

Healthy Culture 2016/17 Action Plan

Priority Action: Individuals and groups will have the confidence to make healthy life choices and access services at the right time to benefit their health and wellbeing

Headline measures / metrics	Metric/ KPI (inc. Source and definition)	Baseline	Target			
			16/17	17/18	18/19	19/20
	4% increase in effectiveness of reablement	66.7%	tbc	These targets are developed each year, based on performance, as part of the BCF planning process. To set targets outside of this process is inappropriate.		
	0.5% reduction in delayed transfers of care	13,466 (No delayed days)	tbc			
	A decrease in the percentage of citizens who report, through the Citizen Survey, that they struggle to keep up with bills and credit commitments	28%	26%	24%	22%	20%
	An increase in the percentage of citizens who report, through the Citizen Survey, that they know where to go for advice, help and support if they are experiencing financial hardship	New question in survey will establish baseline	tbc	tbc	tbc	tbc
	PHOF – Children in low income families (all dependent children under 20)	31.6%	29.4	27.2	25.0	22.8
Priority Groups	<p>Older people, people with physical and/or learning disabilities, people with long-term conditions, mental health problems and/or dementia and those living in deprived households.</p> <p>The Citizen Survey report 2015 identifies areas of the City that have the highest percentages of citizens ‘struggling to keep up’ financially. Locality based interventions will be focussed in the areas of the highest need.</p> <p>Area 1 33.2% Area 2 27.9% Area 3 33.9% Area 4 26.6% Area 5 26.0% Area 6 29.0% Area 7 12.5% Area 8 22.3%</p> <p>Cohorts especially negatively affected by financial vulnerability include:</p> <ul style="list-style-type: none"> • Citizens with mental health issues • Families • Citizens with physical disabilities, sensory disability, learning disabilities and/or chronic illness • Refugees and asylum seekers • Elderly citizens • Citizens with drug and alcohol misuse issues • Young people • Care leavers • Citizens with experience of intimate partner abuse • Job seekers and/or citizens in work and on low pay/in insecure employment • Users of health and social care services • Ex-offenders 					

Action	Milestone	Success measure	Year				Lead Officer
			16/17	17/18	18/19	19/20	
Theme: Theme: Services will work better together through the continued integration of health and social care that is designed around the citizen, personalised and coordinated in collaboration with individuals, carers and families.							
Development of a shared outcomes framework to ensure that we are all working to improve citizen outcomes	Partners, including those in the VCS, identified and working group established Outcomes framework agreed Framework adopted by identified partners	Frame work in place Contract management focused on monitoring outcomes with less focus on activity	✓				Clinical Commissioning Group
			✓				
			✓	✓	✓	✓	
Work with HEE to create a sustainable workforce to support integration and community care	Workforce plan in place and linked to Integrated Care Strategy Personalisation lead in post, to lead on improved outcomes for citizens. Core Competency training programme in place to upskill Practitioners at all levels within adult social care. New business processes implemented along with new social care computer system. Accessible Information Standards implemented to ensure practitioners can seek support to convert information for citizens.	Reduced vacancies in community services Reduced agency spend 'Holistic worker' model established with Practitioners working across health and social care. Attractive career pathways for staff at all levels with opportunities for progression.	✓	✓	✓	✓	NCC (Adults' Social Care)
Implementation and development of a Making Every Contact Count (MECC)	Agree strategy and identify named link workers in sectors outside of health and social care such as fire	Strategy in place and increased involvement from relevant agencies in Multi-disciplinary Team process	✓				Clinical Commissioning Group

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programme across partner organisations to enable identification, brief advice and referral (inc. Healthy lifestyles and self-care)	and rescue, police, third sector organisations including VAPN and CYPN and develop processes to incorporate self-care actions into care planning						
	Resources identified and in place	Delivery plan signed-off		✓			
	Training delivered to relevant staff and programme begins	Increase in number of contacts to lifestyles services from agencies identified			✓	✓	
Multi-disciplinary teams will include mental health support	Development of training programme for identified staff	Citizens experience well-coordinated care from a team who are aware of each other's interventions.	✓				Clinical Commissioning Group
	Implementation of support	Citizens only tell their story once.		✓	✓	✓	
		Care plan will include actions for physical and mental health where appropriate	✓	✓	✓	✓	
Continue to implement fully integrated reablement and urgent care services to support citizens to be as independent as possible.	A reablement service offering the right level of care support and appropriate clinical interventions is accessible to citizens when they need it.	70% of citizens will increase their ADL outcome measure score on exit from the service	✓				Clinical Commissioning Group
	Teams will be relocated with joint operational processes in place.	All 'supported' transfers of care from NUH will access reablement (unless there is a recorded reason for exclusion)	✓	✓	✓	✓	
	Access to the service will be through the community triage hub only to ensure appropriate utilisation of the service.	Alliance agreement in place to support service delivery through the Joint venture	✓				
Children's Health and Social Care Integration for 0-19 year olds	Development of an Integrated service specification	The functions of the Health Visiting Service, Family Nurse Partnership, School Nursing Services, Breastfeeding Peer	✓				Nottingham City Council

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			16/17	17/18	18/19	19/20	
	<p>Pathway of services and interventions agreed with partners</p> <p>Procurement of integrated service by April 2018</p> <p>Delivery of integrated service</p>	Supporters, the Children's Nutrition Team and the Early Help Service have been incorporated into integrated teams.		✓	✓	✓	
Integration of messages between health and care	Production of joined-up communications with Nottingham City CCG and the VCS via VAPN and CYPN on the integrated care agenda	Successful delivery of shared messages through local channels	✓	✓	✓	✓	Nottingham City Council
Theme: Individuals and groups will have confidence to make healthy life choices and access services at the right time to benefit their health and wellbeing.							
Rollout of the Self-Care Approach across the city based on the model and learning from the Bulwell & Bulwell Forest Self-Care Pilot	<p>Complete Evaluation of pilot to inform roll-out</p> <p>Establish strategy for city-wide roll-out defining which of the following elements will be used and where:</p> <ul style="list-style-type: none"> • Social Prescribing • Community Navigators • Web-based Self-Care Directory • Self-Care hubs to access directory • Community Clinics <p>Agreement and sign-up of partners to rollout plan</p> <p>Implementation</p>	<p>Evaluation report and recommendations published</p> <p>Strategy agreed</p> <p>Delivery plan in place</p> <p>Increase use of social prescribing in targeted areas, increase in use of self-care hubs and directory</p>	✓	✓	✓	✓	Nottingham City Council and Clinical Commissioning Group

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Deliver an annual Be Self-Care Aware campaign across Nottingham City to promote the national Self-Care week.	Awareness raising and information materials agreed and produced in accessible formats.	Increased citizen awareness and understanding of Self-Care. Self-Care is contributing to citizens leading a healthier lifestyle.	✓	✓	✓	✓	Clinical Commissioning Group
	Implement Self-assessment tool (online or app) available to enable citizens to identify areas of their lifestyle that could benefit from adopting Self-Care practices.	Self-Care is contributing to citizens managing long term conditions.	✓	✓	✓	✓	
	Calendar of community events established to provide information, advice and support and encourage self-care		✓	✓	✓	✓	
VCS organisations will have an understanding of the self-care agenda and how they can contribute to the integrated care agenda	Development of regular training to ensure that VCS are kept informed	Via the VAPN and CYPPN organisations will receive up to date information on the agenda and regular information to inform contribution to the integration / self-care agenda.	✓				Nottingham Community and Voluntary Sector
	Delivery of Training for VCS on MECC and self-care			✓	✓	✓	
	Links established to community navigators project and community clinics				✓		
VCS organisations will be aware of where they can find out about local services	Promotion of the self-care Nottingham website, NCVS database and the proposed Nottingham City Council city wide directory	VCS organisations are aware of local services and are directing citizens to the appropriate service	✓	✓	✓	✓	Nottingham Community and Voluntary Sector

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VCS Organisations will refer to local services, such as lifestyles services, on behalf of their clients	VCS organisations will work with local services to implement measures to enable them to track the progress of clients referred to other services. Development of sector wide tracking system to help particularly smaller organisations monitor the number of referrals and track client progress	Tracking shows sustained increase in referrals from VCS to local services. Access to these services enables citizens to make positive changes to their lifestyle. Increase in referrals from VCS to local services such as lifestyles services.	✓	✓	✓	✓	Nottingham Community and Voluntary Sector
Provision of an up-to-date web based directory of activity that is the “citizen hub”.	Web based directory is developed which is accessible including printed versions, audio, translated, easy read etc.	Web based directory in place and accessed regularly. The number of unique hits increase year-on-year	✓ Establish baseline	✓ 10,000	✓ 20,000	✓ 30,000	Nottingham City Council
Encourage providers, citizens and workforce to populate, rate and use the online directory.	Use of Google analytics will show usage by citizens from different demographic groups establishing equitable access The majority of providers will be registered within 2 years Additional providers will come in to the market but there will be some net movement	700 adult social care providers are signed up to the directory by 19/20 500 health care providers are signed up to the directory by 19/20 800 number of other providers of services signed up to directory by 19/20	Establish baseline Establish baseline Establish baseline	500 300 600	600 400 700	700 500 800	Nottingham City Council

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Provide accurate and up to date information to enable citizens to self-manage a range of needs and empowering them with healthy choices.	Establishment and promotion of the directory	<p>Percentage of citizens stating that as a result of the information they were empowered to manage their situation better by 19/20</p> <p>Percentage of providers stating that as a result of the directory they were able to sell their services to the right people.</p> <p>Percentage of the workforce stating that as a result of the directory they were able to offer up to date, valuable and worthwhile advice to citizens.</p>	Establish baseline	✓	✓	✓	Nottingham City Council
Establish an integrated citizen triage function to support access to appropriate support	A metric is developed and piloted that identifies and records service 'hand-offs'	<p>Reduced 'hand offs' between services</p> <p>Citizens only tell their story once and receive the right support at the right time</p>	✓	✓	✓	✓	Clinical Commissioning Group
Expand the use of assistive technology to support proactive care.	<p>Increase in referrals for assistive technology services for priority groups:-</p> <ul style="list-style-type: none"> • To prevent a hospital admission / support a timely discharge; • To prevent / delay residential care admissions; • Adults with long term conditions; • Adults with dementia; • Adults with learning disabilities. 	There is a sustained increase in the number of citizens being supported by assistive technology.	8,615	10,115	11,615	13,115	Nottingham City Council

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	High levels of user/carer satisfaction evidenced by evaluation	There is an increase in the satisfaction ratings from citizens and their carers who use assistive technology	85%	87%	89%	90%	
Theme: Citizens will have knowledge of opportunities to live healthy lives and of services available within communities							
Promote campaigns on Healthy Lifestyles and Mental Wellbeing	Delivery of campaigns to give citizens knowledge and tools to make the right decisions to have a healthy culture	Successful delivery of campaigns through local channels	✓	✓	✓	✓	Nottingham City Council
Clear and consistent messages	Agree key messages and key lines-to-take with the Health and Wellbeing Board	Clear, signed-off agreed messages on all aspects of health and wellbeing	✓	✓	✓	✓	Nottingham City Council
	Key spokespeople identified to speak on topics related to health and wellbeing	Spokespeople identified	✓	✓	✓	✓	Nottingham City Council
Signposting to relevant help, advice and support	Ensure there is clear information on public website and through leaflets and social media including in easy read formats.	Easy access to information for children, adults and older people	✓	✓	✓	✓	Nottingham City Council
Communities will work together to challenge stigma around mental health, disability and other protected characteristics	Participation in national campaigns and initiatives such as <i>Time to Change</i>	Time to Change campaign takes place on an annual basis	✓	✓	✓	✓	Nottingham City Council
		HWB members support weeks of action such as learning disability week	✓	✓	✓	✓	
Communities will work together to develop a healthy, inclusive culture that is adapting to the needs of different citizens	Nottingham works towards <i>Autism Friendly</i> city status identifying opportunities where actions will also contribute to <i>Dementia Friendly</i> , <i>Age Friendly</i> etc.	Nottingham develops a reputation as a healthy, inclusive community	✓	✓	✓	✓	Nottingham City Council
	Development of local initiatives using a social movement approach	Nottingham achieves 'Autism Friendly' status		✓	✓	✓	

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	<p>'Safe places' scheme expanded.</p> <p>The number of dementia friends and dementia champions across the city increase.</p>			✓	✓	✓	
			✓	✓	✓	✓	
Theme: We will reduce the harmful effect of debt and financial difficulty on health and wellbeing.							
Develop a Financial Resilience Strategy and Action Plan	Identify key stakeholders including, NCC, CCG and VCS representatives, to be part of the group to drive the creation of the strategy	There will be a coherent and joined up strategy and action plan in place to improve financial resilience in Nottingham City. This will have been signed off by and be governed via the Health and Wellbeing Board.	✓				Nottingham City Council
	Commitment and resources secured to progress the development of the plan		✓				
	Priorities for action identified with SMART actions for implementation		✓				
	Partners signed up to plan. Strategy and plan are dynamic and responsive to priority needs and issues arising from communities and the local financial resilience groups		✓				
Implement a shared approach to accessing and assessing for financial vulnerability for advice services in Nottingham	Develop shared assessment approach with providers	Citizens and professionals report that they know how to access financial resilience services across the City and that there is a consistent approach from services to assessing and dealing with citizens' need	✓				Nottingham City Council
	Roll out shared assessment methodology across advice services in Nottingham		✓				
	All providers using shared assessment process with standardised quality, processes and positive outcomes for citizens across advice services in		✓				

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	Nottingham						
	Analysis work to scope the feasibility, practicality , potential benefits and timescales of implementing a shared telephone number and access arrangements for advice services in Nottingham			✓			
Introduce new approaches to help prevent or intervene sooner against financial difficulty	Develop and agree proposals to use Transformation Challenge Fund and reinvestment monies to reduce the occurrence and/or severity of financial difficulty. Examples (to be agreed) include: <ul style="list-style-type: none"> • Training for frontline staff (e.g. from health services, social care, support for families and VCS) to aid earlier detection and support • Preventative courses or other advice / information for citizens at risk • Locating advisors within other services including VCS 	Evaluation indicates that people have been helped to avoid the occurrence or escalation of financial difficulty through access to preventative advice and support	✓				Nottingham City Council
	Implement proposals			✓			
Develop locality based services in communities to serve specific local needs	Groups will have been supported to identify funding to: increase uptake of debt and advice services, increase citizen income, increase awareness of affordable credit, increase financial capability education, support citizens to	Increased successful activity in locality areas with higher need evidence through the annual report Fairer access to assistance in line with need across the City		✓			Nottingham City Council

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	save, mitigate the impact of the switch to Universal Credit and support the cohorts of citizens most at risk of financial vulnerability.						