




























STRATEGIC OUTCOMES	KPI's	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	2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as 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 experience 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 people who use those services	5. Health and social care services contribute to reducing health inequalities	6. People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their 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 feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide	9. Resources are used effectively and efficiently in the provision of health and social care services.
1.1 People receive the right support at the right time.	1) Percentage increase in people who feel the service supported them to look after their own health									
	2) Percentage increase in people who feel the service supported them to manage their condition so that it doesn't get worse									
	3) Percentage increase in people who feel they had a say in how their health or social care support was provided									
	4) Number of completed suicides									
	5) Percentage of patients who are followed up within a 3 day period of discharge									
1.2 Reduced stigma and inequalities in relation to people with mental health and substance misuse issues.	Percentage increase in people who feel that the health or social care support received has helped them to live an independently as possible and maintain their quality of life									
2.1 Improved access to a range of mental health & wellbeing supports and services by fully embedding the principle of Person Centred Care and support.	1) Reduction of the people on waiting lists 2) Reduction in the waiting time for those people on waiting lists 3) Number of people with a CTO or detained under the Mental Health Act									
2.2 People can make informed choices about their health and social care support.	1) Percentage increase in people who feel they had a say in how their health or social care support was provided 2) Percentage increase in people who feel that their health and social care support was easily accessible and well communicated									
3.1 Support pathways will be clear and robust, with a system of joined-up communication that: i) supports staff working across community and statutory mental health & wellbeing services, and	1) % increase in staff who provide positive feedback regarding staff working across community and statutory mental health & wellbeing services (iMatters Survey) 2) 6 month iMatters (regular interval) Survey "question and answer staff review"									
3.1 Support pathways will be clear and robust, with a system of joined-up communication that: (ii) ensures that service users, their families and carers receive the best possible support.	1) Percentage increase in people who feel that their health or social care support was easily accessible and well communicated 2) Percentage increase in the overall rating of the health or social care support people received 3) Emergency readmissions to a mental health hospital within 28 days of discharge (rate per 1,000 discharges) 4) Number of days people aged 75+ spend in a mental health hospital when they are ready to be discharged (per 1,000 population)									

Community Mental Health and Wellbeing Performance Management Framework

STRATEGIC OUTCOMES	KPI's	1. People are able to look after and improve their own health and wellbeing and live in good health for longer	2. People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as 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 experience 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 people who use those services	5. Health and social care services contribute to reducing health inequalities	6. People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their 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 feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide	9. Resources are used effectively and efficiently in the provision of health and social care services.
4.1 Through collaboration and co-production, we will deliver more effective services and enhance the mh and wb across our communities	1) Emergency readmissions to a mental health hospital within 28 days of discharge (rate per 1,000 discharges) 2) Number of days people aged 75+ spend in a mental health hospital when they are ready to be discharged (per 1,000 population) *Above indicators supported by data and narrative outlined in respect to commissioned services (Commissioned services annual report)									
4.2 Lived experience will be at the heart of service design, and the voices and views of people and their carers will influence decisions about how care and support is received.	Percentage increase in people who feel they had a say in how their health or social care support was provided.									
5 Ensure that statutory services delivering help and support to our communities have adequate resources including staffing and training needs.	1) Number of vacancies at same point in time each month 2) % of vacancies within the overall establishment 3) % increase in staff who provide positive feedback regarding training opportunities (IMatters Survey)									
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