

WEST DUNBARTONSHIRE COUNCIL

Report by the Director of Social Work Services and the Director of West Dunbartonshire Community Health Partnership

Health Improvement and Social Justice Partnership: 21 February 2007

Subject: National Outcome Measures

1. Purpose

- 1.1** The purpose of this report is to inform the Health Improvement and Social Justice Partnership of progress in the development of National Outcome Measures for health and Community Care Services.

2. Background

- 2.1** The Scottish Executive, together with Aspiren management consultancy, are working on a project to develop a set of national outcomes measures to be used across all Joint Future partnerships to report on the delivery of community care services to adults and older people.
- 2.2** The initial draft set of measures was developed at a large collaborative event in November 2006 by over 60 participants from Local Authorities, NHS Boards, the voluntary and independent sector, and the Scottish Executive and COSLA. Following this, to give the wider stakeholder community an opportunity to make their contribution to this important work, they embarked on a month-long first round of consultation through a virtual internet discussion forum, which generated almost 2,000 views of the measures on the forum and more than 100 responses with feedback.
- 2.3** Since then there has been a series of meetings and teleconferences with representatives from all the stakeholder communities to refine the measures in the light of feedback, as a result of which some significant changes have been made to the measures. Officers from West Dunbartonshire Council have been fully involved in this process, and have also represented views from West Dunbartonshire Community Health Partnership.

3. Main Issues

3.1 Main Issues

One of the key changes since the original draft has been the introduction of a number of new proxy measures. These have been added where the data for the original measure is currently unavailable, but where an alternative measure has been identified that will provide some of the focus required and for which the data is currently available. This will mean that there are a number of measures that may be able to be adopted straight away. The current proposal from the Scottish Executive is that these proxy

measures will then remain in place until the data becomes available for the original measure, at which time the proxy measure will be dropped.

3.2 A second round of consultation has been undertaken, running to 9th February 2007, to ascertain views on whether:

1. The additional detail that has been developed for each measure is appropriate and robust
2. The detailed templates provide sufficient guidance to ensure the measures can be consistently implemented
3. The suggested proxy measures are appropriate
4. There are any further proxy measures that could be introduced to temporarily replace some of the other measures for which data is not currently available
5. The broad set of measures provides the required coverage in every area or whether there are any key gaps

A copy of the response to the Scottish Executive will be tabled at the Health Improvement and Social Justice Partnership meeting.

3.3 The development of interim proxy measures has raised concerns in some Scottish partnerships that the focus may shift from outcomes to focus. However, it should be noted that in the absence of appropriate systems to capture the proposed outcome measures, West Dunbartonshire Council, in common with most other local authorities, will need time and support to develop capacity and systems to harvest the necessary data.

4. Personnel Issues

4.1 There are no personnel issues at this stage.

5. Financial Implications

5.1 There are no financial implications at this stage, however developments in current info systems may be required once the measures are finalised.

6. Risk Analysis

6.1 It is not possible to carry out a risk assessment at this stage, however once the full suite of measures are finalised we will require to establish the level of risk in terms of staff capacity and IT systems.

7. Conclusions

- 7.1 The shift from process-driven to outcome focused performance measurement is to be welcomed as it will help us work towards measuring the impacts of our services on the people who require them.
- 7.2 However the new measures should aim to replace existing measures rather than being additional to them, in light of the existing high volume of performance reporting required of us by national bodies.

8. Recommendations

- 8.1 The Health Improvement and Social Justice Partnership is invited to note this report and request future reports on progress.

William W Clark
Director of Social Work Services

Keith Redpath
Director of West Dunbartonshire CHP

Person to Contact: Bill Clark, Director of Social Work Services, Council Offices, Garshake Road. Telephone 01389 737599; email: bill.clark@west-dunbarton.gov.uk

Appendices:

Background Papers: Adults & Older People Community Care Performance Measures – Agreed measures as at 10 January 2007
Response to National Outcome Measures (due 9th February 2007)

Wards Affected: All council Wards