



Argyll & Bute Health & Social Care Partnership

Community Services Committee

Date of Meeting: 11 December 2018

Title of Report: Argyll & Bute HSCP- National Health and Wellbeing Outcomes Performance Reporting Framework and Exception Reporting Arrangements

Presented by: Stephen Whiston, Head of Strategic Planning & Performance

The Community Services Committee is asked to:

- Consider the HSCP performance report in line with the current national reporting requirement
- Note the on-going review of the performance indicators

1. Introduction

The National Health and Wellbeing Outcomes (NHWBO) provide a strategic framework for the planning and delivery of health and social care services. These suites of outcomes, together, focus on improving the experiences and quality of services for people using those services, carers and their families. These outcomes focus on improving how services are provided, as well as, the difference that integrated health and social care services should make, for individuals.

2 National Context

Currently there are 9 key National Health and Wellbeing Outcomes (NHWBO) and 23 sub-indicators which form the basis of the reporting requirement by the HSCP. The data for the 23 sub-indicators will be provided to the partnership and in addition current outstanding methodologies attached to a small number of the indicators will be finalised in order that reporting can take place. There is also an expectation that the HSCPs' will add in their own performance measures to support the 23 core indicators and currently the implementation of the carers act is one such area.

The HSCP also reports on a suite of integration performance targets as set by the Ministerial Steering Group for integration.

The Ministerial Strategic Group for Health and Community Care (MSG) has agreed that for 2017/18 it will direct Integration Authorities to monitor progress across the following domains:

- Reduce unplanned (Emergency) admissions – by increasing anticipatory care activity in the community and in primary care
- 10% reduction in occupied bed days for unscheduled care (emergency);
- A&E performance;- meet the 4 hour target and reduce unnecessary attendance

- Delayed discharges – reduce the amount of time (occupied bed days) patients are delayed in hospital
- End of life care – increase the provision of patient end of life care in the community
- The balance of spend across institutional and community services by 2021 have the majority of the health budget being spent in the community

3. Pyramid Performance Scorecard

The pyramid report uses a balanced scorecard design, indicators on performance are limited to either red or green, noting either on or off track against agreed targets and indicative trend. The Pyramid system offers scope for full management commentary in relation to establishing granularity in relation to trends/projected pathways and detail on action in hand to meet targets.

The scorecard information is drawn from NHS and Social care data system and sources and there remains issues of congruency of timely validation information which is restricting availability of current performance information for the relevant NHWBO indicator

The performance information review is examining how this can be improved.

4. Performance Exception Reporting & Briefing Frequency

The Integrated Joint Board will receive an exception report on a quarterly basis generally focusing on 2 NHWBO indicators and the developing MSG targets this will be taken from a live snapshot of the current overall HSCP performance; focussing on those measures showing as below target performance. The officer/management leads designated as responsible for the service performance will identify and progress action to address any underperformance identified, using an exception reporting approach.

This report will also be shared with its host bodies as detailed in the table below:

| Group | Briefing Frequency |
|--|--------------------|
| Argyll and Bute Council – Community services Committee | Quarterly |
| NHS Board | Quarterly |
| Community Planning Partnership * | Quarterly |
| Area- Community Planning Groups* | Quarterly |

*Note * Reports relating to Single outcome agreement*

5 Governance Implications

5.1 Contribution to IJB Objectives

The PPMF is in line with the IJB objectives as detailed in its strategic plan.

5.2 Financial

There are a number of NHWBO indicators which support the quality and financial performance of the HSCP including productivity, value for money and efficiency.

5.3 Staff Governance

A number of indicators under outcome 8 are pertinent for staff governance purposes

5.4 Planning for Fairness:

The NHWBO indicators help provide an indication on progress in addressing health inequalities.

5.5 Risk

Ensuring timely and accurate performance information is essential to mitigate any risk to the IJB governance, performance management and accountability.

5.6 Clinical and Care Governance

A number of the NHWBO indicators support the assurance of health and care governance

5.7 Public Engagement and Communication

A number of the NHWBO indicators support user and patient experience/assessment of the HSCP services

Stephen Whiston
Head of Strategic Planning and Performance

Appendices

Appendix 1 - IJB Performance Report