

Caring - People are treated with dignity and respect.

Key Action Overview

Outcome	Portfolio Leads	Outcome Lead	Officer Leads	Key Action Description	RAG	2014/15 Key	Milestones due for completion during current quarter	Status	Proposed resolution (overdue Milestones)
People are treated with dignity and respect.	Pete Smith	Dave Simpkins	Judith Harwood	Become a welcoming city that is diverse, inclusive and that combats hate crime.	Green	K29	1. Work with partners on Social Cohesion framework (incorporating Welcoming City) agreed at Cabinet	1. Complete	
	Chris Penberthy		Giles Perritt	Implement the findings of the Fairness Commission.	Green	K30	1. AD's are aware of their roles and responsibilities to deliver.	1. Complete	
	Ian Tuffin		Dave Simpkins	Improve the quality of the care and support market	Green	K31	1. Hold Review Day for Leadership programme 2. Build business case for Leadership programme 3. Business case to Co-Operative commissioning 4. To have completed 100% of Quality Reviews within the Plymouth boundaries 5. Review QR cycle for Plymouth homes to ensure continuity of review process 6. Review accreditation of Leadership programme course (Leadership Programme for Care Home Managers)	1. Complete 2. Complete 3. Complete 4. Complete 5. Complete 6. Complete	
	Ian Tuffin		Dave Simpkins	Working with Partners to create a Dementia Friendly City	Green	K49	1. End of Life pathway to include Dementia 2. Number of carers registered to the Carers Emergency Response Service increased 3. Number of carers receiving Dementia training increased 4. Review of the support groups for carers of PWD to ensure there is equity of access and needs are addressed 5. Audit completed into primary care prescribing of antipsychotics 6. Review guidance sheet for care homes re management of antipsychotics in dementia completed 7. Dementia Champions on care of the elderly wards in place 8. Hospital Quality Standards in Contract 9. Increased Number of homes reviewed by QAIT team 10. Increased number of Dementia Quality Mark awards to care homes	1. Complete 2. Complete 3. Complete 4. Complete 5. Complete 6. Complete 7. Complete 8. Complete 9. Complete 10. Complete	
	Ian Tuffin		Dave Simpkins	Continue to work closely with the NHS to provide a seamless service for older people's care including smoother discharge from hospitals	Green	K50	1. Joint performance management of Delayed Transfers of Care in place with performance colleagues at Derriford Hospital 2. Develop discharge team with partners	1. Complete 2. Complete	

Performance Indicators linked to the “People are treated with dignity and respect.”

Outcome	Measure	Ref	Performance	Graph	Historic Performance against target, benchmark and influences	Current Performance and trajectory	Performance forecast (link to Action Plan)																																																																																																		
People are treated with dignity and respect.	Percentage of residents who believe Plymouth is a place where people from different backgrounds get on well together.	P20	<table border="1"> <thead> <tr> <th></th> <th>2009/10</th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>49%</td> <td></td> <td></td> <td>53%</td> <td></td> <td>53%</td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td>60%</td> <td></td> <td></td> <td>60%</td> <td></td> <td>60%</td> <td></td> <td></td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual	49%			53%		53%			Target	60%			60%		60%			Forecast										<p>The 2012 Listening Plymouth survey showed that 53% of people agreed that their local area is a place where people from different ethnic backgrounds get on well together (note question changed to specifically ask about ethnicity). Where community engagement work has been targeted, community cohesion has shown marked improvement e.g. after holding a series of community events in North Prospect, the neighbourhood's "community cohesion" rating increased from 41% of people believing that people from different backgrounds get on well together to 57%.</p>	<p>This question reverted to the original 'Plymouth is a place where people from different backgrounds get on well together' in the 2014 Health and Wellbeing survey. 53% of respondents stated that they felt 'Plymouth is a place where people from different backgrounds get on well together'. This represents no change from the result in 2012 when the slightly different ethnicity question was asked in the Plymouth survey. Only 16% disagreed with this statement with a sizeable 31% neither agreeing or disagreeing. 53% did however represent a sizeable fall from 2009 performance, this fall is being investigated and may be in line with the national trend.</p>	<p>Future performance against this measure ties in with the welcoming city action plan that is currently being created by the social inclusion unit. The action plan will likely be signed off in quarter 4 and will look to improve performance in this area. New targets will be for then forthcoming year using 53% as a baseline.</p>		Overall satisfaction of people who use services with their care and support	P21	<table border="1"> <thead> <tr> <th></th> <th>2010/11</th> <th>2011/12</th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> <th>2015/16</th> <th>2016/17</th> </tr> </thead> <tbody> <tr> <td>Actual</td> <td>62.1%</td> <td>70.3%</td> <td>68.1%</td> <td>67.8%</td> <td>Available June 15</td> <td></td> <td></td> </tr> <tr> <td>Target</td> <td></td> <td></td> <td>70.0%</td> <td>70.0%</td> <td>70.0%</td> <td></td> <td></td> </tr> <tr> <td>Forecast</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	Actual	62.1%	70.3%	68.1%	67.8%	Available June 15			Target			70.0%	70.0%	70.0%			Forecast									<p>Although the satisfaction target has not been achieved for the past two years we do benchmark very favourably and have among the highest satisfaction rates in the country. Since 2011/12 the satisfaction rates among clients has remained relatively steady around the 68 - 70% mark.</p>	<p>The 2013/14 satisfaction rate of 67.8% compares favourably to the national average of 64.9% and is the 26th highest satisfaction rate in the country.</p>	<p>Performance against this indicator is based on response to the annual adult social care statutory survey of clients so it is relatively hard to predict. As efforts continue to deliver against the quality improvement plan satisfaction rates will be expected to remain amongst the best in the country. We have retained the relatively tough improvement target of 70% so the forecast is currently amber.</p>						Influences?	Targeted Community Cohesion	Direction of current trajectory?	Static	Forecast?							Influences?	Quality Improvement Plan	Direction of current trajectory?	Static	Forecast?	Amber
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