



INTEGRATION JOINT BOARD

Date of Meeting	19 November 2019
Report Title	Performance Dashboard
Report Number	HSCP.19.069
Lead Officer	Sandra Ross, Chief Officer
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	A: PDF versions of Performance Dashboard Landing Page and Spine Charts

1. Purpose of the Report

- 1.1. The purpose of this report is to present the latest draft of the Performance Dashboard that is linked to the current IJB Strategic Plan.

2. Recommendations

- 2.1. It is recommended that the Integration Joint Board:
- Review the draft Performance Dashboard and note future planned developments.
 - Agree the revised proposal in relation to performance reporting arrangements.
 - Agree the scheduling of a development session to determine the most effective way to use the Performance Dashboard at IJB and committee level.



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3. Summary of Key Information

- 3.1. The IJB approved the Strategic Plan for 2019 to 2022 at its meeting in March 2019. The plan contains five Strategic Aims and a suite of performance measures was provided for each. The performance measures were compiled from those committed to in existing plans, frameworks and strategies.
- 3.2. In order to facilitate collation of the performance data, a master spreadsheet was created which captures the source, the frequency of reporting, whether trend or benchmarking data is available and where this is currently reported to. This spreadsheet enables us to track what information is available and where the gaps are. It also provides assurance as to the quality and accuracy of the data.
- 3.3. The Chief Officer of Aberdeen City Health and Social Care Partnership has responsibility for the delivery of the Strategic Plan and uses these performance measures as part of her ongoing performance review meetings with the Chief Executives of Aberdeen City Council and NHS Grampian. Each of the measures has been assigned to a member of the Leadership team who has ultimate accountability for performance.
- 3.4. Initially these measures were depicted in excel spreadsheet format showing current data and data covering previous periods in order that progress could be demonstrated, and areas of concern identified. There is a lot of data and the spreadsheet was busy and difficult to read.
- 3.5. In conjunction with colleagues from NHS Grampian Health Intelligence and with support from Aberdeen City Council Business Intelligence, a Performance Dashboard has been compiled using the Tableau (Illuminate) software which provides a much more visual and easier to read version of the same data.
- 3.6. A demonstration of the Dashboard was provided to the October meeting of the Audit and Performance Systems Committee and will be provided to the November meeting of the Clinical and Care Governance Committee. Originally the intention was to present to both committees prior to IJB however the date of the Clinical and Care Governance Committee was deferred until after the date of the IJB meeting.
- 3.7. The high-level view of the Dashboard currently only provides a snapshot of information at a particular point in time. Further development of the



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Dashboard is planned to include trend data at this level. It is also our intention to add data from our commissioned services to our performance dashboard and discussions are ongoing as to the mechanisms for achieving this.

- 3.8.** It should be noted that data is not yet available for all of the performance measures and these are indicated in grey on the Performance Dashboard. Work is ongoing to address this however it is difficult to put a timescale on when the missing information will be available.
- 3.9.** In addition, some of the data that is available is only reported on an annual or bi-annual basis, so progress will not necessarily be obvious depending on the time intervals between which the Dashboard is viewed. Work is ongoing in relation to operational performance reports which will link a suite of operational performance measures to each of the strategic measures. This will be available to services to use to inform service delivery and improvement. The annual version of the Dashboard will be used to inform the 2019/20 Annual Report.
- 3.10.** The original intention had been to share consideration of performance against the five Strategic Aims between Audit and Performance Systems and Clinical and Care Governance committees with IJB considering the Annual Report and the MSG Indicators. IJB agreed this approach at its meeting in December 2018. In light of the development of the Dashboard which allows easy access to the high level information, the fact that some aims have a disproportionate amount of missing information and the consideration that all of the strategic performance indicators will be of interest across the IJB and its committees we are now proposing a revision to that approach.
- 3.11.** It is proposed that we enable access to the landing page and spine charts for all IJB and committee members and their deputies (example attached at Appendix A). It is further proposed that, to provide the IJB and committees with assurance, officers will bring performance reports to both committees based on those indicators that are performing out with a tolerance level (yet to be identified). These reports will not only refer to the performance but also provide context for that and detail action being undertaken to bring about improvement. IJB will continue to receive the Annual Report and reports on the MSG Indicators.
- 3.12.** It is further proposed that a development session is scheduled to agree how best to use the information available, how it links to risk, and to set the tolerance level beyond which an indicator would be deemed to be “exceptional” and merit becoming the subject of specific reporting.



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4. Implications for the Integration Joint Board

- 4.1. Equalities – this report has no direct implications in relation to equalities.
- 4.2. Fairer Scotland Duty – this report has no direct implications in relation to the Fairer Scotland Duty.
- 4.3. Financial – there are no direct financial implications arising from the recommendations of this report.
- 4.4. Workforce – there are no direct workforce implications arising from the recommendations of this report.
- 4.5. Legal – there are no direct legal implications arising from the recommendations in this report.
- 4.6. Other – none.

5. Links to ACHSCP Strategic Plan

- 5.1. The Performance Dashboard demonstrates progress made against the five Strategic Aims within the Strategic Plan.

6. Management of Risk

6.1. Identified risks(s)

If we do not monitor and report on our performance, there is a risk that the services we are delivering are not of the best quality and that we miss opportunities to improve.

6.2. Link to risks on strategic or operational risk register:



This report links to strategic risk 5. - *There is a risk that the IJB, and the services that it directs and has operational oversight of, fail to meet both performance standards/outcomes as set by regulatory bodies and those locally determined performance standards as set by the board itself. This may result in harm or risk of harm to people.*

6.3. How might the content of this report impact or mitigate these risks:



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The report gives assurance on the areas where we are performing well and highlights areas where performance could be improved allowing remedial activity to be employed where required.

Approvals	
	Sandra Ross (Chief Officer)
	Alex Stephen (Chief Finance Officer)