

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS' MEETING

Meeting Date: 24 June 2015

Title and Author of Paper: Performance Report (Month 2). Lisa Quinn, Executive Director of Performance & Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- Monitor Risk Assessment Framework - Governance risk rating Green (lowest risk) and Continuity of Services Risk Rating of 4. The dashboard has been amended to include in shadow form the IAPT and EIP waiting times metrics due to be reported to Monitor later this financial year (nb the EIP 2 weeks to treatment standard is not currently achieved) **(pages 3 & 4)**
- NHS Outcomes Framework – the dashboard is intended to bring together local and national data to allow NTW to benchmark and improve the quality of services we provide. Data reported is as at 2014/2015 quarter 4 **(page 5)**
- Quality Dashboard – at M2 the Trust continues to have full compliance with all of the CQC essential outcomes of quality and safety **(page 6)**. All CQUIN indicators have been RAG rated green for M2.
- Serious Incidents – there were 20 Serious Incidents reported in Month 2 which is an increase from 12 the previous month **(page 6)**
- Complaints – there were 30 complaints received in Month 2 which is an increase from 24 the previous month **(page 6)**
- Waiting Times – an enhanced waiting times dashboard by CCG has included within the report for the first time – comments are invited on the format **(page 7-19)**
- Workforce Dashboard – JDR/PDP rates have increased to 83.8% (82.5% last month) however this remains below the expected minimum of 90%. Sickness absence has increased to 5.14% in May 2015 from 4.86% the previous month **(page 20)**
- Finance Dashboard - At Month 2, the Trust had a risk rating of 4 and a surplus of £2.8m which was £1.2m ahead of plan. The Trust currently expects to deliver its planned surplus for the year. However, the Trust faces some key financial risks which need to be managed to achieve this. These include pressures around staff costs and income under-recovery in Specialist Care and achieving the savings required from the Financial Delivery Programme. The Trust's cash balance at the end of Month 2 was £20.2m which was £1.8m above plan. The year-end cash balance is forecast to be in line with plan. **(page 21)**
- Contract performance – dashboard summaries are provided for each contract highlighting any indicators which have not been achieved in Month 2 **(pages 22-27)**
- Group Dashboards - summaries of Group performance in key areas for Month 2 are provided. These have been enhanced to include performance at CCG contract level. **(pages 28-33)**
- A summary of contract quality and performance requirements against which NTW is currently under-performing is provided. All CQUIN indicators are currently RAG rated green as at month 2. **(pages 33-35)**

Outcome required: for information only



Integrated Performance And Assurance Report

Shining a light on the future



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1. Monitor Risk Assessment Framework Requirements

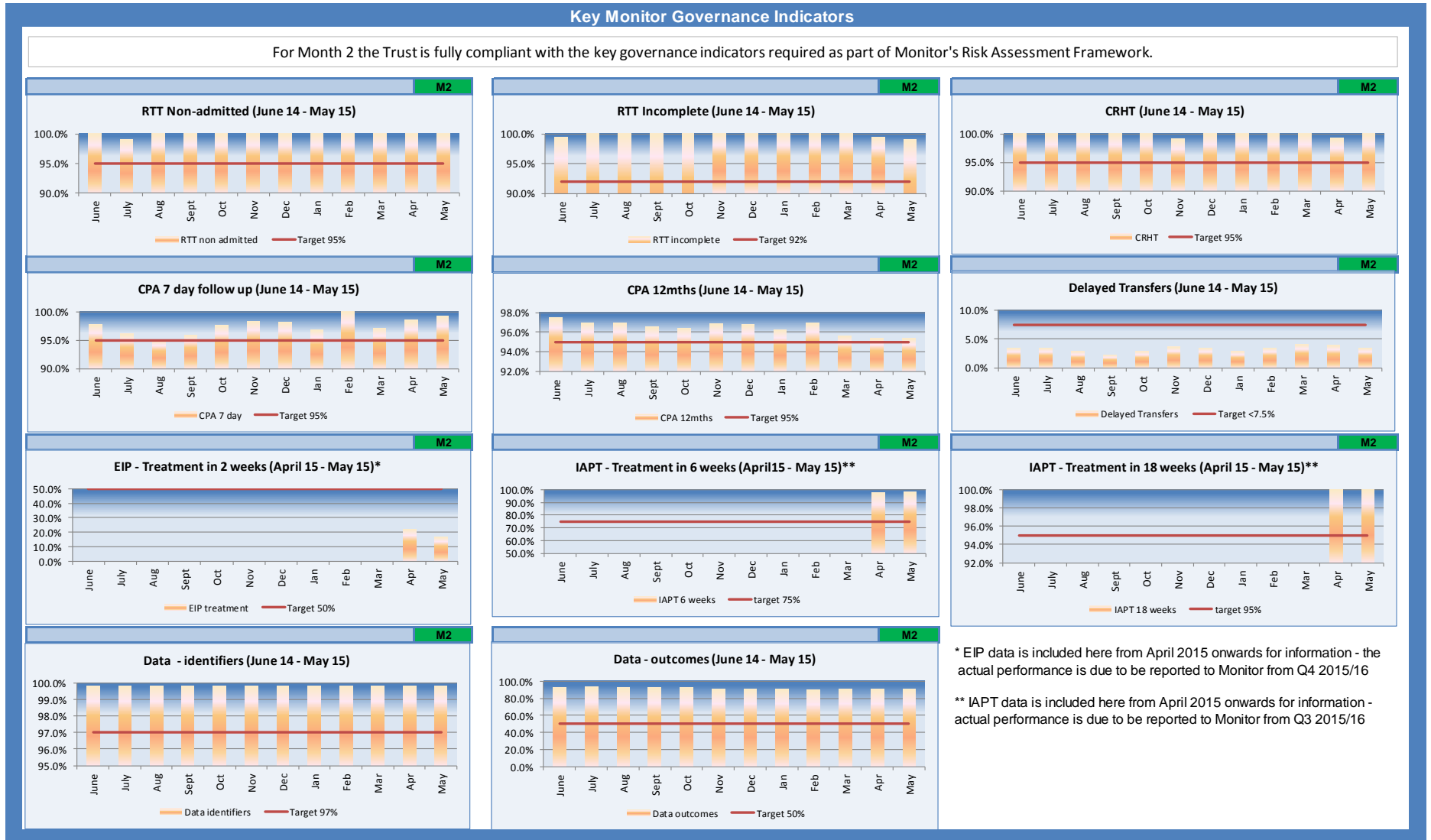
Monitor Compliance Dashboard						
Risk Assessment Framework	Target	Quarter 4 position	Current position (M2)	Trend	Forecast position	
Overall Governance Risk Rating	Green	Green	Green	●	—	●
Overall Finance Risk Rating		3	4		—	4
Referral to treatment waiting times - non-admitted	95%	100.0%	100.0%	●	—	100.0%
Referral to treatment waiting times - incomplete	92%	100.0%	99.0%	●	▼	99.0%
CPA 7 day follow up	95%	98.0%	99.3%	●	▲	99.0%
CPA review within 12 months	95%	95.6%	95.4%	●	—	95.4%
Minimising mental health delayed transfers of care (including social care)	≤7.5%	3.1%	3.4%	●	▲	3.6%
Admissions to inpatient services had access to crisis resolution home treatment teams	95%	100.0%	100.0%	●	▲	99.5%
EIP treatment within 2 weeks of referral*	50%	n/a	17.0%	●	▼	20.0%
IAPT treatment within 6 weeks of referral**	75%	n/a	98.4%	●	▲	98.1%
IAPT treatment within 18 weeks of referral**	95%	n/a	100.0%	●	—	100.0%
Data Completeness: 6 indicators	97%	99.8%	99.8%	●	—	99.8%
Data Completeness: outcomes for patients on CPA (3 indicators)	50%	91.7%	91.4%	●	▼	91.4%
Self certification against LD access requirements	Green	Green	Green	●	—	Green
Clostridium Difficile - meeting the C Diff objective	0	0	0	●	—	0
MRSA - meeting the MRSA objective	0	0	0	●	—	0
Risk of, or actual, failure to deliver Commissioner Requested Services	No	No	No	●	—	●
CQC compliance action outstanding	No	No	No	●	—	●
CQC enforcement action within the last 12 months	No	No	No	●	—	●
CQC enforcement action currently in effect	No	No	No	●	—	●
Moderate CQC concerns or impacts regarding the safety of healthcare provision	No	No	No	●	—	●
Major CQC concerns or impacts regarding the safety of healthcare provision	No	No	No	●	—	●
Trust unable to declare ongoing compliance with minimum standards of CQC registration	No	No	No	●	—	●

At Month 2 all Monitor Risk Assessment Framework governance requirements have been met.

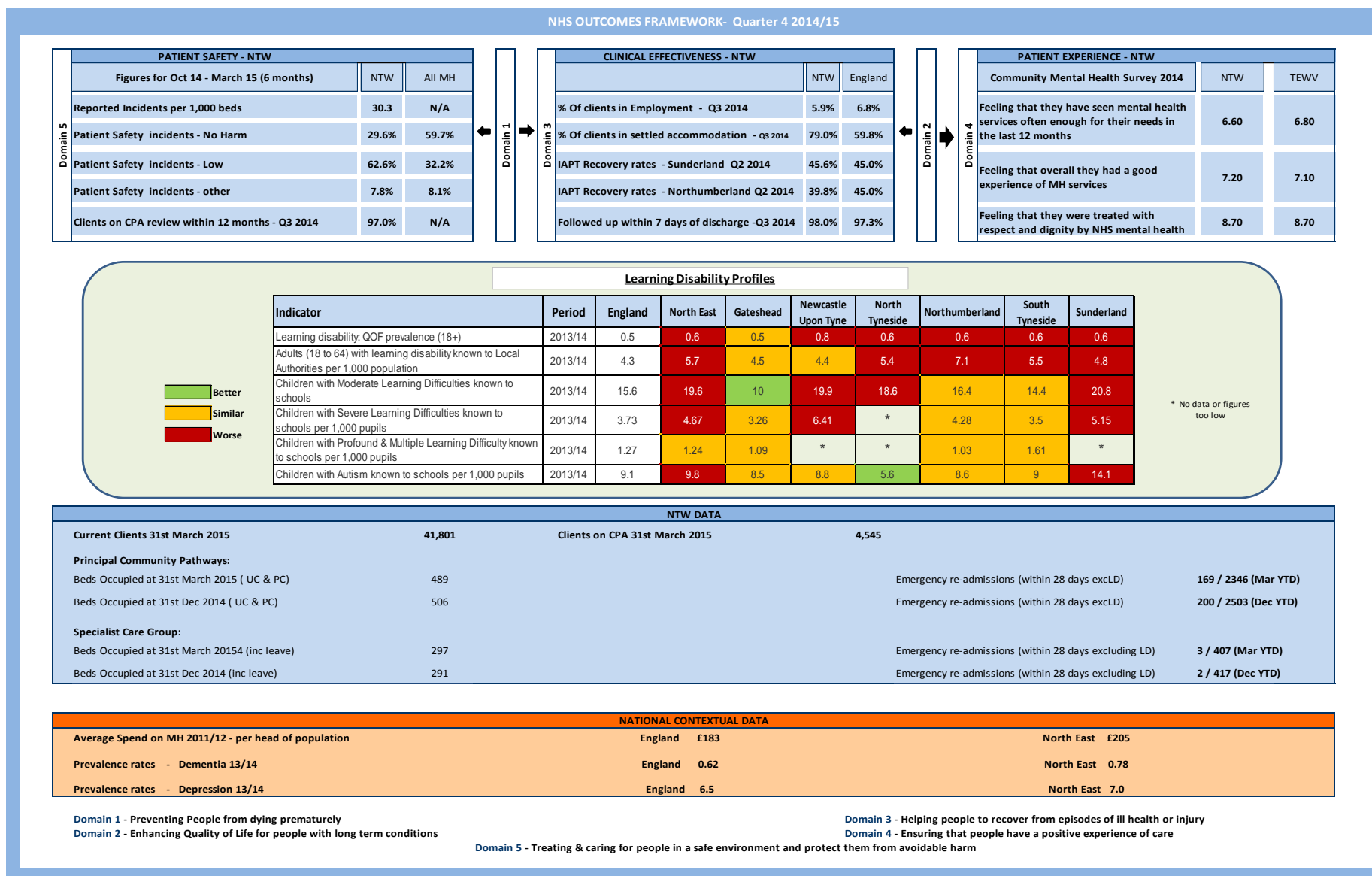
* EIP data for information only - to be reported to Monitor from Q4 2015/16
 ** IAPT data for information only - to be reported to Monitor from Q3 2015/16

●	Meeting Monitor target
●	Breaching Monitor target
▲	Trend improved from previous month
—	Trend the same as previous month
▼	Trend worse than previous month

2. Monitor Indicator Trends



3. NHS Outcomes Framework



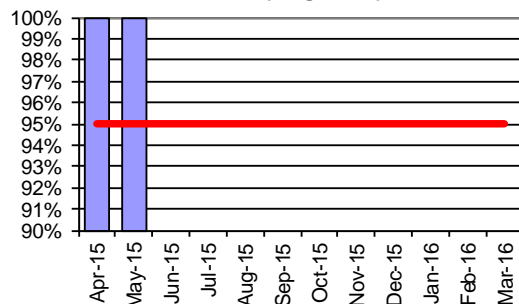
3. Quality Dashboard

Quality Dashboard				
CQC Fundamental Standards	Target	M2 position	Trend	Forecast position
Care and treatment must be appropriate and reflect service users needs and preferences	●	●	●	●
Service users must be treated with dignity and respect	●	●	●	●
Care and treatment must only be provided with consent	●	●	●	●
Care and treatment must be provided in a safe way	●	●	●	●
Service users must be protected from abuse and improper treatment	●	●	●	●
All premises and equipment used must be clean, secure, suitable and used properly	●	●	●	●
Complaints must be appropriately investigated and appropriate action taken in response	●	●	●	●
Systems and processes must be in place to ensure compliance with the fundamental standards	●	●	●	●
Sufficient numbers of suitably qualified, competent, skilled and experienced staff must be deployed	●	●	●	●
Persons employed must be of good character, have necessary qualifications, skills, experience and be able to perform the work for which they are employed (Fit and Proper Persons Test)	●	●	●	●
Registered persons must be open and transparent with service users about their care and treatment (Duty of Candour)	●	●	●	●
Quality Priorities 2015/16 (Internal)	Target	M2 position	Trend	Forecast position
Goal 1 - Reduce Incidents of Harm to Patients				
1. To embed enhanced risk assessment/management training and review the quality of the recording of the FACE risk tool	●	●	—	●
Goal 2 - Improve the way we relate to patients and carers				
1. Improve inpatients meals	●	●	—	●
2. To improve waiting times for MDT's	●	●	—	●
3. To improve communication to, and information of carers and families	●	●	—	●
Goal 3: Right services are in the right place at the right time for the right person				
1. To continue to embed the Recovery Model	●	●	—	●
2. To increase the recording of diagnosis in community teams	●	●	—	●
3. To improve suppression rates of PROMs (SWEMWEBS)	●	●	—	●
CQUIN 2015/16	Target	M2 position	Trend	Forecast position
Physical Healthcare (Northumberland, North Tyneside, Newcastle & Gateshead, South Tyneside)	●	●	—	●
Physical Healthcare (Sunderland)	●	●	—	●
CYPS waiting times - Northumberland	●	●	—	●
CYPS waiting times - Newcastle & Gateshead	●	●	—	●
CYPS waiting times - South Tyneside	●	●	—	●
CYPS waiting times - Sunderland	●	●	—	●
Carers (Northumberland, North Tyneside, Newcastle & Gateshead, South Tyneside)	●	●	—	●
Carers (Sunderland)	●	●	—	●
Liaison (North Tyneside only)	●	●	—	●
NHS ENGLAND only:				
Physical healthcare (NHS England)	●	●	—	●
MH1 Secure services active engagement programme	●	●	—	●
MH3 Deaf recovery package	●	●	—	●
MH6 Perinatal specific involvements and support for partners/significant others	●	●	—	●
QIPP - Transforming Secure Adult Inpatient Services	●	●	—	●
Patient Safety Indicators	M2 position			
Number of Serious Incidents	20			
Number of Complaints	30			
●	Performance on track and/or improved from previous month			
●	Some improvements needed to achieve target			
●	Not achieving target/performance deteriorating			
▲	Trend improved from previous month			
—	Trend the same as previous month			
▼	Trend worse than previous month			

5. Waiting Times Dashboard

Waiting Times Dashboard - Gateshead page 1

RTT (Consultant Led Services) - % seen within 18 weeks (Target 95%)



Month 2 narrative:

The RTT and MDT standards were achieved in May.

There has been 8 EIP patients entering treatment YTD in Gateshead, of which one was within 2 weeks.

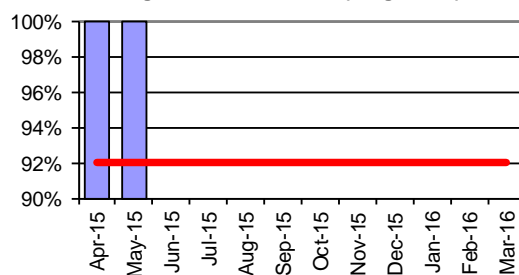
There are now just 4 remaining longest waiters in CYPS.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

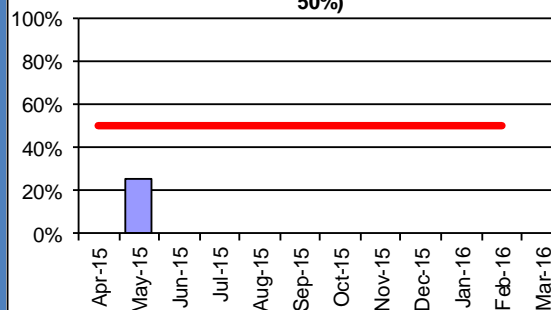
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)

Service not provided in Gateshead

RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EIP - % seen in treatment within 2 weeks (Target 50%)



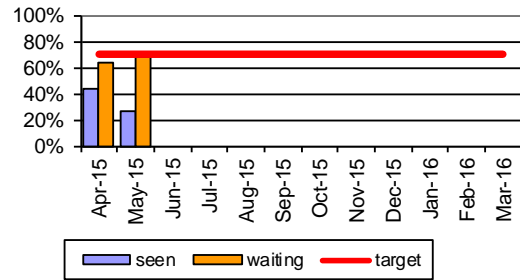
Adult IAPT - % seen in treatment within 18 weeks (Target 95%)

Service not provided in Gateshead

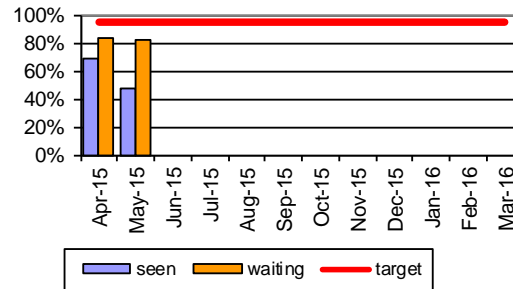
To be reported to Monitor from Quarter 4

Waiting Times Dashboard - Gateshead page 2

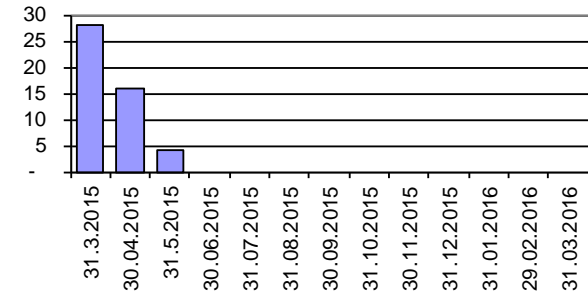
CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



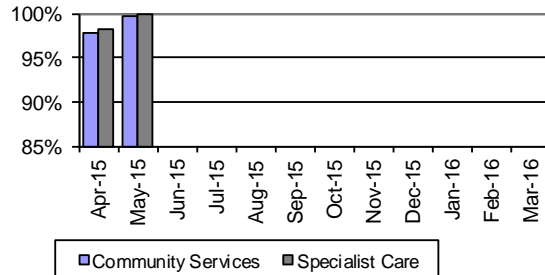
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Number of CYPS Throughput Waiters (to be zero by 31.12.15)



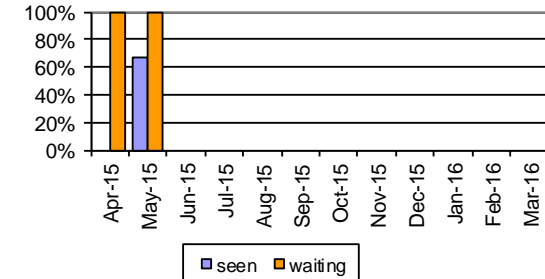
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month

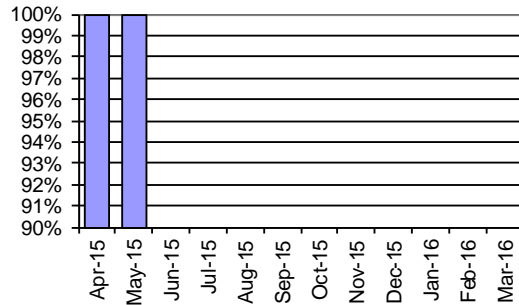


excludes adult ADHD, Autism Diagnosis and CYPS

none of the patients seen in April were seen within 18 weeks

Waiting Times Dashboard - Newcastle page 1

RTT (Consultant Led Services) - % seen within 18 weeks (Target 95%)



Month 2 narrative:

The RTT standards are achieved in May.

There has been 15 EIP patients entering treatment YTD in Newcastle, of which 3 were treated within 2 weeks.

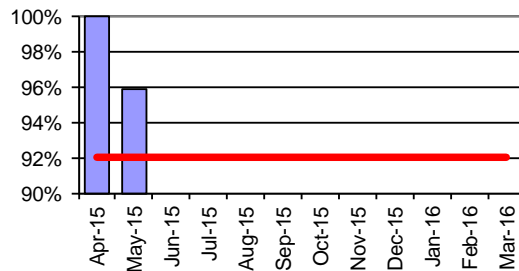
There are now 9 remaining longest CYPS waiters.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

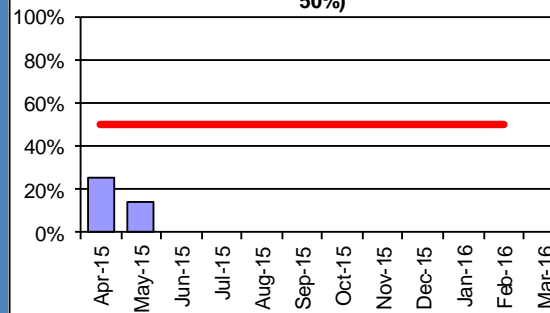
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)

Newcastle Talking Therapies data to be included at a future date

RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EIP - % seen in treatment within 2 weeks (Target 50%)



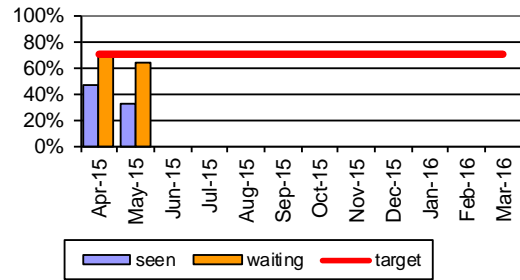
Adult IAPT - % seen in treatment within 18 weeks (Target 95%)

Newcastle Talking Therapies data to be included at a future date

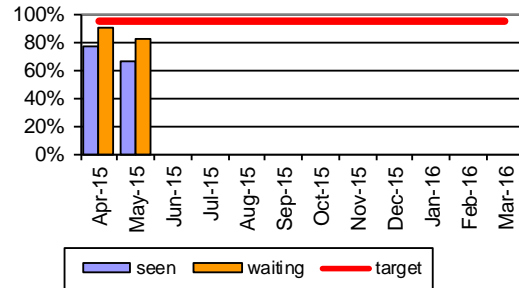
To be reported to Monitor from Quarter 4

Waiting Times Dashboard - Newcastle page 2

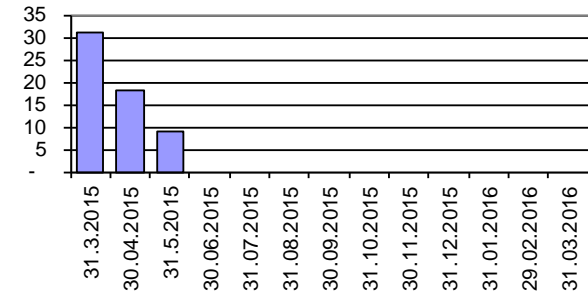
CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



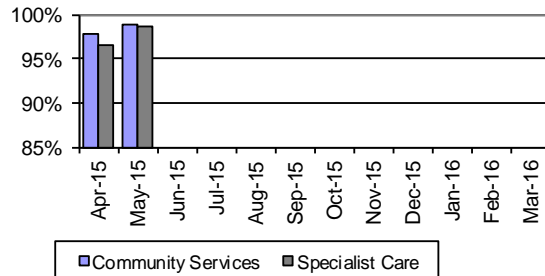
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Number of CYPS Throughput Waiters (to be zero by 31.12.15)



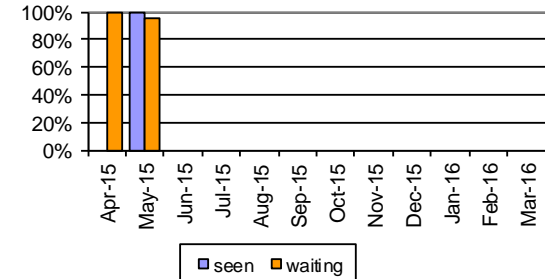
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month

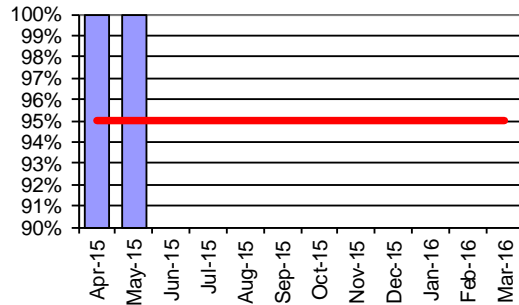


excludes adult ADHD, Autism Diagnosis and CYPS

There were no new patients seen in April .

Waiting Times Dashboard - North Tyneside CCG page 1

RTT (Consultant Led Services) - % seen within 18 weeks (Target 95%)



Month 2 narrative:

RTT - in May 2015 there was one case seen by the LD consultant team outside of the 18 weeks standard.

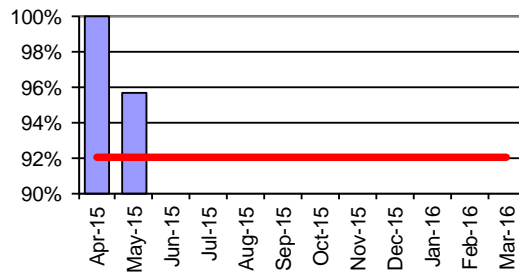
There has been 5 new EIP cases seen in treatment YTD in North Tyneside, one within 2 weeks.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

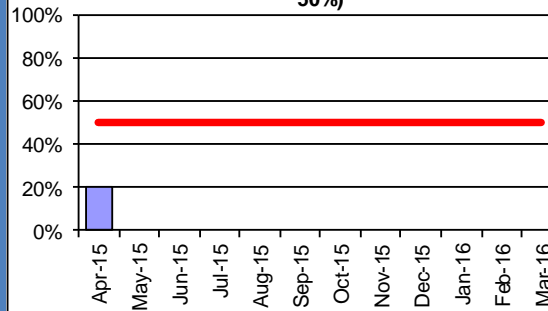
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)

Service not provided in North Tyneside

RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EIP - % seen in treatment within 2 weeks (Target 50%)



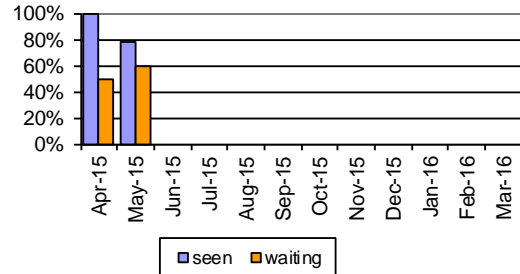
Adult IAPT - % seen in treatment within 18 weeks (Target 95%)

Service not provided in North Tyneside

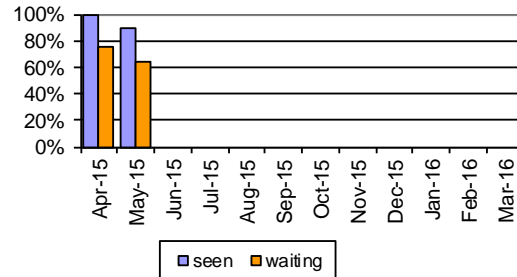
To be reported to Monitor from Quarter 4

Waiting Times Dashboard - North Tyneside CCG page 2

CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



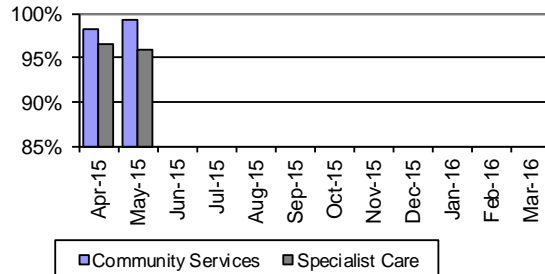
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Note - community CYPS services provided to North Tyneside CCG are the CYPS Intensive Community Treatment service and the Eating Disorders Intensive Community Service.

<<< The waiting times CQUIN does not apply to North Tyneside CCG and the data provided here is for information only.

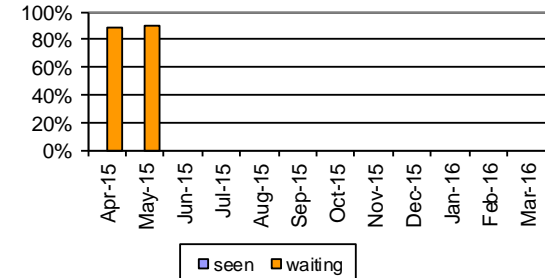
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month

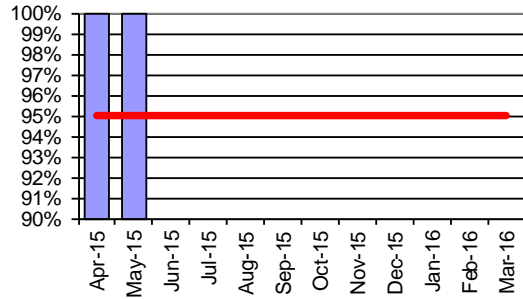


excludes adult ADHD, Autism Diagnosis and CYPS

There were no new cases seen in April and one seen in May, which was not within 18 weeks hence both months are showing as zero %

Waiting Times Dashboard - Northumberland CCG page 1

RTT (Consultant Led Services)- %seen within 18 weeks (Target 95%)



Month 2 narrative:

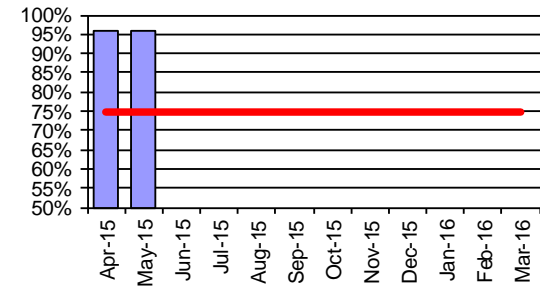
The RTT and IAPT standards are achieved in May 2015.

There has been 11 new EIP cases entering treatment YTD in Northumberland, of which 2 were within 2 weeks.

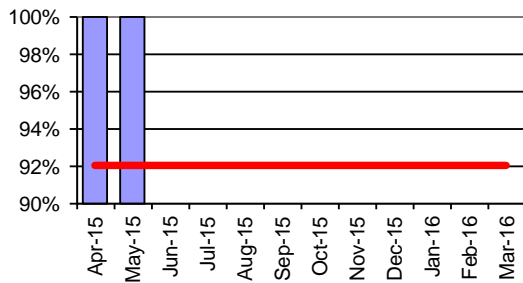
There are now just 5 of the longest waiters remaining in CYPS.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

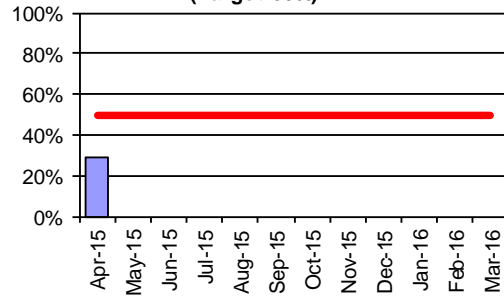
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)



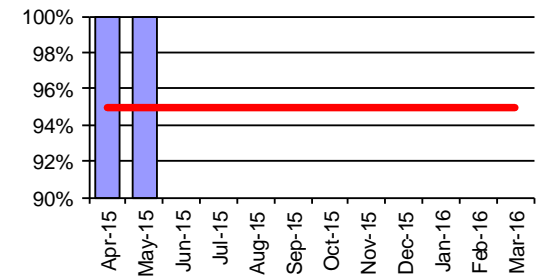
RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EP - % seen in treatment within 2 weeks (Target 50%)



Adult IAPT - % seen in treatment within 18 weeks (Target 95%)



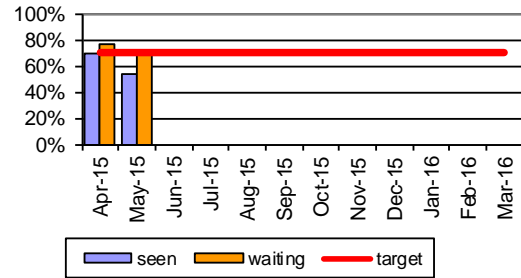
To be reported to Monitor from Quarter 3

To be reported to Monitor from Quarter 4

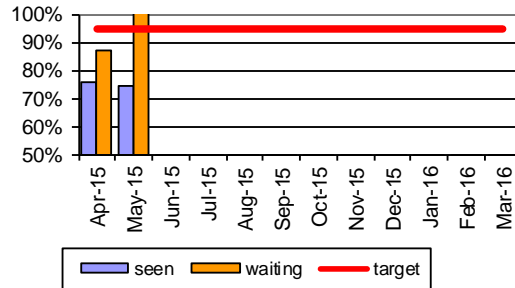
To be reported to Monitor from Quarter 3

Waiting Times Dashboard - Northumberland CCG page 2

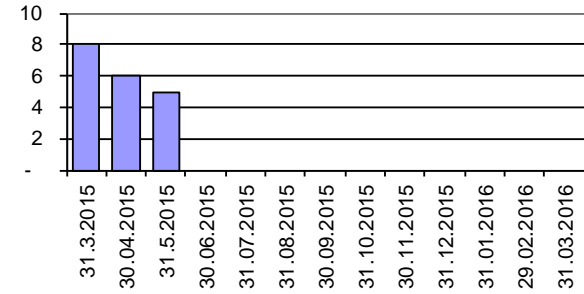
CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



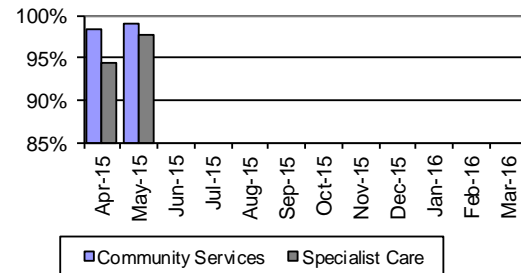
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Number of CYPS Throughput Waiters (to be zero by 30.9.15)



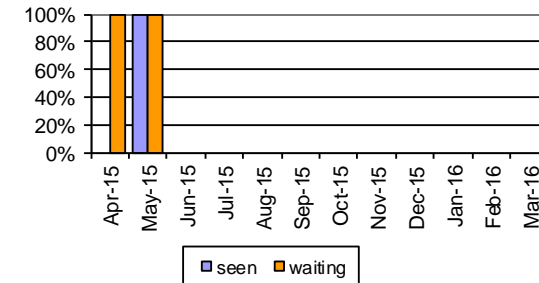
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

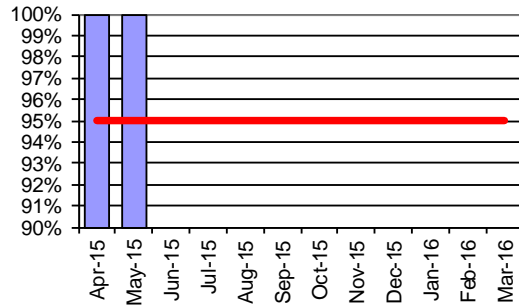
Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month



excludes adult ADHD, Autism Diagnosis and CYPS

Waiting Times Dashboard - South Tyneside CCG page 1

RTT (Consultant Led Services) - % seen within 18 weeks (Target 95%)



Month 2 narrative:

The RTT and MDT standards are achieved in May 2015.

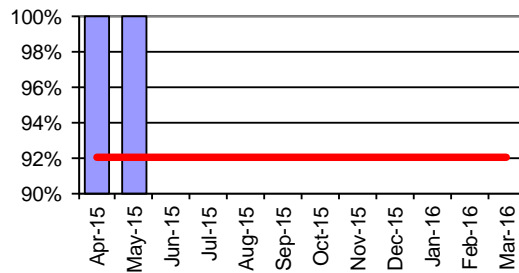
There were 9 EIP cases entering treatment YTD in South Tyneside of which 2 were within 2 weeks.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

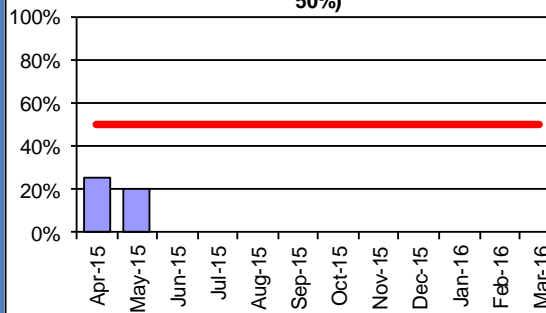
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)

Service not provided in South Tyneside

RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EIP - % seen in treatment within 2 weeks (Target 50%)



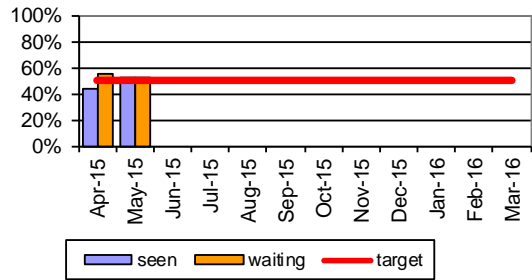
Adult IAPT - % seen in treatment within 18 weeks (Target 95%)

Service not provided in South Tyneside

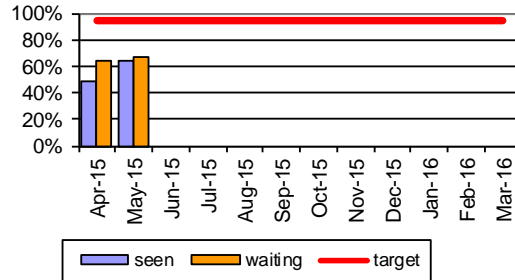
To be reported to Monitor from Quarter 4

Waiting Times Dashboard - South Tyneside CCG page 2

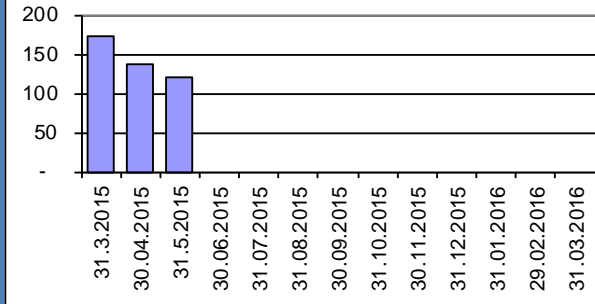
CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



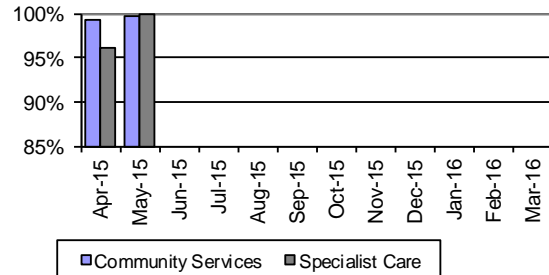
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Number of CYPS Throughput Waiters (to be zero by 31.12.15)



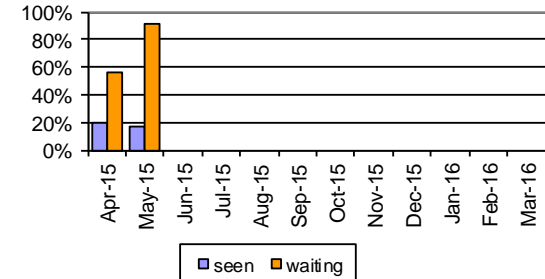
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

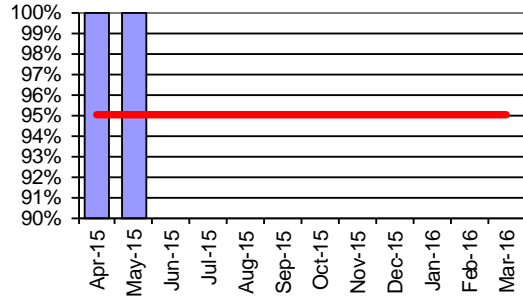
Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month



excludes adult ADHD, Autism Diagnosis and CYPS

Waiting Times Dashboard - Sunderland CCG page 1

RTT (Consultant Led Services)- %seen within 18 weeks (Target 95%)



Month 2 narrative:

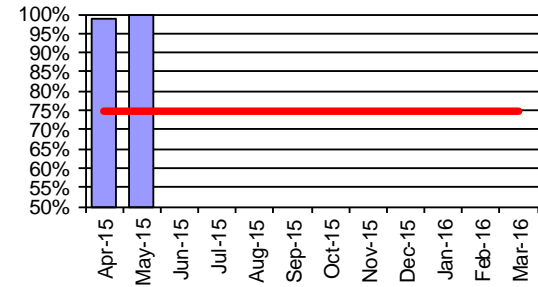
The RTT, IAPT & MDT standards are achieved in May 2015.

There were 12 cases entering EIP treatment YTD, in Sunderland, of which 2 were seen within 2 weeks.

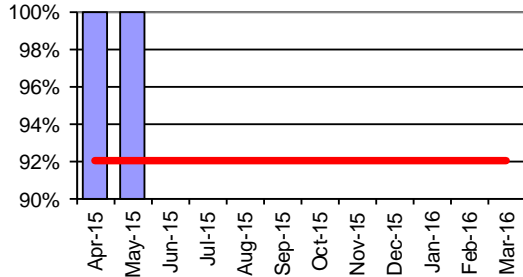
The 50% 9 weeks CYPS standard has been achieved however the 12 week standard has not.

Autism diagnosis data is included overleaf - note the numbers seen and waiting are very low.

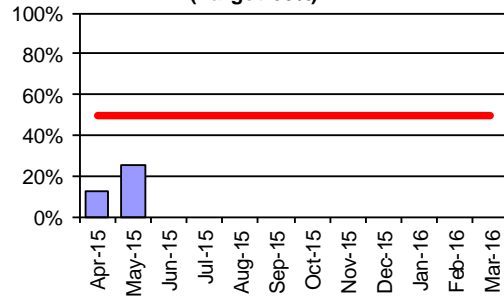
Adult IAPT - % seen in treatment within 6 weeks (Target 75%)



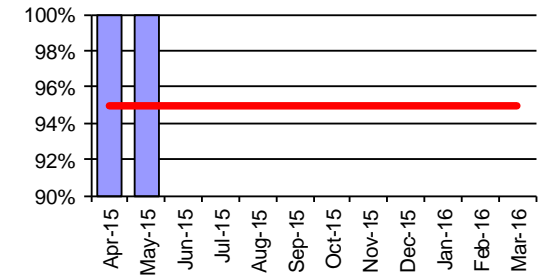
RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)



EIP - % seen in treatment within 2 weeks (Target 50%)



Adult IAPT - % seen in treatment within 18 weeks (Target 95%)



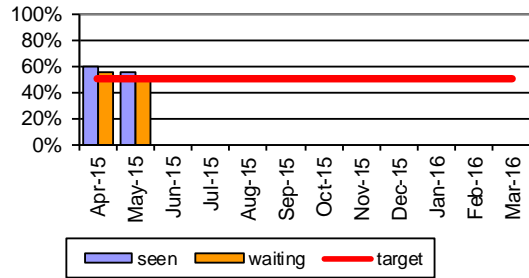
To be reported to Monitor from Quarter 3

To be reported to Monitor from Quarter 4

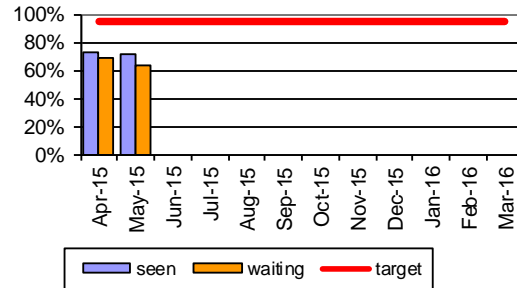
To be reported to Monitor from Quarter 3

Waiting Times Dashboard - Sunderland CCG page 2

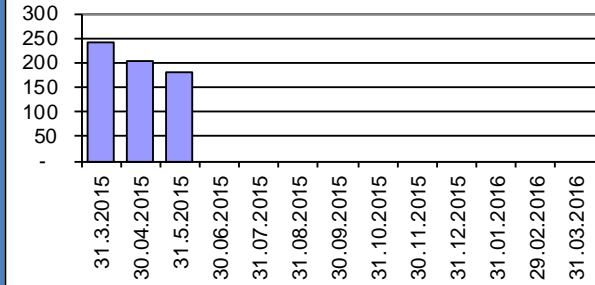
CYPS 9 weeks to treatment - % seen in the month and % waiting at the end of the month



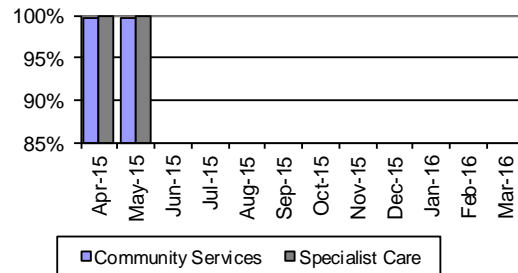
CYPS 12 weeks to treatment - % seen in the month and % waiting at the end of the month



Number of CYPS Throughput Waiters (to be zero by 31.12.2015)



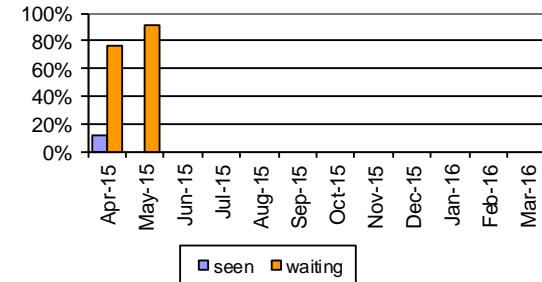
Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)



Adult ADHD % seen in the month & % waiting at the end of the month

Data in development

Adult Autism Diagnosis first contact within 18 weeks - % seen and % waiting at the end of the month

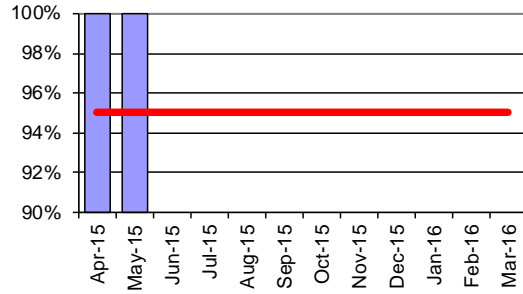


excludes adult ADHD, Autism Diagnosis and CYPS

none of the patients seen in May were seen within 18 weeks

Waiting Times Dashboard - NHS England Commissioned Specialised Services

RTT (Consultant Led Services) - % seen within 18 weeks (Target 95%)



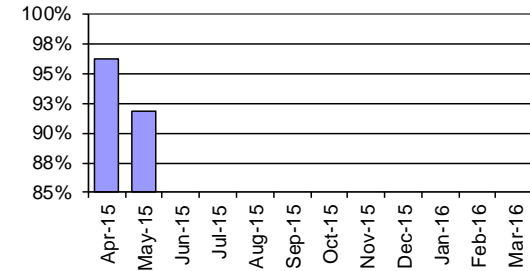
Month 2 narrative:

The RTT targets are achieved YTD.

Performance decreased in month 2 MDT waits in the neuropsychology services (not classed as consultant led).

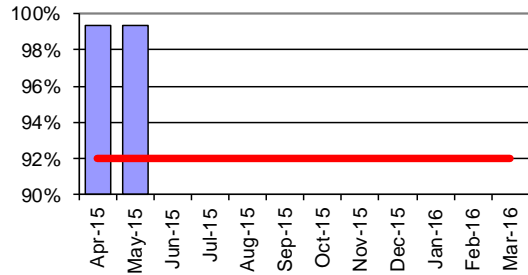
The pressures on the Gender Dysphoria Service have been discussed with commissioners and a recruitment plan is being developed. The number of waiters will continue to increase until additional staff are in place (currently 276 waiters).

Multidisciplinary Teams (MDT) wait from referral to first contact - % seen within 18 weeks (target 100%)

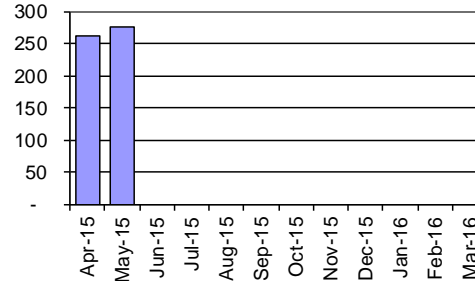


RTT services = neurological rehabilitation and neuropsychiatry

RTT (Consultant Led Services) waiting list - % waiting less than 18 weeks (Target 92%)

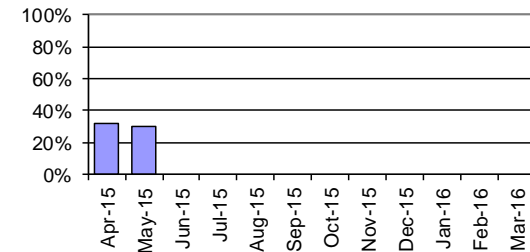


Gender Dysphoria - Total waiting list at the end of the month



^^ MDT wait data excludes gender dysphoria

Gender Dysphoria waiting list - % waiting less than 18 weeks at the end of the month



6. Workforce Dashboard

Workforce Dashboard

Statutory and Mandatory Training	Target	M2 position	Trend	Forecast position
Fire Training	90%	90.5%	● ▲	91%
Health and Safety Training	90%	93.1%	● ▲	93%
Moving and Handling Training	90%	95.1%	● ▲	95%

Job Related Essential Training	Target	M2 position	Trend	Forecast position
Clinical Risk Training	90%	91.4%	● ▲	92%
Clinical Supervision Training	90%	83.6%	● ▼	85%
Safeguarding Children Training	90%	95.6%	● ▼	95%
Safeguarding Adults Training	90%	94.3%	● ▼	95%
Equality and Diversity Introduction	90%	91.0%	● ▼	91%
Hand Hygiene Training	90%	91.4%	● ▲	92%
Medicines Management Training	90%	85.1%	● ▲	85%
Rapid Tranquilisation Training	90%	84.1%	● ▲	84%
MHCT Clustering Training	90%	90.7%	● ▼	90%
Mental Capacity Act Training	90%	81.2%	● ▼	81%
Mental Health Act Training	90%	81.2%	● ▼	81%
Deprivation of Liberty Training	90%	81.6%	● ▲	82%
Seclusion Training	90%	95.7%	● ▲	96%
Dual Diagnosis Training (80% target)	80%	87.0%	● ▼	86%
PMVA Basic Training	90%	81.3%	● ▲	81%
PMVA Breakaway Training	90%	66.9%	● ▬	67%
Information Governance Training	90%	88.8%	● ▼	90%
Records and Record Keeping Training	90%	97.7%	● ▲	98%

●	Performance at or above target
●	Performance within 5% of target
●	Under-performance greater than 5%

▲	Trend improving on previous month
▬	Trend the same as previous month
▼	Trend worse than previous month

Behaviours and Attitudes	Target	M2 position	Trend	Forecast position
Appraisals	90%	83.8%	● ▲	82%
Disciplinarys (new cases since 1/4/15)		21	● ▬	
Grievances (new cases since 1/4/15)		5	● ▬	
CRB Checks	N/A	N/A	N/A	N/A

Recruitment, Retention & Reward	Target	M2 position	Trend	Forecast position
Corporate Induction	100%	100.0%	● ▬	100%
Local Induction	100%	93.0%	● ▲	90%
Staff Turnover	<10%	8.1%	● ▼	<10%
Current Headcount		6085	N/A	N/A

Managing Attendance	Target	M2 position	Trend	Forecast position
In Month sickness	<5%	5.14%	● ▼	
Short Term sickness (rolling)		1.68%		
Long Term sickness (rolling)		4.23%		
Average sickness (rolling)	<5%	5.91%	● ▼	

Best Use of Resources	Target	M2 position	Trend	Forecast position
Agency Spend		£973,000	● ▼	
Admin & Clerical Agency (included in above)		£132,000	● ▼	
Overtime Spend		£214,000	● ▲	
Bank Spend		£859,000	● ▼	

7. Finance Dashboard

Financial Performance Dashboard

High Level Financial Targets	Current £'000	Forecast £'000
I&E – Position before exceptional items	(2,790)	(2,000)
EBITDA	(4,791)	(14,678)
Capital Spend/CRL	1,504	22,956
Efficiency Plan	461	9,585

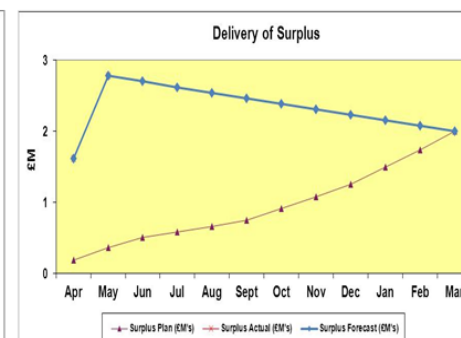
FT Risk Ratings	Achieved YTD	RR YTD
Capital Service Capacity	3.66x	4
Liquidity Ratio	12.9 days	4
Overall Rating		4

Key Issues

Risk rating is a 4 at Mth2
 Overall Trust I&E position is ahead of plan at Mth2. Forecast in line with plan.
 There are risks to delivery around staff costs & income under-recovery in Specialist Care and from achieving FDP savings.
 Cash position is ahead of plan at Mth 2 and the forecast is in line with plan.

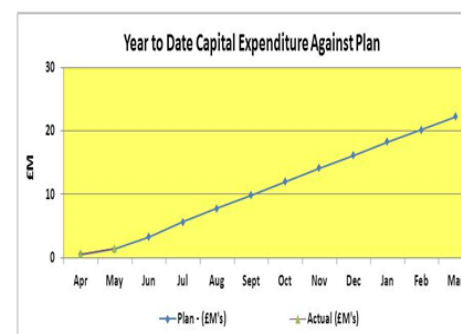
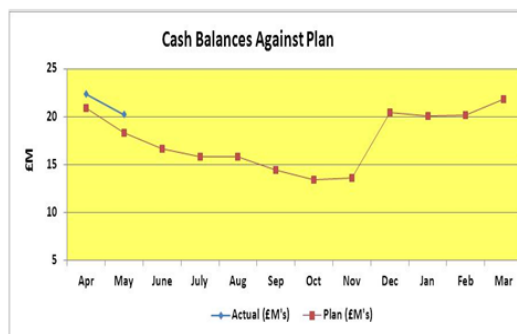
I and E Variance

Directorate	Current £'000	Forecast £'000
In-Patients	(94)	341
Community Services	(262)	(413)
Specialist Care	306	2,422
Indirect/Support Services Costs	(1,128)	(2,281)
Other/Reserves	66	(69)
Cost of Capital	(112)	0



Balance Sheet

Key Indicators	Current	Forecast
Cash	£20.2m	Green
Loans Drawn	£0.0m	Green
Loans Forecast	£15.8m	Green
Current Ratio	1.4	Green
BPPC	95.0%	Green



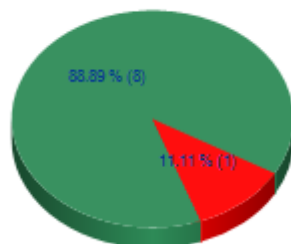
8. Contract Summary Dashboards

NTW Quality and Performance
Group: Newcastle Gateshead
Period: 2015/16 May

Northumberland, Tyne and Wear 
NHS Foundation Trust

Target Achievement in this period

Under Achievement Achievement



Comments:

At a contract level all performance metrics have been achieved except for the completion of Crisis and Contingency plans.

Work is currently underway with clinical teams to improve the recording of this, with weekly reporting systems and support in place to assist in the achievement of this.

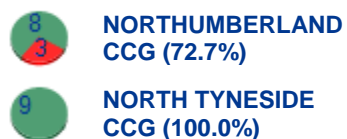
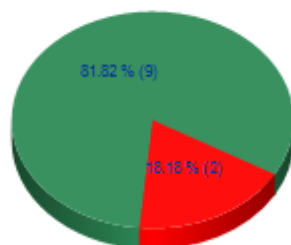
Areas for improvement

Metric ID	Ref	Metric Name	Overall
7102	28	CPA Service users with identified risks who have at least a 12 monthly crisis and contingency plan	93.7% 

Report Date: 08/06/2015 11:20:10

Target Achievement in this period

Under Achievement Achievement



Comments:

Work is currently underway with clinical teams to improve the recording of crisis and contingency plans and CPA reviews with weekly reporting systems and support in place to assist in the achievement of this.

“Moving to recovery” performance is expected to improve in line with the phasing out of the Primary Care element.

In addition the IAPT team is currently carrying out some analysis to look at the reasons for the current recovery levels.

Areas for improvement

Metric ID	Ref	Metric Name	NORTHUMBERLAND CCG	NORTH TYNESIDE CCG	Overall
7102	28	CPA Service users with identified risks who have at least a 12 monthly crisis and contingency plan	92.8% ✗	98.0% ✓	94.7% ✗
70034		Current Service Users, aged 18 or over, on CPA Reviewed in the Last 12 Months	94.4% ✗	97.1% ✓	95.6% ✓
701078		The number of people who have completed treatment during the reporting period and who are 'moving to recovery' - Northumberland	42.0% ✗		42.0% ✗

Report Date: 08/06/2015 10:40:22

Target Achievement in this period

9 SOUTH TYNESIDE
CCG (100.0%)



Comments:

All contract metrics have been met within South Tyneside.

Areas for improvement

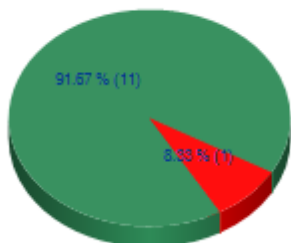
Metric ID	Ref	Metric Name
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Report Date: 09/06/2015 11:06:14

Target Achievement in this period

 SUNDERLAND CCG (91.7%)

 Under Achievement  Achievement



Comments:

In May all targets are met at a CCG level with the exception numbers entering treatment in IAPT.

The numbers entering treatment are 501 which is below the target of 534 clients.

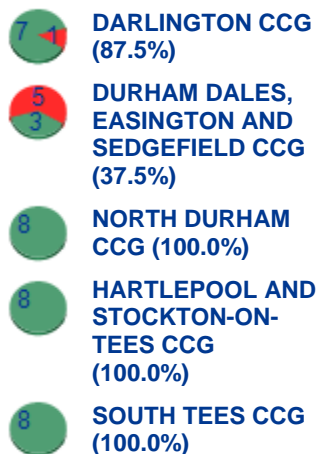
The remaining IAPT recovery metrics have been met in May

Areas for improvement

Metric ID	Ref	Metric Name	SUNDERLAND CCG	Overall
701042		IAPT KPI 4 Sunderland	501 	501 

Report Date: 08/06/2015 10:46:29

Target Achievement in this period



Comments:

All metrics have now been met at a contract level. Work is still ongoing on the areas of underperformance.

The delayed transfers of care relates to one patient who is awaiting a suitable Care Home placement.

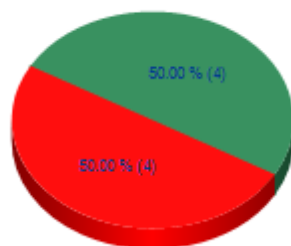
Areas for improvement

Metric ID	Ref	Metric Name	DARLINGTON CCG	DURHAM DALES, EASINGTON	NORTH DURHAM CCG	HARTLEPOOL AND STOCKTON-	SOUTH TEES CCG	Overall
7017		Current Service Users with valid Ethnicity completed MHMDS only	89.3%	88.9%	94.7%	100.0%	90.9%	92.4%
7101	21	CPA Service users with a risk assessment undertaken/reviewed in the last 12 months	100.0%	86.7%	100.0%	100.0%	100.0%	96.7%
7102	28	CPA Service users with identified risks who have at least a 12 monthly crisis and contingency plan	100.0%	90.9%	100.0%	100.0%	100.0%	97.8%
7298	11	Current Delayed Transfers of Care days (Incl Social Care)	0.0%	27.4%	0.0%	0.0%	0.0%	6.9%
70034		Current Service Users, aged 18 or over, on CPA Reviewed in the Last 12 Months	100.0%	87.5%	100.0%	100.0%	100.0%	97.3%

**NTW Quality and Performance
Group: Cumbria
Period: 2015/16 May**

Target Achievement in this period

■ Under Achievement ■ Achievement



Comments:

In general recording for Cumbria is low for some metrics as the care co-ordination function is carried out locally and this information is not always recorded on NTW systems. In addition the low numbers of Cumbrian patients seen within NTW means that under performance for a couple of clients can take percentages below the required levels.

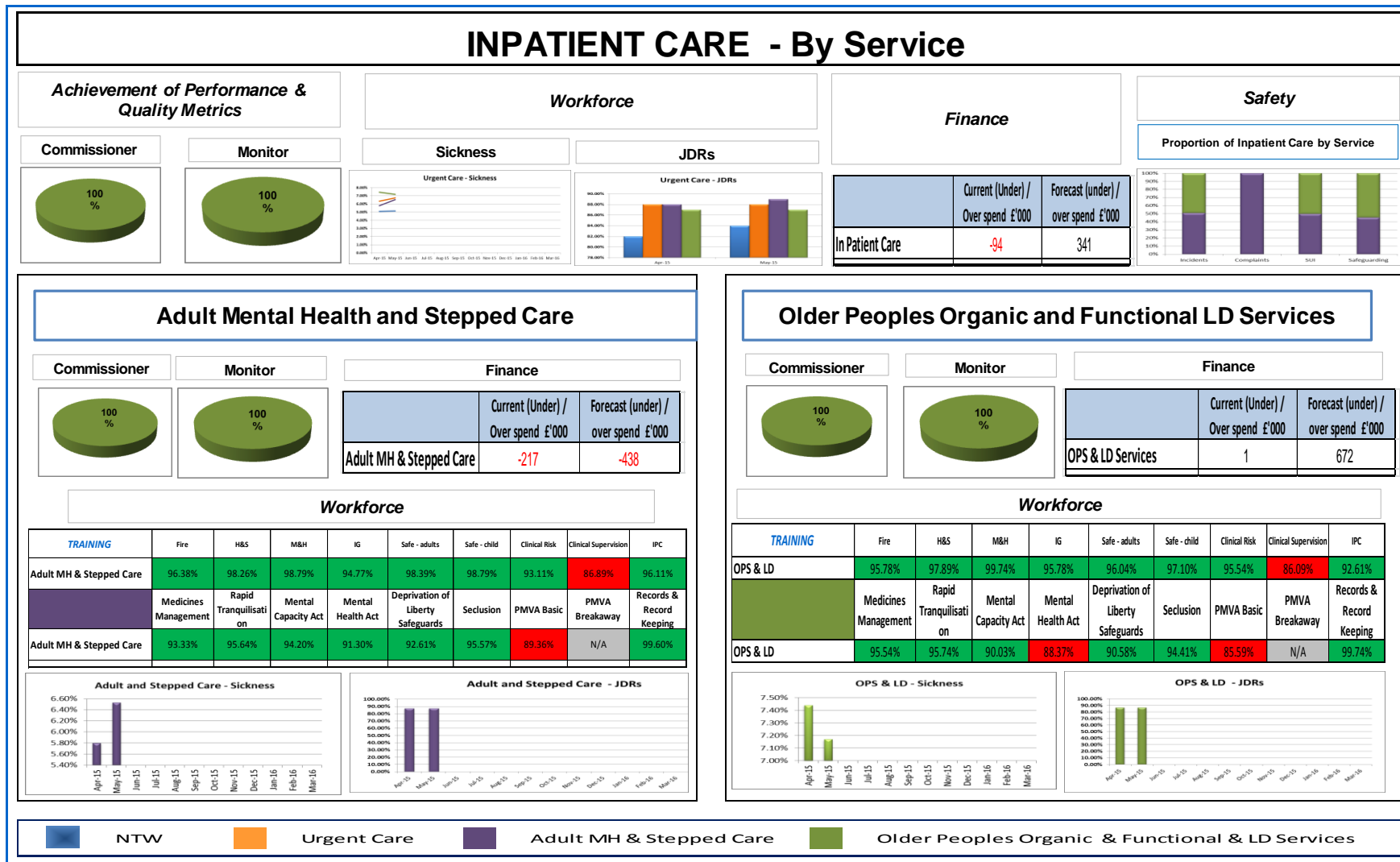
The delayed discharge in Cumbria relates to one person who is currently awaiting a placement in supported accommodation.

Areas for improvement

Metric ID	Ref	Metric Name	Overall
7101	21	CPA Service users with a risk assessment undertaken/reviewed in the last 12 months	89.5% ✘
7102	28	CPA Service users with identified risks who have at least a 12 monthly crisis and contingency plan	92.3% ✘
7298	11	Current Delayed Transfers of Care days (Incl Social Care)	16.8% ✘
70034		Current Service Users, aged 18 or over, on CPA Reviewed in the Last 12 Months	81.8% ✘

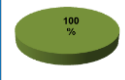

Report Date: 08/06/2015 10:02:01

9. Group Dashboards



INPATIENT CARE - By Contract Locality


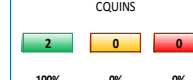
Newcastle Gateshead

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
Newcastle Gateshead CCG		3,949,128	23,694,768	0	0

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

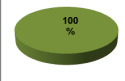
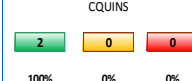
Northumberland

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
Northumberland CCG		3,434,346	20,606,076	0	0

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

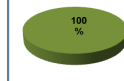
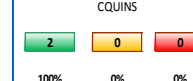
North Tyneside

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
North Tyneside CCG		1,139,707	6,838,242	0	0

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

South Tyneside

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
South Tyneside CCG		1,496,885	8,991,310	0	0

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

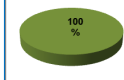
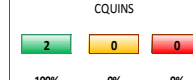
Sunderland

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
Sunderland CCG		2,957,475	17,744,850	0	0

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

Other

Performance	CQUIN	Income Position			
		100%	0%	0%	
Inpatient Care Services		YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
		£	£	£	£
Other		434,854	2,607,924	19,529	117,174

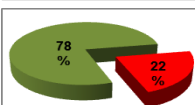
Under Performing Metrics & Other Information

There are currently no underperforming metrics for these CCGs

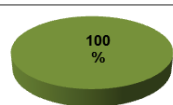
COMMUNITY CARE - By Service

Achievement of Performance & Quality Metrics

Commissioner

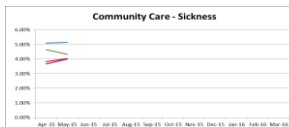


Monitor

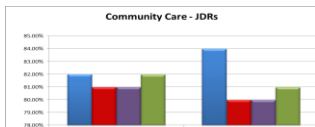


Workforce

Sickness



JDRs

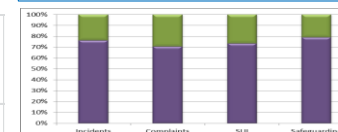


Finance

	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Community Care	-262	-413

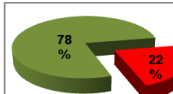
Safety

Proportion of Community Care by Service

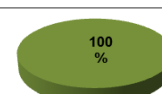


Community Locality Services

Commissioner



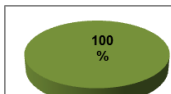
Monitor



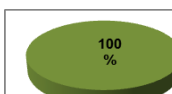
Finance

	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Community Locality Services	-105	-388

Commissioner



Monitor



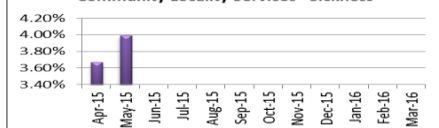
Finance

	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Access and Liaison Services	83	144

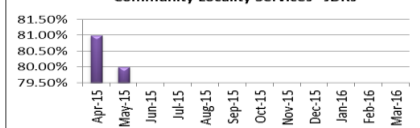
Workforce

TRAINING	Fire	H&S	M&H	IG	Safe - adults	Safe - child	Clinical Risk	Clinical Supervision	Infection Prevention & Control
Community Locality Services	89.36%	94.65%	94.85%	88.62%	96.41%	97.83%	94.47%	87.01%	92.68%
	Medicines Management	Rapid Tranquillisation	Mental Capacity Act	Mental Health Act	Deprivation of Liberty Safeguards	Seclusion	Dual Diagnosis	PMVA Basic	PMVA Breakaway
Community Locality Services	81.44%	100.00%	81.40%	80.72%	80.97%	100.00%	0.00%	59.75%	99.25%

Community Locality Services - Sickness



Community Locality Services - JDRs

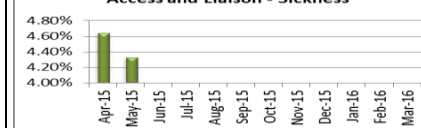


Access and Liaison

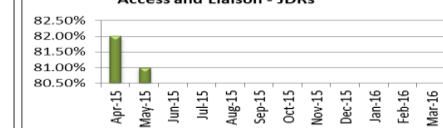
Workforce

TRAINING	Fire	H&S	M&H	IG	Safe - adults	Safe - child	Clinical Risk	Clinical Supervision	IPC
Access and Liaison	93.45%	96.00%	96.73%	93.09%	94.91%	98.18%	92.89%	86.29%	96.00%
	Medicines Management	Rapid Tranquillisation	Mental Capacity Act	Mental Health Act	Deprivation of Liberty Safeguards	Seclusion	Dual Diagnosis	PMVA Basic	PMVA Breakaway
Access and Liaison	92.79%	N/A	88.19%	84.65%	87.40%	N/A	N/A	60.55%	98.55%

Access and Liaison - Sickness



Access and Liaison - JDRs



NTW

Community Care

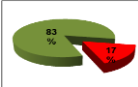
Community Locality Services

Access and Liaison Services

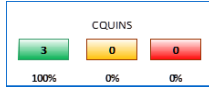
COMMUNITY CARE - By Contract Locality

Newcastle Gateshead

Performance



CQUIN



Income Position

Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
Newcastle Gateshead CCG	£ 4,592,853	£ 27,557,118	£ 12,490	£ 74,940

Under Performing Metrics & Other Information

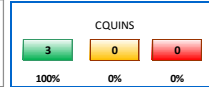
Currently under performing on completion of Crisis & Contingency plans at 93.7%

Northumberland

Performance



CQUIN



Income Position

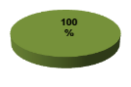
Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
Northumberland CCG	£ 3,876,805	£ 23,260,830	£ 3,334	£ 20,004

Under Performing Metrics & Other Information

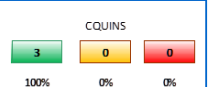
Currently under performing on completion of Crisis & Contingency plans at 92.9% , Cpa reviews within 12 months at 94.5% and IAPT moving to recovery at 42.5%

North Tyneside

Performance



CQUIN



Income Position

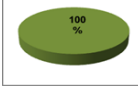
Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
North Tyneside CCG	£ 1,955,521	£ 11,733,126	£ (1,858)	£ (11,148)

Under Performing Metrics & Other Information

There are currently no underperforming metrics for this CCG

South Tyneside

Performance



CQUIN



Income Position

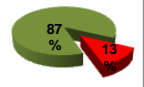
Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
South Tyneside CCG	£ 1,611,157	£ 9,666,942	£ (3,105)	£ (18,630)

Under Performing Metrics & Other Information

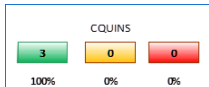
There are currently no underperforming metrics for this CCG

Sunderland

Performance



CQUIN



Income Position

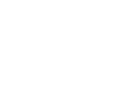
Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
Sunderland CCG	£ 4,451,031	£ 26,706,186	£ 1,230	£ 7,380

Under Performing Metrics & Other Information

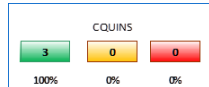
Currently under performing on IAPT moving to recovery at 48.5%

Other

Performance



CQUIN



Income Position

Community Services	YTD Income	Forecast Income	YTD Variance (under/lover recovered)	Forecast Variance (under/lover recovered)
Other	£ 603,438	£ 3,620,628	£ (55,512)	£ (333,072)

Under Performing Metrics & Other Information

There are a number of areas of under performance due to the care co-ordination function generally being carried out by local CPNs and therefore not recorded on RIO.

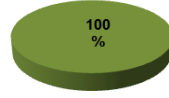
SPECIALIST CARE - By Service

Achievement of Performance & Quality Metrics

Commissioner



Monitor



Workforce

Sickness



JDRs

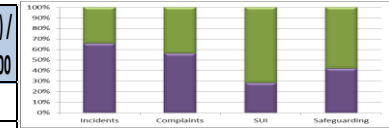


Finance

	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Specialist Care	306	2,422

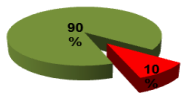
Safety

Proportion of Specialist Care by Service Line

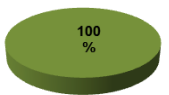


Children and Young People

Commissioner



Monitor

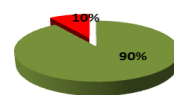


Finance

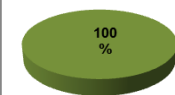
	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Children and Young People	454	3,141

Specialist Adult

Commissioner



Monitor

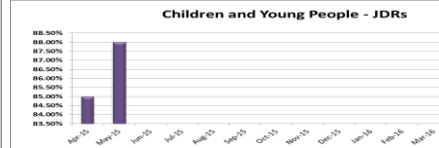
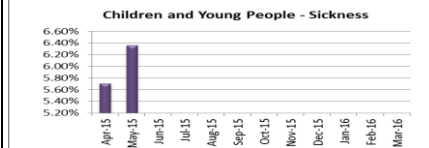


Finance

	Current (Under) / Over spend £'000	Forecast (under) / over spend £'000
Specialist Adult Services	-148	-718

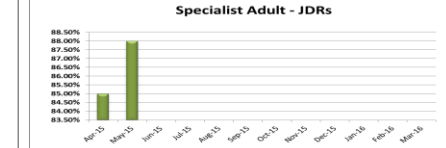
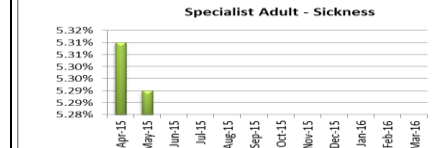
Workforce

TRAINING	Fire	H&S	M&H	IG	Safe - adults	Safe - child	Clinical Risk	Clinical Supervision	IPC
Children and Young People	92.65%	93.66%	96.11%	88.76%	94.52%	97.84%	91.00%	83.19%	92.51%
	Medicines Management	Rapid Tranquillisation	Mental Capacity Act	Mental Health Act	Deprivation of Liberty Safeguards	Seclusion	PMVA Basic	PMVA Breakaway	Records & Record Keeping
Children and Young People	85.77%	89.90%	79.26%	80.43%	80.77%	90.98%	89.81%	71.84%	99.28%



Workforce

TRAINING	Fire	H&S	M&H	IG	Safe - adults	Safe - child	Clinical Risk	Clinical Supervision	IPC
Specialist Adult	90.29%	96.00%	98.13%	90.72%	96.17%	97.10%	87.80%	80.34%	92.08%
	Medicines Management	Rapid Tranquillisation	Mental Capacity Act	Mental Health Act	Deprivation of Liberty Safeguards	Seclusion	PMVA Basic	PMVA Breakaway	Records & Record Keeping
Specialist Adult	84.46%	79.92%	84.86%	84.14%	85.25%	87.83%	80.23%	73.72%	99.83%



NTW

Specialist Care

CYPS

Specialist Adult

SPECIALIST CARE - By Contract Locality

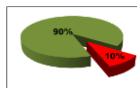
NHS England

Performance	CQUIN	Income Position				
	CQUINS - NHS England 5 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		NHS England CCG	8,414,201	50,485,206	(150,433)	(902,598)

Under Performing Metrics & Other Information

Currently under performing on Crisis & Contingency plans at 99% against a target of 100%

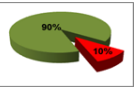
Newcastle Gateshead

Performance	CQUIN	Income Position				
	CQUINS - CCG 3 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		Newcastle Gateshead CCG	2,134,254	12,805,524	(53,229)	(319,374)

Under Performing Metrics & Other Information

Currently under performing on completion of Crisis & Contingency plans at 92.1%

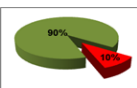
North Tyneside

Performance	CQUIN	Income Position				
	CQUINS - CCG 3 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		North Tyneside CCG	515,779	3,094,674	(1,771)	(10,626)

Under Performing Metrics & Other Information

Currently under performing on CPA Reviews within 12 months at 93.9%

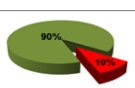
Northumberland

Performance	CQUIN	Income Position				
	CQUINS - CCG 3 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		Northumberland CCG	1,389,247	8,335,482	(11,520)	(69,120)

Under Performing Metrics & Other Information

Currently under performing on completion of Crisis & Contingency plans at 92.4%

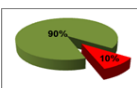
Sunderland

Performance	CQUIN	Income Position				
	CQUINS - CCG 3 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		Sunderland CCG	710,842	4,265,052	2,729	16,374

Under Performing Metrics & Other Information

Currently under performing on completion of Crisis & Contingency plans at 94.3%

South Tyneside

Performance	CQUIN	Income Position				
	CQUINS - CCG 3 0 0 100% 0% 0%	Specialist Care Services	YTD Income	Forecast Income	YTD Variance (under/over recovered)	Forecast Variance (under/over recovered)
		£	£	£	£	£
		South Tyneside CCG	552,144	3,312,864	4,305	25,830

Under Performing Metrics & Other Information

Currently under performing on completion of Crisis & Contingency plans at 93.3%

10. Contract quality and performance requirements against which NTW is currently under performing (Month 2)

Contract performance (see dashboards pages 22-27) – please note that the Trust is performance managed on a quarterly basis for all of these metrics. We currently provide commissioners with detailed information on any underperforming areas as outlined in our contractual terms. Any financial consequence of failure would be applied at the end of the quarter – areas of current underperformance are subject to action plans at CCG level which have been put in place to achieve required standards by the end of June 2015.

Newcastle Gateshead CCG Contract

The contract overall achieved target in all metrics for M2 except for one continuing area:

- CPA services users with identified risks with a crisis and contingency plan – 93.7% (a decrease from 94.3% last month) against a 95% target.

North Contract (Northumberland and North Tyneside CCG's)

The North contract achieved target in all metrics for M2 except for two metrics:

- CPA services users with identified risks with a crisis and contingency plan – 94.7% against 95% target.
- Number of people who have completed IAPT treatment and are moving to recovery – 42% against a 50% target (Northumberland CCG only)

A specific group continues with Northumberland commissioners and NTW to identify how to improve IAPT performance moving forward.

South Tyneside CCG

The South Tyneside contract achieved target in all metrics for M2.

Sunderland CCG

The South Tyneside contract achieved target in all metrics for M2 with the exception of one:

- The number of people who have entered IAPT treatment (actual is 501 which is below the target of 534 clients).

Durham and Tees Contract (Darlington CCG, Durham Dales, Easington & Sedgefield CCG, North Durham CCG, Hartlepool & Stockton-on-Tees CCG and South Tees CCG)

The Durham and Tees contract achieved target in all metrics for M2.

NHS England Contract

The NHS England contract underperformed in one area in M2:

- Crisis and contingency plans within 6 months – 99% against a target of 100% (one patient).

All performance metrics are discussed in detail with NHS England commissioners on a monthly basis.

CQUIN performance

All CQUIN indicators are RAG rated green against the quarter one requirements as at May 2015.