



























West Dunbartonshire Health and Social Care Partnership Performance Report 2021/22: Quarter 1 April-June 2021

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. Targets for 2021/22 are yet to be agreed and 2020/21 targets have been retained meantime.

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Short Term Trends	
	Improving
	No Change
	Getting Worse

Early Intervention							
Ref	Performance Indicator	Q1 2021/22				Q4 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 Sep	95%	Not yet available	Not yet available	94.5%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	Published late Sep	95%	Not yet available	Not yet available	97.6%	
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	62.5%	95%			60.5%	
5	Number of referrals to the Scottish Children's Reporter on care and welfare grounds	Not yet available due to IT system change by Children's Reporter	N/A		Not yet available due to IT system change by Children's Reporter		
6	Number of referrals to the Scottish Children's Reporter on offence grounds		N/A				
7	Number of delayed discharges over 3 days (72 hours) non-complex cases	6	0			14	
8	Number of bed days lost to delayed discharge 18+ All reasons	2,726	1,460			2,913	

Ref	Performance Indicator	Q1 2021/22				Q4 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
9	Number of bed days lost to delayed discharge 18+ Complex Codes	1,598	N/A			1,718	
10	Number of acute bed days lost to delayed discharges (inc Adults With Incapacity) Age 65 years & over	2,163	1,104			2,256	
11	Number of acute bed days lost to delayed discharges for Adults with Incapacity, age 65 and over	1,180	N/A			1,053	
12	Number of emergency admissions 18+	Not yet available	2,295	Not yet available	Not yet available	2,137	
13	Number of emergency admissions aged 65+	Not yet available	1,134	Not yet available	Not yet available	1,042	
14	Emergency admissions aged 65+ as a rate per 1,000 population	Not yet available	67	Not yet available	Not yet available	62.3	
15	Number of unscheduled bed days 18+	Not yet available	17,735	Not yet available	Not yet available	19,185	
16	Unplanned acute bed days (aged 65+)	Not yet available	12,156	Not yet available	Not yet available	13,677	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	Not yet available	726	Not yet available	Not yet available	817	
18	Number of Attendances at Accident and Emergency 18+	Not yet available	4,720	Not yet available	Not yet available	4,393	
19	Percentage of people aged 65+ admitted twice or more as an emergency who have not had an assessment	24.1%	24%			25.9%	
20	Number of clients receiving Home Care Pharmacy Team support	377	257			390	
21	Percentage of patients seen within 4 weeks for musculoskeletal physiotherapy services - WDHSCP	62%	90%			67%	
22	Percentage of carers who feel supported to continue in their caring role when asked through their Adult Carer Support Plan	93.9%	95%			97%	
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 Sep	90%	Not yet available	Not yet available	96.5%	
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	1,938	2,200			1,986	
26	Number of patients with an eKIS record	20,984	N/A			21,101	

Access

Ref	Performance Indicator	Q1 2021/22				Q4 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
27	Number of people receiving homecare - All ages	1,400	N/A		N/A	1,340	

Ref	Performance Indicator	Q1 2021/22				Q4 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
28	Number of weekly hours of homecare - All ages	10,678	N/A		N/A	10,309	
29	Total number of homecare hours provided as a rate per 1,000 population aged 65+	531	570			515	
30	Percentage of people aged 65 and over who receive 20 or more interventions per week	39.2%	35%			38.5%	
31	Percentage of homecare clients aged 65+ receiving personal care	98.9%	95%			98.3%	
32	Number of people aged 75+ in receipt of Telecare - Crude rate per 100,000 population	18,524	20,945			19,220	
33	Percentage of identified patients dying in hospital for cancer deaths (Palliative Care Register)	23%	30%			13.7%	
34	Percentage of identified patients dying in hospital for non-cancer deaths (Palliative Care Register)	26%	32%			41.4%	
35	Percentage of Criminal Justice Social Work Reports submitted to court by noon on the day prior to calling.	75%	98%			73%	
36	Percentage of Community Payback Orders attending an induction session within 5 working days of sentence.	79%	80%			85%	
37	Percentage of Unpaid work and other activity requirements commenced (work or activity) within 7 working days of sentence.	9%	80%			0%	

Resilience

Ref	Performance Indicator	Q1 2021/22				Q4 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	98.6%	90%			98.4%	
39	Mean number of weeks for referral to treatment for specialist Child and Adolescent Mental Health Services	2	18			7	
40	Percentage of patients who started Psychological Therapies treatments within 18 weeks of referral	84.8%	90%			77.6%	

Assets

Ref	Performance Indicator	Q1 2021/22				Q4 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
41	Prescribing cost per weighted patient	Not yet available	£158.57	Not yet available	Not yet available	£153.40	

Ref	Performance Indicator	Q1 2021/22				Q4 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
42	Compliance with Formulary Preferred List	Not yet available	78%	Not yet available	Not yet available	78.14%	

Inequalities

Ref	Performance Indicator	Q1 2021/22				Q4 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	89.7%	90%			89.2%	
44	Percentage of looked after children being looked after in the community who are from BME communities	78.9%	N/A			73.3%	
45	Percentage of 16 or 17 year olds in positive destinations (further/higher education, training, employment) at point of leaving care	100%	75%			100%	

Please find January to March 2021 data below for those indicators we were unable to report on in our Quarter 4 Performance Report. The Scottish Children's Reporter have been transferring to a new IT system during 2020/21 and figures for the period October 2020 to March 2021 are not yet available.

Early Intervention

Ref	Performance Indicator	Q4 2020/21				Q3 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
1	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 24 months	94.5%	95%			94.5%	
2	Percentage of Measles, Mumps & Rubella (MMR) immunisation at 5 years	97.6%	95%			97.3%	
12	Number of emergency admissions 18+	2,137	2,295			2,186	
13	Number of emergency admissions aged 65+	1,042	1,135			1,087	
14	Emergency admissions aged 65+ as a rate per 1,000 population	62.3	68			64.9	
15	Number of unscheduled bed days 18+	19,185	17,735			18,358	
16	Unplanned acute bed days (aged 65+)	13,677	12,157			13,585	
17	Unplanned acute bed days (aged 65+) as a rate per 1,000 population	817	727			812	
18	Number of Attendances at Accident and Emergency 18+	4,393	4,720			4,480	
23	Percentage of clients waiting no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery	96.5%	90%			96%	

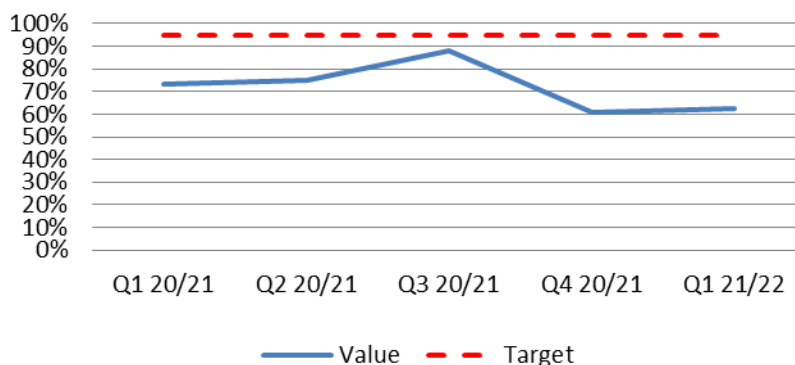
Assets							
Ref	Performance Indicator	Q4 2020/21				Q3 2020/21	Trend over 8 Qtrs
		Value	Target	Status	Short Trend	Value	
41	Prescribing cost per weighted patient	£153.40	£158.57	✓	↑	£163.32	
42	Compliance with Formulary Preferred List	78.14%	78%	✓	↓	79.94%	

West Dunbartonshire Health and Social Care Partnership Exceptions Reporting: Quarter 1 April-June 2021

Performance Area: Child Protection

% of Child Protection investigations to Case Conference within 21 days

Quarter	Value	Target
Q1 20/21	73.30%	95%
Q2 20/21	75.00%	95%
Q3 20/21	88.00%	95%
Q4 20/21	60.53%	95%
Q1 21/22	62.50%	95%



Key Points:

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. An additional factor at present is that all Child Protection meetings are by teleconference due to the restrictions on public access to offices and available meeting space. Teleconference takes longer: approximately double the time a face to face meeting would take. Thus the pressure on Chairs (Team Leaders) diaries is more significant.

Improvement Actions:

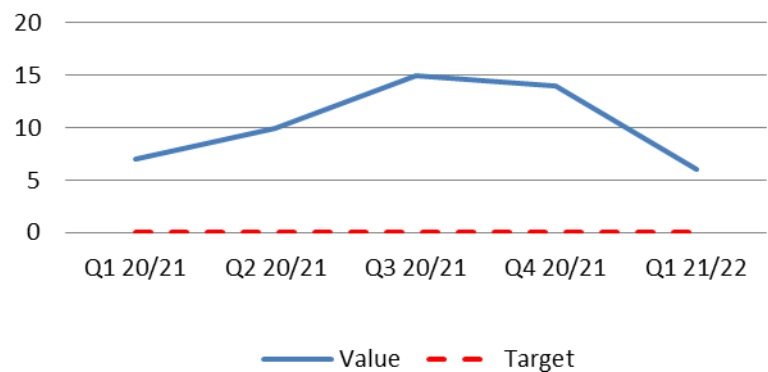
We are about to commence piloting conferences using Microsoft Teams with service users and social work staff present and other professionals dialling in. There will still be some limitations on availability of space and occupancy of meeting rooms but this may improve to a degree.

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

Cases are 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.

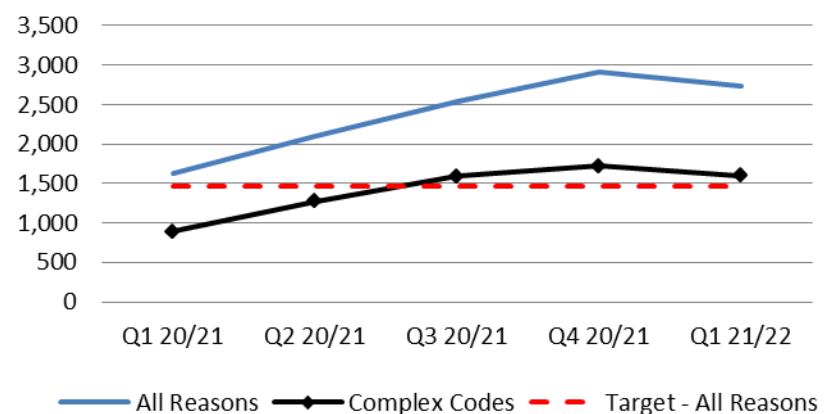
Performance Area: Delayed Discharge

Number of delayed discharges over 3 days (72 hours) non-complex cases



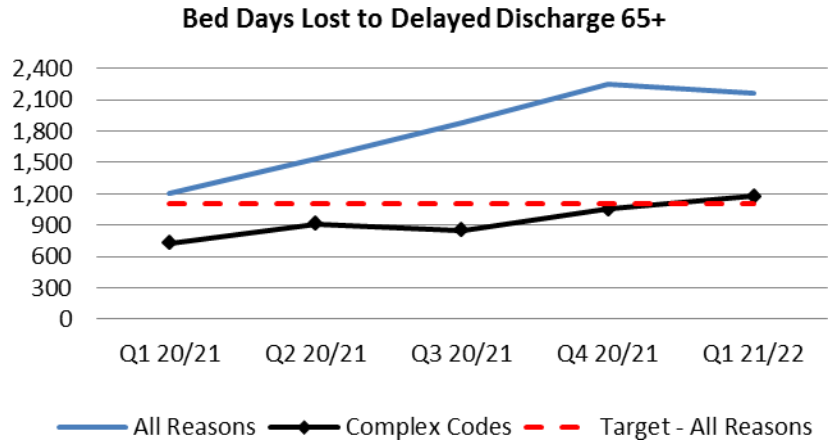
Quarter	Value	Target
Q1 20/21	7	0
Q2 20/21	10	0
Q3 20/21	15	0
Q4 20/21	14	0
Q1 21/22	6	0

Bed Days Lost to Delayed Discharge 18+



Quarter	All Reasons	Complex Codes
Q1 20/21	1621	893
Q2 20/21	2101	1276
Q3 20/21	2542	1594
Q4 20/21	2913	1718
Q1 21/22	2726	1598

Quarter	All Reasons	Complex Codes
Q1 20/21	1210	727
Q2 20/21	1541	910
Q3 20/21	1878	848
Q4 20/21	2256	1053
Q1 21/22	2163	1180



Key Points:

The number of daily delays in the quarter peaked at 35 in early May and was 30 at the end of June. While the courts have re-opened there are still significant backlogs. Performance has continued to be challenging in terms of delayed discharges throughout this period, although some improvement has been evident in recent weeks.

Improvement Actions:

Delayed Discharge Action Plan continues to be monitored by the senior management team on a weekly basis.

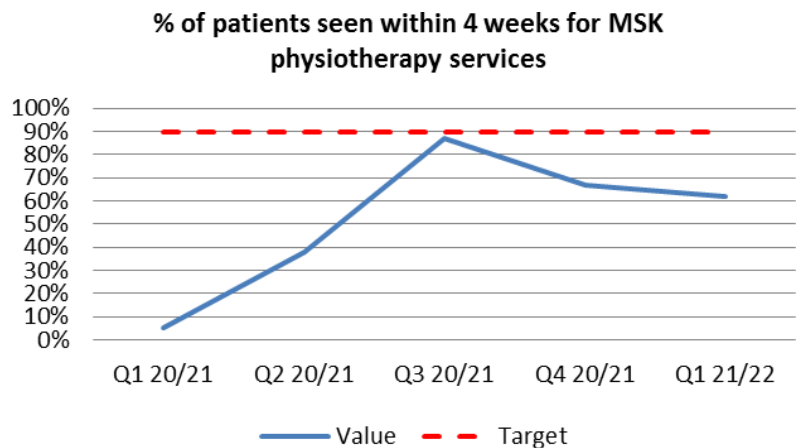
Chronology data gathering complete on long term Adults with Incapacity (AWI) cases. This work will be used to evidence and identify any bottlenecks or delays in processes.

Work is underway to ensure sufficient Mental Health Officer capacity.

Campaign within West Dunbartonshire to raise awareness of the importance of setting up Power of Attorney in early planning stages.

Performance Area: Musculoskeletal (MSK) Physiotherapy

Quarter	Value	Target
Q1 20/21	5%	90%
Q2 20/21	38%	90%
Q3 20/21	87%	90%
Q4 20/21	67%	90%
Q1 21/22	62%	90%



Key Points :

Referral figures for Quarter 1 reflect that MSK demand is increasing, with the figures consistent with demand pre-COVID. The total number of patients waiting over the 4 week target has decreased significantly since the start of the pandemic. However there is an increase in this figure month on month within Q1 as demand rises. The percentage of patients seen within the 4 week waiting time target is much higher than it was prior to the pandemic (due to lower referral rates and remobilisation of services) but this figure is decreasing as demand has returned.

Within Greater Glasgow and Clyde all patients requiring a first appointment continue to predominately be managed by Virtual Patient Management in the first instance. Due to ongoing infection control and social distancing requirements face to face capacity in Physiotherapy sites across Greater Glasgow and Clyde is around 30% of normal service provision.

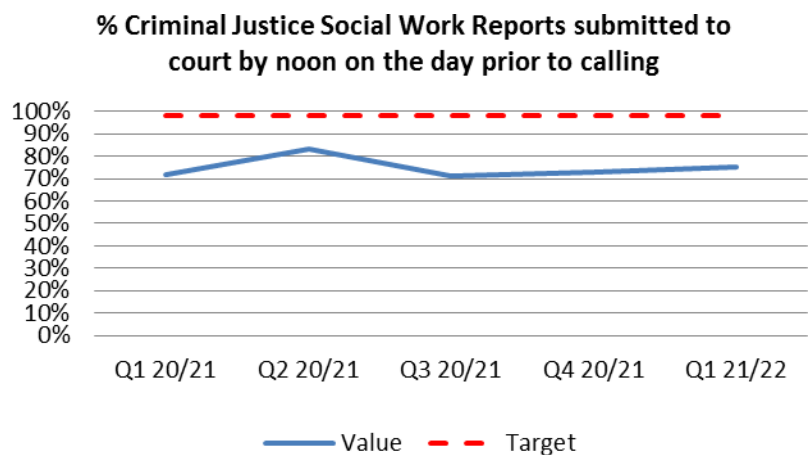
Improvement Actions

We are continuing with Virtual Patient Management but remobilising face to face provision based on clinical decision making/clinical need.

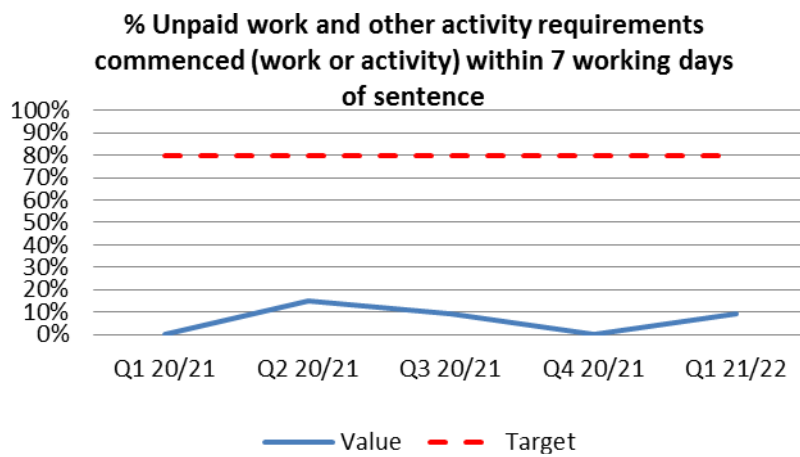
New patient appointment capacity has increased each month within Quarter 1 as the service remobilises and staff have fully returned from redeployment. All staff finally returned to the service in May 2021.

Performance Area: Criminal Justice Social Work

Quarter	Value	Target
Q1 20/21	72%	98%
Q2 20/21	83%	98%
Q3 20/21	71%	98%
Q4 20/21	73%	98%
Q1 21/22	75%	98%



Quarter	Value	Target
Q1 20/21	0%	80%
Q2 20/21	15%	80%
Q3 20/21	9%	80%
Q4 20/21	0%	80%
Q1 21/22	9%	80%



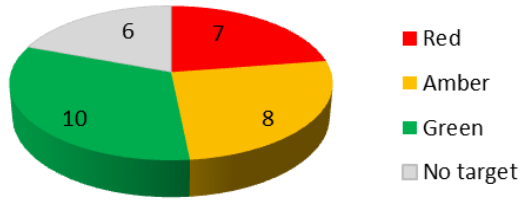
Key Points:

Following recruitment creating increased capacity within the team, we are starting to see an increase in the percentage of reports being returned to Court. Following the lifting of restrictions, we are now able to increase capacity within the squad placements of unpaid work enabling an increased number of service users to commence unpaid work within timescale.

Improvement Actions:

With additional government funding received, we are continuing the recruitment of staff to enable us to tackle the backlog of orders created by the pandemic and ensuing restrictions placed on the service. We continue to have commissioned third sector colleagues providing virtual workshops and this will enable service users to continue their unpaid work hours. This is being further expanded to all service users on statutory supervision.

Quarter 1: April to June 2021 (Partial Data)



Quarter 4: January to March 2021 (Full Data)

