**EAST RENFREWSHIRE
HEALTH AND SOCIAL CARE
PARTNERSHIP**

East *Renfrewshire* COUNCIL

NHS
Greater Glasgow
and Clyde

Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	4 April 2018
Agenda Item	8
Title	Performance and Exception Report – 2016/17 Quarter 3

Summary

This report provides Performance and Audit Committee with updates on performance indicators for the third quarter of 2017/18 (September 2017 – December 2017), it also includes updates on other data from 2017/18 where this has become available since mid-year. Exception reports are included where performance is off course to meet targets, giving details of actions or improvement work underway.

Presented by	Candy Millard, Head of Strategic Services Ian Smith, Performance and Quality Officer

Action Required

Performance and Audit Committee is asked to note and comment on the performance and exception report and improvement actions.

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EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP

PERFORMANCE AND AUDIT COMMITTEE

4 April 2018

Report by Chief Officer

PERFORMANCE AND EXCEPTION REPORT - 2017/18 QUARTER 3

PURPOSE OF REPORT

1. This report provides Performance and Audit Committee with updates on performance indicators for the third quarter of 2017/18 (September 2017 – December 2017), it also includes updates on other data from 2017/18 where this has become available since mid-year. Exception reports are included where performance is off course to meet target, giving details of actions or improvement work underway.

RECOMMENDATION

2. Performance and Audit Committee is asked to note and comment on the performance and exception report and improvement actions.

BACKGROUND

3. Performance and Audit Committee receives regular updates on available performance data for the Strategic Plan and HSCP Implementation Plan.

4. This report gives an overview of performance highlights with exception reporting for areas where the HSCP is at risk of not achieving the target. All updated data is included in the appendix - HSCP Health and Wellbeing Outcomes Quarter 3 2017-18.

REPORT

Children and Families

5. Data is now available for the percentage of parents completing targeted parenting programmes. The figure of 70% compares very favourably with a national average of 52%.

6. At October 2017 a total of 14 Looked After Children had gained 35 achievement awards. Whilst we had set ourselves an ambitious target of 15 this is an impressive achievement by our care experienced young people.

Exception Report

7. Breastfeeding at 6-8 weeks in the 15% most deprived SIMD data zones remains below target. The initiative to support mothers with additional support was mainstreamed in January 2018 and we anticipate increased rates of breastfeeding from this and the improvement work being undertaken by midwifery services.

8.   The number of East Renfrewshire Foster Carers is slightly below target but the new fostering and adoption publicity campaign is generating interest and we anticipate that a number of new foster carers will be recruited over the next few months.

Criminal Justice

9.   The percentage of unpaid work placement completions within Court timescales and the percentage of new orders allocated within 24 hours are both on target.

Exception Report

10. Only 58% of new orders with unpaid work placements commenced within 7 days. This was due to a variety of factors; clients failing to attend, in custody, unwell, appealing sentence and late notification from court.

National Health and Wellbeing Outcomes – Personal Outcomes

11. There is positive performance in personal outcome measures being met. This includes ''being as well/staying as well as you can'; ''living where you/as you want to live'; 'being respected'; 'seeing people'; and 'having things to do'.

12. The data collection for carers outcomes is under review due to the implementation of the Carers Act. Data reporting on the new measures will commence in 2018/19.

National Health and Wellbeing Outcomes – Unscheduled Care /Hospital Discharge

13. There is positive performance on the national indicators relating to unscheduled care bed days. Some of this data takes a number of months to be fully complete so quarter 3 figures should be treated with caution. However the performance for the first two quarters shows improvement from 2016/17 and is more in line with previous years' performance.

Year	Q1	Q2	Q3	Q4
2013/14	28,365	27,338	29,328	27,856
2014/15	27,124	26,783	28,069	30,104
2015/16	29,470	26,307	26,609	30,588
2016/17	30,565	29,403	28,646	28,653
2017/18	27,723	26,473	20,471	-

Exception Report

14. Across NHSGGC the target for reduction of unscheduled bed days is 10%, with a reduction of delayed discharges at 20%. The data used for this target is management information that differs from ISD validated information.   This will be reflected in performance reports for 2018/19 and beyond, although the end of year reports will need to use national Indicator data as required by Scottish Government.

15. Whilst we aim for 0 delayed discharges this is extremely challenging to achieve, particularly following the difficult winter period. Our acute delayed discharges have not exceeded 10 and average out at just under 4 over the course of the year. The majority of delays are at the Queen Elizabeth University Hospital (QEUH) with very few in the RAH and other sites. The QEUH is the focus of most of our Safe and Supported activity.

Total Acute Delays
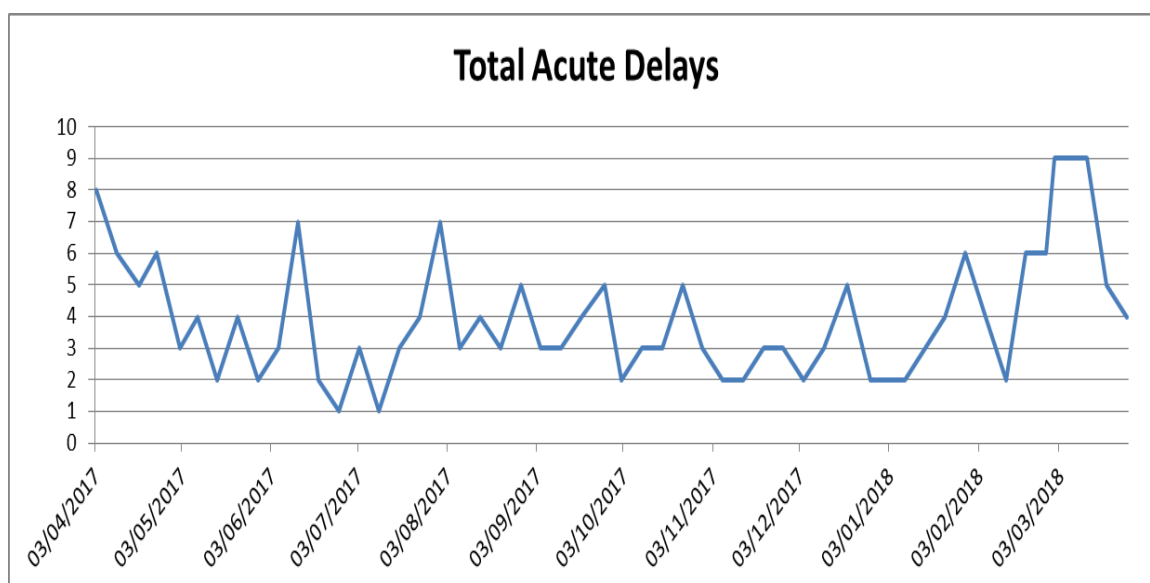
16. Local Government Benchmarking (LGBF) information has recently become available for adult health and social care.

Indicator type	Full name	2014/15 value	2015/16 value	2016/17 value	16/17 Scot Av. (ERC difference)	2014/15 quartile	2015/16 quartile	2016/17 quartile	2014/15 rank	2015/16 rank	2016/17 rank
Delivery Outcome	Percentage of people 65+ with intensive needs (plus 10 hours) receiving care at home	22.01%	20.68%	23.16%	35.27% (-12.11%)	4	4	4	30	32	31
	Self-Directed Support (SDS) spend on adults 18+ as a % of total social work spend on adults 18+	5.44%	5.76%	6.63%	6.48% (+0.15%)	1	1	1	4	4	6
Efficiency Outcome	Older persons (Over 65) home care costs per hour	£21.73	£25.33	£22.70	£22.54 (+£0.16)	3	3	2	18	23	14
	The Net Cost of Residential Care Services per Older Adult (+65) per Week	£363.66	£326.19	£241.81	£375.06 (-£133.25)	2	1	1	11	6	3
Customer Outcome	Percentage of adults satisfied with social care or social work services[15]	60.3%	50.3%	n/a	n/a	3	4	n/a	14	22	n/a
	Percentage of adults receiving any care or support who rate it as excellent or good.	85.3%	83.3%	n/a	n/a	3	2	n/a	17	13	n/a
	Citizens' Panel – Homecare services % of service users rating service as very good/good[16]	93%	100%	78%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Citizens' Panel - Health and social care for adults % of service users rating service as very good/good	86%	92%	77%	n/a	n/a	n/a	n/a	n/a	n/a	n/a

17. The LGBF data shows improving performance in relation to self-directed support and costs for residential and home care.

Exception Report

18. We remain in the fourth quartile for the percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home. The reasons for the low percentage value for the (intensive needs) homecare indicator (21-23% compared with 35% nationally) are from our perspective, positive. The HSCP have had a much greater focus on developing our re-ablement service in recent years which is leading to a reduction in ongoing dependence for service. In particular, HSCP screening in hospitals means that people are no longer regularly discharged from

hospital with four times a day home care packages. Clients have an intense period of re-ablement which has meant some people no longer require an ongoing service, and others need less intensive support. In addition, the use of telecare and responder services has reduced the need for medication prompts and checking visits.

19. We also note that the data for this indicator prior to 2013/14 appears to be flawed due to double counting of care hours where there were multiple carers attending. This meant that the number of clients in the 10+ hrs category was previously overstated in our data return (and resulted in a significant drop).

National Health and Wellbeing Outcomes – Health and Health Inequalities

Exception Report

20. In Q2 the number of smokers supported to successfully stop smoking at 12 weeks post quit date from our most deprived SIMD1 areas was 4. This reflects a drop in recorded quits across most areas of NHSGGC. A media campaign to promote the rebranding of cessation services will be carried out in March 2018 which will raise awareness of the support available.

National Health and Wellbeing Outcomes – Workforce

Exception Report

21. Since quarter 3 eKSF figures have risen to 78%.

22. The table below shows performance against organisational absence targets for 2017. Absence rates are closely monitored by the HSCP management team and a series of actions are in place to reduce absence levels.

	Target	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec
NHS GG&C	4.0%	7.19	6.49	6.73	7.41	8.29	10.15	10.24	7.5	7.08
ERC	0.82	0.93	1.12	0.92	0.92	0.81	0.78	1.12	1.43	1.07

CONCLUSIONS

23. This report gives an update on a number of areas where performance information has become available. Many indicators only have mid and/or end of year updates so the information in this report should not be seen as an overview of HSCP performance.

RECOMMENDATIONS

24. Performance and Audit Committee is asked to note and comment on the performance and exception report and improvement actions.

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March 2018

BACKGROUND PAPERS

None

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HSCP HWBO 2017-18

Report Author: Ian Smith
Generated on: 23 March 2018

EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP

Children's Outcomes

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
EY17-1.1.3	Reduce the number of parents not completing targeted parenting programme - % completing	H1 2017/18	70%	50%	Green	?	?	Compares well to national average (52%). Supersedes indicator OD8-HSCP-PARENT: Number of parents completing a targeted training programme.
OD8-HSCP-KINSHIP	75% of children within kinship care remaining within their community. (by April 2018)	H1 2017/18	91%	75%	Green	↑	↓	This indicator has been set to support kinship placements and prevent breakdown
OD2CHCP4-0201	INCREASE - Percentage of newborn children exclusively breastfed at 6 - 8 weeks.	2016/17	38.8%	36.8%	Green	↑	↓	Data for April 2016 - Mar 2017.
OD2CHCP4-0201d	Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	2017/18	13.6%	29.2%	Red	↓	↑	Breastfeeding Test of Change scaled up to spread July 2017 following recommendations from initial evaluation.
HSCP-LDP1718-C2	Percentage of children MMR vaccination at 24 months	H1 2017/18	95.4%	95.0%	Green	↓	?	229 from a cohort of 240 children received the MMR vaccine by 24 months. (ISD data at August 2017)
HSCP-LDP1718-C3	Percentage of children MMR vaccinated at 5 years of age	H1 2017/18	95.9%	95%	Green	↑	?	302 out of a cohort of 315 children received the MMR booster by age 5. (ISD Data at August 2017)
D8-HSCP-FOSTER	Number of ERC Foster Carers	Q3 2017/18	12	18	Red	↓	↓	In addition to the twelve ERC Foster Carers in Qtr 3 there were also ten Agency Foster Carers and two Link carers.
OD8-HSCP-KINCARE	Number of ERC Kinship Carers	Q3 2017/18	37	23	Green	↑	↑	The total count comprised 26 Kinship Carers and 11 Residence Order carers during Quarter 3.
HCP-CSP-CAMHS	Child & Adolescent Mental Health - longest wait in weeks at month end	H1 2017/18	19	18	Amber	↑	↑	Compared to a mid year NHSGGC average of 22 weeks.
CP-1618-LACAward	No of LAC gaining achievement awards	H1 2017/18	14	15	Amber	?	?	At October 2017 a total of 14 LAC had gained 35 achievement awards. (Supersedes HSCP-HWBO-LAC)

Criminal Justice Outcome - Community Safety is Safeguarded

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
CJOIP-PI-6b	Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	Q3 2017/18	58%	80%	Red	⬇	⬇	Only 58% of new orders with unpaid commenced within 7 days due to : clients failing to attend, in custody, unwell, appealing sentence and late notification from court.
CJOIP-PI-6a	Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	Q3 2017/18	91%	80%	Green	⬇	⬇	Reason for 2 orders not completing within timescales were client failed to attend and client in custody.
CJOIP-PI-6c	Community Payback Orders - Percentage of new Orders allocated within 24 hours	Q3 2017/18	100%	100%	Green	⬆	▬	
JOIP-PI-5	% Change in women's domestic abuse outcomes	2017/18	77%	70%	Green	⬆	⬆	

National Outcome 1 - People are active and optimise their health and well-being.

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-NI-1	Health and Social Care Integration - Core Suite of Indicators NI-1: Percentage of adults able to look after their health very well or quite well	2015/16	96%		Data Only	⬆	❓	Scotland figure for period 94%. Source: 2015/16 Health and Care Experience Survey. Latest data available at Nov 2017.
HSCP-TP-2	People reporting 'being as well/staying as well as you can'	Q3 2017/18	86.0%	78.0%	Green	⬆	⬇	The terminology around this Indicator has been modified to include 'Being as well as you can'. In Qtr 3 172 respondents of the valid responses (201) stated their needs were met.
OD8-HSCP-HIT	Number of people participating in community based health improvement programmes	2017/18	328		Unknown	⬇	⬇	At quarter 3 2017/18 328 people have accessed the Live Active programme (Source NHSGGC data collected by physical activity HI Senior)

National Outcome 2 - People live as independently as possible

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
CHCP HCC081	Percentage of people aged 65+ who live in housing rather than a care home or hospital	2017/18	96.6%	97%	Green	⬇	⬇	There is continuing stability in the number of people living in housing rather than a care home or hospital. At Feb 2018 there were 630 East Renfrewshire residents (65 and over - 18,353 people) living in care homes.
HSCP-NI-15	Health and Social Care Integration - Core Suite of Indicators NI-15: Proportion of last 6 months of life spent at home or in a community setting	Q3 2017/18	86%	92%	Amber	⬆	⬆	
HSCP-NI-18	Health and Social Care Integration - Core Suite of Indicators NI-18: The number of adults (18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults needing care.	2016/17	63%		Data Only	⬆	⬆	In comparison the Scotland figure for 2015/16 was 61%. (Source : Scottish Government). Latest data available at March 2018.
SW03	SW03: Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home.	2016/17	23.2%		Data Only	⬇	⬆	Ranking for 2016-17 is 31
HSCP-TP-5	People reporting 'living where you/as you want to live' needs met (%)	Q3 2017/18	87%	81%	Green	⬆	⬆	This Indicator has been modified to include 'living as you want to'. Of the 197 valid responses 172 respondents reported their needs met.
SW02	Direct payments spend on adults 18+ as a % of total social work spend on adults 18+	2016/17	6.63%		Data Only	⬇	⬇	Ranking for 2016-17 is 6

3. Improve pathways for people going into and coming home from hospital.

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-HWBO-DD3	DECREASE - people waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI	Q4 2017/18	6	0	Red	⬇	⬇	Qtr 4 figure is based on January 2018 data only, this will be updated as information becomes available from ISD. In comparison the equivalent data from East Dunbartonshire is 11.
HSCP-HWBO-DD75	Delayed discharges bed days lost to delayed discharge rate per 1,000 for patients aged 75+	Q3 2017/18	18	50	Green	⬆	⬆	Rate calculated from a total of 156 bed days lost in Qtr 3 and a mid 2016 population estimate of 8,825 people aged 75 and over.
HSCP-HWBO-DD-ALL	Delayed discharges bed days lost to delayed discharge	Q3 2017/18	308	565	Green	⬆	⬆	
HSCP-HWBO-DD-AWI	Delayed discharges bed days lost to delayed discharge for Adults with Incapacity (AWI)	Q3 2017/18	118		Data Only	⬆	⬆	
HSCP-NI-12	Health and Social Care Integration - Core Suite of Indicators NI-12: Emergency admission rate (per 100,000 population) for adults.	Q3 2017/18	2,145		Data Only	⬇	⬇	
HSCP-NI-13	Health and Social Care Integration - Core Suite of Indicators NI-13: Emergency bed day rate (per 100,000) for adults	Q3 2017/18	20,471		Data Only	⬇	⬇	Data corrected back to Qtr 1 2015/16 by ISD March 2018
HSCP-NI-14	Health and Social Care Integration - Core Suite of Indicators NI-14: Number of re-admissions to an acute hospital within 28 days of discharge per 1,000 admissions.	Q3 2017/18	59		Data Only	⬇	⬇	Data updated by ISD March 2018
HSCP-NI-19	Health and Social Care Integration - Core Suite of Indicators NI-19: The number of bed days due to delay discharge that have been recorded for people aged 75+ resident within the Local Authority area, per 1,000 population in the area.	Q3 2017/18	18		Data Only	⬇	⬇	Latest data available from ISD March 2018

National Outcome 3 - Positive Experiences and Outcomes

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-AHP-02	Physiotherapy - % of people waiting over target time at end of month	Q3 2017/18	58%	10%	Red	⬇	⬆	All patients requiring an urgent appointment were seen within 4 weeks.
HSCP-TP-6	People reporting 'being respected' needs fully met (%)	Q3 2017/18	96.4%	96.0%	Green	⬆	⬇	In Qtr 3 of the total 195 valid responses 188 reported their needs fully met. Four per cent of respondents reported unmet need in this regard.
HSCP Qual 01	Percentage of HSCP (NHS) complaints received and responded to within timescale	Q2 2017/18	100%	70%	Green	⬆	?	There were no NHS complaints this Qtr.
HSCP Qual 02	Percentage of HSCP (local authority) complaints received and responded to within timescale	Q3 2017/18	74%	100%	Red	⬇	⬇	Of the 19 local authority complaints in this period 14 were responded to within timescales. Four frontline complaints within 5 days (two outwith) and ten investigation complaints within 20 days (three outwith).

National Outcome 4 - Improving the Quality of Life of Service Users.

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-LDP1718	Percentage of people waiting no longer than 18 weeks for access to psychological therapies	Q3 2017/18	79%	95%	Red	⬆	▬	In Qtr 3 114 people started a Psychological Therapy of whom 90 (78.9%) were within 18 weeks - the national standard is 90% In the period we have two full time therapists off sick, which is around 33% of our WTE workforce.
HSCP-ADP02bi	Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines.	Q2 2017/18	103	210	Red	⬇	⬆	103 ABI's were delivered in Q2 July to Sept 2017 (98% of Q2 Target).
HSCP-ADP-05	Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.	H1 2017/18	93.0%	95.6%	Amber	⬇	⬇	Of the total of 138 clients waiting for drug / alcohol treatments in the first six months of 2017/18 only nine waited in excess of three weeks.
HSCP-IJB-PCMH1	Primary Care Mental Health Team wait for referral to 1st appointment offered - within 4 weeks (% patients).	Q3 2017/18	35%	100%	Red	⬆	⬆	In Qtr 3 148 people started an initial assessment (1st appointment), of whom 51 people (34.5%) started their assessment within 4 weeks
HSCP-IJB-PCMH2	Primary Care Mental Health Team wait for referral to 1st treatment appointment offered - within 9 weeks (% patients).	Q3 2017/18	30%	100%	Red	⬇	⬇	In Qtr 3 78 people started a treatment, of whom 23 people (29.5%) started their treatment within 9 weeks.
HSCP-TP-1	People reporting 'having things to do' needs fully met (%)	Q3 2017/18	78.4%	65.0%	Green	⬆	⬇	In Qtr 3 of the total 199 valid responses 156 reported their needs fully met. 22% of respondents reported unmet need in this regard.

| HSCP-TP-4 | People reporting 'seeing people' needs fully met (%) | Q3 2017/18 | 89.0% | 77.0% | Green | ⬆ | ⬇ | In Qtr 3 of the total 203 valid responses 180 reported their needs fully met. Ten per cent of respondents reported unmet need in this regard. |

National Outcome 5 - Reducing Health Inequalities

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
OD2CHCP5-0201	Increase the number of smokers supported to successfully stop smoking in the 40% most deprived SIMD areas. (This measure captures quits at three months and is reported 12 weeks in arrears.)	Q2 2017/18	4	7	Red	⬇	⬇	In Q2 the number of smokers supported to successfully stop smoking at 12 weeks post quit date from our most deprived SIMD1 areas was 4. This reflects a drop in recorded quits across most areas of NHSGGC. A media campaign to promote the rebranding of cessation services will be carried out in March 2018 which will raise awareness of the support available.

National Outcome 6 - Carers are Supported

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-NI-8	Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.	2015/16	42%		Data Only	⬇	?	Scotland figure for period 41%. Source: 2015/16 Health and Care Experience Survey. Latest data available at Nov 2017.
HSCP-TP-7	People reporting 'quality of life for carers' needs fully met (%)	Q3 2017/18		72.0%	Unknown	?	?	This Indicator has been removed from the Talking Points assessment process and will be revised in line with the new Carers Act.

National Outcome 7 - People are Safe from Harm

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-TP-3	People reporting 'feeling safe' needs fully met (%)	Q3 2017/18	90.1%	85.0%	Green	⬆	⬆	In Qtr 3 of the total 203 valid responses 183 reported their needs fully met. 10% of respondents reported unmet need in this regard.

National Outcome 8 - Staff feel Engaged with the work they do

1. Staff are well informed and involved.

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-HWBO-NO8	% Staff who report their 'views, ideas and opinions are listened to' in Staff Survey. (iMatter Survey question 'I am confident my ideas and suggestions are listened to')	H1 2017/18	74%		Data Only	?	?	Based on 642 responses. iMatter Survey Report July 2017.
HSCP-NI-10	Health and Social Care Integration - Core Suite of Indicators NI-10: Percentage of staff who say they would recommend their workplace as a good place to work	H1 2017/18	75%		Data Only	?	?	From 643 responses. iMatter Survey Report July 2017.
HSCP-SPF-2	% Staff who report 'I am clear about my duties and responsibilities' in iMatter staff survey.	H1 2017/18	86%		Data Only	?	?	Based on 642 responses. iMatter Survey Report July 2017.

2. Staff are appropriately trained

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-EO-01	Percentage of staff with an electronic Knowledge and Skills Framework review.	Q3 2017/18	65%	80%	Red	⬆	▬	
HSCP-SPF-3	% Staff who report 'I am given the time and resources to support my learning growth' in iMatter staff survey.	H1 2017/18	70%		Data Only	❓	❓	Based on 642 responses. Results from first iMatter report July 2017

4. Improve sickness absence levels across the HSCP

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-AB05a	Average number of days lost per person (all LA staff)	H2 2017/18	1.21	0.82	Red	⬇	⬇	
HSCP-AB05b	Percentage of total days lost to sickness accounted for by long-term absence (all staff LA)	2016/17	67.4%		Data Only	⬇	⬇	5,916 days lost to long term absence from a total of 8,781 total days lost in 2016/17
HSCP-AB05c	Percentage of total days lost to sickness accounted for short-term absence (all staff LA)	2016/17	32.5%		Data Only	⬆	⬆	2,865 days lost to short term absence from a total of 8,781 lost days in 2016/17
HSCP-AB05d	Percentage of days lost to sickness absence for CHCP NHS staff	2017/18	7.9%	4.0%	Red	⬇	⬇	
HSCP-AB05e	Percentage of days lost to short-term sickness absence for CHCP NHS staff	December 2017	2.6%	1.0%	Red	⬆	❓	
HSCP-AB05f	Percentage of days lost to long-term sickness absence for CHCP NHS staff	December 2017	4.5%	3.0%	Red	⬆	❓	

National Outcome 9 - Effective Resource Use

1. Ensure that budgets are effectively managed by enabling access to accurate, real time financial information

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
HSCP-PHAR-3	Primary care prescribing performance (overspend/underspend against budget).	Q3 2017/18	£647,080		Data Only	⬆	❓	East Renfrewshire showed a 5.6% overspend on the NHSGGC Phased Allocation for the period Apr-Dec 2017. (This compares to a Board-wide overspend of 2.7%).
HSCP-NI-20	Health and Social Care Integration - Core Suite of Indicators NI-20: Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	Q3 2017/18	17%		Data Only	⬇	⬇	Latest data available from ISD March 2018

2. Local Government Benchmarking Framework

Code	Description	Latest Data Period	Current Value	Current Target	Performance Data Traffic Light	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
SW01	SW01: Older Persons (Over65) Home Care Costs per Hour	2016/17	£23		Data Only	⬇	⬆	Ranking for 2016-17 is 14
SW05	SW05: The Net Cost of Residential Care Services per Older Adult (+65) per Week	2016/17	£242		Data Only	⬆	⬆	Ranking for 2016-17 is 3