



Meeting of East Renfrewshire Health and Social Care Partnership	Performance and Audit Committee
Held on	23 June 2021
Agenda Item	8
Title	2020-21 End Year Performance Update and postponement of Annual Performance Report
<p>Summary</p> <p>Following emergency legislation in response to the Covid-19 outbreak, public authorities were granted the temporary power to delay publication of statutory reports where this would interfere with our coronavirus response. In March 2021, recognising the continuing pressures from the pandemic, the Scottish Government moved legislation to extend the Coronavirus Scotland Act (2020) through to the 30th September 2020. This means that IJBs are able to extend the date of publication of Annual Performance Reports through to November, using the same mechanisms as the previous year. Given the volume of work and requirement for input to the review from partners and services, it has been decided that we will postpone publication of our Annual Performance Report to August 2021.</p> <p>This paper provides an update on the End Year performance data for 2020-21 and a summary of key performance trends for consideration. The performance measures were developed to monitor progress in the delivery of the strategic priorities set out in the HSCP Strategic Plan 2018-2021. 2020-21 is the final year of the current strategic plan.</p>	
Presented by	Steven Reid Policy, Planning and Performance Manager
<p>Action Required</p> <p>The Performance and Audit Committee is asked to:</p> <ul style="list-style-type: none"> • note that the publication date for the HSCP Annual Performance Report 2020-21 has been postponed from 31 July 2021 to 31 August 2021; and • note and comment on the End-Year Performance Update for 2020-21. 	

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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

PERFORMANCE AND AUDIT COMMITTEE

23 JUNE 2021

Report by Chief Officer

**2020-21 END YEAR PERFORMANCE UPDATE
AND POSTPONEMENT OF ANNUAL PERFORMANCE REPORT**

PURPOSE OF REPORT

1. The purpose of this report is to notify the Performance and Audit Committee of the decision to postpone publication of our Annual Performance Report for 2020-21 and provide a summary update of key performance for 2020-21.

RECOMMENDATION

2. The Performance and Audit Committee is asked to:
 - note that the publication date for the HSCP Annual Performance Report 2020-21 has been postponed from 31 July 2021 to 31 August 2021; and
 - note and comment on the End-Year Performance Update for 2020-21.

BACKGROUND

3. The Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Joint Boards to publish an Annual Performance Report, setting out an assessment of performance in planning and carrying out those functions for which they are responsible. The 2014 Act requires publication of the report within 4 months of the end of the financial year being reported on, therefore by 31 July each year.
4. In recognition of the exceptional requirements being placed on public bodies as they responded to the Covid-19 outbreak, the Coronavirus (Scotland) Act 2020 made a number of temporary changes to statutory reporting and publication requirements (as well as Freedom of Information requests). This gave public authorities the temporary power to postpone publishing reports if they are of the view that continuing with report preparation would impede their ability to take effective action in response to the coronavirus pandemic.
5. In March 2021, recognising the continuing pressures from the pandemic, the Scottish Government moved legislation to extend the Coronavirus Scotland Act (2020) through to the 30th September 2020. This means that IJBs are able to extend the date of publication of Annual Performance Reviews through to November 2021, using the same mechanisms as the previous year, which are laid out in the [Coronavirus Scotland Act \(2020\), Schedule 6, Part 3](#).
6. Given the volume of work required for a full review of performance and activity during 2020-21, and specifically the requirement for input to the review from partners and services, it has been decided that we will postpone publication of our Annual Performance Review to August 2021. As an interim measure we provide the IJB with a full performance data report and summary of key performance trends below.

REPORT

7. The Chief Officer has agreed to delay the publication date for the Annual Performance Report until 31 August in exercise of the power granted to public authorities under the Coronavirus (Scotland) Act 2020 to do so. The staff who would have been involved in the preparation of the report have been heavily engaged in supporting the Covid-19 pandemic response.
8. A draft of the report will be presented to the Integration Joint Board at its next meeting on 11 August for approval. Subject to approval, the report will be published on our website by 31 August and promoted through media channels. We will post a public notification of the rescheduling of the report on our website before the original publication date of 31 July. This approach is in line with most other IJBs in Scotland.
9. The attached report contains data updates and commentary relating to the performance measures set out under the strategic priorities in the HSCP Strategic Plan 2018-2021:
 - Mental wellbeing is improved among children, young people and families in need.
 - People are supported to stop offending and rebuild their lives through new community justice pathways.
 - Wellbeing is improved in our communities that experience shorter life expectancy and poorer health.
 - People are supported to maintain their independence at home and in their local community.
 - People who experience mental ill-health are supported on their journey to recovery.
 - Unplanned admissions to hospital are reduced.
 - People who care for someone are able to exercise choice and control in relation to their caring activities.
10. The final section of the data report contains a number of organisational indicators relating to our staff and customers. The report presents each indicator with a RAG status in relation to the target for the reporting period (where a target is set), along with trend arrows, charts and commentary on performance. Key performance messages are summarised below.

Performance impact during Covid-19 pandemic

11. 2020-21 has seen the HSCP face the unprecedented challenge of the Covid-19 pandemic. During the crisis, staff across the HSCP have responded with incredible resilience, commitment and creativity. Within a very short space of time teams have established and adapted to new ways of working and have continued to maintain and deliver safe and effective services to our residents. Our strong local partnerships have responded with great innovation and greater collaborative working with and in support of our local communities. During the pandemic we established and ran a local Community Assessment Centre for people with respiratory problems. We successfully distributed high volumes of essential PPE supplies and have delivered an enhanced flu vaccination programme and Covid-19 vaccination programme. We have developed and coordinated many services and supports to care homes, who have been caring for some of our most vulnerable residents.
12. To support the wider wellbeing needs of our residents we worked in partnership to support the development of the Community Hub which has supported residents to access information and signposted to local community supports as well as establishing new shopping and prescription delivery service. It also responded to the growing need for social contact by those who were reporting feeling isolated, especially those who

were shielding. With our colleagues in education we set up the Healthier Minds service to respond to the mental wellbeing of our children and young people.

13. Our Covid-19 response activity has happened in addition to our planned operational priorities. Much of the performance data for 2020-21 reflects the direct impact of the pandemic on operational activity and changed behaviours among the population during lockdowns and the pandemic period more generally.

Supporting children and families

14. Our children's services have maintained high rates of contact with children during the pandemic (Childs Plan contacts – av. 72%/week; Child Protection – av. 100%/week; throughcare/aftercare – av. 90%/week), and have successfully managed to support the highest number of looked after children in school (57%). Teams are seeing increasing complexity particularly for 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. Headline performance data includes:

- % starting CAMHS treatment within 18 weeks – 61% down from 78%
- Care experienced children – positive performance on permanence – 1 child with 3+ placements
- 95% of care experienced children supported in community – Ranked 3rd best in Scotland (Local Government Benchmarking Framework (LGBF))
- Child protection - 88% child protection cases with increased safety
- Reduced % of children subject to child protection offered advocacy – 66%

Supporting people through criminal justice pathways

15. Despite the significant impact of the pandemic which saw unpaid work suspended on 23rd March 2020, the Community Payback Team completed 2,417 hours of activity equating to £21,535 of unpaid work which directly benefited the local community. Through creative use of “other activity homeworking pack” the team helped reduce the number of outstanding hours and ensured some people completed orders within timescales. Whilst there has been an overall reduction in referrals for employability support, positive employment outcomes have been maintained at 65%. Strong support for women and families affected by domestic abuse continued throughout the pandemic. Headline performance data for the Criminal Justice service includes:

- Percentage of unpaid work placement completions within Court timescale – 75% up from 71% (although significant reduction in Community Payback Orders - 44 compared to 205 previous year)
- Positive Employability outcomes for people with convictions – overall reduction in referrals but positive outcomes maintained - 66% previous year 65%
- 92% of people reported that their order had helped address their offending - 8% reduction
- Domestic abuse outcomes for women - 114 reviews completed with 84% of women assessed noting improvement in progress (5.5% improvement on previous year).

Supporting people to maintain their independence at home

16. Whilst we had to close our day services during the pandemic, our learning disability staff worked with provider partners to develop outreach and wrap around support for individual and their families and our older people's Kirkton service staff were redeployed to support care at home supports. Care at home has seen additional pressures due to a

desire from more people to be supported at home and more complex discharges. Our rehabilitation teams have experienced increased pressures in the absence of a number of specialist rehabilitation services and earlier discharges from hospital (average of 40–50 referral per week in 2019/early 2020; now 70-80 per week over past 10 months). The increased frailty and complexity of people referred to our services has seen a decrease in the percentage of people whose care need has reduced following re-ablement. Headline performance data includes:

- Number of people self-directing their care through receiving direct payments and other forms of self-directed support – 556 up 7% from 518 in 19/20
- % of people 'living where you/as you want to live' needs met (%) – 91% up from 88%.
- % whose care need has reduced following re-ablement – 31% down from 67% (reflecting increased frailty, complexity of hospital discharge, pressure on service)

Supporting people experiencing mental ill-health and supporting recovery from addiction

17. During 2020-21 our teams were dealing with a significant increase in demand across mental health and addiction services due to increases in complexity, and we expect this to increase going forward. With the aid of technology teams have been able to offer people ongoing support throughout pandemic, and access to treatment has been maintained. We established a peer research programme in alcohol and drugs settings that will enhance the influence of people with lived experience on service delivery and design and piloted a Buprenorphine clinic (a new, long-acting opiate substitution treatment and alternative to methadone and other substitutes). Mental health services have delivered a mental health and wellbeing remobilisation programme with the third sector including a recovery college pilot, staff capacity building around bereavement, mental health and suicide prevention, and wellbeing support to carers. Headline performance data for mental health and recovery includes:

- % waiting no longer than 18 weeks for access to psychological therapies – 74% up from 65% in 19/20
- % accessing alcohol/drug recovery treatment within 3 weeks – 95% up from 89%
- % moving from treatment to recovery – 6% down from 14% due to focus on maintaining stability for service users and reduction in staffing in recovery team due to vacancies which are now being filled
- No significant increase in mental health acute admissions during pandemic – latest age standardised rate is 1.6 per 1,000 population. Psychiatric admissions (adult and older people) was 175 in 20/21 - up slightly from 169 for 19/20.

Reducing unplanned hospital care

18. Patterns of accident and emergency and unplanned hospital admissions were significantly altered by the pandemic. During 2020-21 the HSCP has worked with other partnership and acute services in the Glasgow area to develop new services and pathways that will continue as we move into recovery. Our hospital to home team worked throughout the pandemic using virtual technology to undertake assessments and communicate with patients, relatives and ward staff. Overall bed days lost to delayed discharge are up 30% from 19/20, however the majority of these are due to delays in moving adults with incapacity, which has been impacted by court delays. Our performance for standard delays remains one of the best in Scotland. Headline performance data includes:

- Adult bed days lost to delayed discharge – 2,342 – up from 1,788 in 2019/20
- Adult A&E attendances – 13,677 – down 32% from 20,159
- Adult Emergency admissions – 6,518 – down 13.5% from 7,532

Supporting unpaid carers

19. Throughout 2020/21 we have maintained our positive partnership working with the ER Carers, ensuring carers had access to required guidance and PPE. Check-in calls to carers were introduced by ER Carers and carers were offered support to set up and manage a peer support Facebook Group. The Mental Health Carers group also continued to run virtually. We have worked with the Care Collective to refresh our carer's strategy. East Renfrewshire's Short Breaks Statement has been updated to ensure all advice and information is accurate and includes the development of creative, Covid-safe online breaks that meet the outcomes of the carer and the cared-for person. Headline performance data includes:
- 91% of unpaid carers reporting 'quality of life for carers' needs fully met (154 respondents) – similar to 19/20 result (92%)

Organisational performance

20. The way staff have been working has changed significantly during the pandemic with home working becoming the norm for large groups of employees. There have been shifts in patterns of sickness absence. We have also seen weakening performance on some operational processes such as complaints handling and invoice processing with staff focused on pandemic response and many staff members being redeployed into other work areas. Headline performance data includes:
- Sickness absence days per employee (ERC staff) – 13.6 days down from 19.1 days in 19/20.
 - Percentage of days lost to sickness absence for NHS staff – 5.5% down from 7.3%
 - Percentage of HSCP complaints responded to within timescale – NHS – 50% down from 56%; ERC – 65% down from 72%
 - Payment of invoices within timescale – 69% down from 74%

CONCLUSION

21. Significant work has been undertaken to establish a comprehensive performance report for 2020-21. The data shows that despite the significant challenges of the Covid-19 pandemic we have continued to support our most vulnerable residents and have performed well against many of our outcome-focused performance indicators. We have seen some service areas more directly impacted by restrictions and areas where patterns of demand have shifted significantly during the reporting period. Through our recovery and renewal planning and the development of our next strategic plan we will ensure that our priorities and approaches meet the changing needs of our population. We will complete and publish our Annual Performance Report for 2020-21, building on the performance data and highlighting the experiences of services, partners and residents during the past year.

RECOMMENDATION

22. The Performance and Audit Committee is asked to:
- note that the publication date for the HSCP Annual Performance Review 2020-21 has been postponed from 31 July 2021 to 31 August 2021; and
 - note and comment on the End-Year Performance Update for 2020-21.

REPORT AUTHOR AND PERSON TO CONTACT

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steven.reid@eastrenfrewshire.gov.uk

Chief Officer, IJB: Julie Murray

4 June 2021

HSCP Strategic Plan Performance Report 2020-21



Report Author: I Smith / S Reid
Generated on: May 2021

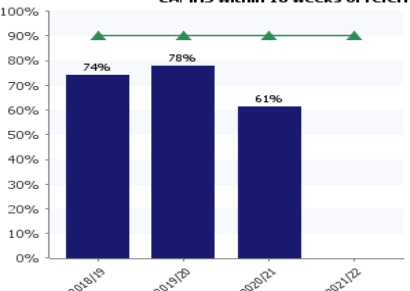
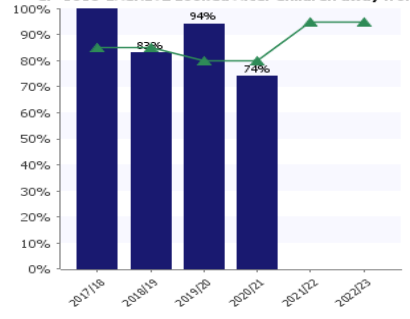
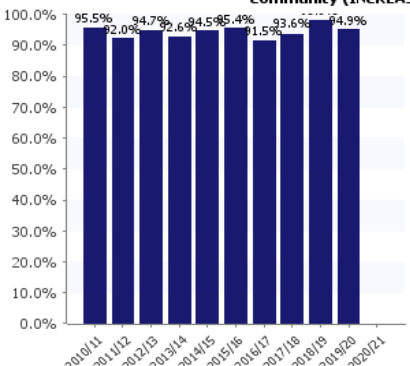
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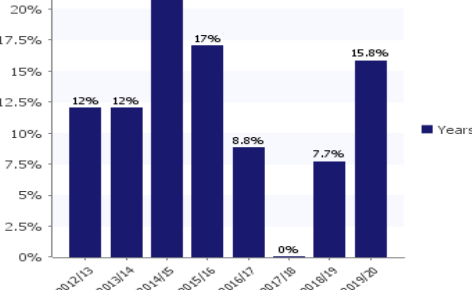

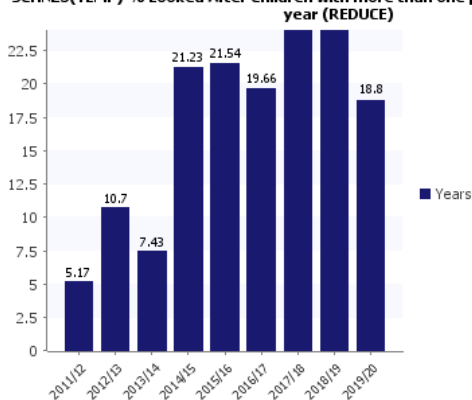
Green	performance is at or better than the target
Amber	Performance is close (approx 5% variance) to target
Red	Performance is far from the target (over 5%)


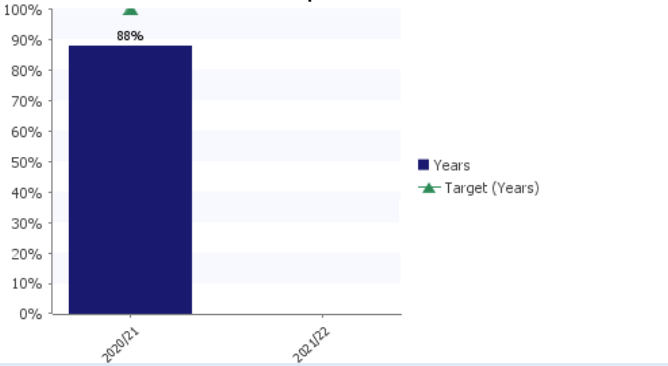

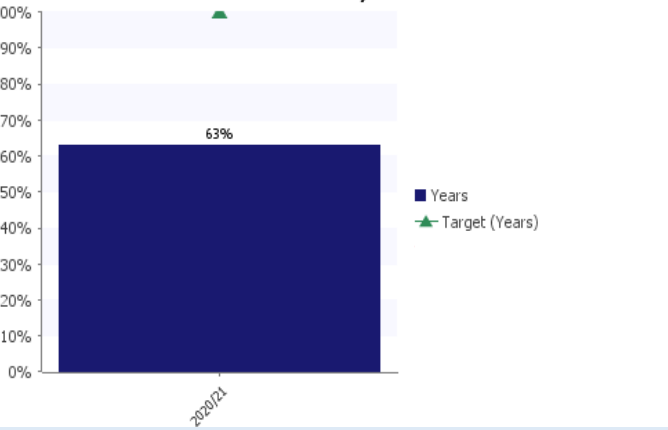
Trend arrows point upwards where there is **improved** performance (inc. where we aim to decrease the value).

East Renfrewshire Outcome Delivery Plan indicators highlighted in blue

1 - Mental wellbeing is improved among children, young people and families in need																											
Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend chart	Latest Note																				
DECREASE - Percentage of children looked after away from home who experience 3 or more placement moves	2020/21	1.2%	11.0%	Green	↓	<p>SOA09PI - 004.1 Percentage of children looked after away from home who experience 3 or more placement moves (REDUCE)</p> <table border="1"> <caption>SOA09PI - 004.1 Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>19.0%</td></tr> <tr><td>2018/19</td><td>8.3%</td></tr> <tr><td>2019/20</td><td>5.1%</td></tr> <tr><td>2020/21</td><td>1.2%</td></tr> </tbody> </table>	Year	Percentage	2017/18	19.0%	2018/19	8.3%	2019/20	5.1%	2020/21	1.2%	One child had 3 or more placement moves in the reporting year (86 children looked after between 01.04.20 and 31.03.21).										
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DECREASE -Child & Adolescent Mental Health - longest wait in weeks at month end	2020/21	35	18	Red	↓	<p>CHCP-CSP-CAMHS Child & Adolescent Mental Health - longest wait in weeks at month end (REDUCE)</p> <table border="1"> <caption>CHCP-CSP-CAMHS Data</caption> <thead> <tr> <th>Year</th> <th>Longest Wait (Weeks)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>15</td></tr> <tr><td>2014/15</td><td>18</td></tr> <tr><td>2015/16</td><td>16</td></tr> <tr><td>2016/17</td><td>31</td></tr> <tr><td>2017/18</td><td>35</td></tr> <tr><td>2018/19</td><td>34</td></tr> <tr><td>2019/20</td><td>33</td></tr> <tr><td>2020/21</td><td>35</td></tr> <tr><td>2021/22</td><td>35</td></tr> </tbody> </table>	Year	Longest Wait (Weeks)	2013/14	15	2014/15	18	2015/16	16	2016/17	31	2017/18	35	2018/19	34	2019/20	33	2020/21	35	2021/22	35	Data is average monthly longest wait. Compares to 33 in 2019/20. Performance has been impacted by the Covid pandemic.
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Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend chart	Latest Note																								
<p>INCREASE - Children and young people starting treatment for specialist Child and Adolescent Mental Health Services within 18 weeks of referral</p>	2020/21	61%	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"> <caption>HSCP-SP18-CAMHS Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>74%</td> <td>90%</td> </tr> <tr> <td>2019/20</td> <td>78%</td> <td>90%</td> </tr> <tr> <td>2020/21</td> <td>61%</td> <td>90%</td> </tr> <tr> <td>2021/22</td> <td>-</td> <td>90%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2018/19	74%	90%	2019/20	78%	90%	2020/21	61%	90%	2021/22	-	90%	<p>Average weekly data 2020/21. Performance has deteriorated against last year's figure (78%) this is thought to be due to the effects of the continuing Covid pandemic.</p>									
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<p>INCREASE - Accommodated children will wait no longer than 6 months for a Looked After Review meeting to make a permanence recommendation</p>	2020/21	74%	80%	Amber	↓	<p>CP-1618-LACREV2 Looked After Children away from home will have a LAC Review</p>  <table border="1"> <caption>CP-1618-LACREV2 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>83%</td> <td>80%</td> </tr> <tr> <td>2018/19</td> <td>83%</td> <td>80%</td> </tr> <tr> <td>2019/20</td> <td>94%</td> <td>80%</td> </tr> <tr> <td>2020/21</td> <td>74%</td> <td>80%</td> </tr> <tr> <td>2021/22</td> <td>-</td> <td>80%</td> </tr> <tr> <td>2022/23</td> <td>-</td> <td>80%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	83%	80%	2018/19	83%	80%	2019/20	94%	80%	2020/21	74%	80%	2021/22	-	80%	2022/23	-	80%	<p>Of the 19 children who are looked after in this period, 14 have waited no longer than 6 months for a Looked After review to make a permanence recommendation. This is lower than the aim of 80% however COVID -19 restrictions had an impact on the ability to carry out assessments in relation to permanence with children and families within timescales.</p>			
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<p>INCREASE - Balance of Care for looked after children: % of children being looked after in the Community (LGBF)</p>	2019/20	94.9%	-	Data Only	↓	<p>SCHN09 Balance of Care for looked after children: % of children being looked after in the Community (INCREASE)</p>  <table border="1"> <caption>SCHN09 Balance of Care Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2010/11</td> <td>95.5%</td> </tr> <tr> <td>2011/12</td> <td>92.0%</td> </tr> <tr> <td>2012/13</td> <td>94.7%</td> </tr> <tr> <td>2013/14</td> <td>92.6%</td> </tr> <tr> <td>2014/15</td> <td>94.5%</td> </tr> <tr> <td>2015/16</td> <td>95.4%</td> </tr> <tr> <td>2016/17</td> <td>91.5%</td> </tr> <tr> <td>2017/18</td> <td>93.6%</td> </tr> <tr> <td>2018/19</td> <td>94.9%</td> </tr> <tr> <td>2019/20</td> <td>94.9%</td> </tr> <tr> <td>2020/21</td> <td>94.9%</td> </tr> </tbody> </table>	Year	Value (%)	2010/11	95.5%	2011/12	92.0%	2012/13	94.7%	2013/14	92.6%	2014/15	94.5%	2015/16	95.4%	2016/17	91.5%	2017/18	93.6%	2018/19	94.9%	2019/20	94.9%	2020/21	94.9%	<p>East Renfrewshire has for the past three years been in the top 5 ranking for keeping children within their community. For this period we are significantly above the national average and our family group averages for the proportion of children who are looked after in a community rather than a residential setting.</p>
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<p>DECREASE - % Child Protection Re-Registrations within 18 months (LGBF)</p>	<p>2019/20</p>	<p>15.8%</p>		<p>Data Only</p>		<p>SCHN22(TEMP) % Child Protection Re-Registrations within 18 months (REDUCE)</p>  <table border="1"> <caption>Child Protection Re-Registrations within 18 months</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>12%</td></tr> <tr><td>2013/14</td><td>12%</td></tr> <tr><td>2014/15</td><td>20%</td></tr> <tr><td>2015/16</td><td>17%</td></tr> <tr><td>2016/17</td><td>8.8%</td></tr> <tr><td>2017/18</td><td>0%</td></tr> <tr><td>2018/19</td><td>7.7%</td></tr> <tr><td>2019/20</td><td>15.8%</td></tr> </tbody> </table>	Year	Percentage	2012/13	12%	2013/14	12%	2014/15	20%	2015/16	17%	2016/17	8.8%	2017/18	0%	2018/19	7.7%	2019/20	15.8%	<p>Child protection re-registrations are higher than the previous year and also above the Scottish average. The increase from 18/19 – 19/20 is as a result of larger sibling groups being re-registered. Overall low figures locally mean that small numbers can appear as bigger variations and so the increase is not in fact statistically significant.</p>		
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<p>DECREASE - % Looked After Children with more than one placement within the last year (Aug-Jul). (LGBF)</p>	<p>2019/20</p>	<p>18.8%</p>		<p>Data Only</p>		<p>SCHN23(TEMP) % Looked After Children with more than one placement within the last year (REDUCE)</p>  <table border="1"> <caption>Looked After Children with more than one placement within the last year</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>5.17</td></tr> <tr><td>2012/13</td><td>10.7</td></tr> <tr><td>2013/14</td><td>7.43</td></tr> <tr><td>2014/15</td><td>21.23</td></tr> <tr><td>2015/16</td><td>21.54</td></tr> <tr><td>2016/17</td><td>19.66</td></tr> <tr><td>2017/18</td><td>23.5</td></tr> <tr><td>2018/19</td><td>23.5</td></tr> <tr><td>2019/20</td><td>18.8</td></tr> </tbody> </table>	Year	Percentage	2011/12	5.17	2012/13	10.7	2013/14	7.43	2014/15	21.23	2015/16	21.54	2016/17	19.66	2017/18	23.5	2018/19	23.5	2019/20	18.8	<p>Our performance has improved on this indicator. Although the figure for placement moves is higher than the national average it is lower than the family group average. The context in this respect is important to understand. Given the small numbers of looked after children in East Renfrewshire sibling groups who move make a significant effect on our overall percentage. One placement move can also represent a rehabilitation home and move to adoptive parents therefore there are placement moves which are positive moves for a child which increase security and stability.</p>
Year	Percentage																										
2011/12	5.17																										
2012/13	10.7																										
2013/14	7.43																										
2014/15	21.23																										
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2016/17	19.66																										
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2019/20	18.8																										

Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend chart	Latest Note						
<p>INCREASE - Percentage of children with child protection plans assessed as having an increase in their scaled level of safety at three monthly review periods</p>	<p>2020/21</p>	<p>88%</p>	<p>100%</p>	<p>Red</p>		<p>HSCP-SoS-01 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>  <table border="1"> <caption>HSCP-SoS-01 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>88%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2020/21	88%	100%	<p>Average annual outturn based on Qtrs 3 and 4 data only. Review Case Conferences mainly saw an increase in the safety of the child, however for one the risk increased and the child was accommodated.</p>
Year	Value (%)	Target (%)											
2020/21	88%	100%											
<p>INCREASE - Percentage of children subject to child protection who have been offered advocacy</p>	<p>Q2 2020/21</p>	<p>63%</p>	<p>100%</p>	<p>Red</p>		<p>HSCP-ADV-01 Percentage of children subject to child protection who have been offered advocacy</p>  <table border="1"> <caption>HSCP-ADV-01 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>63%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2020/21	63%	100%	<p>The Covid pandemic and lockdown has impacted on our ability to engage with children and young people in the way we would under pre-lockdown conditions. Therefore conversations about advocacy can be more challenging. What we are seeing overall is that there is a more consistent offer of advocacy to children subject to child protection and this is an overall improvement in practice.</p>
Year	Value (%)	Target (%)											
2020/21	63%	100%											

2 - People are supported to stop offending and rebuild their lives through new community justice pathways																																	
Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																										
INCREASE - Community Payback Orders - Percentage of unpaid work placement completions within Court timescale.	2020/21	75%	80%	Amber	↑	<p>CJOIP-PI-6a Community Payback Orders - Percentage of unpaid work placement completions within Court timescales (INCREASE)</p> <table border="1"> <caption>CJOIP-PI-6a Community Payback Orders - Percentage of unpaid work placement completions within Court timescales (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>93%</td></tr> <tr><td>2010/11</td><td>83%</td></tr> <tr><td>2011/12</td><td>90%</td></tr> <tr><td>2012/13</td><td>85%</td></tr> <tr><td>2013/14</td><td>75%</td></tr> <tr><td>2014/15</td><td>96%</td></tr> <tr><td>2015/16</td><td>92%</td></tr> <tr><td>2016/17</td><td>84%</td></tr> <tr><td>2017/18</td><td>71%</td></tr> <tr><td>2018/19</td><td>75%</td></tr> <tr><td>2019/20</td><td>71%</td></tr> <tr><td>2020/21</td><td>75%</td></tr> </tbody> </table>	Year	Percentage	2009/10	93%	2010/11	83%	2011/12	90%	2012/13	85%	2013/14	75%	2014/15	96%	2015/16	92%	2016/17	84%	2017/18	71%	2018/19	75%	2019/20	71%	2020/21	75%	There was significant disruption to CPO activity as a result of Covid-19, with a much lower number completed within the year. 44 Community Payback Orders were completed compared to 205 in the previous year (a 79% reduction).
Year	Percentage																																
2009/10	93%																																
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2017/18	71%																																
2018/19	75%																																
2019/20	71%																																
2020/21	75%																																
INCREASE - % of service users moving from treatment to recovery service.	2020/21	6%	10%	Red	↓	<p>HSCP-ADP-12 % of service users moving from drug treatment to recovery service</p> <table border="1"> <caption>HSCP-ADP-12 % of service users moving from drug treatment to recovery service</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>17%</td></tr> <tr><td>2012/13</td><td>10%</td></tr> <tr><td>2013/14</td><td>12%</td></tr> <tr><td>2014/15</td><td>7%</td></tr> <tr><td>2015/16</td><td>13%</td></tr> <tr><td>2016/17</td><td>9%</td></tr> <tr><td>2017/18</td><td>12%</td></tr> <tr><td>2018/19</td><td>22%</td></tr> <tr><td>2019/20</td><td>14%</td></tr> <tr><td>2020/21</td><td>6%</td></tr> <tr><td>2021/22</td><td>10%</td></tr> <tr><td>2022/23</td><td>10%</td></tr> </tbody> </table>	Year	Percentage	2011/12	17%	2012/13	10%	2013/14	12%	2014/15	7%	2015/16	13%	2016/17	9%	2017/18	12%	2018/19	22%	2019/20	14%	2020/21	6%	2021/22	10%	2022/23	10%	<p>19 service users moved from treatment to recovery.</p> <p>Team had 351 referral for 1 April 20 - 31 March 21 which equates to 6%</p>
Year	Percentage																																
2011/12	17%																																
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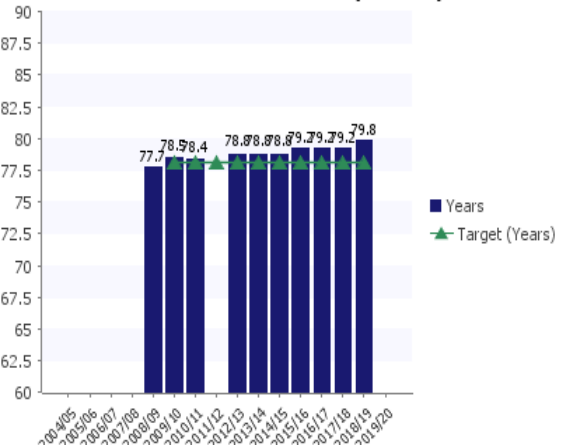


Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																								
<p>INCREASE - Criminal Justice Feedback Survey - Did your Order help you look at how to stop offending?</p>	2020/21	92%	100%	Amber	↓	<p>CJOIP-PI-1 Did your Community Payback Order help you look at how to stop offending?</p> <table border="1"> <caption>CJOIP-PI-1 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>95%</td><td>100%</td></tr> <tr><td>2017/18</td><td>100%</td><td>100%</td></tr> <tr><td>2018/19</td><td>100%</td><td>100%</td></tr> <tr><td>2019/20</td><td>100%</td><td>100%</td></tr> <tr><td>2020/21</td><td>92%</td><td>100%</td></tr> <tr><td>2021/22</td><td>-</td><td>100%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	95%	100%	2017/18	100%	100%	2018/19	100%	100%	2019/20	100%	100%	2020/21	92%	100%	2021/22	-	100%	<p>Due to the Covid-19 pandemic, unpaid work was suspended on 23rd March 2020. As a result, just 44 Community Payback Orders were completed compared to 205 in the previous year (a 79% reduction). 13 survey forms were returned for those completing CPOs in 2020/21 with a 92% positive response.</p>			
Year	Value (%)	Target (%)																													
2016/17	95%	100%																													
2017/18	100%	100%																													
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2020/21	92%	100%																													
2021/22	-	100%																													
<p>INCREASE - % Change in women's domestic abuse outcomes</p>	2020/21	84%	70%	Green	↑	<p>CJOIP-PI-5 % Change in women's domestic abuse outcomes</p> <table border="1"> <caption>CJOIP-PI-5 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>87%</td><td>70%</td></tr> <tr><td>2017/18</td><td>66%</td><td>70%</td></tr> <tr><td>2018/19</td><td>65%</td><td>70%</td></tr> <tr><td>2019/20</td><td>64%</td><td>70%</td></tr> <tr><td>2020/21</td><td>79%</td><td>70%</td></tr> <tr><td>2021/22</td><td>84%</td><td>70%</td></tr> <tr><td>2022/23</td><td>-</td><td>70%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2016/17	87%	70%	2017/18	66%	70%	2018/19	65%	70%	2019/20	64%	70%	2020/21	79%	70%	2021/22	84%	70%	2022/23	-	70%	<p>From April 2020 – March 2021, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes 114 reviews were completed with 84% 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 89% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.</p>
Year	Value (%)	Target (%)																													
2016/17	87%	70%																													
2017/18	66%	70%																													
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2022/23	-	70%																													
<p>INCREASE - % Positive employability and volunteering outcomes for people with convictions.</p>	2019/20	65%	60.0%	Green	↑	<p>CJOIP-PI-7 % Positive employability and volunteering outcomes for people with convictions (INCREASE)</p> <table border="1"> <caption>CJOIP-PI-7 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2018/19</td><td>55.0%</td><td>60%</td></tr> <tr><td>2019/20</td><td>65.0%</td><td>60%</td></tr> <tr><td>2020/21</td><td>-</td><td>60%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2018/19	55.0%	60%	2019/20	65.0%	60%	2020/21	-	60%	<p>In 2019/20 Justice Services referred 27 people to a range of employability support services. Work East Ren reported 17 new registrations for people with convictions. 10 young people subject to a CPOs were registered with the Family Firm service. A total of 35 people demonstrated a positive employability outcome. Latest data at May 2021.</p>												
Year	Value (%)	Target (%)																													
2018/19	55.0%	60%																													
2019/20	65.0%	60%																													
2020/21	-	60%																													

Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																								
<p>INCREASE - Achieve agreed number of screenings using the setting-appropriate screening tool and appropriate alcohol brief intervention, in line with SIGN 74 guidelines.</p>	2020/21	5	419	Red	↓	<p>HSCP-ADP02bi Alcohol brief interventions - Brief interventions delivered</p> <table border="1"> <caption>HSCP-ADP02bi Alcohol brief interventions - Brief interventions delivered</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>538</td></tr> <tr><td>2011/12</td><td>469</td></tr> <tr><td>2012/13</td><td>460</td></tr> <tr><td>2013/14</td><td>306</td></tr> <tr><td>2014/15</td><td>579</td></tr> <tr><td>2015/16</td><td>1268</td></tr> <tr><td>2016/17</td><td>468</td></tr> <tr><td>2017/18</td><td>331</td></tr> <tr><td>2018/19</td><td>93</td></tr> <tr><td>2019/20</td><td>33</td></tr> <tr><td>2020/21</td><td>5</td></tr> </tbody> </table>	Year	Value	2010/11	538	2011/12	469	2012/13	460	2013/14	306	2014/15	579	2015/16	1268	2016/17	468	2017/18	331	2018/19	93	2019/20	33	2020/21	5	<p>The delivery of Alcohol Brief Interventions has been greatly affected by the Covid pandemic and no HSCPs in the Greater Glasgow and Clyde Health Board area have met targets. Although the number of ABIs carried out in East Renfrewshire (5 up to end of Q3) is very low there were 415 ABI screenings conducted in primary care settings.</p>
Year	Value																														
2010/11	538																														
2011/12	469																														
2012/13	460																														
2013/14	306																														
2014/15	579																														
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2016/17	468																														
2017/18	331																														
2018/19	93																														
2019/20	33																														
2020/21	5																														
<p>INCREASE - Percentage of people with alcohol and/or drug problems accessing recovery-focused treatment within three weeks.</p>	2020/21	95.0%	90.0%	Green	↑	<p>HSCP-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"> <caption>HSCP-ADP-05 Clients will wait no longer than 3 weeks from referral received to appropriate drug or alcohol treatment that supports their recovery.</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>64.0%</td></tr> <tr><td>2011/12</td><td>84.0%</td></tr> <tr><td>2012/13</td><td>88.0%</td></tr> <tr><td>2013/14</td><td>92.0%</td></tr> <tr><td>2014/15</td><td>96.0%</td></tr> <tr><td>2015/16</td><td>95.0%</td></tr> <tr><td>2016/17</td><td>95.0%</td></tr> <tr><td>2017/18</td><td>95.0%</td></tr> <tr><td>2018/19</td><td>95.0%</td></tr> <tr><td>2019/20</td><td>95.0%</td></tr> <tr><td>2020/21</td><td>95.0%</td></tr> </tbody> </table>	Year	Value	2010/11	64.0%	2011/12	84.0%	2012/13	88.0%	2013/14	92.0%	2014/15	96.0%	2015/16	95.0%	2016/17	95.0%	2017/18	95.0%	2018/19	95.0%	2019/20	95.0%	2020/21	95.0%	<p>Performance has improved steadily over the course of the pandemic from 64% in Q1 to 95% at the end of Q4. At the start of the year the service was affected by staff absences and the ongoing impact of Covid restrictions on service delivery. By Q2 effective arrangements for assessment and beginning treatment were well embedded.</p>
Year	Value																														
2010/11	64.0%																														
2011/12	84.0%																														
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2019/20	95.0%																														
2020/21	95.0%																														

Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note														
INCREASE - People agreed to be at risk of harm and requiring a protection plan have one in place	2020/21	100%	100%	Green	■	<p>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 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>100</td></tr> <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> </tbody> </table>	Year	Value (%)	2016/17	100	2017/18	100	2018/19	100	2019/20	100	2020/21	100	2021/22	100	All residents identified as at risk of harm by the HSCP have a bespoke protection plan in place.
Year	Value (%)																				
2016/17	100																				
2017/18	100																				
2018/19	100																				
2019/20	100																				
2020/21	100																				
2021/22	100																				

3 - Wellbeing is improved in our communities that experience shorter life expectancy and poorer health

Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Notes & History Latest Note																																		
INCREASE - Male life expectancy at birth in 15 per cent most deprived communities	2018/19	74.7	71.7	Green	▲	<p>SOA09PI - 005.1E Male life expectancy at birth in 15 per cent most deprived communities (INCREASE)</p> <table border="1"> <caption>SOA09PI - 005.1E Data</caption> <thead> <tr> <th>Year</th> <th>Value (Years)</th> </tr> </thead> <tbody> <tr><td>2004/05</td><td>71.7</td></tr> <tr><td>2005/06</td><td>71.7</td></tr> <tr><td>2006/07</td><td>71.7</td></tr> <tr><td>2007/08</td><td>71.7</td></tr> <tr><td>2008/09</td><td>71.7</td></tr> <tr><td>2009/10</td><td>71.7</td></tr> <tr><td>2010/11</td><td>71.7</td></tr> <tr><td>2011/12</td><td>71.7</td></tr> <tr><td>2012/13</td><td>71.7</td></tr> <tr><td>2013/14</td><td>71.7</td></tr> <tr><td>2014/15</td><td>71.7</td></tr> <tr><td>2015/16</td><td>71.7</td></tr> <tr><td>2016/17</td><td>73.9</td></tr> <tr><td>2017/18</td><td>73.9</td></tr> <tr><td>2018/19</td><td>74.7</td></tr> <tr><td>2019/20</td><td>74.7</td></tr> </tbody> </table>	Year	Value (Years)	2004/05	71.7	2005/06	71.7	2006/07	71.7	2007/08	71.7	2008/09	71.7	2009/10	71.7	2010/11	71.7	2011/12	71.7	2012/13	71.7	2013/14	71.7	2014/15	71.7	2015/16	71.7	2016/17	73.9	2017/18	73.9	2018/19	74.7	2019/20	74.7	The most recent NRS figure for male life expectancy at birth in SIMD 1 areas of East Renfrewshire was 74.7 years (up from 73.9 years in 2017/18) compared to 84 years in SIMD 5 areas (Published by NRS Dec 2019). For the whole male population estimated life expectancy at birth was 80.3 years, 2017-19. Over the period between 2001-03 and 2017-19, male life expectancy at birth in East Renfrewshire has risen by 5.8%. This is the 8th highest percentage change out of all 32 council areas in Scotland and this is higher than the percentage change for Scotland overall (+5.0%). (Source: National Records of Scotland, Dec 2020)
Year	Value (Years)																																								
2004/05	71.7																																								
2005/06	71.7																																								
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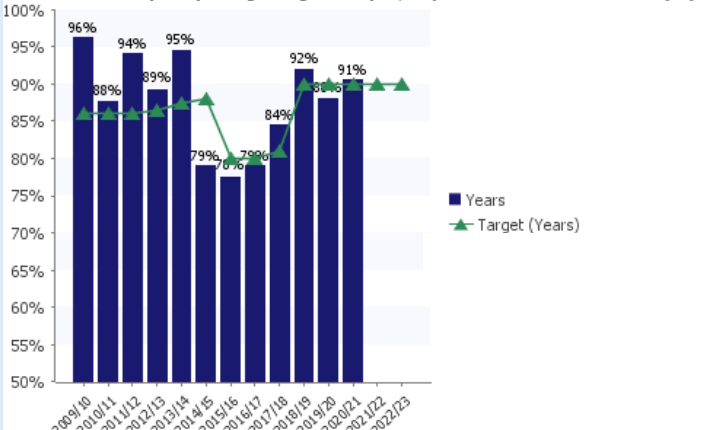

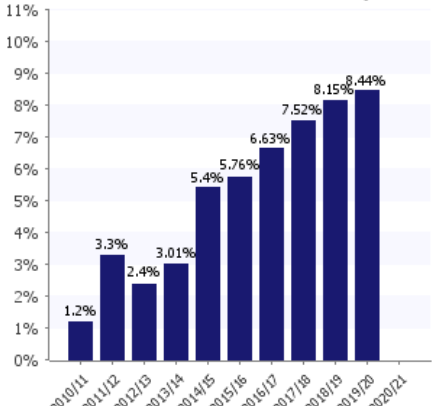
Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Notes & History Latest Note
<p>INCREASE - Female life expectancy at birth in 15 per cent most deprived communities</p>	<p>2018/19</p>	<p>79.8</p>	<p>78.1</p>	<p>Green</p>		<p>SOA09PI - 005.1F Female life expectancy at birth in 15 per cent most deprived communities (INCREASE)</p> 	<p>The most recent NRS figure for female life expectancy at birth in SIMD 1 areas of East Renfrewshire was 79.8 years (up from 79.2 years in 2017/18) compared to 85.4 years in SIMD 5 areas (Published by NRS Dec 2019). For the whole female population estimated life expectancy at birth was 84 years, 2017-19. Over the period between 2001-03 and 2017-19, female life expectancy at birth in East Renfrewshire has risen by 3.5%. This is the 7th highest percentage change out of all 32 council areas in Scotland and this is higher than the percentage change for Scotland overall (+2.9%). (Source: National Records of Scotland, December 2020)</p>
<p>INCREASE - The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date'</p>	<p>Q1-Q3 2020/21</p>	<p>15</p>	<p>9</p>	<p>Green</p>		<p>OD2CHCP5-0201 The number of smokers in our most deprived areas (SIMD1) supported to successfully stop smoking at 12 weeks post quit date' (INCREASE)</p> 	<p>Latest data to Q3 20/21. This measure captures quits at three months and is reported 12 weeks in arrears. Annual target is 12 quits – exceeded in first three quarters of the year.</p>


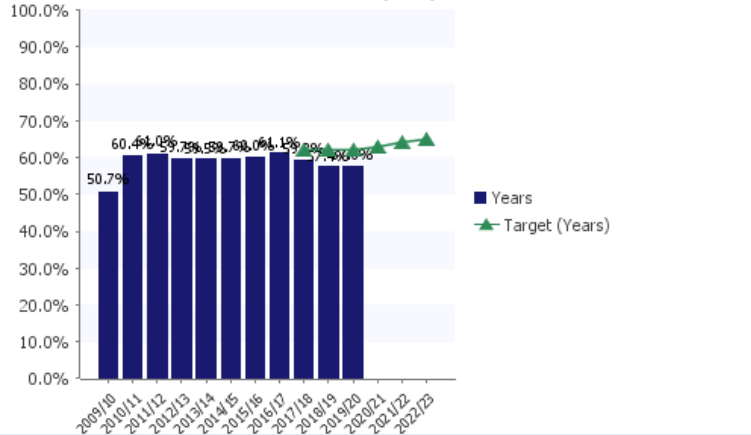
Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Notes & History Latest Note																												
<p>INCREASE - Breastfeeding at 6-8 weeks most deprived SIMD data zones</p>	<p>2019/20</p>	<p>15.4%</p>	<p>25%</p>	<p>Red</p>	<p>↓</p>	<p>OD2CHCP4-0201d Breastfeeding at 6-8 weeks most deprived SIMD data zones (INCREASE)</p> <table border="1"> <caption>Breastfeeding at 6-8 weeks most deprived SIMD data zones</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2007/08</td><td>5.4%</td></tr> <tr><td>2008/09</td><td>19.3%</td></tr> <tr><td>2009/10</td><td>16.9%</td></tr> <tr><td>2010/11</td><td>16.5%</td></tr> <tr><td>2011/12</td><td>19.7%</td></tr> <tr><td>2012/13</td><td>16.3%</td></tr> <tr><td>2013/14</td><td>12.8%</td></tr> <tr><td>2014/15</td><td>13%</td></tr> <tr><td>2015/16</td><td>15.4%</td></tr> <tr><td>2016/17</td><td>17.2%</td></tr> <tr><td>2017/18</td><td>22.9%</td></tr> <tr><td>2018/19</td><td>22.9%</td></tr> <tr><td>2019/20</td><td>15.4%</td></tr> </tbody> </table>	Year	Value (%)	2007/08	5.4%	2008/09	19.3%	2009/10	16.9%	2010/11	16.5%	2011/12	19.7%	2012/13	16.3%	2013/14	12.8%	2014/15	13%	2015/16	15.4%	2016/17	17.2%	2017/18	22.9%	2018/19	22.9%	2019/20	15.4%	<p>15.4% of infants living in our most deprived areas (SIMD 1) were exclusively breastfed at the 6-8 week child health review. We tend to see variation in the breast feeding rates across years as was the case for 2019-20 and there may be further variations for the year of the pandemic. Children & Family Team are aware of this and continue to prioritise and fully support all breast feeding mothers with a focus on those living within SIMD 1 & 2. The antenatal pathway within the Universal Pathway commences in July 2021 with home visits commencing late August. This will enable early discussions with pregnant women particularly around infant feeding which we hope will lead to an increase in interest in breast feeding particularly in SIMD 1 & 2.</p>
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2019/20	15.4%																																		
<p>DECREASE - 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)</p>	<p>2019/20</p>	<p>295</p>	<p>Data Only</p>	<p>↑</p>	<p>HSCP-NI-11 Premature mortality rate per 100,000 persons under 75 (REDUCE)</p> <table border="1"> <caption>Premature mortality rate per 100,000 persons under 75</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>345</td></tr> <tr><td>2010/11</td><td>350</td></tr> <tr><td>2011/12</td><td>310</td></tr> <tr><td>2012/13</td><td>351</td></tr> <tr><td>2013/14</td><td>364</td></tr> <tr><td>2014/15</td><td>297</td></tr> <tr><td>2015/16</td><td>297</td></tr> <tr><td>2016/17</td><td>301</td></tr> <tr><td>2017/18</td><td>308</td></tr> <tr><td>2018/19</td><td>308</td></tr> <tr><td>2019/20</td><td>295</td></tr> </tbody> </table>	Year	Value	2009/10	345	2010/11	350	2011/12	310	2012/13	351	2013/14	364	2014/15	297	2015/16	297	2016/17	301	2017/18	308	2018/19	308	2019/20	295	<p>This is an improvement on the 2018 figure (308). In comparison Scotland rate in 2019 was 426 per 100,000. (Source: Public Health Scotland, March 2021)</p>					
Year	Value																																		
2009/10	345																																		
2010/11	350																																		
2011/12	310																																		
2012/13	351																																		
2013/14	364																																		
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4 - People are supported to maintain their independence at home and in their local community.


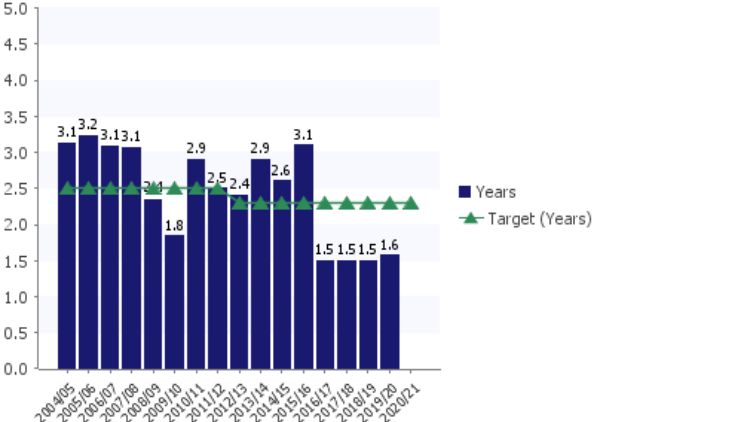


Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																																
<p>INCREASE - Number of people self-directing their care through receiving direct payments and other forms of self-directed support.</p>	2020/21	556	600	Amber	↑	<p>CHCP HCC051 Number of people self directing their care through receiving direct payments and other forms of self-directed support (INCREASE)</p> <table border="1"> <caption>CHCP HCC051 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2006/07</td><td>0</td></tr> <tr><td>2007/08</td><td>0</td></tr> <tr><td>2008/09</td><td>0</td></tr> <tr><td>2009/10</td><td>0</td></tr> <tr><td>2010/11</td><td>0</td></tr> <tr><td>2011/12</td><td>0</td></tr> <tr><td>2012/13</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td></tr> <tr><td>2014/15</td><td>0</td></tr> <tr><td>2015/16</td><td>0</td></tr> <tr><td>2016/17</td><td>442</td></tr> <tr><td>2017/18</td><td>491</td></tr> <tr><td>2018/19</td><td>514</td></tr> <tr><td>2019/20</td><td>518</td></tr> <tr><td>2020/21</td><td>556</td></tr> </tbody> </table>	Year	Value	2006/07	0	2007/08	0	2008/09	0	2009/10	0	2010/11	0	2011/12	0	2012/13	0	2013/14	0	2014/15	0	2015/16	0	2016/17	442	2017/18	491	2018/19	514	2019/20	518	2020/21	556	<p>Data calculated from preliminary Social Care Quarterly returns show a total of 556 people were in receipt of SDS 1 and 2 Option payments at end year 2020/21. A further 724 people were covered under SDS Option 3. Note figures are not exclusive and do not equal total clients (1,165) in receipt of SDS (i.e. a client may have SDS 1,2 and/or SDS 3 packages as part of their overall care).</p>
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2006/07	0																																						
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2019/20	518																																						
2020/21	556																																						
<p>INCREASE - Percentage of those whose care need has reduced following re-ablement</p>	2020/21	31%	60%	Red	↓	<p>OD2CHCP6-0102 Percentage of those whose care need has reduced following re-ablement</p> <table border="1"> <caption>OD2CHCP6-0102 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2006/07</td><td>0%</td></tr> <tr><td>2007/08</td><td>0%</td></tr> <tr><td>2008/09</td><td>0%</td></tr> <tr><td>2009/10</td><td>0%</td></tr> <tr><td>2010/11</td><td>0%</td></tr> <tr><td>2011/12</td><td>86.6%</td></tr> <tr><td>2012/13</td><td>91.5%</td></tr> <tr><td>2013/14</td><td>91.5%</td></tr> <tr><td>2014/15</td><td>70.5%</td></tr> <tr><td>2015/16</td><td>70.5%</td></tr> <tr><td>2016/17</td><td>64.4%</td></tr> <tr><td>2017/18</td><td>61.5%</td></tr> <tr><td>2018/19</td><td>68%</td></tr> <tr><td>2019/20</td><td>67%</td></tr> <tr><td>2020/21</td><td>31%</td></tr> </tbody> </table>	Year	Value	2006/07	0%	2007/08	0%	2008/09	0%	2009/10	0%	2010/11	0%	2011/12	86.6%	2012/13	91.5%	2013/14	91.5%	2014/15	70.5%	2015/16	70.5%	2016/17	64.4%	2017/18	61.5%	2018/19	68%	2019/20	67%	2020/21	31%	<p>Of the 237 reablement discharges, 73 were discharged with a reduced or no service in 2020/21. Additionally 22 people were re-admitted to hospital and a further 19 died or were transferred out of the authority. Performance in this regard has significantly decreased on the 2019/20 (67%) outturn. This is the result of increased levels of frailty and greater complexity at the point of hospital discharge during the pandemic and additional resource pressures on the service.</p>
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Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																																						
<p>INCREASE - Percentage of people aged 65+ who live in housing rather than a care home or hospital</p>	2019/20	99%	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"> <caption>HSCP-MSG-Home Percentage of people aged 65+ who live in housing rather than a care home or hospital</caption> <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>97%</td></tr> <tr><td>2016/17</td><td>97%</td></tr> <tr><td>2017/18</td><td>97%</td></tr> <tr><td>2018/19</td><td>97%</td></tr> <tr><td>2019/20</td><td>99%</td></tr> <tr><td>2020/21</td><td>97%</td></tr> <tr><td>2021/22</td><td>97%</td></tr> <tr><td>2022/23</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	97%	2016/17	97%	2017/18	97%	2018/19	97%	2019/20	99%	2020/21	97%	2021/22	97%	2022/23	97%	<p>Latest data released March 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 98.1% of people living unsupported at home, with a further 1.1% being supported to live at home.</p>
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2021/22	97%																																												
2022/23	97%																																												
<p>INCREASE - 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. (NI-18)</p>	2019/20	57%	62%	Amber	↓	<p>HSCP-NI-18 Percentage of adults with intensive care needs receiving care at home</p> <table border="1"> <caption>HSCP-NI-18 Percentage of adults with intensive care needs receiving care at home</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>72%</td></tr> <tr><td>2011/12</td><td>64%</td></tr> <tr><td>2012/13</td><td>64%</td></tr> <tr><td>2013/14</td><td>61%</td></tr> <tr><td>2014/15</td><td>61%</td></tr> <tr><td>2015/16</td><td>58%</td></tr> <tr><td>2016/17</td><td>63%</td></tr> <tr><td>2017/18</td><td>64%</td></tr> <tr><td>2018/19</td><td>64%</td></tr> <tr><td>2019/20</td><td>57%</td></tr> <tr><td>2020/21</td><td>62%</td></tr> <tr><td>2021/22</td><td>63%</td></tr> <tr><td>2022/23</td><td>64%</td></tr> </tbody> </table>	Year	Percentage	2010/11	72%	2011/12	64%	2012/13	64%	2013/14	61%	2014/15	61%	2015/16	58%	2016/17	63%	2017/18	64%	2018/19	64%	2019/20	57%	2020/21	62%	2021/22	63%	2022/23	64%	<p>Data relates to all adults receiving personal care at home against care home residents and those receiving continuing care in acute settings. Updated reporting of care home resident numbers in 2019/20 impacted on performance for this indicator. In the reporting period we continued to develop our reablement approach and invested in more Occupational Therapists to support this. The aim of reablement is to maximise individuals' ability to care better for themselves. (Source: Public Health Scotland).</p>										
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Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																														
<p>INCREASE - People reporting 'living where you/as you want to live' needs met (%)</p>	<p>2020/21</p>	<p>91%</p>	<p>90%</p>	<p>Green</p>		<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>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>96%</td></tr> <tr><td>2010/11</td><td>88%</td></tr> <tr><td>2011/12</td><td>94%</td></tr> <tr><td>2012/13</td><td>89%</td></tr> <tr><td>2013/14</td><td>95%</td></tr> <tr><td>2014/15</td><td>79%</td></tr> <tr><td>2015/16</td><td>76%</td></tr> <tr><td>2016/17</td><td>79%</td></tr> <tr><td>2017/18</td><td>84%</td></tr> <tr><td>2018/19</td><td>92%</td></tr> <tr><td>2019/20</td><td>88%</td></tr> <tr><td>2020/21</td><td>91%</td></tr> <tr><td>2021/22</td><td>91%</td></tr> <tr><td>2022/23</td><td>91%</td></tr> </tbody> </table>	Year	Value (%)	2009/10	96%	2010/11	88%	2011/12	94%	2012/13	89%	2013/14	95%	2014/15	79%	2015/16	76%	2016/17	79%	2017/18	84%	2018/19	92%	2019/20	88%	2020/21	91%	2021/22	91%	2022/23	91%	<p>In 2020/21 of the 663 valid responses 601 reported their needs met. This year's figure is up on 2019/20 (88%)</p>
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2022/23	91%																																				
<p>INCREASE - Direct payments spend on adults 18+ as a % of total social work spend on adults 18+ (LGBF)</p>	<p>2019/20</p>	<p>8.44%</p>	<p>Data Only</p>	<p>Data Only</p>		<p>SW02 Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+ (INCREASE)</p>  <table border="1"> <caption>SW02 Self Directed Support spend on adults 18+ as a % of total social work spend on adults 18+ (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>1.2%</td></tr> <tr><td>2011/12</td><td>3.3%</td></tr> <tr><td>2012/13</td><td>2.4%</td></tr> <tr><td>2013/14</td><td>3.01%</td></tr> <tr><td>2014/15</td><td>5.4%</td></tr> <tr><td>2015/16</td><td>5.76%</td></tr> <tr><td>2016/17</td><td>6.63%</td></tr> <tr><td>2017/18</td><td>7.52%</td></tr> <tr><td>2018/19</td><td>8.15%</td></tr> <tr><td>2019/20</td><td>8.44%</td></tr> <tr><td>2020/21</td><td>8.44%</td></tr> </tbody> </table>	Year	Value (%)	2010/11	1.2%	2011/12	3.3%	2012/13	2.4%	2013/14	3.01%	2014/15	5.4%	2015/16	5.76%	2016/17	6.63%	2017/18	7.52%	2018/19	8.15%	2019/20	8.44%	2020/21	8.44%	<p>We continue to perform well on this measure. % spend on SDS continued to improve (8.44% up from 8.15% for 18/19) and we remain among the best performing partnerships in Scotland (ranked 6th).</p>						
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Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																														
<p>INCREASE - Percentage of people aged 65+ with intensive needs (plus 10 hours) receiving care at home. (LGBF)</p>	2019/20	57.6%	62.0%	Amber		<p>SW03a % of people aged 65 or over with long term care needs receiving personal care at home (LGBF)</p>  <table border="1"> <caption>SW03a % of people aged 65 or over with long term care needs receiving personal care at home (LGBF)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>50.7%</td></tr> <tr><td>2010/11</td><td>60.4%</td></tr> <tr><td>2011/12</td><td>61.0%</td></tr> <tr><td>2012/13</td><td>59.7%</td></tr> <tr><td>2013/14</td><td>59.2%</td></tr> <tr><td>2014/15</td><td>59.7%</td></tr> <tr><td>2015/16</td><td>60.0%</td></tr> <tr><td>2016/17</td><td>61.1%</td></tr> <tr><td>2017/18</td><td>60.0%</td></tr> <tr><td>2018/19</td><td>57.4%</td></tr> <tr><td>2019/20</td><td>57.6%</td></tr> <tr><td>2020/21</td><td>60.0%</td></tr> <tr><td>2021/22</td><td>60.0%</td></tr> <tr><td>2022/23</td><td>60.0%</td></tr> </tbody> </table>	Year	Percentage	2009/10	50.7%	2010/11	60.4%	2011/12	61.0%	2012/13	59.7%	2013/14	59.2%	2014/15	59.7%	2015/16	60.0%	2016/17	61.1%	2017/18	60.0%	2018/19	57.4%	2019/20	57.6%	2020/21	60.0%	2021/22	60.0%	2022/23	60.0%	<p>The LGBF data shows that our performance has improved slightly compared with the previous year (57.4%). The provision of quality care at home to support people to live independently and well in their own homes remains a key priority for the partnership and ongoing improvement of our care at home services continues.</p>
Year	Percentage																																				
2009/10	50.7%																																				
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5 - People who experience mental ill-health are supported on their journey to recovery

Indicator	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note
<p>DECREASE - Mental health hospital admissions (age standardised rate per 1,000 population)</p>	<p>2019/20</p>	<p>1.6</p>	<p>2.3</p>	<p>Green</p>		<p>SOA09PI - 006.2 Mental health hospital admissions (age standardised rate per 1,000 population) (REDUCE)</p> 	<p>Latest data for 2019/20 for non-psychiatric admissions (the combined rate for psychiatric and non-psychiatric admissions is 2.9 per 1,000) this is up slightly on 2018/19 (1.5 per 1,000). In comparison East Dunbartonshire's rate was 1.7 per 1,000. Across NHS GGC the main diagnosis for admissions in the period were mental & behavioural disorders due to psychoactive substance use. (Source: Public Health Scotland November 2020)</p>
<p>INCREASE - Percentage of people waiting no longer than 18 weeks for access to psychological therapies</p>	<p>2020/21</p>	<p>74%</p>	<p>90%</p>	<p>Red</p>		<p>HSCP-LDP1718 Psychological therapies - Percentage of people waiting no longer than 18 weeks for access (INCREASE)</p> 	<p>Average of weekly data 2020/21. The proportion of people accessing psychological therapies within the 18 week target; whilst still below target (90%) has improved significantly on 2019/20 (65%).</p>

6 - *Unplanned admissions to hospital are reduced*

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																																	
<p>DECREASE - people (18+) waiting more than 3 days to be discharged from hospital into a more appropriate care setting (excluding Code 9/AWI) (NHSGGC Acute data only)</p>	2020/21	2	0	Amber	↓	<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>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>0</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td><td>0</td></tr> <tr><td>2014/15</td><td>0</td><td>0</td></tr> <tr><td>2015/16</td><td>0</td><td>0</td></tr> <tr><td>2016/17</td><td>0</td><td>0</td></tr> <tr><td>2017/18</td><td>4</td><td>0</td></tr> <tr><td>2018/19</td><td>4</td><td>0</td></tr> <tr><td>2019/20</td><td>2</td><td>0</td></tr> <tr><td>2020/21</td><td>2</td><td>0</td></tr> <tr><td>2021/22</td><td>0</td><td>0</td></tr> </tbody> </table>	Year	Value	Target	2012/13	0	0	2013/14	0	0	2014/15	0	0	2015/16	0	0	2016/17	0	0	2017/18	4	0	2018/19	4	0	2019/20	2	0	2020/21	2	0	2021/22	0	0	<p>Data is Quarterly average to week ending 22 March 2021. Although above target (0) we continue to perform relatively well on delayed discharges from hospital; ranging from 1 to 2 each Qtr this year. (Figure differs between NHSGGC and ISD data (7) due to omission of Code 9 cases in former)</p>
Year	Value	Target																																						
2012/13	0	0																																						
2013/14	0	0																																						
2014/15	0	0																																						
2015/16	0	0																																						
2016/17	0	0																																						
2017/18	4	0																																						
2018/19	4	0																																						
2019/20	2	0																																						
2020/21	2	0																																						
2021/22	0	0																																						
<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>	2020/21	7	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>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>0</td><td>0</td></tr> <tr><td>2013/14</td><td>0</td><td>0</td></tr> <tr><td>2014/15</td><td>0</td><td>0</td></tr> <tr><td>2015/16</td><td>0</td><td>0</td></tr> <tr><td>2016/17</td><td>5</td><td>0</td></tr> <tr><td>2017/18</td><td>5</td><td>0</td></tr> <tr><td>2018/19</td><td>6</td><td>0</td></tr> <tr><td>2019/20</td><td>5</td><td>0</td></tr> <tr><td>2020/21</td><td>7</td><td>0</td></tr> <tr><td>2021/22</td><td>0</td><td>0</td></tr> </tbody> </table>	Year	Value	Target	2012/13	0	0	2013/14	0	0	2014/15	0	0	2015/16	0	0	2016/17	5	0	2017/18	5	0	2018/19	6	0	2019/20	5	0	2020/21	7	0	2021/22	0	0	<p>Figure relates to the annual monthly average. It has risen from 5 in 2019/20 though this can be attributed to the additional difficulties in discharging people from hospital during the Covid-19 pandemic combined with increasing numbers of Adults with Incapacity. Latest data at May 2021 (ISD)</p>
Year	Value	Target																																						
2012/13	0	0																																						
2013/14	0	0																																						
2014/15	0	0																																						
2015/16	0	0																																						
2016/17	5	0																																						
2017/18	5	0																																						
2018/19	6	0																																						
2019/20	5	0																																						
2020/21	7	0																																						
2021/22	0	0																																						


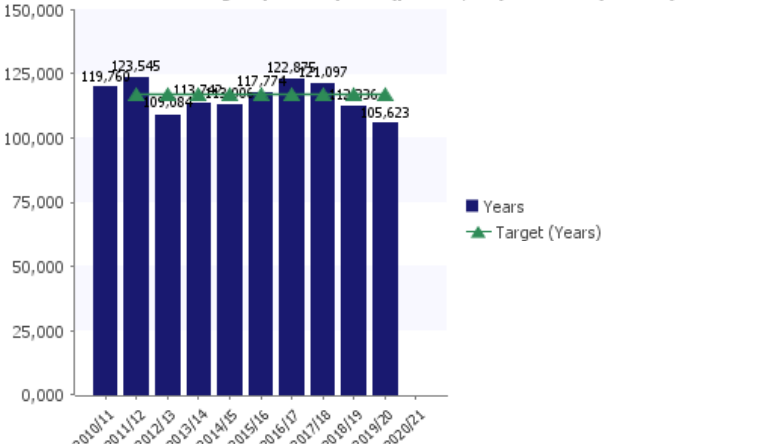


Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																										
DECREASE - Delayed discharges adult bed days lost to delayed discharge (ISD)	2020/21	2,342	1,893	Red	↓	<p>HSCP-DD-Beddays Delayed discharges adult bed days lost to delayed discharge (REDUCE)</p> <table border="1"> <caption>HSCP-DD-Beddays Delayed discharges adult bed days lost to delayed discharge (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>4,842</td></tr> <tr><td>2010/11</td><td>364</td></tr> <tr><td>2011/12</td><td></td></tr> <tr><td>2012/13</td><td></td></tr> <tr><td>2013/14</td><td></td></tr> <tr><td>2014/15</td><td>3,844</td></tr> <tr><td>2015/16</td><td>2,366</td></tr> <tr><td>2016/17</td><td>2,704</td></tr> <tr><td>2017/18</td><td></td></tr> <tr><td>2018/19</td><td>2,206</td></tr> <tr><td>2019/20</td><td>1,788</td></tr> <tr><td>2020/21</td><td>2,342</td></tr> </tbody> </table>	Year	Value	2009/10	4,842	2010/11	364	2011/12		2012/13		2013/14		2014/15	3,844	2015/16	2,366	2016/17	2,704	2017/18		2018/19	2,206	2019/20	1,788	2020/21	2,342	There has a significant increase in bed days lost to Delayed Discharge this year up from 1,788 in 2019/20. This can be attributed to the additional difficulties in discharging people from hospital during the Covid-19 pandemic. Latest data at May 2021 (ISD)
Year	Value																																
2009/10	4,842																																
2010/11	364																																
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2014/15	3,844																																
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2017/18																																	
2018/19	2,206																																
2019/20	1,788																																
2020/21	2,342																																
DECREASE - No. of A & E Attendances (NHSGGC data)	2020/21	9,854	18,332	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) (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>28,546</td></tr> <tr><td>2015/16</td><td>25,300</td></tr> <tr><td>2016/17</td><td></td></tr> <tr><td>2017/18</td><td>12,587</td></tr> <tr><td>2018/19</td><td>12,943</td></tr> <tr><td>2019/20</td><td>12,748</td></tr> <tr><td>2020/21</td><td>9,854</td></tr> </tbody> </table>	Year	Value	2014/15	28,546	2015/16	25,300	2016/17		2017/18	12,587	2018/19	12,943	2019/20	12,748	2020/21	9,854	Data from NHSGGC monthly dashboard. A&E attendances have remained low during the pandemic period but have risen as lockdown restrictions have eased.										
Year	Value																																
2014/15	28,546																																
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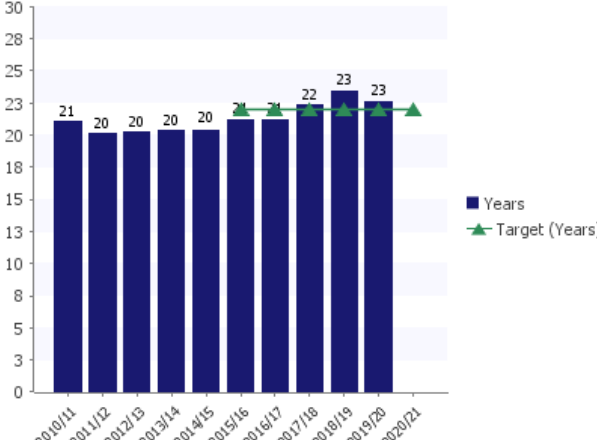
Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note														
DECREASE - A & E Attendances from Care Homes (NHSGGC data)	2020/21	236	400	Green	↑	<p>HSCP-GGC-CHA&E A & E Attendances from Care Homes (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-CHA&E A & E Attendances from Care Homes (NHSGGC data)</caption> <thead> <tr> <th>Year</th> <th>Attendances</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>541</td> </tr> <tr> <td>2018/19</td> <td>430</td> </tr> <tr> <td>2019/20</td> <td>394</td> </tr> <tr> <td>2020/21</td> <td>236</td> </tr> <tr> <td>Target (Years)</td> <td>400</td> </tr> </tbody> </table>	Year	Attendances	2017/18	541	2018/19	430	2019/20	394	2020/21	236	Target (Years)	400	A&E attendances from Care Homes were low over 2020-21 with fluctuation month-on-month.		
Year	Attendances																				
2017/18	541																				
2018/19	430																				
2019/20	394																				
2020/21	236																				
Target (Years)	400																				
DECREASE - Emergency Admissions from Care Homes (NHSGGC data)	2020/21	154	240	Green	↑	<p>HSCP-GGC-CEmerg Emergency Admissions from Care Homes (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-CEmerg Emergency Admissions from Care Homes (NHSGGC data)</caption> <thead> <tr> <th>Year</th> <th>Admissions</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>166</td> </tr> <tr> <td>2017/18</td> <td>338</td> </tr> <tr> <td>2018/19</td> <td>261</td> </tr> <tr> <td>2019/20</td> <td>233</td> </tr> <tr> <td>2020/21</td> <td>154</td> </tr> <tr> <td>Target (Years)</td> <td>240</td> </tr> </tbody> </table>	Year	Admissions	2016/17	166	2017/18	338	2018/19	261	2019/20	233	2020/21	154	Target (Years)	240	Hospital admissions from care homes were lower than expected during the pandemic period.
Year	Admissions																				
2016/17	166																				
2017/18	338																				
2018/19	261																				
2019/20	233																				
2020/21	154																				
Target (Years)	240																				

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note														
DECREASE - Number of Emergency Admissions: Adults (NHSGGC data)	2020/21	6,217	7,124	Green	↑	<p>HSCP-GGC-EmerAd Number of Emergency Admissions: Adults (NHSGGC data) (REDUCE)</p> <table border="1"> <caption>HSCP-GGC-EmerAd Number of Emergency Admissions: Adults (NHSGGC data)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>6,938</td> </tr> <tr> <td>2017/18</td> <td>6,946</td> </tr> <tr> <td>2018/19</td> <td>6,800</td> </tr> <tr> <td>2019/20</td> <td>6,805</td> </tr> <tr> <td>2020/21</td> <td>6,217</td> </tr> <tr> <td>Target (2020/21)</td> <td>7,124</td> </tr> </tbody> </table>	Year	Value	2016/17	6,938	2017/18	6,946	2018/19	6,800	2019/20	6,805	2020/21	6,217	Target (2020/21)	7,124	Hospital admissions were lower during the pandemic period but rose when lockdown restrictions were reduced.
Year	Value																				
2016/17	6,938																				
2017/18	6,946																				
2018/19	6,800																				
2019/20	6,805																				
2020/21	6,217																				
Target (2020/21)	7,124																				
DECREASE - Occupied Bed Days (Adult – non-elective) (NHSGGC data)	2020/21	58,336	58,220	Green	↑	<p>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>Year</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>2018/19</td> <td>63,068</td> </tr> <tr> <td>2019/20</td> <td>61,767</td> </tr> <tr> <td>2020/21</td> <td>58,336</td> </tr> <tr> <td>Target (2020/21)</td> <td>58,220</td> </tr> </tbody> </table>	Year	Value	2016/17	66,792	2017/18	67,347	2018/19	63,068	2019/20	61,767	2020/21	58,336	Target (2020/21)	58,220	We have seen steady decline in non-elective bed days each year since 2017/18. Reduced bed days reflects the reduced use of hospitals during the pandemic.
Year	Value																				
2016/17	66,792																				
2017/18	67,347																				
2018/19	63,068																				
2019/20	61,767																				
2020/21	58,336																				
Target (2020/21)	58,220																				

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																
DECREASE - No. of A & E Attendances - All	2020/21	17,798	25,300	Green	↑	<p>HSCP-MSG-A&E No. of A & E Attendances - All</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2019/20</td><td>28,546</td></tr> <tr><td>2020/21</td><td>25,300</td></tr> <tr><td>2021/22</td><td>25,812</td></tr> <tr><td>2022/23</td><td>26,993</td></tr> <tr><td>2023/24</td><td>27,850</td></tr> <tr><td>2024/25</td><td>27,644</td></tr> <tr><td>2025/26</td><td>17,798</td></tr> </tbody> </table>	Year	Value	2019/20	28,546	2020/21	25,300	2021/22	25,812	2022/23	26,993	2023/24	27,850	2024/25	27,644	2025/26	17,798	<p>Latest data released June 2021, data corrected back to April 2020. (Source: MSG Scottish Govt, June 2021)</p>
Year	Value																						
2019/20	28,546																						
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2025/26	17,798																						
DECREASE - No. of A & E Attendances – Adults	2020/21	13,677	18,332	Green	↑	<p>HSCP-MSG-A&E-Ad No. of A & E Attendances - Adults</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2019/20</td><td>18,332</td></tr> <tr><td>2020/21</td><td>18,747</td></tr> <tr><td>2021/22</td><td>19,342</td></tr> <tr><td>2022/23</td><td>20,212</td></tr> <tr><td>2023/24</td><td>20,159</td></tr> <tr><td>2024/25</td><td>13,677</td></tr> </tbody> </table>	Year	Value	2019/20	18,332	2020/21	18,747	2021/22	19,342	2022/23	20,212	2023/24	20,159	2024/25	13,677	<p>Data to March 2021, historical data amended back to April 2019. This year's outturn is a significant fall on previous 2019/20 (20,159) due to the effects of the Covid pandemic. (Source: MSG Scottish Govt, June 2021)</p>		
Year	Value																						
2019/20	18,332																						
2020/21	18,747																						
2021/22	19,342																						
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2023/24	20,159																						
2024/25	13,677																						

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																						
DECREASE - Number of Emergency Admissions: Adults (18+)	2020/21	6,518	7,124	Green	↑	<p style="text-align: center;">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>Year</th> <th>Number of Admissions</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>8,765</td></tr> <tr><td>2015/16</td><td>9,112</td></tr> <tr><td>2016/17</td><td>9,185</td></tr> <tr><td>2017/18</td><td>8,329</td></tr> <tr><td>2018/19</td><td>8,136</td></tr> <tr><td>2019/20</td><td>7,532</td></tr> <tr><td>2020/21</td><td>6,518</td></tr> </tbody> </table>	Year	Number of Admissions	2014/15	8,765	2015/16	9,112	2016/17	9,185	2017/18	8,329	2018/19	8,136	2019/20	7,532	2020/21	6,518	Interim data Jan - Mar 2021, released June 2021. Monthly data corrected back to April 2020. (Source: MSG Scottish Govt, June 2021)						
Year	Number of Admissions																												
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2020/21	6,518																												
DECREASE - Emergency admission rate (per 100,000 population) for adults. (NI-12)	Q3 2020/21	2,106		Data Only	↓	<p style="text-align: center;">HSCP-NI-12 Emergency admission rate (per 100,000 population) for adults (REDUCE)</p> <table border="1"> <caption>HSCP-NI-12 Emergency admission rate (per 100,000 population) for adults (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Admission Rate</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>9,682</td></tr> <tr><td>2011/12</td><td>10,521</td></tr> <tr><td>2012/13</td><td>10,676</td></tr> <tr><td>2013/14</td><td>10,491</td></tr> <tr><td>2014/15</td><td>10,729</td></tr> <tr><td>2015/16</td><td>11,401</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>10,340</td></tr> <tr><td>2019/20</td><td>10,438</td></tr> </tbody> </table>	Year	Admission Rate	2010/11	9,682	2011/12	10,521	2012/13	10,676	2013/14	10,491	2014/15	10,729	2015/16	11,401	2016/17	11,425	2017/18	10,497	2018/19	10,340	2019/20	10,438	Interim data March 2021 (Source: Public Health Scotland)
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Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																								
<p>DECREASE - Emergency bed day rate (per 100,000) for adults. (NI-13)</p>	<p>Q3 2020/21</p>	<p>20,557</p>	<p>29,000</p>	<p>Green</p>		<p>HSCP-NI-13 Emergency bed day rate (per 100,000) for adults (REDUCE)</p>  <table border="1"> <caption>HSCP-NI-13 Emergency bed day rate (per 100,000) for adults</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>119,760</td></tr> <tr><td>2011/12</td><td>123,545</td></tr> <tr><td>2012/13</td><td>109,082</td></tr> <tr><td>2013/14</td><td>113,242</td></tr> <tr><td>2014/15</td><td>117,771</td></tr> <tr><td>2015/16</td><td>122,875</td></tr> <tr><td>2016/17</td><td>121,097</td></tr> <tr><td>2017/18</td><td>117,771</td></tr> <tr><td>2018/19</td><td>113,336</td></tr> <tr><td>2019/20</td><td>105,623</td></tr> <tr><td>2020/21</td><td>20,557</td></tr> </tbody> </table>	Year	Value	2010/11	119,760	2011/12	123,545	2012/13	109,082	2013/14	113,242	2014/15	117,771	2015/16	122,875	2016/17	121,097	2017/18	117,771	2018/19	113,336	2019/20	105,623	2020/21	20,557	<p>Interim data at March 2021 (Source: Public Health Scotland)</p>
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2019/20	105,623																														
2020/21	20,557																														
<p>DECREASE - Number of re-admissions to an acute hospital within 28 days of discharge per 1,000 admissions. (N1-14)</p>	<p>Q3 2020/21</p>	<p>78</p>	<p>100</p>	<p>Green</p>		<p>HSCP-NI-14 Re-admission to hospital within 28 days (per 1,000 population) (REDUCE)</p>  <table border="1"> <caption>HSCP-NI-14 Re-admission to hospital within 28 days (per 1,000 population)</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>71</td></tr> <tr><td>2011/12</td><td>76</td></tr> <tr><td>2012/13</td><td>78</td></tr> <tr><td>2013/14</td><td>74</td></tr> <tr><td>2014/15</td><td>76</td></tr> <tr><td>2015/16</td><td>79</td></tr> <tr><td>2016/17</td><td>82</td></tr> <tr><td>2017/18</td><td>79</td></tr> <tr><td>2018/19</td><td>79</td></tr> <tr><td>2019/20</td><td>76</td></tr> <tr><td>2020/21</td><td>78</td></tr> </tbody> </table>	Year	Value	2010/11	71	2011/12	76	2012/13	78	2013/14	74	2014/15	76	2015/16	79	2016/17	82	2017/18	79	2018/19	79	2019/20	76	2020/21	78	<p>Interim data at March 2021 (Source: Public Health Scotland). No national target established to date, local target of 100 re-admissions per 1,000 established in June 2019 (based on historic national average).</p>
Year	Value																														
2010/11	71																														
2011/12	76																														
2012/13	78																														
2013/14	74																														
2014/15	76																														
2015/16	79																														
2016/17	82																														
2017/18	79																														
2018/19	79																														
2019/20	76																														
2020/21	78																														

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																																				
<p>INCREASE - Proportion of last 6 months of life spent at home or in a community setting. (NI-15)</p>	<p>Q3 2020/21</p>	<p>91%</p>	<p>86%</p>	<p>Green</p>		<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 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>82%</td><td>90%</td></tr> <tr><td>2011/12</td><td>84%</td><td>90%</td></tr> <tr><td>2012/13</td><td>84%</td><td>90%</td></tr> <tr><td>2013/14</td><td>85%</td><td>90%</td></tr> <tr><td>2014/15</td><td>84%</td><td>90%</td></tr> <tr><td>2015/16</td><td>86%</td><td>90%</td></tr> <tr><td>2016/17</td><td>86%</td><td>90%</td></tr> <tr><td>2017/18</td><td>85%</td><td>90%</td></tr> <tr><td>2018/19</td><td>86%</td><td>90%</td></tr> <tr><td>2019/20</td><td>86%</td><td>90%</td></tr> <tr><td>2020/21</td><td>89%</td><td>90%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2010/11	82%	90%	2011/12	84%	90%	2012/13	84%	90%	2013/14	85%	90%	2014/15	84%	90%	2015/16	86%	90%	2016/17	86%	90%	2017/18	85%	90%	2018/19	86%	90%	2019/20	86%	90%	2020/21	89%	90%	<p>Interim data at March 2021 (Source: Public Health Scotland).</p>
Year	Value (%)	Target (%)																																									
2010/11	82%	90%																																									
2011/12	84%	90%																																									
2012/13	84%	90%																																									
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2015/16	86%	90%																																									
2016/17	86%	90%																																									
2017/18	85%	90%																																									
2018/19	86%	90%																																									
2019/20	86%	90%																																									
2020/21	89%	90%																																									
<p>DECREASE - Rate per 1,000 population of falls that occur in the population (aged 65 plus) who were admitted as an emergency to hospital. (NI-16)</p>	<p>Q3 2020/21</p>	<p>5.8</p>	<p>5.5</p>	<p>Amber</p>		<p>HSCP-NI-16 Falls rate per 1,000 population aged 65+ (REDUCE)</p>  <table border="1"> <caption>HSCP-NI-16 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>21</td><td>22</td></tr> <tr><td>2011/12</td><td>20</td><td>22</td></tr> <tr><td>2012/13</td><td>20</td><td>22</td></tr> <tr><td>2013/14</td><td>20</td><td>22</td></tr> <tr><td>2014/15</td><td>20</td><td>22</td></tr> <tr><td>2015/16</td><td>21</td><td>22</td></tr> <tr><td>2016/17</td><td>21</td><td>22</td></tr> <tr><td>2017/18</td><td>22</td><td>22</td></tr> <tr><td>2018/19</td><td>23</td><td>22</td></tr> <tr><td>2019/20</td><td>23</td><td>22</td></tr> <tr><td>2020/21</td><td>23</td><td>22</td></tr> </tbody> </table>	Year	Value	Target	2010/11	21	22	2011/12	20	22	2012/13	20	22	2013/14	20	22	2014/15	20	22	2015/16	21	22	2016/17	21	22	2017/18	22	22	2018/19	23	22	2019/20	23	22	2020/21	23	22	<p>Interim data March 2021 (Source: Public Health Scotland)</p>
Year	Value	Target																																									
2010/11	21	22																																									
2011/12	20	22																																									
2012/13	20	22																																									
2013/14	20	22																																									
2014/15	20	22																																									
2015/16	21	22																																									
2016/17	21	22																																									
2017/18	22	22																																									
2018/19	23	22																																									
2019/20	23	22																																									
2020/21	23	22																																									

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																				
DECREASE - The number of bed days due to delay discharge that have been recorded for people aged 75+ resident within the Local Authority area, per 1,000 population in the area. (NI-19)	Q3 2020/21	62		Data Only	↓	<p>HSCP-NI-19 Number of days people aged 75+ spend in hospital when they are ready to be discharged, per 1,000 population (REDUCE)</p> <table border="1"> <caption>HSCP-NI-19 Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>656</td></tr> <tr><td>2013/14</td><td>344</td></tr> <tr><td>2014/15</td><td>213</td></tr> <tr><td>2015/16</td><td>209</td></tr> <tr><td>2016/17</td><td>228</td></tr> <tr><td>2017/18</td><td>117</td></tr> <tr><td>2018/19</td><td>170</td></tr> <tr><td>2019/20</td><td>156</td></tr> <tr><td>2020/21</td><td>62</td></tr> </tbody> </table>	Year	Value	2012/13	656	2013/14	344	2014/15	213	2015/16	209	2016/17	228	2017/18	117	2018/19	170	2019/20	156	2020/21	62	Interim figure at March 2021 (Source: Public Health Scotland)
Year	Value																										
2012/13	656																										
2013/14	344																										
2014/15	213																										
2015/16	209																										
2016/17	228																										
2017/18	117																										
2018/19	170																										
2019/20	156																										
2020/21	62																										

7 - People who care for someone are able to exercise choice and control in relation to their caring activities



Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																														
INCREASE - People reporting 'quality of life for carers' needs fully met (%)	2020/21	91%	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 Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>82%</td></tr> <tr><td>2010/11</td><td>67%</td></tr> <tr><td>2011/12</td><td>69%</td></tr> <tr><td>2012/13</td><td>69%</td></tr> <tr><td>2013/14</td><td>71%</td></tr> <tr><td>2014/15</td><td>75%</td></tr> <tr><td>2015/16</td><td>70%</td></tr> <tr><td>2016/17</td><td>70%</td></tr> <tr><td>2017/18</td><td>72%</td></tr> <tr><td>2018/19</td><td>78%</td></tr> <tr><td>2019/20</td><td>92%</td></tr> <tr><td>2020/21</td><td>91%</td></tr> <tr><td>2021/22</td><td>92%</td></tr> <tr><td>2022/23</td><td>92%</td></tr> </tbody> </table>	Year	Value (%)	2009/10	82%	2010/11	67%	2011/12	69%	2012/13	69%	2013/14	71%	2014/15	75%	2015/16	70%	2016/17	70%	2017/18	72%	2018/19	78%	2019/20	92%	2020/21	91%	2021/22	92%	2022/23	92%	In 2020/21 of the 154 valid responses 141 reported their needs met. This year's figure is similar to 2019/20 (92%)
Year	Value (%)																																				
2009/10	82%																																				
2010/11	67%																																				
2011/12	69%																																				
2012/13	69%																																				
2013/14	71%																																				
2014/15	75%																																				
2015/16	70%																																				
2016/17	70%																																				
2017/18	72%																																				
2018/19	78%																																				
2019/20	92%																																				
2020/21	91%																																				
2021/22	92%																																				
2022/23	92%																																				

8 - Organisational outcomes


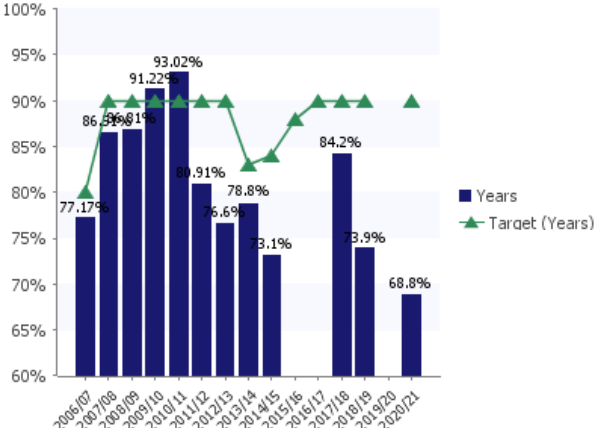


8.1 Our customers

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note															
DECREASE - Average time in working days to respond to complaints at stage one (HSCP)	2020/21	9.9	5	Red	↓	<p>SP5004aHSCP The average time in working days to respond to complaints at stage one (HSCP) (REDUCE)</p> <table border="1"> <caption>SP5004aHSCP Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>8.1</td> <td>5</td> </tr> <tr> <td>2018/19</td> <td>4.6</td> <td>5</td> </tr> <tr> <td>2019/20</td> <td>5.4</td> <td>5</td> </tr> <tr> <td>2020/21</td> <td>9.9</td> <td>5</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	8.1	5	2018/19	4.6	5	2019/20	5.4	5	2020/21	9.9	5	Relates to 72 complaints, data is provisional. Performance affected by focus on pandemic response.
Year	Value	Target																				
2017/18	8.1	5																				
2018/19	4.6	5																				
2019/20	5.4	5																				
2020/21	9.9	5																				
DECREASE - Average time in working days to respond to complaints at investigation (stage 2 and esc combined) (HSCP)	2020/21	37.4	20	Red	↓	<p>SP5004dHSCP The average time in working days to respond to complaints at investigation (stage 2 and esc combined) (HSCP) (REDUCE)</p> <table border="1"> <caption>SP5004dHSCP Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>20</td> <td>20</td> </tr> <tr> <td>2018/19</td> <td>25.7</td> <td>20</td> </tr> <tr> <td>2019/20</td> <td>22.2</td> <td>20</td> </tr> <tr> <td>2020/21</td> <td>37.4</td> <td>20</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	20	20	2018/19	25.7	20	2019/20	22.2	20	2020/21	37.4	20	Relates to 27 complaints, data is provisional. Performance affected by focus on pandemic response.
Year	Value	Target																				
2017/18	20	20																				
2018/19	25.7	20																				
2019/20	22.2	20																				
2020/21	37.4	20																				

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																								
<p>INCREASE - Percentage of HSCP (NHS) complaints received and responded to within timescale (5 working days Frontline, 20 days Investigation)</p>	2020/21	100%	70%	Green	↑	<p>HSCP Qual 01 Percentage of HSCP (NHS) complaints received and responded to within timescale (INCREASE)</p> <table border="1"> <caption>HSCP Qual 01 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>70%</td></tr> <tr><td>2011/12</td><td>80%</td></tr> <tr><td>2012/13</td><td>100%</td></tr> <tr><td>2013/14</td><td>84%</td></tr> <tr><td>2014/15</td><td>70%</td></tr> <tr><td>2015/16</td><td>100%</td></tr> <tr><td>2016/17</td><td>63%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>68%</td></tr> <tr><td>2019/20</td><td>56%</td></tr> <tr><td>2020/21</td><td>100%</td></tr> </tbody> </table>	Year	Percentage	2010/11	70%	2011/12	80%	2012/13	100%	2013/14	84%	2014/15	70%	2015/16	100%	2016/17	63%	2017/18	100%	2018/19	68%	2019/20	56%	2020/21	100%	<p>Of the 13 NHS complaints received in 2020/21 all were responded to within target timescales. 5 were categorised as frontline and 8 were dealt with as investigations. This was a significant achievement despite the pressures on staff during the Covid-19 pandemic.</p>
Year	Percentage																														
2010/11	70%																														
2011/12	80%																														
2012/13	100%																														
2013/14	84%																														
2014/15	70%																														
2015/16	100%																														
2016/17	63%																														
2017/18	100%																														
2018/19	68%																														
2019/20	56%																														
2020/21	100%																														
<p>INCREASE - Percentage of HSCP (local authority) complaints received and responded to within timescale (5 working days Frontline; 20 days Investigation)</p>	2020/21	65%	100%	Red	↓	<p>HSCP Qual 02 Percentage of HSCP (local authority) complaints received and responded to within timescale (INCREASE)</p> <table border="1"> <caption>HSCP Qual 02 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>100%</td></tr> <tr><td>2011/12</td><td>79%</td></tr> <tr><td>2012/13</td><td>69%</td></tr> <tr><td>2013/14</td><td>83%</td></tr> <tr><td>2014/15</td><td>60%</td></tr> <tr><td>2015/16</td><td>77%</td></tr> <tr><td>2016/17</td><td>68%</td></tr> <tr><td>2017/18</td><td>81%</td></tr> <tr><td>2018/19</td><td>72%</td></tr> <tr><td>2019/20</td><td>72%</td></tr> <tr><td>2020/21</td><td>65%</td></tr> </tbody> </table>	Year	Percentage	2010/11	100%	2011/12	79%	2012/13	69%	2013/14	83%	2014/15	60%	2015/16	77%	2016/17	68%	2017/18	81%	2018/19	72%	2019/20	72%	2020/21	65%	<p>There were 94 local authority complaints in 2020/21. Of the 69 frontline complaints, 47 (67%) were responded to within timescale. Of 25 investigations, 15 (60%) were responded to on time. This is a decline in performance from the previous year reflecting staff pressures during the Covid-19 pandemic.</p>
Year	Percentage																														
2010/11	100%																														
2011/12	79%																														
2012/13	69%																														
2013/14	83%																														
2014/15	60%																														
2015/16	77%																														
2016/17	68%																														
2017/18	81%																														
2018/19	72%																														
2019/20	72%																														
2020/21	65%																														

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																
<p>INCREASE - Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections. (NI-17)</p>	2019/20	84%		Data Only		<p>HSCP-NI-17 Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections (INCREASE)</p> <table border="1"> <caption>HSCP-NI-17 Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections</caption> <thead> <tr> <th>Year</th> <th>Proportion (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>88%</td> </tr> <tr> <td>2015/16</td> <td>86%</td> </tr> <tr> <td>2016/17</td> <td>88%</td> </tr> <tr> <td>2017/18</td> <td>88%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> </tr> <tr> <td>2019/20</td> <td>84%</td> </tr> <tr> <td>2020/21</td> <td>84%</td> </tr> </tbody> </table>	Year	Proportion (%)	2014/15	88%	2015/16	86%	2016/17	88%	2017/18	88%	2018/19	84%	2019/20	84%	2020/21	84%	<p>This is the same as last year, in comparison the Scotland figure was 81.8%. Data at March 2021 (Source: Care Inspectorate). Note this indicator is still at the developmental stage.</p>
Year	Proportion (%)																						
2014/15	88%																						
2015/16	86%																						
2016/17	88%																						
2017/18	88%																						
2018/19	84%																						
2019/20	84%																						
2020/21	84%																						
<p>DECREASE - The total number of complaints received - HSCP</p>	2020/21	95		Data Only		<p>SPS0001HSCP The total number of complaints received (HSCP) (REDUCE)</p> <table border="1"> <caption>SPS0001HSCP The total number of complaints received (HSCP)</caption> <thead> <tr> <th>Year</th> <th>Total Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>68</td> </tr> <tr> <td>2018/19</td> <td>168</td> </tr> <tr> <td>2019/20</td> <td>168</td> </tr> <tr> <td>2020/21</td> <td>95</td> </tr> </tbody> </table>	Year	Total Number of Complaints	2017/18	68	2018/19	168	2019/20	168	2020/21	95	<p>0.99 per 1,000 population. Data is provisional. The number of complaints received decreased significantly during the pandemic (down from 168 in 2019/20).</p>						
Year	Total Number of Complaints																						
2017/18	68																						
2018/19	168																						
2019/20	168																						
2020/21	95																						


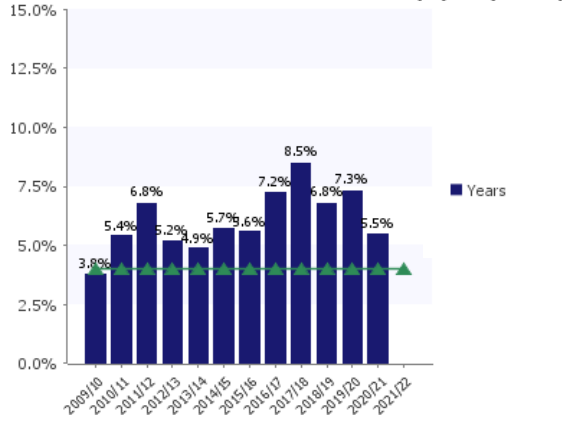

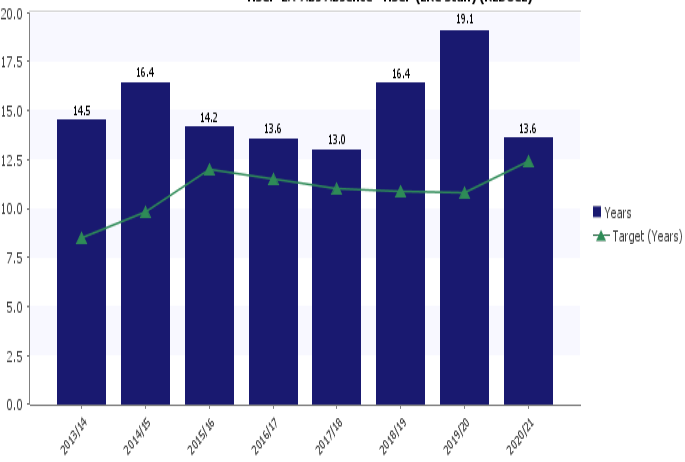
8.2 Efficiency

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																																
<p>INCREASE - Payment of invoices: Percentage invoices paid within agreed period (30 days)</p>	<p>2020/21</p>	<p>68.8%</p>	<p>90%</p>	<p>Red</p>		<p>CHCP-IN02 Payment of invoices: Percentage invoices paid within agreed period (30 days) (INCREASE)</p>  <table border="1"> <caption>CHCP-IN02 Payment of invoices: Percentage invoices paid within agreed period (30 days)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2006/07</td><td>77.17%</td></tr> <tr><td>2007/08</td><td>86.91%</td></tr> <tr><td>2008/09</td><td>89.61%</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>89.91%</td></tr> <tr><td>2012/13</td><td>78.8%</td></tr> <tr><td>2013/14</td><td>78.8%</td></tr> <tr><td>2014/15</td><td>73.1%</td></tr> <tr><td>2015/16</td><td>84.2%</td></tr> <tr><td>2016/17</td><td>84.2%</td></tr> <tr><td>2017/18</td><td>84.2%</td></tr> <tr><td>2018/19</td><td>84.2%</td></tr> <tr><td>2019/20</td><td>84.2%</td></tr> <tr><td>2020/21</td><td>68.8%</td></tr> </tbody> </table>	Year	Percentage	2006/07	77.17%	2007/08	86.91%	2008/09	89.61%	2009/10	91.22%	2010/11	93.02%	2011/12	89.91%	2012/13	78.8%	2013/14	78.8%	2014/15	73.1%	2015/16	84.2%	2016/17	84.2%	2017/18	84.2%	2018/19	84.2%	2019/20	84.2%	2020/21	68.8%	<p>Invoice processing timescales were impacted significantly in the first months of the pandemic but have recovered over the remainder of the year. Payments within the 30 day target were at 86% for March 2021. Moving forward we will continue to work with the Council to improve Purchase2Pay processes.</p>
Year	Percentage																																						
2006/07	77.17%																																						
2007/08	86.91%																																						
2008/09	89.61%																																						
2009/10	91.22%																																						
2010/11	93.02%																																						
2011/12	89.91%																																						
2012/13	78.8%																																						
2013/14	78.8%																																						
2014/15	73.1%																																						
2015/16	84.2%																																						
2016/17	84.2%																																						
2017/18	84.2%																																						
2018/19	84.2%																																						
2019/20	84.2%																																						
2020/21	68.8%																																						
<p>INCREASE - Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency. (NI-20)</p>	<p>Q3 2020/21</p>	<p>17%</p>	<p>24%</p>	<p>Green</p>		<p>HSCP-NI-20 Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency (REDUCE)</p>  <table border="1"> <caption>HSCP-NI-20 Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>21%</td></tr> <tr><td>2011/12</td><td>21%</td></tr> <tr><td>2012/13</td><td>21%</td></tr> <tr><td>2013/14</td><td>20%</td></tr> <tr><td>2014/15</td><td>19%</td></tr> <tr><td>2015/16</td><td>23%</td></tr> <tr><td>2016/17</td><td>23%</td></tr> <tr><td>2017/18</td><td>23%</td></tr> <tr><td>2018/19</td><td>21%</td></tr> <tr><td>2019/20</td><td>21%</td></tr> <tr><td>2020/21</td><td>17%</td></tr> </tbody> </table>	Year	Percentage	2010/11	21%	2011/12	21%	2012/13	21%	2013/14	20%	2014/15	19%	2015/16	23%	2016/17	23%	2017/18	23%	2018/19	21%	2019/20	21%	2020/21	17%	<p>Interim data at March 2021 (Source: Public Health Scotland)</p>								
Year	Percentage																																						
2010/11	21%																																						
2011/12	21%																																						
2012/13	21%																																						
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2018/19	21%																																						
2019/20	21%																																						
2020/21	17%																																						

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																						
DECREASE - The gross cost of "children looked after" in residential based services per child per week £ (LGBF)	2019/20	£4,109			↑	<p>SCHN08a The gross cost of "children looked after" in residential based services per child per week £ (REDUCE)</p> <table border="1"> <caption>SCHN08a Data</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>4830</td></tr> <tr><td>2011/12</td><td>3010</td></tr> <tr><td>2012/13</td><td>5810</td></tr> <tr><td>2013/14</td><td>4357</td></tr> <tr><td>2014/15</td><td>6889</td></tr> <tr><td>2015/16</td><td>7776</td></tr> <tr><td>2016/17</td><td>2983</td></tr> <tr><td>2017/18</td><td>3896</td></tr> <tr><td>2018/19</td><td>12308</td></tr> <tr><td>2019/20</td><td>4109</td></tr> </tbody> </table>	Year	Cost (£)	2010/11	4830	2011/12	3010	2012/13	5810	2013/14	4357	2014/15	6889	2015/16	7776	2016/17	2983	2017/18	3896	2018/19	12308	2019/20	4109	Gross costs of residential placements are relatively stable and comparable with the Scottish average and the benchmarking family group.
Year	Cost (£)																												
2010/11	4830																												
2011/12	3010																												
2012/13	5810																												
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2016/17	2983																												
2017/18	3896																												
2018/19	12308																												
2019/20	4109																												
DECREASE - The gross cost of "children looked after" in a community setting per child per week £ (LGBF)	2019/20	£223			↓	<p>SCHN08b The gross cost of "children looked after" in a community setting per child per week £ (REDUCE)</p> <table border="1"> <caption>SCHN08b Data</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>147</td></tr> <tr><td>2011/12</td><td>95</td></tr> <tr><td>2012/13</td><td>108</td></tr> <tr><td>2013/14</td><td>151</td></tr> <tr><td>2014/15</td><td>186</td></tr> <tr><td>2015/16</td><td>191</td></tr> <tr><td>2016/17</td><td>178</td></tr> <tr><td>2017/18</td><td>205</td></tr> <tr><td>2018/19</td><td>217</td></tr> <tr><td>2019/20</td><td>223</td></tr> </tbody> </table>	Year	Cost (£)	2010/11	147	2011/12	95	2012/13	108	2013/14	151	2014/15	186	2015/16	191	2016/17	178	2017/18	205	2018/19	217	2019/20	223	Community settings gross costs for children subject to statutory measures are the same as the previous year and we are ranked 4 th in Scotland. N.b. formulae for costings is to be revised as part of local accountancy review for following year.
Year	Cost (£)																												
2010/11	147																												
2011/12	95																												
2012/13	108																												
2013/14	151																												
2014/15	186																												
2015/16	191																												
2016/17	178																												
2017/18	205																												
2018/19	217																												
2019/20	223																												

Description	Data Period	Current Value	Current Target	Traffic Light	Trend Arrow	Trend Chart	Latest Note																								
DECREASE - Older Persons (Over65) Home Care Costs per Hour (LGBF)	2019/20	£25		Data Only	▬	<p>SW01 Home care costs for people aged 65 or over per hour £ (REDUCE)</p> <table border="1"> <caption>SW01 Home care costs for people aged 65 or over per hour £ (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>£9</td></tr> <tr><td>2011/12</td><td>£11</td></tr> <tr><td>2012/13</td><td>£10</td></tr> <tr><td>2013/14</td><td>£18</td></tr> <tr><td>2014/15</td><td>£22</td></tr> <tr><td>2015/16</td><td>£25</td></tr> <tr><td>2016/17</td><td>£23</td></tr> <tr><td>2017/18</td><td>£23</td></tr> <tr><td>2018/19</td><td>£25</td></tr> <tr><td>2019/20</td><td>£25</td></tr> <tr><td>2020/21</td><td>£25</td></tr> </tbody> </table>	Year	Cost (£)	2010/11	£9	2011/12	£11	2012/13	£10	2013/14	£18	2014/15	£22	2015/16	£25	2016/17	£23	2017/18	£23	2018/19	£25	2019/20	£25	2020/21	£25	Performance has remained consistent with the previous year at £25/h. We performed more favourably than other partnerships in 2019/20 and our ranking improved from 17 th to 15 th .
Year	Cost (£)																														
2010/11	£9																														
2011/12	£11																														
2012/13	£10																														
2013/14	£18																														
2014/15	£22																														
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2016/17	£23																														
2017/18	£23																														
2018/19	£25																														
2019/20	£25																														
2020/21	£25																														
DECREASE - The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	2019/20	£170		Data Only	⬆	<p>SW05 Net Cost of Residential Care Services per Older Adult (+65) per Week (REDUCE)</p> <table border="1"> <caption>SW05 Net Cost of Residential Care Services per Older Adult (+65) per Week (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Cost (£)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>£353</td></tr> <tr><td>2011/12</td><td>£388</td></tr> <tr><td>2012/13</td><td>£377</td></tr> <tr><td>2013/14</td><td>£370</td></tr> <tr><td>2014/15</td><td>£364</td></tr> <tr><td>2015/16</td><td>£326</td></tr> <tr><td>2016/17</td><td>£233</td></tr> <tr><td>2017/18</td><td>£165</td></tr> <tr><td>2018/19</td><td>£160</td></tr> <tr><td>2019/20</td><td>£170</td></tr> <tr><td>2020/21</td><td>£170</td></tr> </tbody> </table>	Year	Cost (£)	2010/11	£353	2011/12	£388	2012/13	£377	2013/14	£370	2014/15	£364	2015/16	£326	2016/17	£233	2017/18	£165	2018/19	£160	2019/20	£170	2020/21	£170	We continue to be one of the best performers in Scotland on this measure (ranked 2 nd) although costs rose slightly compared with the previous year.
Year	Cost (£)																														
2010/11	£353																														
2011/12	£388																														
2012/13	£377																														
2013/14	£370																														
2014/15	£364																														
2015/16	£326																														
2016/17	£233																														
2017/18	£165																														
2018/19	£160																														
2019/20	£170																														
2020/21	£170																														

8.3 Our People

Description	Data Period	Current Value	Current Target	Traffic Light	Long Term Trend Arrow	Trend Chart	Notes & History Latest Note																												
<p>DECREASE - Percentage of days lost to sickness absence for HSCP NHS staff</p>	<p>2020/21</p>	<p>5.5%</p>		<p>Data Only</p>		<p>HSCP-AB05d Sickness absence (%) NHS (REDUCE)</p>  <table border="1"> <caption>HSCP-AB05d Sickness absence (%) NHS (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>2009/10</td><td>3.8%</td></tr> <tr><td>2010/11</td><td>5.4%</td></tr> <tr><td>2011/12</td><td>6.8%</td></tr> <tr><td>2012/13</td><td>5.2%</td></tr> <tr><td>2013/14</td><td>4.9%</td></tr> <tr><td>2014/15</td><td>5.7%</td></tr> <tr><td>2015/16</td><td>5.6%</td></tr> <tr><td>2016/17</td><td>7.2%</td></tr> <tr><td>2017/18</td><td>8.5%</td></tr> <tr><td>2018/19</td><td>6.8%</td></tr> <tr><td>2019/20</td><td>7.3%</td></tr> <tr><td>2020/21</td><td>5.5%</td></tr> <tr><td>2021/22</td><td>4.2%</td></tr> </tbody> </table>	Year	Percentage	2009/10	3.8%	2010/11	5.4%	2011/12	6.8%	2012/13	5.2%	2013/14	4.9%	2014/15	5.7%	2015/16	5.6%	2016/17	7.2%	2017/18	8.5%	2018/19	6.8%	2019/20	7.3%	2020/21	5.5%	2021/22	4.2%	<p>Within the NHS the average percentage for the year 2020/21 is 5.5% against a target of 4%. This compares to 7.3% for the year 2019/20 a reduction of over 2% year on year. Again the reasons for the reductions can be attributed to the reduction in short term absence. The top reason for absence prior to the pandemic was psychological reasons and we expect an increase in this for 2021/22. Absence levels reduced to 3.8 and 4.2 respectively in Dec and Jan. However have been rising in February and March due to a number of serious cases where the expectation is ill health retiral.</p>
Year	Percentage																																		
2009/10	3.8%																																		
2010/11	5.4%																																		
2011/12	6.8%																																		
2012/13	5.2%																																		
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2018/19	6.8%																																		
2019/20	7.3%																																		
2020/21	5.5%																																		
2021/22	4.2%																																		
<p>DECREASE - Sickness absence days lost to sickness absence per employee - HSCP (LA staff)</p>	<p>2020/21</p>	<p>13.6</p>		<p>Data Only</p>		<p>HSCP-LA-Abs Absence - HSCP (ERC Staff) (REDUCE)</p>  <table border="1"> <caption>HSCP-LA-Abs Absence - HSCP (ERC Staff) (REDUCE)</caption> <thead> <tr> <th>Year</th> <th>Days per Employee</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>14.5</td></tr> <tr><td>2014/15</td><td>16.4</td></tr> <tr><td>2015/16</td><td>14.2</td></tr> <tr><td>2016/17</td><td>13.6</td></tr> <tr><td>2017/18</td><td>13.0</td></tr> <tr><td>2018/19</td><td>16.4</td></tr> <tr><td>2019/20</td><td>19.1</td></tr> <tr><td>2020/21</td><td>13.6</td></tr> </tbody> </table>	Year	Days per Employee	2013/14	14.5	2014/15	16.4	2015/16	14.2	2016/17	13.6	2017/18	13.0	2018/19	16.4	2019/20	19.1	2020/21	13.6	<p>Within the Council the cumulative absence PI based on the Q1-Q4 above for the year 2020/21 is 13.61 days lost per fte. This is a significant reduction from the 19/20 total of 19.1 days lost per fte. It should be noted no formal target were set for 2021. The reduction in absence is in part down to the social distancing and reduction in other infections and the ongoing work of the Care at Home and HR teams to reduce absence within the service. Prior to the pandemic the top reason for absence within the HSCP was non work related stress. Given the increases demand on our workforce during the pandemic and levels personal stress the pandemic has caused we anticipate there will be increase in absence levels due to stress / mental health. As restrictions lift</p>										
Year	Days per Employee																																		
2013/14	14.5																																		
2014/15	16.4																																		
2015/16	14.2																																		
2016/17	13.6																																		
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2020/21	13.6																																		

Description	Data Period	Current Value	Current Target	Traffic Light	Long Term Trend Arrow	Trend Chart	Notes & History Latest Note										
							there will be more opportunities for people to mix and therefore we anticipate an increase in short term illness due to infections.										
INCREASE - Percentage of staff who say they would recommend their workplace as a good place to work. (NI-10)	2019/20	77%		Data Only	↑	<p>HSCP-NI-10 Percentage of staff who say they would recommend their workplace as a good place to work (INCREASE)</p> <table border="1"> <caption>HSCP-NI-10 Percentage of staff who say they would recommend their workplace as a good place to work (INCREASE)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>75%</td> </tr> <tr> <td>2017/18</td> <td>75%</td> </tr> <tr> <td>2018/19</td> <td>77%</td> </tr> <tr> <td>2019/20</td> <td>77%</td> </tr> </tbody> </table>	Year	Percentage	2016/17	75%	2017/18	75%	2018/19	77%	2019/20	77%	National Indicator remains under development at March 2021 (Source: Public Health Scotland). Data relates to iMatter Survey Report July 2018 as a proxy figure.
Year	Percentage																
2016/17	75%																
2017/18	75%																
2018/19	77%																
2019/20	77%																

Performance indicators with no new updates

(n.b. Latest data not published for National Core Suite of Integration Indicators 1 to 9 due to proposed changes to survey methodology – to be included in our Annual Performance Report)

- Percentage of adults able to look after their health very well or quite well (NI-1)
- Percentage of adults supported at home who agreed that they are supported to live as independently as possible. (NI-2)
- Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided (NI-3)
- Percentage of adults supported at home who agreed that their health and social care services seemed to be well co-ordinated (NI-4)
- Total % of adults receiving any care or support who rated it as excellent or good. (NI-5)
- Percentage of people with positive experience of the care provided by their GP Practice. (NI-6)
- 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-7)
- Total combined % carers who feel supported to continue in their caring role. (NI-8)
- Percentage of adults supported at home who agreed they felt safe. (NI-9)