

System Resilience Health and Social Care Dashboard

Arrow key	
↑	Latest data is positive compared to the last quarter
↓	Latest data is negative compared to the last quarter
↔	Latest data is the same as the last quarter

Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
ASC1	Proportion of older people (65+) who were still at home 91 days after discharge from hospital to reablement/rehabilitation service	West Berkshire Council Adult Social Care	Quarterly		90%	↑	91.1% (Q3)	
ASC2	Number of assessments completed in last 12 months leading to a provision of a Long term service (excludes Carers)	West Berkshire Council Adult Social Care	Quarterly		Target data not yet available	↓	268 (Q3)	
ASC3	Proportion of clients with Long Term Service receiving a review in the past 12 months	West Berkshire Council Adult Social Care	Quarterly		Target data not yet available	↑	62.0% (Q3)	

Children's Social Care								
Ref.	Indicator	Basis	Frequency	Normal Range	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
CSC1	The number of looked after children per 10,000 population	West Berkshire Children's Services	Quarterly	Between 38 and 46 per 10,000		↓	50 (Q3)	Extensive work is taking place to try to safely manage and reduce our numbers of looked after children. This includes a weekly panel chaired by the head of service scrutinising all decisions for children becoming looked after. The panel is designed to ensure threshold is met and to explore creative ways of avoiding children becoming looked after. The new head of service has committed to reviewing this work to ensure it is as effective as possible. Work is also underway to ensure that children move to permanency as quickly as possible to avoid them remaining looked after. The new head of service has also identified work in relation to potential ways to reduce the number of young people accommodated through the Southwark judgement. There is also a significant risk that as the council and partner agencies disinvest from preventative service the number of children may continue to rise.
CSC2	The number of child protection plans per 10,000 population	West Berkshire Children's Services	Quarterly	Between 28 and 34 per 10,000		↓	39 (Q3)	Over the last year we have recognised significant problems with our referral and assessment team that have contributed to this rise. In response to this we have redesigned the team, dealt with complex performance issues. We have now established our Contact and Assessment Service and they are working with our partners to safely reduce the number of children subject to Section 47 enquires and CP plans. There is similar risk in relation to the disinvestment in preventative services to that explained above for this area of work.
CSC3	The number of Section 47 enquiries per 10,000 population	West Berkshire Children's Services	Quarterly	Between 20 and 25 per 10,000.		↓	34 (Q3)	See Above - same issues
CSC4	To maintain a high percentage of (single) assessments being completed within 45 working days	West Berkshire Children's Services	Quarterly		70%	↓	72.% (Q3)	
CSC5	Looked after children cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↔	99.% (Q3)	
CSC6	Child Protection cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↓	93.% (Q3)	This is the result of recording issue, social workers are required to complete some complex operations in our social care data base to ensure all siblings are captured when CP conferences have taken place, data cleansing and training are taking place to address this issue.

Acute Sector								
Ref.	Indicator	Basis	Frequency	Baseline data	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
AS1	4-hour A&E target - total time spent in the A&E Department (% is less than 4 hours) [standard is 95% of patients seen within 4 hours]	Royal Berks NHS Foundation Trust	Monthly		95%	↓	94.% (Q3)	During January, 94% of patients spent 4 hours or less in Accident and Emergency at RBFT and the target for this indicator is 95%. This was an improvement on December when performance was at 89.5%. The YTD position is at 94.8%. The Urgent Care Programme Board are working with RBFT to improve this position.
		Hampshire Hospitals NHS Foundation Trust				↓	93.% (Q3)	The lead commissioners for these contracts are working with providers to improve the position through their system resilience programmes.
		Great Western Hospitals NHS Foundation Trust				↓	90.% (Q3)	The lead commissioners for these contracts are working with providers to improve the position through their system resilience programmes.
AS2	Average number of Delayed Transfers of Care (all delays) per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↑	1.3 (Q3)	
		Great Western Hospitals NHS Foundation Trust				↓	0.7 (Q3)	
		Hampshire Hospitals NHS Foundation Trust				↑	2 (Q3)	
		Oxford University Hospitals NHS Trust				↔	1.1 (Q3)	
		Royal Berks NHS Foundation Trust				↔	4 (Q3)	
		Total West Berkshire				↑	9.2 (Q3)	

Acute Sector (continued)								
Ref.	Indicator	Basis	Frequency	Baseline data	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
AS3	Average number of Delayed Transfers of Care which area attributable to social care per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↑	1.1 (Q3)	
		Great Western Hospitals NHS Foundation Trust				↓	0.1 (Q3)	
		Hampshire Hospitals NHS Foundation Trust				↑	1.9 (Q3)	
		Oxford University Hospitals NHS Trust				↑	0.2 (Q3)	
		Royal Berks NHS Foundation Trust				↑	0.8 (Q3)	
		Total West Berkshire			4	↑	4.1 (Q3)	
AS4	Community Services Average number of Delayed Transfers of Care (all delays by patients delayed)	Berkshire Healthcare Trust as a provider	Monthly		No Target	↓	11.6 (Q3)	
AS5	Ambulance Clinical Quality - Category A 8 Minute Response Time - Red 2 [Category A Red 2 incidents: presenting conditions that maybe life threatening but less time critical than Red1 and receive an emergency responses irrespective of location in 75% of cases]	Berkshire West	Monthly		75%	↓	70.9% (Q3)	Across Berkshire West, all 3 of the ambulance response time targets were not achieved in December. This was due to the significant pressures widely reported during December and over the Christmas period in particular which was experienced nationally. The CCG are working with the Ambulance Trust through contract levers to improve this position.
AS6	A&E Attendances	Royal Berkshire Foundation Trust for Berkshire West	Monthly	1256 average monthly figure from 13/14		↓	1,371 (Dec)	
		Hampshire Hospital Foundation Trust for Berkshire West	Monthly	300 average monthly figure from 13/14		↓	405 (Dec)	
		Great Western Hospital for Berkshire West	Monthly	168 average monthly figure from 13/14		↓	207 (Dec)	
AS7	Number of non elective admissions	Royal Berkshire Foundation Trust for West Berkshire	Monthly	547 average monthly figure from 13/14		↓	642 (Dec)	
		Hampshire Hospital Foundation Trust for West Berkshire		157 average monthly figure from 13/14		↓	169 (Dec)	
		Great Western Hospital for West Berkshire		84 average monthly figure from 13/14		↓	96 (Dec)	
AS8	Total number of 111 calls (Answered in 60 seconds)	Berkshire wide	Monthly			↑	52,553 (Q3)	

Primary Care								
Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
PC1(a)	GP referrals to secondary Care	Newbury & District CCG	Quarterly		N/A		3,262 (Q3)	
PC1(b)	GP referrals to secondary Care	North & West Reading CCG	Quarterly		N/A		3,427 (Q3)	
PC2	Friends and Family Test	TBC	TBC		TBC			
PC3	Access metric to be defined	TBC	TBC		TBC			

Community Services								
Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2014/15 Target	Positive or negative trend (see key)	Latest data	Remedial Action
CS1	Mental Health - Crisis response % of responses with 4 hours	Berkshire West	quarterly from Q2		85% Q2, 90% Q3 and 95% Q4		Data not available	
CS2	Rapid access to Community Services: 2 hour crisis response by Community Nursing and Rapid Response	Berkshire West	quarterly from Q2		90%	↑	92.2% (Q2)	

Appendices

Appendix 1 - Indicator/Target Narrative