

IJB30. Performance Monitoring Report

The Integration Joint Board considered a report by the Senior Service Manager which provided a summary of key performance issues and drew on a basic balanced scorecard approach with a focus on exception reporting. The summary of key performance issues were:-

ED Performance against the 4 Hour Access Standard:-

The June 2021 compliance for the Falkirk Partnership highlighted a decrease in performance to 79.4% compared with 97.4% in June 2020.

Adult Protection Referrals:-

There were 71% more Adult Protection referrals in the first quarter of 2021/22 compared to the same period last year.

Delayed Discharge:-

The Falkirk partnership breakdown at the July 2021 census was noted as:

- 35 Standard delays, 16 were delayed over 2 weeks;
- 9 guardianship/code 9 exemptions, and
- 44 total delays.

Complaints – Falkirk Council Social Work Adult Services

Performance improved marginally in 2020/21 compared to the previous year.

Complaints – NHS Forth Valley

In the period April 2021 to June 2021, a total of 7 complaints (excluding complaints transferred/ withdrawn/ consent not received) were received by the Patient Relations Team relating to the Partnership. The 20-day response rate was noted as 71.4%.

Attendance management - NHS Forth Valley

The June 2021 sickness absence position was reported as 6.2% with the 12-month rolling position noted as 5.8%.

Psychological Therapies

In June 2021, 59.0% of patients started treatment within 18 weeks of referral. This was a reduction from 64.9% in May 2021 and 93.7% in June 2020.

Overdue pending Occupational Therapy Assessments

At the end of Quarter 1 there were 204 assessments pending. In the previous year the figure was 150.

Decision

The Integration Joint Board noted:-

- (1) the content of the Performance Monitoring Report, and**

- (2) that appropriate management actions continued to be taken to address the issues identified.**