



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

Date of Meeting	11 th September 2018
Report Title	Strategic Performance Indicators
Report Number	HSCP.18.070
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Consultation Checklist Completed	Yes
Directions Required	No
Appendices	<i>a. National Performance Indicators b. Current Local Performance Indicators c. Priorities, Outcomes and Indicators Map d. Proposed Strategic Performance Indicators</i>

1. Purpose of the Report

- 1.1. The purpose of this report is to advise the Committee of a recent review of performance indicators undertaken by the Lead Strategy and Performance Manager and to seek their approval of the proposed new set of strategic performance indicators contained in appendix d.



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

2. Recommendations

2.1. It is recommended that the Audit & Performance Systems Committee:

- a) Approve the proposed new set of strategic performance indicators contained in Appendix d.
- b) Approve the frequency and route of reporting these.
- c) Approve that these are used as the basis of our Annual Report format for 2018/19.

3. Summary of Key Information

- 3.1.** Quarterly reports are currently submitted to both the Audit and Performance Systems Committee and the IJB on performance. The Audit and Performance Systems Committee last received a report at their meeting in March 2018 and the IJB at their meeting in May 2018.
- 3.2.** The performance reported is based on both national and local indicators. The national indicators are taken from national systems, historical data is available, and we have the ability to benchmark nationally. There are 23 National Indicators in total some covering the same topic but providing a slightly different slant on the data reported. National Indicators 1 to 9 are taken from a bi-annual survey using random sample patients from GP practice lists and as reported previously the response rate to these surveys is typically poor and not reflective of the population using health and social care services. Discussions are underway at a national level as to how this could be improved however it is proposed that we investigate the development of a local survey to provide robust and relevant feedback from those who use our services. The National Indicator Report is contained in appendix a.
- 3.3.** The local indicators were agreed at an early stage in the partnership's development. There are 16 local indicators under the headings of Responsive, Effective, Safe and Well Led. The local indicator report is contained in appendix c.
- 3.4.** Performance information is reported throughout the partnership on a regular basis and used not only for operational management and service improvement purposes but also for strategic planning. It is important



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

therefore that we identify relevant performance measures and that these are reported timeously to the appropriate audience who can take the necessary action required. Performance information reported at Committee and IJB level will naturally be high level, but should we require to drill down into what that information means to try to understand why a measure is showing a fluctuation, the operational measures can be reviewed to help provide this detail.

3.5. The Strategic Plan sets our direction. Although it is in the process of being reviewed, the current plan identifies 7 priorities: -

- Develop a consistent **person-centred approach** that promotes and protects the human rights of every individual and which enable our citizens to have opportunities to maintain their wellbeing and take a full and active role in their local community.
- **Support and improve the health, wellbeing and quality of life** of our local population.
- **Promote and support self-management and independence** for individuals for as long as reasonably possible.
- **Value and support those who are unpaid carers** to become equal partners in the planning and delivery of services, to look after their own health and to have a quality of life outside the caring role if so desired.
- **Contribute to a reduction in health inequalities** and the inequalities in the wider social conditions that affect our health and wellbeing.
- **Strengthen existing community assets and resources** that can help local people with their needs as they perceive them and make it easier for people to contribute to helping others in their communities.
- **Support our staff to deliver high quality services** that have a positive impact on personal experiences and outcomes

3.6. There are also the 9 national Health and Wellbeing Outcomes:

1. People are able to look after and improve their own health and wellbeing and live in good health for longer.



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

2. People, including those with disabilities or long term conditions or who are frail are able to live as far as is reasonably practicable independently and at home or in a homely setting in their community.
3. People who use health and social care services have positive experiences of those services and have their dignity respected.
4. Health and social care services are centred on helping to maintain or improve the quality of life of service users.
5. Health and social care services contribute to reducing health inequalities.
6. People who provide unpaid care are supported to reduce the potential impact of their caring role on their own health and wellbeing.
7. People who use health and social care services are safe from harm.
8. People who work in health and social care services are supported to continuously improve the information, support, care and treatment they provide and feel engaged with the work they do.
9. Resources are used effectively in the provision of health and social care services, without waste.

3.7. In addition, we have commitments in the Local Outcome Improvement Plan. Our performance measures should be able to provide a degree of assurance around our progress towards delivering on these commitments.

3.8. A review of all of the performance information currently reported has been undertaken and those that were deemed to demonstrate progress under each of the priorities and outcomes identified. Appendix c attempts to map the linkage of the priorities and outcomes as well as identifying relevant performance measures to each.

3.9. From that mapping exercise a range of performance indicators have been allocated to each of the partnership's priorities and this is provided in the Strategic Performance Indicator document at appendix d. The indicators have been grouped in themes under each priority which indicate the progress they are intended to demonstrate. Also indicated is the source of the data, how often it is captured and whether there is any trend or benchmarking data available. It should be noted that not all of the performance measures are able to be reported on currently. For instance, a lot of the carer indicators are new and data collection and reporting mechanisms are still in development for these. It is proposed that the Performance Management and Evaluation Group are tasked with ensuring systems and processes are in place for the data capture and reporting of the indicators as required.



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

- 3.10.** PWC undertook an audit of IJB Performance Reporting and KPIs on behalf of NHS Grampian in June 2018 (on today's agenda for consideration). There were 3 findings within that report, all low risk and only two that were relevant for Aberdeen City. One was in relation to the bi-annual survey used to inform National Indicators 1 to 9 not accurately reflecting the performance of the IJB and the absence of any local indicators to accurately show the experience of users in this format. The other was that indicators in Aberdeen City did not identify owners to drive improvements. It is proposed that once the final set of strategic performance indicators are agreed that owners are assigned to each.
- 3.11.** It is proposed that this new set of performance indicators continue to be reported on a quarterly basis alternately to Audit and Performance Systems Committee and IJB.

4. Implications for IJB

- 4.1.** Equalities – this report has no negative implications in relation to equalities.
- 4.2.** Fairer Scotland Duty – this report has no implications in relation to the Fairer Scotland duty.
- 4.3.** Financial – this report has no direct implication on finance although if a proposal to develop a local survey is taken forward this may have a cost implication. A business case is being developed and will be taken through the programme board governance for consideration.
- 4.4.** Workforce – there are no implications for the workforce arising from this report. Performance data will continue to be collected and reported by existing staff as happens currently.
- 4.5.** Legal – there are no legal implications arising from this report. The strategic performance indicators will be used to inform the production of the Annual Report which we are obliged to publish.
- 4.6.** Other – none.



AUDIT & PERFORMANCE SYSTEMS COMMITTEE

5. Links to ACHSCP Strategic Plan

- 5.1. This report aims to develop a set of strategic performance indicators which will demonstrate progress on the strategic priorities and national health and wellbeing outcomes as outlined in the strategic plan.

6. Management of Risk

6.1. Identified risks(s)

If we do not agree relevant and meaningful strategic performance indicators we will be unable to demonstrate our progress on our strategic priorities, the national health and wellbeing outcomes and our commitments in the Local Outcome Improvement Plan.

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 performance standards or outcomes as set by regulatory bodies

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

By agreeing a set of relevant and meaningful strategic performance indicators and putting in place arrangements for regular reporting and review the partnership can provide assurance of progress towards achieving its strategic priorities and meeting the national health and wellbeing outcomes and commitments in the Local Outcome Improvement Plan.