

Appendix 1 - Orkney Health and Care - Service Area Strategic Commissioning Plan Actions

Please note – work to ensure targets are SMART to support evidence based planning and effective scrutiny is ongoing and in some cases it is not possible to provide performance information against the current targets as set. Where detailed information is available this has been provided and in some cases the RAG system has been used to provide high level feedback where detailed targets and assessment are not yet available. The next iteration of this performance report will use more measurable targets and will therefore be more detailed and specific.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
SCP Section 2.1. Children and Families Service				
The Board will support children in Orkney to have the best start in life by ensuring that their health and development is monitored regularly so that any issues can be identified and appropriate action taken.	A locally appropriate model is to be developed to ensure that goals and outcomes of the new Scottish Universal Health Visiting Pathway, Pre Birth to Pre School 2015 are delivered.	Children’s outcome numbers 1 and 2. National Health and Wellbeing Outcome numbers 4 and 5. On-going survey of nursery providers (annually from 2012) identified increased numbers of children with delayed language in pre-school children and a significant proportion (30% in 2015 survey) had not accessed any	Green	Speech and Language therapists are continuing to implement the new service delivery model and are working closely with education colleagues to develop support for children with language delay.

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		relevant support services for this matter.		
<p>The Board will support the health and wellbeing of children and young people, and consequently the health and wellbeing of the adult population in future years, through actions to support them to be of a healthy weight.</p>	<p>Health Weight initiatives for children are to be delivered.</p>	<p>Children’s outcome number 1. National Health and Wellbeing Outcome numbers 1, 4 and 9. The local needs assessment indicates that a greater number of primary 1 age children in Orkney are obese than the Scottish average.</p>	<p>Red</p>	<p>Scottish Government have instructed that P1 screening is to continue, so this will need to be taken into consideration when implementing the School Nurse Pathway. Figures for 2016/2017 show a national figure of 22.9% of children at risk of being overweight or obese. The figure for Orkney for 2016/2017 is 25%.</p>
<p>The Board will support children in Orkney to have the best start in life which includes ensuring that parents in Orkney have ready access to information to support them in their parenting role.</p>	<p>The potential to use on line options for the provision of information, resources and support tools is to be maximized. Services within the remit of the IJB make a contribution to this but overall ownership rests with the Orkney Children</p>	<p>Children’s outcome number 1. National Health and Wellbeing Outcome numbers 1, 4, 6 and 9. Identified as an area for development through recently undertaken consultation with</p>	<p>Amber</p>	<p>Orkney Children and Young People’s Partnership (OCYPP) pages have been accessed 455 times, 315 of these were for the Childminder list. Information on parenting continues to be available on the pages of the OCYPP on the OIC website.</p>

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	and Young People's Partnership.	parents.		A 'Parenting Support' baseline is currently being scoped to identify gaps, so that resources can be targeted towards those gaps.
	Respond to new policies and emerging findings from national and other area reports on the safe and effective provision of maternity services with a locally developed plan that takes account of relevant information and provides a 'best fit' for Orkney.	Children's outcome number 1. National Health and Wellbeing Outcome numbers 1, 3, 5 and 9.	Green	Linking in to the national Best Start Implementation group in Nov 2017 and Local group to be set up thereafter. The local group will develop and take forward the action plan. A presentation on the review of the report in the Orkney context is available on request. Training needs analysis exercise due to take place Dec 2017 – January 2018 with a view to consolidating CPD prior to move to the new Hospital and Healthcare facility.
	The Intensive Fostering Service is to be continued. Ways to develop local	Children's outcome number 2. National Health and	Green	Intensive Fostering now baselined from April 2018.

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	residential provision to meet more complex and specialist care needs are to be explored and options reported on.	Wellbeing Outcome numbers 2, 3, 4, 5, 7 and 9.		
<p>The Board will support the life chances of children and young people who require to be 'looked after away from home' (The Children (Scotland) Act 1995, defines 'Looked After Children' as those in the care of their local authority. The term 'looked after away from home' refers to a child or young person placed under one of a number of legal routes, away from their normal place of residence, usually a family home.) improved through the provision of care in family and community settings wherever possible. This will be supported by</p>	<p>Multi-agency involvement in the Permanence and Care Excellence (PACE) work supported by Scottish Government and CELCIS (Centre for Excellence for Looked after Children in Scotland).</p>	<p>Children's outcome numbers 1 and 2. National Health and Wellbeing Outcome numbers 3, 4, 5, 7, 8 and 9.</p>	<p>Green</p>	<p>PACE project is progressing. Work to be developed in relation to tracking permanence processes as well as tracking of fostering and adoption applications</p> <p>Work has commenced to develop a children and families strategy for Orkney that will support the development of sustainable services to looked after children as well as develop approaches to support the work of universal services.</p>

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<p>disinvestment in residential care places for children particularly out of Orkney, and more efficient investment in alternative forms of care that support the delivery of better outcomes for children and young people.</p>				
<p>The Board wishes to be assured that appropriate action is taken to support the life chances of children and young people who are identified to be at risk through Child Protection and Looked After Children processes. The Board wish to see the highest standards of integrated assessment, planning and intervention taking place with a clear focus on achieving safe and stable care for children, preferably at home/within the family</p>	<p>Assurance is to be sought that Compulsory Measures and care proceedings are used appropriately in Orkney.</p>	<p>Children’s outcome number 2. National Health and Wellbeing Outcome numbers 3, 4, 7 and 9.</p>	<p>Green</p>	<p>The continued development of systemic and family based interventions is aimed at reducing the number of formal proceedings over a three year period. Work is progressing well in this area.</p>

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network or, where this is not possible, in a permanent alternative care placement.				
SCP Section 2.2. Criminal Justice Social Work Services				
<p>The Board requires the services it commissions to plan and deliver with a greater emphasis on collaborative working by working in partnership with relevant local and national stakeholders to embed the new Orkney Community Justice Partnership and support delivery of the four national priorities for community justice:</p> <ul style="list-style-type: none"> • Improve community understanding and participation. • Strategic planning and partnership working. • Effective use of 	<p>The Community Justice Partnership to be operational over the course of the year.</p> <p>The services the IJB commissions that relate to community justice to engage in the Care Inspectorate framework of self-evaluation in relation to community justice delivery and the outcome of the self-evaluation to be reported to the IJB.</p>	<p>National Health and Wellbeing Outcome numbers 8 and 9.</p> <p>Community Justice (Scotland) Act 2016.</p>	<p>Green</p>	<p>Orkney Community Justice Partnership Meetings held as planned in May and October 2017 and March 2018, with feedback from Community Justice Scotland at the October meeting informing the development and timing of local Community Justice planning and self evaluation processes.</p> <p>Success to be measured by development and agreement of further iteration of Orkney Community Justice Outcomes Improvement Plan by March 2018.</p> <p>The Orkney Community Justice Partnership has</p>

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evidence-based interventions. Equal access to services.				undertaken the first stage of the local self-evaluation exercise in February 2018. It has been circulated for comment/challenge, on the basis of which an Action Plan will be developed by September 2018.
The Board requires clear measures of performance in community justice terms developed and delivered.	A Community Justice Outcomes Improvement Plan to be developed in line with national guidance.	National Health and Wellbeing Outcome numbers 3, 4, and 9. Community Justice (Scotland) Act 2016.	Green	Complete and shared with Community Justice Scotland. Feedback received and prioritised areas developed as a result. Ready for approval and circulation March 2018.
The Board requires a range of services to contribute to the strategic goal of 'improvement of public understanding' about the role of specific issues in community justice through contributions to the Community Justice Outcomes Improvement Plan, specifically, the role of	Co-ordinated by the Community Justice Partnership officer, hosted by OIC, all relevant services will make a contribution to the Community Justice Outcomes Improvement Plan.	National Health and Wellbeing Outcome numbers 4 and 5.	Green	In progress. Success to be measured by development and agreement of further iteration of Orkney Community Justice Outcomes Improvement Plan by March 2018. Further Iteration of Orkney Community Justice Outcomes Improvement Plan covering

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learning disabilities, mental health issues, physical health issues, substance misuse issues, relationship issues, and having a history of being formally 'looked after' by the local authority.				2018-2021 due to be presented to March 2018 IJB on time.
SCP Section 2.3. Primary and Community Care Services				
The Board will see the health and wellbeing of people who require support to live at home promoted and their support needs met in an appropriate manner through the provision of adequate effective services.	Plans must be developed and delivered to increase capacity in the care at home service.	National Health and Wellbeing Outcome numbers 2, 3, 4 and 9. Joint Inspection of Services for Older People Recommendation.	Green	A growth bid has enabled the recruitment of a new team, This is currently underway and will create a double up team in Stromness. Successful recruitment will enable a more streamlined and efficient care delivery for those who require two carers and will release some additional capacity
	An Integrated Care pathway for bone health including responses to, and after, falls, is to be put in place and work is to be	National Health and Wellbeing Outcome numbers 1, 2, 4, 7 and 9.	Green	The falls prevention pathway is in place, work to promote its use within community teams and SAS is ongoing to ensure the most appropriate response

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	undertaken jointly with Scottish Ambulance Service to develop a different response to falls, with more focus on supporting people at home.			to a fall is actioned. Referrals to the falls service and emergency admission rates for falls are being recorded to monitor effectiveness of pathway. Falls staff have undertaken Quality Improvement focussed work to streamline pathways and processes.
	A joint review of data is to be undertaken to understand reasons behind conveyance to hospital of people who have fallen.	National Health and Wellbeing Outcome numbers 1, 2, 4, 7 and 9.	Green	Initial data has been analysed, this showed that 2/3 of ambulance calls to falls were made by individuals with a Community care alarm in situ. Future data will include the date of the fall which will enable individual case review to determine whether alternatives should/could be used.
	There will be a review of unscheduled health and social care services provided out of hours	National Health and Wellbeing Outcome numbers 2, 3, 4, 5, 6, 7,	Amber	Review underway. Three workshops now held. Data considered. Behind planned

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	including GP services and a change plan brought forward informed by this review.	8 and 9.		timeline but work progressing.
	A questionnaire to gather views of patients using the Out of Hours GP service is to be developed and carried out.	National Health and Wellbeing Outcome number 8.	Green	Complete and informed the review workshop and subsequent action plan noted above.
	Additional services commissioned from GP practices through the Local Enhanced Services (LES) approach will be driven by knowledge of local need.	National Health and Wellbeing Outcome numbers 2, 4, 5, and 9.	Green	Enhanced service contracts in place.
	A working group bringing public health and primary care together for planning purposes is to be established.	National Health and Wellbeing Outcome numbers 1, 2, 4, 5, 8 and 9.	Green	Formal Process still to be adopted but first meeting has been held and further meeting arranged for March.
	The Integration Joint Board directs NHSO to facilitate an Emergency Department	National Health and Wellbeing Outcome numbers 2, 3, 4, 8 and	Green	Clinical pathways are in place.

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	redirection policy to ensure that avoidable hospital admissions are minimised and sign posting and redirection to alternative services is undertaken effectively at the stage of considering admissions.	9.		
	There will be support in place to enable people to make a choice to die at home or in a homely setting through the ongoing provision of a service across Orkney and the provision of training and support for staff in services that support people at home in managing end of life care.	National Health and Wellbeing Outcome numbers 3, 4 and 8.	Green.	Services in place to support this. Contract for ongoing provision agreed. Performance in relation to this area good and improving.
	A local phototherapy service is to be made available through primary care to reduce the need for people to travel to	National Health and Wellbeing Outcome numbers 3, 8 and 9.	Green.	Services now in place.

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	Aberdeen for treatment.			
	The Integration Joint Board wishes to see NHSO Podiatry Service fully implement the national footcare guidance.	National Health and Wellbeing Outcome numbers 1 and 9. NHS delivery standard.	Green	The footcare guidance has been implemented with signposting to alternative services for people who do not meet the service referral criteria.
The Board will support the health and wellbeing of people who are supported in a residential or extra care settings and by the community based services delegated to it, in a safe and appropriate manner.	Process are to be in place for medicine management and administration in social care settings. Appropriate staff training and support is to be available.	National Health and Wellbeing Outcome numbers 2, 3, 4, 7, 8 and 9. Joint Inspection of Services for Older People Recommendation.	Green	On-going training programme is in place. Community pharmacy support includes delivery of practical medicine administration sessions and monitoring effectiveness
	Prescribing practices will be monitored and opportunities for improvement and change identified and delivered.	National Health and Wellbeing Outcome numbers 8, and 9.	Green	This is currently being delivered through a quality prescribing initiative commissioned through Stromness Surgery, set to end 31 March 2018. Any improvement and change processes after that date will be discussed through the GP

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				Cluster.
	Processes are to be in place to minimise the impact of any outbreaks of bacterial or viral infection in social care settings based on public health service advice including appropriate use of infection control methods and appropriate staff sickness absence management.	National Health and Wellbeing Outcome numbers 3, 4, and 7.	Green	National programme of Preventing Infection in Care being implemented including use of training materials and audit tools. Staff continue to follow standard operating procedures with regard to reporting possible outbreaks and working with public health colleagues.
	Residential care place capacity is to be adequate to meet demand.	National Health and Wellbeing Outcome numbers 2, 3, 4, 7 and 9.	Green	The programmes for replacement of St Peter's and St Rognvald House are underway with the new Stromness care facility scheduled for completion in summer 2019. The replacement for St Rognvald will be complete by 2021.
The Board requires services it commissions to work closely with NHS Orkney's	The Hospital Discharge Planning policy and processes will be updated	National Health and Wellbeing Outcome numbers 3, 4, 6, 8 and	Green	The policy update was completed in February 2018 and has been shared widely

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in patient services to ensure that transitions between home and care settings, or care setting to care setting, are carefully planned and undertaken so that they promote people's welfare and minimise stress and distress.	and awareness of them promoted.	9.		including with professional advisory committees for consideration and comment.
	A gap analysis is to be undertaken in relation to services to support people to make transitions from hospital to home including transport and collection of any necessary medication arrangements, in order to inform further planning decisions.	National Health and Wellbeing Outcome numbers 2, 3, and 6.	Green	A Discharge and Care Co-ordinator was in post over the summer months and undertook a gap analysis of hospital liaison work, patient journeys and third sector services. The outputs of the analysis were considered at the patient flow group to explore how to reduce delays and barriers to discharge. Analysis has been undertaken of causes of reported dissatisfaction with discharges for a full year period to identify learning. This has been reported through the Clinical and Care Governance Committee. Rate was low, being 1.3% of total discharges.
The Board wishes to be assured that appropriate action is taken to support	Assurance is to be sought from the Adult Protection Committee that statutory	National Health and Wellbeing Outcome numbers 7 and 9.	Green	AP Case Review Group is in place, scrutinising referrals and cases quarterly. This is

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the welfare and safety of adults who are identified to be at risk through Adult Protection processes.	interventions are used appropriately in Orkney.	Joint Inspection of Services for Older People Recommendation.		reported to APC and on to COG.
	Assurance is to be sought from the Adult Protection Committee that processes are in place to ensure that the governance and quality assurance role of the committee and the Chief Officers Group is appropriately fulfilled.	National Health and Wellbeing Outcome numbers 7 and 9. Joint Inspection of Services for Older People Recommendation.	Green	Work has been undertaken to develop a governance framework.
The Board expects service delivery models to be tested and developing away from traditional and 'silo' approaches towards more flexible and sustainable approaches, focused on meeting the needs and supporting the welfare of people.	The Single Shared Assessment (SSA) will be used appropriately across health and social care services, minimising the amount of repeat assessment that takes place and maximising effective and appropriate information sharing	National Health and Wellbeing Outcome numbers 2, 3, 4, 6, 8 and 9.	Amber	The SSA is used routinely across social care assessment processes but it not routinely used by health services. Progressing this work is linked to NHSO's decisions around the future electronic case work arrangements for community services and will be progressed further in time.

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<p>The Board requires the planning of care and support services for people to be focused on promoting people’s independence and choice, and including individuals directly in planning their care.</p>	<p>The Generic Worker pilot commissioned by the Integration Joint Board is to be reported to the Board. This will inform consideration of appropriate models of care and skill mix in the community.</p>	<p>National Health and Wellbeing Outcome numbers 2, 3, 4, 8 and 9.</p>	<p>Red</p>	<p>This has not been able to be progressed sufficiently due to inability to deliver planned pilot scheme for reasons outwith the control of the service. Not be feasible to carry out a comprehensive evaluation process on the back of this.</p>
	<p>The Rapid Short Term Responder Services that was commissioned by the Integration Joint Board is to be evaluated and the evaluation is to be reported to the Board.</p>	<p>National Health and Wellbeing Outcome numbers 2, 3, 4, and 9.</p>	<p>Green</p>	<p>The additional team is in place despite unforeseen recruitment issues. A report was presented to the SPG.</p> <p>Services delivering good outcomes and reducing inappropriate use of hospital and other forms of care services. Review recommends continuation of the service with some changes to hours of availability.</p>

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	The GP direct referral pilot bed commissioned by the Integration Joint Board is to be evaluated and the evaluation is to be reported to the Board.	National Health and Wellbeing Outcome numbers 2, 3, 4, 8 and 9.	Green	Evaluation of this bed has found that although for the people who used it there was an increase in quality outcomes avoiding hospital admission, use was low and there was not a demonstrable cost benefit to the approach. The strategic planning group is therefore recommending to the board that this service does not continue in its current format.
	Work with the Scottish Fire and Rescue Service to pilot different job roles / different ways of working in remote.	National Health and Wellbeing Outcome numbers 2, 3, 4, 8 and 9.	Amber	Initial commissioning specification has been updated from Scottish Fire and Rescue to Scottish Ambulance. Discussions underway around piloting a community responder model of care on the Isles. Currently liaising with Scottish Government regarding a variation order around agenda for change terms and conditions.

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	Third sector service inputs are to be routinely considered and, where appropriate, included at the earliest stages of hospital discharge planning and hospital admission avoidance planning.	National Health and Wellbeing Outcome numbers 2, 8 and 9.	Green	Following a protracted recruitment process the post was recruited to in June 2017. The post holder undertook some service mapping and gap analysis to identify areas to take to the Third Sector Health and Social Care sub group. The individual left post in September 2017 this coincided with a VAO restructure which created new roles to enhance Partnership working. This now fulfils the objective. A report was taken to the October SPG recommending to the IJB that this project will not continue.
	Further work is required to understand how different ways of supporting the small percentage of the population who make use of the largest proportion of services could be put in place. As a first step the	National Health and Wellbeing Outcome number 9.	Amber	Data has been provided by iHub and shared with GP practices through the GP cluster. Individual GP practices have reviewed the data and their client lists to identify potential changes in approach. Report on this process and its

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	IJB wishes to see the data analysed further and reported to the Strategic Planning Group.			outcomes yet to be delivered to the SPG.
	There will be a greater focus on re-ablement for people assessed as requiring a care at home service.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5 and 9.	Green	<p>Re-ablement continues to be a focus within Homecare and recent statistics shows that over the first quarter of 2017 a reduction of 21 hours per week was achieved across the new packages from the start of service compared with the need at the six week review.</p> <p>Up to this point there has been current lack of capacity within local Occupational Therapy services to enable the early intervention required to maximise the benefits for re-ablement.</p> <p>To find this required capacity we are working with the teams to shift the necessary resource to focus on this work. Recent new national policy drivers</p>

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				have given us the evidence base to utilise in taking this work forward.
	A clear process will be put in place to enable Anticipatory Care Plans (ACPs) to be an effective tool in supporting people to consider and plan their own care. The process will include ensuring the key aspects of the plans can be shared with those who need to know.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5 and 9. Joint Inspection of Services for Older People Recommendation.	Red	Currently sitting with Lead GP to take forward. This is on Primary Care Strategy Deployment Matrix and update meeting will take place where further action planning will ensure this area is highlighted as high priority before end of March 2018.
	An action plan will be agreed to ensure the principles of the Active and Independent Living Improvement Programme underpins service provision in Orkney.	National Health and Wellbeing Outcome numbers 1, 2, 4 and 9.	Amber	Lead GP has been working actively on this area. The Associate Directors Scotland Group are currently developing an action plan that aligns the Active and Independent Living Plan to the Health and Social Care Delivery Plan. Key priorities will be: Pathways of Care for Frail Older People, Workforce planning,

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				Radiography Reporting and effective conversations to support Realistic Medicine. We are working as part of the North of Scotland group to pioneer new ways of identifying and working with people who are frail using a predictive tool.
	People with more than one long term condition will be offered a holistic review, rather than separate condition specific reviews.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5 and 9.	Red	<p>We have continued to be unable to recruit to the post intended to undertake this review work. This will therefore not be achieved before end of March 2018.</p> <p>Current research indicates that multiple morbidity rather than age is the biggest indicator of high health and social care resource use. It is suggested a short life working group across community and primary care services address the practicalities of achieving this as a goal.</p>

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	<p>People with long term conditions will be supported to avoid deterioration in their conditions through the development of clear care pathways and direction to tailored support which can be accessed following diagnosis.</p>	<p>National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5 and 9.</p>	<p>Amber</p>	<p>Work commenced in this area focussing initially on diabetes. The diabetes work plan has been successfully progressed. This model of approach, reviewing the whole pathway on a condition by condition approach with a multi-agency and multi-disciplinary view has been successful and can be rolled out to reviewing other condition specific pathways. Amber in relation to overall timeframe. Green in relation to the diabetes work.</p>
	<p>Technology led care to be available to improve self-management especially for patients with long term conditions.</p>	<p>National Health and Wellbeing Outcomes numbers 1 and 9.</p>	<p>Green</p>	<p>Planned highlighting of diabetes my way tool at next cluster.</p> <p>Pilots have taken place around attend anywhere VC consultations.</p> <p>Telehealth clinics are available for TIA, Cardiology and Diabetes patients</p>

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The Board will plan and delivery of primary care services focused on meeting national and local priorities.	The Integration Joint Board wishes to be assured that the new primary care strategy produced during 2016 – 2017 is being implemented.	National Health and Wellbeing Outcome numbers 8 and 9.	Green	Primary Care strategy deployment matrix (planning tool) is being updated and reviewed and progress is updated plans are shown on primary care dashboard wall within department and can be shared electronically on request.
SCP Section 2.4. Services for People Living with Learning Disabilities				
The Board will work to see the health inequalities experienced by people with learning disabilities addressed and their physical and mental health and welfare promoted.	This will be achieved by: <ul style="list-style-type: none"> • Identifying the learning disabled population within each GP practice and offering annual health checks to these individuals. • Designing a process and assessment tool that is appropriate. • Developing and monitoring ongoing 	National Health and Wellbeing Outcome numbers 1, 2, 4, and 5.	Amber	GP practices are in the process of constructing registers of people who have a learning disability and an action plan for the implementation of regular health checks is in the process of being developed. Time line slippage.

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	<p>individualised Health Action Plan process following each initial health check.</p> <ul style="list-style-type: none"> • Through subsequent health check. 			
<p>The Board will commission a report from the learning disability service that sets out a strategy for the provision of supported accommodation for people with learning disabilities. The Board wishes to see the report consider how people with learning disabilities can be supported in their own community in a way that promotes their welfare and inclusion but also considers efficiencies within the service and the potential for the service to be delivered by a provider other than the</p>	<p>An options appraisal report underpinned by a needs assessment will be made available to the IJB by 31 July 2017.</p>	<p>National Health and Wellbeing Outcome numbers 1, 2, 4, 5 and 9.</p>	<p>Amber</p>	<p>A report has been to both the OHAC committee and the Integration Joint Board with support at looking at alternative models of providing supported accommodation to this client group. Joint work with the housing department is being progressed to increase the housing asset base for special needs housing and develop a core staffed housing support service.</p>

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local authority.				
The Board wishes to see the needs of people with neurodevelopmental conditions across the age range supported.	A diagnostic pathway(s) for neurodevelopmental conditions is to be put in place/articulated. The pathway to include the provision of robust pathways for identification of and differentiation between neurodevelopmental conditions including learning disabilities but also encompassing conditions such as such as autism and Attention Deficit Hyperactivity Disorder (ADHD), and awareness of it to be raised with relevant staff groups.	National Health and Wellbeing Outcome numbers 1, 2, 4, 5 and 9.	Green	Pathway developed with multi-disciplinary input. Currently scheduled to be consulted on through professional advisory groups in April.
SCP Section 2.5. Mental Health Services				

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The Board will support people with dementia on a pathway from diagnosis through to the provision of ongoing support.	The new local dementia action plan, reflecting the new national strategy, is to be completed and publicised including clear timescales.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4 and 9. NHS delivery standards.	Amber	Action Plan is being progressed by the Dementia Nurse Specialist. Timeline slippage.
	The dementia care pathway is to be updated and awareness of it raised with relevant staff.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4 and 9. Joint Inspection of Services for Older People Recommendations.	Amber	Work on this is progressing.
	A standardised model of post diagnostic support for people with dementia is to be put in place.	National Health and Wellbeing Outcome numbers 1, 2 and 9. Joint Inspection of Services for Older People Recommendation.	Amber	This work is progressing but has been delayed due to capacity issues within the service. Recently published MH strategy has also changed the post diagnostic support target which now needs to be taken into account

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	The national standard for the provision of one year's post diagnostic support for people with dementia is to be delivered.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4 and 9. Joint Inspection of Services for Older People Recommendation.	Green	This is currently being delivered. Diagnosis rates remain lower than anticipated though.
	Evaluation of the occupational therapy led Home Based Memory Rehabilitation project for people with dementia, to be provided to inform further investment decisions.	National Health and Wellbeing Outcome numbers 1, 2 and 9.	Green	The evaluation was completed and good outcomes reported. This work is now progressing within existing services.
The Board wishes to see provision of appropriate services to support people with mental ill health through the development of a new, sustainable, model of service delivery that provides access to the right	The 2015 review of mental health services and the 2017 further review work is to be responded to with a detailed action plan with clear timescales including for development of regional network links that	National Health and Wellbeing Outcome numbers 1, 2, 3, 4 and 9. NHS delivery standards.	Amber.	The Community Mental Health Service in Orkney has developed a strategic deployment matrix (planning tool) to prioritise and progress service improvement. Regional developments on Mental Health service progress with a

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
level of care at the right time.	enable access to specialist advice, expertise, and consultation where it is necessary, and not possible to provide this on Orkney.			lead officer identified to contribute to this process. The report on the mental health engagement event was produced and reported to the Board of NHS Orkney. The local mental health framework is being updated to take account of the recommendations of this report. Amber due to time line slippage.
	Maximise the use of technology to enable consultations and other forms of intervention to take place virtually, in order to improve speed of access to the right services and reduce unnecessary travel.	National Health and Wellbeing Outcome number 9.	Amber.	VC options are considered for services users on the isles. IT based forms of communication are used by team members with service users where this is agreed as part of the individual's care plan. Work is underway to develop a telemedicine option for dementia specific consultant psychiatrist interaction.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	The processes used in the delivery of community mental health team services to be reviewed to ensure efficiency using recognised Demand, Activity, Capacity and Queue (DCAQ) approach. Work to be completed with the new Mental Health Access Improvement Programme for Psychological Therapies and Child and Adolescent Mental Health Services.	National Health and Wellbeing Outcome numbers 8 and 9.	Red	This has not yet commenced due to capacity issues.
The Board will commission services that support people with mental ill health that take a recovery focused and person centred approach.	The Peer Support 'Home from Hospital' service currently commissioned from the Blide Trust is to be evaluated and this is to be reported to the Board, to inform further investment decisions.	National Health and Wellbeing Outcome numbers 2, 3, 7 and 9.	Green	Disinvestment progressed as a result of end of funding stream.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	The impact that services have on improving outcomes for people with mental ill health is to be measured.	National Health and Wellbeing Outcome numbers 4 and 9.	Green	The CMHT uses CORE (Clinical outcomes in routine evaluation) to routinely measure patient treatment outcomes.
The Board will support the mental welfare of children and young people.	The Child and Adolescent Mental Health (CAMHS) Clinical Associate in Applied Psychology (CAAP) post outcomes / impact is to be evaluated and reported to the Board, to inform further investment decisions.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, and 9.	Red	Due to staff shortages this has yet to be started.
	The NHS standard for access to CAMHS services is to be met.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, and 9. NHS delivery standards.	Red	Despite historically good performance in this area there have been recent difficulties recruiting to a post within this service which in such a small service causes an impact in waiting times access targets. Work is currently in place to deploy additional therapeutic resource from the NHSO bank to address this issue. There

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				are currently people breaching this access target.
	Links to be established with the developing counselling service in the schools to ensure criteria, referral processes and pathways between these services, CAMHS services, and relevant Third Sector services are clear and in place.	National Health and Wellbeing Outcome numbers 8 and 9.	Amber.	Working group met to consider development and Terms of reference for a new practitioners group are being drafted. Good buy-in from all concerned into concept of improving linkages through an extended practitioners forum initially in secondary schools
SCP Section 2.6. Substance Misuse Services				
The Board will commission appropriate recovery based treatment services to support people with substance misuse issues	Arrangements for methadone prescribing are to be put in place.	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5, 7 and 9.	Green	Arrangements now in place supported by NHS Shetland.
	Tier three substance misuse services are to meet the NHS standard - Patients will wait no longer than 3 weeks from referral	National Health and Wellbeing Outcome numbers 1, 2, 3, 4, 5, 7 and 9.	Green	Target met.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	to receive appropriate drug or alcohol treatment that supports their recovery.	NHS delivery standards		
	Targets for Alcohol Brief Interventions (ABIs) are to be delivered in the three priority areas namely antenatal services, primary care and Accident and Emergency services.	National Health and Wellbeing Outcome numbers 1, 4, 5, and 9. NHS delivery standards.	Red	Target not projecting to be delivered this year due to a range of factors. Alcohol and Drugs Partnership proposing revised approach to delivery for 2018 – 2019. Will be considered by Board.
	Development of multiagency and anticipatory care planning for individuals who have multiple admissions related to alcohol.	National Health and Wellbeing Outcome numbers 1, 2, 4, and 9.	Amber	This remains a work in progress which is being taken forward through the CMHT plan in response to the review of Primary Care and Mental Health service interfaces in Orkney.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	A pathway for care and response to intoxicated patients is to be developed and implemented.	National Health and Wellbeing Outcome numbers 1, 2, 4, and 9.	Green	Directions for Hospital staff have been produced by NHSO.
SCP Section 2.7. Services and Support for Unpaid Carers				
The Board will support unpaid carers in their caring role through the provision of assessments of their support needs.	Carers Assessments, referred to in the new legislation as Carer Support Plans, are to be routinely offered to unpaid.	National Health and Wellbeing Outcome numbers 1, 4 and 6. The Carers (Scotland) Act 2016. Joint Inspection of Services for Older People 2016 recommendation.	Green	A carers strategy group has been established to progress improvements for carers. Work is underway to ensure all informal carers are offered carer's assessments. An eligibility criteria for carer's has been established for reporting to this committee.
The Board will develop an approach that makes it easier for unpaid carers to identify themselves as such, and identify themselves to services in order that their	Awareness of the role of unpaid carer and the new carers rights under the Act to be raised in line with introduction of the new legislation.	National Health and Wellbeing Outcome numbers 1, 4 and 6. The Carers (Scotland) Act 2016.	Green	Carers information is accessible from both the council and NHS website. Partnership with the carers centre ensures information is updated and accessible.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
support needs can be assessed.	A means is to be developed for unpaid carers to undertake and submit an initial level self assessment.	National Health and Wellbeing Outcome numbers 1, 4 and 6.	Red	This piece of work is yet to be developed.
The Board will support unpaid carers in their caring role through the provision of readily availability information about services that can be accessed.	Up to date and comprehensive information on local services to be available through the on line platform called A Local Information System for Scotland (ALISS). Signposting to the ALISS platform from health and social care service websites.	National Health and Wellbeing Outcome numbers 1, 6 and 9. The Carers (Scotland) Act 2016.	Green	This is in place though the updating of the ALISS site can be problematic. Our partners in the third sector lead on this.
The Board will support unpaid carers in their role by ensuring they are involved in and informed about the care planning for those they care for, where health and social care services are involved in this.	Carers will be directly involved and informed in the health and social care, care planning processes and plans, for those they care for including assessment, review and discharge planning where	National Health and Wellbeing Outcome numbers 1, 2, 3, 6 and 9. The Carers (Scotland) Act 2016.	Amber	While this should be a standardised approach there is still work to take forward to fully embed this on all occasions.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	applicable.			
The Board is commissioning the local authority to provide an unpaid carers information and advice service in line with the requirements of the legislation.	The local authority will provide the IJB with assurance that an appropriate service is in place in line with the requirements of the legislation.	National Health and Wellbeing Outcome numbers 1, 6 and 9. The Carers (Scotland) Act 2016.	Green	Carers information part of the role of the carers strategy group and taken forward with third sector partners.
The Board requires staff within the services it commissions to work with a local appropriate stakeholder group to develop an up to date plan for the delivery of the new national carers strategy that reflects the requirements of the new legislation and to publicise this.	An updated action plan aligned to the new national carers strategy is to be produced in collaboration with an appropriate range of stakeholders.	National Health and Wellbeing Outcome numbers 1, 6 and 9. The Carers (Scotland) Act 2016.	Green	This group is in place.
The Board will make training available to staff working in health and social care services and those in the third sector that raises	Equal Partners in Care (EPiC) training to be promoted to people working in a health or care setting, or services, and	National Health and Wellbeing Outcome numbers 6 and 8. The Carers (Scotland)	Amber	Some aspects of the EPiC electronic training model are available now in NHS LearnPro system for staff.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
awareness of the importance of the role of unpaid carers.	those with an interest in supporting unpaid carers.	Act 2016.		
SCP Section 2.8. Cross Service Matters and Underpinning Areas of Work				
The Board will support people who need assistance to engage with services and represent their views through the provision of an appropriate independent advocacy service.	Updated local advocacy three year plan 2017 – 2020 to be delivered – commissioned from Third Sector.	National Health and Wellbeing Outcome numbers 3. A range of legal duties for the provision of independent advocacy services.	Red	Not yet progressed.
The Board wishes to be assured that the local approach to self-directed support is up to date and in line with evolving guidance and best practice.	The action plan arising from the Self Directed Support review report commissioned in 2016 from the local authority is to be fully implemented.	National Health and Wellbeing Outcome numbers 1 and 9.	Green	The training materials are available on both the NHSO and Council web sites.
	Review of eligibility criteria for access to chargeable social care services i.e.	National Health and Wellbeing Outcome	Green	Will be considered by IJB early 2018.

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	home care, day care, residential respite care, residential care, supported and extra care accommodation, day support.	numbers 2 and 9. Joint Inspection of Services for Older People recommendation.		
The Board will seek assurance that the social care service resources that have been delegated to it are being deployed effectively to ensure there are not inequalities in service provision.	Processes for the allocation of resources across services are to be reviewed to ensure they are up to date.	National Health and Wellbeing Outcome numbers 2 and 9. Joint Inspection of Services for Older People Recommendation.	Green	To be considered as part of item above.
The Board wishes to see people who need support during the day able to access services that are focused on re-ablement and enablement and services that are in line with up to date models of care provision and therefore will commission a review of the current model of day	A review report and options appraisal will be made available to the IJB by 31 September 2017.	National Health and Wellbeing Outcome numbers 1, 2, 4, 5 and 9.	Amber	The change team are looking at this in terms of St Colm's and other day care provision is being evaluated.

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
<p>service / day opportunity provision across all service areas. The IJB wishes to be presented with potential options for change and to see the report consider efficiencies within the service and will seek to disinvest in spend on maintaining traditional buildings based services in favour of other more diverse models.</p>				
<p>The Board wishes to see staff in the services it commissions able to benefit from the opportunity work more closely together, to share information and learn together, and to plan and deliver services in a seamless way wherever possible.</p>	<p>Opportunities to co-locate staff from a range of disciplines to be maximised.</p>	<p>National Health and Wellbeing Outcome numbers 8 and 9.</p>	<p>Red</p>	<p>No progress has been made to date due to practical issues (IT access etc) but this is now being re-reviewed and will be reported to the IJB early 2018</p>
	<p>Training opportunities to be made available across services and disciplines.</p>	<p>National Health and Wellbeing Outcome numbers 8 and 9.</p>	<p>Green</p>	<p>These are routinely offered across services</p>

The outcome the IJB is commissioning	How this is to be achieved – specific commissioning direction	Link to national and or local priorities	RAG	Performance to date and how we will measure success
	Opportunities to make appropriate information sharing, and mobile and efficient working, easier through IT solutions to be maximised.	National Health and Wellbeing Outcome numbers 8 and 9.	Amber	Work progresses where possible but technical issues have held back the delivery of this to maximum effect.
	A local joint workforce plan to be developed following completion of the Scottish Government's overarching framework for this.	National Health and Wellbeing Outcome numbers 8 and 9.	Amber	Working in line with national expectations which have changed since initial publication. Slow progress.

RAG Key

Red – the performance indicator is experience significant underperformances, with a medium to high risk of failure to meet its target.

Amber – the performance indicator is experiencing minor underperformance, with a low risk of failure to meet its target.

Green – the performance indicator is likely to meet or exceed its target.