



AUDIT & PERFORMANCE COMMITTEE

13 December 2021

SIX MONTH PROGRESS REPORT ON REMOBILISATION AND KEY STRATEGIC PERFORMANCE INDICATORS

Report by the Chief Officer
(Report No. G/21/172)

PURPOSE OF REPORT

The purpose of this report is to update the Audit & Performance Committee on progress made in respect to Remobilisation actions and performance against the core set of integration performance indicators.

1. RECOMMENDATION(S)

It is recommended that the IJB Audit & Performance Committee:

- Notes the Health and Social Care Partnership's (HSCP) performance to date.

2. SITUATION / BACKGROUND / MAIN ISSUES

2.1 The COVID-19 pandemic continues to present a significant challenge to Health and Social Care Service delivery. To address these challenges we continue to progress the actions contained within our ReMobilisation plan which was submitted to the Scottish Government in February 2021. Our ReMobilisation Plan, which is strongly linked to the IJBs strategic ambitions, is our annual operating plan for 2021/22 and this report provides an update on the actions being taken and the progress being made.

2.2 Further to this, as reported to this Committee in September 2021, this report continues our routine reporting of Key Strategic Performance Indicators and provides an overview of performance in Perth and Kinross when compared to Scotland overall and against that achieved in previous years.

2.3 As we continue to develop our approach to performance management and reporting:

- We have identified an appropriate benchmarking group which will assist in making more meaningful comparisons of performance in future. This group

of HSCPs cover Local Authority areas which are comparable in terms of size, urban/rural split and deprivation prevalence. Having identified this group we will take forward the necessary steps to develop a systemised approach to the production of routine benchmarked performance reports.

- We recognise that gaining patient and service user feedback is of great value in understanding the extent to which services are improving the outcomes for the people that access them. We are currently piloting a survey tool across a range of health and social care services which will greatly assist in this process. Following an opportunity to take forward the learning from this early pilot we plan to roll this approach out to wider services in the 4th quarter of 2021/22. If this proves to be successful we plan to implement this solution across Health and Social Care Services in 2022/23.
- We are developing Strategic Delivery Plans (SDPs) across a range of portfolios. These SDPs will progress through the Strategic Planning Group before being presented to the IJB and will be underpinned by the identification of key metrics which will broaden the scope of strategic performance reporting.
- We are working with colleagues across Tayside HSCPs to systemise the production of reports on Hosted Services so that routine reporting to respective Audit and Performance Committees can be established.

3. OVERVIEW

- 3.1 When compared to 2020/21, of the 7 indicators for which data exists, 3 are within the target range, 2 are over 3% out with target and 2 are over 6% out with the target range. This performance is broadly consistent with Scotland's overall performance against these indicators over the same period.
- 3.2 Recognising the COVID-19 pandemic had a significant impact on service provision throughout 2020/21 and that this makes year on year comparisons difficult, we have also considered performance against 2019/20. In this respect only NI16 has reduced in performance. This indicator measures the rate per 1000 population of falls that occur in the population (65+) who are admitted as an emergency to hospital.
- 3.3 As reported to the Audit and Performance Committee previously we are continuing a deep dive into the data which supports this performance indicator and linking that data to wider datasets to understand the pattern of falls, where they are occurring and the extent to which further service and pathway developments may assist in mitigating admissions of this type. This is a complex piece of work which is taking some time to complete but will be reported to this committee at the earliest opportunity.

4. CONCLUSION

- 4.1 We are making good progress in respect to the delivery of our ReMobilisation Plan. The actions being taken are supporting the delivery of services in

pursuance of the IJBs strategic ambitions and in particular to improve the outcomes of the people that access our services.

- 4.2 Performance at this stage of the reporting year is good when compared to pre-pandemic levels and against Scotland overall. In respect to areas of particular concern we are taking the necessary steps to understand the problem and what come be done to improve performance.

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APPENDICES

- 1. Six Month Progress Report on Remobilisation and Key Strategic Performance Indicators**