

Strategic Performance Indicators

1. Person Centred Approach

	Measure	Source	Value	Comments
	Theme - Enabling people to have choice and control over their care			
1.1	% Uptake of Self-directed Support Options	SDS Team Stats	% of those eligible offered the 4 SDS options and the % uptake of each	Available monthly, can compare back to Feb 2017 and benchmark nationally. Legislative requirement and strategic intent to implement SDS. Audit Scotland requirement to have 100% uptake by 2020.
	Theme – Shifting the Balance of Care			
1.2	Percentage of population aged 75+ living in a community setting (including care home)	MSG	Percentage of population aged 75+ in community setting (including care home)	Available quarterly. Historical data available also able to benchmark nationally.
	Theme - Delivering care most appropriate for the individual			
1.3	Total Number of Delayed Discharges	Delayed Discharge Dashboard (from TrakCare)	Total number of new and recurring recorded Delayed Discharge	Available monthly. Historical data available also able to benchmark nationally.
	Theme – End of Life Care			
1.4	Proportion of last 6 months of life spent at home or in a community setting	MSG	Proportion of last 6 months of life spent at home or in a community setting	Available annually. Historical data available also able to benchmark nationally.

2. Support and Improve Health, Wellbeing, and Quality of Life

	Measure	Source	Value	Comments
	Theme – Keep people healthy with no need for emergency admission to hospital settings			
2.1	Emergency Admission Rate (per 100,000 population)	National Indicator (NI-12)	Number of admissions (per 100,000 population)	Available annually. Historical data available also able to benchmark nationally.
2.2	Number of A&E Attendances	MSG	Number of A&E Attendances	Available quarterly. Historical data available also able to benchmark nationally.
2.3	Readmission to hospital within 28 days (per 100,000 population)	National Indicator (NI-14)	Number of people readmitted to hospital within 28 days (per 100,000 population)	Available annually. Historical data available also able to benchmark nationally.
2.4	Falls Rate per 1,000 population aged 65+	National Indicator (NI-16)	Falls Rate per 1,000 population aged 65+	Available annually. Historical data available also able to benchmark nationally.
	Theme – People’s perception of their health, wellbeing and quality of life			
2.5	% of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	National Indicator (NI– 2)	% of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	Available bi-annually NB: national survey not effective – propose local survey.
2.6	Warwick Edinburgh Mental Wellbeing Score	LOIP Indicator	Self-assessment score based on a14 item scale with 5 response categories, summed to provide a single score ranging from 14-70	Not currently recorded but it is a measure in the LOIP and would propose we investigate the possibility of implementing this.
	Theme – Indications of good health and quality of life			
2.7	Premature mortality rate per 100,000 persons for people aged under 75	National Indicator (NI-11)	Number of people under 75 recorded as dying prematurely	Available annually. Historical data available also able to benchmark nationally.
2.8	Life Expectancy	Public Health	Average age both males and females are expected to live per area	Available annually. Historical data available and able to benchmark against other areas.

	Measure	Source	Value	Comments
	Theme – Keeping people safe			
2.9	% of adults supported at home who agreed they felt safe	National Indicator (NI-9)	% of adults supported at home who agreed they felt safe	Available bi-annually NB: national survey not effective – propose local survey.
2.10	Number of new referrals to initial investigation under Adult Protection	APU Statistics	Number of new referrals to initial investigation under Adult Protection	Available monthly. Historical data available. Increase in new referrals can be a positive outcome due to better awareness and increased reporting.
2.11	Offender Re-conviction Rate	CJSW Statistics	Offender Re-conviction Rate	Available monthly. Historical data available. Lower reconviction rate indicates improved rehabilitation and safer communities.

3. Promote and Support Self-Management and Independence

	Measure	Source	Value	Comments
	Theme – people’s perception of their ability to look after their own health and live independently			
3.1	% of adults able to look after their health very well of quite well	National Indicator NI-1	% of adults able to look after their health very well of quite well	Available bi-annually NB: national survey not effective – propose local survey.
3.2	% of adults supported at home who agree that they are supported to live as independently as possible	National Indicator NI-2	% of adults supported at home who agree that they are supported to live as independently as possible	Available bi-annually NB: national survey not effective – propose local survey.
	Theme – Enabling people to live independently			
3.3	Total Home Care Hours Delivered	Source Social Care Data Set	Total Home Care Hours Delivered	Social Care Data will be uploaded to Source from August 2018 and will be reported using Tableau.
3.4	% of Home Care where two or more members of staff are required	Source Social Care Data Set	% of Home Care where two or more members of staff are required	Social Care Data will be uploaded to Source from August 2018 and will be reported using Tableau.
3.5	% of adults with intensive care needs receiving care at home	National Indicator NI-18	% of adults with intensive care needs receiving care at home	Available annually, historical data available for comparison and able to benchmark nationally
3.6	Number of people using a Community Alarm Service	Source Social Care Data Set	Number of people using a Community Alarm Service	Social Care Data will be uploaded to Source from August 2018 and will be reported using Tableau.
3.7	Number of people using Telecare	Source Social Care Data Set	Number of people using Telecare	Social Care Data will be uploaded to Source from August 2018 and will be reported using Tableau.

4. Value and Support Unpaid Carers

	Measure	Source	Value	Comments
4.1	Number of ACSPs completed	Carers Census	Number of ACSPs completed	Census data available from 2019 onwards
4.2	Number of ACSPs declined	Carers Census	Number of ACSPs declined	Census data available from 2019 onwards
4.3	Number of Short Breaks Provided	Carers Census	Number of Short Breaks Provided	Census data available from 2019 onwards
4.4	Total Hours of Replacement Care provided	Carers Census	Total Hours of Replacement Care provided	Census data available from 2019 onwards
4.5	Total number of new carers identified	Carers Census	Total number of new carers identified	Census data available from 2019 onwards
4.6	% of carers who report they are able to access the information they need	Carers Conversation Survey	% of carers who report they are able to access the information they need	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.
4.7	% of carers who report they are supported to manage their caring role	Carers Conversation Survey	% of carers who report they are supported to manage their caring role	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.
4.8	% of carers who report they are involved in planning services for themselves	Carers Conversation Survey	% of carers who report they are involved in planning services for themselves	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.
4.9	% of carers who report they are involved in planning services for the person they care for	Carers Conversation Survey	% of carers who report they are involved in planning services for the person they care for	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.
4.10	% of carers who report they are respected and listened to	Carers Conversation Survey	% of carers who report they are respected and listened to	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.
4.11	% of carers who report they are supported to have a life alongside their caring role	Carers Conversation Survey	% of carers who report they are supported to have a life alongside their caring role	Next Carers Conversation Survey scheduled for January 2019. Results available from March 2019 and biannually thereafter.

5. Contribute to a reduction in Health Inequalities

	Measure	Source	Value	Comments
Theme – Reduce substance misuse				
5.1	Alcohol related hospital admissions	LOIP	Alcohol related hospital admissions	To be developed
5.2	Number of Alcohol Brief Interventions delivered	Local Indicator	Number of Alcohol Brief Interventions delivered	
5.3	% of clients receiving alcohol treatment within 3 weeks of referral	ADP Dashboard	% of clients receiving alcohol treatment within 3 weeks of referral	
5.4	Drug related hospital admission	ADP Dashboard	Drug related hospital admission	
5.5	% of clients receiving drug treatment within 3 weeks of referral	ADP Dashboard	% of clients receiving drug treatment within 3 weeks of referral	
5.6	Smoking cessation in 40% most deprived areas after 12 weeks	Local Indicator	Smoking cessation in 40% most deprived areas after 12 weeks	
Theme – access to services				
5.7	Social Care Unmet Need (hours)	Social Care	Number of hours or unmet need per week	Available monthly
5.8	% of adults registered with a GP		% of adults registered with a GP	To be developed
5.9	% of adults registered with a dentist		% of adults registered with a dentist	To be developed
Theme – helping those with a disability to live as independently as possible				
5.10	Number of people with a Learning Disability who are in Further Education	LDSS Data Collection	Number of people with a Learning Disability who are in Further Education and the number of days per week they attend	Available annually, historical data available.
5.11	Number of people with a Learning Disability who are in Employment	LDSS Data Collection	Number of people with a Learning Disability who are in Employment and the type of employment.	Available annually, historical data available.
5.12	Number of people with a Learning Disability who attends a Day Centre or has alternative opportunities	LDSS Data Collection	Number of people with a Learning Disability who attends a Day Centre or has alternative opportunities and the number of hours per week.	Available annually, historical data available.

6. Strengthen existing community assets and resources

	Measure	Source	Value	Comments
	Theme – Quality of Care Home Provision			
6.1	Proportion of care service graded 'Good' (4) or better in Care Inspectorate inspections	Care Inspectorate	Proportion of care service graded 'Good' (4) or better in Care Inspectorate inspections	Available annually, historical data available for comparison
	Theme – Community assets and resources			
6.2	% of Community Links Workers in post	Commissioned Service	% of Community Links Workers in post	Will be available for 2019 onwards
6.3	Number of clients supported by Community Links Workers	Community Link Worker data	Number of clients supported by Community Links Workers	Will be available for 2019 onwards
6.4	Number of community groups convened and meeting regularly	Locality Leadership Groups	Number of community groups convened and meeting regularly	Will be available for 2019 onwards
6.5	Number of community training sessions delivered	Engagement Development Officer	Number of community training sessions delivered	Will be available for 2019 onwards

7. Support staff to deliver high quality services

	Measure	Source	Value	Comments
Theme – Service User Experience				
7.1	% of people with positive experience of the care provided by their GP Practice	National Indicator NI-6	% of people with positive experience of the care provided by their GP Practice	Available bi-annually NB: national survey not effective – propose local survey.
7.2	% of adults supported at home who agreed that their health and social care services seemed to be well coordinated	National Indicator NI-4	% of adults supported at home who agreed that their health and social care services seemed to be well coordinated	Available bi-annually NB: national survey not effective – propose local survey.
7.3	Total % of adults receiving any care or support who rated it as excellent or good	National Indicator NI-5	Total % of adults receiving any care or support who rated it as excellent or good	Available bi-annually NB: national survey not effective – propose local survey.
7.4	Number of complaints received and responded to within 20 working days	Local systems	Number of complaints received and responded to within 20 working days	Easily available for social care, harder to extract for partnership services from NHSG systems
Theme – Staff Experience				
7.5	% of staff who say they would recommend their workplace as a good place to work	IMatters	% of staff who say they would recommend their workplace as a good place to work	Collected annually – can be compared with other NHSG and ACC areas
7.6	Total FTE posts vacant	HR Systems	Total FTE posts vacant broken down per service	Collection methodology to be explored
7.7	Total FTE Agency Staff employed	HR Systems	Total FTE Agency Staff employed broken down per service	
7.8	Sickness Absence Rate	HR Systems	Sickness Absence Rate	
7.9	Staff Turnover rate	HR Systems	Staff Turnover rate	