

Title/Subject: Performance Report
Meeting: Integration Joint Board
Date: 5 October 2018
Submitted By: Head of Performance, NHS Forth Valley
Action: For Noting

1. INTRODUCTION

- 1.1 This report presents a comprehensive review of local performance indicators. For NHS data this is based upon a rolling 12 month average, giving a year on year comparison. The timeframe reported for the purpose of this report is an August 2018 comparison with August 2017. Social care indicators are against a baseline year of 2015/16.
- 1.2 Additionally, by way of an overview at section 4.1, the annual performance in respect of National Indicators 11–23 is presented. This position is reflected within the Falkirk Health and Social Care Partnership Annual Performance Report 2017–2018.

2. RECOMMENDATION

The Integration Joint Board (IJB) is asked to:

- 2.1 note the content of the performance report
- 2.2 note that appropriate management actions continue to be taken to assess the issues identified through these performance reports.

3. BACKGROUND

- 3.1 The purpose of this report is to ensure the Integration Joint Board fulfils its ongoing responsibility to ensure effective monitoring and reporting on the delivery of services, relevant targets, and measures which are included in the Integration Functions, and as set out in the Strategic Plan.
- 3.2 Contents of the report are monitored on an ongoing basis and also form the basis of the reporting through other arrangements, including: Unscheduled Care Programme Board, Winter Plan and Delayed Discharge Steering Group.

4. APPROACH

- 4.1 The Falkirk Performance and Measurement Group are working to develop a more structured and themed timetable for performance reporting, and will be presented to the IJB later in the year.

- 4.2 The Pentana performance reporting system has been used to prepare the majority of this report. Within Pentana a variance range is required to be set for indicators. This defines the acceptable or tolerable spread between the numbers in a data set and RAG statuses.
- 4.3 One of the challenges of reporting performance consistently is that policies on social care evolve over time and so the services and data are subject to change. This means that new datasets are required and previous datasets may become less relevant. This year the Scottish Government has made changes to parts of the annual Social Care Survey dataset for 2017-18 which has implications for a number of service areas in Social Work Adult Services. These changes affect some service areas that are part of the IJB Performance Report, including:
- Self Directed Support (Indicators 37-41)
 - Respite - which was excluded from the return this year (Indicators 67-68)
 - Home Care/Support at home (Indicators 69-73).
- 4.4. This development involves changes to the national dataset, changes to the methodology on how the data is collected and to the reporting periods. For some indicators such as the Home Care indicators, a snapshot of the data on 31 March was replaced by a dataset over a quarter (1 January to 31 March). This has complicated the data collection process significantly and created extra work for the two staff that collate and report this data.
- 4.5 In this report we have reported performance in these service areas as closely as possible to the format reported previously in order to maintain consistency where possible. For some of the indicators above these changes mean it is no longer possible to report the indicators we have been reporting in the same way as before (e.g. Indicator 41). It also means that we will not be able to report on the affected indicators in the service areas above with the same frequency. This is because of the additional data collection burdens these changes involve and the changes in reporting frequency of this data to the Scottish Government. In the first year this will be only six monthly, though they would like to move towards quarterly reporting in future. It is also not yet clear in what format the Scottish Government will choose to report some of the new data submitted this year, particularly for the cases that are not 'in scope' for self directed support for various reasons.
- 4.6 We will seek to maintain consistency of reporting where possible, and will align our performance reporting to the IJB as best we can to the Scottish Government formats. This will avoid the possibility of reporting different or discrepant data to that reported to and by the Scottish Government. This may mean we need to consider amending the indicators we report to the IJB over the next year. We will signpost any future proposals on changes to the indicators to the Board as the Scottish Government publishes the national Social Care Survey data.

- 4.6 Another factor affecting performance reporting is that some areas of service are changing over time in line with national policies such as Self Directed Support, the Carers' Act, or local policies such as reablement and intermediate care. We previously reported two indicators relating to reablement (Indicators 76 and 77), but changes were made to how these services were being delivered in the last year. This meant these two specific indicators are no longer appropriate or meaningful given the changes made to the service, so these have been removed. It will be necessary to develop more appropriate indicators for reablement and intermediate care support that reflect the objectives of these service areas. These will be developed by managers and performance data will be reported to the IJB as soon as possible for these service areas.

5. CORRECTION AND IJB ACTION LOG

- 5.1 An Action Log item was raised at the Board meeting on 1 June 2018 in relation to Indicator 78 within the IJB Performance Report. A concern was raised about the decline in the number of New Telecare users reported between the baseline figure for 2015-16 and the 2017-18 figures and that this was still showing with a RAG status of Green.
- 5.2 On investigation it was found that there was not in fact a decline but that the baseline number of 142 shown in the report for 2015-16 should have reported 102. This appears to have been a typo as every previous report had shown the correct baseline number of 102. So the green RAG status was correct as the numbers of new Telecare users did increase from 102 in 2015-16 to 132 in 2017-18.

6. PERFORMANCE REPORT STRUCTURE

- 6.1 The content of the report mainly focuses on national and local performance indicators against the baseline year 2015/16. Delayed discharges are as the census point August 2018. The report advises the IJB on the principal reasons for delay and the actions being taken by the services to mitigate these.
- 6.2 The report has a Table of Contents to help readers navigate through the content more easily.
- 6.3 Section 1 provides an at-a-glance summary of performance indicators.
- 6.4 Section 2 of the report provides an overview of the key performance issues.
- 6.5 Section 3 provides detail in respect of the report format and structure
- 6.6 Section 4 presents the Performance Dashboard. This is currently under development however provides a comprehensive 'at a glance' overview of performance measures and current status.

- 6.7 Section 5 presents a summary of performance exceptions, providing additional detail about the indicators described within the Strategic Plan, as well as detail in respect of a number of other linked indicators relating to Unscheduled Care.
- 6.8 Appendix 1 – Highlights progress against the MSG Trajectories. In February 2018 the Partnership submitted to the Scottish Government draft trajectories in relation to the six integration themes. This was in response to the request made by the Ministerial Strategic Group for Health and Community Care (MSG). These trajectories are monitored by the Unscheduled Care Programme Board chaired by the Medical Director, NHS Forth Valley.
- 6.9 Appendix 2 - The Strategy Map details the Partnership's vision, local outcomes, and maps these against the national Health and Wellbeing Outcomes, National Core Indicators, MSG integration indicators and local Partnership indicators.
- 5.8 Appendix 3 – A glossary is provided to give explanation and context to abbreviations and areas contained within this report.

7. CONCLUSION

- 7.1 The Integration Joint Board is responsible for effective monitoring and reporting on the delivery of services, relevant targets and measures included in the Integration Functions, and as set out in the Strategic Plan.

Resource Implications

The management of performance is critical to managing the overall budget of the IJB. The resource requirements to ensure effective performance management and performance reporting are under review.

Impact on IJB Outcomes and Priorities

Only by managing performance can the delivery of the IJB outcomes and priorities be truly assessed, providing a sound basis from which to make decisions regarding investment and service change.

Legal & Risk Implications

Performance management is a legal requirement as defined in the IJB's Integration Scheme.

Consultation

The approach is defined in the Performance Management Framework and further developed through the Performance and Measurement Group with all parties represented.

Equality and Human Rights Impact Assessment

This is not required for the report.



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List of Background Papers: