

## Argyll & Bute Health & Social Care Partnership

### Community Services Committee

Agenda item:

**Date of Meeting:** 12<sup>th</sup> March 2020

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

**Presented by:** Joanna MacDonald Chief Officer

The Community Services Committee is asked to:

- Note the IJB HSCP performance report for quarter 2 2019/20 in line with the current national reporting requirement

### 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 following a review the HSCP has revised its indicators to 44 which form the basis of the reporting requirement by the HSCP for 2019/20.

The HSCP also reports on a suite of integration performance targets as set by the Ministerial Strategic Group for integration and these have been included in the report.

The Cabinet Secretary for Health has also requested a focus in the NHS on outpatient and inpatient waiting times for health services. This report therefore also includes further detail on the waiting times position and updates on actions to improve this.

### 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 still restricting

availability of current performance information for the relevant NHWBO indicator hence the lag in the quarter reports

#### **4. Performance Exception Reporting & Briefing Frequency**

The Integrated Joint Board will receive an exception report on a quarterly basis on the NHWBO indicators and the MSG targets this will be taken from a live snapshot of the current overall HSCP performance. The report highlights performance on track but also focuses 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:

The performance reports for financial quarter 2 and 3 are attached for the committee to note.

<b>Group</b>	<b>Briefing Frequency</b>
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*

The performance reports for financial quarter 2 2019/20 are attached for the committee to note.

#### **5 Governance Implications**

##### **5.1 Financial Impact**

There are a number of National Health & Wellbeing Outcome Indicators (NHWBOI's) which support the quality and financial performance of the HSCP including productivity, value for money and efficiency.

##### **5.2 Staff Governance**

A number of the National Health & Wellbeing Outcome Indicators (NHWBOI's) indicators under outcomes 9 are pertinent for staff governance purposes

##### **5.3 Clinical Governance**

A number of the National Health & Wellbeing Outcome Indicators (NHWBOI's) support the assurance of health and care governance and should be considered alongside that report

#### **6 EQUALITY & DIVERSITY IMPLICATIONS**

The National Health & Wellbeing Outcome Indicators (NHWBOI's) help provide an indication on progress in addressing health inequalities

#### **7 GENERAL DATA PROTECTION PRINCIPLES COMPLIANCE**

None

#### **8 RISK ASSESSMENT**

Ensuring timely and accurate performance information is essential to mitigate any risk to the

IJB governance, performance management and accountability

## **9 PUBLIC & USER INVOLVEMENT & ENGAGEMENT**

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

### **10 Contribution to IJB Objectives**

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

**Stephen Whiston**  
**Head of Strategic Planning and Performance**