



Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	23 November 2022
Agenda Item	9
Title	Mid-Year Performance Update 2022-23
<p>Summary</p> <p>This report provides the Performance and Audit Committee with an update on key performance measures relating to the delivery of the strategic priorities set out in the HSCP Strategic Plan 2022-2025. Where mid-year data is available for strategic performance indicators this is included.</p>	
Presented by	Steven Reid Policy, Planning and Performance Manager
<p>Action Required</p> <p>Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2022-23.</p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

PERFORMANCE AND AUDIT COMMITTEE

23 November 2022

Report by Chief Officer

MID-YEAR PERFORMANCE UPDATE 2022-23

PURPOSE OF REPORT

1. This report provides the Performance and Audit Committee with an update on key performance measures relating to the delivery of the strategic priorities set out in the HSCP Strategic Plan 2022-2025. Where mid-year data is available for strategic performance indicators this is included.

RECOMMENDATION

2. Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2022-23.

BACKGROUND

3. The Performance and Audit Committee regularly reviews performance reports in order to monitor progress in the delivery of the strategic priorities set out in the HSCP Strategic Plan. These reports provide data on the agreed performance indicators in our performance framework and are presented quarterly and at mid and end-year.
4. Work is ongoing with members of the Performance and Audit Committee, through a short-life working group, to develop the format and improve the content of our performance reports. Central to the new reporting format will be exception reporting with more focus on a core set of key performance indicators. For these core indicators we will develop more detailed commentary clearly outlining: what good looks like; what activities and resources are going into delivering our intended outcomes; where we are in relation to our intended target, and if we are not meeting target what mitigating action is under way / planned to deliver improvements.
5. For all indicators, we aim to show clear visualisation of performance trends against targets with charts. As we develop our reporting (and particularly for our core/exception indicator set) we intend to incorporate future performance projections against forward targets to show intended trajectories in our charts.
6. The HSCP collates data and produces all performance reports through the East Renfrewshire Council performance system. The Council has recently transitioned from the Pentana performance IT system to a new internally developed system called pERform. While the new system is potentially more flexible to our uses than its predecessor, at November 2022 it remains in an early development phase, limiting our ability to significantly manipulate reporting for this mid-year update. In particular, we have not been able to modify performance charts and have had to manually construct the report, limiting the scope for improvement work.

7. Ahead of our next reporting cycle we will continue to work through the practical reporting issues with Council colleagues and will share revised format examples with the working group to ensure future reports meet the aspirations of the committee.

REPORT

8. As expected, the mid-year performance update provides a smaller number of data updates compared with end-year. In addition, we continue to note that for many indicators recent performance trends against established targets have been impacted by the Covid-19 pandemic.
9. The report includes data for mid-year and any updated end-year data for indicators from our Strategic Plan that have not previously been reported to the Committee. The report provides charts for all measures. The report presents each measure with a RAG status in relation to the target for the reporting period (where a target is set), along with trend arrows (showing 'up' for improvement) and commentary on performance. Many of the data trends reflect the unique circumstances faced by services since the start of the Covid-19 pandemic. Explanations of any notable shifts in performance are included in the commentary text.
10. The report contains data updates and commentary relating to the performance measures set out under the strategic priorities in the HSCP Strategic Plan 2022-25:
 - Working together with children, young people and their families to improve mental and emotional wellbeing
 - Working together with people to maintain their independence at home and in their local community
 - Working together to support mental health and wellbeing
 - Working together to meet people's healthcare needs by providing support in the right way, by the right person at the right time
 - Working together with people who care for someone ensuring they are able to exercise choice and control
 - Working together on effective community justice pathways that support people to stop offending and rebuild lives
 - Working together with individuals and communities to tackle health inequalities and improve life chances
 - Working together with staff across the partnership to support resilience and wellbeing
 - Working together to protect people from harm

The final section of the data report contains a number of organisational indicators relating to our staff and customers.

11. The data shows that despite the continuing pressures facing health and social care provision there has been strong performance across service areas. During the reporting period we have continued to develop our senior management structure and our staff have continued to work tirelessly during challenging circumstances.
12. Performance highlights include:
 - Improving performance on CAMHS waiting times due to ongoing development and promotion of Tier 2 services for young people. Longest waits have been reducing over the reporting period although they remain above target.
 - Supporting independence - continuing high proportion of service users (90%) reporting that they are living where/as they would want to live.

- We perform well on waiting times for drug and alcohol recovery-focused treatment with 98.9% of people seen within three weeks (figure was 100% for Q2).
- A&E attendances and emergency admissions remain within our agreed targets. However, as we move beyond the pandemic, we are seeing the rate of attendances and admissions increasing.
- Positive support to care home residents is reflected in the low volume of A&E attendances and admissions.
- Continuing to be ahead of target for palliative care as measured by the proportion of last 6 months of life spent at home or in a community setting.
- Our support for women and children affected by domestic violence continues with increasing numbers of support users reporting improved outcomes.

13. Areas that remain challenging include:

- Reablement services are below target for the proportion of service users with reduced care needs, reflecting the pressures non-residential care services are experiencing.
- Performance for psychological therapies waiting times has declined for the period, reflecting local recruitment challenges. However, long-standing vacancies have been filled and there was an improvement from 61% for Q1 to 76% for Q2.
- Minimising hospital discharges with delays remains a challenge for the partnership although we saw an improvement on the average number of delays (and bed days lost) over the first 6 months of 2022-23.
- Meeting our breastfeeding target in our more deprived neighbourhoods remains challenging and this has been impacted by the pandemic. However, we saw improved performance over the course of 2021-22.

RECOMMENDATION

14. Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2022-23.

REPORT AUTHOR AND PERSON TO CONTACT

Steven Reid, Policy, Planning and Performance Manager
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November 2022

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

[Performance and Audit Committee, 21 September 2022, HSCP Annual Performance Report 2021/22](#)

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HSCP Strategic Plan – Mid Year Update 2022-23

Report Author: Ian Smith / Steven Reid

Generated on: Nov 2022



Key:


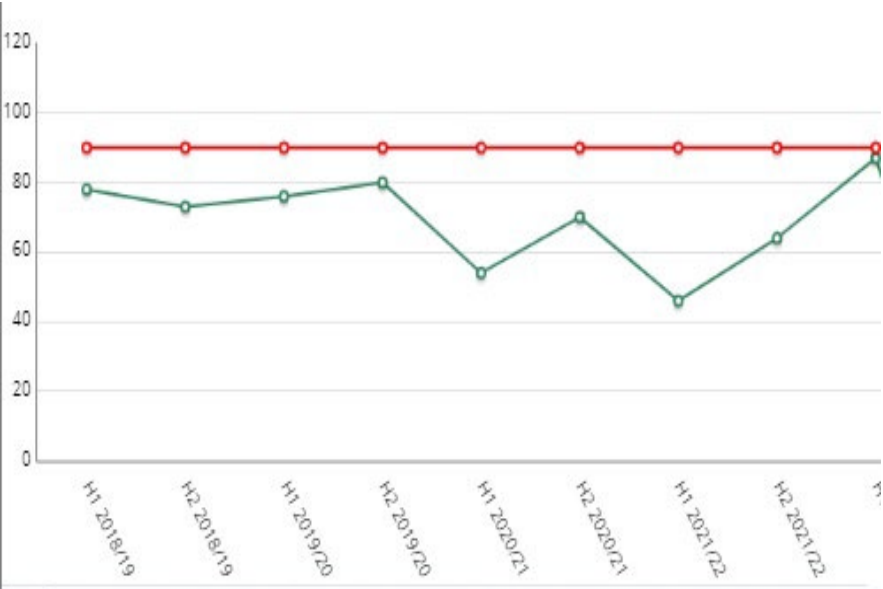
Green	performance is at or better than the target
Amber	Performance is close (approx 5% variance) to target
Red	Performance is far from the target (over 5%)


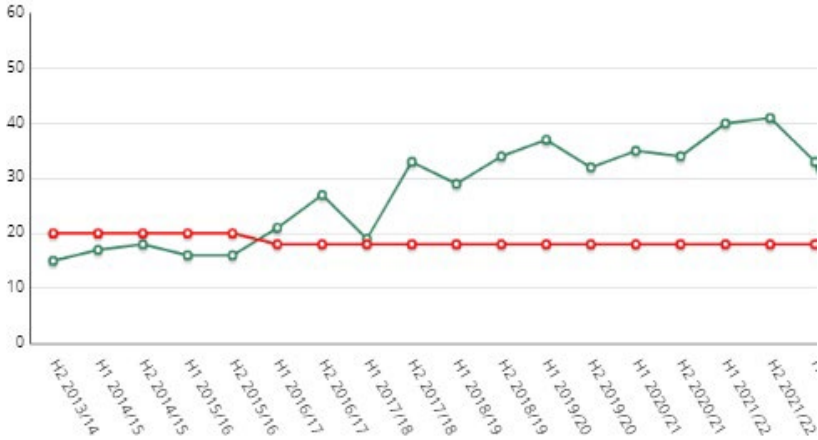
* INCREASE/DECREASE in PI description gives the intended direction of travel for the indicator

Trend arrows point upwards where there is improved performance (inc. where we aim to decrease the value).


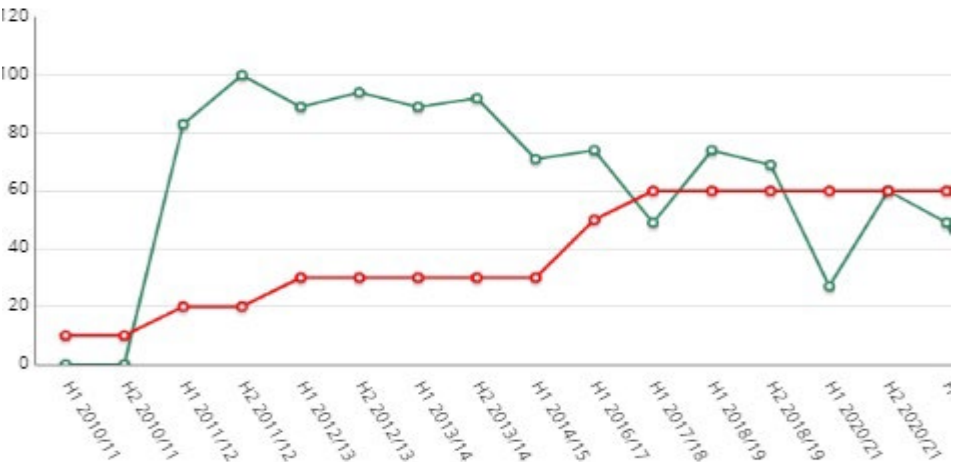
Charts show performance trend in blue; target is shown in red

1. Working together with children and their families to improve mental and emotional well-being

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - Children and young people starting treatment for specialist Child and Adolescent Mental Health Services within 18 weeks of referral	H1 2022/23	87%	90%	Amber	 (improving)		Average weekly data 2021/22. Performance has improved significantly against 2021/22 end year's figure (55%) and we are now approaching the national target.

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
DECREASE -Child & Adolescent Mental Health - longest wait in weeks at month end	H1 2022/23	33	18	Red	 (improving)		Average longest wait in first six months of 2022/23 was 33 weeks, which is a significant improvement on the previous six month average (41 weeks)


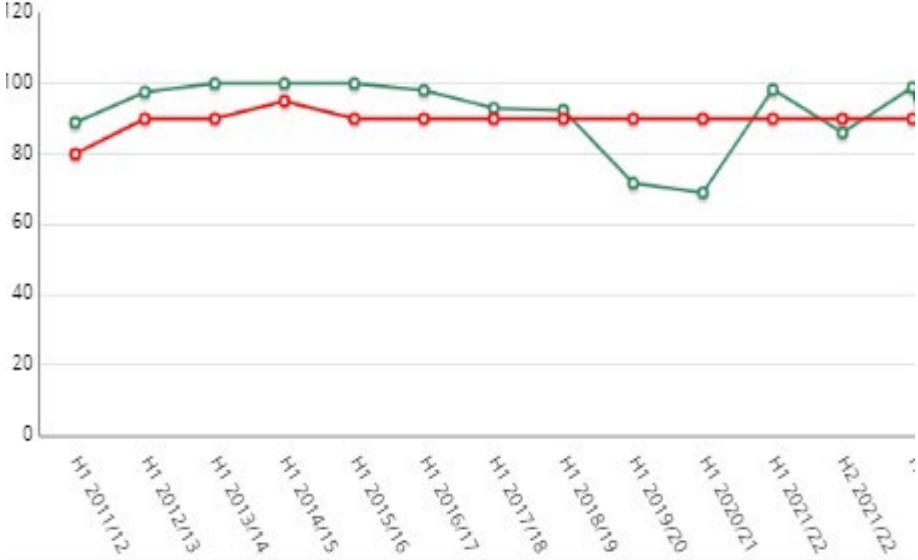
2. Working together with people to maintain their independence at home and in their local community

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - Percentage of those whose care need has reduced following re-ablement / rehabilitation	H1 2022/23	49%	60%	Red	 (declining)		Of the 103 clients discharged from re-ablement services in the first six months of 2022/23, 50 were discharged with reduced or no services.


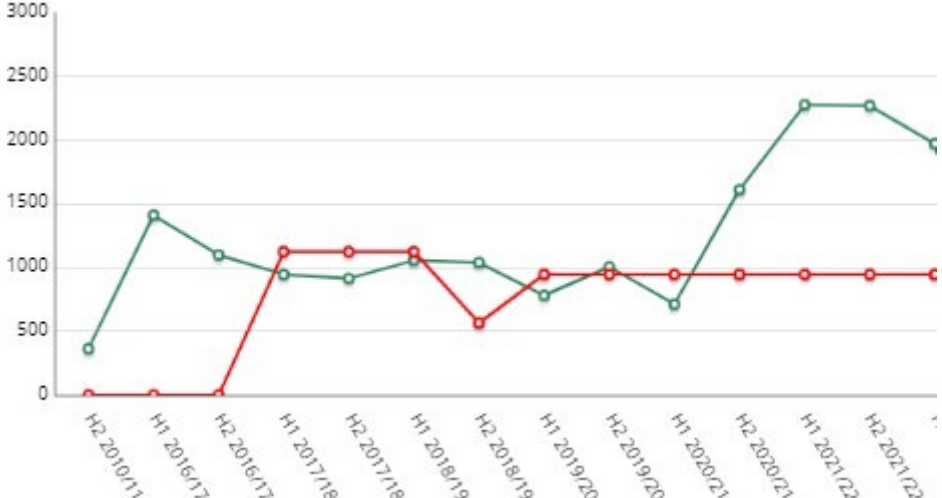

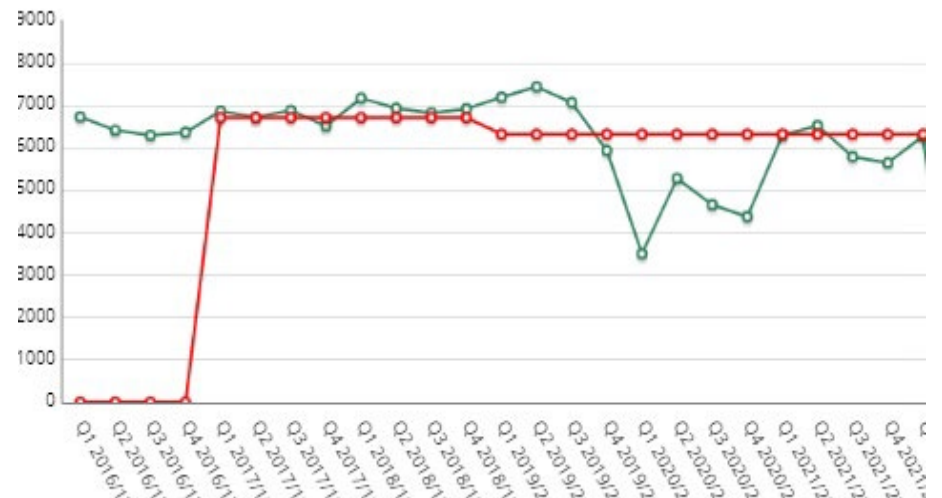
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - People reporting 'living where you/as you want to live' needs met (%)	H1 2022/23	90%	90%	Green	↑ (improving)		In the first six months of 2022/23 of the total 423 valid responses 379 reported their needs met. Up from 89% at end year 2021/22.


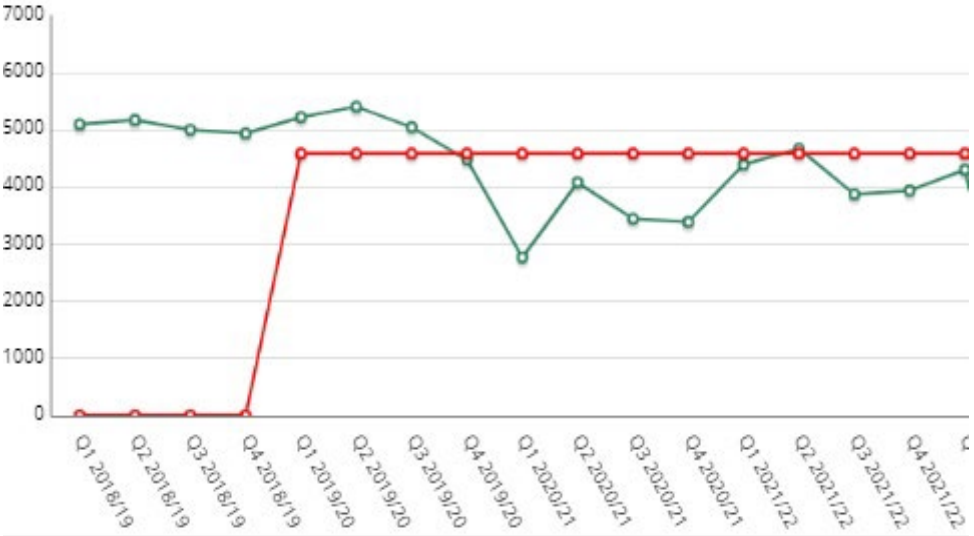

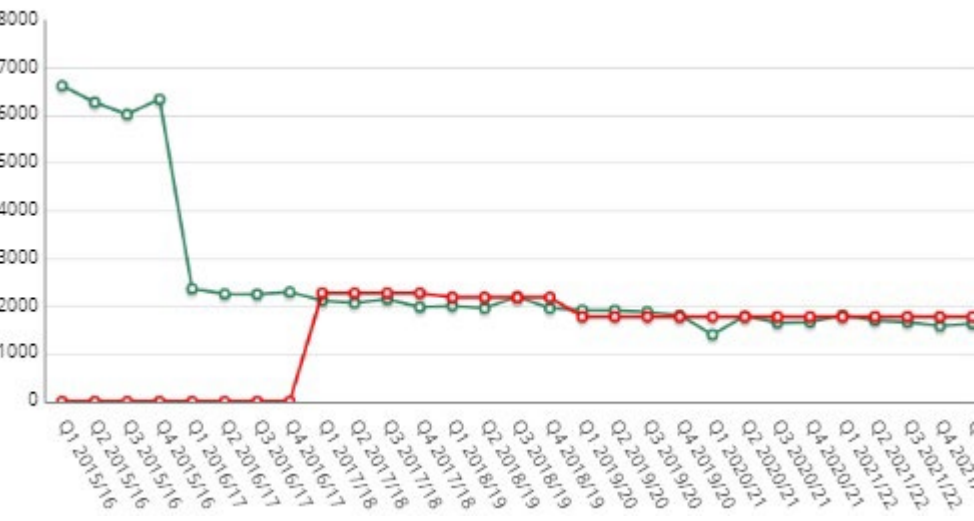
3. Working together to support mental health and well-being


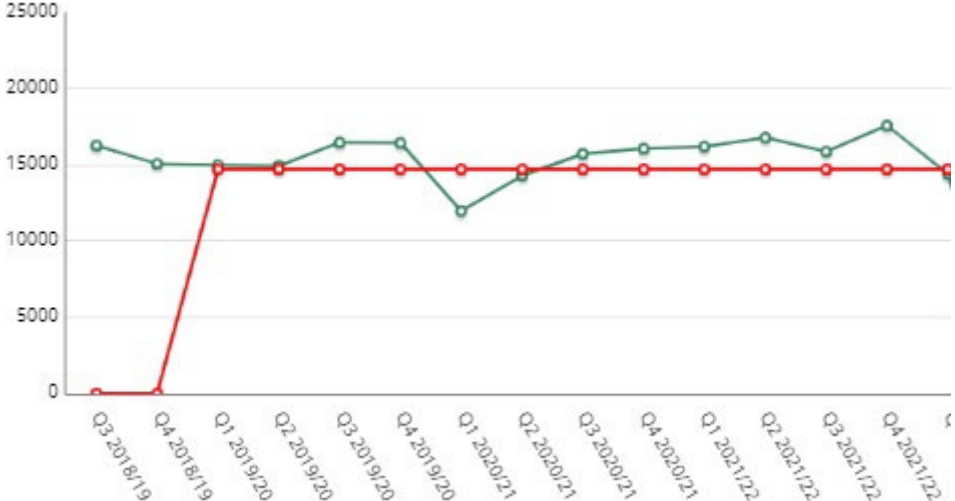

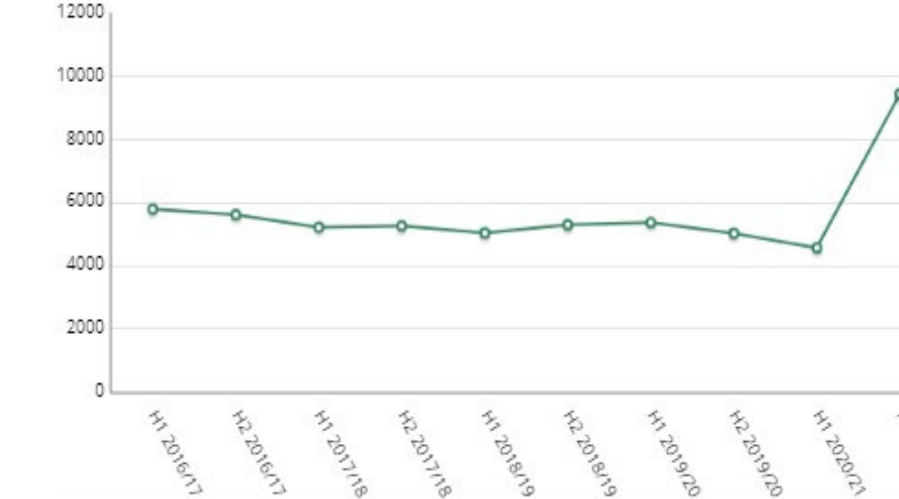
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - Percentage of people waiting no longer than 18 weeks for access to psychological therapies	H1 2022/23	67%	90%	Red	↓ (declining)		Weekly average for first six months of 2022/23. Compares to an average of 78% in the previous six months. The service has experienced challenges with local recruitment and has been working to fill posts. As a result, during the period we saw improvement from 61% for Q1 to 76% for Q2.


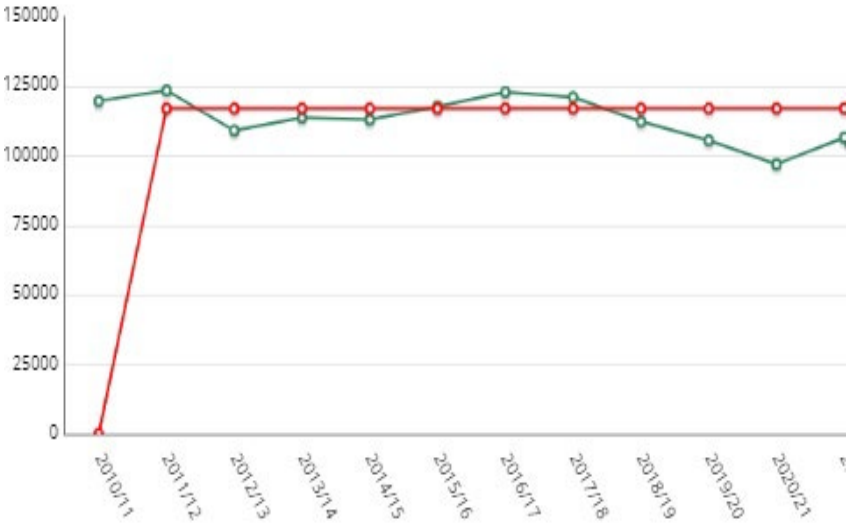

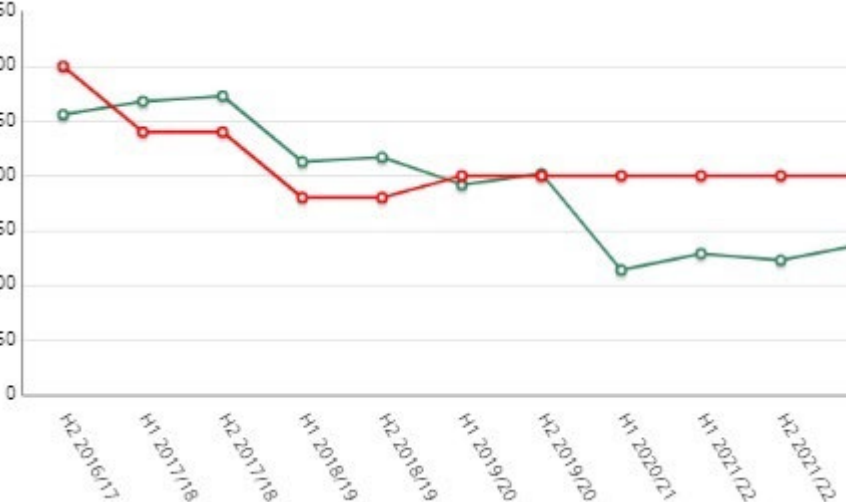
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow		Latest Note																																							
<p>Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.</p>	<p>H1 2021/22</p>	<p>98.9%</p>	<p>90.0%</p>	<p>Green</p>	<p> (improving)</p>	 <table border="1"> <caption>Line Chart Data</caption> <thead> <tr> <th>Period</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>H1 2011/12</td><td>88</td><td>90</td></tr> <tr><td>H1 2012/13</td><td>96</td><td>90</td></tr> <tr><td>H1 2013/14</td><td>98</td><td>90</td></tr> <tr><td>H1 2014/15</td><td>98</td><td>90</td></tr> <tr><td>H1 2015/16</td><td>98</td><td>90</td></tr> <tr><td>H1 2016/17</td><td>96</td><td>90</td></tr> <tr><td>H1 2017/18</td><td>90</td><td>90</td></tr> <tr><td>H1 2018/19</td><td>70</td><td>90</td></tr> <tr><td>H1 2019/20</td><td>68</td><td>90</td></tr> <tr><td>H1 2020/21</td><td>98</td><td>90</td></tr> <tr><td>H1 2021/22</td><td>98.9</td><td>90</td></tr> <tr><td>H2 2021/22</td><td>100</td><td>90</td></tr> </tbody> </table>	Period	Current Value (%)	Target (%)	H1 2011/12	88	90	H1 2012/13	96	90	H1 2013/14	98	90	H1 2014/15	98	90	H1 2015/16	98	90	H1 2016/17	96	90	H1 2017/18	90	90	H1 2018/19	70	90	H1 2019/20	68	90	H1 2020/21	98	90	H1 2021/22	98.9	90	H2 2021/22	100	90	<p>East Renfrewshire Community Addictions Service have performed well in this area. 97.7% of people accessing the service starting treatment within three weeks of referral in the first quarter of 2022-23. Compliance increased to 100 in Quarter 2.</p>
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4. Working together to meet people's healthcare needs																																																	
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Delayed discharge: people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting. (Average number delayed based on NHSGGC Acute & MH weekly data)	H1 2022/23	6	0	Red	↑ (improving)	<table border="1"> <caption>Weekly Average of Delayed Discharges</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H1 2012/13</td><td>2</td></tr> <tr><td>H2 2012/13</td><td>4</td></tr> <tr><td>H1 2013/14</td><td>0</td></tr> <tr><td>H2 2013/14</td><td>0</td></tr> <tr><td>H1 2014/15</td><td>0</td></tr> <tr><td>H2 2014/15</td><td>0</td></tr> <tr><td>H1 2015/16</td><td>0</td></tr> <tr><td>H2 2015/16</td><td>4</td></tr> <tr><td>H1 2017/18</td><td>4</td></tr> <tr><td>H2 2017/18</td><td>5</td></tr> <tr><td>H1 2018/19</td><td>4</td></tr> <tr><td>H2 2018/19</td><td>3</td></tr> <tr><td>H1 2019/20</td><td>2</td></tr> <tr><td>H2 2019/20</td><td>1</td></tr> <tr><td>H1 2020/21</td><td>2</td></tr> <tr><td>H2 2020/21</td><td>6</td></tr> <tr><td>H1 2021/22</td><td>7</td></tr> <tr><td>H2 2021/22</td><td>6</td></tr> </tbody> </table>	Period	Value	H1 2012/13	2	H2 2012/13	4	H1 2013/14	0	H2 2013/14	0	H1 2014/15	0	H2 2014/15	0	H1 2015/16	0	H2 2015/16	4	H1 2017/18	4	H2 2017/18	5	H1 2018/19	4	H2 2018/19	3	H1 2019/20	2	H2 2019/20	1	H1 2020/21	2	H2 2020/21	6	H1 2021/22	7	H2 2021/22	6	Weekly average over the first six months of 2022/23. Compares to an average of seven in the previous six months (i.e. the last six months of 2021/22)				
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DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (PHS data)	H1 2022/23	10	0	Red	↑ (improving)	<table border="1"> <caption>Annual Monthly Average of People Waiting More Than 3 Days</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H1 2012/13</td><td>2</td></tr> <tr><td>H2 2012/13</td><td>4</td></tr> <tr><td>H1 2013/14</td><td>0</td></tr> <tr><td>H2 2013/14</td><td>0</td></tr> <tr><td>H1 2014/15</td><td>0</td></tr> <tr><td>H2 2014/15</td><td>0</td></tr> <tr><td>H1 2015/16</td><td>0</td></tr> <tr><td>H2 2015/16</td><td>3</td></tr> <tr><td>H1 2016/17</td><td>7</td></tr> <tr><td>H2 2016/17</td><td>5</td></tr> <tr><td>H1 2017/18</td><td>5</td></tr> <tr><td>H2 2017/18</td><td>6</td></tr> <tr><td>H1 2018/19</td><td>6</td></tr> <tr><td>H2 2018/19</td><td>5</td></tr> <tr><td>H1 2019/20</td><td>5</td></tr> <tr><td>H2 2019/20</td><td>5</td></tr> <tr><td>H1 2020/21</td><td>9</td></tr> <tr><td>H2 2020/21</td><td>12</td></tr> <tr><td>H1 2021/22</td><td>13</td></tr> <tr><td>H2 2021/22</td><td>10</td></tr> </tbody> </table>	Period	Value	H1 2012/13	2	H2 2012/13	4	H1 2013/14	0	H2 2013/14	0	H1 2014/15	0	H2 2014/15	0	H1 2015/16	0	H2 2015/16	3	H1 2016/17	7	H2 2016/17	5	H1 2017/18	5	H2 2017/18	6	H1 2018/19	6	H2 2018/19	5	H1 2019/20	5	H2 2019/20	5	H1 2020/21	9	H2 2020/21	12	H1 2021/22	13	H2 2021/22	10	Figure relates to the annual monthly average in first six months of 2022/23. This has fallen from 13 in the previous six months. (Source: PHS November 2022)
Period	Value																																																
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Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
DECREASE - Delayed discharges (PHS) bed days lost to delayed discharge (REDUCE)	H1 2022/23	1,972	946	Red	 (improving)		<p>Latest data to September 2022. Down from 2,270 bed days in the previous six months. (Source: PHS, November 2022)</p>
DECREASE - No. of A & E Attendances - All	Qtr 1 2022/23	6,273	6,325	Green	 (declining)		<p>A&E attendances are up from 5,649 in Qtr 4 2021/22. MSG data to June 2022, released September 2022.</p>

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
DECREASE - No. of A & E Attendances - Adults	Qtr 1 2022/23	4,302	4,584	Green	 (declining)		A&E adult attendances are up from 3,938 in Qtr 4 2021/22. Latest MSG data at June 2022, released September 2022.
DECREASE - Number of Emergency Admissions: Adults (18+)	Qtr 1 2022/23	1,634	1,781	Green	 (declining)		Latest data to June 2022, released September 2022. Data is provisional for Qtr 1 due to completeness issues. Historical data back to February 2022 has also been amended by this release. (Source: Public Health Scotland)

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note																																
DECREASE - Unscheduled Hospital (Acute) Bed Days: Adults (18+)	Qtr 1 2022/23	14,420	14,715	Green	 (improving)	 <table border="1"> <caption>Unscheduled Hospital (Acute) Bed Days for Adults (18+) - Historical Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q3 2018/19</td><td>16,000</td></tr> <tr><td>Q4 2018/19</td><td>14,800</td></tr> <tr><td>Q1 2019/20</td><td>14,715</td></tr> <tr><td>Q2 2019/20</td><td>14,715</td></tr> <tr><td>Q3 2019/20</td><td>16,500</td></tr> <tr><td>Q4 2019/20</td><td>16,500</td></tr> <tr><td>Q1 2020/21</td><td>11,800</td></tr> <tr><td>Q2 2020/21</td><td>14,200</td></tr> <tr><td>Q3 2020/21</td><td>15,500</td></tr> <tr><td>Q4 2020/21</td><td>15,800</td></tr> <tr><td>Q1 2021/22</td><td>16,000</td></tr> <tr><td>Q2 2021/22</td><td>16,500</td></tr> <tr><td>Q3 2021/22</td><td>15,500</td></tr> <tr><td>Q4 2021/22</td><td>17,598</td></tr> <tr><td>Q1 2022/23</td><td>14,420</td></tr> </tbody> </table>	Quarter	Value	Q3 2018/19	16,000	Q4 2018/19	14,800	Q1 2019/20	14,715	Q2 2019/20	14,715	Q3 2019/20	16,500	Q4 2019/20	16,500	Q1 2020/21	11,800	Q2 2020/21	14,200	Q3 2020/21	15,500	Q4 2020/21	15,800	Q1 2021/22	16,000	Q2 2021/22	16,500	Q3 2021/22	15,500	Q4 2021/22	17,598	Q1 2022/23	14,420	Out turn down from 17,598 bed days in Qtr 4 2021/22. MSG data to June 2022, released September 2022.
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DECREASE - Health and Social Care Integration - Core Suite of Indicators NI- 12: Emergency admission rate (per 100,000 population) for adults.	2021/22	9,444	Data Only	 (declining)	 <table border="1"> <caption>Emergency admission rate (per 100,000 population) for adults - Historical Data</caption> <thead> <tr> <th>Half Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H1 2016/17</td><td>5,800</td></tr> <tr><td>H2 2016/17</td><td>5,500</td></tr> <tr><td>H1 2017/18</td><td>5,100</td></tr> <tr><td>H2 2017/18</td><td>5,100</td></tr> <tr><td>H1 2018/19</td><td>4,900</td></tr> <tr><td>H2 2018/19</td><td>5,100</td></tr> <tr><td>H1 2019/20</td><td>5,200</td></tr> <tr><td>H2 2019/20</td><td>4,900</td></tr> <tr><td>H1 2020/21</td><td>9,444</td></tr> </tbody> </table>	Half Year	Value	H1 2016/17	5,800	H2 2016/17	5,500	H1 2017/18	5,100	H2 2017/18	5,100	H1 2018/19	4,900	H2 2018/19	5,100	H1 2019/20	5,200	H2 2019/20	4,900	H1 2020/21	9,444	Latest available data at September 2022 is for 2021/22 end-year. In comparison the Scotland average was 11,641 for the period. Data at September 2022 (Source: Public Health Scotland)													
Half Year	Value																																						
H1 2016/17	5,800																																						
H2 2016/17	5,500																																						
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H1 2020/21	9,444																																						

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
<p>DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-13: Emergency bed day rate (per 100,000) for adults</p>	2021/22	106,573	117,000	Green	 (declining)		<p>Up from 97,038 in 2020/21. The Scotland average for the period was 111,293. Data at September 2022 (Source: Public Health Scotland)</p>
<p>DECREASE - A&E Attendances from Care Homes (NHSGGC data)</p>	H1 2022/23	137	200	Green	 (improving)		<p>In the first six months of 2022/23 there were 137 attendances at A&E from Care Homes, this is up slightly from 123 in the previous six months but is still below the target figure of 200.</p>

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
<p>DECREASE - Emergency Admissions from Care Homes (NHSGGC data)</p>	<p>H1 2022/23</p>	<p>72</p>	<p>120</p>	<p>Green</p>	<p>↑ (improving)</p>		<p>Hospital admissions from Care Homes have remained consistent over the previous couple of years remaining consistent lower than pre pandemic levels.</p>
<p>INCREASE - 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</p>	<p>2021/22</p>	<p>89.5%</p>	<p>86%</p>	<p>Green</p>	<p>▬</p>		<p>Latest data to August 2022, released November 2022. (Source: Scottish Government MSG, Nov 2022)</p>

5. Working together with carers to be able to exercise choice and control							
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	H1 2022/23	79%	74%	Green	↓ (declining)		In the first six months of 2022/23 of the total 77 valid responses 61 reported their needs met.

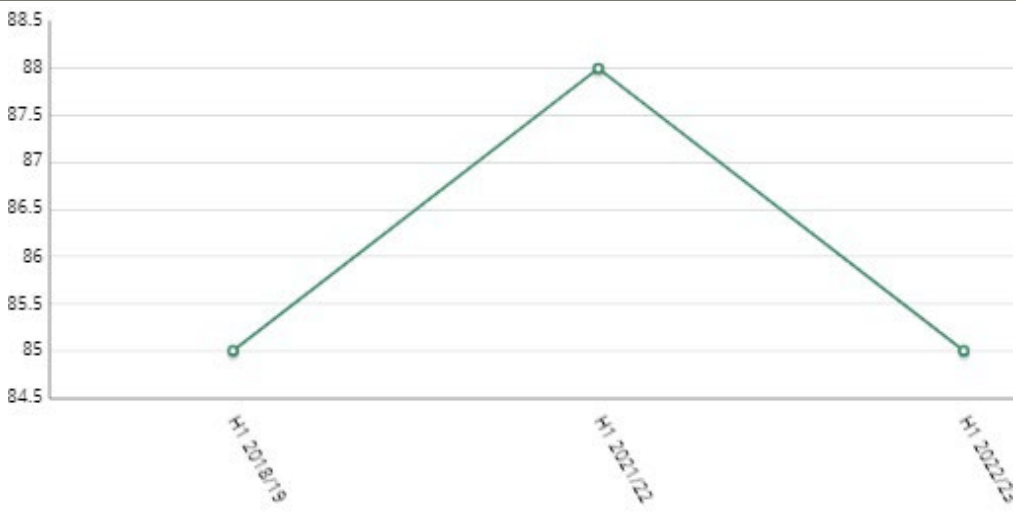
6. Working together with our partners to support people to stop offending							
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
INCREASE - Community Payback Orders - Percentage of unpaid work placements commencing within 7 days	Qtr 1 2022/23	91%	80%	Green	↑ (improving)		We are seeing continuing improvement in performance for commencement of CPOs. We exceeded target in Q1 22/23 - up from 58% at end year 2021/22.

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
<p>INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.</p>	<p>Qtr 1 2022/23</p>	<p>64%</p>	<p>80%</p>	<p>Red</p>	<p>↓ (declining)</p>		<p>Performance on completion of CPOs dropped below target for Q1 22/23 - down from 81% at end year 2021/22.</p>
<p>INCREASE - % Positive employability and volunteering outcomes for people with convictions.</p>	<p>H1 2022/23</p>	<p>67%</p>	<p>60%</p>	<p>Green</p>	<p>↓ (declining)</p>		<p>Registrations = 9 (FT Employment = 4; PT Employment = 2; Sustained Employment = 1) Of which 67% demonstrated a positive employability outcome. Work is ongoing via LEP and CJP to maximise referrals and routes to employment.</p>

7. Working together with individuals and communities to tackle health inequalities							
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note
Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.	2021/22	17.9%	25%	Red	↑ (improving)		This is a significant increase from 2020/21 (7.5%). Our comparator authority, East Dunbartonshire continues to see a higher rate in SIMD 1, with 21.1%, however East Renfrewshire is higher in SIMD 2 (28%). The gap between the most affluent (SIMD 5) and the most deprived (SIMD 1) areas, has decreased for the second year in a row from 34.7% in 2020/21 to 27.6% in 2021/22. SIMD 5 rates have increase this year from 42.2% in 2020/21 to 45.5% in 2021/22. (Source: Public Health Scotland Infant Feeding Dashboard, Nov 2022)
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-11: Premature mortality rate per 100,000 persons aged under 75. (European age-standardised mortality rate)	H1 2022/23	333		Data Only	↓ (declining)		Latest available data at September 2022 relates to 2021/22 end-year. This shows a marginal fall on the 2020 figure (334). In comparison the Scotland rate in 2021 was 466 per 100,000. (Source: Public Health Scotland, September 2022)

8. Working together with staff across the partnership to support resilience and well-being

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note																					
<p>INCREASE - % Staff who report 'I am given the time and resources to support my learning growth' in iMatter staff survey.</p>	<p>H1 2022/23</p>	<p>74%</p>	<p>90%</p>	<p>Red</p>	<p>↓ (declining)</p>	<table border="1"> <caption>Chart Data for % Staff who report 'I am given the time and resources to support my learning growth'</caption> <thead> <tr> <th>Year</th> <th>Red Series (%)</th> <th>Green Series (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>0</td> <td>58</td> </tr> <tr> <td>2015/16</td> <td>60</td> <td>70</td> </tr> <tr> <td>2017/18</td> <td>80</td> <td>70</td> </tr> <tr> <td>2018/19</td> <td>90</td> <td>75</td> </tr> <tr> <td>2019/20</td> <td>90</td> <td>76</td> </tr> <tr> <td>2021/22</td> <td>90</td> <td>73</td> </tr> </tbody> </table>	Year	Red Series (%)	Green Series (%)	2014/15	0	58	2015/16	60	70	2017/18	80	70	2018/19	90	75	2019/20	90	76	2021/22	90	73	<p>Based on 738 responses. iMatter Survey Report September 2022. Although we are missing target for this measure, performance was consistent with the previous surveys.</p>
Year	Red Series (%)	Green Series (%)																										
2014/15	0	58																										
2015/16	60	70																										
2017/18	80	70																										
2018/19	90	75																										
2019/20	90	76																										
2021/22	90	73																										
<p>% Staff who report "I feel involved in decisions in relation to my job" in iMatter staff survey.</p>	<p>H1 2022/23</p>	<p>71%</p>	<p>Data Only</p>	<p>↓ (declining)</p>	<table border="1"> <caption>Chart Data for % Staff who report 'I feel involved in decisions in relation to my job'</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>69</td> </tr> <tr> <td>2021/22</td> <td>72</td> </tr> <tr> <td>2022/23</td> <td>71</td> </tr> </tbody> </table>	Year	Value (%)	2018/19	69	2021/22	72	2022/23	71	<p>Based on 738 responses. This is consistent with performance in 2021 (72%) iMatter Survey Report September 2022.</p>														
Year	Value (%)																											
2018/19	69																											
2021/22	72																											
2022/23	71																											

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note								
<p>% Staff who report "their manager cares about my health and well-being" in iMatter survey</p>	<p>2021/22</p>	<p>85%</p>		<p>Data Only</p>	<p>↓ (declining)</p>	 <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>H1 2018/19</td> <td>85.0</td> </tr> <tr> <td>H1 2021/22</td> <td>88.0</td> </tr> <tr> <td>H1 2022/23</td> <td>85.0</td> </tr> </tbody> </table>	Period	Value (%)	H1 2018/19	85.0	H1 2021/22	88.0	H1 2022/23	85.0	<p>This continues to be a very positive score and is the same as pre-pandemic levels. Health & Wellbeing continues to be a focussed priority for 22/23.</p>
Period	Value (%)														
H1 2018/19	85.0														
H1 2021/22	88.0														
H1 2022/23	85.0														

9. Protecting people from harm

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note																						
INCREASE - % Change in women's domestic abuse outcomes	H1 2022/23	90%	70%	Green	 (improving)	 <table border="1"> <caption>Data for Chart 1: Change in women's domestic abuse outcomes</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 2015/16</td><td>0</td></tr> <tr><td>H2 2015/16</td><td>0</td></tr> <tr><td>H1 2016/17</td><td>65</td></tr> <tr><td>H2 2016/17</td><td>60</td></tr> <tr><td>H1 2017/18</td><td>65</td></tr> <tr><td>H2 2018/19</td><td>68</td></tr> <tr><td>H1 2019/20</td><td>70</td></tr> <tr><td>H2 2019/20</td><td>70</td></tr> <tr><td>H1 2021/22</td><td>70</td></tr> <tr><td>H1 2022/23</td><td>90</td></tr> </tbody> </table>	Period	Value (%)	H1 2015/16	0	H2 2015/16	0	H1 2016/17	65	H2 2016/17	60	H1 2017/18	65	H2 2018/19	68	H1 2019/20	70	H2 2019/20	70	H1 2021/22	70	H1 2022/23	90	From April 2022 – September 2022, East Renfrewshire Women’s Aid service reported significant change and improvement for women across all reported outcomes 47 reviews were completed with 90% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 90% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.
Period	Value (%)																												
H1 2015/16	0																												
H2 2015/16	0																												
H1 2016/17	65																												
H2 2016/17	60																												
H1 2017/18	65																												
H2 2018/19	68																												
H1 2019/20	70																												
H2 2019/20	70																												
H1 2021/22	70																												
H1 2022/23	90																												
INCREASE - People agreed to be at risk of harm and requiring a protection plan have one in place	H1 2022/23	100%	100%	Green		 <table border="1"> <caption>Data for Chart 2: People at risk of harm with a protection plan</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 2018/19</td><td>100</td></tr> <tr><td>H1 2019/20</td><td>100</td></tr> <tr><td>H1 2020/21</td><td>100</td></tr> <tr><td>H1 2021/22</td><td>100</td></tr> </tbody> </table>	Period	Value (%)	H1 2018/19	100	H1 2019/20	100	H1 2020/21	100	H1 2021/22	100	All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.												
Period	Value (%)																												
H1 2018/19	100																												
H1 2019/20	100																												
H1 2020/21	100																												
H1 2021/22	100																												

10. Organisational outcomes

10.1 Our customers

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note																		
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections'	2021/22	78.9%		Data Only	↓ (declining)	<table border="1"> <caption>Chart Data for NI-17: Proportion of care services graded 'good' (4) or better</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>88</td></tr> <tr><td>2015/16</td><td>85</td></tr> <tr><td>2016/17</td><td>88</td></tr> <tr><td>2017/18</td><td>87</td></tr> <tr><td>2018/19</td><td>83</td></tr> <tr><td>2019/20</td><td>84</td></tr> <tr><td>2020/21</td><td>83</td></tr> <tr><td>2021/22</td><td>78.9</td></tr> </tbody> </table>	Year	Value (%)	2014/15	88	2015/16	85	2016/17	88	2017/18	87	2018/19	83	2019/20	84	2020/21	83	2021/22	78.9	This is down from 84% in 2020/21 and in comparison the Scotland figure for 2021/22 was 75.8%. (Source: Care Inspectorate, September 2022)
Year	Value (%)																								
2014/15	88																								
2015/16	85																								
2016/17	88																								
2017/18	87																								
2018/19	83																								
2019/20	84																								
2020/21	83																								
2021/22	78.9																								

10.2 Efficiency

Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Latest Note																						
INCREASE - Payment of invoices: Percentage invoices paid within agreed period (30 days)	H1 2022/23	74.6%	90%	Red	↑ (improving)	<table border="1"> <caption>Chart Data for Percentage invoices paid within agreed period (30 days)</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 2010/11</td><td>90</td></tr> <tr><td>H2 2010/11</td><td>90</td></tr> <tr><td>H1 2011/12</td><td>88</td></tr> <tr><td>H2 2011/12</td><td>78</td></tr> <tr><td>H1 2012/13</td><td>95</td></tr> <tr><td>H2 2012/13</td><td>85</td></tr> <tr><td>H1 2013/14</td><td>85</td></tr> <tr><td>H1 2016/17</td><td>48</td></tr> <tr><td>H2 2020/21</td><td>72</td></tr> <tr><td>H1 2021/22</td><td>74.6</td></tr> </tbody> </table>	Period	Value (%)	H1 2010/11	90	H2 2010/11	90	H1 2011/12	88	H2 2011/12	78	H1 2012/13	95	H2 2012/13	85	H1 2013/14	85	H1 2016/17	48	H2 2020/21	72	H1 2021/22	74.6	The Finance Team is still working at home full time, with slower network/connection issues, although looking to get back into the office at least a day per week shortly. They've also been impacted with a long term absence this year. Back at full complement as of October 2022, so this performance is expected to improve.
Period	Value (%)																												
H1 2010/11	90																												
H2 2010/11	90																												
H1 2011/12	88																												
H2 2011/12	78																												
H1 2012/13	95																												
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H1 2013/14	85																												
H1 2016/17	48																												
H2 2020/21	72																												
H1 2021/22	74.6																												

10.3 Our people																																																													
Description	Data Period	Current Value	Target	Traffic Light	Trend arrow	Chart	Notes & History Latest Note																																																						
DECREASE - Percentage of days lost to sickness absence for HSCP NHS staff	H1 2022/23	5.96%	4.0%	Red	↓ (declining)	<table border="1"> <caption>Chart Data: Percentage of days lost to sickness absence for HSCP NHS staff</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H2 2009/10</td><td>4.0</td></tr> <tr><td>H1 2010/11</td><td>7.0</td></tr> <tr><td>H2 2010/11</td><td>5.0</td></tr> <tr><td>H1 2011/12</td><td>5.0</td></tr> <tr><td>H2 2011/12</td><td>7.0</td></tr> <tr><td>H1 2012/13</td><td>5.0</td></tr> <tr><td>H2 2012/13</td><td>5.0</td></tr> <tr><td>H1 2013/14</td><td>5.0</td></tr> <tr><td>H2 2013/14</td><td>5.0</td></tr> <tr><td>H1 2014/15</td><td>7.0</td></tr> <tr><td>H2 2014/15</td><td>5.0</td></tr> <tr><td>H1 2015/16</td><td>6.0</td></tr> <tr><td>H2 2015/16</td><td>5.0</td></tr> <tr><td>H1 2016/17</td><td>7.0</td></tr> <tr><td>H2 2016/17</td><td>8.0</td></tr> <tr><td>H1 2017/18</td><td>8.0</td></tr> <tr><td>H2 2017/18</td><td>7.0</td></tr> <tr><td>H1 2018/19</td><td>8.0</td></tr> <tr><td>H2 2018/19</td><td>7.0</td></tr> <tr><td>H1 2019/20</td><td>7.0</td></tr> <tr><td>H2 2019/20</td><td>6.0</td></tr> <tr><td>H1 2020/21</td><td>5.0</td></tr> <tr><td>H2 2020/21</td><td>5.0</td></tr> <tr><td>H1 2021/22</td><td>7.0</td></tr> <tr><td>H2 2021/22</td><td>6.0</td></tr> <tr><td>H1 2022/23</td><td>5.96</td></tr> </tbody> </table>	Period	Value (%)	H2 2009/10	4.0	H1 2010/11	7.0	H2 2010/11	5.0	H1 2011/12	5.0	H2 2011/12	7.0	H1 2012/13	5.0	H2 2012/13	5.0	H1 2013/14	5.0	H2 2013/14	5.0	H1 2014/15	7.0	H2 2014/15	5.0	H1 2015/16	6.0	H2 2015/16	5.0	H1 2016/17	7.0	H2 2016/17	8.0	H1 2017/18	8.0	H2 2017/18	7.0	H1 2018/19	8.0	H2 2018/19	7.0	H1 2019/20	7.0	H2 2019/20	6.0	H1 2020/21	5.0	H2 2020/21	5.0	H1 2021/22	7.0	H2 2021/22	6.0	H1 2022/23	5.96	Average of available data for first six months of 2022/23. Previous six months (Oct-Mar 2021/22) was 6.2. Data at September 2022 was 6.87 days lost.
Period	Value (%)																																																												
H2 2009/10	4.0																																																												
H1 2010/11	7.0																																																												
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