>Update on Care Centres and Enhanced Assessment Beds</p> <p>Terms of Reference – Impact of poor air quality on health in Birmingham Inquiry</p>	<p>John Denley, AD People Directorate, Nic Adamson, Director CRI</p> <p>Max Vaughan, Head of Service, Universal and Prevention</p> <p>Alan Lotinga, Service Director for Adult Care, Louise Collett, Service Director, Commissioning, Alison Malik, Head of Service, Complex & Statutory Services, Commissioning Centre of Excellence, Maria B Gavin, Assistant Director, Commissioning Centre of Excellence</p>
13 December 2016	<p>Budget</p> <p>Forward Thinking Birmingham – Mental Health Care for 0-25s (Update 6 months into new contract)</p>	<p>TBC</p> <p>Elaine Kirwan, Associate Director of Nursing, Forward Thinking Birmingham</p>
17 January 2017 1000-1300 1400-1600	Impact of poor air quality on health in Birmingham Inquiry	



21 February 2017 2.00pm	<p>Update on the Birmingham and Solihull Sustainability and Transformation Plan</p> <p>West Midlands ADASS Peer Challenge of Birmingham Adult Social Care Services & Action Plan</p> <p>Tracking of the 'Homeless Health' Inquiry</p>	<p>Councillor Paulette Hamilton, Cabinet Member for Health and Social Care; Mark Rogers, System Lead.</p> <p>Mike Walsh, Head of Service – Intelligence, Strategy & Prioritisation, Commissioning Centre for Excellence</p> <p>John Hardy, Policy & Development Officer</p>
14 March 2017 (Informal meeting)	<p>Consultation on the Future of Acute Hospital Services in Worcestershire</p>	<p>Lucy Noon, Director of Corporate and Organisational Development (across the 3 Worcestershire CCGs); Claire Austin, Communications & Engagement Lead, Future of Acute Hospital Services in Worcestershire Programme</p>
28 March 2017	<p>15/16 Local Performance Account Report</p> <p>Impact of Poor Air Quality on Health in Birmingham Inquiry – Evidence from Network Rail</p>	<p>Mike Walsh, Head of Service – Intelligence, Strategy & Prioritisation, Commissioning Centre for Excellence</p> <p>Patrick Power, Station Manager, Birmingham New Street; Kevin Blacktop, Research & Development Specialist; Rhodri Davies, Environmental Strategy Manager</p>
25 April 2017	<p>Cabinet Member for Health and Social Care</p> <p>Urgent Care</p> <p>Report from the Waste Strategy Task and Finish Group</p>	<p>Cllr Paulette Hamilton / Suman McCartney</p> <p>Diane Reeves, Chief Accountable Officer, South Central CCG</p>



Items to be scheduled in Work Programme

- Outcome of the Mental Health Recovery, Learning and Work Services Consultation (Baljit Bahi/Rob Devlin)
- Tracking of the 'Tackling Childhood Obesity in Birmingham' Inquiry (October 2017)
- Tracking of the 'Living Life to the Full with Dementia' Inquiry (October 2017)
- Proposed Changes to NHS Specialist Services for People with Congenital Heart Disease
- Informal Briefing – Healthwatch Birmingham Quality Standard Tool
- Outcome of the Older Adults Day Services Consultation and Norman Power and Perry Tree Care Centre Consultation
- Forward Thinking Birmingham Update Report – June 2017
- Maximising Independence in Adults Programme
- Framework Agreement with Domiciliary Care Providers
- Birmingham Adult Safeguarding Annual Report 2015/16 (Tapshum Pattni/Cherry Dale) (June 2017)
- Update Report on the Birmingham and Solihull Sustainability and Transformation Plan
- Delayed Transfers of Care
- Progress report against the West Midlands ADASS Peer Challenge Action Plan (Mike Walsh/John Denley)
- Performance Monitoring and the Impact of Budget Savings Report (Mike Walsh/John Denley)
- Tracking of the 'Homeless Health' Inquiry (September 2017)



Joint Birmingham & Sandwell Health Scrutiny Committee Work		
Members	Cllrs John Cotton, Carole Griffiths, Kath Hartley, Deirdre Alden, Sue Anderson	
Meeting Date	Key Topics	Contacts
5 July 2016 at 2.00pm in Birmingham	<ul style="list-style-type: none"> Right Care Right Here – Its Evolution (transition to the Black Country Sustainability & Transformation Plan) Update on Sandwell and West Birmingham End of Life Care Service 	<p>Jayne Salter-Scott, Head of Engagement, SWBCCG</p> <p>Jon Dickens, Chief Operating Officer – Operations, SWBCCG, Sally Sandal, Senior Commissioning Officer</p>
23 November 2016 at 3.30pm in Sandwell	<ul style="list-style-type: none"> Findings of Improving Day Hospice Service Consultation – Sandwell and West Birmingham CCG 	
18 January 2017 At 3.00pm in Birmingham	<ul style="list-style-type: none"> Better Health & Care (Black Country STP) Commissioning New Models of Care Prescribing for Clinical Need Policy 	<p>Andy Williams, SWBCCG</p> <p>Angela Poulton, Programme Director, SWBCCG</p> <p>Dr Gwyn Harris, Clinical Lead for Medicines Quality; Liz Walker, Head of Medicines Quality, SWBCCG</p>
TBA	<ul style="list-style-type: none"> Commissioning New Models of Care <ul style="list-style-type: none"> Evaluation of the outcomes analysis on modality work Outcome of the Engagement Process 	<p>Angela Poulton, Programme Director, SWBCCG</p> <p>Jayne Salter-Scott, Head of Engagement, SWBCCG</p>



Joint Birmingham & Solihull Health Scrutiny Committee Work		
Members	Cllrs John Cotton, Rob Pocock, Mohammed Idrees, Mick Brown, Uzma Ahmed, Andrew Hardie, Simon Jevon.	
Meeting Date	Key Topics	Contacts
27 July 2016 at 5.00pm in Birmingham	<ul style="list-style-type: none"> NHS Procedures of Lower Clinical Value – Solihull and Birmingham 	Gemma Caldecott, Senior External Communications & Engagement Manager, CROSSCITY CCG Neil Walker, Chief Contract & Performance Officer, Solihull CCG, Rhona Woosey, Network & Commissioning Manager, B'ham South Central CCG, Clinical Lead TBC
3 October 2016 at 6.00pm in Solihull	<ul style="list-style-type: none"> HoEFT <ul style="list-style-type: none"> Update on the performance/finance position Report on progress made on implementing plans Planned changes as a result of need to make savings to address deficit issues. 	Dame Julie Moore, Interim Chief Executive / Jacqui Smith, Interim Chair / Rachel Cashman, Project Director, Integration Programmes / Kevin Bolger, Interim Deputy Chief Executive, Improvement
8 th March 2017 at 5.00pm in Birmingham	<ul style="list-style-type: none"> Birmingham & Solihull Sustainability & Transformation Plan Birmingham and Solihull CCGs: Proposed Merger 	Andrew McKirgan, Director BSol STP and Director of Partnerships, UHBFT; Judith Davis, Programme Director, Birmingham Better Care Carol Herity, Associate Director of Partnerships, B'ham CrossCity CCG
2 nd May 2017 At 6.00pm In Solihull	<ul style="list-style-type: none"> Heart of England NHS Foundation Trust (HoEFT) Quality Account 2016/17 University Hospital Birmingham/HoEFT Merger 	
TBA	<ul style="list-style-type: none"> Birmingham & Solihull Mental Health Trust performance and planned service changes NHS Procedures of Lower Clinical Value – The next round Sustainability & Transformation Plan Update:- <ul style="list-style-type: none"> Public engagement and involvement Multi-Speciality Providers Governance and leadership Birmingham and Solihull CCGs: Proposed Merger Update:- <ul style="list-style-type: none"> Risk Register for the merger Transparency and clarity around the budget implications for Birmingham and Solihull 	



West Midlands Regional Health Scrutiny Chairs Network		
Meeting Date	Key Topics	Contacts
15 June 2016 10.00am	The Work of the West Midlands Mental Health Commission Mental Health Service Provision – from a provider perspective	Steve Appleton Managing Director – Contact Consulting West Midlands Mental Health Commission Secretariat and Project Manager Sue Harris, Director of Strategy and Business Development Stephen Colman, Director of Operations
5 October 2016	Sustainability and Transformation Plans (STPs) Scrutiny and STPs Single Commissioning - The 3 Birmingham CCGs	Brenda Cook, CfPS

CHAIR & COMMITTEE VISITS		
Date	Organisation	Contact
20 th April 2017 @ 10.30am	West Midlands Ambulance Service – Visit to Hollymoor Ambulance Hub	Dax Morris, Area Manager
13 th April 2017 @ 10.30am	Reach Out Recovery – Visit to Summer Hill House, Ladywood.	Russell Booth, Marketing Manager
7 December 2016 @ 2.00pm	West Midlands Ambulance Service – Visit to an Ambulance HQ.	Diane Scott, Deputy CEO
2 November 2016 @ 10.30am	Birmingham Substance Misuse Recovery System:- Visit to CRI premises, Scala House, Birmingham.	John Denley, AD Commissioning Centre of Excellence / Nic Adamson, Director CRI

INQUIRY:	
Key Question:	Is there an evidential link between poor air quality and poor health, what are the main controllable sources of this in Birmingham, and what can be done to improve air quality with a view to improving health outcomes in Birmingham?
Lead Member:	Councillors John Cotton and Zafar Iqbal
Lead Officer:	Rose Kiely
Inquiry Members:	Cllrs Uzma Ahmed, Mick Brown, Carole Griffiths, Kath Hartley, Mohammed Idrees, Karen McCarthy, Robert Pocock, Deirdre Alden, Andrew Hardie, Simon Jevon, Sue Anderson, Phil Davis, Diane Donaldson, Ziaul Islam, Josh Jones, John O'Shea, Eva Phillips, Sharon Thompson, David Barrie, Timothy Huxtable, Ken Wood, Zaker Choudhry.
Evidence Gathering:	17 th January 2017
Drafting of Report:	January/February 2017
Report to Council:	4 th April 2017

Councillor Call for Action requests

**Cabinet Forward Plan - Items in the Cabinet Forward Plan that may be of interest to the Committee**

Item no.	Item Name	Portfolio	Proposed date
002820/2016	Personal Budget Allocation System	Health and Social Care	18 Apr 17

