

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% Q3	This percentage relates to a small number of people and therefore there is a risk that a small shift in performance means we could miss the target. In November a total of 74 clients received reablement, 9 of whom were not still at home 91 days after discharge from hospital. We have a strong focus on helping patients to get back home as we know this is what they want. Many of the people we care for are very frail and therefore there is always the risk that their needs will change considerably post discharge and they go onto to require a more intensive service. As we experience more success in preventing admissions to hospital those who do get
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 Q3	Implementation of the Care Act (2014) has seen the threshold for eligibility for social care services lowered in West Berkshire and new duties e.g. prevention increasing our responsibility. Our strategy in dealing with this is to move to a strengths based approach through the trialling of New Ways of Working. Early indicators are that whilst we have seen an increase in the number of people approaching the Council in need of help and an increase in our prevention work we are able to support many without the need for a long term service.
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% Q3	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		↑	46 Q3	The number of LAC has reduced very slightly. We remain above the Comparator average of 41 per 10,000 but well below the national figure of 60.
CSC2	The number of child protection plans per 10,000 population	West Berkshire Children's Services	Quarterly	Between 28 and 34 per 10,000		↓	41 Q3	The number of children subject to CP Plans has increased in the past quarter. We almost identical to the national average of 42 per 10,000 but above the comparator average of 37.
CSC3	The number of Section 47 enquiries per 10,000 population	West Berkshire Children's Services	Quarterly	Between 80 and 100 per 10,000		↓	189 Q3	The number of Section 47 Enquiries is increasing. At 189 per 10,000 population we are above both the national average 138 and the comparator average of 120.
CSC4	To maintain a high percentage of (single) assessments being completed within 45 working days	West Berkshire Children's Services	Quarterly		70%	↓	79% Q3	This indicator is calculated year to date. Although recent performance is much higher than 79%, our performance is negatively impacted by poor performance earlier in the year. The national average is 81%.
CSC5	Looked after children cases which were reviewed within required timescales	West Berkshire Children's Services	Quarterly		99%	↔	99% Q3	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% Q3	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%	↑	93% Q3	Performance in relation to health assessments is much improved. At 93%, we are now above the national average of 87%.

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%	↓	95.1% Q3	Throughout Q3, 95.1% 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 4.
		Hampshire Hospitals NHS Foundation Trust				↓	88% Q3	<ul style="list-style-type: none"> A&E Remedial Action Plan (RAP) and associated trajectories have been agreed and are acceptable to commissioners. Recovery expected by 30/4/16. Full sign-off of the RAP is now only subject to Trust agreement on the fines/penalty scheme for the missed milestones. Expected completion date 12/2/16 (Drafting note only: Do not have update on this – will seek further clarification).
		Great Western Hospitals NHS Foundation Trust				↓	90.9% Q3	<p>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.</p> <p>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't attend the surgery (but without which hospital attendance would be necessary) has double the capacity, an additional potential 12 visits across Swindon per day.</p>
AS2	Average number of Delayed Transfers of Care (all delays) per 100,000 population (18+)	Berkshire Healthcare NHS Foundation Trust	Monthly			↔	0.6 Q3	In Quarter 3 we continue to see a high number of attendances in A&E at all the acutes; this reflects the national picture. New performance reporting has been introduced and there are daily systems calls to allow each partner to discuss necessary actions. West Berkshire performance at the RBH continues to be strong, we are meeting both our weekly and weekend target. We are now focusing on improving performance with North Hants Hospital. We have had an initial meeting with them and they
		Great Western Hospitals NHS Foundation Trust				↑	2.6 Q3	
		Hampshire Hospitals NHS Foundation Trust				↑	2.9 Q3	

		Oxford University Hospitals NHS Trust				↑	0.2 Q3	have agreed to work with the team at the RBH to look at introducing a weekly 'fit list'. We are also going to be invited to participate in their system resilience group and calls to allow for closer monitoring. The key challenge for West Berkshire remains access to both homecare and nursing/residential placements.
		Royal Berks NHS Foundation Trust				↓	2.7 Q3	
		Total West Berkshire		14.7 (2012/2013 data)		↑	9.1 Q3	
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 Q3	
		Great Western Hospitals NHS Foundation Trust				↓	1.1 Q3	
		Hampshire Hospitals NHS Foundation Trust				↑	2.3 Q3	
		Oxford University Hospitals NHS Trust				↔	0.0 Q3	
		Royal Berks NHS Foundation Trust				↑	0.6 Q3	
		Total West Berkshire		4		↔	4.6 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 Q3	The urgent care operational team, BHFT and the local authority are working to improve the systems flow and therefore resilience, including the introduction of the intergrated discharge team at Royal Berkshire Hospital and care coordinators in the community wards at West Berkshire Community Hospital who 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%	↑	76% Q3	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 November there was an improvement in performance and this can be seen in the table below. TV Geography Performance Sep-15 Oct-15 Nov-15 Red 1 67.6% 67.8% 70.8% Red 2 68.7% 71.7% 74.4% Red 19 92.6% 93.4% 94.8% This improvement is as a result of the actions SCAS are taking as part of the remedial action plan and also as a result of the National Ambulance Response Programme (NARP) pilot that SCAS started in October. This 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. The performance trajectories are currently on track and all 3 standards are expected to be achieved at
AS6	A&E Attendances	Royal Berkshire Foundation Trust for Berkshire West	Monthly	1256 average monthly figure from 13/14		↓	3941 Q3	Q3 A&E attendances were in line with expected activity. The system focused on planning for the winter period and ensuring alternatives to Emergency Department were available so that patients did not default to A&E. Primary Care have been offering additional booked resilience appointments at peak times over the Winter period in order to ensure that patients who should be seen in primary care do not attend A&E.
		Hampshire Hospital Foundation Trust for Berkshire West	Monthly	300 average monthly figure from 13/14		↔	1160 Q3	
		Great Western Hospital for Berkshire West	Monthly	168 average monthly figure from 13/14		↔	577 Q3	
AS7	Number of non elective admissions	Royal Berkshire Foundation Trust for West Berkshire	Monthly	547 average monthly figure from 13/14		↓	2098 Q3	Q3 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		↔	537 Q3	
		Great Western Hospital for West Berkshire		84 average monthly figure from 13/14		↓	319 Q3	
AS8	Total number of 111 calls (Answered in 60 seconds)	Berkshire wide	Monthly		No Target	↑	62,321 Q3	During November, 91.9% of 111 calls were answered within 60 seconds across Berkshire against a target of 95%. The YTD performance remains above standard at 95.4%. During November, the 111 service suffered with more sickness weekends than normal expected levels for the time of year, especially at weekends. There has also been a continuation of unusual call patterns compared to previous years on weekends also. Additional contingency plans were therefore requested for managing sickness as part of the Christmas and New Year preparedness work. SCAS are forecasting an improvement in the latter half of January and then recovery in performance in February.

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% Q3	Q1 and Q2 data has shown a consistently high achievement of this indicator

Appendices
Appendix 1 - Indicator/Target Narrative