

<b>Meeting:</b>	<b>Adults and wellbeing scrutiny committee</b>
<b>Meeting date:</b>	<b>21 September 2017</b>
<b>Title of report:</b>	<b>Substance misuse service performance update</b>
<b>Report by:</b>	<b>Director for adults and wellbeing</b>

## **Classification**

Open

## **Decision type**

This is not an executive decision

## **Wards affected**

All wards

## **Purpose and summary**

To review the quality and performance of the substance misuse service commissioned by Herefordshire Council and delivered by Addaction.

The information in this report has been produced collaboratively between the council's contracts officer and Addaction's service manager.

To enable the committee to fulfil its function to review and scrutinise the planning, provision and operation of substance misuse services in Herefordshire, and to note the actions taken and provide recommendations on these matters.

## **Recommendation(s)**

**That:**

**the monitoring of service performance continues to be reviewed utilising a service improvement plan, subject to any amendments the committee wishes to make.**

## **Alternative options**

1. None. The service requires improvement and dedicated contract support is required to ensure outcomes are delivered for individuals and an efficient service is in place.

## Key considerations

2. The committee is asked to consider the information provided by the council and Addaction, detailed in appendix 2, which highlights a reduction in performance of the service against high level service targets, relating to the successful completion of treatment and the maintenance of this, through the monitoring of re-presentation rates. The report shows an upward trajectory in performance since the introduction of a service improvement plan, however this remains below target.
3. The information is provided in response to a request from the committee earlier in the year and details the current service performance against key performance indicators and the service improvement plan.
4. The presentation (appendix 1) that accompanies this report covers the areas of concern identified in the service review earlier in the year, including successful completions performance data, representation to treatment performance data and treatment outcome profile completion rates. The presentation highlights current performance which shows an upward trajectory in successful completions and a downward trajectory in representations to treatment, as well as significant improvements to treatment outcome profile completion rates. The presentation also outlines plans for the next stages of service development.

## Community impact

5. Addaction provides a vital service to vulnerable people across the county and has a significant positive impact on individuals receiving treatment and their families. Improving the performance of this service assists in fulfilling our corporate plan priority to enable residents to live safe, healthy and independent lives.
6. Without this service provision there would be additional pressure on other services in particular GPs, A&E departments and police.

## Equality duty

7. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:  

A public authority must, in the exercise of its functions, have due regard to the need to -

  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
8. This service works with vulnerable individuals, many of whom will share a protected characteristic. This report supports the council in delivering its equality duty by ensuring that the service improves so it can fulfil the three aims of the equality duty as stated above. An improved service will have a significant positive impact on the outcomes for the individuals accessing the service.

## **Resource implications**

9. There are no direct financial implications arising from this report.

## **Legal implications**

10. Councils are, in accordance with Sections 4-7 of the Care Act 2014, responsible for promoting an individual's wellbeing, preventing needs for care and support, promoting the integration of care and support with health services, providing information and service, promoting diversity and quality in provision of services, co-operating in general with its relevant partners and co-operating with non-relevant partners in relation to specific cases.
11. As per Section 2B of the National Health Service Act 2006, as inserted by Section 12 of the Health and Social Care Act, councils must take such steps as it considers appropriate for improving the health of the people in its area. The Secretary of State may take such steps as they consider appropriate for improving the health of the people of England. The steps that may be taken include, amongst others, providing information and advice; providing services or facilities designed to promote healthy living; providing services or facilities for the prevention, diagnosis or treatment of illness and financial incentives to encourage individuals to adopt healthier lifestyles.

## **Risk management**

12. If the service is not delivered effectively to the individuals within the service this will have an impact on the outcomes achieved and may result in deterioration of their health and care needs. This could also impact on other service provision, in particular GPs, A&E departments and mental health services.
13. There is a reputational risk to the council if the provider does not provide an effect service.
14. A risk register has been developed on the improvement plan and any high impact risks are escalated to the council's adults and wellbeing directorate risk register.
15. The risks are being mitigated through the implementation and monitoring of the improvement plan.

## **Consultees**

16. As the performance of this service has potentially wider repercussions across the health sector we have consulted with the Herefordshire Clinical Commissioning Group, which share our concerns and have provided clinical input into the service improvement plan.

## **Appendices**

17. Appendix 1 Presentation
18. Appendix 2 Report from the council and Addaction

## **Background papers**

19. None Identified