

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	2015/16 Target	Positive or negative trend	Latest data	Narrative
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		92%	↓	88% November	Small cohort - prone to fluctuations <i>Awaiting further narrative from ASC</i>
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	↓	395 November	<i>Awaiting narrative from ASC</i>
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	↑	71% November	The change in eligibility framework resulting from the Care Act has created a new imperative for this work; all long term clients will have to have had a review under the new framework by 31 March 2016. Additional capacity has been brought in to focus on this area of work, it has taken time to bed in so there was a slow start to work in quarter 1. Although we are seeing an improved position we are planning on some additional capacity so that we meet the March 16 deadline.

Children's Social Care								
Ref.	Indicator	Basis	Frequency	Normal Range	2015/16 Target	Positive or negative trend	Latest data	Narrative
CSC1	The number of looked after children per 10,000 population	West Berkshire Children's Services	Quarterly	Between 38 and 46 per 10,000		↓	48 Q2	The number of Looked After Children has remained relatively constant over the last six months between 49 (April 15) and 48 (end Sept 15) LAC, but our rate per 10,000 remains above the average range. All LAC arrangements are currently subject to legal review to ensure appropriate arrangements.
CSC2	The number of child protection plans per 10,000 population	West Berkshire Children's Services	Quarterly	Between 28 and 34 per 10,000		↓	37 Q2	The number of Children subject to Child Protection Plans remains almost identical to the end of Q1. Our rate per 10,000 is very similar to that of our Comparator Group of authorities for 2014/15, but continues just above the normal range. All Child Protection Plans in place over 12 months are subject to audit to ensure appropriateness.
CSC3	The number of Section 47 enquiries per 10,000 population	West Berkshire Children's Services	Quarterly	Between 80 and 100 per 10,000		↓	169 Q2	A high volume of S47 Enquiries in September has increased our rate per 10,000 but a review of S47 thresholds has given assurance that appropriate S47 threshold is applied.
CSC4	To maintain a high percentage of (single) assessments being completed within 45 working days	West Berkshire Children's Services	Quarterly		70%	↑	80% Q2	Performance against this indicator has improved significantly since the end of Q1. A much higher percentage of single assessments are now being completed on time and this is gradually impacting on our YTD figures.
CSC5	Looked after children cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↓	99% Q2	Performance against this indicator continues to be strong.
CSC6	Child Protection cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↓	98% Q2	Performance against this indicator continues to be strong.
CSC7	Percentage of LAC with Health Assessments completed on time.	West Berkshire Children's Services	Quarterly		90%	↑	73% Q2	Although well below our target of 90%, performance against this indicator has greatly improved since the end of Q1 and continuing improvement is being progressed.

Acute Sector								
Ref.	Indicator	Basis	Frequency	2014/15 Benchmark	2015/16 Target	Positive or negative trend	Latest data	Narrative
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%	↓	95% October	Throughout Q2, 95.8% of patients spent 4 hours or less in Accident and Emergency at RBFT and the target for this indicator is 95%. The Urgent Care Programme Board continues with a robust approach to ensure performance is as high as possible and all partners are working together to ensure the target is maintained throughout quarter 3.
		Hampshire Hospitals NHS Foundation Trust				↓	89% October	The lead commissioners for these contracts are working with providers to improve the position through their system resilience programmes. HHFT A&E Remedial Action Plan not yet finalised. CCGs continue to work with the Trust to agree plan and trajectories to sustain performance at 95%. In line with the contractual process, CCGs are to withhold 2% of the contract value (from Dec 15 onwards).
		Great Western Hospitals NHS Foundation Trust				↓	93.3% October	The lead commissioners for these contracts are working with providers to improve the position through their system resilience programmes. The CCG has piloted a project to support urgent "on the day" demand and after successful pilot in 2014/15, the project has been extended to a larger scale in 2015/2016 to support on the day demand across primary care and divert activity away from A&E. The service is an extension to the OOHs provision and Standard operating procedures have developed links between both services. There will be three additional urgent care centres started running in November 2015. This includes provision for two children's urgent appointment clinics. There will also be a pilot extension offered for GP surgeries to be funded for collaborative geographic clinics across Swindon to have weekend appointments. Urgent home visiting capacity to see patients who can not attend the surgery (but without which hospital attendance would be necessary) has double the capacity, an additional potential 12 visits across Swindon per day.
AS2	Average number of Delayed Transfers of Care (all delays) per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↑	0.6 Q2	The last quarter saw an increased number of attendances in A&E resulting in a higher number of admissions. This increase in activity combined with challenges in sourcing external homecare has hindered our ability to support timely discharge from hospital.
		Great Western Hospitals NHS Foundation Trust				↑	3.1 Q2	
		Hampshire Hospitals NHS Foundation Trust				↓	3.1 Q2	Implementation of the Joint Care Provider and 7 day working means that we are getting in earlier and no delays are as a result of a social care assessment. Performance with the RBH remains strong and we have seen improvements with the Community Hospital. The main challenges remain with our other hospitals, in particular North Hants, and the primary reasons are lack of capacity in both homecare and nursing/residential. We are working with both the Contracts and re-ablement team to look at other options but there are no quick solutions. We are also setting up a meeting with North Hants to look at the discharge process.
		Oxford University Hospitals NHS Trust				↔	0.3 Q2	
		Royal Berks NHS Foundation Trust				↑	2.4 Q2	
		Total West Berkshire				↑	9.4 Q2	
				14.7 (2012/2013 data)				

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			↑	0.6 Q2	(As above)
		Great Western Hospitals NHS Foundation Trust				↑	0.8 Q2	
		Hampshire Hospitals NHS Foundation Trust				↓	2.5 Q2	
		Oxford University Hospitals NHS Trust				↔	0.0 Q2	
		Royal Berks NHS Foundation Trust				↑	0.7 Q2	
		Total West Berkshire			4	↑	4.6 Q2	
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 October	The urgent care operational team and locally with the local authority are working to improve the systems flow and therefore resilience, including the introduction of the integrated discharge team at Royal Berkshire Hospital and care coordinators in the community wards at West Berkshire Community Hospital (WBCH) to focus on admissions and discharge arrangements. A weekly review of the community hospital delays has been introduced as part of the systems resilience calls in October, and the joint care provider pathway was implemented in November 2015 for WBCH
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%	↑	75% October	The ambulance service contract requires the national performance standards for ambulance response times to be achieved on a Thames Valley basis annually. The 2015/16 contract also includes performance standards for each of the CCGs to improve the variation from CCG to CCG. The national standard for the Red 1 and Red 2 8 minute response time is 75% and the Newbury & District CCG standard for these standards is 70%. During September neither the Thames Valley wide nor CCG level standards were achieved. Performance in September at Thames Valley level deteriorated in Red 1 calls, and improved for Red 2 and Red 19 calls. The remedial action plan has been agreed with SCAS as a result of the contract performance notice and this forecasts recovery in performance from March onwards. The Trust has started the National Ambulance Response Programme (NARP) pilot in October which allows SCAS more time to assess Red 2 calls before dispatching an ambulance which should result in emergency ambulances only being dispatched to the most appropriate calls. Following a month of the pilot, SCAS will review the impact on performance and re-profile the trajectory as necessary.
AS6	A&E Attendances	Royal Berkshire Foundation Trust for Berkshire West	Monthly	1256 average monthly figure from 13/14		↓	1262 October	Q1 A&E attendances were in line with expected activity. The system focused on planning for the Easter period and ensuring alternatives to Emergency Department were available so that patients did not default to A&E. Resilience initiatives were funded for an additional month during April.
		Hampshire Hospital Foundation Trust for Berkshire West	Monthly	300 average monthly figure from 13/14		↑	375 October	
		Great Western Hospital for Berkshire West	Monthly	168 average monthly figure from 13/14		↑	182 October	
AS7	Number of non elective admissions	Royal Berkshire Foundation Trust for West Berkshire	Monthly	547 average monthly figure from 13/14		↓	695 October	Q2 activity has shown an increase in NELs. Some of the QIPPs were not delivering or have been reconfigured (e.g. H@H). There has been a change in recording of NELs at RBFT (especially due to new observation ward), potentially an increase in acuity and patient need
		Hampshire Hospital Foundation Trust for West Berkshire		157 average monthly figure from 13/14		↑	164 October	
		Great Western Hospital for West Berkshire		84 average monthly figure from 13/14		↓	104 October	
AS8	Total number of 111 calls (Answered in 60 seconds)	Berkshire wide	Monthly		No Target	↑	16,765 October	Please note: There has been a change in the way this data is reported in that a monthly report is now received rather than on a weekly basis. Data has been back dated accordingly. During October, 93.5% of 111 calls were answered within 60 seconds across Berkshire against a target of 95%. The YTD performance remains above standard at 95.9%. SCAS has reported that the performance dip was due to scheduling/ rota challenges as they were realigning the service to meet the latest demand profiles. In addition, SCAS plan their schedules to be responsive to the hour change, (as the 'call surge' times change) however this year the surges did not match the pattern expected and therefore SCAS realised a dip in performance. The analytical and rostering team continue to review the demand patterns on a daily basis to correct the deficit.

Primary Care								
Ref.	Indicator	Basis	Frequency	Baseline data	2015/16 Target	Positive or negative trend (see key)	Latest data	Narrative
PC1(a)	GP referrals to secondary Care	Newbury & District CCG	Quarterly		N/A			
PC1(b)	GP referrals to secondary Care	North & West Reading CCG	Quarterly		N/A			
PC2	Friends and Family Test	TBC	TBC		TBC			
PC3	Access metric to be defined	TBC	TBC		TBC			

Community Services								
Ref.	Indicator	Basis	Frequency	Baseline data	2015/16 Target	Positive or negative trend (see key)	Latest data	Narrative
CS1	Mental Health - Crisis response % of responses with 4 hours	Berkshire West	Quarterly		90%	↔	100% Q2	Q1 and Q2 data has shown a consistently high achievement of this indicator

Appendices

Appendix 1 - Indicator/Target Narrative