



Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	24 November 2021
Agenda Item	9
Title	Mid-Year Performance Update 2021-22
<p>Summary</p> <p>This report provides the Performance and Audit Committee with an update on key performance measures relating to the delivery of the strategic priorities set out in the HSCP Interim Strategic Plan 2021-2022. Where mid-year data is available for strategic performance indicators this is included.</p>	
Presented by	Steven Reid Policy, Planning and Performance Manager
<p>Action Required</p> <p>Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2021-22.</p>	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

PERFORMANCE AND AUDIT COMMITTEE

24 November 2021

Report by Chief Officer

MID-YEAR PERFORMANCE UPDATE 2021-22

PURPOSE OF REPORT

1. This report provides the Performance and Audit Committee with an update on key performance measures relating to the delivery of the strategic priorities set out in the HSCP Interim Strategic Plan 2021-2022. Where mid-year data is available for strategic performance indicators this is included.

RECOMMENDATION

2. Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2021-22.

BACKGROUND

3. The Performance and Audit Committee regularly reviews performance reports in order to monitor progress in the delivery of the strategic priorities set out in the HSCP Strategic Plan. These reports provide data on the agreed performance indicators in our performance framework and are presented quarterly and at mid and end-year.

REPORT

4. Due to the ongoing Covid-19 pandemic availability of mid-year data is more limited than normal although it is expected that we would have a smaller number of updates compared with end-year. In addition, for many performance indicators our normal reporting of data trends against our established targets is less meaningful due to the continuing impact of Covid-19 on provision.
5. The report includes data for mid-year and any updated end-year data for indicators from our Strategic Plan that have not previously been reported to the Committee. The report provides charts for all measures. The report presents each measure with a RAG status in relation to the target for the reporting period (where a target is set), along with long-term and short-term trend arrows and commentary on performance. Many of the data trends reflect the unique circumstances faced by services over the course of the Covid-19 pandemic. Explanations of any notable shifts in performance are included in the commentary text.
6. The report contains data updates and commentary relating to the performance measures set out under the strategic priorities in the HSCP Interim Strategic Plan 2021-22:
 - Working together with children, young people and their families to improve mental and emotional wellbeing

- Working together with people to maintain their independence at home and in their local community
- Working together to support mental health and wellbeing
- Working together to meet people's healthcare needs by providing support in the right way, by the right person at the right time
- Working together with people who care for someone ensuring they are able to exercise choice and control in relation to their caring activities
- Working together with our community planning partners on new community justice pathways that support people to stop offending and rebuild lives
- Working together with individuals and communities to tackle health inequalities and improve life chances
- Working together with staff across the partnership to support resilience and wellbeing

The final section of the data report contains a number of organisational indicators relating to our staff and customers.

7. The data shows that despite the pressures of the pandemic there has been strong performance across service areas. During the reporting period we have put a new senior management structure in place and our staff have continued to work tirelessly during challenging circumstances.

Supporting children and families

8. Our children's services are continuing to see increasing demand and complexity following the pandemic. In particular we are seeing more children with diagnosed neurodevelopmental disorders and a higher prevalence of families in crisis leading to more of these children coming under child protection and an associated increase in numbers coming into care. There has been a 29% increase in new allocations to our locality teams and 24.8% of CAMHS referrals in the six month period had a neurodevelopmental diagnosis. Over the past six months the number of children and young people subject to child protection who have been offered advocacy has increased.
9. Following the pandemic we have seen an increase in urgent referrals to CAMHS (up from 15% to 30% of total caseloads). Along with staffing challenges this has impacted on our ability to reduce waiting times for the service. The Children and Families service has continued to support the Healthier Minds service and the Family Wellbeing Service, offering 700 young people alternative support to CAMHS over the past year. The Enrichment Programme, a partnership between the HSPC and East Renfrewshire Culture and Leisure Trust has delivered 341 hours of activity to vulnerable young people

Supporting people to maintain their independence at home

10. Over the reporting period we have continued to support people to live independently and well at home, despite additional demand pressures on our services due to more people seeking support at home as well as increased levels of frailty and complexity. During the period our Care at Home service has maintained high levels of provision and the Care at Home improvement programme resulted in a positive inspection with grades moving to 4 (good) across all requirements. Our performance data shows 89% of people reporting that they are 'living where/as they want to live' and 69% of people have seen care needs reduced having received re-ablement / rehabilitation supports.

Supporting mental health and wellbeing and supporting recovery from addiction

11. During the first half of 2021-22 our teams have continued to deal with increased demand across mental health and addiction services due to increases in complexity. With the aid of technology teams have been able to offer people ongoing support throughout pandemic, and access to treatment has been maintained. As a result access to treatment waiting times for drugs and alcohol have continued to improve with 97% of people accessing treatment within 3 weeks for Apr-Sept 21 (target 90%). Our peer support programme continues to develop and we have been delivering a Buprenorphine clinic (a new, long-acting opiate substitution treatment and alternative to methadone and other substitutes).
12. We remain below target for access times to psychological therapies. To address this we are taking forward an action plan including prioritising the longest waits, offering remote appointments via NHS Attend Anywhere and securing increase in psychology staffing resource.

Meeting healthcare needs and reducing unplanned hospital care

13. Patterns of accident and emergency and unplanned hospital admissions were significantly altered by the pandemic; but for some measures have been moving towards pre-pandemic levels in the past 6 months. Despite increased activity we remain ahead of target for emergency admissions and A&E attendances.
14. During the reporting period we have seen an increase in delayed discharges. This is being driven by the pressure on care at home services which is restricting access. Our Hospital to Home team work to deliver timely and appropriate discharges from hospital. During the pandemic the team have experienced significant issues around supporting 'adults with incapacity' and establishing appropriate guardianship/Power of Attorney arrangements. However, our performance for standard delays remains among the best in Scotland.

Supporting unpaid carers

15. Working with East Renfrewshire Carers Centre, we have continued to ensure that carers have access to guidance and PPE throughout the first six months of the 2021-22. Check-in calls to carers are being delivered by ER Carers, and carers have been offered support to set up and manage a peer support Facebook Group. The Mental Health Carers group continues to run virtually. Despite the significant challenges being faced by carers 97% of those asked reported that their 'quality of life' needs were being met.

Supporting people through criminal justice pathways

16. The provision of unpaid work has been significantly impacted by the pandemic with Community Payback Orders suspended on 23rd March 2020. At mid-year we are missing targets for commencement of unpaid work placements within seven days and completion of placements within court timescales. Completion timescales are currently at 70% (target 80%). We have increased our capacity to deliver by focusing on outdoor work activities (ensuring social distancing is maintained) and have increased the number of supervisors available to support service users.
17. We have continued to provide support for women and families affected by domestic abuse throughout the pandemic. The reporting of personal outcome measures shows continuing improvement over the period, now sitting at 86%.

Supporting staff resilience and wellbeing

18. Supporting staff wellbeing is a key focus of the partnership especially as a result of the pandemic which has placed significant pressure on our workforce. The way staff have been working has changed significantly with home working becoming the norm for large groups of employees. Despite the pandemic we were very pleased with a 61% response rate for our staff engagement survey (iMatter). Our composite 'Employee Engagement Index' improved from 75% to 78%; and 88% of staff agreed that 'My manager cares about my health and wellbeing', the best score to date for this question and a positive indication that managers are supporting staff through this challenging period. We continue to monitor and address staff absence which have seen recent increases particularly among NHS staff.

RECOMMENDATION

19. Performance and Audit Committee is asked to note and comment on the Mid-Year Performance Update 2021-22.

REPORT AUTHOR AND PERSON TO CONTACT

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Steven.Reid@eastrenfrewshire.gov.uk

November 2021

Chief Officer, IJB: Julie Murray

BACKGROUND PAPERS

[Performance and Audit Committee, 22 September 2021, HSCP Annual Performance Report 2020/21](#)

HSCP Strategic Plan Report - Mid Year 21-22

Report Author: Steven Reid



Key:

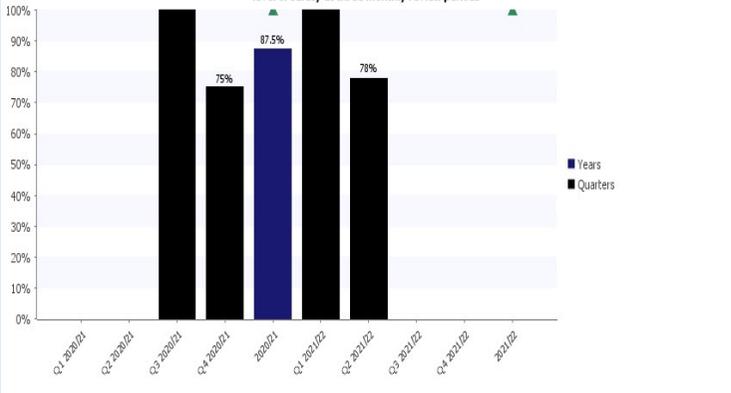
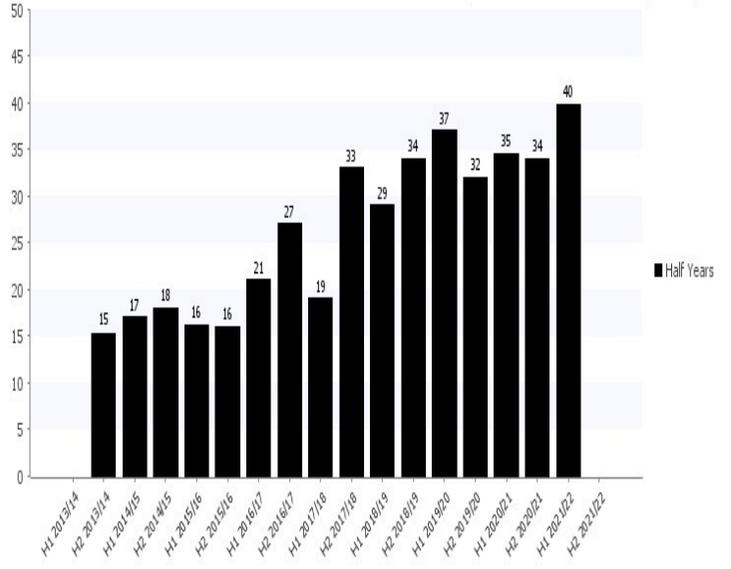
Green	performance is at or better than the target
Amber	Performance is close (approx 5% variance) to target
Red	Performance is far from the target (over 5%)

Trend arrows point upwards where there is **improved** performance (inc. where we aim to decrease the value).

East Renfrewshire Outcome Delivery Plan indicators highlighted in blue

1. Working together with children and their families to improve mental well-being

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note																				
INCREASE - To measure the proportion of children and young people subject to child protection who have been offered advocacy.	H1 2021/22	62%	100%	Red	<p>HSCP-ADV-01 INCREASE - Percentage of children subject to child protection who have been offered advocacy</p> <table border="1"> <caption>Data for HSCP-ADV-01 INCREASE</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>71%</td> </tr> <tr> <td>Q2 2019/20</td> <td>64%</td> </tr> <tr> <td>Q3 2019/20</td> <td>55%</td> </tr> <tr> <td>Q4 2019/20</td> <td>50%</td> </tr> <tr> <td>2020/21</td> <td>63%</td> </tr> <tr> <td>Q1 2021/22</td> <td>45%</td> </tr> <tr> <td>Q2 2021/22</td> <td>62%</td> </tr> <tr> <td>Q3 2021/22</td> <td>-</td> </tr> <tr> <td>Q4 2021/22</td> <td>-</td> </tr> </tbody> </table>	Period	Percentage	Q1 2019/20	71%	Q2 2019/20	64%	Q3 2019/20	55%	Q4 2019/20	50%	2020/21	63%	Q1 2021/22	45%	Q2 2021/22	62%	Q3 2021/22	-	Q4 2021/22	-	←	↑	Baseline is 74% for Q4 of 2019/20 (baseline is Academic Year). We have regular liaison meetings with Partners in Advocacy to ensure robust partnership working and support so that children and young people are offered access to and information for advocacy services at the earliest opportunity. This has resulted in an increase in offers of advocacy to children and young people.
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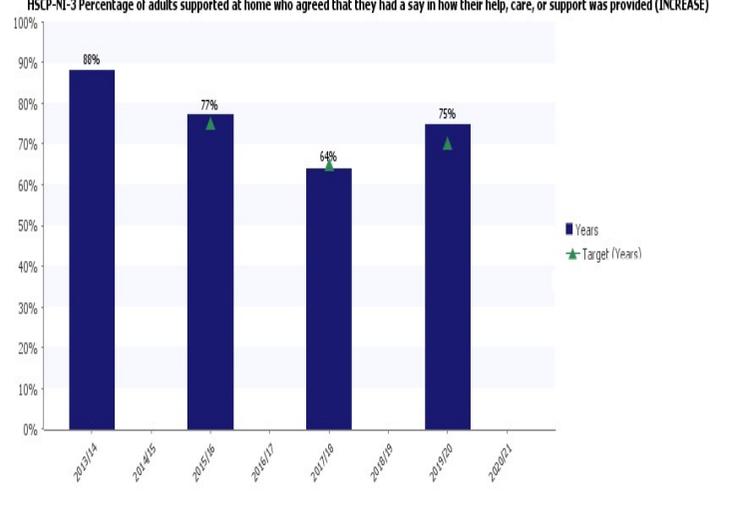
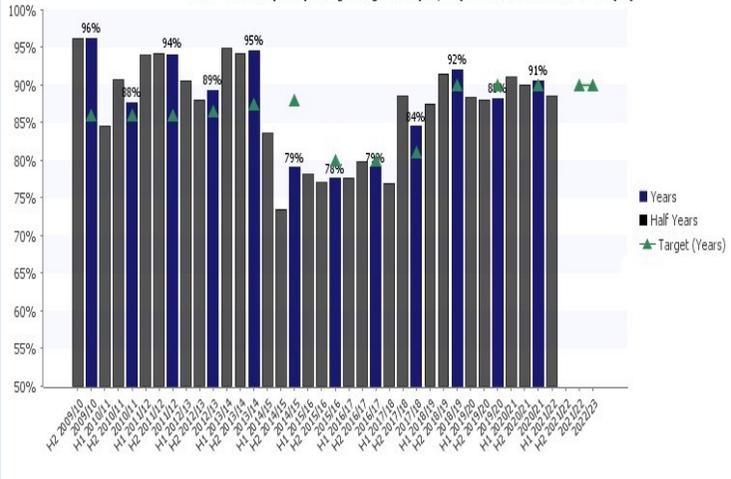
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<p>INCREASE - To measure the impact of Signs of Safety in increasing safety for children (financial year).</p>	<p>H1 2021/22</p>	<p>78%</p>	<p>100%</p>	<p>Red</p>	<p>HSCP-5o5-01 INCREASE - Percentage of children with child protection plans assessed by the multi-agency team as having an increase in their scaled level of safety at three monthly review periods</p> 			<p>At Qtr 2 seven out of the nine Review Case Conferences saw an increase in the safety of the child, however for two the risk increased and appropriate measures were taken to safeguard the children. Baseline information will be collated going forward.</p>
<p>DECREASE -Child & Adolescent Mental Health - longest wait in weeks at month end</p>	<p>H1 2021/22</p>	<p>40</p>	<p>18</p>	<p>Red</p>	<p>CHCP-CSP-CAMHS Child & Adolescent Mental Health - longest wait in weeks at month end (REDUCE)</p> 			<p>The CAMHS Service continued to respond to urgent emergency and duty calls during lockdown, offering a range of face to face or digital attend anywhere appointments depending on the nature of the health issue. Urgent referrals increased from 15% of total caseload to 30% of total caseloads and resource was directed to meet these clinical priorities. This has resulted in longer waits for patients who sit outside the priority criteria. Links to Healthier Minds Hub have been strengthened and this allows a wider range of options for patients who have been referred to CAMHS and whose needs can be met by these services.</p>

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INCREASE - Children and young people starting treatment for specialist Child and Adolescent Mental Health Services within 18 weeks of referral	H1 2021/22	47%	90%	Red	<p>HSCP-SP18-CAMHS Children and young people commencing treatment for specialist CAMHS within 18 weeks of referral (INCREASE)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>H1 2018/19</td><td>78%</td><td>90%</td></tr> <tr><td>H2 2019/20</td><td>73%</td><td>90%</td></tr> <tr><td>2018/19</td><td>74%</td><td>90%</td></tr> <tr><td>H1 2019/20</td><td>76%</td><td>90%</td></tr> <tr><td>H2 2019/20</td><td>80%</td><td>90%</td></tr> <tr><td>2019/20</td><td>78%</td><td>90%</td></tr> <tr><td>H1 2020/21</td><td>54%</td><td>90%</td></tr> <tr><td>H2 2020/21</td><td>70%</td><td>90%</td></tr> <tr><td>2020/21</td><td>61%</td><td>90%</td></tr> <tr><td>H1 2021/22</td><td>47%</td><td>90%</td></tr> <tr><td>H2 2021/22</td><td>-</td><td>90%</td></tr> <tr><td>2021/22</td><td>-</td><td>90%</td></tr> </tbody> </table>	Period	Value (%)	Target (%)	H1 2018/19	78%	90%	H2 2019/20	73%	90%	2018/19	74%	90%	H1 2019/20	76%	90%	H2 2019/20	80%	90%	2019/20	78%	90%	H1 2020/21	54%	90%	H2 2020/21	70%	90%	2020/21	61%	90%	H1 2021/22	47%	90%	H2 2021/22	-	90%	2021/22	-	90%	↓	↓	The CAMHS Service continued to respond to urgent emergency and duty calls during lockdown, offering a range of face to face or digital attend anywhere appointments depending on the nature of the health issue. Urgent referrals increased from 15% of total caseload to 30% of total caseloads and resource was directed to meet these clinical priorities. This has resulted in longer waits for patients who sit outside the priority criteria. Links to Healthier Minds Hub have been strengthened and this allows a wider range of options for patients who have been referred to CAMHS and whose needs can be met by these services.
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2. Working together with people to maintain their independence

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INCREASE - Percentage of those whose care need has reduced following re-ablement / rehabilitation	H1 2021/22	69%	60%	Green	<p>OD2CHCP6-0102 Percentage of those whose care need has reduced following re-ablement / rehabilitation</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2006/07</td><td>0%</td><td>60%</td></tr> <tr><td>H1 2010/11</td><td>0%</td><td>60%</td></tr> <tr><td>H2 2010/11</td><td>82%</td><td>60%</td></tr> <tr><td>2010/11</td><td>86%</td><td>60%</td></tr> <tr><td>H1 2011/12</td><td>86%</td><td>60%</td></tr> <tr><td>H2 2011/12</td><td>91%</td><td>60%</td></tr> <tr><td>2011/12</td><td>91%</td><td>60%</td></tr> <tr><td>H1 2012/13</td><td>91%</td><td>60%</td></tr> <tr><td>H2 2012/13</td><td>91%</td><td>60%</td></tr> <tr><td>2012/13</td><td>90.5%</td><td>60%</td></tr> <tr><td>H1 2013/14</td><td>70.5%</td><td>60%</td></tr> <tr><td>H2 2013/14</td><td>70.5%</td><td>60%</td></tr> <tr><td>2013/14</td><td>70%</td><td>60%</td></tr> <tr><td>H1 2014/15</td><td>64.4%</td><td>60%</td></tr> <tr><td>H2 2014/15</td><td>61.5%</td><td>60%</td></tr> <tr><td>2014/15</td><td>68%</td><td>60%</td></tr> <tr><td>H1 2015/16</td><td>61.5%</td><td>60%</td></tr> <tr><td>H2 2015/16</td><td>68%</td><td>60%</td></tr> <tr><td>2015/16</td><td>68%</td><td>60%</td></tr> <tr><td>H1 2016/17</td><td>67%</td><td>60%</td></tr> <tr><td>H2 2016/17</td><td>60%</td><td>60%</td></tr> <tr><td>2016/17</td><td>63.3%</td><td>60%</td></tr> <tr><td>H1 2017/18</td><td>69%</td><td>60%</td></tr> <tr><td>H2 2017/18</td><td>69%</td><td>60%</td></tr> <tr><td>2017/18</td><td>67%</td><td>60%</td></tr> <tr><td>H1 2018/19</td><td>67%</td><td>60%</td></tr> <tr><td>H2 2018/19</td><td>67%</td><td>60%</td></tr> <tr><td>2018/19</td><td>67%</td><td>60%</td></tr> <tr><td>H1 2019/20</td><td>67%</td><td>60%</td></tr> <tr><td>H2 2019/20</td><td>67%</td><td>60%</td></tr> <tr><td>2019/20</td><td>67%</td><td>60%</td></tr> <tr><td>H1 2020/21</td><td>67%</td><td>60%</td></tr> <tr><td>H2 2020/21</td><td>67%</td><td>60%</td></tr> <tr><td>2020/21</td><td>67%</td><td>60%</td></tr> <tr><td>H1 2021/22</td><td>69%</td><td>60%</td></tr> <tr><td>H2 2021/22</td><td>69%</td><td>60%</td></tr> <tr><td>2021/22</td><td>69%</td><td>60%</td></tr> </tbody> </table>	Period	Value (%)	Target (%)	2006/07	0%	60%	H1 2010/11	0%	60%	H2 2010/11	82%	60%	2010/11	86%	60%	H1 2011/12	86%	60%	H2 2011/12	91%	60%	2011/12	91%	60%	H1 2012/13	91%	60%	H2 2012/13	91%	60%	2012/13	90.5%	60%	H1 2013/14	70.5%	60%	H2 2013/14	70.5%	60%	2013/14	70%	60%	H1 2014/15	64.4%	60%	H2 2014/15	61.5%	60%	2014/15	68%	60%	H1 2015/16	61.5%	60%	H2 2015/16	68%	60%	2015/16	68%	60%	H1 2016/17	67%	60%	H2 2016/17	60%	60%	2016/17	63.3%	60%	H1 2017/18	69%	60%	H2 2017/18	69%	60%	2017/18	67%	60%	H1 2018/19	67%	60%	H2 2018/19	67%	60%	2018/19	67%	60%	H1 2019/20	67%	60%	H2 2019/20	67%	60%	2019/20	67%	60%	H1 2020/21	67%	60%	H2 2020/21	67%	60%	2020/21	67%	60%	H1 2021/22	69%	60%	H2 2021/22	69%	60%	2021/22	69%	60%	↑	↑	Of the 85 re-ablement discharges Apr – Sep, 69% (59) of them were discharged with reduced or no service. Additionally 4 died or were transferred to long term care facilities. 19 were discharged with the same service.
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INCREASE - Percentage of people aged 65+ who live in housing rather than a care home or hospital	2019/20	97%	97%	Green	<p>HSCP-MSG-Home Percentage of people aged 65+ who live in housing rather than a care home or hospital</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2005/06</td><td>96%</td></tr> <tr><td>2006/07</td><td>96%</td></tr> <tr><td>2007/08</td><td>96%</td></tr> <tr><td>2008/09</td><td>96%</td></tr> <tr><td>2009/10</td><td>96%</td></tr> <tr><td>2010/11</td><td>97%</td></tr> <tr><td>2011/12</td><td>97%</td></tr> <tr><td>2012/13</td><td>97%</td></tr> <tr><td>2013/14</td><td>97%</td></tr> <tr><td>2014/15</td><td>97%</td></tr> <tr><td>2015/16</td><td>96%</td></tr> <tr><td>2016/17</td><td>96%</td></tr> <tr><td>2017/18</td><td>96%</td></tr> <tr><td>2018/19</td><td>97%</td></tr> <tr><td>2019/20</td><td>97%</td></tr> </tbody> </table>	Year	Percentage	2005/06	96%	2006/07	96%	2007/08	96%	2008/09	96%	2009/10	96%	2010/11	97%	2011/12	97%	2012/13	97%	2013/14	97%	2014/15	97%	2015/16	96%	2016/17	96%	2017/18	96%	2018/19	97%	2019/20	97%	↑	↑	<p>Latest data released October 2021. Indicator is still under development by Scottish Government and may change in future. Due to different configurations of services, figures for the hospital/hospice categories may not be comparable across partnership areas. Figure comprises 91.6% of people living unsupported at home, with a further 4.9% being supported to live at home.</p>
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INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-2: Percentage of adults supported at home who agreed that they are supported to live as independently as possible.	2019/20	78%	Data Only	Data Only	<p>HSCP-NI-2 Percentage of adults supported at home who agreed that they are supported to live as independently as possible</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>79%</td></tr> <tr><td>2014/15</td><td></td></tr> <tr><td>2015/16</td><td>80%</td></tr> <tr><td>2016/17</td><td></td></tr> <tr><td>2017/18</td><td>74%</td></tr> <tr><td>2018/19</td><td></td></tr> <tr><td>2019/20</td><td>78%</td></tr> <tr><td>2020/21</td><td></td></tr> <tr><td>2021/22</td><td></td></tr> <tr><td>2022/23</td><td></td></tr> <tr><td>2023/24</td><td></td></tr> </tbody> </table>	Year	Percentage	2013/14	79%	2014/15		2015/16	80%	2016/17		2017/18	74%	2018/19		2019/20	78%	2020/21		2021/22		2022/23		2023/24		↑	↑	<p>Up from 74% in previous survey (2017/18). Scotland figure for period 81%. Latest available data at July 2021. Source : Public Health Scotland (Health and Care Experience Survey 2019/20)</p>								
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note																																																										
<p>INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-3: Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided</p>	2019/20	75%	70%	Green	<p>HSCP-NI-3 Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided (INCREASE)</p>  <table border="1"> <caption>HSCP-NI-3 Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017/14</td> <td>88%</td> </tr> <tr> <td>2018/16</td> <td>77%</td> </tr> <tr> <td>2017/18</td> <td>64%</td> </tr> <tr> <td>2019/20</td> <td>75%</td> </tr> <tr> <td>Target (Years)</td> <td>70%</td> </tr> </tbody> </table>	Year	Percentage	2017/14	88%	2018/16	77%	2017/18	64%	2019/20	75%	Target (Years)	70%	↑	↑	<p>Up from 64% in previous survey (2017/18). Scotland figure for period 75%. Data at July 2021. Source: Public Health Scotland (Health and Care Experience Survey 2019/20)</p>																																														
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<p>INCREASE - People reporting 'living where you/as you want to live' needs met (%)</p>	H1 2021/22	89%	90%	Green	<p>HSCP-TP-5 People reporting 'living where you/as you want to live' needs met (%)</p>  <table border="1"> <caption>HSCP-TP-5 People reporting 'living where you/as you want to live' needs met (%)</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>H2 2009/10</td> <td>96%</td> </tr> <tr> <td>H1 2010/10</td> <td>96%</td> </tr> <tr> <td>H2 2010/10</td> <td>85%</td> </tr> <tr> <td>H1 2010/11</td> <td>91%</td> </tr> <tr> <td>H2 2010/11</td> <td>88%</td> </tr> <tr> <td>H1 2011/12</td> <td>94%</td> </tr> <tr> <td>H2 2011/12</td> <td>94%</td> </tr> <tr> <td>H1 2012/13</td> <td>94%</td> </tr> <tr> <td>H2 2012/13</td> <td>89%</td> </tr> <tr> <td>H1 2013/14</td> <td>95%</td> </tr> <tr> <td>H2 2013/14</td> <td>95%</td> </tr> <tr> <td>H1 2014/15</td> <td>84%</td> </tr> <tr> <td>H2 2014/15</td> <td>79%</td> </tr> <tr> <td>H1 2015/16</td> <td>78%</td> </tr> <tr> <td>H2 2015/16</td> <td>78%</td> </tr> <tr> <td>H1 2016/17</td> <td>80%</td> </tr> <tr> <td>H2 2016/17</td> <td>79%</td> </tr> <tr> <td>H1 2017/18</td> <td>84%</td> </tr> <tr> <td>H2 2017/18</td> <td>94%</td> </tr> <tr> <td>H1 2018/19</td> <td>92%</td> </tr> <tr> <td>H2 2018/19</td> <td>92%</td> </tr> <tr> <td>H1 2019/20</td> <td>89%</td> </tr> <tr> <td>H2 2019/20</td> <td>89%</td> </tr> <tr> <td>H1 2020/21</td> <td>91%</td> </tr> <tr> <td>H2 2020/21</td> <td>91%</td> </tr> <tr> <td>H1 2021/22</td> <td>89%</td> </tr> <tr> <td>H2 2021/22</td> <td>89%</td> </tr> <tr> <td>Target (Years)</td> <td>90%</td> </tr> </tbody> </table>	Period	Percentage	H2 2009/10	96%	H1 2010/10	96%	H2 2010/10	85%	H1 2010/11	91%	H2 2010/11	88%	H1 2011/12	94%	H2 2011/12	94%	H1 2012/13	94%	H2 2012/13	89%	H1 2013/14	95%	H2 2013/14	95%	H1 2014/15	84%	H2 2014/15	79%	H1 2015/16	78%	H2 2015/16	78%	H1 2016/17	80%	H2 2016/17	79%	H1 2017/18	84%	H2 2017/18	94%	H1 2018/19	92%	H2 2018/19	92%	H1 2019/20	89%	H2 2019/20	89%	H1 2020/21	91%	H2 2020/21	91%	H1 2021/22	89%	H2 2021/22	89%	Target (Years)	90%	↓	↓	<p>In Qtr 2 of the total 172 valid responses 150 reported their needs met (87%), whilst in Qtr 1 of the total 201 valid responses 180 reported their needs met (90%). This compares to 94% in the previous Quarter 4.</p>
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Target (Years)	90%																																																																	

3. Working together to support mental health and well-being

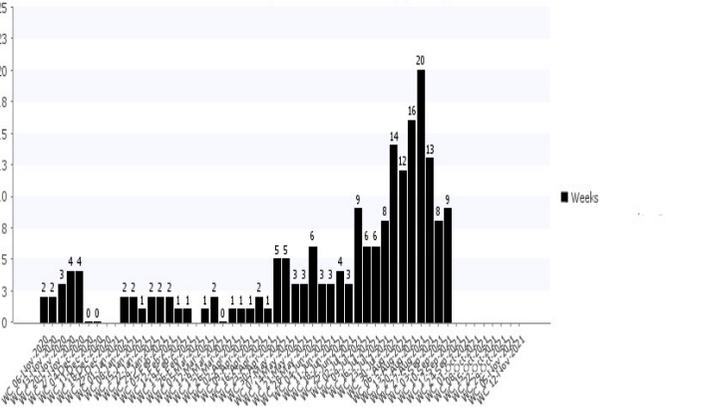
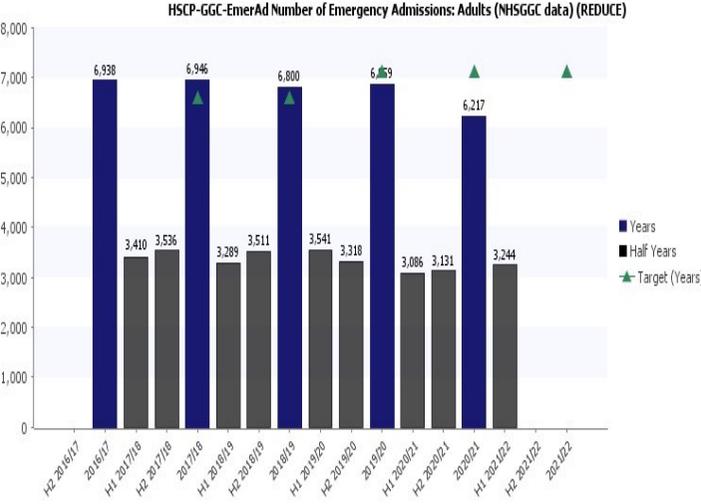
Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Latest Note																														
<p>INCREASE - Percentage of people waiting no longer than 18 weeks for access to psychological therapies</p>	<p>H1 2021/22</p>	<p>73%</p>	<p>90%</p>	<p>Red</p>	<p>HSC-PDP1718 Psychological therapies - Percentage of people waiting no longer than 18 weeks for access (INCREASE)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 20/01/17</td><td>92%</td></tr> <tr><td>H2 20/01/17</td><td>95%</td></tr> <tr><td>H1 20/01/18</td><td>97%</td></tr> <tr><td>H2 20/01/18</td><td>85%</td></tr> <tr><td>H1 20/01/19</td><td>58%</td></tr> <tr><td>H2 20/01/19</td><td>75%</td></tr> <tr><td>H1 20/01/20</td><td>91%</td></tr> <tr><td>H2 20/01/20</td><td>90%</td></tr> <tr><td>H1 20/01/21</td><td>96%</td></tr> <tr><td>H2 20/01/21</td><td>56%</td></tr> <tr><td>H1 20/01/22</td><td>80%</td></tr> <tr><td>H2 20/01/22</td><td>55%</td></tr> <tr><td>H1 20/01/23</td><td>65%</td></tr> <tr><td>H2 20/01/23</td><td>74%</td></tr> </tbody> </table>	Period	Value (%)	H1 20/01/17	92%	H2 20/01/17	95%	H1 20/01/18	97%	H2 20/01/18	85%	H1 20/01/19	58%	H2 20/01/19	75%	H1 20/01/20	91%	H2 20/01/20	90%	H1 20/01/21	96%	H2 20/01/21	56%	H1 20/01/22	80%	H2 20/01/22	55%	H1 20/01/23	65%	H2 20/01/23	74%			<p>Quarter 2 performance shows 74% of individuals waiting for psychological therapies are receiving treatment within the 18 week target. Waiting times are being closely monitored on a weekly basis and showing early signs of improvement on the 2020-21 annual figure (74%). An action plan is being progressed including identifying and prioritising the longest waits, offering remote appointments via NHS Attend Anywhere and securing increase in psychology staffing resource.</p>
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H2 20/01/23	74%																																					
<p>Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.</p>	<p>H1 2021/22</p>	<p>97.0%</p>	<p>90.0%</p>	<p>Green</p>	<p>HSC-ADP-05 Clients will wait no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 20/01/17</td><td>88.9%</td></tr> <tr><td>H2 20/01/17</td><td>90%</td></tr> <tr><td>H1 20/01/18</td><td>90%</td></tr> <tr><td>H2 20/01/18</td><td>90%</td></tr> <tr><td>H1 20/01/19</td><td>90%</td></tr> <tr><td>H2 20/01/19</td><td>90%</td></tr> <tr><td>H1 20/01/20</td><td>90%</td></tr> <tr><td>H2 20/01/20</td><td>90%</td></tr> <tr><td>H1 20/01/21</td><td>93.0%</td></tr> <tr><td>H2 20/01/21</td><td>92.4%</td></tr> <tr><td>H1 20/01/22</td><td>71.7%</td></tr> <tr><td>H2 20/01/22</td><td>69.0%</td></tr> <tr><td>H1 20/01/23</td><td>97.0%</td></tr> </tbody> </table>	Period	Value (%)	H1 20/01/17	88.9%	H2 20/01/17	90%	H1 20/01/18	90%	H2 20/01/18	90%	H1 20/01/19	90%	H2 20/01/19	90%	H1 20/01/20	90%	H2 20/01/20	90%	H1 20/01/21	93.0%	H2 20/01/21	92.4%	H1 20/01/22	71.7%	H2 20/01/22	69.0%	H1 20/01/23	97.0%			<p>July - September 2021 shows 97% clients had less than 3 weeks wait time to treatment showing a strong performance from the team and continuing the improvements achieved in 2020-21. Note this is based on management information at the current as we await formal reporting function to be launched from the new national DAISy (Drug and Alcohol Information System) database.</p>		
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4. Working together to meet people's healthcare needs

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																				
<p>DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting including AWI (ISD data)</p>	H1 2021/22	12	0	Red	<p>HSCP-HWBO-DD3 Delayed discharges (ISD data): Adults waiting more than 3 days to be discharged from hospital into a more appropriate care setting (REDUCE)</p> <table border="1"> <caption>HSCP-HWBO-DD3 Delayed discharges (ISD data)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H2 2016/17</td><td>7</td></tr> <tr><td>2016/17</td><td>5</td></tr> <tr><td>H1 2017/18</td><td>5</td></tr> <tr><td>H2 2017/18</td><td>5</td></tr> <tr><td>2017/18</td><td>5</td></tr> <tr><td>H1 2018/19</td><td>6</td></tr> <tr><td>H2 2018/19</td><td>6</td></tr> <tr><td>2018/19</td><td>6</td></tr> <tr><td>H1 2019/20</td><td>5</td></tr> <tr><td>H2 2019/20</td><td>5</td></tr> <tr><td>2019/20</td><td>5</td></tr> <tr><td>H1 2020/21</td><td>5</td></tr> <tr><td>H2 2020/21</td><td>9</td></tr> <tr><td>2020/21</td><td>7</td></tr> <tr><td>H1 2021/22</td><td>12</td></tr> <tr><td>H2 2021/22</td><td>-</td></tr> <tr><td>2021/22</td><td>-</td></tr> </tbody> </table>	Period	Value	H2 2016/17	7	2016/17	5	H1 2017/18	5	H2 2017/18	5	2017/18	5	H1 2018/19	6	H2 2018/19	6	2018/19	6	H1 2019/20	5	H2 2019/20	5	2019/20	5	H1 2020/21	5	H2 2020/21	9	2020/21	7	H1 2021/22	12	H2 2021/22	-	2021/22	-	↓	↓	<p>Data to September 2021, average monthly figure compared to 5 at mid year 2020/21. (Source: Public Health Scotland Sep 2021). We have seen recent increases in delayed discharges driven by the pressure on care at home services which is restricting access. A majority of care at home provision in East Renfrewshire is delivered by partner providers and we are seeing limited capacity among providers. We have also experienced significant issues around supporting 'adults with incapacity' and establishing appropriate guardianship/Power of Attorney arrangements.</p>
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<p>DECREASE - Delayed discharges (ISD) bed days lost to delayed discharge (REDUCE)</p>	H1 2021/22	2,256	946	Red	<p>HSCP-HWBO-DD-ALL Delayed discharges (ISD) bed days lost to delayed discharge for adults (incl AWI's) (REDUCE)</p> <table border="1"> <caption>HSCP-HWBO-DD-ALL Delayed discharges (ISD) bed days lost to delayed discharge for adults</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H2 2016/17</td><td>1,099</td></tr> <tr><td>2016/17</td><td>2,704</td></tr> <tr><td>H1 2017/18</td><td>946</td></tr> <tr><td>H2 2017/18</td><td>914</td></tr> <tr><td>2017/18</td><td>1,860</td></tr> <tr><td>H1 2018/19</td><td>1,056</td></tr> <tr><td>H2 2018/19</td><td>1,039</td></tr> <tr><td>2018/19</td><td>2,284</td></tr> <tr><td>H1 2019/20</td><td>782</td></tr> <tr><td>H2 2019/20</td><td>1,006</td></tr> <tr><td>2019/20</td><td>1,808</td></tr> <tr><td>H1 2020/21</td><td>713</td></tr> <tr><td>H2 2020/21</td><td>1,611</td></tr> <tr><td>2020/21</td><td>2,324</td></tr> <tr><td>H1 2021/22</td><td>2,256</td></tr> <tr><td>H2 2021/22</td><td>-</td></tr> <tr><td>2021/22</td><td>-</td></tr> </tbody> </table>	Period	Value	H2 2016/17	1,099	2016/17	2,704	H1 2017/18	946	H2 2017/18	914	2017/18	1,860	H1 2018/19	1,056	H2 2018/19	1,039	2018/19	2,284	H1 2019/20	782	H2 2019/20	1,006	2019/20	1,808	H1 2020/21	713	H2 2020/21	1,611	2020/21	2,324	H1 2021/22	2,256	H2 2021/22	-	2021/22	-	↓	↓	<p>Data to September 2021. (Source: Public Health Scotland Sep 2021)</p>
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DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting (NHSGGC data)	H1 2021/22	3	0	Red	<p>HSCP-GGC-DD3 Delayed discharge (NHSGGC data): people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting (excluding Code 9/AWI) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-DD3 Delayed discharge (NHSGGC data)</caption> <thead> <tr> <th>Period</th> <th>Years</th> <th>Half Years</th> </tr> </thead> <tbody> <tr><td>H2 2017/18</td><td>4</td><td>4</td></tr> <tr><td>2017/18</td><td>4</td><td>4</td></tr> <tr><td>H1 2018/19</td><td>5</td><td>4</td></tr> <tr><td>H2 2018/19</td><td>4</td><td>4</td></tr> <tr><td>2018/19</td><td>4</td><td>5</td></tr> <tr><td>H1 2019/20</td><td>5</td><td>1</td></tr> <tr><td>H2 2019/20</td><td>1</td><td>5</td></tr> <tr><td>2019/20</td><td>5</td><td>1</td></tr> <tr><td>H1 2020/21</td><td>1</td><td>5</td></tr> <tr><td>H2 2020/21</td><td>5</td><td>3</td></tr> <tr><td>2020/21</td><td>3</td><td>6</td></tr> <tr><td>H1 2021/22</td><td>6</td><td>6</td></tr> <tr><td>H2 2021/22</td><td>6</td><td>6</td></tr> <tr><td>2021/22</td><td>6</td><td>6</td></tr> </tbody> </table>	Period	Years	Half Years	H2 2017/18	4	4	2017/18	4	4	H1 2018/19	5	4	H2 2018/19	4	4	2018/19	4	5	H1 2019/20	5	1	H2 2019/20	1	5	2019/20	5	1	H1 2020/21	1	5	H2 2020/21	5	3	2020/21	3	6	H1 2021/22	6	6	H2 2021/22	6	6	2021/22	6	6	↓	↓	Data is weekly average for Qtr 1.												
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H1 2020/21	1	5																																																															
H2 2020/21	5	3																																																															
2020/21	3	6																																																															
H1 2021/22	6	6																																																															
H2 2021/22	6	6																																																															
2021/22	6	6																																																															
DECREASE - No. of A & E Attendances (NHSGGC data)	H1 2021/22	6,251	9,166	Green	<p>HSCP-GGC-A&E No. of A & E Attendances (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-A&E No. of A & E Attendances (NHSGGC data)</caption> <thead> <tr> <th>Period</th> <th>Years</th> <th>Half Years</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>20,000</td><td>20,000</td></tr> <tr><td>2015/16</td><td>20,000</td><td>20,000</td></tr> <tr><td>2016/17</td><td>20,000</td><td>20,000</td></tr> <tr><td>H1 2017/18</td><td>6,333</td><td>6,254</td></tr> <tr><td>H2 2017/18</td><td>6,462</td><td>6,481</td></tr> <tr><td>2017/18</td><td>12,587</td><td>12,943</td></tr> <tr><td>H1 2018/19</td><td>6,663</td><td>6,085</td></tr> <tr><td>H2 2018/19</td><td>6,663</td><td>6,085</td></tr> <tr><td>2018/19</td><td>12,943</td><td>12,748</td></tr> <tr><td>H1 2019/20</td><td>6,663</td><td>6,085</td></tr> <tr><td>H2 2019/20</td><td>6,663</td><td>6,085</td></tr> <tr><td>2019/20</td><td>12,748</td><td>5,109</td></tr> <tr><td>H1 2020/21</td><td>5,109</td><td>4,745</td></tr> <tr><td>H2 2020/21</td><td>5,109</td><td>4,745</td></tr> <tr><td>2020/21</td><td>9,854</td><td>6,251</td></tr> <tr><td>H1 2021/22</td><td>9,854</td><td>6,251</td></tr> <tr><td>H2 2021/22</td><td>6,251</td><td>6,251</td></tr> <tr><td>2021/22</td><td>6,251</td><td>6,251</td></tr> </tbody> </table>	Period	Years	Half Years	2014/15	20,000	20,000	2015/16	20,000	20,000	2016/17	20,000	20,000	H1 2017/18	6,333	6,254	H2 2017/18	6,462	6,481	2017/18	12,587	12,943	H1 2018/19	6,663	6,085	H2 2018/19	6,663	6,085	2018/19	12,943	12,748	H1 2019/20	6,663	6,085	H2 2019/20	6,663	6,085	2019/20	12,748	5,109	H1 2020/21	5,109	4,745	H2 2020/21	5,109	4,745	2020/21	9,854	6,251	H1 2021/22	9,854	6,251	H2 2021/22	6,251	6,251	2021/22	6,251	6,251	↓	↓	Cumulative data for the first six months of 2021/22. A&E attendances have remained low during the pandemic period but have risen as lockdown restrictions have eased.
Period	Years	Half Years																																																															
2014/15	20,000	20,000																																																															
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																																								
DECREASE - A & E Attendances from Care Homes (NHSGGC data)	H1 2021/22	131	200	Green	<p>HSCP-GGC-CHA&E A & E Attendances from Care Homes (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>A & E Attendances from Care Homes</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H2 2016/17</td><td>256</td></tr> <tr><td>H1 2017/18</td><td>268</td></tr> <tr><td>H2 2017/18</td><td>273</td></tr> <tr><td>2017/18</td><td>541</td></tr> <tr><td>H1 2018/19</td><td>213</td></tr> <tr><td>H2 2018/19</td><td>217</td></tr> <tr><td>2018/19</td><td>430</td></tr> <tr><td>H1 2019/20</td><td>192</td></tr> <tr><td>H2 2019/20</td><td>202</td></tr> <tr><td>2019/20</td><td>394</td></tr> <tr><td>H1 2020/21</td><td>114</td></tr> <tr><td>H2 2020/21</td><td>236</td></tr> <tr><td>2020/21</td><td>400</td></tr> <tr><td>H1 2021/22</td><td>131</td></tr> <tr><td>2021/22</td><td>400</td></tr> </tbody> </table>	Period	Value	H2 2016/17	256	H1 2017/18	268	H2 2017/18	273	2017/18	541	H1 2018/19	213	H2 2018/19	217	2018/19	430	H1 2019/20	192	H2 2019/20	202	2019/20	394	H1 2020/21	114	H2 2020/21	236	2020/21	400	H1 2021/22	131	2021/22	400	↑	↑	Cumulative data for the first six months of 2021/22. A&E attendances from Care Homes were comparatively low over the period with fluctuation month-on-month.																								
Period	Value																																																															
H2 2016/17	256																																																															
H1 2017/18	268																																																															
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DECREASE - Emergency Admissions from Care Homes (NHSGGC data)	H1 2021/22	72	120	Green	<p>HSCP-GGC-CHEmerg Emergency Admissions from Care Homes (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>Emergency Admissions from Care Homes</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>67</td></tr> <tr><td>Q4 2016/17</td><td>99</td></tr> <tr><td>2016/17</td><td>166</td></tr> <tr><td>Q2 2017/18</td><td>89</td></tr> <tr><td>Q3 2017/18</td><td>74</td></tr> <tr><td>Q4 2017/18</td><td>110</td></tr> <tr><td>2017/18</td><td>300</td></tr> <tr><td>Q1 2018/19</td><td>65</td></tr> <tr><td>Q2 2018/19</td><td>70</td></tr> <tr><td>Q3 2018/19</td><td>61</td></tr> <tr><td>Q4 2018/19</td><td>69</td></tr> <tr><td>2018/19</td><td>261</td></tr> <tr><td>Q1 2019/20</td><td>57</td></tr> <tr><td>Q2 2019/20</td><td>54</td></tr> <tr><td>Q3 2019/20</td><td>66</td></tr> <tr><td>Q4 2019/20</td><td>56</td></tr> <tr><td>2019/20</td><td>233</td></tr> <tr><td>Q1 2020/21</td><td>46</td></tr> <tr><td>Q2 2020/21</td><td>38</td></tr> <tr><td>Q3 2020/21</td><td>35</td></tr> <tr><td>Q4 2020/21</td><td>35</td></tr> <tr><td>2020/21</td><td>238</td></tr> <tr><td>Q1 2021/22</td><td>154</td></tr> <tr><td>Q2 2021/22</td><td>48</td></tr> <tr><td>Q3 2021/22</td><td>24</td></tr> <tr><td>Q4 2021/22</td><td>72</td></tr> <tr><td>2021/22</td><td>120</td></tr> </tbody> </table>	Period	Value	Q2 2016/17	67	Q4 2016/17	99	2016/17	166	Q2 2017/18	89	Q3 2017/18	74	Q4 2017/18	110	2017/18	300	Q1 2018/19	65	Q2 2018/19	70	Q3 2018/19	61	Q4 2018/19	69	2018/19	261	Q1 2019/20	57	Q2 2019/20	54	Q3 2019/20	66	Q4 2019/20	56	2019/20	233	Q1 2020/21	46	Q2 2020/21	38	Q3 2020/21	35	Q4 2020/21	35	2020/21	238	Q1 2021/22	154	Q2 2021/22	48	Q3 2021/22	24	Q4 2021/22	72	2021/22	120	↑	↓	Hospital admissions from care homes continue to be lower than for the pre-pandemic period.
Period	Value																																																															
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
<p>Delayed discharge: people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting. (Average number delayed based on NHSGGC Acute & MH weekly data)</p>	H1 2021/22	6	0	Red	<p>HSCP-GGC-DDwly Delayed discharge: people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting (NHSGGC Acute & MH data) (REDUCE)</p> 	↓	↓	Weekly average to week commencing 24 September 2021.
<p>DECREASE - Number of Emergency Admissions: Adults (NHSGGC data)</p>	H1 2021/22	3,244	3,564	Green	<p>HSCP-GGC-EmerAd Number of Emergency Admissions: Adults (NHSGGC data) (REDUCE)</p> 	↑	↓	Hospital admissions were lower during the pandemic period but are returning to pre-pandemic levels.

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																														
DECREASE - Occupied Bed Days (Adult – non-elective) (NHSGGC data)	H1 2021/22	39,966	29,110	Red	<p style="text-align: center;">HSCP-GGC-OBD Occupied Bed Days (Adult – non-elective) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-OBD Occupied Bed Days (Adult – non-elective)</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>66,792</td></tr> <tr><td>2017/18</td><td>67,347</td></tr> <tr><td>H1 2018/19</td><td>30,367</td></tr> <tr><td>H2 2018/19</td><td>29,787</td></tr> <tr><td>H1 2019/20</td><td>63,068</td></tr> <tr><td>H2 2019/20</td><td>26,574</td></tr> <tr><td>H1 2020/21</td><td>61,767</td></tr> <tr><td>H2 2020/21</td><td>58,236</td></tr> <tr><td>H1 2021/22</td><td>39,966</td></tr> <tr><td>2021/22 (Target)</td><td>29,110</td></tr> </tbody> </table>	Period	Value	2016/17	66,792	2017/18	67,347	H1 2018/19	30,367	H2 2018/19	29,787	H1 2019/20	63,068	H2 2019/20	26,574	H1 2020/21	61,767	H2 2020/21	58,236	H1 2021/22	39,966	2021/22 (Target)	29,110	↓	↓	GGC data is showing an increase in occupied bed days over the first half of 2021/22. This is being driven by an increase in OBD for Care of the Elderly.								
Period	Value																																					
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2021/22 (Target)	29,110																																					
DECREASE - No. of A & E Attendances - Adults	H1 2021/22	4,393	4,584	Green	<p style="text-align: center;">HSCP-MSG-A&E-Ad No. of A & E Attendances - Adults</p> <table border="1"> <caption>HSCP-MSG-A&E-Ad No. of A & E Attendances - Adults</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>18,332</td></tr> <tr><td>2016/17</td><td>18,747</td></tr> <tr><td>2017/18</td><td>19,342</td></tr> <tr><td>H1 2018/19</td><td>10,271</td></tr> <tr><td>H2 2018/19</td><td>9,941</td></tr> <tr><td>2019/20</td><td>20,234</td></tr> <tr><td>H1 2019/20</td><td>10,630</td></tr> <tr><td>H2 2019/20</td><td>9,529</td></tr> <tr><td>2019/20 (Target)</td><td>20,159</td></tr> <tr><td>H1 2020/21</td><td>6,845</td></tr> <tr><td>H2 2020/21</td><td>6,832</td></tr> <tr><td>2020/21</td><td>13,677</td></tr> <tr><td>H1 2021/22</td><td>4,393</td></tr> <tr><td>2021/22 (Target)</td><td>4,584</td></tr> </tbody> </table>	Period	Value	2015/16	18,332	2016/17	18,747	2017/18	19,342	H1 2018/19	10,271	H2 2018/19	9,941	2019/20	20,234	H1 2019/20	10,630	H2 2019/20	9,529	2019/20 (Target)	20,159	H1 2020/21	6,845	H2 2020/21	6,832	2020/21	13,677	H1 2021/22	4,393	2021/22 (Target)	4,584	↑	↑	Data to July 2021. (Source: MSG, Scot Govt October 2021)
Period	Value																																					
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																																																
DECREASE - Number of Emergency Admissions: Adults (18+)	H1 2021/22	2,710	4,181	Green	<p>HSCP-MSG-EmerAd Number of Emergency Admissions: Adults</p> <table border="1"> <caption>HSCP-MSG-EmerAd Number of Emergency Admissions: Adults</caption> <thead> <tr> <th>Period</th> <th>Years</th> <th>Half Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>H2 2018/19</td><td>8,765</td><td></td><td></td></tr> <tr><td>H1 2019/20</td><td>12,918</td><td></td><td></td></tr> <tr><td>H2 2019/20</td><td>12,382</td><td></td><td></td></tr> <tr><td>H1 2020/21</td><td>9,112</td><td>4,628</td><td>4,557</td></tr> <tr><td>H2 2020/21</td><td>9,185</td><td></td><td></td></tr> <tr><td>H1 2021/22</td><td>4,196</td><td>4,133</td><td></td></tr> <tr><td>H2 2021/22</td><td>8,329</td><td></td><td></td></tr> <tr><td>H1 2018/19</td><td>3,973</td><td>4,163</td><td></td></tr> <tr><td>H2 2018/19</td><td>8,436</td><td></td><td></td></tr> <tr><td>H1 2019/20</td><td>3,836</td><td>3,696</td><td></td></tr> <tr><td>H2 2019/20</td><td>7,532</td><td></td><td></td></tr> <tr><td>H1 2020/21</td><td>3,200</td><td>3,318</td><td></td></tr> <tr><td>H2 2020/21</td><td>6,918</td><td></td><td></td></tr> <tr><td>H1 2021/22</td><td>2,872</td><td></td><td></td></tr> <tr><td>H2 2021/22</td><td>2,872</td><td></td><td></td></tr> </tbody> </table>	Period	Years	Half Years	Target (Years)	H2 2018/19	8,765			H1 2019/20	12,918			H2 2019/20	12,382			H1 2020/21	9,112	4,628	4,557	H2 2020/21	9,185			H1 2021/22	4,196	4,133		H2 2021/22	8,329			H1 2018/19	3,973	4,163		H2 2018/19	8,436			H1 2019/20	3,836	3,696		H2 2019/20	7,532			H1 2020/21	3,200	3,318		H2 2020/21	6,918			H1 2021/22	2,872			H2 2021/22	2,872			↑	↑	Data to Jul 2021, released October 2021. (Source: MSG Scottish Govt, October 2021)
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Unscheduled Hospital (Acute) Bed Days: Adults (18+)	H1 2021/22	19,015	29,430	Green	<p>HSCP-MSG-Unsched Unscheduled Hospital (Acute) Bed Days: Adults</p> <table border="1"> <caption>HSCP-MSG-Unsched Unscheduled Hospital (Acute) Bed Days: Adults</caption> <thead> <tr> <th>Period</th> <th>Years</th> <th>Half Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>H2 2018/19</td><td>31,357</td><td></td><td></td></tr> <tr><td>H1 2019/20</td><td>60,007</td><td></td><td></td></tr> <tr><td>H2 2019/20</td><td>29,921</td><td></td><td></td></tr> <tr><td>H1 2020/21</td><td>32,935</td><td></td><td></td></tr> <tr><td>H2 2020/21</td><td>62,856</td><td></td><td></td></tr> <tr><td>H1 2021/22</td><td>26,281</td><td></td><td></td></tr> <tr><td>H2 2021/22</td><td>31,806</td><td></td><td></td></tr> <tr><td>H1 2018/19</td><td>58,087</td><td></td><td></td></tr> <tr><td>H2 2018/19</td><td>22,915</td><td></td><td></td></tr> <tr><td>H1 2019/20</td><td>22,915</td><td></td><td></td></tr> <tr><td>H2 2019/20</td><td></td><td></td><td></td></tr> </tbody> </table>	Period	Years	Half Years	Target (Years)	H2 2018/19	31,357			H1 2019/20	60,007			H2 2019/20	29,921			H1 2020/21	32,935			H2 2020/21	62,856			H1 2021/22	26,281			H2 2021/22	31,806			H1 2018/19	58,087			H2 2018/19	22,915			H1 2019/20	22,915			H2 2019/20				↑	↑	Data to Jul 2021, released October 2021. (Source: MSG Scottish Govt, October 2021)																
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																						
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-12: Emergency admission rate (per 100,000 population) for adults.	2019/20	10,438		Data Only	<table border="1"> <caption>HSCP-NI-12 Emergency admission rate (per 100,000 population) for adults (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>9,662</td></tr> <tr><td>2011/12</td><td>10,527</td></tr> <tr><td>2012/13</td><td>10,676</td></tr> <tr><td>2013/14</td><td>10,493</td></tr> <tr><td>2014/15</td><td>10,729</td></tr> <tr><td>2015/16</td><td>11,404</td></tr> <tr><td>2016/17</td><td>11,425</td></tr> <tr><td>2017/18</td><td>10,497</td></tr> <tr><td>2018/19</td><td>10,342</td></tr> <tr><td>2019/20</td><td>10,438</td></tr> </tbody> </table>	Year	Value	2010/11	9,662	2011/12	10,527	2012/13	10,676	2013/14	10,493	2014/15	10,729	2015/16	11,404	2016/17	11,425	2017/18	10,497	2018/19	10,342	2019/20	10,438	↑	↑	In comparison the Scotland average was 12,417 for the period. Data at March 2021 (Source: Public Health Scotland)
Year	Value																													
2010/11	9,662																													
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2018/19	10,342																													
2019/20	10,438																													
DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-13: Emergency bed day rate (per 100,000) for adults	2019/20	105,623	117,000	Green	<table border="1"> <caption>HSCP-NI-13 Emergency bed day rate (per 100,000) for adults (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>119,761</td></tr> <tr><td>2011/12</td><td>123,545</td></tr> <tr><td>2012/13</td><td>109,084</td></tr> <tr><td>2013/14</td><td>113,742</td></tr> <tr><td>2014/15</td><td>113,006</td></tr> <tr><td>2015/16</td><td>117,774</td></tr> <tr><td>2016/17</td><td>122,875</td></tr> <tr><td>2017/18</td><td>121,097</td></tr> <tr><td>2018/19</td><td>112,336</td></tr> <tr><td>2019/20</td><td>105,623</td></tr> </tbody> </table>	Year	Value	2010/11	119,761	2011/12	123,545	2012/13	109,084	2013/14	113,742	2014/15	113,006	2015/16	117,774	2016/17	122,875	2017/18	121,097	2018/19	112,336	2019/20	105,623	↑	↑	In comparison the figure for 2018/19 was 112,336. The Scotland average for the period was 118,055. Data at March 2021 (Source: Public Health Scotland)
Year	Value																													
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																										
<p>DECREASE - Health and Social Care Integration - Core Suite of Indicators NI-15: Proportion of last 6 months of life spent at home or in a community setting</p>	2020/21	90%	86%	Green	<p>HSCP-NI-15 Proportion of last 6 months of life spent at home or in a community setting (INCREASE)</p> <table border="1"> <caption>HSCP-NI-15 Proportion of last 6 months of life spent at home or in a community setting (INCREASE)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2019/20 Y1</td><td>82%</td></tr> <tr><td>2019/20 Q1</td><td>84%</td></tr> <tr><td>2019/20 Q2</td><td>84%</td></tr> <tr><td>2019/20 Q3</td><td>85%</td></tr> <tr><td>2019/20 Q4</td><td>85%</td></tr> <tr><td>2020/21 Y1</td><td>84%</td></tr> <tr><td>2020/21 Q1</td><td>84%</td></tr> <tr><td>2020/21 Q2</td><td>85%</td></tr> <tr><td>2020/21 Q3</td><td>86%</td></tr> <tr><td>2020/21 Q4</td><td>86%</td></tr> <tr><td>2020/21 Y2</td><td>85%</td></tr> <tr><td>2020/21 Q1</td><td>85%</td></tr> <tr><td>2020/21 Q2</td><td>85%</td></tr> <tr><td>2020/21 Q3</td><td>86%</td></tr> <tr><td>2020/21 Q4</td><td>89%</td></tr> <tr><td>2020/21 Y3</td><td>89%</td></tr> <tr><td>2020/21 Q1</td><td>89%</td></tr> <tr><td>2020/21 Q2</td><td>89%</td></tr> <tr><td>2020/21 Q3</td><td>90%</td></tr> <tr><td>2020/21 Q4</td><td>90%</td></tr> </tbody> </table>	Year/Quarter	Value (%)	2019/20 Y1	82%	2019/20 Q1	84%	2019/20 Q2	84%	2019/20 Q3	85%	2019/20 Q4	85%	2020/21 Y1	84%	2020/21 Q1	84%	2020/21 Q2	85%	2020/21 Q3	86%	2020/21 Q4	86%	2020/21 Y2	85%	2020/21 Q1	85%	2020/21 Q2	85%	2020/21 Q3	86%	2020/21 Q4	89%	2020/21 Y3	89%	2020/21 Q1	89%	2020/21 Q2	89%	2020/21 Q3	90%	2020/21 Q4	90%			<p>Of performance for end-of-life care has improved from 89% in 2019/20. Data at Qtr 3 2021 (Source: Public Health Scotland)</p>
Year/Quarter	Value (%)																																																	
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2020/21 Q4	90%																																																	

5. Working together with carers to be able to exercise choice and control

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																																						
<p>INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-8: Total combined % carers who feel supported to continue in their caring role.</p>	2019/20	35%		Data Only	<p>HSCP-NI-8 Total combined % carers who feel supported to continue in their caring role (INCREASE)</p> <table border="1"> <caption>HSCP-NI-8 Total combined % carers who feel supported to continue in their caring role (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2017/14</td> <td>43%</td> </tr> <tr> <td>2018/15</td> <td>45%</td> </tr> <tr> <td>2019/16</td> <td>37%</td> </tr> <tr> <td>2019/20</td> <td>35%</td> </tr> </tbody> </table>	Year	Value (%)	2017/14	43%	2018/15	45%	2019/16	37%	2019/20	35%	↓	▬	<p>Although our performance declined slightly from 37% (2017/18) we perform better than the Scotland figure for the period which was 34%. Both East Renfrewshire and national figures have fallen on the previous Survey figures. Latest data at October 2021. Source : Public Health Scotland (Health and Care Experience Survey 2019/20)</p>																																												
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<p>INCREASE - People reporting 'quality of life for carers' needs fully met (%)</p>	H1 2021/22	97%	73%	Green	<p>HSCP-TP-7 People reporting 'quality of life for carers' needs fully met (%) (INCREASE)</p> <table border="1"> <caption>HSCP-TP-7 People reporting 'quality of life for carers' needs fully met (%) (INCREASE)</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>H2 2008/10</td> <td>82%</td> </tr> <tr> <td>H1 2009/10</td> <td>67%</td> </tr> <tr> <td>H2 2009/10</td> <td>67%</td> </tr> <tr> <td>H1 2010/11</td> <td>67%</td> </tr> <tr> <td>H2 2010/11</td> <td>67%</td> </tr> <tr> <td>H1 2011/12</td> <td>64%</td> </tr> <tr> <td>H2 2011/12</td> <td>64%</td> </tr> <tr> <td>H1 2012/13</td> <td>69%</td> </tr> <tr> <td>H2 2012/13</td> <td>69%</td> </tr> <tr> <td>H1 2013/14</td> <td>71%</td> </tr> <tr> <td>H2 2013/14</td> <td>71%</td> </tr> <tr> <td>H1 2014/15</td> <td>75%</td> </tr> <tr> <td>H2 2014/15</td> <td>75%</td> </tr> <tr> <td>H1 2015/16</td> <td>69%</td> </tr> <tr> <td>H2 2015/16</td> <td>69%</td> </tr> <tr> <td>H1 2016/17</td> <td>70%</td> </tr> <tr> <td>H2 2016/17</td> <td>70%</td> </tr> <tr> <td>H1 2017/18</td> <td>72%</td> </tr> <tr> <td>H2 2017/18</td> <td>72%</td> </tr> <tr> <td>H1 2018/19</td> <td>78%</td> </tr> <tr> <td>H2 2018/19</td> <td>78%</td> </tr> <tr> <td>H1 2019/20</td> <td>82%</td> </tr> <tr> <td>H2 2019/20</td> <td>82%</td> </tr> <tr> <td>H1 2020/21</td> <td>91%</td> </tr> <tr> <td>H2 2020/21</td> <td>91%</td> </tr> <tr> <td>H1 2021/22</td> <td>97%</td> </tr> </tbody> </table>	Period	Value (%)	H2 2008/10	82%	H1 2009/10	67%	H2 2009/10	67%	H1 2010/11	67%	H2 2010/11	67%	H1 2011/12	64%	H2 2011/12	64%	H1 2012/13	69%	H2 2012/13	69%	H1 2013/14	71%	H2 2013/14	71%	H1 2014/15	75%	H2 2014/15	75%	H1 2015/16	69%	H2 2015/16	69%	H1 2016/17	70%	H2 2016/17	70%	H1 2017/18	72%	H2 2017/18	72%	H1 2018/19	78%	H2 2018/19	78%	H1 2019/20	82%	H2 2019/20	82%	H1 2020/21	91%	H2 2020/21	91%	H1 2021/22	97%	↑	↑	<p>In the first two quarters of 2021/22 the performance figure was 97%. This is comparable to the previous Quarter 4 (98%) figure.</p>
Period	Value (%)																																																													
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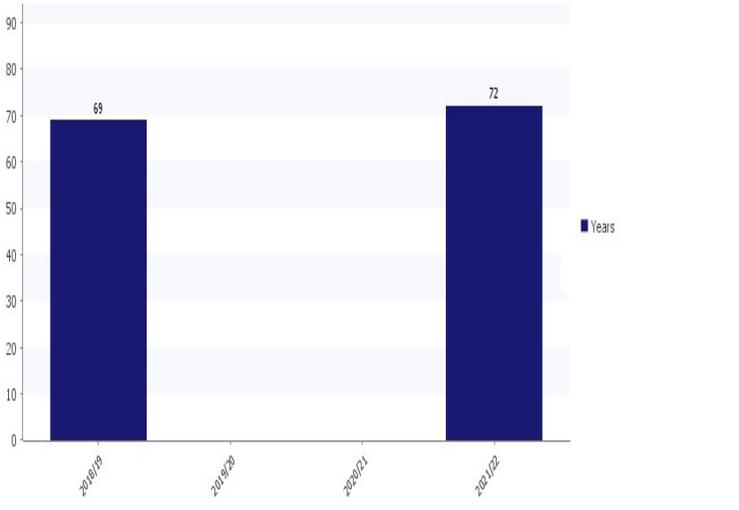
6. Working together with our partners to support people to stop offending

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note
<p>INCREASE - Community Payback Orders - Percentage of unpaid work placements commencing within 7 days</p>	<p>H1 2021/22</p>	<p>42%</p>	<p>80%</p>	<p>Red</p>				<p>Average of first two quarters 2021/22. There was significant disruption to CPO activity as a result of Covid-19.</p>
<p>INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.</p>	<p>H1 2021/22</p>	<p>70%</p>	<p>80%</p>	<p>Red</p>				<p>Average of first two quarters 2021/22. There was significant disruption to CPO activity as a result of Covid-19, with a much lower completed within the year. We have increased our capacity to deliver Unpaid Work (UPW) by focusing on outdoor work activities as this allows us to ensure social distancing is maintained. We have increased the number of supervisors available to support service users.</p>

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																																												
% Change in women's domestic abuse outcomes	H1 2021/22	86%	70%	Green	<p style="text-align: center;">CJOIP-PI-5 % Change in women's domestic abuse outcomes</p> <table border="1"> <caption>CJOIP-PI-5 % Change in women's domestic abuse outcomes</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>H1 2015/16</td><td>84%</td></tr> <tr><td>H2 2015/16</td><td>91%</td></tr> <tr><td>2015/16</td><td>87%</td></tr> <tr><td>H1 2016/17</td><td>72%</td></tr> <tr><td>H2 2016/17</td><td>60%</td></tr> <tr><td>2016/17</td><td>66%</td></tr> <tr><td>H1 2017/18</td><td>65%</td></tr> <tr><td>H2 2017/18</td><td>65%</td></tr> <tr><td>2017/18</td><td>65%</td></tr> <tr><td>H1 2018/19</td><td>68%</td></tr> <tr><td>H2 2018/19</td><td>57%</td></tr> <tr><td>2018/19</td><td>64%</td></tr> <tr><td>H1 2019/20</td><td>75%</td></tr> <tr><td>H2 2019/20</td><td>82%</td></tr> <tr><td>2019/20</td><td>79%</td></tr> <tr><td>H1 2020/21</td><td>84%</td></tr> <tr><td>H2 2020/21</td><td>86%</td></tr> <tr><td>2020/21</td><td>84%</td></tr> <tr><td>H1 2021/22</td><td>86%</td></tr> <tr><td>2021/22</td><td>70%</td></tr> <tr><td>2022/23</td><td>70%</td></tr> </tbody> </table>	Period	Value	H1 2015/16	84%	H2 2015/16	91%	2015/16	87%	H1 2016/17	72%	H2 2016/17	60%	2016/17	66%	H1 2017/18	65%	H2 2017/18	65%	2017/18	65%	H1 2018/19	68%	H2 2018/19	57%	2018/19	64%	H1 2019/20	75%	H2 2019/20	82%	2019/20	79%	H1 2020/21	84%	H2 2020/21	86%	2020/21	84%	H1 2021/22	86%	2021/22	70%	2022/23	70%	↑	↑	<p>From April 2021 – September 2021, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes 44 reviews were completed with 86% of women assessed noting improvement in progress in their outcomes overall. Reduction in risk is reflected in the significant increases in the areas of safety with 91% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.</p>
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People agreed to be at risk of harm and requiring a protection plan have one in place	H1 2021/22	100%	100%	Green	<p style="text-align: center;">OD8-HSCP-PROPLAN People agreed to be at risk of harm and requiring a protection plan have one in place</p> <table border="1"> <caption>OD8-HSCP-PROPLAN People agreed to be at risk of harm and requiring a protection plan have one in place</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>100%</td></tr> <tr><td>2019/20</td><td>100%</td></tr> <tr><td>2020/21</td><td>100%</td></tr> <tr><td>2021/22</td><td>100%</td></tr> <tr><td>2022/23</td><td>100%</td></tr> </tbody> </table>	Year	Value	2017/18	100%	2018/19	100%	2019/20	100%	2020/21	100%	2021/22	100%	2022/23	100%	▬	▬	<p>All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.</p>																														
Year	Value																																																			
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8. Working together with staff across the partnership to support resilience and well-being

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																		
<p>% Staff who report "their manager cares about my health and well-being" in iMatter survey</p>	<p>H1 2021/22</p>	<p>88%</p>		<p>Data Only</p>	<table border="1"> <caption>HSCP-SPF-6 % Staff who report "their manager cares about my health and well-being" in iMatter survey</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>85</td> </tr> <tr> <td>2019/20</td> <td></td> </tr> <tr> <td>2020/21</td> <td></td> </tr> <tr> <td>2021/22</td> <td>88</td> </tr> </tbody> </table>	Year	Value (%)	2018/19	85	2019/20		2020/21		2021/22	88			<p>Based on 635 responses. iMatter Survey Report September 2021. This is a very positive score given the challenges and changes to working practices during the pandemic. We have had a focus on wellbeing since the start of the pandemic with a local group that has met regularly and was developed further when our wellbeing lead took over chairing the group in late 2020.</p>								
Year	Value (%)																									
2018/19	85																									
2019/20																										
2020/21																										
2021/22	88																									
<p>INCREASE - % Staff who report 'I am given the time and resources to support my learning growth' in iMatter staff survey.</p>	<p>H1 2021/22</p>	<p>75%</p>	<p>90%</p>	<p>Red</p>	<table border="1"> <caption>HSCP-SPF-3 % Staff who report 'I am given the time and resources to support my learning growth' in iMatter staff survey (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>58%</td> </tr> <tr> <td>2015/16</td> <td>71%</td> </tr> <tr> <td>2016/17</td> <td></td> </tr> <tr> <td>2017/18</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>76%</td> </tr> <tr> <td>2019/20</td> <td>77%</td> </tr> <tr> <td>2020/21</td> <td></td> </tr> <tr> <td>2021/22</td> <td>75%</td> </tr> </tbody> </table>	Year	Value (%)	2014/15	58%	2015/16	71%	2016/17		2017/18	70%	2018/19	76%	2019/20	77%	2020/21		2021/22	75%			<p>Based on 635 responses. iMatter Survey Report September 2021. Although we are missing target for this measure, performance was consistent with the previous survey (76%) and significantly better than previous years.</p>
Year	Value (%)																									
2014/15	58%																									
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Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note										
% Staff who report "I feel involved in decisions in relation to my job" in iMatter staff survey.	H1 2021/22	72%		Data Only	<p>HSCP-SPF-4 % Staff who report "I feel involved in decisions in relation to my job" in iMatter staff survey.</p>  <table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2019/19</td> <td>69</td> </tr> <tr> <td>2019/20</td> <td>-</td> </tr> <tr> <td>2020/21</td> <td>-</td> </tr> <tr> <td>2021/22</td> <td>72</td> </tr> </tbody> </table>	Year	Percentage	2019/19	69	2019/20	-	2020/21	-	2021/22	72	↑	↑	Based on 635 responses. iMatter Survey Report September 2021. This is an improvement on performance in 2019 (69%).
Year	Percentage																	
2019/19	69																	
2019/20	-																	
2020/21	-																	
2021/22	72																	

9. Organisational outcomes

9.1 Our customers

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note										
INCREASE - Health and Social Care Integration - Core Suite of Indicators NI-4: Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated	2019/20	61%		Data Only	<p>HSCP-NI-4 Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated (INCREASE)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>76%</td> </tr> <tr> <td>2016/18</td> <td>69%</td> </tr> <tr> <td>2017/18</td> <td>60%</td> </tr> <tr> <td>2019/20</td> <td>61%</td> </tr> </tbody> </table>	Year	Value (%)	2013/14	76%	2016/18	69%	2017/18	60%	2019/20	61%	↑	↑	Up from 60% in previous survey (2017/18). Scotland figure for period 74%. Data at July 2021. Source: Public Health Scotland (Health and Care Experience Survey 2019/20)
Year	Value (%)																	
2013/14	76%																	
2016/18	69%																	
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9.2 Efficiency

Description	Data Period	Value	Target	Traffic Light	Trend graph	Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																												
INCREASE - Payment of invoices: Percentage invoices paid within agreed period (30 days)	H1 2021/22	72.8%	90%	Red	<p>CHCP-INO2 Payment of invoices: Percentage invoices paid within agreed period (30 days) (INCREASE)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2006/07</td> <td>77.4%</td> </tr> <tr> <td>2007/08</td> <td>86.4%</td> </tr> <tr> <td>2008/09</td> <td>86.4%</td> </tr> <tr> <td>2009/10</td> <td>91.22%</td> </tr> <tr> <td>2010/11</td> <td>93.02%</td> </tr> <tr> <td>2011/12</td> <td>80.91%</td> </tr> <tr> <td>2012/13</td> <td>76.6%</td> </tr> <tr> <td>2013/14</td> <td>78.3%</td> </tr> <tr> <td>2014/15</td> <td>73.1%</td> </tr> <tr> <td>2015/16</td> <td>52%</td> </tr> <tr> <td>2016/17</td> <td>84.2%</td> </tr> <tr> <td>2017/18</td> <td>73.9%</td> </tr> <tr> <td>2019/20</td> <td>68.8%</td> </tr> </tbody> </table>	Year	Value (%)	2006/07	77.4%	2007/08	86.4%	2008/09	86.4%	2009/10	91.22%	2010/11	93.02%	2011/12	80.91%	2012/13	76.6%	2013/14	78.3%	2014/15	73.1%	2015/16	52%	2016/17	84.2%	2017/18	73.9%	2019/20	68.8%	↓	↑	Although our invoice processing performance shows an improvement compared to 2020/21, we continue to miss target. COVID has impacted the team both in terms of new ways of working, but more recently in terms of staff capacity.
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9.3 Our people

Description	Data Period	Value	Target	Traffic Light		Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note																		
<p>DECREASE - Percentage of days lost to sickness absence for HSCP NHS staff</p>	<p>H1 2021/22</p>	<p>7.2%</p>	<p>4.0%</p>	<p>Red</p>	<p>HSCP-AB05d Sickness absence (%) NHS (REDUCE)</p> <table border="1"> <caption>Approximate data for HSCP-AB05d Sickness absence (%) NHS</caption> <thead> <tr> <th>Period</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>H1 2019/20</td><td>3.8%</td></tr> <tr><td>H2 2019/20</td><td>6.8%</td></tr> <tr><td>H1 2020/21</td><td>5.4%</td></tr> <tr><td>H2 2020/21</td><td>6.8%</td></tr> <tr><td>H1 2021/22</td><td>7.2%</td></tr> <tr><td>Target (Years)</td><td>4.0%</td></tr> </tbody> </table>	Period	Value (%)	H1 2019/20	3.8%	H2 2019/20	6.8%	H1 2020/21	5.4%	H2 2020/21	6.8%	H1 2021/22	7.2%	Target (Years)	4.0%	<p>↓</p>	<p>↓</p>	<p>We have seen a significant increase in NHS sickness absence from June 2021 onwards with a significant amount of long term absence (5.94% at September 2021). In East Ren the actual numbers are low with 20 LT cases in September. The reasons for this are complex. Within our LD hosted service there are 3 cases that involve critical ill health. Absences are monitored at DMT on a monthly basis and the HR Advice and Support unit are providing additional support. Within LD hosted service monthly absence panels take place and the HR Advice and Support Unit have a dedicated advisor to support. During October, seven of the staff members have returned to work and two are no longer employed therefore we anticipate absence levels to improve in October and November.</p>				
Period	Value (%)																									
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H2 2019/20	6.8%																									
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H2 2020/21	6.8%																									
H1 2021/22	7.2%																									
Target (Years)	4.0%																									
<p>DECREASE - Sickness absence days per employee - HSCP (LA staff)</p>	<p>Q1 2021/22</p>	<p>3.6</p>	<p>3.1</p>	<p>Red</p>	<p>HSCP-LA-Abs Absence - HSCP (ERC Staff) (REDUCE)</p> <table border="1"> <caption>Approximate data for HSCP-LA-Abs Absence - HSCP (ERC Staff)</caption> <thead> <tr> <th>Period</th> <th>Value (Days)</th> </tr> </thead> <tbody> <tr><td>Q2 2015/16</td><td>3.8</td></tr> <tr><td>Q1 2016/17</td><td>14.2</td></tr> <tr><td>Q1 2017/18</td><td>13.6</td></tr> <tr><td>Q1 2018/19</td><td>13.0</td></tr> <tr><td>Q1 2019/20</td><td>16.4</td></tr> <tr><td>Q1 2020/21</td><td>19.1</td></tr> <tr><td>Q1 2021/22</td><td>3.6</td></tr> <tr><td>Target (Years)</td><td>3.1</td></tr> </tbody> </table>	Period	Value (Days)	Q2 2015/16	3.8	Q1 2016/17	14.2	Q1 2017/18	13.6	Q1 2018/19	13.0	Q1 2019/20	16.4	Q1 2020/21	19.1	Q1 2021/22	3.6	Target (Years)	3.1	<p>↓</p>	<p>↓</p>	<p>Q1 absence is below both 2020 and 2019 levels. (n.b. Q2 data not available at end Oct 21). From our own monthly monitoring at DMT we anticipate the corporate PI to rise given: More short term absence due to lack social distancing and viruses within community; Stress Anxiety levels due to burn out of employees from the pandemic. National research from workforce planning estimated PTSD to be around 18 months post pandemic; Delay in treatment for long term conditions and surgery as a result of the pandemic. These issues have been evident within our Care at Home workforce - the largest workforce within HSCP. Absence levels were high in June July and August mixture of LT absence and short term due to viruses etc. with lifting of restrictions and more mixing of people. Care at Home has a focus from the Councils Case Management Team. The Service are working with HR to develop an</p>
Period	Value (Days)																									
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Q1 2021/22	3.6																									
Target (Years)	3.1																									

Description	Data Period	Value	Target	Traffic Light		Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note												
								action plan to improve performance.												
INCREASE - iMatter Response Rate - HSCP	H1 2021/22	61%		Data Only	<p style="text-align: center;">HSCP-SP18-8.1.1 iMatter Response Rate - HSCP (INCREASE)</p> <table border="1"> <caption>HSCP-SP18-8.1.1 iMatter Response Rate - HSCP (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>66%</td> </tr> <tr> <td>2018/19</td> <td>71%</td> </tr> <tr> <td>2019/20</td> <td>67%</td> </tr> <tr> <td>2020/21</td> <td>-</td> </tr> <tr> <td>2021/22</td> <td>61%</td> </tr> </tbody> </table>	Year	Response Rate (%)	2017/18	66%	2018/19	71%	2019/20	67%	2020/21	-	2021/22	61%			Decline in response (from 67% in 2019) was to be expected due to the pressures on staff in responding to the Covid pandemic.
Year	Response Rate (%)																			
2017/18	66%																			
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Description	Data Period	Value	Target	Traffic Light		Long Term Trend Arrow	Short Term Trend Arrow	Notes & History Latest Note												
INCREASE - iMatter Employee Engagement Index (EEI) score - HSCP	H1 2021/22	78%		Data Only	<p>HSCP-SP18-8.1.1 iMatter Response Rate - HSCP (INCREASE)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>66%</td> </tr> <tr> <td>2018/19</td> <td>71%</td> </tr> <tr> <td>2019/20</td> <td>67%</td> </tr> <tr> <td>2020/21</td> <td>-</td> </tr> <tr> <td>2021/22</td> <td>61%</td> </tr> </tbody> </table>	Year	Response Rate (%)	2017/18	66%	2018/19	71%	2019/20	67%	2020/21	-	2021/22	61%	↑	▬	Our EEI score increased from 75 in 2019 to 78 in 2021. This was a very positive result in the context of continuing pressure on staff during the pandemic.
Year	Response Rate (%)																			
2017/18	66%																			
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INCREASE - Percentage of staff with an electronic Knowledge and Skills Framework review recorded on TURAS Appraisal System	H1 2021/22	33%	80%	Red	<p>HSCP-SP18-8.1.1 iMatter Response Rate - HSCP (INCREASE)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>66%</td> </tr> <tr> <td>2018/19</td> <td>71%</td> </tr> <tr> <td>2019/20</td> <td>67%</td> </tr> <tr> <td>2020/21</td> <td>-</td> </tr> <tr> <td>2021/22</td> <td>61%</td> </tr> </tbody> </table>	Year	Response Rate (%)	2017/18	66%	2018/19	71%	2019/20	67%	2020/21	-	2021/22	61%	↓	↑	The compliance is low however anecdotally we know that managers have been having wellbeing conversations within their KSF and Quality Conversation discussions. There has been capacity issues with staffing pressures over the last few months and managers have been asked to ensure record of KSF conversation is updated. We have a new work plan to improve KSF compliance across services.
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2017/18	66%																			
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Indicators with no update at Mid-Year 2021-22

Children and Families

Percentage of children looked after away from home who experience 3 or more placement moves

Accommodated children will wait no longer than 6 months for a Looked After Review meeting to make a permanence recommendation

Balance of Care for looked after children: % of children being looked after in the Community (LGBF)

% Child Protection Re-Registrations within 18 months

% Looked After Children with more than one placement within the last year (Aug-Jul). (LGBF)

Supporting independence

Number of people self-directing their care through receiving direct payments and other forms of self-directed support.

NI-18: The number of adults (18+) receiving personal care at home or direct payments for personal care, as a percentage of the total number of adults needing care.

Direct payments spend on adults 18+ as a % of total social work spend on adults 18+ (LGBF)

Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home. (LGBF)

Mental health and wellbeing

% of service users moving from treatment to recovery service.

Mental health hospital admissions (age standardised rate per 1,000 population)

Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines.

Meeting people's healthcare needs

Health and Social Care Integration - Core Suite of Indicators NI-21: Percentage of people admitted to hospital from home during the year, who are discharged to a care home

Criminal justice

Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?

% Positive employability and volunteering outcomes for people with convictions.

Tackling health inequalities

Male life expectancy at birth

Female life expectancy at birth

Male life expectancy at birth in 15 per cent most deprived communities

Female life expectancy at birth in 15 per cent most deprived communities

Breastfeeding at 6-8 weeks in 15% most deprived SIMD data zones.

Health and Social Care Integration - Core Suite of Indicators NI-11: Premature mortality rate per 100,000 persons aged under 75. (European age-standardised mortality rate)

Organisational measures

Average time in working days to respond to complaints at stage one (HSCP)

Average time in working days to respond to complaints at investigation (stage 2 and esc combined) (HSCP)

Percentage of HSCP (NHS) complaints received and responded to within timescale (5 working days Frontline, 20 days Investigation)

Percentage of HSCP (local authority) complaints received and responded to within timescale (5 working days Frontline; 20 days Investigation)

The total number of complaints received - HSCP

NI-17: Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections

NI-5: Total % of adults receiving any care or support who rated it as excellent or good.

NI-6: Percentage of people with positive experience of the care provided by their GP Practice.

NI-7: Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life

NI-9: Percentage of adults supported at home who agreed they felt safe.

NI-20: Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency

Expenditure on end of life care, cost in last 6 months per death

The gross cost of "children looked after" in residential based services per child per week £ (LGBF)

The gross cost of "children looked after" in a community setting per child per week £ (LGBF)

Older Persons (Over65) Home Care Costs per Hour (LGBF)

The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)

Health and Social Care Integration - Core Suite of Indicators NI-10: Percentage of staff who say they would recommend their workplace as a good place to work

% of teams with an iMatter Action Plan in place - HS