

**Theme: I will be supported to live healthily: Prevention**

Healthy ambition	Joint activity	Outcome measure	Recent activity and comments
I will get the best start in life	<p>Further development of integrated working between children's centres, health visitors and midwives to support mother and child</p> <p>National Healthy Child programme</p>	<ul style="list-style-type: none"> <li>• Infant mortality (NHSOF 1.6i)</li> <li>• Children in poverty (PHOF 1.1)</li> <li>• Low birth weight of term babies (PHOF 2.1)</li> <li>• Breastfeeding (PHOF 2.2)</li> <li>• Smoking status of mother (PHOF 2.3)</li> <li>• Child development at 2 years (PHOF 2.5)</li> </ul>	<p>Development of pathways to access appropriate support from agencies for young children and families is underway and the Common Assessment Framework pathway for young parents is now in place.</p> <p>A review of the children's centres service specification is due to commence shortly.</p> <p>Midwives and Health Visitors continue to deliver some services from children's centres.</p> <p>Mum2 Mum breastfeeding peer support groups operate in 14 children's centres.</p>
I eat well and get enough exercise; and have access to a range of opportunities for physical activity, including outdoors	<p>Early Years Healthy Eating programme and Healthy Schools programme (inc. Forest Schools)</p> <p>Child Obesity and Adult Obesity Pathways implementation;</p> <p>Free child swimming in school holidays and leisure services promotion</p>	<ul style="list-style-type: none"> <li>• Excess weight in 4-5 and 10-11 year olds (PHOF 2.6)</li> </ul>	<p>Delivery of Get Cooking classes in targeted children's centres. Delivery of HEY! (Healthy Eating programme) in Trowbridge children centre has started. HEY! is now being expanded using a train the trainer approach in order to build on capacity for delivery</p> <p>Continued work to ensure obesity pathway is appropriate and services in place as required</p> <p>Provision of free swimming for U16s in school holidays continues along with provision of 3 month free family swimming membership where obesity is identified as an issue</p>

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

	<p>Local measures to promote walking and cycling and active travel (e.g. Bike It Plus and Walking Challenge; sustainable transport planning and school/workplace travel plans)</p> <p>Provision of green space close to where people live</p> <p>Active Health programme providing referrals for particular groups Green Gym scheme Support conservation volunteering Support communities to develop healthy lifestyle initiatives</p>	<ul style="list-style-type: none"> <li>• Use of green space for exercise/ health reasons (PHOF 1.16)</li> <li>• Excess weight in adults (PHOF 2.12)</li> <li>• Proportion of physically active and inactive adults (PHOF 2.13)</li> </ul>	<p>Delivery of bike it plus in Wiltshire schools in areas of high child obesity; in 2013-14 up to 18 schools will be engaged in Melksham, Chippenham, Devizes and Trowbridge areas with potential to develop into other areas in the future.</p> <p>Work on Green Infrastructure Strategy is underway.</p> <p>Delivery of Active Health (Physical activity on referral scheme) across Wiltshire has continued along with provision of slimming on referral schemes, for people who meet criteria.</p> <p>Delivery of Get Wiltshire Walking programme Summer 2013 – Wiltshire Challenge, increasing cycling, walking, running has been linked with Connecting Wiltshire (travel planning resource)</p> <p>A range of community initiatives have been supported.</p>
I make informed decisions about alcohol, cigarettes and drugs	<p>Risky behaviour training Healthy Schools Programme ASSIST (A Stop Smoking In School Trial) intervention with schools Information provision and stop smoking service</p>	Smoking prevalence of 15yr olds (PHOF 2.9)	To date 1375 year 8's have benefitted from having the ASSIST programme at their school and 242 year 8's have been trained as Peer Supporters.
	<p>Stop smoking service specifically to target people with long term conditions and who are on surgical lists with stop smoking support</p>	<p>Adult smoking prevalence (PHOF 2.14)</p> <p>Alcohol related admissions (PHOF 2.18)</p>	In 2012/13 Wiltshire's stop smoking service helped over 2,900 to quit smoking

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

<p>I make informed decisions in relationships</p>	<p>Risky behaviour training Healthy Schools Programme Multiagency drop-in centres Sexual health clinics Screening programmes</p>	<ul style="list-style-type: none"> <li>• Under 18 conceptions (PHOF 2.4)</li> </ul>	<p>Work continues on the full range of programmes in this area. The current teenage pregnancy rate is 22.4 per 1,000 females aged 15-17 years, (2011/2012) this fell from 24.2 per 1,000 in 2010/11. There has been an overall reduction of 30.2% on the baseline year 1998 when the rate was 32.1 per 1,000 females ages 15-17 years.</p> <p>11 schools have active drop-ins regularly within school term. Each school operates under a slightly different model depending on local service engagement and priority. All secondary schools have access to the School Nursing service and School Nurses often lead the service in schools. Drop ins offer a range of information to support young people, including healthy eating, relationships, problems at home, exam anxiety, drugs and alcohol and sexual health.</p>
<p>I can access the emotional support I need</p>	<p>Anti-bullying and counselling services Peer mentoring groups</p> <p>Sharing information on case referrals</p> <p>Suicide and self harm prevention strategy including:</p> <ul style="list-style-type: none"> <li>• appropriate and timely crisis</li> </ul>	<p>Pupils bullied in last 12 months - 31% primary, 18% secondary (England 36%, 31%)</p> <p>41% primary and 23% secondary pupils fear going to school sometimes because of bullying (England 28%, 22%)</p>	<p>There are currently issues with CTAD, the data collection system for Chlamydia diagnosis. This shows Wiltshire performing slightly lower with regards to the uptake of Chlamydia screening amongst young people aged 15-24 years - 4.7% against the regional average of 6.2%. However, our local data shows us at 11% coverage. It is hoped that data collection issues will be corrected by next quarter. Of young people screened 9.5% are found to be positive for Chlamydia infection this is higher than the regional average of 8.2%. Wiltshire continues to target effectively and test young people most at risk</p> <p>Promoting anti-bullying week in November 2013. Formed a partnership with Relate and primary schools to deliver counselling to young children.</p> <p>Working with Oxford Health, we have produced self harm guidance for schools. Oxford health (CAMHS) provide consultation to social care teams and a specialist outreach service for Looked After Children who often find it difficult to engage with a clinic-based service. We continue to work with AWP on suicide prevention measures and mental health liaison services (on a pilot basis) are now in place in the three hospitals</p>

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

	<p>intervention teams</p> <ul style="list-style-type: none"> <li>• proactive primary care based mental health liaison services</li> <li>• recovery services</li> </ul> <p>Promote positive mental health – five ways to mental health: Connect; Be active; Take notice; Keep learning; Give.</p> <p>Wiltshire Wildlife Trust wellbeing project or similar opportunities with the Local Nature Partnership.</p> <p>Debt/ financial capability advice.</p> <p>Information-sharing protocol, including with police on Anti-Social Behaviour (ASB) and vulnerable people</p>	<p>Persistent absence (15%) 2011/12 data for primary schools 2.7% and secondary schools 7.5% (England 3.1%, 7.4%)</p> <ul style="list-style-type: none"> <li>• Emotional wellbeing of looked-after children (PHOF 2.8)</li> <li>• Suicide (PHOF 4.10)</li> <li>• Hospital admissions as a result of self harm (PHOF 2.10)</li> <li>• Excess under 75 mortality in adults with mental illness (PHOF 4.9 and NHSOF 1.5)</li> </ul>	<p>that serve Wiltshire patients.</p> <p>5 ways to mental health is being promoted through mental health and wellbeing information events, jointly with voluntary sector partners.</p> <p>The WWT wellbeing project is offering approximately 408 client placements per quarter and some 25 clients per months are assessed for the scheme. Client satisfaction with the service remains positive</p> <p>Work continues with recovery teams across the county, and the CAB debt advice service has been extended to all the relevant teams so that there is equal access to this service across Wiltshire</p> <p>The Wiltshire Public Services Board has developed an Information Sharing Agreement which has been extended to a range of partners including in the Voluntary and Community Sector.</p>
<p>If I have served my country in the Armed Forces, my family and I will be able to access appropriate support</p>	<p>Military Civilian Integration Partnership (MCIP) ensures appropriate contractual arrangements with service providers for military personnel to access services</p> <p>Wiltshire Veterans' Action Plan</p>	<ul style="list-style-type: none"> <li>• Health outcomes for service and ex-service personnel based in Wiltshire</li> </ul>	<p>Army Rebasing Health Impact Assessment underway</p> <p>Army Rebasing Health Care Commissioners group set up</p> <p>Veterans Research project underway</p>

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

My house is a warm and safe place for me to live	Promotion of Warm and Well initiative	<ul style="list-style-type: none"> <li>Fuel poverty (PHOF 1.17)</li> </ul>	<p>Winter Warmth initiative has included elements of advice and information, establishing referral pathways, access to emergency heating measures, practical assistance in the home, access to crisis funds and ongoing winter support for older and vulnerable people.</p> <p>The Affordable Warmth strategy continues to be delivered through the partnership. Recent work has focused on identifying the key variables which predict cold homes and mapping these to highlight areas to be targeted for interventions</p>
	Affordable warmth strategy Adaptations to climate change	<ul style="list-style-type: none"> <li>Excess winter deaths (PHOF 4.15)</li> </ul>	
If I get seriously ill, problems will be spotted early and I will be supported to live a long, healthy life	Falls and bone health strategy, including care pathways and integrated community teams	<ul style="list-style-type: none"> <li>Falls and injuries in the over 65s (PHOF 2.24)</li> </ul>	<p>The Falls and Bone Health Group continues. There is an update of falls service mapping and gapping to include the STARR scheme and in-hospital falls, plus inclusion of data from ambulance service regarding falls and conveyance to hospital.</p> <p>There has been an expansion of Postural/stability classes in Salisbury to ensure wider access for population.</p> <p>Workshop on Falls Prevention to inform action plan for 2014.</p>
	Improved awareness of falls prevention and osteoporosis management.		
	Integrated community equipment service (including home adaptations)		
If I get seriously ill, problems will be spotted early and I will be supported to live a long, healthy life	Increase early diagnosis and delivery of health checks programme Improve cancer screening coverage Improve access to chemotherapy in the community Improve quality of life for cancer survivors	<ul style="list-style-type: none"> <li>Cancer diagnosed at Stage 1 and 2 (PHOF 2.19)</li> </ul>	<p>NHS Health Checks programme transferred seamlessly to Wiltshire Council. The service is provided by all GPs.</p> <p>National Be Clear on cancer Campaigns promoted with the Sun and Skin Cancer Awareness Campaign Research into sunbed use in Wiltshire Research into which GPs have late diagnosis of cancer. Mobile chemotherapy units continuing to treat patients in more accessible locations.</p>
		<ul style="list-style-type: none"> <li>Mortality from causes considered preventable (PHOF 4.3)</li> <li>Mortality from all cardiovascular diseases (PHOF 4.4)</li> </ul>	

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

	<p>Improve timely and early diagnosis of dementia and post-diagnostic support</p> <p>Improve timely and early diagnosis of diabetes, renal and other high-impact diseases</p>	<ul style="list-style-type: none"> <li>• Mortality from cancer (PHOF 4.5)</li> </ul>	
	<p>Care co-ordination plans for those with any, or a combination of, long-term conditions. Risk stratification approach.</p>	<ul style="list-style-type: none"> <li>• Proportion of people feeling supported to manage their condition (NHSOF 2.1)</li> </ul>	<p>23 care coordinators have been appointed (all to be in post by November) to work from GP surgeries to support people who have long-term conditions and are at risk of being admitted to hospital. Care coordinators will link closely with community health and social care services to ensure people get support to be independent at home.</p>

**Theme: I will be listened to and involved: Engagement**

<b>Healthy ambition</b>	<b>Joint activity</b>	<b>Outcome measures</b>	
<p>As a child I will be offered opportunities, with my parents and carers, to participate in the development of services</p>	<p>Use of Children and Young People's Services Participation and Involvement Strategy</p> <p>Co-ordinated multi-agency consultation and sharing of findings</p>	<ul style="list-style-type: none"> <li>• Local evaluation from users</li> </ul>	<p>Children's Voice &amp; Influence Team recently completed a looked after children survey and have completed a week's survey work researching the experience of those in receipt of social care services. Children and Young People continue to contribute to all children's services strategies.</p>
<p>I can help commission care and support services for adults of working age</p>	<p>Co-production of care and support services, e.g. with Wiltshire's user led organisations, strategic action groups or tenants' groups.</p>	<ul style="list-style-type: none"> <li>• 'Healthwatch Wiltshire' satisfaction measure</li> </ul>	<p>Healthwatch Wiltshire has established itself with a chair person and Board Members. It is currently out to advert for a Chief Operating Officer. It has recently held a stakeholders day where Board members met with over twenty different voluntary sector organisations representing the views of users and carers. All organisations agreed to work together for the better of health and social care in Wiltshire. A</p>

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

	Use of Wiltshire Voices, engagement with advocacy and user networks, and support for community-led activities such as stroke clubs.		<p>successful launch event also took place recently with all major services represented. Healthwatch are represented on all major Health and Social Care public boards in Wiltshire</p> <p>Roll out and publicity of Wiltshire Voices is continuing with community groups and services.</p>
It is easy to find out what help is available	<p>Communication and signposting services</p> <p>Improved information and advice about self care.</p>	<ul style="list-style-type: none"> <li>• The proportion of people who use services and carers, who find it easy to find information about services (ASCOF 3D)</li> </ul>	<p>Production of Life is for Living Booklet, and Care Services Directory.</p> <p>Commencing work on commissioning information portal. 'Mapping and Gapping' work undertaken as part of Bridging the Gap project. Results being fed into Information Portal project</p>
I make the important decisions on my care and support	<p>Person-centred assessments, support plans and reviews</p> <p>Timely future planning for people with dementia</p>	<ul style="list-style-type: none"> <li>• The proportion of people who use services who have control over their daily life (ASCOF 1B)</li> <li>• H2LAH Survey questions</li> </ul>	<p>Implementation of payment by results for providers linking customers outcomes to providers revenues New Help To Live At Home contract awarded in South and East Wiltshire.</p> <p>Wiltshire Dementia Strategy being developed.</p>
I care for someone and I am involved in decisions about their care	Support for advocacy through Carers' Voice, Wiltshire Carers' Action Group, Carer involvement networks and other organisations	<ul style="list-style-type: none"> <li>• The proportion of carers who report that they have been included or consulted in discussions about the person they care for (ASCOF 3C)</li> </ul>	<p>Involving carers in decisions about the person they care for is embedded within all commissioning and operational processes. The Wiltshire Carers Strategy and Action Plan are in place and will be updated during 2014 to reflect the expected legislative changes imposed by the Care Bill and Children &amp; Families Bill which will include carer consultation.</p> <p>Carers in Wiltshire are already offered individual assessments of their needs. In January 2012 they were provided with a choice of having their assessment undertaken by adult social care (or mental health teams), Carer Support Wiltshire and / or completing their own self assessment. A large proportion of carers are now electing to have CSW undertake their initial carer assessment.</p> <p>Carer Support Wiltshire are currently consulting with carers to develop</p>

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

			<p>stronger carer involvement networks in Wiltshire to increase carer participation (particularly with hard to reach groups). This result of this consultation and the final proposal is to be submitted to the Wiltshire Carers Action Group in December 2013.</p> <p>Carers Voice survey was undertaken in July and Spurgeon's undertook 4 roadshows in August to consult with young carers and their families.</p>
I know what the council will pay towards my care and support	Personal budgets and direct payments	<ul style="list-style-type: none"> <li>• Proportion of people using social care who receive self-directed support, and those receiving direct payments (ASCOF 1C)</li> </ul>	<p>A new Personalisation policy has been drafted which once adopted will mean every person can be offered a personal budget. The Council's approach to agreeing support plans with people currently means we achieve the strategic intentions of personalisation, even if the person does not technically have a personal budget. Support plans are agreed and developed with people. Those wanting to manage their own support can take the value of this support plan as a direct payment. This will form the basis of how personal budgets will be adopted.</p>
At the end of my life I can decide where I want to die	<p>End-of-life planning and co-ordination</p> <p>Appropriate support to care homes to improve end-of-life care.</p>	<ul style="list-style-type: none"> <li>• Numbers dying in setting of choice</li> <li>• Numbers with end-of-life plans (NHSOF 4.6)</li> </ul>	<p>An End of Life Strategy group is currently drafting a revised strategy. Work is also underway on Electronic Palliative Care Co-ordination Systems (EPaCCS). EPaCCS provide a shared local record for health and social care professionals with rapid access across care boundaries to key information about an individual approaching the end of life, including their expressed preferences for care.</p>

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--



Theme: I will be supported to live independently: Independence			
Healthy ambition	Joint activity	Outcome measures	
Regardless of my background, I will be supported to achieve my potential	<p>Joined-up work between children's centres and community health services and schools.</p> <p>Early identification of difficulties that could make children and young people vulnerable to under achievement and then providing signposting or direct support.</p>	<ul style="list-style-type: none"> <li>School readiness (PHOF 1.2)</li> <li>% of all children achieving at Foundation Stage Profile, Key Stage 2 and 4 results compared to % children from vulnerable groups achieving at Foundation Stage Profile, Key Stage 2 and 4 results.</li> </ul>	<p>See 'I will get the best start in life' Healthy ambition</p> <p>An increasingly targeted approach to closing gaps in attainment has been developed with a particular focus on those with Free School Meals, Special Educational Needs and Looked After Children. This year's data on the attainment gap for vulnerable children will be available soon.</p>
		<ul style="list-style-type: none"> <li>16-18yr olds Not in Education, Employment or Training (NEET) (PHOF 1.5)</li> </ul>	<p>Number of NEET young people has been impacted this year by the raising of the participation age and the drive for new apprenticeships and traineeships. The PHOF indicator relates to 2012, as of July 2013 the proportion of 16-18 yr olds NEET has fallen to 5.2% from 6.2%.</p>
	<p>Joined-up services for special educational needs and disabled children and young people (0-25 yrs old); and transition into adulthood.</p> <p>Integrated commissioning across health, social care and education, together with development of personal budgets</p>	<ul style="list-style-type: none"> <li>Health-related quality of life for carers (NHSOF 2.4)</li> <li>Reported experience of parents and carers</li> </ul>	<p>The SEND 0-25 service launches in January 2013 and there is continued close working with Wiltshire Parent Carer Council on the development of the service.</p> <p>Wiltshire Council and CCG have brought together children's commissioning across health, social care and education. However, work on personal budgets is at an early stage.</p>

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

I can arrange my own care and support if I want to	Direct payments Pilot personal health budgets Improved information and advice about self care	<ul style="list-style-type: none"> <li>Proportion of people using social care who receive self-directed support, and those receiving direct payments (ASCOF 1C)</li> </ul>	See earlier comments  Personal health budgets are being piloted. Further work is required on how people who may have a health and a social care personal budget can use them together. The Care Bill require both personal budgets and personal health budgets to be offered.
I have the opportunity and support needed to work or volunteer my time	Employment support services, including for those with a long-term condition  Promote healthy workplaces for those with mental health issues        Support for voluntary service	<ul style="list-style-type: none"> <li>Proportion of adults with learning disabilities in paid employment Proportion of adults in contact with secondary mental health services in paid employment (ASCOF 1E, 1F)</li> <li>Employment for those with a long-term health condition including those with a learning difficulty or mental illness. Sickness absence rate. (PHOF 1.8 and 1.9, NHSOF 2.5 and 2.2)</li> </ul>	Two services to support people with disabilities into employment are funded. Since March 2013 115 adults with disabilities have been supported in employment.  Richmond Fellowship continue to provide vocational services for adults of working age with mental health issues. This is a jointly commissioned and funded service with Wiltshire CCG, consisting of a supported work service and an employment service preparing people for and assisting them into volunteering, education and training and employment. 20% of AWP service users have been supported into employment.  Work continues on the workplace charter, starting with the Council first and then moving on to other workplaces, which focuses on healthy workplaces.  Voluntary service continues to be promoted including through an active referrals scheme.
My support helps me stay in control of my life	Rehabilitation, education, advocacy and support programmes for those with long term conditions, including dementia	<ul style="list-style-type: none"> <li>The proportion of people who use services who have control over their daily life (ASCOF 1B)</li> </ul>	Work has been undertaken to develop the evidence base on Long Term Conditions and how people with LTC can be supported. A Neurological Conditions Steering Group has been re-established. To improve access to financial advice and support two companies have been identified to offer Wiltshire people access to appropriate financial

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

	<ul style="list-style-type: none"> <li>• Proportion of people who feel supported to manage their condition (NHSOF 2.1)</li> <li>• Reduced time spent in hospital by people with long term conditions (NHSOF 2.3)</li> </ul>	<p>advice. Get into Reading Groups for Dementia are being funded and commencing soon with a Wiltshire Dementia Strategy being developed. Dementia Community Activities Grants awarded.</p> <p>An action plan is now in place targeting key triggers to care home admissions focusing on falls prevention, continence management and access to bereavement care. Consequently, the numbers of people re-abled are increasing. Help to live at home providers are required to facilitate customers to access community resources.</p>
<p>Active health and health trainer programmes.</p> <p>Wiltshire Wildlife Trust wellbeing project and/ or similar opportunities.</p>		<p>1036 people took part in the Active Health Programme between 1<sup>st</sup> February and 30<sup>th</sup> June 2013</p> <p>The Wiltshire Wildlife Trust programme supported 56 clients during the period April - June 2013. Of these, 35 remain active at the end of the quarter. The programme exceeded its activity performance attendance target with 304 attendances for 408 places.</p>
<p>Increasing access to services in the community (GPs, NHS Dentistry) and exploring co-location of services in community campuses</p>	<ul style="list-style-type: none"> <li>• Improving access to primary care (GP and dental) services (NHSOF 4.4/ GP Practice Data across Wiltshire)</li> </ul>	<p>NHS England has launched a consultation on improving general practice - a call to action. The Area Team will be working with partners to develop a local strategy, based on the emerging principles. This offers the potential for primary care plus contracts, built on co-commissioning between NHS England, Wiltshire Council and CCG.</p>

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

I use care services and my quality of life is good	Quality assurance on safeguarding policies and procedures	<ul style="list-style-type: none"> <li>• Social care-related quality of life (ASCOF 1A)</li> </ul>	A detailed update on safeguarding is available in the annual report of the safeguarding board.
	Good neighbour scheme	<ul style="list-style-type: none"> <li>• Self-reported wellbeing (PHOF 2.23)</li> </ul>	Expansion of Wiltshire Good Neighbours county-wide has resulted in a shortfall of funding, consequently external funding is being sought. The scheme may have to be scaled back if additional resources cannot be secured. The current contract expires 31 <sup>st</sup> March 2014.
	Bridging the gap initiative	<ul style="list-style-type: none"> <li>• Health-related quality of life for older people (PHOF 4.13)</li> </ul>	The 'Bridging the Gap' initiative is considering the potential connections with the CCG Community Transformation Programme.
	Multi-sensory arts projects	<ul style="list-style-type: none"> <li>• Social isolation (PHOF 1.18/ ASCOF 1I)</li> </ul>	Help to Live At Home providers are developing low level activities for older people not eligible for services. The council has successfully bid to roll out training on arts practice with dementia sufferers
I care for someone else and my quality of life is good	Active support network for carers (including young carers)	<ul style="list-style-type: none"> <li>• Carer-reported quality of life (ASCOF 1D and NHSOF 2.4)</li> <li>• Wiltshire results of the 2012 ASC survey against the ASCOF 1D quality of life measure revealed that an average of 4 out of 10 carers had no unmet needs, 5 out of 10 had some of their needs being met and 1 out of 10 stated they had none of their needs being met. This</li> </ul>	Carers are offered a range of free training through Wiltshire's Carer Training Network Partnership which can be booked via the Carer Support Wiltshire (CSW) website. The training programme is updated monthly.
	Employment, volunteering and training opportunities for carers		CSW volunteer service now has 140 carers and 45 ex carers who are volunteers and
	GP 'Investors in carers' scheme Information and guidance for carers provided within a single handbook		36 GP surgeries received an award under the GP Investors in carers scheme in June and are carer aware. The Carers Handbook was updated in June 2013 and now includes safeguarding information for carers and invites carers to be involved in the annual Carers Voice survey.
Financial and benefits advice for carers		Wiltshire Citizens Advice have been providing a welfare, debt and money management and advice service for carers since April 2013.	

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

	<p>Carer personalised breaks</p> <p>Advocacy for Carers</p> <p>Emergency and crisis support for carers: Emergency Card Service</p>	<p>element requires further investigation.</p>	<p>Carers who are assessed as eligible for a funded social care service can access a range of respite and break services as either a direct service or as a direct payment. These range from a sitting service, residential respite, live in respite, holiday grants, help with routine activities such as gardening, housework and one-off direct payments.</p> <p>From 1 July 2013 Spurgeons started providing a service for young carers including assessment, breaks, mentoring, advocacy, counselling and they are also working closely with CSW on the development of a transitions service.</p> <p>Over 1700 carers are registered on the CEC scheme and have access to Medvivo's emergency response service.</p>
<p>I get help so that I can live in my own home instead of moving to a care home.</p>	<p>'Moving Out' initiative</p> <p>Mental health awareness training for housing professionals. Early identification of people with mental health issues at risk of losing their tenancy.</p> <p>Dementia-friendly communities</p>	<ul style="list-style-type: none"> <li>• People with mental illness or disability in settled accommodation (PHOF 1.6)</li> <li>• Proportion of adults in contact with secondary mental health services living independently, with or without support (ASCOF 1G, 1H, 2A)</li> </ul>	<p>In 2009 14 customers received new supported living packages. Between Jan – Sept 2013 189 customers received new supported living packages.</p> <p>New housing options staff and others within the council will shortly be receiving the appropriate training on mental health awareness.</p> <p>Dementia Friendly Communities Scheme initiated.</p>

	Delayed transfer of care measures including extra care facilities	<ul style="list-style-type: none"> <li>Permanent admissions to residential and nursing care homes, per 1,000 population</li> </ul>	A delayed transfer of care task and finish group has been established to improve communication between health and social care organisations on issues that can reduce DTOCs. From 1 <sup>st</sup> November, a new Simple Point of Access and Rapid Response domiciliary service will be available to support people coming out of hospital
	<p>Integrated community equipment service, including home adaptations, Telehealth and Telecare</p> <p>Access to financial advice and support</p> <p>Help to Live at Home ongoing support and active ageing support</p>	<ul style="list-style-type: none"> <li>Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital, into reablement/ rehabilitation services (ASCOF 2A, 2B and NHSOF 3.6)</li> </ul>	<p>An action plan is now in place targeting key triggers to care home admissions focusing on falls prevention, continence management and access to bereavement care. Consequently, the numbers of people re-abled are increasing.</p> <p>Two companies have been commissioned to offer Wiltshire people access to appropriate financial advice.</p> <p>Help to live at home providers are required to facilitate customers to access community resources</p>
I get help quickly at times of crisis, for example if I need help to leave hospital	<p>Help to Live at Home initial support plans; Starr beds – scheme for step up and step down care</p> <p>Seamless working between NHS, social care and mental health services to reduce delayed transfers of care</p> <p>Health gain agreement</p>	<ul style="list-style-type: none"> <li>Numbers on initial support rose from 441 (2012) to 545 (2013)</li> <li>As at October 2013, 368 people had used a STARR bed as an alternative to hospital and 329 people had benefited from ‘step down’ care.</li> </ul>	<p>Initial support provides help quickly ahead of a detailed assessment taking place. The STARR Scheme is used to provide ‘step up’ care to prevent a hospital admission and ‘step down’ care to support discharge from hospital. Most patients discharged from the service return home with a care package in place.</p> <p>The health gain (s256) agreement between Wiltshire Council and CCG is due to be considered by Health and Wellbeing Board in November.</p>
<b>Theme: I will be kept safe from avoidable harm: Keeping Safe</b>			
<b>Healthy ambition</b>	<b>Joint activity</b>	<b>Outcome measures</b>	

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--

As a child, I live, study and play in a safe environment	Child injury prevention initiatives  Road danger reduction initiatives	<ul style="list-style-type: none"> <li>• Hospital admissions caused by deliberate and unintentional injuries ages 0-14 (PHOF 2.07i)</li> </ul>	<p>Wiltshire Fire &amp; Rescue and Wiltshire Council work together to provide accident prevention messages in the home alongside home fire safety checks. 30,000 reflective arm bands were distributed through schools in 2013 to support visibility and road safety.</p>
		<ul style="list-style-type: none"> <li>• Ages 15-24 (PHOF 2.07ii)</li> </ul>	<p>Accredited First Aid training is delivered via children centre's in areas with some of the highest rates of childhood accidents.</p>
As a child, my family and carers will be offered support to look after me	Carer, family and parenting support services  Use of the child assessment framework and taking on the 'lead professional role'  Engage in 'team around the child' activity	<ul style="list-style-type: none"> <li>• Number of active Common Assessment Frameworks (CAFs) for children and young people</li> </ul>	<p>Early Help Strategy is now out for consultation.</p> <p>Number of open CAFs continues to rise - 1712 in October 2013.</p>
		<ul style="list-style-type: none"> <li>• Children and young people and their families, reports on the outcomes of interventions</li> </ul>	<p>CAF Co ordinators undertake interviews with a sample of Children and Young People and families when CAFs close – experiences and outcomes are largely positive.</p>
As a child, when domestic violence, mental health issues or parental substance misuse occur, the impact on my family will be minimised as far as possible	Hidden Harm initiative  Joined-up working between children and adult services to deliver a 'think family' (early intervention) approach	<ul style="list-style-type: none"> <li>• Reduced number of domestic violence incidents reported where children and young people are present</li> </ul>	<p>Two Hidden Harm Link Workers are currently in place, although the service is currently under review. This work is linked to the Complex Families agenda and is a key priority of the Prevention of Harm Subgroup of the WSCB.</p> <p>The complex families work is building on the Think Family approach and case tracking work is taking place which is revealing the need for closer working between adult and children's services. A workshop is planned for early December.</p>
As a child, I am able to remain with my family when it is safe to do so and protected from	Implementation of 'Working Together' guidance, including engagement with Local Safeguarding Children Board, and relevant safeguarding meetings	<ul style="list-style-type: none"> <li>• Rate per 10,000 Children and Young People on Child Protection Plans or in care</li> </ul>	<p>Ofsted July 2013 confirmed that safeguarding was "adequate". There is some concern over the current numbers of Children and Young People on plan and the rate when compared to statistical neighbours (409 CPPs (End Sept 2013) which is a rate of 40 per 10,000 CYP (England 38, statistical neighbours 26))</p>

Below the England value

Similar to the England value

Above the England value

Indicator to be defined / benchmarked / new results available soon

abuse and exploitation			
If I suffer from domestic abuse, my needs are understood and I am offered the right support	Staff are trained and appropriate domestic abuse policies are in place for all agencies	<ul style="list-style-type: none"> <li>• Domestic abuse (PHOF 1.11)</li> </ul>	195 staff (children's centres, social work, health visitors, police, A&E) from a range of agencies were trained in 2012/13 on a range of topics related to domestic abuse. The remaining sessions for 2013 are fully booked up and have waiting lists.
If I have misused substances such as alcohol or drugs, I will be supported into treatment and sustained recovery	Early intervention and support for employment, training and housing services	<ul style="list-style-type: none"> <li>• Successful completion of drug treatment (PHOF 2.15)</li> </ul>	In 2012 the success rate for treatment was good for opiate users but not as strong for non-opiate users.  The new Wiltshire Substance Misuse Service run by Turning Point has been in place since April 2013 and is now fully operational. The new service model is focused on recovery and recovery capital with support for employment, training and housing at the heart of individual recovery plans.
		<ul style="list-style-type: none"> <li>• Detection of drug use in offenders (PHOF 2.16)</li> </ul>	
My support helps me stay safe, but doesn't stop me living how I want to	Health and social care services work	<ul style="list-style-type: none"> <li>• proportion of people who use services, who say that those services have made them feel safe and secure (ASCOF 4B)</li> </ul>	A detailed update is available in the Safeguarding Board's annual report
If someone tries to harm me, it is investigated sensitively and quickly	Safeguarding policies, procedures and training Proportionate investigation of abuse-allegations	<ul style="list-style-type: none"> <li>• The proportion of people who use services who feel safe (ASCOF 4A)</li> </ul>	A detailed update is available in the Safeguarding Board's annual report
I feel safe	Victim support and other emotional wellbeing support	<ul style="list-style-type: none"> <li>• Older people's perceptions of community safety (PHOF 1.19)</li> </ul>	Wiltshire Council's Anti-Social Behaviour team work closely with Wiltshire Police and others to support victims of crime; under the umbrella of the Community Safety Partnership. The consumer protection team continue to carry out work with vulnerable groups, including older people to reduce rogue trading.

Below the England value	Similar to the England value	Above the England value	Indicator to be defined / benchmarked / new results available soon
-------------------------	------------------------------	-------------------------	--