



**Learning Disability and Autism  
Performance Management Framework Key Performance Indicator Report  
For consideration as at 11 March 2024**

Outcome RAG Summary	GREEN	AMBER	RED	N/A or DNA
<b>Outcome 1:</b> " To support people to remain at home or in a homely setting."	4			
<b>Outcome 2:</b> " Services are more cost effective and financially sustainable."	1			
<b>Outcome 3:</b> " Service users have access to support by appropriately trained workforce."	1			
<b>Outcome 4:</b> " Ensure people can live well in their communities and have access to accommodation which is suitable for their needs and where they are supported to live as independently as possible."	3			1
<b>Outcome 5:</b> "Ensure people are able to participate in their communities."	1			
<b>Outcome 6:</b> "Individuals will have greater opportunities to be involved and participate in decisions that affect their lives."	1			
<b>Outcome 7:</b> "Improve access to quality and meaningful employment opportunities."	2			
<b>Proposed Outcome 8:</b> "Reduce health inequalities for people with learning disabilities and/or autism."	tbc	tbc	tbc	tbc
<b>TOTAL</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>1</b>

**RAG KEY**

Within 3%, or are meeting or exceeding our target	Between 3% and 6% away from meeting our target	More than 6% away from meeting our target
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Outcome 1	Key Performance Indicators	Data	Target	RAG																		
1 To support people to remain at home or in a homely setting	1.1 % of service users supported at home who agree that they are able to maximise their health, independence and maintain their quality of life.	<table border="1"> <caption>% of people who agree their support helped them to live as independently as possible and maintain their quality of life</caption> <thead> <tr> <th>Period</th> <th>Yes (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>NI07 (HACE 2021)</td> <td>~75</td> <td>80</td> </tr> <tr> <td>SUPE 2022/23 (N=117)</td> <td>~70</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q1 (N=7)</td> <td>~70</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q2 (N=6)</td> <td>~65</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q3 (N=11)</td> <td>~80</td> <td>80</td> </tr> </tbody> </table>	Period	Yes (%)	Target (%)	NI07 (HACE 2021)	~75	80	SUPE 2022/23 (N=117)	~70	80	SUPE 2023/24 Q1 (N=7)	~70	80	SUPE 2023/24 Q2 (N=6)	~65	80	SUPE 2023/24 Q3 (N=11)	~80	80	80%	Green
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2022/23	~45																					
2023/24 Q1	~40																					
2023/24 Q2	~38																					
2023/24 Q3	~37																					

Outcome 1	Key Performance Indicators	Data	Target	RAG																										
	1.3 Reduction in Out of Area Placements.	<p style="text-align: center;">% of people with Learning Disabilities and/or Autism supported out of area</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>6.1%</td> </tr> <tr> <td>2023/24</td> <td>5.6%</td> </tr> </tbody> </table> <p>Source: HSCP Finance</p>	Year	Percentage	2018/19	6.1%	2023/24	5.6%	Trend Down	Green																				
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	1.4 Reduction in Long Term Hospital Stays. (Days Delayed)	<p style="text-align: center;">Reduction in long term hospital stay</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Days Delayed</th> </tr> </thead> <tbody> <tr><td>Jan-23</td><td>95</td></tr> <tr><td>Feb-23</td><td>85</td></tr> <tr><td>Mar-23</td><td>92</td></tr> <tr><td>Apr-23</td><td>90</td></tr> <tr><td>May-23</td><td>93</td></tr> <tr><td>Jun-23</td><td>90</td></tr> <tr><td>Jul-23</td><td>93</td></tr> <tr><td>Aug-23</td><td>82</td></tr> <tr><td>Sep-23</td><td>62</td></tr> <tr><td>Oct-23</td><td>63</td></tr> <tr><td>Nov-23</td><td>61</td></tr> <tr><td>Dec-23</td><td>62</td></tr> </tbody> </table> <p>Source: Qlikview</p>	Month	Days Delayed	Jan-23	95	Feb-23	85	Mar-23	92	Apr-23	90	May-23	93	Jun-23	90	Jul-23	93	Aug-23	82	Sep-23	62	Oct-23	63	Nov-23	61	Dec-23	62	Trend Down	Green
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**Outcome 1 Comments:**

Outcome 1 represents our commitment to ensuring that people in Perth and Kinross are supported to remain at home or in a homely setting. Performance in this area is meeting targets, with all 4 KPIs at green. Service user and patient feedback gathered through the Service User Patient Experience Survey, indicates that service user satisfaction rates are meeting our target of 80% for quarter three. It should be noted that the sample size for this survey remains small.

Reduction in out of area placements: Of those people currently placed out of area a very small number (less than 5) are seeking to return to Perth and Kinross and they are being supported to do so.

We also gather feedback from the people that use our services via Care Opinion and the following provides an example of the feedback received.

Care Opinion Story - From first meeting with [Social Prescriber] I felt someone wanted to listen to me and help me and I/we had never been offered that help before, no one had ever taken the time the way that she does, it is like we have been given a lifeline. We know there are people worse off than us, but she is making us believe we are just as important . . . [full story](#).

Outcome 2		Key Performance Indicators	Data	Target	RAG								
2	Services are more cost effective and financially sustainable	2.1 Overall reduction in the average cost of package of care, per person.	<p>Overall reduction in the average cost of package of care, per annum</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Average Cost of Package of Care (per annum)</th> </tr> </thead> <tbody> <tr> <td>Dec 2021</td> <td>~£60,000</td> </tr> <tr> <td>Dec 2022</td> <td>~£60,000</td> </tr> <tr> <td>Dec 2023</td> <td>~£58,000</td> </tr> </tbody> </table> <p>Source: HSCP Finance Calculation adjusts for annual uplift</p>	Year	Average Cost of Package of Care (per annum)	Dec 2021	~£60,000	Dec 2022	~£60,000	Dec 2023	~£58,000	Trend Down	Green
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<p><b>Outcome 2 Comments:</b> Outcome 2 represents our commitment to ensuring that services are cost effective and financially sustainable. When inflation is taken into account the average cost of a package of care, per person, per annum, has decreased.</p>													

Outcome 3		Key Performance Indicators	Data	Target	RAG																																																																
3	Service users have access to support by appropriately trained workforce	3.1 % of staff who have completed mandatory training.	<p>HSCP Health Staff – Mandatory training compliance (as at 14 December 2023)  <i>Care Group specific data not currently available, as distinction is not made by NHST training systems.</i></p> <table border="1"> <thead> <tr> <th>Dec 2022</th> <th>Feb 2023</th> <th>Apr 2023</th> <th>Jun 2023</th> <th>Aug 2023</th> <th>Oct 2023</th> <th>Dec 2023</th> <th>eLearning Module (Core Mandatory)</th> </tr> </thead> <tbody> <tr> <td>95%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>Safe Information Handling - Foundation</td> </tr> <tr> <td>96%</td> <td>96%</td> <td>94%</td> <td>94%</td> <td>94%</td> <td>93%</td> <td>93%</td> <td>Manual Handling - Module A</td> </tr> <tr> <td>95%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>96%</td> <td>95%</td> <td>94%</td> <td>Adult Support and Protection Essential</td> </tr> <tr> <td>95%</td> <td>94%</td> <td>94%</td> <td>94%</td> <td>95%</td> <td>94%</td> <td>95%</td> <td>Child Protection Level 1 Recognition</td> </tr> <tr> <td>94%</td> <td>96%</td> <td>91%</td> <td>86%</td> <td>89%</td> <td>93%</td> <td>96%</td> <td>Equality, Diversity, Human Rights (Foundation)</td> </tr> <tr> <td>93%</td> <td>93%</td> <td>94%</td> <td>94%</td> <td>95%</td> <td>95%</td> <td>96%</td> <td>Fire Safety</td> </tr> <tr> <td>89%</td> <td>90%</td> <td>88%</td> <td>88%</td> <td>89%</td> <td>92%</td> <td>95%</td> <td>Prevention and Management of Violence and Aggression (PMVA Level 1)</td> </tr> </tbody> </table> <p><i>Information extracted from LearnPro.</i></p> <p>Source: LD&amp;A SCOPE Team - ERD – Staff Appraisals, training records</p>	Dec 2022	Feb 2023	Apr 2023	Jun 2023	Aug 2023	Oct 2023	Dec 2023	eLearning Module (Core Mandatory)	95%	96%	96%	96%	96%	96%	96%	Safe Information Handling - Foundation	96%	96%	94%	94%	94%	93%	93%	Manual Handling - Module A	95%	96%	96%	96%	96%	95%	94%	Adult Support and Protection Essential	95%	94%	94%	94%	95%	94%	95%	Child Protection Level 1 Recognition	94%	96%	91%	86%	89%	93%	96%	Equality, Diversity, Human Rights (Foundation)	93%	93%	94%	94%	95%	95%	96%	Fire Safety	89%	90%	88%	88%	89%	92%	95%	Prevention and Management of Violence and Aggression (PMVA Level 1)	90%	Green
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**Outcome 3 Comments:**

Outcome 3 demonstrates our commitment to having an appropriately trained workforce and how this is essential to ensure people have access to the care and support they need. While performance is above the KPI target of 90%, it should be noted that we cannot currently provide data specific to NHS staff delivering Autism and Learning Disability services. It is important to note however that training goes further than the mandatory elearning courses included in this report and includes specific training on learning disabilities.

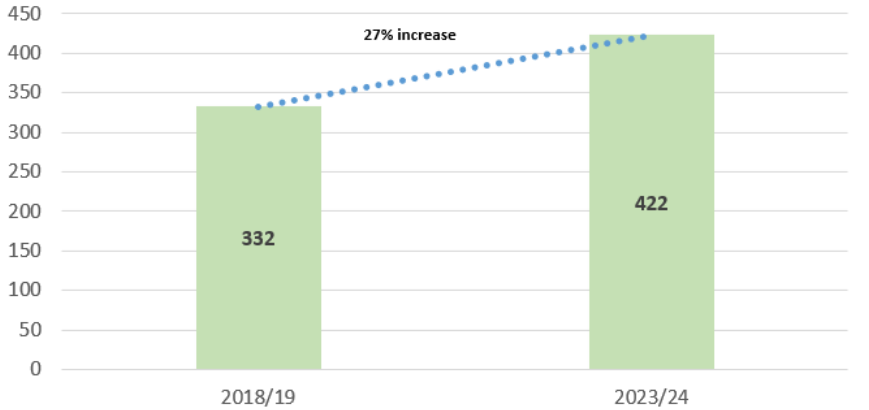
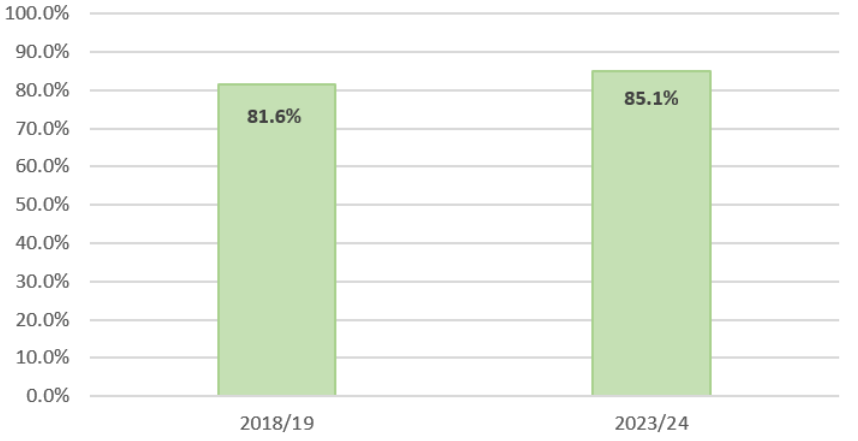
Care Opinion Story - Great care and attitude from everyone . . . [full story](#).

Care Opinion Story - We cannot thank them enough for their care. Massive thanks to each and every one of them, they were superstars! . . . [full story](#).

Outcome 4	Key Performance Indicators	Data	Target	RAG																																				
4	Ensure people can live well in their communities and have access to accommodation which is suitable for their needs and where they are supported to live as independently as possible.	<p data-bbox="421 646 465 678">4.1</p> <p data-bbox="504 542 705 790">% of people who agree they live in suitable accommodation at home and are able to live as independently as possible.</p> <div data-bbox="784 95 1713 582"> <p data-bbox="907 127 1635 231">% of people who agree their support helped them to live as independently as possible and maintain their quality of life</p>  <table border="1"> <caption>Data for Top Chart: % of people who agree their support helped them to live as independently as possible and maintain their quality of life</caption> <thead> <tr> <th>Survey Period</th> <th>Yes (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>NI07 (HACE 2021)</td> <td>75</td> <td>80</td> </tr> <tr> <td>SUPE 2022/23 (N=117)</td> <td>72</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q1 (N=7)</td> <td>72</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q2 (N=6)</td> <td>68</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q3 (N=11)</td> <td>80</td> <td>80</td> </tr> </tbody> </table> <p data-bbox="728 598 952 622">Source: SUPE Survey</p> </div> <div data-bbox="784 630 1713 1197"> <p data-bbox="907 654 1601 726">% of people who agree the way they received support ensured they felt safe and supported</p>  <table border="1"> <caption>Data for Bottom Chart: % of people who agree the way they received support ensured they felt safe and supported</caption> <thead> <tr> <th>Survey Period</th> <th>Yes (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>NI09 (HACE 2021)</td> <td>78</td> <td>80</td> </tr> <tr> <td>SUPE 2022/23 (N=122)</td> <td>98</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q1 (N=15)</td> <td>98</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q2 (N=13)</td> <td>98</td> <td>80</td> </tr> <tr> <td>SUPE 2023/24 Q3 (N=23)</td> <td>98</td> <td>80</td> </tr> </tbody> </table> <p data-bbox="728 1204 952 1228">Source: SUPE Survey</p> </div>	Survey Period	Yes (%)	Target (%)	NI07 (HACE 2021)	75	80	SUPE 2022/23 (N=117)	72	80	SUPE 2023/24 Q1 (N=7)	72	80	SUPE 2023/24 Q2 (N=6)	68	80	SUPE 2023/24 Q3 (N=11)	80	80	Survey Period	Yes (%)	Target (%)	NI09 (HACE 2021)	78	80	SUPE 2022/23 (N=122)	98	80	SUPE 2023/24 Q1 (N=15)	98	80	SUPE 2023/24 Q2 (N=13)	98	80	SUPE 2023/24 Q3 (N=23)	98	80	80%	Green
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	<p>4.2</p> <p>% of people who agree that their Health and Social Care support helped to maintain their quality of life.</p>	<p data-bbox="913 164 1637 277">% of people who agree their support helped them to live as independently as possible and maintain their quality of life</p>  <table border="1" data-bbox="797 124 1715 679"> <thead> <tr> <th>Period</th> <th>Yes (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>NI07 (HACE 2021)</td> <td>~75%</td> <td>80%</td> </tr> <tr> <td>SUPE 2022/23 (N=117)</td> <td>~70%</td> <td>80%</td> </tr> <tr> <td>SUPE 2023/24 Q1 (N=7)</td> <td>~70%</td> <td>80%</td> </tr> <tr> <td>SUPE 2023/24 Q2 (N=6)</td> <td>~65%</td> <td>80%</td> </tr> <tr> <td>SUPE 2023/24 Q3 (N=11)</td> <td>~80%</td> <td>80%</td> </tr> </tbody> </table> <p data-bbox="734 687 943 711">Source: SUPE Survey</p>	Period	Yes (%)	Target (%)	NI07 (HACE 2021)	~75%	80%	SUPE 2022/23 (N=117)	~70%	80%	SUPE 2023/24 Q1 (N=7)	~70%	80%	SUPE 2023/24 Q2 (N=6)	~65%	80%	SUPE 2023/24 Q3 (N=11)	~80%	80%	80%	Green
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	<p>4.3.1</p> <p>Reduction in Out of Area Placements for service users;</p>	<p data-bbox="943 767 1626 820">% of people with Learning Disabilities and/or Autism supported out of area</p>  <table border="1" data-bbox="801 751 1686 1270"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>6.1%</td> </tr> <tr> <td>2023/24</td> <td>5.6%</td> </tr> </tbody> </table> <p data-bbox="734 1286 954 1310">Source: HSCP Finance</p>	Year	Percentage (%)	2018/19	6.1%	2023/24	5.6%	Trend Down	Green												
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Outcome 4	Key Performance Indicators	Data	Target	RAG												
	<p data-bbox="504 443 696 683">*Reduced timescales for service users successfully transferred into suitable, independent accommodation</p> <p data-bbox="414 683 481 707">4.3.2</p> <p data-bbox="504 722 696 914">(*Alternative indicators are provided which demonstrates the shift in people being supported non-residentially)</p>	<div data-bbox="824 118 1704 651"> <p data-bbox="981 140 1547 204">Increase in the number of LD&amp;A Clients in Non-Residential Care</p>  <table border="1"> <caption>Increase in the number of LD&amp;A Clients in Non-Residential Care</caption> <thead> <tr> <th>Year</th> <th>Number of Clients</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>332</td> </tr> <tr> <td>2023/24</td> <td>422</td> </tr> </tbody> </table> </div> <div data-bbox="824 715 1693 1235"> <p data-bbox="994 737 1518 761">% of all LD&amp;A clients in Non-Residential Care</p>  <table border="1"> <caption>% of all LD&amp;A clients in Non-Residential Care</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>81.6%</td> </tr> <tr> <td>2023/24</td> <td>85.1%</td> </tr> </tbody> </table> </div> <p data-bbox="730 1257 922 1278">Source: HSCP Finance</p>	Year	Number of Clients	2018/19	332	2023/24	422	Year	Percentage	2018/19	81.6%	2023/24	85.1%	<p data-bbox="1816 660 1939 724">Target to be set</p>	
Year	Number of Clients															
2018/19	332															
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**Outcome 4 Comments:**

Outcome 4 highlights our commitment to ensure people have access to appropriate accommodation to enable them to live well and as independently as possible within their own communities. Performance is good when considering the available data, with 3 KPIs meeting our target.

The sample size for the survey remains small, as previously reported but notwithstanding this, performance is good.

It is not possible currently to provide data for “4.3.2 Reduced timescales for service users successfully transferred into suitable, independent accommodation”. It is proposed that the alternative indicators provided in this report are used for future reporting. In this respect we can see there has been a 27% increase in the number of people in non-residential care from 2018-19 with 85.1% of all LD&A clients now in non-residential care.

Care Opinion Story – [Social Prescriber] has really gone the extra mile to ensure that what [Social Prescriber] has offered is relevant, adaptable and safe. This service, although little known, is a fantastic resource within pkc to really help people’s mental health issues who also have additional needs ... [full story](#).

Outcome 5		Key Performance Indicators	Data	Target	RAG												
5	Ensure people are able to participate in their communities.	5.1 Increase in the number of service users who access "Day Opportunities" and "Fun Network" Services	<p>Increase in the number of service users who access Day Opportunities and Fun Network Services</p> <table border="1"> <thead> <tr> <th>Year/Period</th> <th>Day Opportunities</th> <th>Fun Network</th> </tr> </thead> <tbody> <tr> <td>2021</td> <td>105</td> <td>105</td> </tr> <tr> <td>2022</td> <td>107</td> <td>113</td> </tr> <tr> <td>at 1-2-24</td> <td>117</td> <td>125</td> </tr> </tbody> </table>	Year/Period	Day Opportunities	Fun Network	2021	105	105	2022	107	113	at 1-2-24	117	125	Trend Up	Green
Year/Period	Day Opportunities	Fun Network															
2021	105	105															
2022	107	113															
at 1-2-24	117	125															

**Outcome 5 Comments:**

Outcome 5 highlights our commitment to empowering people to remain, participate and thrive within their local communities. Performance in this area is positive, with the total number of people accessing our Day Opportunities and Friends Unlimited Network (FUN) services increasing year on year. The latest measure indicates a 9.3% increase for Day Opportunities and a 10.6% increase for Fun Network.

Care Opinion Story - I had been referred to social prescribing by the Community Mental Health team. Initially, I doubted that this would be the right thing for me as I have social anxiety and therefore find meeting new people, and interacting with those I might encounter during an activity anxiety-inducing and draining . . . [full story](#).

Outcome 6		Key Performance Indicators	Data	Target	RAG																		
6	Individuals will have greater opportunities to be involved and participate in decisions that affect their lives.	6.1 % of service users who agree they had a say in how their Health or Social Care support was provided	<p style="text-align: center;">% of people who agree they had a say in how their support was provided</p> <table border="1"> <thead> <tr> <th>Survey Period</th> <th>Sample Size (N)</th> <th>% Yes</th> </tr> </thead> <tbody> <tr> <td>NI03 (HACE 2021)</td> <td>-</td> <td>73%</td> </tr> <tr> <td>SUPE 2022/23</td> <td>119</td> <td>98%</td> </tr> <tr> <td>SUPE 2023/24 Q1</td> <td>15</td> <td>100%</td> </tr> <tr> <td>SUPE 2023/24 Q2</td> <td>12</td> <td>100%</td> </tr> <tr> <td>SUPE 2023/24 Q3</td> <td>20</td> <td>100%</td> </tr> </tbody> </table> <p style="text-align: center;">Legend: <span style="color: green;">■</span> Yes <span style="color: blue;">- - -</span> Target</p>	Survey Period	Sample Size (N)	% Yes	NI03 (HACE 2021)	-	73%	SUPE 2022/23	119	98%	SUPE 2023/24 Q1	15	100%	SUPE 2023/24 Q2	12	100%	SUPE 2023/24 Q3	20	100%	80%	Green
Survey Period	Sample Size (N)	% Yes																					
NI03 (HACE 2021)	-	73%																					
SUPE 2022/23	119	98%																					
SUPE 2023/24 Q1	15	100%																					
SUPE 2023/24 Q2	12	100%																					
SUPE 2023/24 Q3	20	100%																					

Source: SUPE Survey

**Outcome 6 Comments:**

Outcome 6 supports our intention to ensure people have opportunities to be involved and participate in decisions that affect their lives. While the sample size remains small, feedback shows that performance in this area is good, with 100% of respondents in 2023/24, quarters one to three, agreeing they had a say in how their health and social care support is provided. This is an increase from 98% satisfaction in 2022/23.

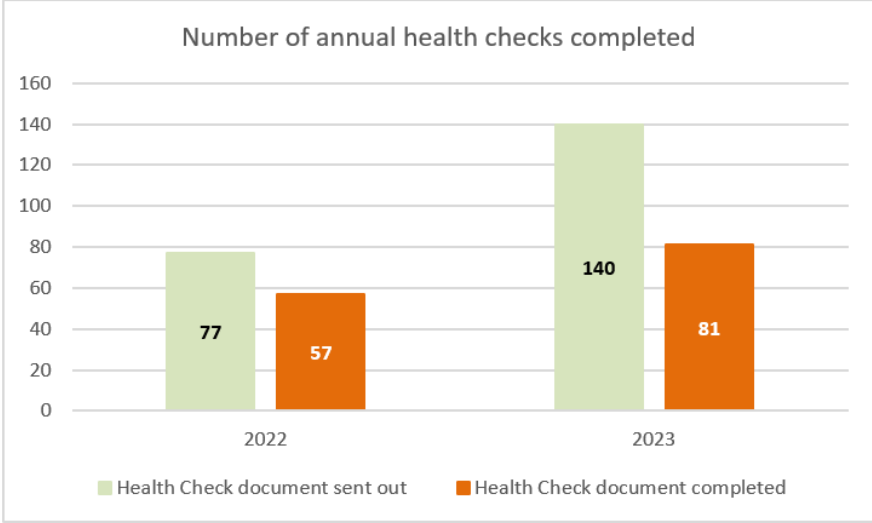
Care Opinion Story - I recently had to register my disabled granddaughter for Dental treatment/check-up, the staff from my first enquiry were extremely helpful and arranged to have her seen within days . . . [full story](#).

Outcome 7	Key Performance Indicators	Data	Target	RAG													
7	Improve access to quality and meaningful employment opportunities.	7.1 % increase of clients / service users in employment	<div data-bbox="797 132 1715 643"> <table border="1"> <caption>Employment Support Team: LD&amp;ASD Clients</caption> <thead> <tr> <th>Year</th> <th>% In Work</th> <th>% Volunteering</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>73.68%</td> <td>26.32%</td> </tr> <tr> <td>2022/23</td> <td>74.55%</td> <td>25.45%</td> </tr> <tr> <td>2023/24 Q1-3</td> <td>83.00%</td> <td>17.00%</td> </tr> </tbody> </table> </div> <p data-bbox="730 692 1576 718">Source: Employment Support Team (EST) – data relates to those clients open to the EST</p>	Year	% In Work	% Volunteering	2021/22	73.68%	26.32%	2022/23	74.55%	25.45%	2023/24 Q1-3	83.00%	17.00%	75%	Green
		Year	% In Work	% Volunteering													
2021/22	73.68%	26.32%															
2022/23	74.55%	25.45%															
2023/24 Q1-3	83.00%	17.00%															
7.2 Increase in clients / service users involved in Further Education	<div data-bbox="797 794 1715 1310"> <table border="1"> <caption>LD&amp;A Clients in Education</caption> <thead> <tr> <th>Year</th> <th>Number of Clients</th> </tr> </thead> <tbody> <tr> <td>2020-21</td> <td>23</td> </tr> <tr> <td>2021-22</td> <td>31</td> </tr> <tr> <td>2022-23</td> <td>45</td> </tr> </tbody> </table> </div> <p data-bbox="730 1362 992 1388">Source: LDSS Return 2022-23</p>	Year	Number of Clients	2020-21	23	2021-22	31	2022-23	45	Trend Up	Green						
Year	Number of Clients																
2020-21	23																
2021-22	31																
2022-23	45																

**Outcome 7 Comments:**

Outcome 7 highlights our continued commitment to ensure the people we support can maintain their independence and access meaningful employment opportunities. Performance in this area is strong and we have seen year on year increases against both of the KPIs. The percentage of clients in employment through the Employment Support Service has increased by 8.5% and the number of people in further education rose 45.2% from the previous measure.

The Employment Support Team (EST) offer a Work Skills course, delivered a half day weekly over 7 weeks. This course prepares people for the workplace, informing them of the benefits and expectations of being in a paid job. It allows participants to meet team members aiding the transition of moving into work and also provides valuable information on how well people will be able to transition into work which aids future planning.

New/Proposed Outcome 8		Key Performance Indicators	Data	Target	RAG									
8	Reduce health inequalities for people with learning disabilities and/or autism.	8.1 Increase in number of annual health checks completed	 <p>Number of annual health checks completed</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Health Check document sent out</th> <th>Health Check document completed</th> </tr> </thead> <tbody> <tr> <td>2022</td> <td>77</td> <td>57</td> </tr> <tr> <td>2023</td> <td>140</td> <td>81</td> </tr> </tbody> </table> <p>Source: EMIS record – data is calendar year.</p>	Year	Health Check document sent out	Health Check document completed	2022	77	57	2023	140	81	TBC	
		Year	Health Check document sent out	Health Check document completed										
		2022	77	57										
2023	140	81												
8.2 Increased in number of people assisted with postural care	<i>The data for this KPI is being developed for baselining ahead of future reporting.</i>	TBC												
8.3 Number of people with Downs Syndrome, supported with health screening	<i>The data for this KPI is being developed for baselining ahead of future reporting.</i>	TBC												
<p><b>Outcome 8 Comments:</b> This is a proposed new outcome to demonstrate our progress in seeking to reduce health inequalities for people with learning disabilities and/or autism. Annual health checks have increased by 42.1% from 2022 and this has been assisted by a significant increase (81.8%) in the number of people sent health check documentation. Further baseline data is being collated and a fuller picture of this outcome will be presented in future.</p>														

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## Stories from Care Opinion between April 2023 and 31 December 2023

### Story 1 – Published 19 April 2023

I was referred to our area's Social Prescriber. I had never heard of the role before, but it was exactly the type of thing that has been perfect for myself, my mental health and my physical impairment needs.

[Social Prescriber] has suggested and referred me onto the Branching Out scheme in Dundee. [Social Prescriber] has signposted me to someone who was able to provide me with a free tablet, which is really helpful, as I am registered blind. Access to a larger screen means I don't feel so isolated, I can read articles better and stay in touch with friends and family easier. The tablet will also open up the opportunity to access courses and materials to help me with my sight loss transition. We were not in a position to be able to afford this, so it has really helped. [Social Prescriber] has sat down in a more relaxed setting. [Social Prescriber] has listened to my needs and found me a place where I feel confident to be around people, in the outdoor environment, connecting with nature and learning new skills. This type of environment is perfect for me, but I have been finding it increasingly difficult to leave our flat due to feeling low, self-conscious and a bit embarrassed about having to use a cane or relying on my partner to assist me.

[Social Prescriber] has really gone the extra mile to ensure that what [Social Prescriber] has offered is relevant, adaptable and safe. This service, although little known, is a fantastic resource within PKC to really help people's mental health issues who also have additional needs. . . [back](#).

### Story 2 – Published 21 April 2023

I had been referred to social prescribing by the Community Mental Health team. Initially, I doubted that this would be the right thing for me as I have social anxiety and therefore find meeting new people, and interacting with those I might encounter during an activity anxiety-inducing and draining.

[Social Prescriber] has the rare quality of inspiring trust in people and is exceptional at building rapport. I don't trust and open up to people easily, but with [Social Prescriber] it felt safe and nurturing to do so from the beginning. This has created an environment where I can talk about myself openly and make a connection with [Social Prescriber].

Due to my Autism Spectrum Disorder, these things as well as aspects of small talk/conversation are difficult for me and practice helps develop them. However, I can only do so in an environment like this one.

In addition, [Social Prescriber] has signposted me to some very good resources that are in line with my, admittedly restricted, interests. For example, I will be starting a pottery course. [Social Prescriber] is kind, funny and easy to talk to. And [Social Prescriber] asks the right questions. Another thing that is important to me to be able to open up and talk about what I want to communicate.

This experience has been only positive and meeting [Social Prescriber] is always the highlight of my week . . . [back](#).

### Story 3 – Published 5 July 2023

I was accompanying a service user with learning disabilities to a dental appointment at King's Cross Dental practice and everyone, from the receptionist to the dentist, were great and made my service user feel welcome and relaxed. Great care and attitude from everyone . . . [back](#).

### Story 4 – Published 13 July 2023

Over the last ten years we have had to battle through a lot - from myself having a tumour removed, my wife having surgery and then discovering it was an inoperable tumour, our world really came crashing down. We couldn't change it, we had to just get on with things, but it was hard knowing the outcome might have been different if the tumour had not been misdiagnosed a few years before, but we have learned to live with the way things are, we can't change it.

I have really struggled with my weight and finally got the GP to refer me for weight management, I enjoyed going and learning the dos and don'ts and managed to lose 5 stone and was offered surgery, which I decided I would go for but covid hit so it never happened, so I felt a bit abandoned and I know myself that my weight is creeping up again and I want to do something on it. My world came crashing down again in 2019 when my little brother passed away suddenly followed 9 months later by the death of my brother-in-law, then my dad was diagnosed with bowel cancer which they operated on but he ended up in hospital for 4 months which was really hard as my dad had always been a well man, that was then followed in 2020 with dad's diagnosis of dementia and a couple of falls - broken ankle, then broken hip, covid twice, but he kept going.

My dad came to live with us as a family it was really hard work and with my wife's bad health and the arthritis in my knees stopping me from doing things. I had to take the very hard decision to put my dad into care, where he passed away in earlier this year. I still wish I could have cared for him at home till the end. In the last 6 months we have also lost other family members and close friends and it felt I was always booking time off for funerals. It does make you think about your own mortality.

From first meeting with [Social Prescriber] I felt someone wanted to listen to me and help me and I/we had never been offered that help before, no one had ever taken the time the way that [Social Prescriber] does, it is like we have been given a lifeline. We know there are people worse off than us, but [Social Prescriber] is making us believe we are just as important . . . [back](#).

#### **Story 5 – Published 1 August 2023**

NHS Tayside Dental service Kingscross Hospital Dundee, I recently had to register my disabled granddaughter for Dental treatment/ check-up, the staff from my first enquiry were extremely helpful and arranged to have her seen within days, she is having follow up appointments and was seen recently by; [staff] and she allowed them to do everything they asked of her and took time to explain to her what was going to happen today, and although she has learning and hearing difficulties she did all that they asked of her, and she has no fear of going to see them, just like to thank them for their time and patience, here's to the next visit in October . . . [back](#).

#### **Story 6 – Published 11 September 2023**

My son is autistic and he is 27 years old. He was admitted for dental surgery. From the minute we arrived to going home the staff were exemplary. It was a very calm atmosphere which made him feel relaxed about it all. The staff took note of any possible issues that may have arisen and put everything in place to ensure there were no problems.

The quick and smooth response of the anaesthetist averted a challenging event. We cannot thank them enough for their care. Massive thanks to each and every one of them, they were superstars! . . . [back](#).

## Annex 1 – Data Sources

Key Performance Indicator	Data Source
KPI 1.1 “% of service users supported at home who agree that they are able to maximise their health, independence and maintain their quality of life.”	Source – SUPE Survey Q1C “Has your health or social care support supported you to live as independently as possible and maintain your quality of life?”.
KPI 1.2 “Reduction in occupied bed days (Long stay).”	Data source – QlikView. Data is a 12-month rolling average of LD&A occupied bed days. Comparisons are against the rolling 12 months to the last quarter.
KPI 1.3 “Reduction in Out of Area Placements.”	Data Source – Out Of Area (OOA) Data collected for placements as reported in the Learning Disability Statistics Scotland (LDSS Return). OOA Placement definition - A client/service user is in an out of area placement if they are living in a placement which is not within their funding authority.
KPI 1.4 “Reduction in Long Term Hospital Stay.”	Data source – QlikView. Data is a 12-month rolling average of days people are delayed in hospital. Comparisons are against the rolling 12 months to the last quarter.
KPI 2.1 “Overall reduction in the average cost of care per patient package.”	Data source – cost of care package cost adjusted for inflation/annual uplift.
KPI 3.1 “% of staff who have completed mandatory training.”	P&K Health Mandatory Training Compliance Summary Return. PKC SCOPE Team records.
KPI 4.1 “% of people who agree they live in suitable accommodation at home and within their community. Being able to live as independently as possible.”	SUPE Survey Q1C “Has your health or social care support supported you to live as independently as possible and maintain your quality of life?”. Q2 “Did you have a say in how your health or social care support was provided?”. As at December 2023, 47 LD&A clients responded to this question.
KPI 4.2 “% of people who agree that their Health and Social Care support helped to maintain their quality of life.”	Data Source – SUPE Survey Q1C “Has your health or social care support supported you to live as independently as possible and maintain your quality of life?”.
KPI 4.3.1 “Reduction in Out of Area Placements for service users”	Data Source – Out Of Area (OOA) Data collected for placements as reported in the Learning Disability Statistics Scotland (LDSS Return). OOA Placement definition - A client/service user is in an out of area placement if they are living in a placement which is not within their funding authority.
KPI 4.3.2. “Reduced timescales for service users successfully transferred into suitable, independent accommodation”	Has not been possible to source requisite data to report on this KPI. Alternatives proposed in this report relate to people supported non-residentially. This data is collected/recorded for LDSS return
KPI 5.1 “Increase in the percentage of service users who access "Day Opportunities" & "Fun Network" Services”	Data Source – Service Level record – Learning Disabilities Day Opportunities: Current Registered Service Users Numbers.
KPI 6.1 “% of service users who agree they had a say in how their Health or Social Care support was provided”	Data Source – SUPE Survey Q2 “Did you have a say in how your health or social care support was provided?”. As at December 2023.
KPI 7.1 “% increase for clients / service users in employment”	Data Source – Employment Support Team internal service update.
KPI 7.2 “Increase in clients / service users involved in Further Education”	Data Source – LDSS Return
KPI 8.1 “Increase in number of annual health checks completed”	Data Source – patient record (EMIS)
KPI 8.2 – 8.3	Data source in development

## Annex 2 – Learning Disability and Autism Strategic Delivery Plan Linkages to National Health and Wellbeing Outcomes

		NATIONAL HEALTH and WELLBEING OUTCOMES								
STRATEGIC OUTCOMES	KPI's	1	2	3	4	5	6	7	8	9
1. To Support People to remain at home or in a homely setting	1) % of service users supported at home who agree that they are able to maximise their health, independence and maintain their quality of life. 2) Reduction in occupied bed days (Long stay) 3) Reduction in Out of Area Placements									
2. Reduce the over reliance on Social Care	Overall reduction in the average cost of care per patient package									
3. Service users have access to support by appropriately trained workforce.	1) % of staff who have completed mandatory training. 2) % of staff trained in positive behavioural support.									
4. Ensure people can live well in their communities and have access to accommodation which is suitable for their needs and where they are supported to live as independently as possible.	1) % of people who agree they live in suitable accommodation at home and within their community. Being able to live as independently as possible. 2) % of people who agree that their Health and Social Care support helped to maintain their quality of life. 3) Reduction in OOA placements for service users who wish to remain in P&K.									
5. Ensure people are able to participate in their communities.	Increase in the percentage of service users who access "Day Opportunities" & "Fun Network" Services									
6. Individuals will have greater opportunities to be involved and participate in decisions that affect their lives.	% of service users who agree they had a say in how their Health or Social Care support was provided									
7. Improve access to quality and meaningful employment opportunities.	% increase for clients / service users in employment % of service users in further education									