

Enabling and empowering people to reach their potential and live fulfilling lives

Summary Report – Trust Board Meeting (Part 1)	Date: 27th March 2013
Report Title: Quality and Performance Dashboard	
Agenda Item: 10	Enclosures: Appendices A & B
Sponsor: Interim Director of Business Development	Presenter: Interim Director of Business Development
Report Author: Head of Information & Performance Management	
Report discussed previously at:	<i>n/a</i>

Purpose of the Report and Action required		
To report to the Board on the Trust's: 1. Month 11 performance position against key indicators included in the balanced scorecard 2. Update on the two indicators where we are failing to meet the standard set 3. 2012/13 contractual position for penalties.	Approval	
	Discussion	Y
	Information	Y

Executive Summary of Key Issues
<p>Performance</p> <p>Whilst we are developing the Quality Information System the trust is continuing to measure its performance against the indicators that were agreed between the trust and its commissioners in this year. There are two indicators where the trust continues to achieve slightly below the target and improvement initiatives have been implemented by the delivery units.</p> <p>Whilst results for the full quarter position for these remains below target for both indicators they are improving. At month 11:</p> <ul style="list-style-type: none"> • Providing carers with a carer care plan within 4 weeks of assessment achieved 87% (95%) • Ensuring a service user has full CPA induction within 4 weeks of assessment achieved 92% (98%) <p>Penalty update</p> <ul style="list-style-type: none"> • The full year forecast penalties for B&NES, Swindon and Wiltshire is £292,250. • The full year forecast penalty for BNSSG is £256,500 (this is for monitoring purposes and is not a financial risk)

Which Strategic Objective does this paper address	
A sustainable value for money business	Y

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Excellent service user access and experience	Y
Excellent partnership working with other organisations	Y
Effective engagement and improvement in staff satisfaction	Y

Link to Fit for the Future Implementation Plan

Specify objective number

Recommendations to other committees

n/a

Recommendation/Decision

The Board is recommended to **accept** the report

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1. Introduction

1.1. This paper highlights the contractual indicators where we are not achieving our agreed target:

1.2. M11 penalties: the total contractual penalties incurred 'year to date' are £518,000 (forecast to year end £548,750), which are split between:

- BNSSG: £242,000 at month 11 (forecast to year end £256,500)
- B&NES, Swindon and Wiltshire: £276,000 at month 11 (forecast to year end £292,250)

2. Performance improvement: delivery for two key indicators

2.1 **CPA induction:** The Trust's performance is noted in table 1 below. As can be seen, progress continues to be made with M11 showing performance at 92%. As this indicator is based on a three month rolling position previous poor performance is still having a negative impact on the current position. Current activity that excludes this history would show performance at 95%.

2.2 **Carer care plans:** As with CPA induction, the M11 performance of 87% includes an element of under-performance from prior to the improvement initiatives being put in place. Performance that excludes that shows 92%.

Table 1: M11 performance

SBU	Carer Care Plan	CPA induction
AOWA	72% (58 / 81)	89% (337 / 380)
L3	90% (311 / 342)	98% (198 / 202)
Total	87%	92%

3. Performance against other key indicators

3.1 As can be seen in table 2 below, there are a number of additional indicators that remain off target. Key things to note:

- **Waiting times for assessment:** M11 saw significant improvement in the number of breaches of the 4 week wait, only 3 (equating to 99% compliance with the 4 week standard overall). For 2013-14, it is proposed that the Trust will revert to monitoring this indicator as a percentage, rather than 'per breach', which will allow the Trust's excellent compliance to be more visible.
- **Active Care Coordination:** the Trust remains marginally below target at 97%, with

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4 out of 6 Local Delivery Units above 98%. For B&NES & Wiltshire, their under performance (at 95% for M11) means that a contractual penalty continues to be payable and is likely to continue into M12 if the current trajectory is maintained.

- **Staff indicators:** performance against 'sickness / absence' and 'appraisal' indicators remains below target. Both have been identified as 'indicators of quality' and are core elements of the new Quality Information System. As such, from April 2013 team and ward managers will be able to access information about both indicators (for their own services, as well as others for comparison) and will need to be supported to deliver improvements where necessary.

Table 2: Key indicators off target (area level % only included if off target)

Source	Indicator	Trust level (M11)
Contract Penalty	1.01a: Maximum 4 week wait for assessment	3 (0)
Contract Penalty	2.1.03: Active Care Coordination	97% (98%)
Organisational target	2.2.17: CPA management	92% (98%)
Organisational target	5.05: Sickness / absence rates	4.96% (4.60%)
Organisational target	5.06 Staff appraisal	71% (85%)