



<b>Meeting of East Renfrewshire Integration Joint Board</b>	Performance and Audit Committee
<b>Held on</b>	27 September 2017
<b>Agenda Item</b>	10
<b>Title</b>	Performance Reporting Update 2016/17 and 2017/18
<p><b>Summary</b></p> <p>This report provides Performance and Audit Committee with an update on the performance reporting framework for East Renfrewshire Health and Social Care Partnership Strategic Plan.</p>	
<b>Presented by</b>	Candy Millard, Head of Strategic Services
<p><b>Action Required</b></p> <p>The Performance and Audit committee is requested to:-</p> <ul style="list-style-type: none"> <li>▪ Note and comment on performance information and comparison measures for East Renfrewshire Health and Social Care Partnership</li> </ul>	

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## EAST RENFREWSHIRE INTEGRATION JOINT BOARD

### PERFORMANCE & AUDIT COMMITTEE

29 September 2017

Report by Candy Millard, Head of Strategic Services

### PERFORMANCE REPORTING UPDATE 2016/17and 2017/18

#### **PURPOSE OF REPORT**

1. This report provides Performance and Audit Committee with an update on the performance reporting framework for East Renfrewshire Health and Social Care Partnership Strategic Plan.

#### **RECOMMENDATION**

2. The Performance and Audit committee is requested to
  - Note and comment on performance information and comparison measures for East Renfrewshire Health and Social Care Partnership

#### **BACKGROUND**

3. Under the Public Bodies legislation Integration Authorities are accountable for delivering the National Health and Wellbeing Outcomes. Each Integration Authority is required to publish an annual performance report, which sets out how they are improving the National Health and Wellbeing Outcomes and performance on the National Indicators for health and social care. A copy of the first annual report was presented to the Performance and Audit committee and Integrated Joint Board on 29 June 2017. This report compared performance to national benchmarks and local targets but did not give trends over time.
4. The Integration Scheme states that East Renfrewshire Council and NHS Greater Glasgow and Clyde will identify a core set of indicators that relate to Services from publicly accountable and national indicators and targets that they currently report against. These form part of the Outcome Delivery Plan for East Renfrewshire Council and the Local Delivery Plan for NHSGGC.
5. This report provides comparison with national performance measures for 2014/15 and those measures agreed with East Renfrewshire Council and NHSGGC for 2016/17, along with targets for 2017/18. It is set out in line with the Implementation Plan agreed by the Integration Joint Board at its meeting of 28 June 2017. A copy of the Implementation Plan is attached as Appendix 1.
6. If these measures are acceptable to the Performance and Audit Committee a full mid-year update will be presented to its November meeting.

## REPORT

### National Outcome Performance Measures

7. These outcome indicators fall into two categories. The first category is outcome indicators based on survey feedback, to emphasise the importance of a personal outcomes approach and the key role of user feedback in improving quality. These surveys are carried out on a two yearly basis so comparison data is available for 2013/14 and 2015/16. The second category of indicators is derived from organisational/system data primarily collected for other reasons. These indicators are available for 2015/16 and 2016/17.

### East Renfrewshire Council Performance Measure Development

8. The data for East Renfrewshire Council agreed performance measures is taken from its report on the draft Outcome Delivery Plan 2017- 20, 27 June 2017. However rather than set out HSCP measures under the Single Outcome Agreement headings this report links them to the National Health and Wellbeing Outcomes, in line with our Implementation Plan .

### NHSGGC Performance Measure Development

9. HSCPs across Glasgow have agreed a set of 25 high level performance indicators to reflect the range of health functions delegated to Integration Joint Boards. Each of the measures listed are in line with Local Delivery Plan (LDP) requirements and national and local priorities. The move to EMIS systems has delayed local reporting for some measures. Updates will be given as soon as possible.

## CONCLUSION

10. This report provides an update on HSCP performance measures with comparisons over time and with benchmarks where available. Performance and Audit Committee will receive an update on available 2017/18 data at its next meeting with exception reporting for areas where the HSCP is at risk of not achieving the target.

## RECOMMENDATIONS

11. The Performance and Audit committee is requested to
  - Note and comment on performance information and comparison measures for East Renfrewshire Health and Social Care Partnership

## REPORT AUTHOR AND PERSON TO CONTACT

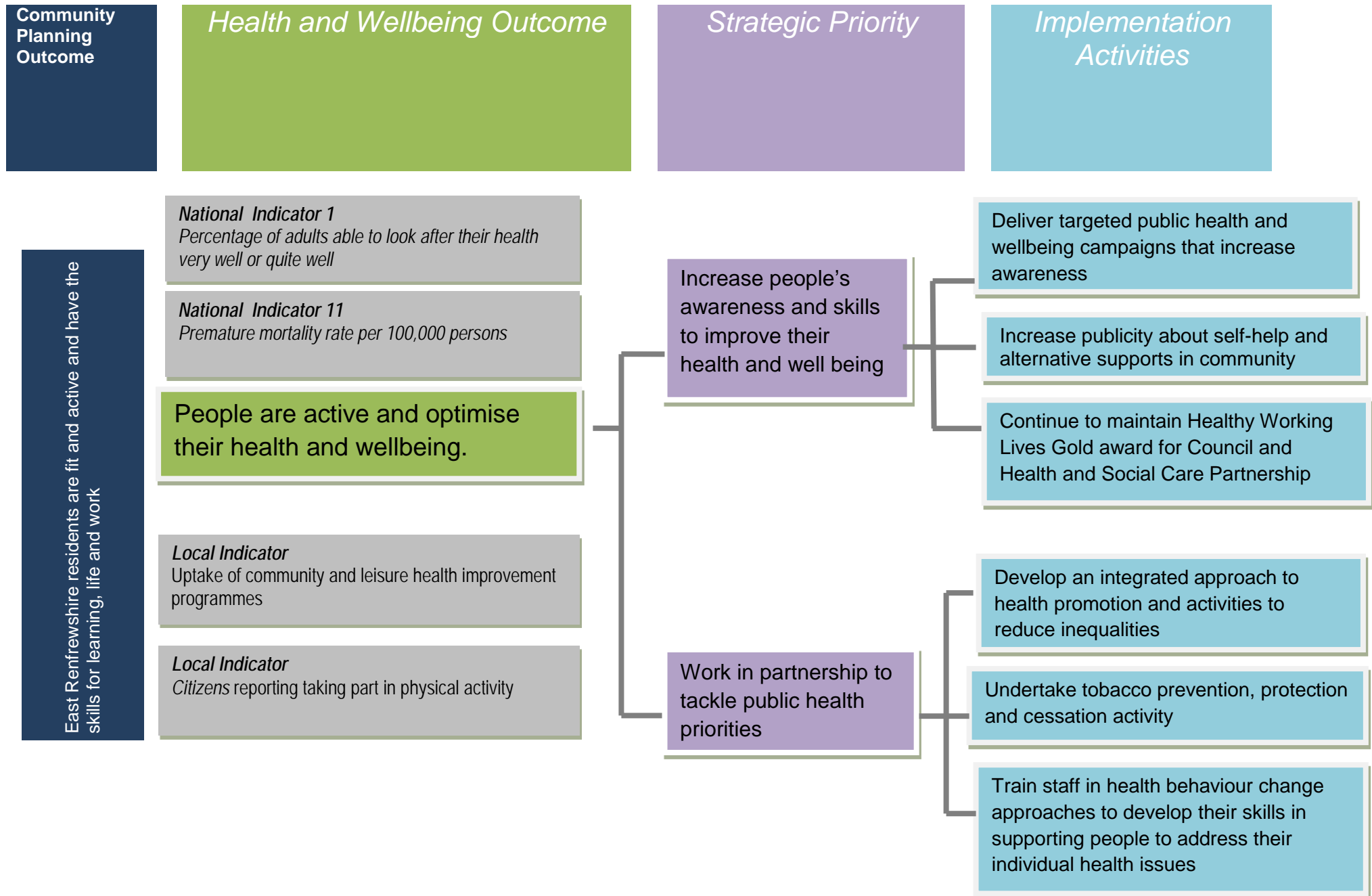
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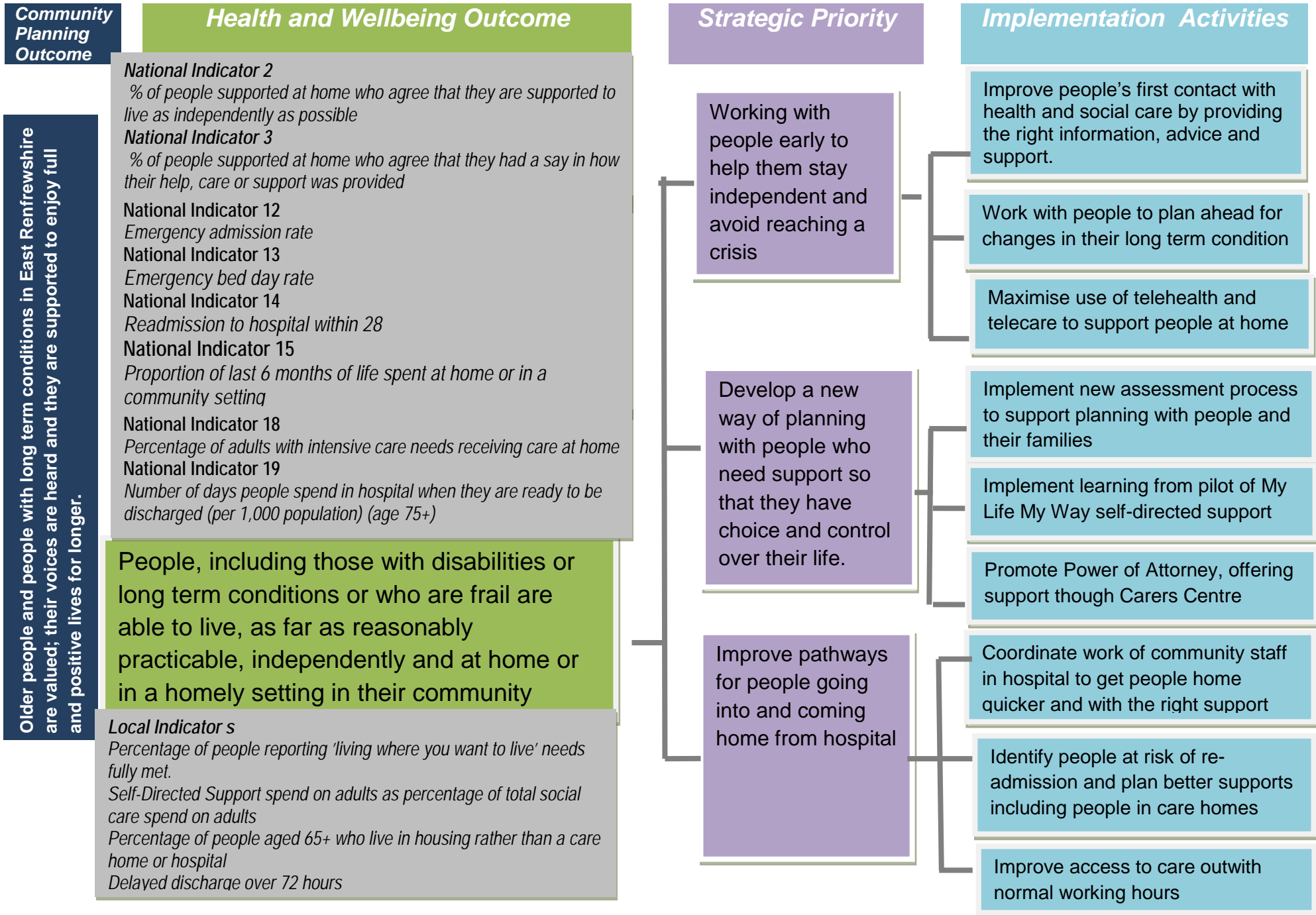
September 2017  
Chief Officer, HSCP: Julie Murray

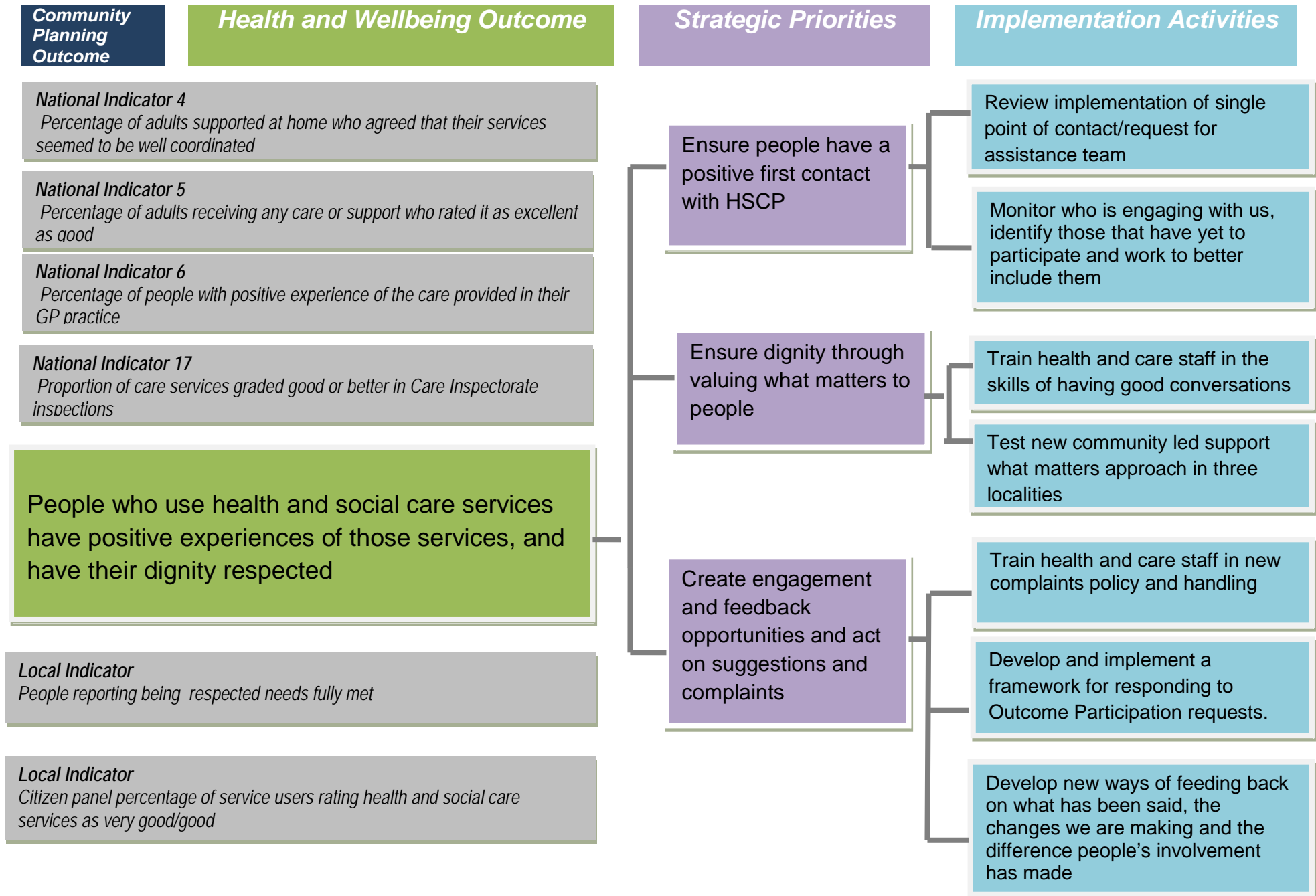
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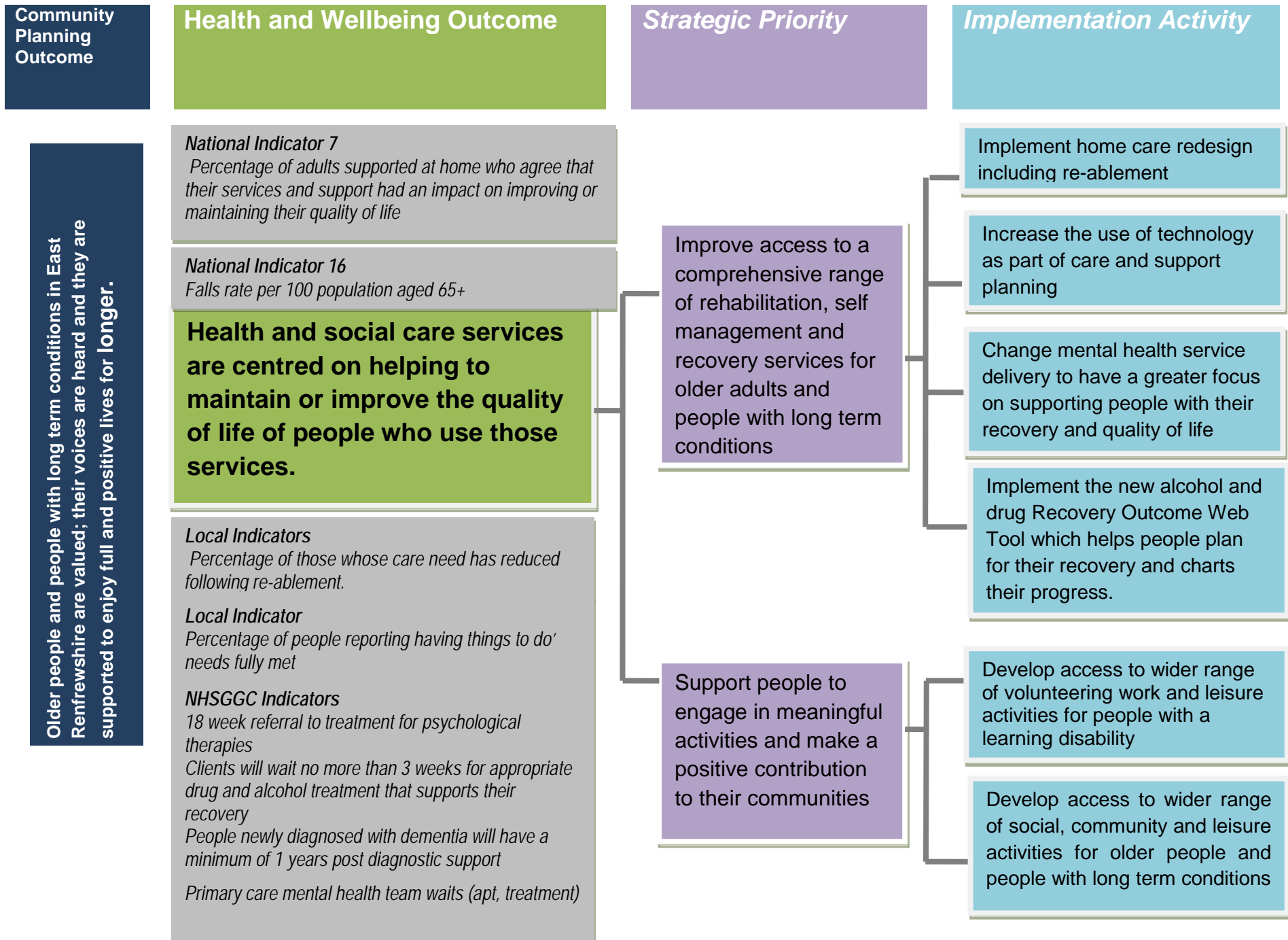
Outcomes; performance; reporting; scrutiny;

East Renfrewshire Health and Social Care Partnership Strategic Plan Implementation Plan 2017/18 National Outcome 1

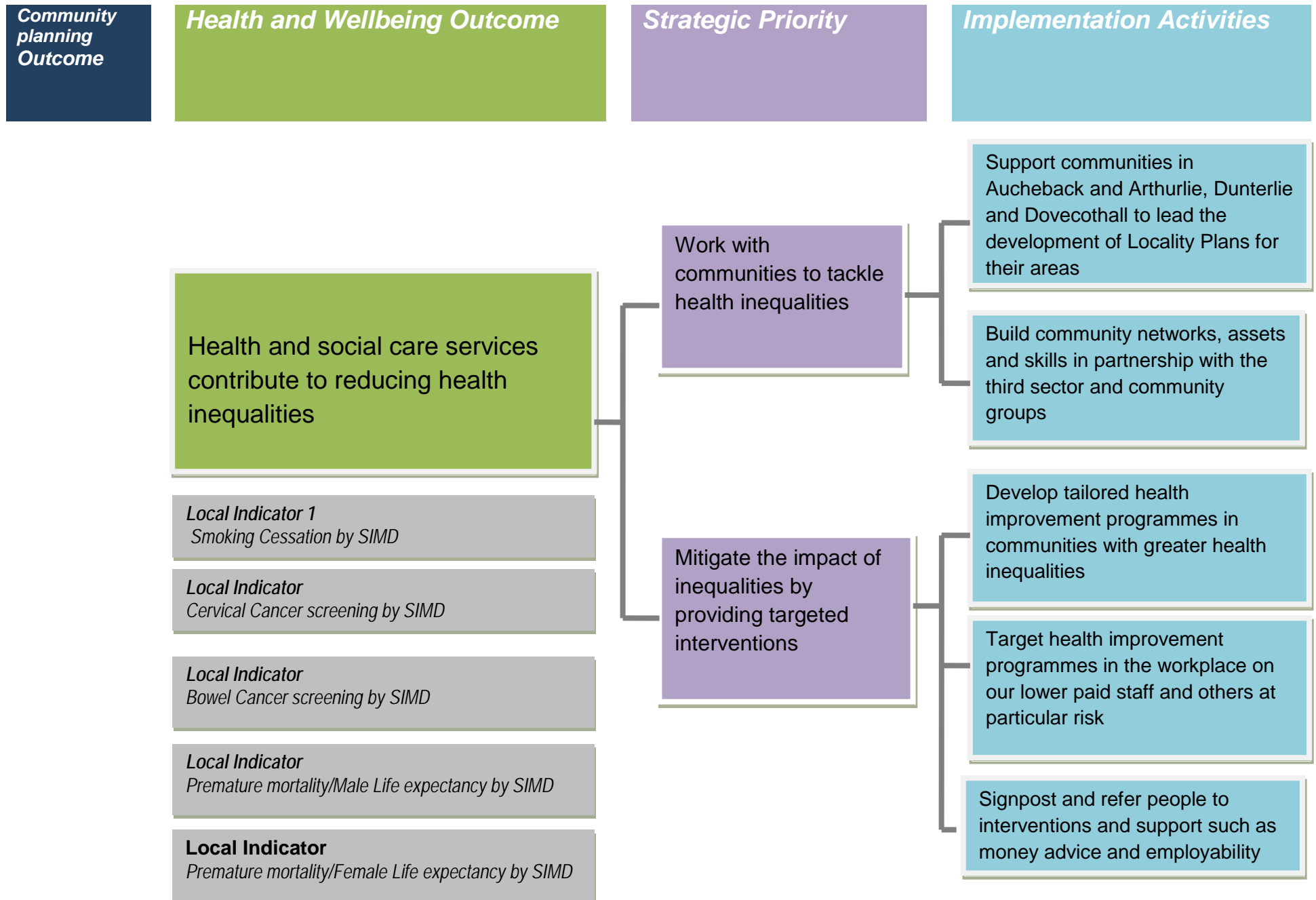


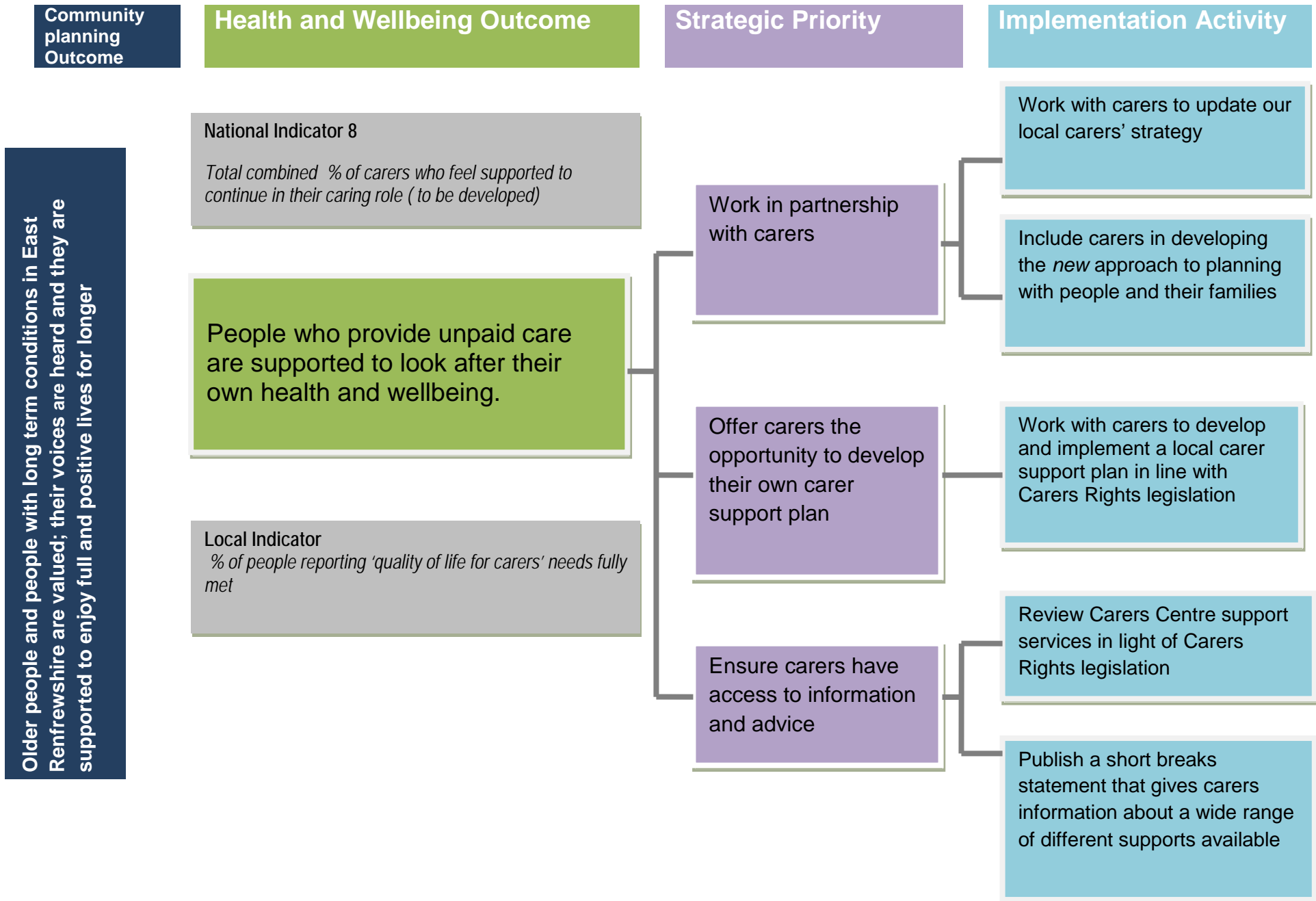


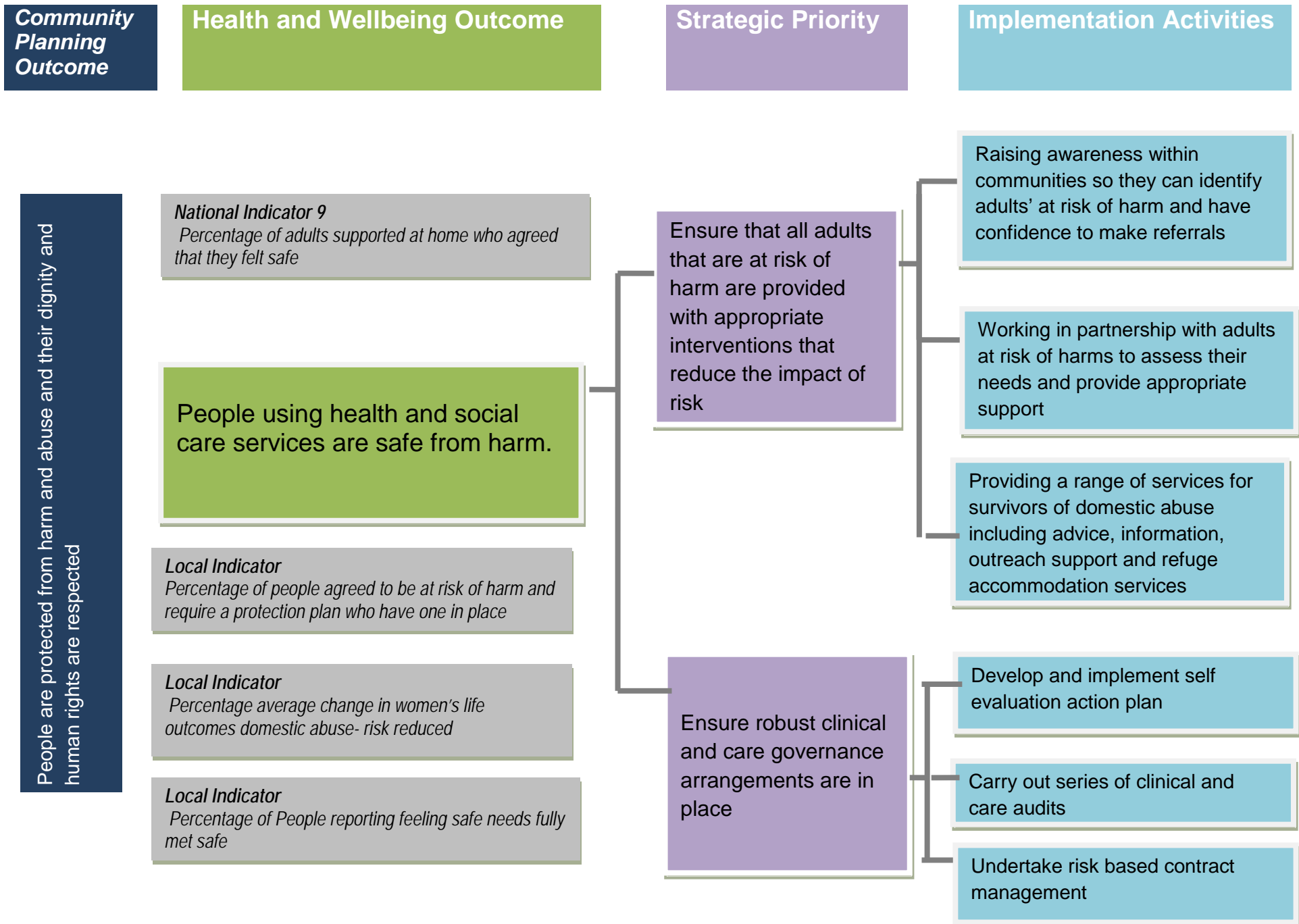












*Vision and values*

**Health and Wellbeing Outcome**

**Strategic Priority**

**Implementation Activities**

*Working together With our staff as partners in developing and delivering our vision, valuing their knowledge, skills and commitment to health and social care.*

**National Indicator 10**  
% of staff who say they would recommend their workplace as good place to work

**Staff feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.**

**Local Indicator**  
% of staff who report feeling engaged in staff survey

**Local Indicator** % Staff who report "I am clear about my duties and responsibilities" ' in iMatter Staff Survey

**Local Indicator**  
% Staff who report "I am given the time and resources to support my learning growth" in iMatter Staff Survey

Staff are well informed and involved

Staff are appropriately trained

Staff are provided with a safe working environment

Staff are engaged in services changes and redesign and have the opportunity to influence the outcomes.

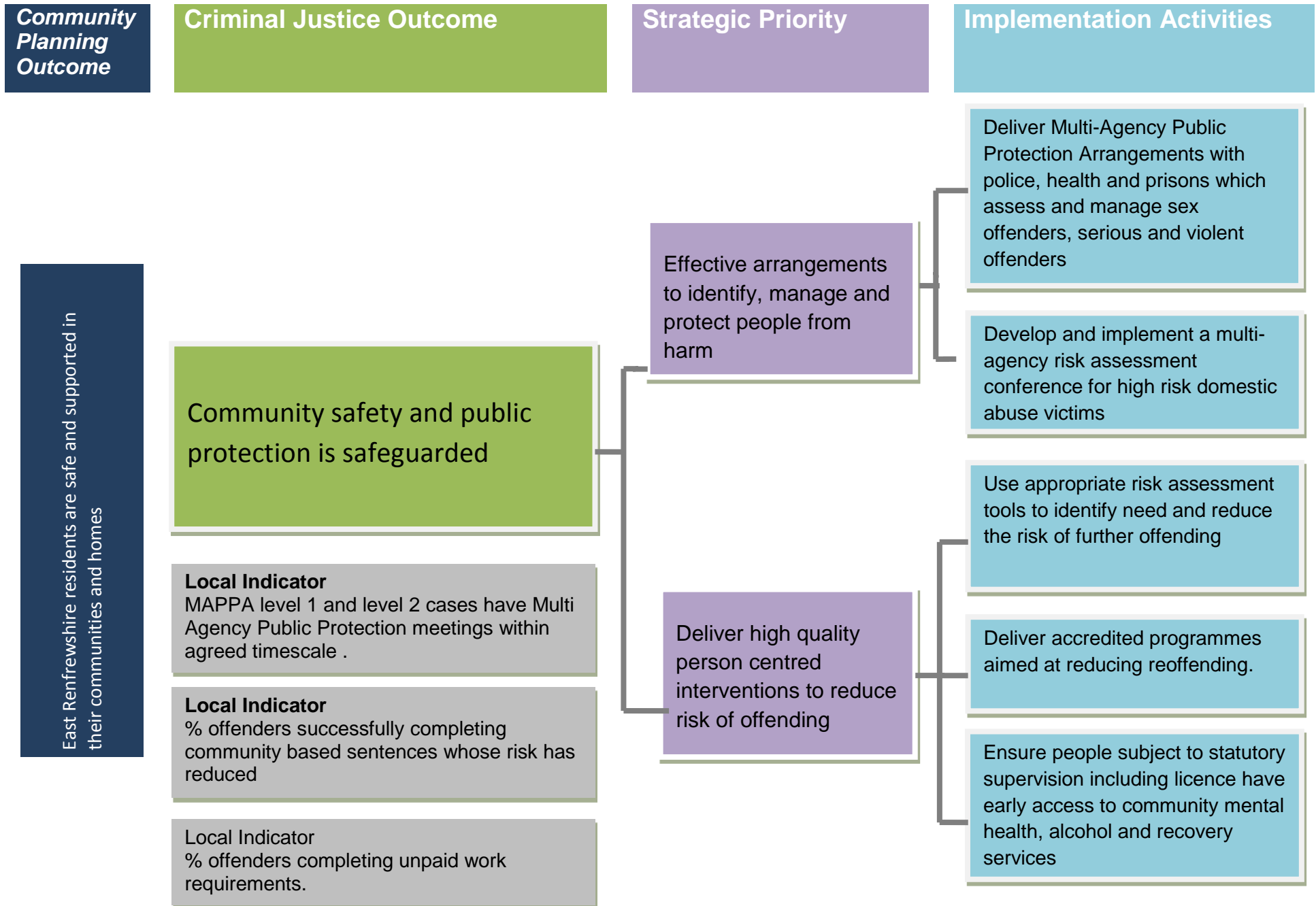
Ensure iMatter is rolled out within the HSCP during 2017 and managers are encouraged to develop team action plans based on questionnaire feedback.

All staff joining the HSCP receive an orientation awareness to the organisation and have full access to resources to support the delivery of quality services

Ensure managers are supported to ensure every staff member will have a PRD / KSF review with clear key objectives and a personal development plan

Ensure lone working policy is place and staff support protection systems are monitored

Provide support to managers to help them ensure employees health and well being and maintain attendance



National Health and Wellbeing Outcome 1 - People are active and optimise their health and wellbeing					
National Health and Wellbeing Indicator		2013-14 ERHSCP Value	2015-16 ERHSCP Value	2013-14 National Benchmark	2015-16 National Benchmark
1	Percentage of adults able to look after their health very well or quite well	94%	96%	94%	94%
		2014 ERHSCP Value	2015 ERHSCP Value	2014 National Benchmark	2015 National Benchmark
11	Premature mortality rate per 100,000 persons	364	297	423	441
Local Indicator		2015-16 Value	2016-17 Value	2016-17 Target	2017-18 Target
ODP 2.4	Uptake of community health improvement programmes	405	462	500	500
	Citizens reporting taking part in physical activity				

National Health and Wellbeing Outcome 2 - People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community					
National Health and Wellbeing Indicator		2013-14 Value	2015-16 Value	2013-14 National Benchmark	2015-16 National Benchmark
2	% of people supported at home who agree that they are supported to live as independently as possible	84	83	84	84
3	% of people supported at home who agree that they had a say in how their help, care or support was provided	90	78	83	79
		2015-16 ERHSCP Value	2016-17 ERHSCP Value	2015-16 National Benchmark	2016-17 National Benchmark
12	Rate of emergency admissions per 100,000 population for adults.	11,349	11,284	12,138	12,037
13	Rate of emergency bed day per 100,000 population for adults.	105,749	111,568	122,713	119,649
14	Readmission to hospital within 28 days rate per 100,000 population	78	79	96	95
15	Proportion of last 6 months of life spent at home or in a community setting	86	86	87	88
18	Percentage of adults with intensive care needs receiving care at home	61	58	61%	62%
19	Number of days people spend in hospital when they are ready to be discharged (per 1,000 population) (age 75+)	209	228	915	842
Local Indicator		2015-16 Value	2016-17 Value	2016-17 Target	2017-18 Target
ODP 5.2	Percentage of people reporting 'living where you want to live' needs fully met.	77.6%	78.2%	80%	81%
	Self-Directed Support spend on adults as percentage of total social care spend on adults		5.3%	6.7	
ODP 5.2	Percentage of people aged 65+ who live in housing rather than a care home or hospital	97.5%	97.55%	97.5%	97.5%
	Delayed discharge over 72 hours	-	5	5	1

## East Renfrewshire Health and Social Care Partnership Strategic Implementation Plan Performance Reporting Update

National Health and Wellbeing Outcome 3 - People who use health and social care services have positive experiences of those services, and have their dignity respected					
National Health and Wellbeing Indicator		2013-14 Value	2015-16 Value	2013-14 National Benchmark	2015-16 National Benchmark
4	Percentage of adults supported at home who agreed that their services seemed to be well coordinated	81	69	79	75
5	Percentage of adults receiving any care or support who rated it as excellent as good	88	83	84	81
6	Percentage of people with positive experience of the care provided in their GP practice	91	89	87	87
		2015-16 ERHSCP Value	2016-17 ERHSCP Value	2015-16 National Benchmark	2016-17 National Benchmark
17	Proportion of care services graded good or better in Care Inspectorate inspections	88	86	81	83
Local HSCP Indicator		2015-16 Value	2016-17 Value	2016-17 Target	2017-18 Target
	People reporting being respected needs fully met	95.8%	95.5%	94.0%	
	Citizen panel percentage of service users rating health and social care services as very good/good	92%	92%	92%	



National Health and Wellbeing Outcome 4 - Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.					
National Health and Wellbeing Indicator		2013-14 Value	2015-16 Value	2013-14 National Benchmark	2015-16 National Benchmark
7	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	85	82	85	84
		2015-16 ERHSCP Value	2016-17 ERHSCP Value	2015-16 National Benchmark	2016-17 National Benchmark
16	Falls rate per 100 population aged 65+	21	21	21	21
Local ODP Indicator		2015-16 Value	2016-17 Value	2016-17 Target	2017-18 Target
5.1	Percentage of those whose care need has reduced following re-ablement.	70%	70%	70%	70%
5.1	Percentage of people reporting having things to do' needs fully met	61.7%	61.7%	61.7%	61.7%
	Percentage of people reporting 'staying as well as you can' needs fully met at review	76.9%	76.4%	77.0%	
4.4	Percentage of individuals moving from alcohol & drug treatment to recovery	12.7%	9%	9%	10%
4.4	Percentage change individual Recovery Outcome Score	N/A	16.9%	-	17%
NHSGGC Indicators					
	18 week referral to treatment for psychological therapies				
	Clients will wait no more than 3 weeks for appropriate drug and alcohol treatment that supports their recovery	-	98.2%	95%	
	People newly diagnosed with dementia will have a minimum of 1 years post diagnostic support				
	Primary care mental health team waits (apt, treatment)				

East Renfrewshire Health and Social Care Partnership Strategic Implementation Plan Performance Reporting Update

National Health and Wellbeing Outcome 5 - Health and social care services contribute to reducing health inequalities					
			2016-17 Value	2016-17 Target	2017-18 Target
	The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date		27	28	
NHSGGC Indicators		2015 ERHSCP Value		2015 NHSGGC Benchmark	
	Cervical Cancer screening take up in our most serviced communities	65.9%		70.1%	
	Bowel Cancer Screening take up in most deprived communities	43.8%		44.4%.	
	Male life expectancy at birth in 15 per cent most deprived communities	71.9			
	Female life expectancy at birth in 15 per cent most deprived communities	78.8			

National Health and Wellbeing Outcome 6 - People who provide unpaid care are supported to look after their own health and wellbeing.					
National Health and Wellbeing Indicator		2013-14 Value	2015-16 Value	2013-14 National Benchmark	2015-16 National Benchmark
8	Total combined % of carers who feel supported to continue in their caring role ( to be developed)	85	82	85	84
Local ODP Indicator		2015-16 Value	2016-17 Value	2016-17 Target	2017-18 Target
5. 3	% of people reporting 'quality of life for carers' needs fully met	68.9%	70.9%	70%	72%
2.1	Increase number of identified young carers	-	-	48	53
2.1	By 2020 all young carers known to services will have a Young Carers Statement	-	-	-	20%

**East Renfrewshire Health and Social Care Partnership Strategic Implementation Plan Performance Reporting Update**

<b>National Health and Wellbeing Outcome 7 - People using health and social care services are safe from harm.</b>					
<b>National Health and Wellbeing Indicator</b>		<b>2013-14 Value</b>	<b>2015-16 Value</b>	<b>2013-14 National Benchmark</b>	<b>2015-16 National Benchmark</b>
9	Percentage of adults supported at home who agreed that they felt safe	88	84	85	84
<b>Local ODP Indicator</b>		<b>2015-16 Value</b>	<b>2016-17 Value</b>	<b>2016-17 Target</b>	<b>2017-18 Target</b>
4.2	Percentage of people agreed to be at risk of harm and require a protection plan who have one in place	N/A	N/A	100%	100%
4.2	Percentage average change in women's life outcomes domestic abuse- risk reduced	N/A	66%	65%	70%
	Percentage of People reporting feeling safe needs fully met safe				

<b>Community safety and public protection is safeguarded</b>					
<b>Local ODP Indicator</b>		<b>2015-16 Value</b>	<b>2016-17 Value</b>	<b>2016-17 Target</b>	<b>2017-18 Target</b>
	MAPPA level 1 and level 2 cases have Multi Agency Public Protection meetings within agreed timescale	N/A	N/A	100%	100%
	% offenders successfully completing community based sentences whose risk has reduced	N/A	66%	65%	70%
	% offenders completing unpaid work requirements.	N/A	95.6%	80%	80%

