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







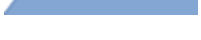
Due to timing issues and service priorities during the current COVID-19 pandemic, both within the HSCP and externally, some data is not yet available.

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only










Short Term Trends	
	Improving
	No Change
	Getting Worse

### Early Intervention

Ref	Performance Indicator	Q3 2020/21				Q2 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 March	95%	Not yet available	Not yet available	94%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	Published late March	95%	Not yet available	Not yet available	97.1%	
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	83%	95%			75%	
5	Number of referrals to the Scottish Children's Reporter on care and welfare grounds	Not yet available	N/A	Not yet available	Not yet available	117	
6	Number of referrals to the Scottish Children's Reporter on offence grounds	Not yet available	N/A	Not yet available	Not yet available	21	
7	Number of delayed discharges over 3 days (72 hours) non-complex cases	15	0			10	
8	Number of bed days lost to delayed discharge 18+ All reasons	2,542	1,460			2,101	
9	Number of bed days lost to delayed discharge 18+ Complex Codes	1,594	N/A			1,276	
10	Number of acute bed days lost to delayed discharges (inc Adults With Incapacity) Age 65 years & over	1,878	1,104			1,541	

Ref	Performance Indicator	Q3 2020/21				Q2 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
11	Number of acute bed days lost to delayed discharges for Adults with Incapacity, age 65 and over	848	N/A			910	
12	Number of emergency admissions 18+	Not yet available	2,295	Not yet available	Not yet available	2,145	
13	Number of emergency admissions aged 65+	Not yet available	1,134	Not yet available	Not yet available	1,094	
14	Emergency admissions aged 65+ as a rate per 1,000 population	Not yet available	68	Not yet available	Not yet available	65.4	
15	Number of unscheduled bed days 18+	Not yet available	17,735	Not yet available	Not yet available	16,437	
16	Unplanned acute bed days (aged 65+)	Not yet available	12,157	Not yet available	Not yet available	11,584	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	Not yet available	727	Not yet available	Not yet available	692.4	
18	Number of Attendances at Accident and Emergency 18+	Not yet available	4,720	Not yet available	Not yet available	5,052	
19	Percentage of people aged 65+ admitted twice or more as an emergency who have not had an assessment	25.1%	24%			25.5%	
20	Number of clients receiving Home Care Pharmacy Team support	356	258			340	
21	Percentage of patients seen within 4 weeks for musculoskeletal physiotherapy services - WDHSCP	87%	90%			38%	
22	Percentage of carers who feel supported to continue in their caring role when asked through their Adult Carer Support Plan	94.6%	95%			96.8%	
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 March	90%	Not yet available	Not yet available	95.7%	
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	2,015	2,200			2,021	
26	Number of patients with an eKIS record	21,304	N/A			21,519	

## Access

Ref	Performance Indicator	Q3 2020/21				Q2 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
27	Number of people receiving homecare - All ages	1,362	N/A			1,354	
28	Number of weekly hours of homecare - All ages	10,371	N/A			10,145	
29	Total number of homecare hours provided as a rate per 1,000 population aged 65+	513	N/A			509	

Ref	Performance Indicator	Q3 2020/21				Q2 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
30	Percentage of people aged 65 and over who receive 20 or more interventions per week	36.7%	35%	✓	↓	37.3%	
31	Percentage of homecare clients aged 65+ receiving personal care	99.5%	95%	✓	↑	97.4%	
32	Number of people aged 75+ in receipt of Telecare - Crude rate per 100,000 population	19,476	20,945	⚠	↓	19,617	
33	Percentage of identified patients dying in hospital for cancer deaths (Palliative Care Register)	12%	30%	✓	↑	14.8%	
34	Percentage of identified patients dying in hospital for non-cancer deaths (Palliative Care Register)	43.2%	32%	✗	↓	25%	
35	Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling.	71%	98%	✗	↓	83%	
36	Percentage of Community Payback Orders attending an induction session within 5 working days of sentence.	51%	80%	✗	↓	61%	
37	Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence.	9%	80%	✗	↓	15%	

## Resilience

Ref	Performance Indicator	Q3 2020/21				Q2 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	63.1%	90%	✗	↑	33.9%	
39	Mean number of weeks for referral to treatment for specialist Child and Adolescent Mental Health Services	25	18	✗	↑	27	
40	Percentage of patients who started Psychological Therapies treatments within 18 weeks of referral	95.6%	90%	✓	↑	53.4%	

## Assets

Ref	Performance Indicator	Q3 2020/21				Q2 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
41	Prescribing cost per weighted patient	Not yet available	Average across NHSGGC at March 2021	Not yet available	Not yet available	£158.40	
42	Compliance with Formulary Preferred List	Not yet available	78%	Not yet available	Not yet available	78.14%	

## Inequalities

Ref	Performance Indicator	Q3 2020/21				Q2 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	90.3%	90%	✓	↓	90.9%	
44	Percentage of looked after children being looked after in the community who are from BME communities	77.8%	N/A		↑	73.7%	
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%	✓	—	No 16-17 year olds left care in this quarter	



## Quarter 2 Data

Please find July to September 2020 data below for those indicators we were unable to report on in our Quarter 2 Performance Report.

## 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	94%	95%	⚠	↓	95.2%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	97.1%	95%	✓	↓	100%	
12	Number of emergency admissions 18+	2,145	2,295	✓	↓	1,948	
13	Number of emergency admissions aged 65+	1,094	1,134	✓	↓	891	
14	Emergency admissions aged 65+ as a rate per 1,000 population	65.4	68	✓	↓	53.3	
15	Number of unscheduled bed days 18+	16,437	17,735	✓	↓	13,925	
16	Unplanned acute bed days (aged 65+)	11,584	12,156	✓	↓	9,179	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	692.4	726	✓	↓	548.6	
18	Number of Attendances at Accident and Emergency 18+	5,052	4,720	⚠	↓	3,667	
23	Percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery	95.7%	90%	✓	↓	98.7%	

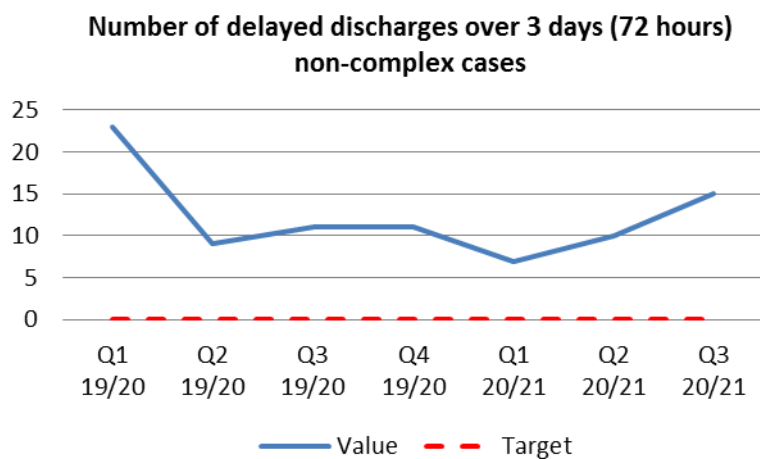
## Assets

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	£158.40	Average across NHSGGC at March 2021	N/A	↓	£147.80	
42	Compliance with Formulary Preferred List	78.14%	78%	✓	↓	78.19%	

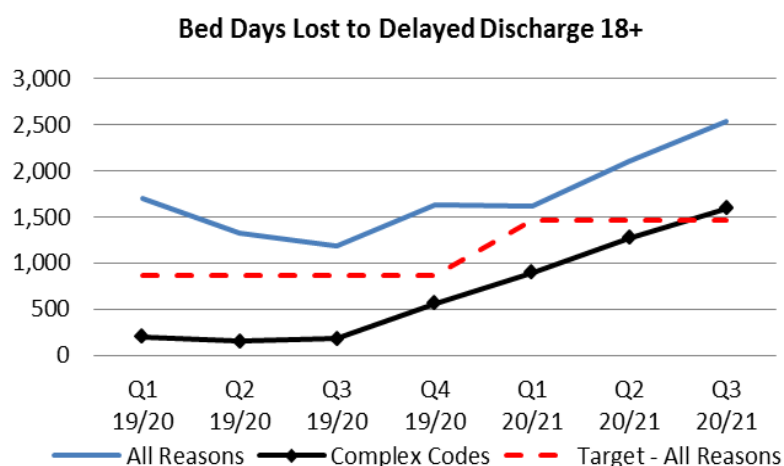
## West Dunbartonshire Health and Social Care Partnership Exceptions Reporting: Quarter 3 October-December 2020

### Performance Area: Delayed Discharge

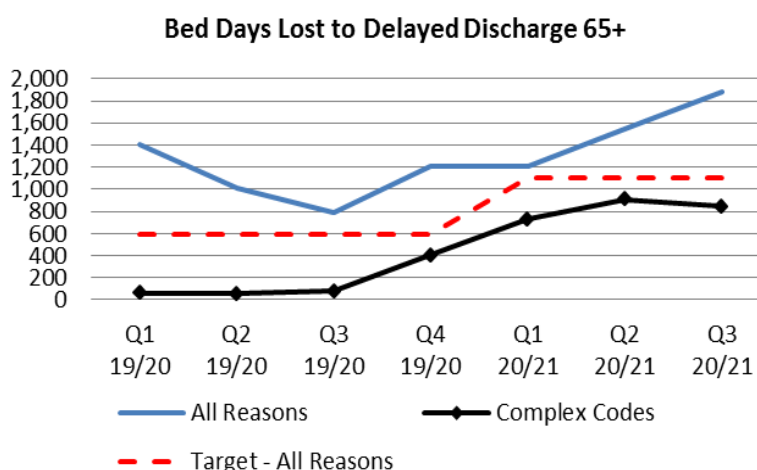
Quarter	Value	Target
Q1 19/20	23	0
Q2 19/20	9	0
Q3 19/20	11	0
Q4 19/20	11	0
Q1 20/21	7	0
Q2 20/21	10	0
Q3 20/21	15	0



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
Q3 20/21	2542	1594



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
Q3 20/21	1878	848



### Key Points:

The average number of daily delays in the quarter peaked at 30 in November and was 28 in December. 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 the number of admissions.

Given the above, all 2020/21 delayed discharge bed day targets have been locally set in line with 2019/20 performance.

### Improvement Actions:

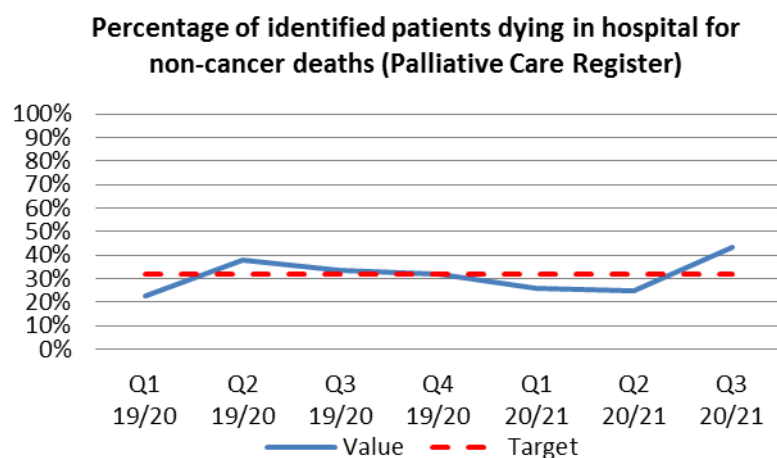
Wider use of West Dunbartonshire care homes, Crosslet House and Queens Quay, to allow a temporary place of residence where appropriate for anyone waiting on an alternative care home or the completion of housing work/provision.

An additional Mental Health Officer from mid-December to focus on delays relating to adults with incapacity (AWI). An additional Social Worker continuing to be based in the Community Hospital Discharge Team to support the existing team.

The Area Resource Group continues to consider all hospital discharge cases on a daily basis to expedite the agreement of care home offers or homecare packages wherever possible.

## Performance Area: Palliative Care Deaths in Hospital

Quarter	Value	Target
Q1 19/20	22.6%	32%
Q2 19/20	38.2%	32%
Q3 19/20	33.8%	32%
Q4 19/20	31.9%	32%
Q1 20/21	25.7%	32%
Q2 20/21	25.0%	32%
Q3 20/21	43.2%	32%



### Key Points:

The District Nursing service strive to ensure people die in their chosen place of care, and most of our patients choose to die at home. However, by the nature of the disease trajectory of non-cancer illnesses, this plan needs to be adaptable, and for some people the safest place of care to ensure prompt symptom management can be within a hospital setting.

Another contributory factor in this complex category is the need to also care for carers, and occasionally admissions can happen due to the sense they may have of being overwhelmed by their role at such an emotional time, particularly if the symptoms their loved one is experiencing are significant.

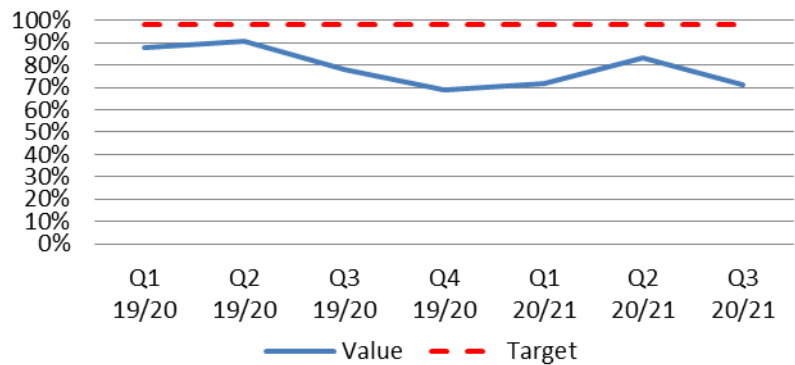
### Improvement Actions:

We will continue to strive to ensure people die in their chosen place of care and we will continue to monitor how effectively we have been able to do this while acknowledging the complexities above.

## Performance Area: Criminal Justice Social Work

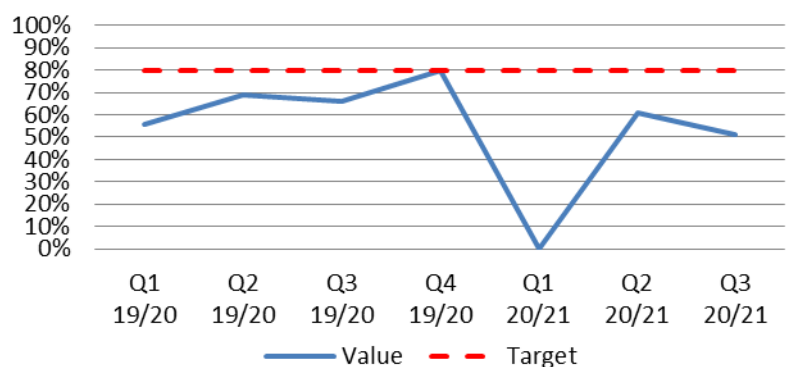
Quarter	Value	Target
Q1 19/20	88%	98%
Q2 19/20	91%	98%
Q3 19/20	78%	98%
Q4 19/20	69%	98%
Q1 20/21	72%	98%
Q2 20/21	83%	98%
Q3 20/21	71%	98%

**% Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling**



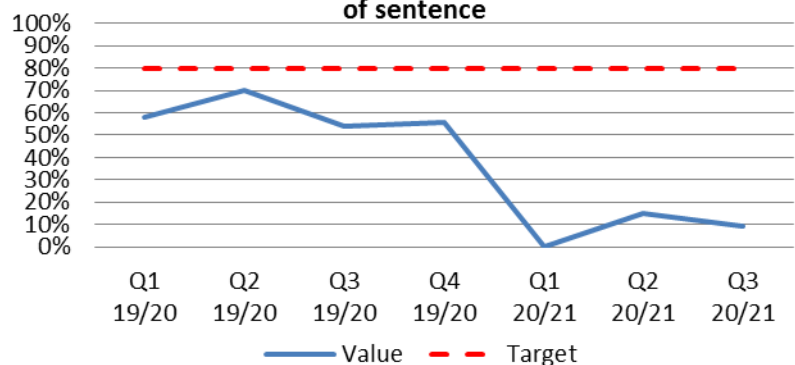
Quarter	Value	Target
Q1 19/20	56%	80%
Q2 19/20	69%	80%
Q3 19/20	66%	80%
Q4 19/20	80%	80%
Q1 20/21	0%	80%
Q2 20/21	61%	80%
Q3 20/21	51%	80%

**% Community Payback Orders attending an induction session within 5 working days of sentence**



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%
Q3 20/21	9%	80%

**% Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence**





**Key Points:**

Staff have now returned to Court however, due to Scottish Court and Tribunal Service Guidance, we are restricted to attending custody and remand courts.

Covid-19 restrictions set out by the Scottish Government are also impacting on the ability to start Unpaid Work Orders within 7 working days. All squad placements have been stood down following guidance from the Chief Medical Officer. This will impact on the length of time this will take service users to complete their unpaid work hours.

**Improvement Actions:**

Temporary agency staff have been employed to increase capacity due to sick leave within the service.

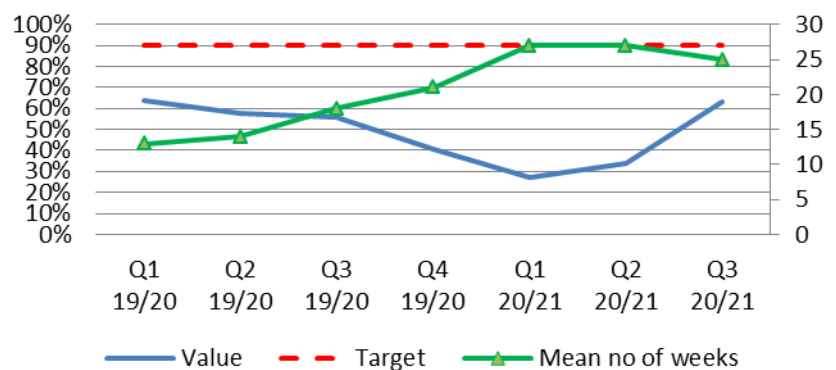
We have now begun online activity with commissioned third sector colleagues and this will enable service users to commence and/or continue their unpaid work hours.

Managers have reviewed induction processes to capture service users to meet key performance indicators. They are working with colleagues in other areas to develop online/working from home projects for those subject to unpaid work and statutory supervision.

**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
Q3 20/21	63.1%	90%	25

**Key Points:**

There were 192 referrals accepted to CAMHS during October to December 2020: a 7% increase on the same period in 2019.

Significant work has been undertaken during this quarter to address waiting times for children and young people on the CAMHS waiting list and all new referrals received as from 1st December 2020 have been

booked into a choice/partnership slot. All children and young people referred before December 2020 will have been offered an appointment by the second week in February 2021.

The success of the waiting list initiative has been achievable by team work and team flexibility but also largely due to additional experienced senior nursing capacity that has greatly assisted in co-ordination. Additional hours from experienced clinicians has also been valuable.

### Improvement Actions:

The following project plans will be initiated in January 2021:

- Team Choice and Partnership Approach (CAPA) Implementation Plan. CAPA is an approach using lean methodology to assist in managing CAMHS waiting lists and ongoing interventions.
- Development of a Nurse Led Attention Deficit Hyperactivity Disorder (ADHD) Review Clinic Pathway.
- Development of a Neurodevelopmental Assessment Pathway.

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

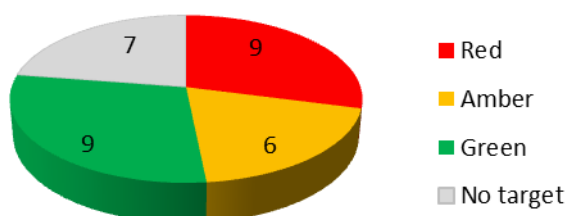
Waiting lists are being analysed to identify cohorts of patients and match these to clinical skill i.e. children awaiting treatment for anxiety.

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.

### Summary of Indicators

Quarter 3: October to December 2020  
(Partial data)



Quarter 2: July to September 2020 (Full data)

