CLACKMANNANSHIRE COUNCIL

Report to Performance and Partnership Committee

Date of Meeting: 16 January 2020

Subject: Health and Social Care Partnership

Report by: Locality Manager

1.0   Purpose

1.1.   Historically this report has provided members with a summary of the work being undertaken within the Health and Social Care Partnership. At a previous Performance and Partnership Committee meeting it was requested that a future report be compiled which highlights work being carried out across the locality of Clackmannanshire. This report provides a brief up-date on the overall performance of the Partnership alongside some more detailed information on specific areas of note.

2.0   Recommendations

2.1.   Note this paper and the continuing work being undertaken across Clackmannanshire

2.2.   Note the performance of the Partnership

3.0   Transforming Care and Strategic Planning

3.1.   As detailed in a previous report, the Strategic Commissioning Plan 2019-22 was approved at the Integration Joint Board on 27 March 2019, and outlines the strategic priorities of the Health and Social Care Partnership for the next 3 years. These priorities are set out graphically below, aligned to the vision that people are enabled to live well within supportive communities:

3.2. Within this report we have detailed work being undertaken across two specific areas (Adult Support & Protection & Residential Care) to ensure delivery and long term sustainability of the Strategic Commissioning Plan.

4.0   Adult Support & Protection

4.1. The Adult Support & Protection Act 2007 gives greater protection to adults at risk of harm or neglect. The Act defines adults at risk as those aged 16 years and over who:
- are unable to safeguard their own wellbeing, property, rights or other interests
- and are at risk of harm
- and because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected

4.2. It places a duty on local councils to inquire and investigate cases where harm is known or suspected. They have powers to visit and interview people, arrange medical examinations, examine records, and issue protection orders. They must also consider if there is any need for advocacy and other services, such as help with medication, or support services.

4.3. Harm may include:
- Physical
- Psychological
- Financial
- Sexual
- Neglect

4.4. The Health & Social Care Partnership Adult Care Team based within Clackmannanshire Council have responsibility for ensuring all cases are managed appropriately. Working alongside colleagues from across the NHS, Local Authority, Police, Scottish Ambulance Service and voluntary sector they comply with all aspects of legislation.

4.5. The information contained within Appendix 1 provides a detailed account of the increase in Adult Protection referrals being managed by staff over the past 10 years. It is important to highlight that not all referrals proceed to full investigation however all cases must be assessed timeously and appropriate and proportionate interventions put in place.

5.0   Ludgate House

5.1. On November 8th 2019, the Care Inspectorate carried out an unannounced inspection of Ludgate House.

5.2. Ludgate House Resource Centre is a local authority service which has been registered to provide respite/short stay breaks and a short term assessment service to older people living in the Clackmannanshire area. The service currently provides 24 hour care for up to a maximum of 11 older people at any time. The accommodation had been modernised to a high standard and offers a bright, homely and comfortable environment.

5.3.   The respite service enables the users to stay for short periods at a time. The short term assessment service ensures people are not left in hospital whilst awaiting permanent care provision. The aim of the service is 'To offer high quality, purpose designed respite breaks for older people living in the Clackmannanshire area'.

5.4.   During this assessment the Inspection team evaluated the following areas
   - How well do we support people's wellbeing?
   - How well is our care & support planned?

5.5.   The Care Inspectorate use a six point scale to evaluate quality with 1 being unsatisfactory and 6 being excellent. On both of the areas above Ludgate House was evaluated at Level 5 – Very Good. The table below provides some of the qualitative feedback from the inspection report.

Area Evaluated	Feedback
How well do we support wellbeing?	The service provided a lovely level of encouragement and support for people to maintain their level of independence and abilities. Staff were respectful and warm when supporting people. It was obvious that staff were committed and motivated in providing a quality level of care and support to people using the service. The staff had a very calm and caring manner.
How well is care & support planned?	Staff had developed warm and trusting working relationships with people being supported. People were well supported to maintain and strengthen their abilities and independence. The service was very good at considering people's views, needs and wishes. People felt listened to, and that wherever possible, the service arranged their support according to their choice and wishes.

5.6.   The Care Inspectorate regularly undertakes announced and unannounced inspections of all care services across Scotland. It is of note that in a recent performance report produced by the Inspectorate the following was highlighted:
   - 97% of services for Adults across Clackmannanshire had all grades good or better, significantly higher than 82% in Scotland.
   - No services in the Clackmannanshire area had poor or unsatisfactory grades up to 30 September 2019.

6.0 Performance

6.1. Integration Joint Boards are responsible for effective monitoring and reporting on the delivery of services, relevant targets and measures aligned to the locality Strategic Plan.

6.2. The Scottish Government developed National Health and Wellbeing Outcomes to help Partnerships better understand how well services are meeting the individual outcomes of people as well as the wider community.

6.3. The information contained within Appendix 2 provides an overview of local data for a rolling 12 month average as at September 2019. Appendix 3 however provides a more detailed overview from April 2019 – October 2019.

6.4. Both of these reports remain in development and discussions are ongoing with service leads to input, extract and collate data that is meaningful and supports ongoing service improvement.

7.0 Exempt Reports

7.1. Is this report exempt?   Yes ☐ (please detail the reasons for exemption below)   No X

7.0 Declarations

The recommendations contained within this report support or implement our Corporate Priorities and Council Policies.

(1) **Our Priorities** (Please double click on the check box ☑)

The area has a positive image and attracts people and businesses	☐
Our communities are more cohesive and inclusive	☐
People are better skilled, trained and ready for learning and employment	X
Our communities are safer	☐
Vulnerable people and families are supported	X
Substance misuse and its effects are reduced	X
Health is improving and health inequalities are reducing	X
The environment is protected and enhanced for all	☐
The Council is effective, efficient and recognised for excellence	☐

(2) **Council Policies** (Please detail)

Not applicable

8.0 Equalities Impact

8.1 Have you undertaken the required equalities impact assessment to ensure that no groups are adversely affected by the recommendations?
Yes ☐   No X

9.0 Legality

9.1 It has been confirmed that in adopting the recommendations contained in this report, the Council is acting within its legal powers.　　　Yes X

10.0 Appendices

10.1 There are three appendices supporting the content of this paper.
- Appendix 1 – Adult Support & Protection Referral Data
- Appendix 2 – Performance Report Summary
- Appendix 3 – HSCP Balanced Scorecard Clackmannanshire

11.0 Background Papers

11.1 Have you used other documents to compile your report? (All documents must be kept available by the author for public inspection for four years from the date of meeting at which the report is considered)

Yes ☐ (please list the documents below)　No X

Author(s)

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Approved by

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ASP Referrals for Adults 16-64 years
1 November 2009 - 31 October 2019

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
16 - 24	2	3	2	7	14	8	11	5	18	14
25 - 39	1	5	11	8	14	15	6	6	18	6
40 - 64	10	7	13	14	22	26	29	23	26	26
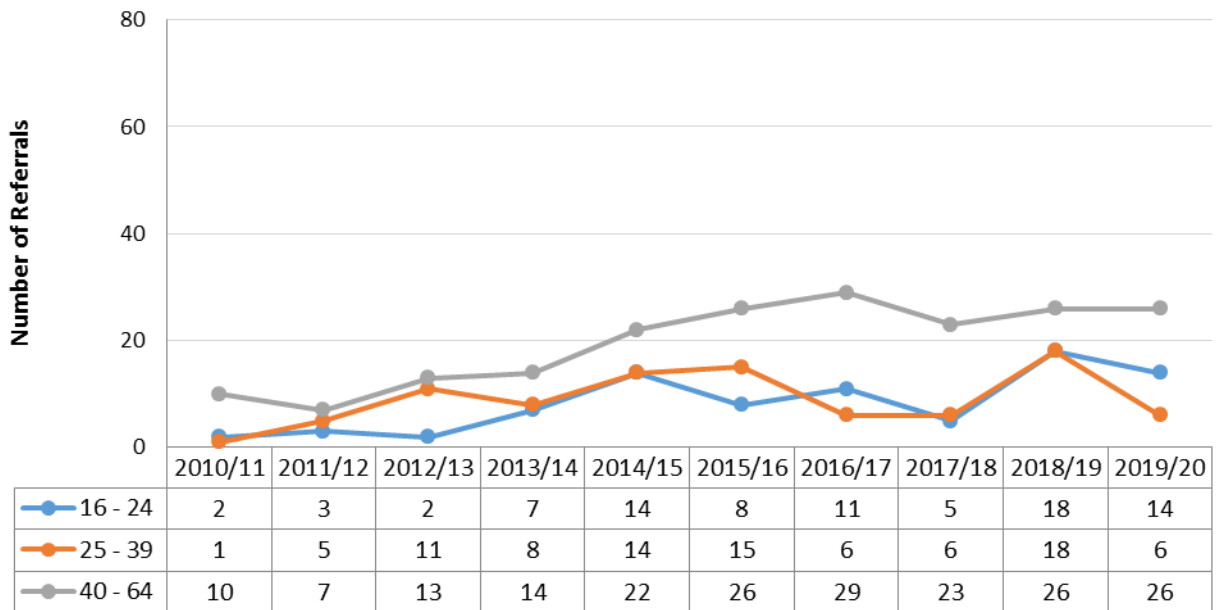
ASP Referrals for Adults 65-85+ years
1 November 2009 - 31 October 2019

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
65 - 69	0	1	4	11	4	3	9	6	8	8
70 - 74	0		2	6	17	8	22	18	12	16
75 - 79	1	1	4	8	12	10	11	16	15	20
80 - 84	3	1	4	6	12	10	40	9	24	28
85+	4	3	5	15	29	27	79	13	24	32

16
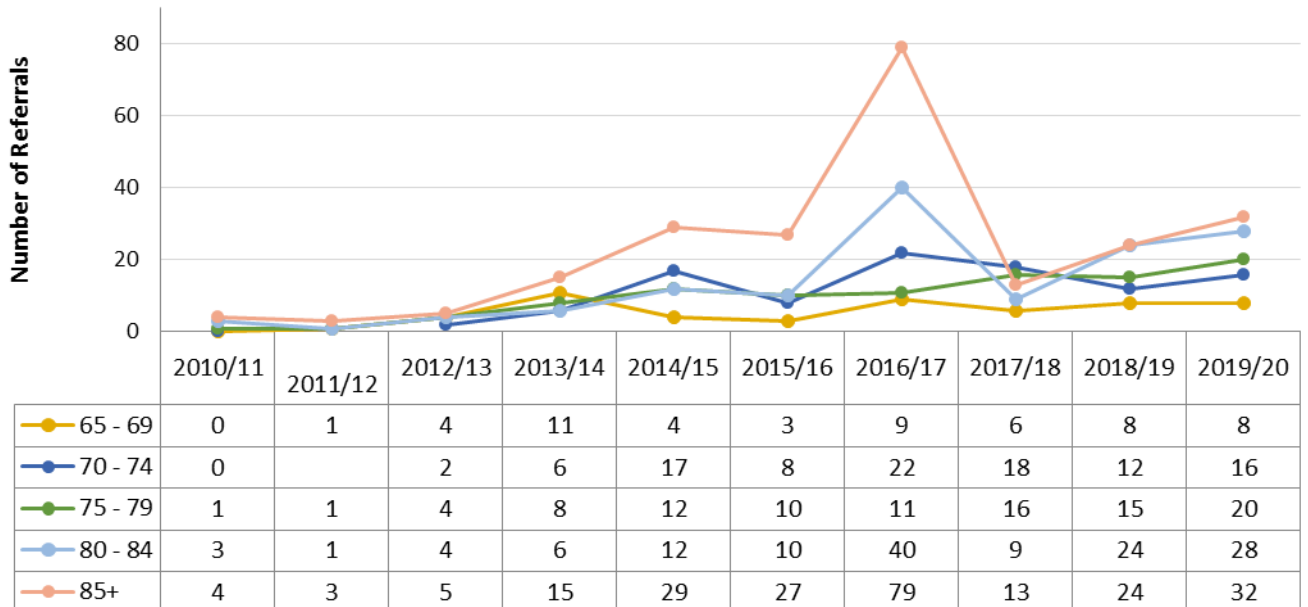
Appendix 2 – Section 1 Performance Summary Report

The Partnership focus is across the national outcomes as well as current local outcomes, with work on-going to support a balanced approach to measurement and reporting. It should be noted that work is required in terms of developing a balanced scorecard to provide a broader range of measures and build upon qualitative and quantitative data which will enable and support quality improvement and assurance.

Direction of travel relates to previously reported position	
▲	Improvement in period
◄►	Position maintained
▼	Deterioration in period
▬	No comparative data

The tables below highlight local data for a rolling 12 month average as at September 2019 against the average as at September 2018, and Delayed Discharges as at September 2019 census. National data is reported at March 2019 (delays are around validation and completeness of NHS FV data for SMR01s[1]). Performance data pertain to adults aged 18 and over. National data includes use of all relevant NHS services across Scotland, local data only includes those residents attending Forth Valley NHS services.

At a glance summary:

INDICATOR TYPE	▲	▼	◄►	▬	Data Only	TOTAL
Self Management Outcome Indicators	2	2	0	0	0	4
Live Independently Outcome Indicators	4	2	1	0	0	7
Improvement Outcome Indicators	4	1	1	1	0	7
Safe Outcome Indicators	0	0	0	0	2	2
Resources Outcome Indicators	2	3	1	0	1	7
National Core Indicators	2	1	0	0	0	3
National MSG Indicators	7	4	0	0	0	11

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[1] 100% completeness on SMR01 up to Mar 19 (99%), Apr 19 (43%), May 19 (1%), Jun (0%), Jul (0%), Aug (0%) as at October 29th 2019.

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

Ref	Local Measure	Sept 2018	Sept 2019	Direction of travel	Exception Report	Note
24	Emergency department attendances per 100,000 Forth Valley population	1779	2115	▼	✔	
25	Emergency department attendances per 100,000 Clackmannanshire & Stirling population	1233	1461	▼	✔	
26	Number of patients with an Anticipatory Care Plan in Forth Valley	15752	16568	▲		
27	Number of patients with an Anticipatory Care Plan in Clackmannanshire & Stirling	8174	8258	▲		

Source: NHS Forth Valley

TABLE 2 Outcome 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.

Ref	Local Measure	Sept 2018	Sept 2019	Direction of travel	Exception Report	Note
28	Emergency admission rate per 100,000 Forth Valley population	979	875	▲		
29	Emergency admission rate per 100,000 Clackmannanshire & Stirling population	797	758	▲		
30	Key Information Summary as a percentage of the Board List size for Forth Valley	4.9%	5.1%	▲		Target 1.5%
31	Key Information Summary as a percentage of the Board List size for Clackmannanshire & Stirling	5.6%	5.7%	▲		Target 1.5% Figures reduced due to annual ISD cull of records to remove those no longer eligible through change in demographics or patient being deceased.
32	Standard delayed discharges census data	17	19	▼	✔	
33	Delayed discharges over 2 weeks census data	4	10	▼	✔	
34	Number of Care Home residents aged 65+	678	673	◄►	✔	Budget

Source: NHS Forth Valley, Social Care

TABLE 3 Outcome 4 - Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.

Ref	Local Measure	Sept 2018	Sept 2019	Direction of travel	Exception Report	Note
35	Acute emergency bed days per 1,000 Forth Valley population	782	714 (April 2019)	▲		Data relating to occupied bed days pertaining to unscheduled care are based upon SMR01 data. Presently data are available up to April 2019, however are not complete and should be handled with caution.
36	Acute emergency bed days per 1,000 Clackmannanshire & Stirling population	702	647 (April 2019)	▲		
37	Bed days occupied by delayed discharges	205	334	▼	✓	
38	Number of code 9 delays	10	8	▲	✓	
39	Number of code 100 delays	5	5	◄►	✓	
40	Discharge Delays – including code 9 and Guardianship	27	24	▲	✓	
41	Registered social Care Services graded 5 or above	N//A	N/A	▬	✓	Jun 19 - 1 inspection Bellfield - no grade 5s

Source: NHS Forth Valley, Care Inspectorate

TABLE 4 Outcome 7 - People who use health and social care services are safe from harm

Ref	Local Measure	Aug 2018	Aug 2019	Direction of travel	Exception Report	Note
42	Number of Adult Support Protection referrals	64	89	Data Only	✓	Capacity/Timescales
43	Number of Adult Support Protection investigations	14	12	Data Only	✓	Capacity/Outcomes

Source: Social Care

TABLE 5 Outcome 9 - Resources are used effectively and efficiently in the provision of health and social care services.

Ref	Local Measure	Sept 2018	Sept 2019	Direction of travel	Exception Report	Note
44	Emergency department 4 hour wait Forth Valley	82.3%	87.4%	▲	✓	
45	Emergency department 4 hour wait Clackmannanshire & Stirling	80.6%	87.3%	▲	✓	
46	Readmission rate within 28 days per 1,000 Forth Valley population	0.49	0.58 (March 2019)	▼		Data in respect of readmissions is complete up to March/ April 2019. Recent changes in inpatient recording and processes have impacted upon ability to accurately report some aspects of elective and emergency activity. Measures are in place to address this issue and to validate data going forward.
47	Readmission rate within 28 days per 1,000 Clackmannanshire & Stirling population	0.41	0.45 (March 2019)	▼		
48	Readmission rate within 28 days per 1,000 Clackmannanshire & Stirling 75+ population	0.68	1.03 (March 2019)	▼		
49	Number of Social Care referrals	362	453	Data Only	✓	Demand
50	Number of Social Care assessments completed	470	470	◄►	✓	Capacity

Source: NHS Forth Valley, Social Care

Appendix 3 - HSCP Balanced Scorecard Clackmannanshire

Performance for Clackmannanshire Locality

Th Outcome 1 Self Management

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

PIs   ● 0   △ 1   ✓ 2   ? 1   📈 2

Th Outcome 2 Live Independently

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

PIs   ● 1   △ 1   ✓ 6   ? 0   📈 6

Th Outcome 3 Positive Experience

People who use health and social care services have positive experiences of those services, and have their dignity respected

PIs   ● 1   △ 1   ✓ 7   ? 0   📈 7

Th Outcome 6 Unpaid Carers

People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and well-being

PIs   ● 0   △ 0   ✓ 1   ? 0   📈 4

Th Outcome 7 Safe

People using health and social care services are safe from harm

PIs   ● 0   △ 0   ✓ 1   ? 0   📈 10

Th Outcome 4 Centred on Improvement

Health and Social Care services are centred on helping to maintain or improve the quality of life of people who use those services

PIs   ● 3   △ 0   ✓ 3   ? 0   📈 1

Th Outcome 9 Resources

Resources are used effectively and efficiently in the provision of health and social care services

PIs   ● 3   △ 0   ✓ 5

Th Outcome 8 workforce

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

PIs   ● 0   △ 0   ✓ 0   ? 2   📈 5

HSCP Exceptions Clackmannanshire

PI Code	Description	April 2019			May 2019			June 2019			July 2019			August 2019			September 2019			October 2019			Latest Note
		Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	
ADC ADA 019b	Number of Adult Protection dip sample audits completed within Clackmannanshire locality				66.67%	100%	🔴	66.67%	100%	🔴	0%	100%	🔴	100%	100%	✅	66.67%	100%	🔴				Reduced team leader capacity due to annual leave.
ADC ADA 019c	% of Adult Protection dip sample audits completed within Clackmannanshire LD/MH				0%	100%	🔴	0%	100%	🔴	0%	100%	🔴	100%	100%	✅	0%	100%	🔴				
ADC ADA 021	% annual reviews completed within timescale in Adult Care Clacks Social Services	13.64%	100%	🔴	16.13%	100%	🔴	14.12%	100%	🔴	23.53%	100%	🔴	14.08%	100%	🔴	12.68%	100%	🔴				
ADC SAB 002A	Number of new staff in HSCP Clacks locality.	0	20	🔴	0	20	🔴	0	20	🔴	0	20	🔴	0	20	🔴	0	20	🔴				
ADC SAB 002B	Number of staff leaving service (non-FTE) in HSCP Clacks locality.	4	0	🔴	5	0	🔴	2	0	🔴	2	0	🔴	1	0	🔴	3	0	🔴				

1.0 Clackmannanshire National Outcome 1 Self Management

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

PI Code	Description	April 2019 Value	Status	May 2019 Value	Status	June 2019 Value	Status	July 2019 Value	Status	August 2019 Value	Status	September 2019 Value	Status	October 2019 Value	Status	2019/20 Target	2018/19 Value	2017/18 Value	Latest Note
ADC ADA 01a	% of Clackmannanshire people aged 65 and over with intensive care needs who receive 10 hours or more of home care per week	52%	🟢	52%	🟢	53%	🟢	53%	🟢	52%	🟢	47%	🟢	51%	🟢	45%	48%	49%	
ADC ADA 002c	Number of clients who went home from intermediate care with a package of care in the quarter.	1	📈	0	📈	0	📈	0	📈	0	📈	1	📈	0	📈		5	4	
ADC ADA 002d	Number of clients who went home from intermediate care with no package of care in the quarter.	0	🔼	0	🔼	0	🔼	0	🔼	0	🔼	0	🔼	0	🔼	1	2	3	Draft target for discussion.
ADC ADA 01m	Number of hours care at start of reablement in Clackmannanshire	113	🔼	111.5	🔼	10.5	🟢	99.5	🟢	128.75	🛑	102	🔼	82	🟢	126	1,511.75	2,132.45	Draft target for discussion.
ADC ADA 01p	% of clients with reduced care hours at the end of reablement period in Clackmannanshire	78%	🟢	54%	🟢	0%	🛑	43%	🟢	0%	🛑	0%	🛑	17%	🟢	2%	36%	33%	2 out of 12 clients. Draft target for discussion.
ADC ADA 01s	Number of clients who have received a reablement service (i.e. been enabled). in Clackmannanshire	9	📈	12	📈	11	📈	7	📈	7	📈	4	📈	12	📈		128		

2.0 Clackmannanshire National Outcome 2 Live Independently

People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practical, independently and at home or in a homely setting in their community

PI Code	Description	April 2019 Value	Status	May 2019 Value	Status	June 2019 Value	Status	July 2019 Value	Status	August 2019 Value	Status	September 2019 Value	Status	October 2019 Value	Status	2019/20 Target	2018/19 Value	2017/18 Value	Latest Note
ADC ADA 008	Standard delayed patients waiting in hospital for more than 2 weeks for discharge to appropriate settings	0	(green)	3	(red)	2	(red)	0	(green)	1	(red)	0	(green)	0	(green)	0	40	13	
ADC ADA 01mb	% of reablement double up (staff) hours of clients who completed the service	60.09%	(red)	0%	(green)	0%	(green)	47%	(amber)	0%	(green)	63%	(red)	0%	(green)	10%			Draft target for discussion.
ADC ADA 01pb	% of clients with increased care hours at end of reablement	11.11%	(red)	0%	(green)	36.36%	(red)	0%	(green)	42.86%	(red)	0%	(green)	8.33%	(red)	0%	12.63%		Draft target for discussion.
ADC ADA 002L	Number of clients entering intermediate care from community (home) preventing admission to hospital.	1	(chart)	2	(chart)	1	(chart)	1	(chart)	3	(chart)	4	(chart)	2	(chart)		16	14	
ADC ADA 002a	Total number of intermediate beds occupied by clients in period.	4	(chart)	4	(chart)	3	(chart)	2	(chart)	5	(chart)	6	(chart)	6	(chart)		52		
ADC ADA 002b	Number of clients who moved from intermediate to long term care in the quarter.	0	(chart)	0	(chart)	0	(chart)	0	(chart)	0	(chart)	2	(chart)	0	(chart)		10		
ADC ADA 002k	% (of population) people age 75+ in care homes who have been placed by the local authority. Does not include those on assessment.	4.13%	(chart)	4.16%	(chart)	4.04%	(chart)	4.2%	(chart)	4.2%	(chart)	4.35%	(chart)	4.49%	(chart)		4.65%	5.19%	
ADC ADA 002M	Number of clients entering intermediate care from hospital.	0	(chart)	1	(chart)	1	(chart)	1	(chart)	1	(chart)	2	(chart)	0	(chart)		2	1	
ADC ADA 008b	Number of Clackmannanshire people waiting for discharge to appropriate settings for standard and code 9. Quarter and annual figure are an average.	6	(green)	7	(green)	7	(green)	4	(green)	8	(amber)	7	(green)	2	(green)	7	10.5	5.25	
ADC ADA 01n	Number of hours care post reablement (after 6 weeks) in Clackmannanshire	142.5	(red)	93	(amber)	24.5	(green)	79.75	(amber)	65.75	(amber)	61.5	(amber)	81.25	(amber)	0	340.75	366.05	completed 30, not completed 51.25. Total hours 81.25. Draft target

ID	Description																		Notes
																			for discussion.
ADC ADA 01q	% of clients receiving no care after reablement in Clackmannanshire	0%	🔴	8%	🔴	55%	✅	40%	🔺	39%	🔺	78%	✅	67%	✅	50%	25%	46%	Draft target for discussion.
ADC ADA 031	The % of residential new monthly admissions from total care home admissions. Includes those in assessment as well as long term care.							50%	🔴	28.57%	✅	33.33%	✅	22.22%	✅	Not measured for Years			
ADC ADA 03k	Number of long stay residents aged 65+ in care home. Does not include those on assessment.	232	✅	229	✅	230	✅	234	✅	236	✅	240	✅	239	✅	238	229	205	Draft target for discussion.

3.0 Clackmannanshire National Outcome 3 Positive Experience

People who use health and social care services have positive experiences of those services, and have their dignity respected

PI Code	Description	April 2019		May 2019		June 2019		July 2019		August 2019		September 2019		October 2019		2019/20	2018/19	2017/18	Latest Note
		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target	Value	Value	
ADC CUS 01a	Adult complaint stage 2 concluded	0	(graph)	0	(graph)	1	(graph)	0	(graph)	0	(graph)	0	(graph)	0	(graph)		1		
ADC CUS 01b	Number of stage 2 complaints received in period for Adult Social Care that were upheld or partially upheld	0	(green)	0	(green)	1	(red)	0	(green)	0	(green)	0	(green)	0	(green)	0	1	1	
ADC CUS 02a	Adult stage 2 complaint complete within timescale.	0	(graph)	0	(graph)	1	(graph)	0	(graph)	0	(graph)	0	(graph)	0	(graph)		1		
ADC CUS 02c	% of reported indicators for Clackmannanshire Council Adult social servicers registered provision graded 5 or better by Care Inspectorate over previous 12 months																44.44%	75%	No inspections published for 19/20 so far.
ADC CUS 03a	Adult complaint, stage 2 not complete within timescale.	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	0		
ADC CUS 04a	Stage 2 Adult complaints not complete within period for Clackmannanshire locality of HSCP.	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	(green)	0	0		
ADC CUS 04b	Adult stage 1 complaint received for Clackmannanshire locality of HSCP.	0	(graph)	2	(graph)	2	(graph)	0	(graph)	0	(graph)	0	(graph)	1	(graph)		12		
ADC CUS 05b	Adult complaint stage 1 concluded for Clackmannanshire locality of HSCP	0	(graph)	2	(graph)	2	(graph)	0	(graph)	0	(graph)	0	(graph)	1	(graph)		11		
ADC CUS 06b	Adult stage 1 complaint upheld/partially upheld for Clackmannanshire locality of HSCP.	0	(green)	2	(red)	1	(red)	0	(green)	0	(green)	0	(green)	1	(red)	0	5		Draft target for discussion. Upheld complaint related to transport bus parked at residential home.
ADC CUS 07b	Adult stage 1 complaint, not upheld for Clackmannanshire locality of HSCP.	0	(graph)	0	(graph)	0	(graph)	0	(graph)	0	(graph)	0	(graph)	0	(graph)		6		

Code	Description																	Notes
ADC CUS 08b	Adult complaint stage 1 complete within timescale for Clackmannanshire locality of HSCP.	0	📈	2	📈	2	📈	0	📈	0	📈	0	📈	1	📈		11		
ADC CUS 09b	Adult complaint stage 1 not complete within timescale for Clackmannanshire locality of HSCP.	0	✅	0	✅	0	✅	0	✅	0	✅	0	✅	0	✅	0	1		
ADC CUS 10b	Adult stage 1 complaint not complete for Clackmannanshire locality of HSCP.	0	✅	0	✅	0	✅	0	✅	0	✅	0	✅	0	✅	0	1		
ADC CUS 11b	Adult complaint, stage 2 received in period for Clackmannanshire locality of HSCP.	0	✅	0	✅	1	🛑	0	✅	0	✅	0	✅	0	✅	0	1		Draft target for discussion.
ADC CUS 12b	Number of stage 2 Adult Social Care complaints concluded during the accounting period in Clackmannanshire	0	📈	0	📈	1	📈	0	📈	0	📈	0	📈		📈		1		
ADC CUS 13b	% Clackmannanshire Adult Social Care stage 2 complaints concluded during accounting period that were upheld or partially upheld.	0%	✅	0%	✅	100%	🛑	0%	✅	0%	✅	0%	✅	0%	✅	0%	33%		Draft target for discussion.

4.0 Clackmannanshire National Outcome 4 Improvement

Health and Social Care services are centred on helping to maintain or improve the quality of life of people who use those services

PI Code	Description	April 2019 Value	Status	May 2019 Value	Status	June 2019 Value	Status	July 2019 Value	Status	August 2019 Value	Status	September 2019 Value	Status	October 2019 Value	Status	2019/20 Target	2018/19 Value	2017/18 Value	Latest Note
ADC CUS 02b	% of reported indicators for Clackmannanshire Council Adult social servicers registered provision graded good or better by Care Inspectorate over previous 12 months																100%	93%	No inspections published for 19/20 so far.
ADC ADA 002q	Average length of wait at end of reablement care in Clackmannanshire for an assessment to be carried out (weeks).	6	🔴	5	🔴	4	✅	5	🔴	5	🔴	6	🔴	2	✅		6		Draft target to be discussed.
ADC ADA 008a	Number of Clackmannanshire people categories as a standard delayed discharge waiting for less than 2 weeks for discharge to appropriate settings	4	📊	2	📊	2	📊	1	📊	4	📊	3	📊	0	📊		61	31	
ADC ADA 019b	Number of Adult Protection dip sample audits completed within Clackmannanshire locality			66.67%	🔴	66.67%	🔴	0%	🔴	100%	✅	66.67%	🔴						Reduced team leader capacity due to annual leave.
ADC ADA 019c	% of Adult Protection dip sample audits completed within Clackmannanshire LD/MH			0%	🔴	0%	🔴	0%	🔴	100%	✅	0%	🔴			100%			
ADC ADA 021	% annual reviews completed within timescale in Adult Care Clacks Social Services	13.64%	🔴	16.13%	🔴	14.12%	🔴	23.53%	🔴	14.08%	🔴	12.68%	🔴			100%		67.26%	

6.0 Clackmannanshire National Outcome 6 Unpaid Carers

People who provide unpaid care are supported to look after their own health and wellbeing, including to reduce any negative impact of their caring role on their own health and wellbeing

PI Code	Description	April 2019		May 2019		June 2019		July 2019		August 2019		September 2019		October 2019		2019/20	2018/19	Latest Note
		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target	Value	
ADC ADA 011B	Number of Adult Support Plans for carers offered in Clackmannanshire locality HSCP	49		56		44		60		51		10		40			718	
ADC ADA 011C	Number of Adult Support Plans for carers accepted in Clackmannanshire locality.	7		12		14		11		13		3		12			182	
ADC ADA 011D	Number of eligible Adult Support plans for carers completed.	2		1		4		6		5		1		5			48	
ADC ADA 011	% of Adult Support Plans for carers completed in Adult Social Care	28.57%	🛑	8.33%	🛑	28.57%	🛑	54.55%	✅	38.46%	✅	33.33%	⚠️	41.67%	✅	39%	30.08%	
ADC ADA 033	The % of nursing new monthly admissions from total care home admissions. Includes those on assessment as well as long stay.							4		7		12		9		Not measured for Years		

7.0 Clackmannanshire National Outcome 7 Safe

People using health and social care services are safe from harm

Clackmannanshire & Stirling
Health & Social Care Partnership

PI Code	Description	April 2019 Value	Status	May 2019 Value	Status	June 2019 Value	Status	July 2019 Value	Status	August 2019 Value	Status	September 2019 Value	Status	October 2019 Value	Status	2019/20 Target	2018/19 Value	2017/18 Value	Latest Note
ADC ADA 019	% of Adult Protection discussions held within 24 hours of referral	93%	⚠	92%	⚠	87%	⚠	97%	✔	100%	✔	100%	✔			100%	92%	94%	
ADC MHO 001	Number of Emergency Detention Certificates (Mental Health) Section 36	2	📈	4	📈	1	📈	4	📈	3	📈	3	📈	1	📈		26	25	
ADC MHO 002	Number of Short Term Detention Certificates (Mental Health) Section 44	3	📈	2	📈	2	📈	3	📈	5	📈	2	📈	2	📈		48	50	
ADC MHO 003	Number of Compulsory Treatment Orders (existing)	27	📈	27	📈	23	📈	21	📈	23	📈	23	📈	21	📈		22	23	
ADC MHO 004	Number of Compulsory Treatment Orders (new applications)	4	📈	5	📈	5	📈	2	📈	4	📈	1	📈	1	📈		41	45	
ADC MHO 007	Total number of Existing Guardianships (private and local authority)	136	📈	136	📈	135	📈	136	📈	136	📈	132	📈	133	📈		135	118	
ADC MHO 023	Number of Compulsion Orders (new)	0	📈	0	📈	0	📈	0	📈	0	📈	0	📈	0	📈		0	6	
ADC MHO 024	Number of Compulsion Orders with Restriction Order	0	📈	0	📈	0	📈	0	📈	0	📈	0	📈	0	📈		2	2	
ADC MHO 025	Total number of new Private & Local Authority Guardianship Orders	0	📈	1	📈	1	📈	0	📈	0	📈	3	📈	3	📈		27	32	
IJB.02.c lac_AS P1	Number of Adult Support and Protection referrals to Clackmannanshire Adult Social Care	14	📈	13	📈	15	📈	34	📈	25	📈	22	📈				143	95	
IJB.02.c lac_AS P2	Number of Adult Support and Protection investigations to Clackmannanshire Adult Social Care	3	📈	1	📈	2	📈	3	📈	1	📈	5	📈				30	25	

8.0 Clackmannanshire National Outcome 8 Workforce

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

PI Code	Description	April 2019		May 2019		June 2019		July 2019		August 2019		September 2019		October 2019		2019/20	2018/19	2017/18	Latest Note
		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Value	Status	Target	Value	Value	
HSC AB1 GOV	Average FTE Days Sickness Absence (Health & Social Care Partnership)	0.9		0.8		1.0		1.1		0.9		1.0		1.6			17.3	20.0	
HSC AB2 GOV	% Sickness Absence (Health & Social Care Partnership)	5.04%	✅	3.81%	✅	5.18%	✅	4.89%	✅	4.29%	✅	4.92%	✅	7.08%	⚠️	7.00%	6.39%	7.63%	
HSC FTE GOV	Establishment – FTE (Health & Social Care Partnership)	133.6	📈	137.4	📈	141.9	📈	143.6	📈	143.5	📈	144.3	📈	158.0	📈		145.1	168.3	
ADA TRN GOV	Staff turnover (HSCP - Assessment Care Management)	0%	📈	0%	📈	0%	📈	5.25%	📈	0%	📈	3.95%	📈				9.68%		
APR TRN GOV	Staff turnover (HSCP - Adult Provision)	0%	📈	0.9%	📈	0.74%	📈	0%	📈	0%	📈	0%	📈				11.83%		
PML TRN GOV	Staff turnover (HSCP - Partnership, Mental Health & Learning Disability)	0%	📈	7.94%	📈	0%	📈	0%	📈	1.38%	📈	0%	📈				15.19%		
ADC SAB 001A	Headcount number of staff in HSCP Clacks locality. Includes relief staff.	218	📈	218	📈	215	📈	214	📈	214	📈	215	📈				219	237	

9.0 Clackmannanshire National Outcome 9 Resources

Resources are used effectively and efficiently in the provision of health and social care services

PI Code	Description	April 2019 Value	Status	May 2019 Value	Status	June 2019 Value	Status	July 2019 Value	Status	August 2019 Value	Status	September 2019 Value	Status	October 2019 Value	Status	2019/20 Target	2018/19 Value	2017/18 Value	Latest Note
HSC TRN GOV	Staff turnover (Health & Social Care Partnership)	0%	trend	2.8%	trend	0.38%	trend	0.98%	trend	0.4%	trend	1.39%	trend	0%	trend		13.04%	11.31%	
ADC SAB 002A	Number of new staff in HSCP Clacks locality.	0	red	0	red	0	red	0	red	0	red	0	red			20	0	0	
ADC SAB 002B	Number of staff leaving service (non-FTE) in HSCP Clacks locality.	4	red	5	red	2	red	2	red	1	red	3	red			0	33	36	
ADC ADA 002f	Average length of stay in intermediate care bed in quarter. Adult SS Clackmannanshire.	6	green	4	green	6	green	11	red	7	green	7	green	5	green	8	7	7	Draft target for discussion.
ADC ADA 002p	Average length of stay in reablement care in Clackmannanshire for service users who have completed the service with full care hours.	13	red	7	red	7	red	10	red	5	green	4	green	6	green		9		
ADC ADA 002r	Average length of wait at end of reablement care in Clackmannanshire for a Framework Provider (weeks).	3	green	2	green	3	green	1	green	1	green	2	green	2	green		5.5		Draft target to be discussed.
ADC ADA 01k	Number of people in Clackmannanshire aged 75+ in care home (does not include those in for assessment).	172	trend	173	trend	168	trend	175	trend	175	trend	181	trend	187	trend		194	182	
ADC ADA 01sb	% clients who have completed a reablement service (i.e. been enabled) in Clackmannanshire	75%	green	92.31%	green	100%	green	63.64%	red	77.78%	green	50%	red	44.44%	red	75%	77.87%		Draft target for discussion.
ADC ADA 032	The % of nursing new monthly admissions from total care home admissions. Includes those in for assessment as well as long term care.							50%	red	57.14%	green	66.67%	green	77.78%	green	Not measured for Years			
ADC CUS 05a	Stage 3 complaint to SPSO for Clackmannanshire locality of HSCP	0	green	0	green	0	green	0	green	0	green	0	green	0	green	0	0		