

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 Services				
<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.</p> <p>Services within the remit of the IJB make a contribution to this but overall ownership rests with the Orkney Children and Young People’s Partnership.</p>	<p>Children’s outcome number 1.</p> <p>National Health and Wellbeing Outcome numbers 1, 4, 6 and 9.</p> <p>Identified as an area for development through recently undertaken consultation with parents.</p>	<p>Amber</p>	<p>Orkney Children and Young People’s Partnership (OCYPP) website will be hosted under Orkney Health and Care’s site on the Orkney Islands Council website.</p> <p>Parenting information will be a sub section and information has been collected to link to this.</p> <p>Currently this is being transferred into an accessible format to go on the website.</p> <p>At present waiting for information to be uploaded</p>

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				<p>onto the site in relation to parenting support.</p> <p>Work is underway to audit parenting support methods across Orkney</p> <p>The OCYPP pages have been accessed 455 times, 315 of these were for the Childminder list.</p>
	<p>The Intensive Fostering Service is to be continued.</p> <p>Ways to develop local residential provision to meet more complex and specialist care needs are to be explored and options reported on.</p>	<p>Children’s outcome number 2.</p> <p>National Health and Wellbeing Outcome numbers 2, 3, 4, 5, 7 and 9.</p>	Red	<p>Innovation fund application was unsuccessful.</p> <p>18/19 Budget setting will seek to baseline service into OHAC budget.</p>
<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</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.</p> <p>National Health and Wellbeing Outcome numbers 3, 4, 5, 7, 8 and 9.</p>	Green	<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</p>

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<p>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 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>sustainable services to looked after children as well as develop approaches to support the work of universal services.</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</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> <p>Looked After Children numbers have risen significantly in the last three months from an average of 33</p>

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taking place with a clear focus on achieving safe and stable care for children, preferably at home/within the family network or, where this is not possible, in a permanent alternative care placement.				to the current number of 40.
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. 	<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>	Green	<p>Orkney Community Justice Partnership Meetings held as planned in May and October 2017, 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>

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<ul style="list-style-type: none"> • Effective use of evidence-based interventions. • Equal access to services. 				
<p>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 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.</p>	<p>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.</p>	<p>National Health and Wellbeing Outcome numbers 4 and 5.</p>	<p>Green</p>	<p>In progress Success to be measured by development and agreement of further iteration of Orkney Community Justice Outcomes Improvement Plan by March 2018.</p>
<p>SCP Section 2.3. Primary and Community Care</p>				
<p>The Board will see the health and wellbeing of people who require support to live at</p>	<p>Plans must be developed and delivered to increase capacity in the care at home service.</p>	<p>National Health and Wellbeing Outcome numbers 2, 3, 4 and</p>	<p>Green</p>	<p>A growth bid has enabled the recruitment of a new team, This is currently underway and</p>

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home promoted and their support needs met in an appropriate manner through the provision of adequate effective services.		9. Joint Inspection of Services for Older People Recommendation.		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
	The Board directs NHSO to facilitate an Emergency Department 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.	National Health and Wellbeing Outcome numbers 2, 3, 4, 8 and 9.	Green	Clinical pathways are in place
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
	Processes are to be in place to minimise the impact of any	National Health and Wellbeing Outcome	Green	National programme of Preventing Infection in Care

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	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.	numbers 3, 4, and 7.		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 wishes to be assured that appropriate action is taken to support the welfare and safety of adults who are identified to be at risk through Adult Protection processes.	Assurance is to be sought from the Adult Protection Committee that statutory interventions are used appropriately in Orkney.	National Health and Wellbeing Outcome numbers 7 and 9. Joint Inspection of Services for Older People Recommendation.	Green	AP Case Review Group is in place, scrutinising referrals and cases quarterly. This is reported to APC and on to COG
	Assurance is to be sought from	National Health and	Green	Work has been undertaken to

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	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.	Wellbeing Outcome numbers 7 and 9. Joint Inspection of Services for Older People Recommendation.		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.
	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.	National Health and Wellbeing Outcome numbers 2, 3, 4, and 9.	Amber	The additional team is in place despite unforeseen recruitment issues. A report to the SPG is due to November 2017.
	The GP direct referral pilot bed commissioned by the Integration Joint Board is to be evaluated and the evaluation is to be	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

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	reported to the Board.			<p>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.</p> <p>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</p> <p>VAO restructure which created new roles to enhance Partnership working. A report was taken to the October SPG recommending to the IJB that this project will not continue</p>
	Third sector service inputs are to be routinely considered and,	National Health and Wellbeing Outcome	Red	Following a protracted recruitment process the post

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	where appropriate, included at the earliest stages of hospital discharge planning and hospital admission avoidance planning.	numbers 2, 8 and 9.		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. A report was taken to the October SPG recommending to the IJB that this project will not continue
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.	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.	Amber	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. Up to this point there has been current incapacity within local Occupational Therapy services to enable the early intervention

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				<p>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 have given us the evidence base to utilise in taking this work forward.</p>
SCP Section 2.4. Service with People Living with Learning Disabilities				
<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</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 integrated 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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and the potential for the service to be delivered by a provider other than the local authority.				
SCP Section 2.5. Mental Health Services				
The Board will support people with dementia on a pathway from diagnosis through to the provision of ongoing support.	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
	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	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.

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	investment decisions.			
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 level of care at the right time.	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 Integration Joint Board will support the mental welfare of children and young people.	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 are currently people breaching this access target.
	Links to be established with the developing counselling service	National Health and Wellbeing Outcome	N/A	Not yet started – not due

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	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.	numbers 8 and 9.		
SCP Section 2.6. Substance Misuse Services				
The Board will commission appropriate recovery based treatment services to support people with substance misuse issues	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 & MH service interfaces in Orkney
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	Awareness of the role of unpaid	National Health and	Green	Carers information is

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<p>approach that makes it easier for unpaid carers to identify themselves as such, and identify themselves to services in order that their support needs can be assessed.</p>	<p>carer and the new carers rights under the Act to be raised in line with introduction of the new legislation.</p>	<p>Wellbeing Outcome numbers 1, 4 and 6. The Carers (Scotland) Act 2016.</p>		<p>accessible from both the council and NHS website. Partnership with the carers centre ensures information is updated and accessible.</p>
	<p>A means is to be developed for unpaid carers to undertake and submit an initial level self assessment.</p>	<p>National Health and Wellbeing Outcome numbers 1, 4 and 6.</p>	<p>Red</p>	<p>This piece of work is yet to be developed.</p>
<p>The Board will support unpaid carers in their caring role through the provision of readily availability information about services that can be accessed.</p>	<p>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) – commissioned from the Third Sector. Signposting to the ALISS platform from health and social care service websites.</p>	<p>National Health and Wellbeing Outcome numbers 1, 6 and 9. The Carers (Scotland) Act 2016.</p>	<p>Green</p>	<p>This is in place though the updating of the ALISS site can be problematic. Our partners in the third sector lead on this.</p>
<p>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</p>	<p>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</p>	<p>National Health and Wellbeing Outcome numbers 1, 2, 3, 6 and 9. The Carers (Scotland) Act 2016.</p>	<p>Amber</p>	<p>While this should be a standardised approach there is still work to take forward to fully embed this on all occasions</p>

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this.	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 awareness of the importance of the role of unpaid carers.	Equal Partners in Care (EPiC) training to be promoted to people working in a health or care setting, or services, and those with an interest in supporting unpaid carers.	National Health and Wellbeing Outcome numbers 6 and 8. The Carers (Scotland) Act 2016.	Red	EPiC has not yet been rolled out but work is underway to ensure this is progressed.
SCP Section 2.8. Cross Service Matters and Underpinning Areas of Work				

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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.	Amber	The training materials are available on both the NHSO and Council web sites.
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.	Review of eligibility criteria for access to chargeable social care services i.e. home care, day care, residential respite care, residential care, supported and extra care accommodation, day support.	National Health and Wellbeing Outcome numbers 2 and 9. Joint Inspection of Services for Older People recommendation.	Green	Will be considered by IJB early 2018.
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	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 in line with budget setting processes.

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<p>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 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>
	<p>Opportunities to make appropriate information sharing,</p>	<p>National Health and Wellbeing Outcome</p>	<p>Amber</p>	<p>Work progresses where possible but technical issues</p>

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	and mobile and efficient working, easier through IT solutions to be maximised.	numbers 8 and 9.		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.	Green	Working in line with national expectations which have changed since initial publication.

RAG key

Red - the performance indicator is experiencing significant underperformance, 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.

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Local Delivery Plan Standards					
Finance	Operate within the IJB agreed Revenue Resource Limit, and Cash Requirement	4,9	£0. (2016/2017)	Projecting year end overspend	Red (up)
Narrative: A Revenue & Expenditure Monitoring Report is issued to board members in the form of monthly briefing note.					
Local Government Benchmarking Framework Reported Quarterly or Annually					
Looked After Children – Weekly (residential)	The Gross Cost of "Children Looked After" in Residential Based Services per Child per Week	4,9	£2,776 (Q1)	£2,899 (Q2)	N/A
Narrative: Service is delivered according to the needs of individual children.					
Looked After Children – Gross (residential)	Gross Costs (Looked After Children in Residential) (£000s)	4,9	£288,747 (Q1)	£301,494 (Q2)	N/A
Narrative: Costs reflect the needs of individual children.					
Looked After Children – Children (residential)	No. Of Children (residential)	7	9 (Q1)	8 (Q2)	N/A
Narrative: Figures reflect the placement of Looked After Children according to their best interests and needs whether in residential care or in individual placements. The indicator can only be considered for information purposes. It is not appropriate to have a target in numbers terms as the number at any given time must be based on appropriate response to local need.					
Looked After Children – weekly (Community)	The Gross Cost of "Children Looked After" in a Community Setting per Child per Week	9,7	N/A	N/A	N/A

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Narrative: These costs are not disaggregated from the overall child care budget and therefore cannot be reported. As services for Looked After Children are totally led by individual needs there is no meaningful way of comparing cost.					
Looked After Children – Gross (Community)	Gross Costs (Looked After Children in Community Setting) (£000s)	9,7	N/A	N/A	N/A
Narrative: These costs are not disaggregated from the overall child care budget and therefore cannot be reported. As services for Looked After Children are totally led by individual needs there is no meaningful way of comparing cost.					
Looked After Children – Children (Community)	No. Of Children (community)	7	25 (Q1)	32 (Q2)	N/A
Narrative: Figures reflect the placement of Looked After Children according to their best interests and needs whether in residential care or in the community. Having targets would not be appropriate. The indicator can only be considered for information purposes.					
Looked After Children (Balance)	Balance of Care for looked after children: % of children being looked after in the Community	7	73.5% (Q1)	80% (Q2)	Green (up)
Narrative: While it is positive for children to be placed in the community it has to be recognised that there will be times when some children will be placed in residential care because that is in their best interests at that time.					
Homecare – 65+	Older Persons (Over 65) Home Care Costs per Hour	9	£22.93 (2016/2017)	£23.27 (2017/2018)	Red (down)
Narrative: Calculated annually based on the actual cost of providing the service. The increase from 2016-2017 represents an increase of approximately 1.6%					
Homecare - Gross	Total Homecare (£000s)	9	£838,142 (Q1)	£922,632 (Q2)	Green
Narrative:					

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Homecare – Hours	Care Hours per Year	2,9	20,667hrs (Q1)	21,334hrs (Q2)	Green (up)
Narrative: Figure reflects actual hours delivered for the quarter.					
SDS – Adult Spend	SDS spend on adults 18+ as a % of total social work spend on adults 18+	9	4.2% (Q1)	8.6% (Q2)	Green (up)
Narrative: The Scottish average for 2015-16 was 6.65%.					
SDS - Gross	SDS Spend on over 18s (£000s)	9	£931,377 (2016/2017)	£817,955 (Q1-2 2017/2018)	Green (up)
Narrative: Total increase reflects a commitment to increasing the take up of Self Directed Support.					
Finance – Gross (adults)	Gross Social Work Spend on over 18s (£000s)	9	£22,056,256 (2016/2017)	£9,462,363 (Q1&2 – 2017/2018)	Green (up)
Narrative: It is expected that this figure will adjust upwards during the final quarter.					
Homecare – Intensive needs	% of people 65+ with intensive needs receiving care at home	2	34% (2016-2017)	33% (Q2 2017-2018)	Green
Narrative: To date we have reported this figure on an annual basis based on a snapshot at the end of the financial year. We are now collecting this figure quarterly from 2016 - 2017 Q2 onwards in order to give a more accurate measure. The indicator reflects the proportion of a cohort of service users with intensive care needs who are receiving homecare services in their own home as opposed to residential care. The cohort is composed of those people in receipt of +10 hours of home care a week and those who are receiving care in a residential setting. This not the same indicator as that in the Integration Core Indicators which also accounts for people in receipt of SDS direct payments for personal care.					
Quality of Services	% of Adults satisfied with social care or social work services	3	76% 2012-2015	72.33% 2013-2016	Green (down)

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Narrative: Latest available data. Figure over a three year cycle. 2012-15 Max 76.55%, Median 55.7%, Min 41.7%					
Finance – Older People Residential	Older persons (over 65's) Residential Care Costs per week per resident	9	£1,093 (Q1)	£1093 (Q2)	Green
Narrative: Figures reflect the actual cost of providing the service.					
Finance – Care Homes	Net Expenditure on Care Homes for Older People (£000s)	9	£1,245,072 (Q1)	£1,366,352 (Q2)	Green
Narrative:					
Residential – Long Stay	Number of long-stay residents aged 65+ supported in Care Homes	3	114 (Q2 2016-2017)	109 (Q2 2017-2018)	Green
Narrative: This figure is the number of available beds + number of admissions in the quarter.					
National Core Integration Framework June 2017 (Compared to Scotland)					
			Scotland	Orkney	
Adult Health	Percentage of adults able to look after their health very well or quite well	1	94%	95%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
Independence	Percentage of adults supported at home who agreed that they are supported to live as independently as possible	2,3	84%	89%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Engagement	Percentage of adults supported at home who agreed that they had a say in how their help, care, or support was provided	2,3	79%	75%	Red (down)
Narrative: Orkney performance marginally below the Scottish average					
Coordination of Services	Percentage of adults supported at home who agreed that their health and social care services seemed to be well coordinated	2,3	75%	77%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
Adult Support	Total % of adults receiving any care or support who rated it as excellent or good	3	81%	86%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
Quality of Life	Percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life	2,3	84%	87%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
Carers' Support	Total combined % carers who feel supported to continue in their caring role	6	41%	43%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
Feeling Safe	Percentage of adults supported at home who agreed they felt safe	2,7	84%	85%	Green (up)
Narrative: Orkney performance exceeds Scottish average.					
End of Life - Care Setting	Proportion of last 6 months of life spent at home or in a community setting	2	91.9% (2015-2016)	92% (2016-2017)	Green (up)

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Narrative: Orkney performance exceeds Scottish average.					
Quality of Service – Care Inspectorate	Proportion of care services graded 'good' (4) or better in Care Inspectorate inspections.	3,4	84%	74%	Amber (down)
Narrative: Orkney performance below Scottish average although no service was placed in the lowest categories.					
Intensive Care Needs	Percentage of adults with intensive care needs receiving care at home	2	62%	70%	Green (up)
Narrative: This figure includes people who purchase intensive homecare using SDS. Previous annual figure was 75%. Current figure is not validated and was generated locally. It is based on the number of people receiving residential care, 10+ hrs per week home care or a SDS direct payment equal to or over 10+hrs per week					
Care Home – Hospital Admissions	Percentage of people admitted to hospital from home during the year, who are discharged to a care home	2	N/A	N/A	N/A
Narrative: This measure is under development and is not currently available.					
End of Life – Finance	Expenditure on end of life care, cost in last 6 months per death	9	N/A	N/A	N/A
Narrative: This measure is under development and is not currently available.					
“Scotland Performs” National Outcomes					
Fostering – in-house	Percentage of fostered Looked After and Accommodated Children who are fostered by an in-house placement	4,7	22.5% (Q1)	22.5% (Q2)	N/A

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Narrative: Children are placed according to their needs and best interests. Targets and comparisons would not be appropriate.					
Fostering - out of Area Placements	Number of out of area placements a) foster care b) residential	4,7	* (Q1)	* (Q2)	N/A
Narrative: These figures are below the level which we would publicly report. This is to protect the confidentiality of children and their families.					
Child Protection	No of Children and Young People on Child Protection Register	4,7	8 (Q1)	* (Q2)	N/A
Narrative: The current figure is below the level which we would publicly report. This is to protect the confidentiality of children and their families. Children are paced on the Child Protection Register when necessary, targets are not appropriate.					
Court Reports	Percentage of Social Work Reports submitted by noon on the working day before the adjourned hearing	3	100% (Q1)	100% (Q2)	Green
Narrative: This target is consistently met					
Community Payback Order – Initial Appointment	Percentage of new CPO clients with a supervision requirement seen by a supervising officer within a week	3,7	100% (Q1)	100% (Q2)	Green
Narrative:					
Community Payback Order – Induction	Percentage of CPO Unpaid work requirements commenced induction within five working days	4	100% (Q1)	100% (Q2)	Green (up)

Indicator Name	Description	National Health and Wellbeing Outcome	Comparator	Current	RAG
Narrative:					
Community Payback Order – Work Placement	Percentage of individuals on new CPO unpaid work requirement began work placements within seven days	4	89% (Q1)	100% (Q2)	Green (up)
Narrative: The dip in commencement of Unpaid Work in Q1 was owing to temporary staff shortage, since remedied. 2 out of the 17 Orders in that quarter were given commencement instructions for the 8 th working day, outside the national standard of 7 working days.					
Public Bodies (Joint Working)(Scotland) Act 2014					
Complaints	Proportion of complaints responded to following Scottish Public Services Ombudsman targets.	4	100% (Q1)	100% (Q2)	Green
Narrative:					