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















Due to timing issues and service priorities during the current COVID-19 pandemic, both within the HSCP and externally, some data is not yet available. All targets are currently being reviewed and will be confirmed in the Quarter 3 October – December report.

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only







Short Term Trends	
	Improving
	No Change
	Getting Worse

Early Intervention

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
1	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 24 months	Published late December	95%	Not yet available	Not yet available	95.2%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	Published late December	95%	Not yet available	Not yet available	100%	
3	Percentage of children on the Child Protection Register who have a completed and current risk assessment	100%	100%			100%	
4	Percentage of child protection investigations to case conference within 21 days	75%	95%			73.3%	
5	Number of referrals to the Scottish Children's Reporter on care and welfare grounds	117	N/A			106	
6	Number of referrals to the Scottish Children's Reporter on offence grounds	21	N/A			34	
7	Number of delayed discharges over 3 days (72 hours) non-complex cases	10	0			7	
8	Number of bed days lost to delayed discharge 18+ All reasons	2,101	860			1,621	
9	Number of bed days lost to delayed discharge 18+ Complex Codes	1,276	N/A			893	

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
10	Number of acute bed days lost to delayed discharges (inc Adults With Incapacity) Age 65 years & over	1,541	596			1,210	
11	Number of acute bed days lost to delayed discharges for Adults with Incapacity, age 65 and over	910	N/A			727	
12	Number of emergency admissions 18+	Not yet available	2,156	Not yet available	Not yet available	1,949	
13	Number of emergency admissions aged 65+	Not yet available	979	Not yet available	Not yet available	893	
14	Emergency admissions aged 65+ as a rate per 1,000 population	Not yet available	58.5	Not yet available	Not yet available	53.4	
15	Number of unscheduled bed days 18+	Not yet available	15,851	Not yet available	Not yet available	12,586	
16	Unplanned acute bed days (aged 65+)	Not yet available	11,076	Not yet available	Not yet available	7,951	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	Not yet available	662	Not yet available	Not yet available	475.2	
18	Number of Attendances at Accident and Emergency 18+	Not yet available	5,587	Not yet available	Not yet available	3,667	
19	Percentage of people aged 65+ admitted twice or more as an emergency who have not had an assessment	25.5%	25%			25.9%	
20	Number of clients receiving Home Care Pharmacy Team support	340	233			293	
21	Percentage of patients seen within 4 weeks for musculoskeletal physiotherapy services - WDHSCP	38%	90%			5%	
22	Percentage of carers who feel supported to continue in their caring role when asked through their Adult Carer Support Plan	96.8%	90%			93%	
23	Percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery	Published late December	90%	Not yet available	Not yet available	98.7%	
24	Percentage of Adult Support and Protection clients who have current risk assessments and care plan	100%	100%			100%	
25	Number of people receiving Telecare/Community Alarm service - All ages	2,021	N/A			2,026	
26	Number of patients with an eKIS record	21,519	N/A			21,601	

Access

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
27	Number of people receiving homecare - All ages	1,354	N/A			1,303	
28	Number of weekly hours of homecare - All ages	10,145	N/A			9,826	

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
29	Total number of homecare hours provided as a rate per 1,000 population aged 65+	509	570			494.6	
30	Percentage of people aged 65 and over who receive 20 or more interventions per week	37.3%	35%			35.1%	
31	Percentage of homecare clients aged 65+ receiving personal care	97.4%	95%			97.3%	
32	Number of people aged 75+ in receipt of Telecare - Crude rate per 100,000 population	19,617	20,945			19,532	
33	Percentage of identified patients dying in hospital for cancer deaths (Palliative Care Register)	14.8%	30%			17.6%	
34	Percentage of identified patients dying in hospital for non-cancer deaths (Palliative Care Register)	25%	32%			25.7%	
35	Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling.	83%	98%			72%	
36	Percentage of Community Payback Orders attending an induction session within 5 working days of sentence.	61%	80%			0%	
37	Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence.	15%	80%			0%	

Resilience

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
38	Child and Adolescent Mental Health Service (CAMHS) 18 weeks referral to treatment	33.9%	90%			27.3%	
39	Mean number of weeks for referral to treatment for specialist Child and Adolescent Mental Health Services	27	18			27	
40	Percentage of patients who started Psychological Therapies treatments within 18 weeks of referral	53.4%	90%			59.6%	

Assets

Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
41	Prescribing cost per weighted patient	Not yet available	NHS GGC average at March 2021	Not yet available	Not yet available	£147.80	
42	Compliance with Formulary Preferred List	Not yet available	78%	Not yet available	Not yet available	78.19%	

Inequalities



Ref	Performance Indicator	Q2 2020/21				Q1 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
43	Balance of Care for looked after children: % of children being looked after in the Community	90.9%	90%	✓	↑	90.6%	
44	Percentage of looked after children being looked after in the community who are from BME communities	73.7%	N/A		↓	75%	
45	Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care	No 16-17 year olds left care in this quarter	75%	✓	▬	N/A	

Please find April to June 2020 data below for those indicators we were unable to report on in our Quarter 1 Performance Report.



Early Intervention

Ref	Performance Indicator	Q1 2020/21				Q4 2019/20	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
1	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 24 months	95.2%	95%	✓	↑	92.2%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	100%	95%	✓	↑	97.6%	
12	Number of emergency admissions 18+	1,949	2,156	✓	↑	2,259	
13	Number of emergency admissions aged 65+	893	979	✓	↑	1,121	
14	Emergency admissions aged 65+ as a rate per 1,000 population	53.4	58.5	✓	↑	66.9	
15	Number of unscheduled bed days 18+	12,586	15,851	✓	↑	18,171	
16	Unplanned acute bed days (aged 65+)	7,951	11,076	✓	↑	12,195	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	475.2	662	✓	↑	728.9	
18	Number of Attendances at Accident and Emergency 18+	3,667	5,587	✓	↑	5,461	
23	Percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery	98.7%	90%	✓	↓	99.6%	

Access

Ref	Performance Indicator	Q1 2020/21				Q4 2019/20	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
33	Percentage of identified patients dying in hospital for cancer deaths (Palliative Care Register)	17.6%	30%	✓	↑	20.5%	
34	Percentage of identified patients dying in hospital for non-cancer deaths (Palliative Care Register)	25.7%	32%	✓	↑	31.9%	

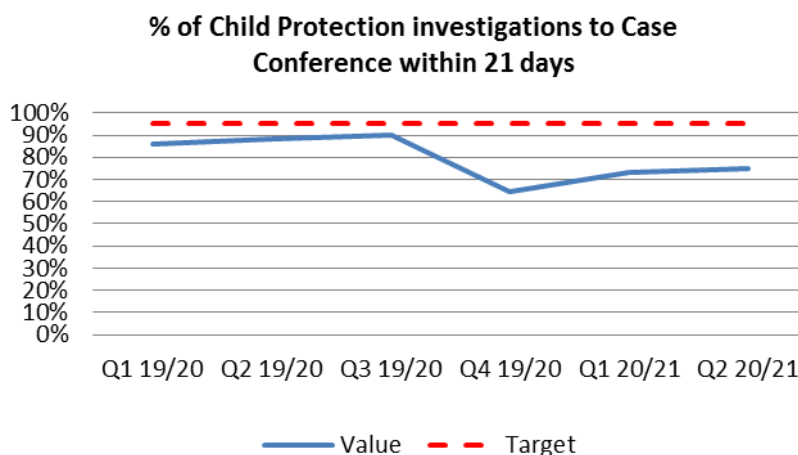
Assets

Ref	Performance Indicator	Q1 2020/21				Q4 2019/20	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
41	Prescribing cost per weighted patient	£147.80	NHS GGC average at March 2021	N/A	↑	£165.07	
42	Compliance with Formulary Preferred List	78.19%	78%	✓	↓	78.58%	

West Dunbartonshire Health and Social Care Partnership Exceptions Reporting: Quarter 2 July-September 2020

Performance Area: Child Protection Case Conferences

Quarter	Value	Target
Q1 19/20	85.71%	95%
Q2 19/20	88.57%	95%
Q3 19/20	90.00%	95%
Q4 19/20	64.70%	95%
Q1 20/21	73.30%*	95%
Q2 20/21	75.00%	95%



*Revised September 2020

Key Points:

During July to September, 24 of the 32 case conferences held were within the target timescale of 21 days. Late completion of records for 3 case conferences which were held within timescale in April to June 2020

meant they were counted as breaching the 21 days in Quarter 1: the previously reported figure of 63.3% has been revised to 73.3% to reflect this.

Performance in this area can fluctuate around the conclusion of police investigations to allow an Initial Case Conference (ICC) to take place with all of the required information.

In addition there is a system aspect where duplication of an approved CP1 for siblings associated with the child being considered at ICC may be duplicated and signed off after the ICC, thus looking like a delay against some children where there is none. Similarly, pre birth decisions to move to an ICC post birth may (due to the date of actual birth of the child) be well outwith timescales for this reason.

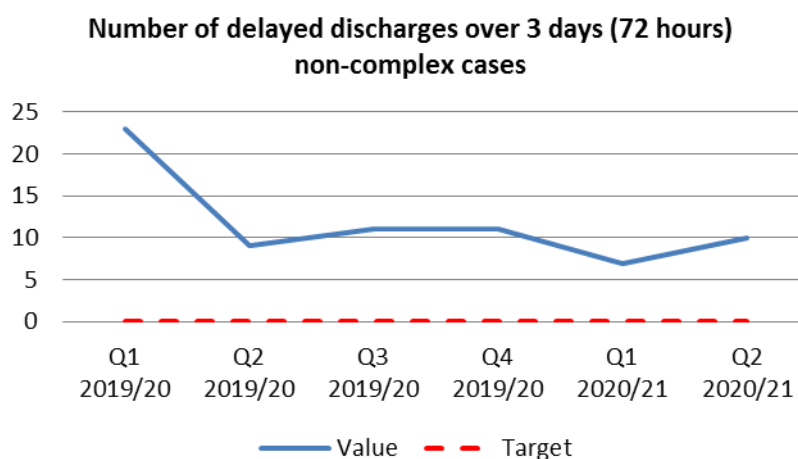
Improvement Actions:

Exceptions are now being tracked to allow specific reporting against individual cases, tracking themes and areas for improvement.

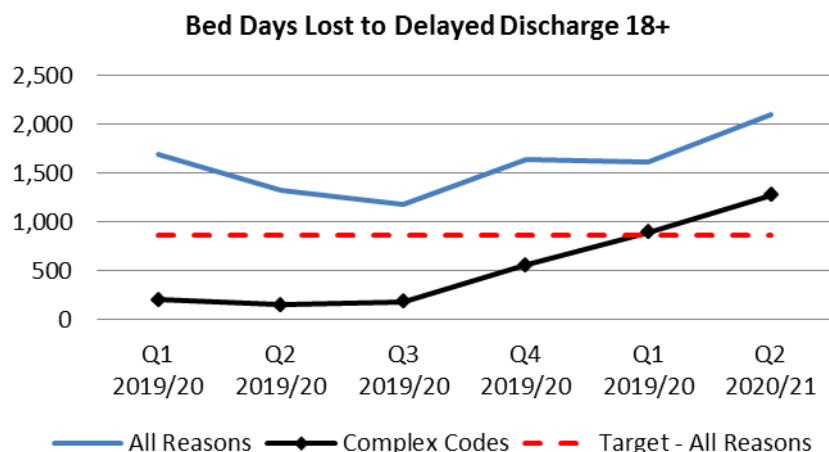
Cases are now routinely placed in service managers' diaries at the point of investigation meaning that if no ICC is required it can be removed with timescales being met in most cases, however exceptions will always apply.

Performance Area: Delayed Discharge

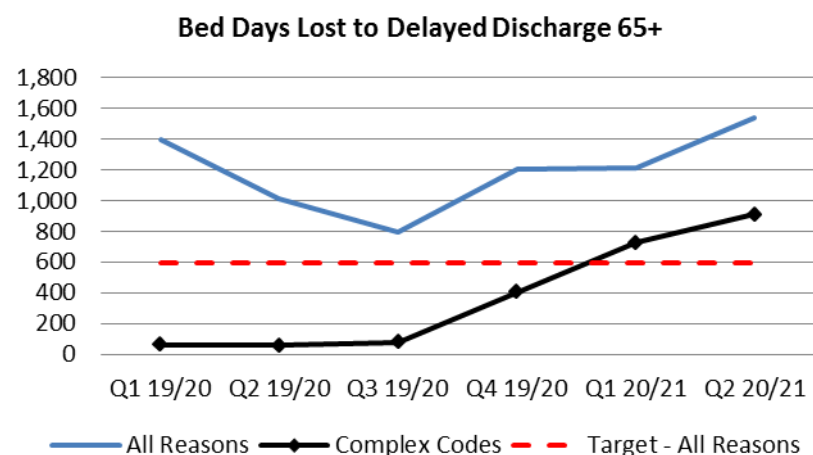
Quarter	Value	Target
Q1 19/20	23	0
Q2 19/20	9	0
Q3 19/20	11	0
Q4 19/20	11	0
Q1 20/21	7	0
Q2 20/21	10	0



Quarter	All Reasons	Complex Codes
Q1 19/20	1696	201
Q2 19/20	1320	148
Q3 19/20	1185	180
Q4 19/20	1638	559
Q1 20/21	1621	893
Q2 20/21	2101	1276



Quarter	All Reasons	Complex Codes
Q1 19/20	1401	60
Q2 19/20	1015	56
Q3 19/20	793	76
Q4 19/20	1208	405
Q1 20/21	1210	727
Q2 20/21	1541	910



Key Points:

The average number of daily delays peaked at 23 in July and was 22 in September. Closure of the Scottish Courts on March 2020 due to the Coronavirus (COVID-19) pandemic has resulted in lengthy delays with complex cases where Guardianship applications are underway. While the courts have now re-opened there are significant backlogs. The rise in the number of Coronavirus cases from late August has also resulted in care homes limiting numbers of admissions.

Improvement Actions:

Hospital In-reach to begin early assessment and monitor progress towards fitness for discharge.

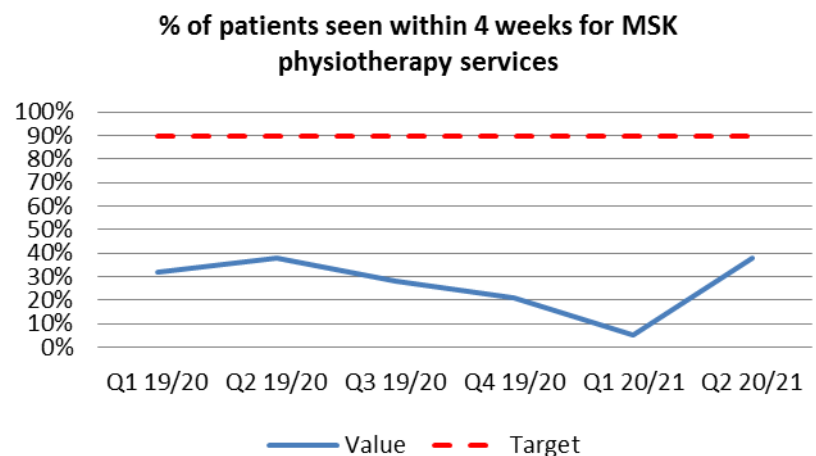
On-going review of the use of Section 13za of the Social Work (Scotland) Act throughout the guardianship process, as this can lead to much quicker progress.

Development of a hoarding policy alongside housing and mental health is underway with the aim of providing early assessor input to ensure the condition of an individual's home is of a habitable standard to return to.

Development of a Housing/Homelessness policy with housing colleagues to ensure those who cannot return to previous accommodation are picked up sooner, reducing the time spent in hospital awaiting more appropriate housing.

Performance Area: Musculoskeletal Physiotherapy (MSK) Waiting Times

Quarter	Value	Target
Q1 19/20	32%	90%
Q2 19/20	38%	90%
Q3 19/20	28%	90%
Q4 19/20	21%	90%
Q1 20/21	5%	90%
Q2 20/21	38%	90%



Key Points:

Waiting times are now shorter than pre-Covid levels with a maximum wait across the MSK service of 9 weeks at the end of September 2020. This is due to remobilisation of services but also to demand remaining less than pre-Covid. Demand is significantly lower than normal, with 3,600 referrals in September across Greater Glasgow and Clyde compared to roughly 5,500 referrals received each month.

During the height of the pandemic 80% of MSK staff were redeployed to support predominately the Acute Sector and to a lesser extent Community Assessment Centres and Community Teams.

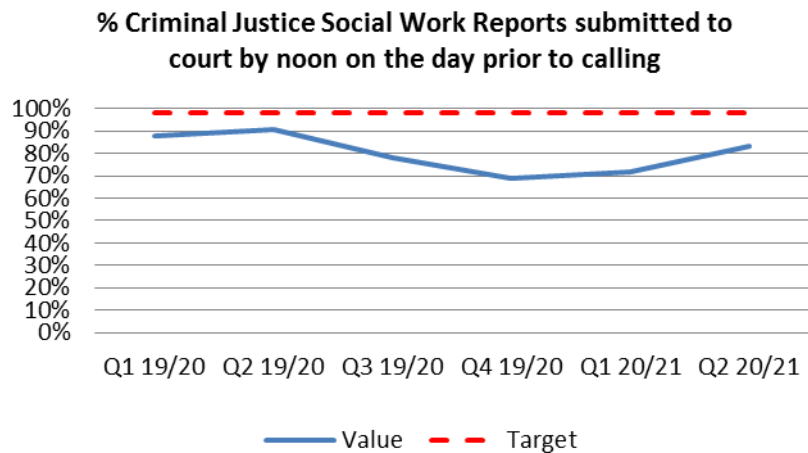
Improvement Actions:

All staff returned from redeployment by 15th July 2020.

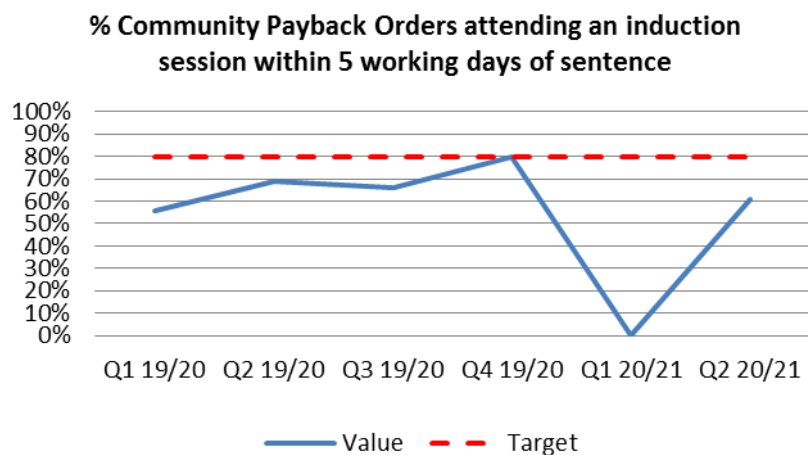
The MSK service continues to see all urgent patients within the 4 week waiting times target. For the large majority of patients the first appointment is now carried out virtually (i.e. telephone consultation) and then progressed to “Near me” or face to face depending on clinical need.

Performance Area: Criminal Justice Social Work

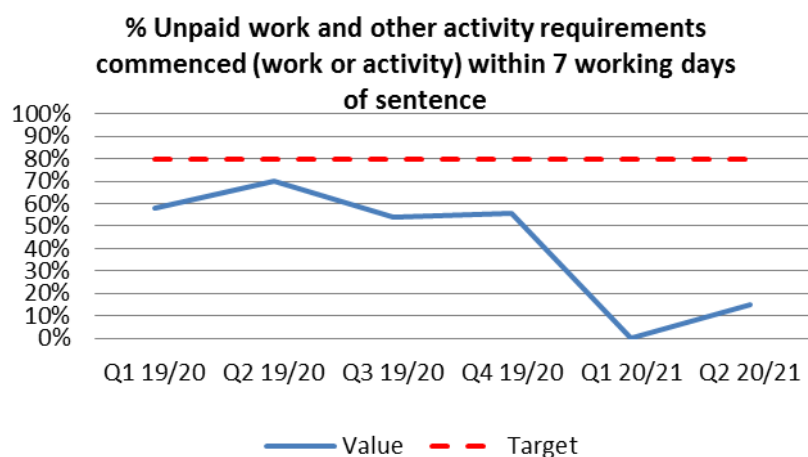
Quarter	Value	Target
Q1 19/20	88%	98%
Q2 19/20	91%	98%
Q3 19/20	78%	98%
Q4 19/20	69%	98%
Q1 20/21	72%	98%
Q2 20/21	83%	98%



Quarter	Value	Target
Q1 19/20	56%	80%
Q2 19/20	69%	80%
Q3 19/20	66%	80%
Q4 19/20	80%	80%
Q1 20/21	0%	80%
Q2 20/21	61%	80%



Quarter	Value	Target
Q1 19/20	58%	80%
Q2 19/20	70%	80%
Q3 19/20	54%	80%
Q4 19/20	56%	80%
Q1 20/21	0%	80%
Q2 20/21	15%	80%



Key Points:

Owing to the current pandemic and the lack of a representative within the Court it is proving difficult to meet target times of first direct contact within 1 working day. Delays in the Courts sending on information can also impact on the timescale. During July to September, 10 of the 41 people with a Community Payback Order received first direct contact within the timescale and 25 were inducted within 5 days.

Covid-19 restrictions set out by the Scottish Government are also impacting on the ability to start Unpaid Work Orders within 7 working days: 5 of 35 people began work placements within the timescale.

Improvement Actions:

Designated Social Worker for Criminal Justice Social Work Reports has returned to full time work, increasing capacity for report writing.

A scoping exercise is being undertaken to determine the re-alignment of caseloads to further increase capacity for completion of reports.

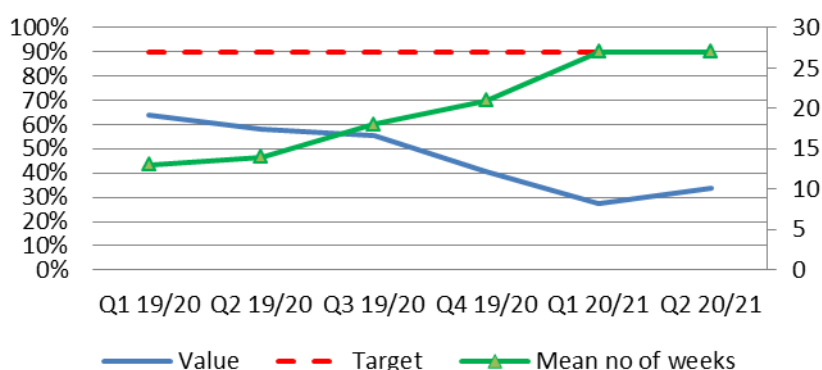
Management action has been taken to ensure staffing complement does not drop below 50% during peak times for leave.

A change in recording practice of duplicate Unpaid Work Orders has been made.

Performance Area: Child and Adolescent Mental Health Services (CAMHS)

Child and Adolescent Mental Health Service (CAMHS)
18 weeks referral to treatment

Quarter	Value	Target	Mean no of weeks
Q1 19/20	64.0%	90%	13
Q2 19/20	58.0%	90%	14
Q3 19/20	55.7%	90%	18
Q4 19/20	40.5%	90%	21
Q1 20/21	27.3%	90%	27
Q2 20/21	33.9%	90%	27



Key Points:

NHS Greater Glasgow and Clyde has experienced difficulties in recruiting 3 additional nurses for the Waiting List Initiative due to a shortage of applicants. There have been local staff absences, Covid and non-Covid related, while referral rates have reverted to pre-Covid levels meaning significant challenges in prioritising higher risk open cases and urgent new referrals. This prioritisation results in routine referrals experiencing longer waits.

Improvement Actions:

CAMHS leadership have launched an Operational Working Group where West Dunbartonshire CAMHS are represented. A large range of strategic projects are underway designed to improve efficiency of the patient flow and effectiveness of service delivery. The following improvement actions are in progress to address the demands on the service:

Regular updates with CAMHS management and teams to ensure the most effective use of clinical capacity for the waiting list and open caseload throughout the COVID-19 Pandemic.

Waiting lists are being analysed to identify cohorts of patients and match these to clinical skill i.e. children awaiting treatment for anxiety.

Brief intervention and online Cognitive Behavioural Therapies are being developed. Attend Anywhere has been implemented across Greater Glasgow and Clyde CAMHS teams and drop in clinics are being considered. Solutions for virtual group clinics are also being sought to increase numbers of children seen.

Planning within HSCP with integrated planning partners to utilise Scottish Government funding for community mental health and wellbeing supports.

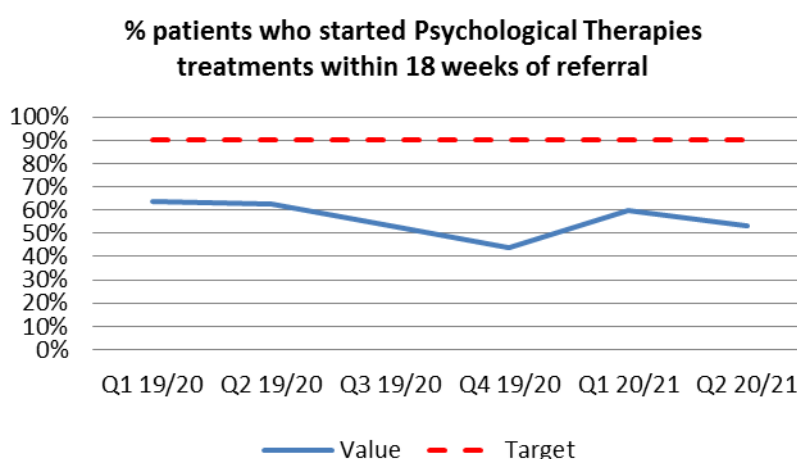
Analysing the demand for CAMHS and availability to meet this.

Development of integrated care pathway for Neuro Development referrals.

Increase the time available for clinicians to provide help and treatment at first contact.

Performance Area: Psychological Therapies

Quarter	Value	Target
Q1 19/20	63.6%	90%
Q2 19/20	62.8%	90%
Q3 19/20	53.3%	90%
Q4 19/20	43.6%	90%
Q1 20/21	59.6%	90%
Q2 20/21	53.4%	90%



Key Points:

Covid-19 restrictions prevented some ongoing treatment and allocation of new cases for approximately 12 weeks. Staff absence and vacancies have impacted on the length of time people have waited for an initial assessment across some teams particularly Helensburgh Community Mental Health Team, Primary Care

Mental Health Team and Older Adults Mental Health Team. Helensburgh Community Mental Health Team has been particularly impacted and staff resources have been directed to the overall longest waits in that team. This has had a knock on effect on other Community Mental Health Teams in West Dunbartonshire. The majority of psychological work is being delivered by telephone or Attend Anywhere: this has increased capacity, particularly in the Primary Care Mental Health Team, to meet increased demand for assessment since services have resumed.

While quarterly performance has dipped slightly, the month of September saw significant improvements with 85.4% of people starting treatment within the target timescale: 35 of 41 people, which is the highest monthly number of people beginning treatment since April 2019.

Improvement Actions:

Discussions underway regarding remobilisation plans in light of Covid-19, including how to prioritise referrals. Triageing of patients waiting for Psychological Therapies has begun from July.

Recruitment process underway for Clinical Psychologist maternity leave cover in Older Adult services.

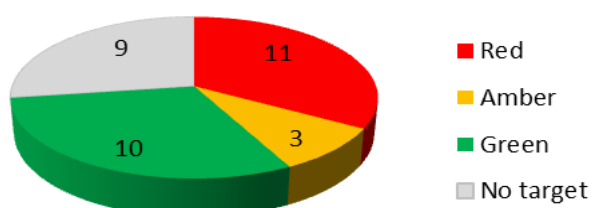
Continuing to review the configuration of psychological therapies in West Dunbartonshire, including ongoing negotiations to develop a new Consultant Psychologist post to cover Primary Care Mental Health Team and Helensburgh, to increase capacity and improve access to therapies in these teams.

Some temporary locum cover secured to support the demand for psychology appointments.

Contact made with EMIS team to investigate unexplained long waits and system errors.

Summary of Indicators

Quarter 2: July to September 2020
(Partial data)



Quarter 1: April to June 2020 (Full data)

