
To: Renfrewshire Integration Joint Board

On: 29 June 2018

Report by: Chief Officer

Subject: Performance Management End of Year Report 2017/18

1. Summary

- 1.1 Performance information is presented at all Renfrewshire IJB meetings. This is the second performance report for the financial year 2017/18 and covers the period April 2017 to March 2018. The performance Dashboard summarises progress against the nine National Outcomes and is attached (Appendix 1) along with the full Scorecard updating all performance measures (Appendix 2).
- 1.2 While this report is for the period April 2017 to March 2018, data is not yet available for all performance measures to March 2018. Information provided in the report is the most up to date available at this point.
- 1.3 The report provides an update on indicators from the Performance Scorecard 2017/18. There are 91 performance indicators of which 45 have targets set against them. Performance status is assessed as either red, more than 10% variance from target; amber, within 10% variance of target; or green, on or above target.
- 1.4 The Dashboard at Appendix 1 shows that currently 27% of our performance measures have red status, 15% amber status and 58% green status.
-

2. Recommendation

It is recommended that the IJB:

- Approves the Performance Management End of Year Report 2017/18 for Renfrewshire HSCP.
 - Approves the process to finalise the Renfrewshire HSCP Annual Performance Report 2017/18 which will be published on 31 July 2018 and presented to the IJB on 14 September 2018.
-

3. Performance Reporting 2017/18

- 3.1 The Scorecard is structured on the nine National Outcomes. It includes measures from the Core Indicator set, incorporating some high level outcome indicators drawn from the Health and Care Experience Survey, which is carried out every two years. Feedback from our

performance reporting during 2016/17 has been taken into account to ensure a balanced coverage in terms of services, outcomes and performance measures.

3.2 The Scorecard for 2017/18 has 91 indicators:

- 46 data only
- 12 red indicators (target not achieved)
- 7 amber indicators (within 10% of target)
- 26 green indicators (target achieved)

3.3 The national indicators included in the report are those advised by the Scottish Government to enable benchmarking across all HSCPs. Some of the indicators included in the Scorecard also come from Renfrewshire's Health and Social Care Survey. This survey is carried out every two years.

The sample size for the 2017/18 Renfrewshire survey was 20,694 with 4,074 responses, which equates to a 20% response rate.

H&SC Survey questions aligned to National Outcome Indicators	2017/18	+/- Scottish Rate
I am able to look after my own health	93%	0
Service users are supported to live as independently as possible	79%	-2%
Service users have a say in how their help, care or support is provided	73%	-2%
Service users' health and care services seem to be well coordinated	71%	-4%
Rating of overall help, care or support services	77%	-3%
Rating of overall care provided by GP practice	84%	+2%
The help, care or support maintains service users' quality of life	79%	-1%
Carers feel supported to continue caring	35%	-2%
Service users feel safe	81%	-3%

Source: <http://www.isdscotland.org/Products-and-Services/Consultancy/Surveys/Health-and-Care-Experience-2017-18/Detailed-Experience-Ratings.asp>

The 2017/18 survey results for Renfrewshire show a slight decline in positive responses across the nine National Outcome Indicators since the previous survey was undertaken during 2015/16. National and comparative HSCP results can be found at Appendix 3. The areas we have compared Renfrewshire with are Clackmannanshire and Stirling, South Lanarkshire and South Ayrshire. These areas were identified by Health Improvement Scotland (HIS) and are in the same family group as Renfrewshire.

While our survey results are similar to the national averages, the Partnership is committed to improving on our results by the next Health and Social Care Survey which will be published in 2019/20.

3.4 In National Outcome 1: *People are able to look after and improve their own health and wellbeing and live in good health for longer*, five local indicators are reported from our Adult Health and Wellbeing Survey in Renfrewshire. This survey is carried out every three years. The 2017 fieldwork is now complete and the analysing and reporting will now progress. We look forward to reporting the results at a future IJB meeting.

In National Outcome 9: *Resources are used effectively in the provision of health and social care services, without waste*, please note the increase in Care at Home costs per hour (65 and over). This is calculated from the Local Financial Returns (LFR) and the Social Care Census. The 2016/17 Census saw a drop in the number of clients in this cohort, and coupled with the increase in the budget spend reported in the LFR has seen the cost per hour increase to £23.56. Renfrewshire cost per hour is now more in line with the average Scottish spend, which is £22.64, and the average for urban councils of £23.56.

3.5 There has been improved performance in 2017/18 on the following indicators:

- Average number of clients on the Occupational Therapy waiting list (Outcome 2): reduced from 340 to 311
- Emergency admissions from Care Homes (Outcome 4): 388 at December 2017, just above the 363 target at Quarter 3. There were 538 emergency admissions to hospital from care homes in 2016/17 against a target of 480. This is an area identified in our Unscheduled Care Commissioning Intentions, where we want to focus more to support care homes to reduce levels of bed days used as a result of an unscheduled care admission to hospital
- We have achieved our target for alcohol related hospital stays (Outcome 4) for the period January to December 2017 at a rate of 8.9 per 1,000 population aged 16+ (target 8.9). This is the lowest rate achieved since the recording of this indicator began in January 2009. The rate was 9.6 at September 2017. Maintaining this will be challenging but it is a good improvement (18.3% reduction) from a rate of 10.9 at September 2014
- Uptake rate of the 30-month child assessment (Outcome 4): the current uptake of assessments has increased from 82% at March 2017 to 89% of eligible families at March 2018. Within this group, 83% of infants have achieved their developmental milestones, an increase of 4% on the 2017 figure. For children where difficulties are identified, there is an intervention pathway in place to support behavioural and communication needs
- The percentage of children seen within 18 weeks for paediatric Speech and Language Therapy assessment to appointment (Outcome 4): increased from 47% at March 2017 to 73% at March 2018. This target remains challenging and although there has been a substantial increase, performance is still below the 95% target. Performance against the percentage triaged within 8 weeks for paediatric Speech and Language Therapy is 100% and has been consistently for more than two years.

Performance has deteriorated in 2017/18 for the following indicators:

- There are two Primary Care Mental Health Team indicators: the first is the percentage of patients referred to first appointment offered within 4 weeks (Outcome 3), which has reduced from 95% at March 2017 to 79% at March 2018. There are factors that have influenced performance in this area and reduced capacity to meet the demand on service and the completion of assessments within 28 days, including adverse weather conditions in February and March 2018:
 - in 2017 there was a 12% increase in service demand
 - increased short term sickness absence of staff within the service

The second waiting times target in Primary Care Mental Health, is the percentage of patients referred for first treatment appointments within 9 weeks (Outcome 3), which has increased to 98% from 96% at year end 2016/17

- The percentage of babies with a low birth weight (< 2,500g) (Outcome 4) increased from 6% at June 2017 to 6.8% at December 2017. The target for this indicator is 6%, which was achieved at June 2017. As performance at December 2017 is more than 10% variance from target, the status of this indicator has changed from green to red. We continue to meet the target for at least 80% of pregnant women in each SIMD quintile having booked for antenatal care by the twelfth week of gestation (Outcome 4) with 85.8% at September 2017
 - The percentage of people seen within three weeks for alcohol and drug services (Outcome 4) has reduced from 96.9% at June 2017 to 84.5% at December 2017. To improve performance in waiting times, the Renfrewshire Drug Service has recruited a nursing post to increase the capacity of assessment appointments. This will be further enhanced by the use of nurse bank hours to clear the backlog of assessments. Although sickness levels within the team have improved there are still a number of staff off on long term sick leave. The outcome of the review of addiction services will be published shortly and a work plan developed to address key areas
 - 49 carers' assessments were carried out by the HSCP against a target of 70 for 2017/18 (Outcome 6). The Carers' Centre in Renfrewshire supported a further 428 carers to complete an assessment. In line with the implementation of the Carers' Act from April 2018, assessments will be replaced by Adult Carer Support Plans and Young Carers' Statements.
-

4. **Annual Report**

- 4.1 Renfrewshire HSCP's first Annual Performance Report 2016/17 was published on 31 July 2017. It provides an overview of the strong partnership working within Health and Social Work Services, and with our partners in Community Planning, Housing, and the Third Sector.

Work has now begun on the 2017/18 report which will follow a similar format, balancing qualitative information against statistical data and highlighting the importance of patients', service users' and carers' feedback in the development and improvement of our services. The report will feature an overview of each service area, and measure performance against the nine National Health and Wellbeing Outcomes. The 2017/18 Annual Report will be published on 31 July 2018 and will be presented at the IJB meeting on 14 September 2018.

The full 2016/17 report is available on our website via the link below:

http://www.renfrewshire.hscp.scot/media/4627/Annual-Performance-Report-2016-17/pdf/Annual_Performance_Report_2016-17.pdf

Implications of the Report

1. **Financial** – None
2. **HR & Organisational Development** – None
3. **Community Planning** – None
4. **Legal** – Meets the obligations under clause 4/4 of the Integration Scheme.
5. **Property/Assets** – None
6. **Information Technology** – None
7. **Equality & Human Rights** – The recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement have been identified arising from the recommendations contained in the report.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None

List of Background Papers – None.











Author Clare Walker, Planning and Performance Manager

Any enquiries regarding this paper should be directed to Fiona MacKay, Head of Strategic Planning and Health Improvement (Fiona.MacKay2@ggc.scot.nhs.uk / 0141 618 7656)

DASHBOARD: summary of Red, Amber and Green Measures at March 2018









The summary chart shows 46 measures for information only; there are no specific targets for these measures.





Of the **45** measures that have performance targets, 58% show green (on or above target); 15% show amber (within 10% variance of target); and 27% show red (more than 10% variance of target).

National outcome	Red	Amber	Green	Data Only	Total	Movement
National Outcome 1. People are able to look after and improve their own health and wellbeing and live in good health for longer	0	2	4	1	7	No change
National Outcome 2. People are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	1	1	5	14	21	One  to One  to 
National Outcome 3. People who use health and social care services have positive experiences of those services, and have their dignity respected	1	2	4	5	12	No change
National Outcome 4. Health and social care services are centred on helping to maintain or improve the quality of life of service users	5	1	5	5	16	One  to Three  to One  to One  to 
National Outcome 5. Health and social care services contribute to reducing health inequalities	2	0	1	4	7	No change
National Outcome 6. People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and well-being	1	0	0	2	3	One  to 
National Outcome 7. People who use health and social care services are safe from harm	0	0	2	3	5	No change
National Outcome 8. People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do	2	1	3	4	10	No change
National Outcome 9. Resources are used effectively in the provision of health and social care services, without waste	0	0	2	8	10	No change
Total:	12	7	26	46	91	
Percentage %:	27%	15%	58%	-	100%	

Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

PI Status		Direction of Travel	
	Alert		Improvement
	Warning		Deterioration
	OK		Same as previous reporting period
	Unknown		
	Data Only		

National Outcome 1. People are able to look after and improve their own health and wellbeing and live in good health for longer						
PI code & name		2015/16 Value	2016/17 Value	Latest 2017/18 Value	Target	Direction of Travel
National Indicators						
HSCP/CI/HCES/01 Percentage of adults able to look after their health very well or quite well		93%	Survey. Next data: 2017/18	93%	-	
Local Indicators						
HSCP/HI/ANT/01 Breastfeeding exclusive for 6-8 weeks		20.8 %	23.1%	Sep 17: 21.7%	21.4%	
HSCP/HI/LS/01 Increase in the number of people who assessed their health as good or very good		2014 77%	Survey. Next data: 2017/18	Survey. Next data expected in 2018	80%	
HSCP/HI/LS/02 Increase the percentage of people participating in 30 mins of moderate physical activity 5 or more times a week		2014 53%	Survey. Next data expected in 2018	Survey. Next data expected in 2018	32%	













Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
HSCP/HI/LS/03 Reduce the percentage of adults who smoke	2014 19%	Survey. Next data expected in 2018	Survey. Next data expected in 2018	Survey. Next data expected in 2018	23%	↑	✓
HSCP/HI/LS/04 Reduce the percentage of adults that are overweight or obese	2014 49%	Survey. Next data expected in 2018	Survey. Next data expected in 2018	Survey. Next data expected in 2018	55%	↑	✓
HSCP/HI/MH/01 Increase the average score on the short version of the Warwick-Edinburgh Mental Wellbeing Scale (SWEMWBS)	2014 53.4	Survey. Next data expected in 2018	Survey. Next data expected in 2018	Survey. Next data expected in 2018	57	↔	⚠













Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 2. People are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.							
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
National Indicators							
HSCP/CI/HCES/02 Percentage of adults supported at home who agree that they are supported to live as independently as possible	81%	Survey. Next data: 2017/18	79%	-	-		
HSCP/CI/HCES/03 Percentage of adults supported at home who agreed that they had a say in how their help, care or support was provided	81%	Survey. Next data: 2017/18	73%	-	-		
HSCP/CI/HCES/15 Proportion of last 6 months of life spent at home or in a community setting	87.5%	87.0%	89.0%	-	-		
HSCP/CI/HCES/18 Percentage of adults with intensive care needs receiving care at home	63%	62%	Annual figure. Not yet available	-	-		
HSCP/CI/HCES/19 Number of days people spend in hospital when they are ready to be discharged, per 1,000 population	287	107	192	-	-		
Local Indicators							
The total number of patients delayed (at census point) (Acute and Mental Health)	-	Total: 5 Acute: 5 (1<72hrs; 4>72hrs) MH: 0	Mar 18 - Total: 6 Acute: 6 (2<72hrs; 4>72hrs) MH: 0 (0>72hrs)	-			
The total number of delayed discharge episodes at month end (Acute and Mental Health)	-	Total: 38 Acute: 37 MH: 1	Mar 18: Total: 50 Acute: 45 MH: 5	-			
The total number of bed days occupied by delayed discharge patients (month end) (Acute and Mental Health)	-	Total: 313 Acute: 282 MH: 31	Mar 18: Total: 353 Acute: 221 MH: 132	-			
HPBS14b1 Number of Private Sector Housing Grants awarded to disabled tenants to adapt private homes	108	217	189	-			
HPCHARTER22 Percentage of approved applications for medical adaptations completed during the year	96%	96%	100%	99%			














Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
HPCHARTER23 The average time (in days) to complete medical adaptation applications	44	40	33.57	-	-	-	
HSCP/AS/ACP/02 Number of adults with an Anticipatory Care Plan	977	1,847	257	220	220		
HSCP/AS/DEM/02 People newly diagnosed with dementia will have a minimum of 1 year's post-diagnostic support (female & male) Emailed J McLaughlan 23/4	100%	100%	100%	100%	100%		
HSCP/AS/HC/01.1 Percentage of clients accessing out of hours home care services (65+)	87%	89%	89%	85%	85%		
HSCP/AS/HC/02 Percentage of long term care clients receiving intensive home care (National Target: 30%)	31%	27%	28%	30%	30%		
HSCP/AS/HC/07 Total number of homecare hours provided as a rate per 1,000 population aged 65+	501	460	459	-	-	-	
HSCP/AS/HC/09 Percentage of homecare clients aged 65+ receiving personal care	98%	99%	99%	-	-	-	
HSCP/AS/HC/11 Percentage of homecare clients aged 65+ receiving a service during evening/overnight	64%	66%	66%	-	-	-	
HSCP/AS/HC/16 Total number of clients receiving telecare (75+) per 1,000 population	20.71	29.13	39.47	-	-	-	
HSCP/AS/OT/01 Percentage of clients on the OT waiting list allocated a worker within 4 weeks (Social Work Service)	20%	15%	22%	70%	70%		
HSCP/AS/OT/04 The average number of clients on the Occupational Therapy waiting list	297	340	302	350	350		







Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 3. People who use health and social care services have positive experiences of those services, and have their dignity respected.							
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
National Indicators							
HSCP/CI/HCES/04 Percentage of adults supported at home who agree that their health and care services seemed to be well co-ordinated	77%	Survey. Next data: 2017/18		71%	-	-	
HSCP/CI/HCES/05 Percentage of adults receiving any care or support who rate it as excellent or good	79%	Survey. Next data: 2017/18		77%	-	-	
Local Indicators							
HSCP/AS/AE/01 A&E waits less than 4 hours	88.6%	89.5%	Oct 17: 85.8%	95%			
HSCP/AS/MORT/01 Percentage of deaths in acute hospitals (65+)	42.8%	41.3%	Dec 17: 42.2%	48.2%			
HSCP/AS/MORT/02a Percentage of deaths in acute hospitals (75+) SIMD 1	43.0%	40.4%	Dec 17: 40.9%	45%			
HSCP/CS/MH/01 Child and Adolescents Mental Health (CAMHS) - % of patients seen within 18 weeks	100%	100%	Apr 18: 100%	100%			
HSCP/EQ/EDT/02 Number of staff trained in Equality and Diversity Training	161	117	118	-	-		
HSCP/HI/SI/01 Number of routine sensitive inquiries carried out	-	71% of an audit of 319 (August and February audits combined.)	178 (56%) from 320 audited records; 95/120 Mental Health, 83/200 Children’s Services	-	-		
HSCP/HI/SI/02 Number of referrals made as a result of the routine sensitive inquiry being carried out	13	16	8	-	-		











Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
HSCP/MH/PCMHT/03 Percentage of Primary Care Mental Health Team patients referred to first appointment offered within 4 weeks	88%	95%	79% (87 < 4/52) (24 > 4/52)		100%		
HSCP/MH/PCMHT/04 Percentage of patients referred to first treatment appointment offered within 9 weeks	98%	96%	98% (94 < 9/52) (2 > 9/52)		100%		
HSCP/MH/PT/01 Percentage of patients who started treatment within 18 weeks of referral to Psychological Therapies	99.8%	100%	100%		90%		

Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 4. Health and social care services are centred on helping to maintain or improve the quality of life of service users						
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel
	Value	Value	Value	Value		
National Indicators						
HSCP/CI/HCES/06 Percentage of people with positive experience of the care provided by their GP practice	88%	Survey. Next data: 2017/18	84%	-	-	
HSCP/CI/HCES/07 Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life.	80%	Survey. Next data: 2017/18	79%	-	-	
HSCP/CI/HCES/17 Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections	91%	86%	88%	-	-	
Local Indicators						
HSCP/AS/ANT/04 At least 80% of pregnant women in each SIMD quintile will have booked for antenatal care by the 12th week of gestation	88.3%	89.6%	Sep 17: 85.8%	80%		
HSCP/AS/HA/03 Emergency admissions from care homes	477	538	Dec 17: 388	363		
HSCP/AS/HA/04 Emergency bed days rate 65+	302	297	263	-	-	
HSCP/HI/ADS/01 Alcohol brief interventions	1,036	761	Dec 17: 384	-	-	
HSCP/HI/ADS/06 Reduce the estimated prevalence of problem drug use amongst 15-64 year olds (percentage of total population age 15-64)	-	Data expected in 2018.	Data expected in 2018.	1.86%		
HSCP/HI/ADS/07 Drug related hospital discharge rate per 100,000	154.1	180.8	Annual figure. Not yet available	130		
HSCP/HI/ADS/08 Alcohol and Drugs waiting times for referral to treatment. % seen within 3 weeks	99.6%	93.3%	Dec 17: 84.5%	91.5%		
HSCP/HI/ANT/03 Reduce the rate of pregnancies for those under 16 years of age (rate per 1,000 population)	3.9	3.9	3.1	5		











Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value				
SOA13CHP.04 Reduction in the rate of alcohol related hospital admissions per 1,000 population	9.8	9.9	Dec 17: 8.9		8.9	⬆️	✅
SOA13CHP.11 Reduce the percentage of babies with a low birth weight (<2500g)	6.8%	5.8%	Dec 17: 6.8%		6%	⬇️	❌
HSCP/CS/AX/01 Uptake rate of 30-month assessment	83%	82%	89%		80%	⬆️	✅
HSCP/CS/SPL/01 Percentage of paediatric Speech & Language Therapy wait times triaged within 8 weeks	100%	100%	100%		100%	▬	✅
HSCP/CS/SPL/02 Percentage of children seen within 18 weeks for paediatric Speech & Language Therapy assessment to appointment	67%	47%	73%		95%	⬆️	❌





Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 5. Health and social care services contribute to reducing health inequalities.							
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
National Indicators							
HSCP/CI/HCES/11 Premature mortality rate. European age-standardised mortality rate per 100,000 for people aged under 75	463	491	Annual figure. Not yet available		-	-	
Local Indicators							
HSCP/HI/AD/01 Smoking cessation - non smokers at the 3 month follow up in the 40% most deprived areas	254	197	148**	228			
HSCP/HI/ANT/04 Breastfeeding at 6-8 weeks in most deprived areas	12.9%	13.6%	Sep 17: 14.5%	19.9%			
HSCP/HI/EQ/FI/04 Number of referrals to Financial Inclusion and Employability Services	1,997	935	1,107	-	-		
HSCP/HI/EQ/IA/03 Number of quality assured EQIAs carried out	1	6	4 EQIAs plus 6 rapid EQIAs carried out on finance and service redesign proposals	-	-		
HSCP/HI/GBV/01 Number of staff trained in Gender Based Violence	63	38	92	-	-		
HSCP/HI/LE/01 Reduce the gap between minimum and maximum life expectancy (years) in the communities of Renfrewshire (Bishopton and Ferguslie).	14.8	14.8	7.1*	15.3			

* This figure relates to new geographic boundaries and cannot now be compared to the previous figure of 14.8 years.

** Data incomplete for Quarter 4, Jan-Mar 2018

National Outcome 6. People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and well-being.								
PI code & name	2015/16		2016/17		Latest 2017/18	Target	Direction of Travel	Status
		Value		Value				
National Indicators								
HSCP/CI/HCES/08 Percentage of carers who feel supported to continue in their caring role (National Survey)		39%		Survey. Next data: 2017/18	35%	-	-	
Local Indicators								
HSCP/AS/AS/19 Number of carers' assessments completed for adults (18+)		80		64	49	70		
HSCP/AS/AS/20 Number of carers' self assessments received for adults (18+)		56		29	15	-	-	

















Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 7. People who use health and social care services are safe from harm.								
PI code & name	2015/16		2016/17	Latest 2017/18		Target	Direction of Travel	Status
		Value	Value	Value	Value			
National Indicators								
HSCP/CI/HCES/09 Percentage of adults supported at home who agree they felt safe.		84%	Survey. Next data: 2017/18	81%	-	-		
HSCP/CI/HCES/16 Falls rate per 1,000 population aged 65+		21	18	17	-	-		
HSCP/CI/SR/24 Suicide rate		21	16	Information available late 2018	-	-		
Local Indicators								
SOA13SW.06 Reduction in the proportion of adults referred to Social Work with three or more incidents of harm in each year		6.4%	5.8%	Information available mid 2018	12%			
SOA13SW.08 Reduction in the proportion of children subject to 2 or more periods of child protection registration in a 2 year period		2%	3%	5%	6%			













Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 8. People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do.							
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
National Indicators							
HSCP/CI/HCES/10 Percentage of staff who say they would recommend their workplace as a good place to work.	80%	-		Indicator under development	-	-	
Local Indicators							
RSW/H&S/01 No. of planned SW Health & Safety Audits undertaken (both internal and 3rd party)	1	0		0	-	-	
SWPERSOD07b No. of SW employees, in the MTIPD process, with a completed IDP	609	493+50 on new pilot IDP = 543		909	-	-	
HSCP/CS/H&S/01 % of health staff with completed eKSF/PDP	61.1%	68.9%		75.8%	80%		
HSCP/CS/H&S/02 Health sickness absence rate	7.0%	5.6%		5.5%	4%		
HSCP/AS/SW/01 Absence and sickness rates for Social Work Adult Services Staff (work days lost per FTE)	3.68	3.65		4.34	2.36 days		
HSCP/CS/H&S/03 % of Health Care Support Worker staff with mandatory induction completed within the deadline	-	Jan 17: 100% Feb & Mar 17:N/A		100%	100%		
HSCP/CS/H&S/04 % of Health Care Support Worker staff with standard induction completed within the deadline	100%	100%		100%	100%		
HSCP/CS/H&S/05 Improve the overall iMatter Employee Engagement Index rating and staff response rate.	-	65%		59%	70%	-	
HSCP/CORP/CMP/01 % of complaints within HSCP responded to within 20 days	-	-		76%	70%		

Renfrewshire Integration Joint Board Scorecard 2017-2018

Appendix 2

National Outcome 9. Resources are used effectively in the provision of health and social care services, without waste.							
PI code & name	2015/16	2016/17	Latest 2017/18		Target	Direction of Travel	Status
	Value	Value	Value	Value			
National Indicators							
HSCP/CI/HCES/12 Emergency admission rate (per 100,000 population)	14,410	13,865	11,072	-		-	
HSCP/CI/HCES/13 Emergency bed day rate (per 100,000 population)	128,062	125,377	118,611	-		-	
HSCP/CI/HCES/14 Readmission to an acute hospital within 28 days of discharge per 1,000 admissions	104	96	75	-		-	
HSCP/CI/HCES/20 Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency	21%	21%	21%	-		-	
Local Indicators							
RSW/ILGB/SW1 Care at home costs per hour (65 and over)	£15.47	£23.56	2017/18 information available early 2019	-		-	
RSW/ILGB/SW2 Direct Payment spend on adults 18+ as a % of total social work spend on adults 18+	2%	3.7%	2017/18 information available early 2019	-		-	
RSW/ILGB/SW3 Net residential costs per week for older persons (over 65)	£369	£360	2017/18 information available early 2019	-		-	
HSCP/AC/PHA/01 Prescribing variance from budget	1.07% over budget	0.83% underspent	3.95% over budget	-		-	
HSCP/AC/PHA/02 Formulary compliance	79.1%	79.5%	79.66%	78%			
HSCP/AC/PHA/03 Prescribing cost per treated patient	New indicator	New indicator	£83.70	£86.63			

H&SC Survey questions aligned to National Outcome Indicators	2017/18	2015/16
I am able to look after my own health	93%	93%
Service users are supported to live as independently as possible	79%	81%
Service users have a say in how their help, care or support is provided	73%	81%
Service users' health and care services seem to be well coordinated	71%	77%
Rating of overall help, care or support services	77%	79%
Rating of overall care provided by GP practice	84%	88%
The help, care or support maintains service users' quality of life	79%	80%
Carers feel supported to continue caring	35%	39%
Service users feel safe	81%	84%

H&SC Survey questions aligned to National Outcome Indicators	Renfrewshire	Scotland
I am able to look after my own health	93%	93%
Service users are supported to live as independently as possible	79%	81%
Service users have a say in how their help, care or support is provided	73%	76%
Service users' health and care services seem to be well coordinated	71%	74%
Rating of overall help, care or support services	77%	80%
Rating of overall care provided by GP practice	84%	83%
The help, care or support maintains service users' quality of life	79%	80%
Carers feel supported to continue caring	35%	37%
Service users feel safe	81%	83%

H &SC Survey questions aligned to National Outcome Indicators	Renfrewshire	Clackmannan-shire & Stirling	South Lanarkshire	South Ayrshire
I am able to look after my own health	93%	94%	92%	94%
Service users are supported to live as independently as possible	79%	81%	81%	82%
Service users have a say in how their help, care or support is provided	73%	74%	69%	77%
Service users' health and care services seem to be well coordinated	71%	76%	74%	85%
Rating of overall help, care or support services	77%	78%	78%	85%
Rating of overall care provided by GP practice	84%	87%	81%	85%
The help, care or support maintains service users' quality of life	79%	79%	82%	87%
Carers feel supported to continue caring	35%	38%	32%	36%
Service users feel safe	81%	86%	82%	85%