



EAST AYRSHIRE

Health & Social Care
Partnership



Annual Performance Report 2022/23 Summary



Introduction

Welcome to the East Ayrshire Health and Social Care Partnership's Annual Performance Report Summary document which covers the 2022/23 period, our eighth year of operation.

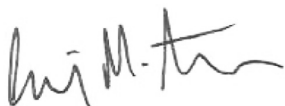
Annual performance reporting provides an opportunity to reflect on the last year and to celebrate the work and achievements of our services and partners. This also allows us to highlight the significant challenges that we currently face and will likely encounter in the future. Our progress towards local and national objectives is measured through tracking key actions, work plans and indicators, in addition to outlining areas that we have undertaken focussed work on and the impact achieved for people in our communities, with a range of delivery examples provided to illustrate this.

The East Ayrshire Health and Social Care Partnership formed in April 2015, bringing together health and care services in East Ayrshire. The Partnership is responsible for meeting local and national objectives, therefore it is important to publicly report on how we are performing against the outcomes that we aspire to. In taking forward our ambitions, we work towards a vision of:

"Working together with all of our communities to improve and sustain wellbeing, care and promote equity".

Section 42 of the [Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#) obliges Partnerships to produce Annual Performance Reports which set out an assessment of performance in relation to planning and delivering their functions. The [Annual Performance Report 2022/23](#) is produced to meet the East Ayrshire Health and Social Care Partnership's obligations relating to performance reporting and is for the benefit of our residents and local communities. A core section of the Report focuses on our performance against the [National Health and Wellbeing Outcomes, Outcomes for Children and Young People and Justice Outcomes](#), with alignment to our strategic priorities. A comprehensive assessment and time series of our local performance is available in our [Performance Matrix](#), which can be viewed at www.east-ayrshire.gov.uk.

The Report adheres fully to [national guidance](#) and is delivered in the context of national and local policy frameworks, the [East Ayrshire Community Plan 2015-30](#) and the [East Ayrshire Health and Social Care Partnership Strategic Plan 2021-30](#).



Craig McArthur

Director

East Ayrshire Health and Social Care Partnership

Performance Summary

Since January 2018, Partnerships have been working towards local objectives and trajectories required by the Ministerial Strategic Group for Health and Community Care (MSG), for improvement relating to six key indicators, with the aim of providing a whole system overview of performance. It should be noted that some of the figures presented below may not be truly reflective of activity during 2022/23 due to the continued impact of COVID-19 on services across East Ayrshire. This is also reflected in the performance of other areas throughout Scotland during this period.

Table 1 - East Ayrshire Performance Against MSG Indicators: 2021/22 – 2022/23 Financial Years

	East Ayrshire 2021/22	East Ayrshire 2022/23	Variance
MSG01 - Unscheduled Admissions (all ages) (rate per 1,000) *	132.7	126.3	- 4.8% ▼
MSG02 - Occupied Bed Days Unscheduled Care (all ages, acute specialities) (rate per 1,000) *	843.2	893.9	+ 6.0% ▲
MSG03 - Emergency Department: compliance with the four-hour standard (all ages)	77.9%	67.0%	- 10.9pp ▼
MSG04 - Delayed Discharge Bed Days (including code 9s) (rate per 1,000)	65.0	100.8	+ 55.1% ▲
MSG05 - End of Life Care – proportion of the last 6 months of life spent in community settings *	90.1%	88.9%	- 1.2pp ▼
MSG06 - Balance of care: Percentage of 65+ population in community or institutional settings **	96.4%	Not available **	

* Figures reflect calendar year 2022 as a proxy for 2022/23 due to the national data being incomplete, following guidance issued by Public Health Scotland.

** 2022/23 figure for MSG06 was not yet available at the time of reporting.

2022/23 has been a challenging year, with all but one of the core MSG indicators showing a decline in performance. During calendar year 2022, the rate of unscheduled admissions decreased by 4.8%, however unscheduled care occupied bed days increased by 6.0%. Compliance with the four-hour emergency department standard declined by 10.9 percentage points during 2022/23 and the proportion of last 6 months of life spent in community settings decreased by 1.2 percentage points in calendar year 2022. The rate of delayed discharge bed days increased notably by 55.1% in 2022/23, however this still represents an area of strength due to being considerably lower than the national rate and other comparable area rates.

The Core Suite of Integration Indicators (CSII) draw together measures that reflect the whole system under integration to provide an indication of progress towards key outcomes that can be compared across partnerships and described at a national level.

Table 2 - East Ayrshire Performance Against CSII (Outcome Indicators): 2019/20 – 2021/22

	East Ayrshire 2019/20	East Ayrshire 2021/22	Variance
CSII-01: Percentage of adults able to look after their health very well or quite well	92.0%	89.5%	▼ 2.5pp
CSII-02: Percentage of adults supported at home who agree that they are supported to live as independently as possible	86.2%	76.1%	▼ 10.1pp
CSII-03: Percentage of adults supported at home who agree that they had a say in how their help, care or support was provided	78.8%	71.0%	▼ 7.8pp
CSII-04: Percentage of adults supported at home who agree that their health and social care services seemed to be well co-ordinated	83.5%	60.0%	▼ 23.5pp
CSII-05: Percentage of adults receiving any care or support who rate it as excellent or good	79.7%	79.6%	▼ 0.1pp
CSII-06: Percentage of people with positive experience of care at their GP practice	70.3%	56.9%	▼ 13.4pp
CSII-07: Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life	87.1%	75.7%	▼ 11.4pp
CSII-08: Percentage of carers who feel supported to continue in their caring role	35.8%	27.6%	▼ 8.2pp
CSII-09: Percentage of adults supported at home who agree they felt safe	88.7%	73.0%	▼ 15.7pp

The table above provides local data for the CSII 'Outcome Indicators', sourced from the most recent Health and Care Experience Survey 2021/22. The figures show a decline in performance for all indicators, with significant falls noted in the co-ordination of health and social care services (down 23.5pp), people feeling safe (down 15.7pp) and positive experiences of GP practices (down 13.4pp). It should be noted that the CSII 'Outcome Indicators' are sourced from the 2021/22 Health and Care Experience (HACE) Survey, which is distributed to GP practice populations. Feedback suggests that the adaptation of General Practitioner service delivery to minimise Covid-19 infection risk, along with increased demand for GP services, has had a negative impact on patients' overall service experience. This changing perception, along with similar restrictions on other health and care services, may have influenced responses to questions across the HACE Survey. It should also be noted that there were a lower number of East Ayrshire responses to the HACE Survey in 2021/22 (2,387) compared to the previous 2019/20 reporting period (3,127), which could mean that the most recent findings are less representative of the East Ayrshire population than in previous years.

Table 3 - East Ayrshire Performance Against CSII (Data Indicators): 2021 / 2021/22 – 2022 / 2022/23

	East Ayrshire 2021 / 2021/22	East Ayrshire 2022 / 2022/23	Variance
CSII-11: Premature mortality rate per 100,000 (2021 v 2022) *	556	515	▼ 7.4%
CSII-12: Emergency admission rate per 100,000 (2021/22 v 2022) *	14,527	13,437	▼ 7.5%
CSII-13: Emergency bed day rate for adults (per 100,000 population) (2021/22 v 2022) *	126,889	126,277	▼ 0.5%
CSII-14: Emergency readmission to hospital within 28 days of discharge (per 1,000 discharges) (2021/22 v 2022) *	121	108	▼ 10.7%
CSII-15: Proportion of last 6 months of life spent at home or in a community setting (2021/22 v 2022) *	90.1%	88.9%	▼ 1.2pp
CSII-16: Falls rate per population aged 65+ (2021/22 v 2022) *	18.8	18.5	▼ 1.6%
CSII-17: Proportion of care services graded 'Good' (4) or better in Care Inspectorate Inspections (2021/22 v 2022/23)	71.3%	71.8%	▲ 0.5pp
CSII-18: Percentage of adults with intensive care needs receiving care at home (2021 v 2022) *	67.5%	69.8%	▲ 2.3pp
CSII-19: Number of days people aged 75+ spend in hospital when they are ready to be discharged, per 1,000 population (2021/22 v 2022/23)	393	654	▲ 66.4%
CSII-20: Percentage of health and care resource spent on hospital stays where the patient was admitted in an emergency (2018/19 v 2019/20) **	29.0%	26.6%	▼ 2.4pp















* Figures reflect 2022 calendar year as a proxy for 2022/23 due to national data being incomplete, following guidance issued by Public Health Scotland.

** PHS have not provided information for indicator 20 beyond 2019/20 as NHS Boards were unable to provide detailed cost information for 2020/21 due to changes in service delivery during the pandemic.

East Ayrshire has achieved improved performance across the majority of CSII 'Data' indicators when comparing the latest period of data to the previous period. Most notably, there has been improvement in emergency readmissions to hospital within 28 days of discharge, which decreased by 10.7%, alongside the emergency admission rate which decreased by 7.5% and the premature mortality rate which decreased by 7.4%. Additionally, the percentage of adults with intensive care needs receiving care at home increased by 2.3 percentage points, the falls rate for older people decreased by 1.6%, emergency bed days for adults decreased by 0.5% and the proportion of care services graded 'good' (4) or better in Care Inspectorate Inspections increased by 0.5 percentage points. The most notable challenge presented was the 66.4% increase in delayed discharges for older people. The proportion of last 6 months of life spent at home or in a community setting decreased by 1.2 percentage points. The increase in delayed discharges for older people does not reflect that our rate is well below the national average and that of most comparable areas.

Out with the CSII and MSG indicators, we are reporting positive performance across various health and wellbeing outcomes, including:

The Partnership is committed to continuous improvement and a number of challenging areas have been identified, including:

	0 Hospital discharges over 2 weeks in the period		45.4% of reports submitted to the Scottish Children's Reporter Administration by due date, fall of 19.4%
	96.2% of Community Payback Orders were successfully completed within the year (previously 90.9%)		53 Looked After and Accommodated children had 3 or more moves in 2022/23, increase of 3.9%
	98.3% of Social Work reports were submitted to the Courts by the due date during 2022/23 (previously 97.6%)		Limited growth in Foster Carer recruitment in the reporting period, down 3.2%
	Percentage of primary 1 children with a healthy weight increased from 63.9% to 69.9%		61.8% of personal carers are qualified to SSSC standard, up 1.9pps
	Alcohol-related hospital admissions declined from 552.9 to 540.6 per 100,000 population		Rate of hospital bed days for asthma, COPD, heart failure and diabetes increased to 8,166 per 10,000 population.
	Drug misuse related hospital stays declined from 367.3 to 331.4 per 100,000 population		Male and female life expectancy at birth decreased slightly between 2019-2021 (74.9 years and 79.3 years respectively)
	99.7% of people started drug/alcohol treatment within 3 weeks (target = 90%)		5-year aggregate rate of deaths from suicide per 100,000 population increased from 16.8 between 2016 - 2020 to 18.3 between 2017 - 2021

A more detailed assessment of [our performance](#) and the Partnership's full [strategic and performance framework](#) can be found at www.east-ayrshire.gov.uk.

Our Workforce

The Health and Social Care workforce is our most valuable asset. This was demonstrated during the pandemic, with the commitment, resilience and flexibility of our staff having ensured the continued delivery of crucial services. The Partnership's Workforce Plan 2022-25 outlines how we will achieve the national ambitions of Recovery, Growth and Transformation in our Health and Social Care workforce. The actions within the Plan are aligned to the five Pillars of the workforce journey set out in the National Workforce Strategy for Health and Social Care: Plan; Attract; Train; Employ and Nurture. The Workforce Plan focusses on supporting the wellbeing of our staff, attracting new people to work with us, retaining experience, and investment in learning and development.

Protecting and supporting the physical and mental health of our workforce is a fundamental priority for the Partnership. This has included numerous actions during 2022/23, from the continued provision of personal protective equipment where required, to a wide range of wellbeing supports and opportunities such as: regular distribution of employee wellbeing newsletters, access to various wellbeing courses, free health checks, access to the Dumfries House Wellbeing programme, and access to financial wellbeing support.

Integration Joint Board – Governance and Decision-Making

The Public Bodies (Joint Working) (Scotland) Act 2014 sets out the membership of the Integration Joint Board (IJB). The membership of the IJB was renewed following local authority elections on 5th May 2022, resulting in a change in the nomination of three elected members, confirmed on 22nd June 2022. In October 2022, the IJB was informed by NHS Board Ayrshire and Arran that one of their nominated voting members who is also Vice Chair of the IJB, had tendered their resignation from the end of October 2022. The IJB were informed that a new Non-Executive would be recruited, but as this process was likely to take some time, the NHS Board appointed an Interim Vice Chair and another voting member, also on an interim basis. In March 2023, the IJB was informed that one voting member nominated by NHS Board Ayrshire and Arran had reached the maximum term of office by February 2023 and had been re-appointed at the NHS Board meeting on 30th January 2023.

The Board continued to develop defined powers within the Public Bodies Act as set out in sections 26 to 28, taking the form of binding (legal) Directions, which outline how the Health Board and Local Authority are required to action strategic commissioning plans and delegated budgets from the Integration Joint Board. A pan-Ayrshire working group was reinstated in 2022 and the format for recording and monitoring Directions has been agreed on a pan-Ayrshire basis. This format will be used for Directions going forward and the IJB will receive Directions reports issued twice yearly. Directions given in 2022/23 reflected various areas, including: the Alcohol and Drugs Partnership, Older People's Day Services, Hospital at Home, and Adult services, in addition to the Annual Review of our Strategic Plan.

Financial Performance

The IJB must comply with national financial regulations, codes of practice and guidance. The unaudited Annual Accounts 2022/23 were approved by the IJB on 21 June 2023. Since the inception of the IJB in 2015, as part of our reporting arrangements, audited accounts were presented at the August meeting of the IJB for final approval, before submission to the Council and Health Board. Following discussions with Audit Scotland regarding the audit timetable, it has been agreed that the audited Annual Accounts 2022/23, along with the external auditors' ISA260 report on the audit outcome, will be submitted to the IJB on 11 October 2023 for approval.

The net cost of provision of services in 2022/23 was £289.927m. The net revenue expenditure represents the running costs of the IJB and indicates the significant size and complexity of the organisation. Directly managed expenditure for the 2022/23 financial year is £7.240m less than the budget delegated to the IJB and is partially offset by an adjustment of £0.174m in respect of the Partnership's share of services managed on a pan-Ayrshire basis under lead partnership arrangements. Of the resultant population based £7066m net underspend for 2022/23, £3.690m has been earmarked for specific future commitments. After taking account of earmarked commitments, there is an uncommitted balance for 2022/23 of £3.376m.

Best Value

The Partnership's Strategic Commissioning Board continued to progress our transformational change ambitions and activities to secure best value in 2022/23, with oversight from the Audit and Performance Committee. The Strategic Commissioning Board adopts an evidence-based approach to inform investment and disinvestment decisions and is guided by national advice. East Ayrshire Council's Strategic Plan 2022-2027 sets out local ambitions and priorities over the next five years, building on earlier Transformation Strategies and recovery and renewal work. The Plan highlights achievements over the last ten years, which the Council aims to further build upon.

A strategic programme of best value service reviews commenced in 2019, with the aim of securing service improvement through identifying more effective and efficient methods of delivery through a person-centred approach based on collaborative design principles, to provide better value for money and improved outcomes for people. Alternative forms of service review were also utilised for some services, for example NHS services, however these reviews follow similar methodology to the best value review framework. A number of HSCP service reviews were progressed during 2022/23, including: Family Support and Young People service; Justice services; Children's Payments; Children with Disability service; and Allied Health Professional services. Recommendations from best value service reviews of our Corporate Parenting and Older People's Day services were also implemented.

Caring For Ayrshire

[Caring for Ayrshire](#) is a transformative change programme with a focus on meeting health and care needs through delivering a range of accessible, high quality, safe, effective and sustainable services that are fit for the future. NHS Ayrshire and Arran along with the East, North and South Ayrshire HSCPs, will outline plans to optimise future health and care service delivery in Ayrshire and Arran, across the whole health and care system. Collaborative work will also be undertaken by health and social care partners and community planning partners to enhance local planning and investment in communities, to improve population health through better service provision, wider economic means, regeneration and growth in our communities.

Going forward into 2023/24, we will build on the discussions from the re-launch event in Kilmarnock in November 2022, where we gathered reflections on local context, priorities and opportunities aligned to Caring for Ayrshire. In taking forward the Caring for Ayrshire vision, a Whole System Health and Care Service Framework will be progressed to change the balance of what we do and where. The programme will reflect on landscape changes since 2018, and learnings from the pandemic as part of the change process. It will also assess key capital infrastructure challenges and opportunities, while recognising the fragility of our health and care system.

Inspection Findings

The Partnership welcomes scrutiny and evaluation processes which provide constructive feedback, including from internal and external audit and inspection agencies, recognising that such activities contribute towards continuous improvement. 71.8% of East Ayrshire care services were graded 'Good' (4) or better in Care Inspectorate inspections in 2022/23. This is a 0.5 percentage point increase from our performance in 2021/22, but lower than the national average (75.2%) in this period. The latest Care Inspectorate inspection results for our [registered services](#) and details of the most recent inspections of [registered care homes](#) in East Ayrshire can be viewed at www.east-ayrshire.gov.uk.

In terms of inspection activity noted for Adult services in 2022/23, direct care and support was graded well for the majority of providers, with recognition that: staff know their service users well, people experience compassion, dignity, and respect, and that staff have a good understanding of individuals' needs, with services achieving grades 3 (Adequate) to 5 (Very Good). Some Adult services experienced a reduction in gradings relating to quality assurance/continuous improvement, with noted improvements required around support planning, training and quality assurance audits/processes, with grading in this area averaging 3 (Adequate). In terms of Children's services, our Benrig Children's House was inspected in March 2023 in relation to supporting children and young people's rights and wellbeing. The inspection found evidence of young people making good progress in regards to their care plans, and a strong commitment to continuing care. Going forward, the service will make improvements in line with the asks of 'The Promise', in particular, information recording and creating holistic plans for children who have experienced trauma and neglect.

Audit and Performance Committee

In 2022/23, the Audit and Performance Committee considered internal audit reports from the Chief Internal Auditor including a statutory annual opinion that continuing reasonable assurance can be placed upon the IJB's overall adequacy and effectiveness of the organisation's framework of governance, risk management and control in the year to 31 March 2023. In respect of financial assurance, the Committee received a clear audit report from Deloitte LLP, as the external auditor, having considered four dimensions: financial sustainability, financial management, governance and transparency, and value for money. The Committee also considered and provided a view on the governance and assurance arrangements and performance reporting to the IJB. The Committee received regular reports on performance, management and financial arrangements, including the IJB's Risk Register in the period.

The Committee were updated on the findings of the HM Inspectors of Prisons for Scotland inspection of HMP Kilmarnock and the actions to address healthcare issues raised. The Committee also received regular reports on the NHS Scotland National Whistleblowing Standards implemented from 1st April 2021. The reports provided updates on the Standards, whistleblowing concerns relating to the IJB, and any local learning that can be applied following concerns raised in NHS Ayrshire and Arran.

Localities

We continue to embed a locality-based approach to service planning and delivery to reflect and meet local needs. In 2022/23, the Locality Planning Groups progressed the actions and priorities outlined in their Locality Action Plans, with core themes including: community participation and engagement; transportation and connectivity; addictions related stigma; social isolation and loneliness; and poverty. The Locality Planning Groups contributed towards a successful Participatory Budgeting initiative in 2022/23, which distributed £259,300 to local organisations, groups and projects. The Groups coordinated this exercise and in doing so, promoted greater engagement with residents, community groups and organisations, attracting 89 applications for funding.

Three Local Conversation events took place in February 2023 within each locality to provide an overview of current circumstances and to highlight areas of success and also challenges faced by services. This generated discussions around addressing local issues collaboratively and identifying areas for future improvement. A range of constructive feedback was gathered, with themes including: service access; primary care service communication; grassroots education and awareness; recovery and addiction; information system integration; and using experiences to shape delivery.

Lead Partnership Arrangements

The East Ayrshire Health and Social Care Partnership has lead responsibility for Primary and Urgent Care Services, relating to: General Medical Services, Community Pharmacies, Community Optometry, Dental Practices, Public Dental Service and the Ayrshire Urgent Care Service. The North Ayrshire HSCP is the lead Partnership in Ayrshire for specialist and in-patient Mental Health services and some Early Years services. The South Ayrshire HSCP is the lead Ayrshire Partnership for the Integrated Continence Service, Family Nurse Partnership and the Community Equipment Store.

The Annual Performance Report provides a number of updates regarding the delivery and development of our Primary and Urgent Care Services. Some highlights include: GP Practices moving back to a mixed model, offering a blend of in-person and remote consultations; progressed implementation of the Primary Care Improvement Plan; the Ayrshire Urgent Care Service continued to develop models and pathways to meet urgent care needs; Community Pharmacies experienced a significant increase in activity in 2022/23; and Community Optometrists were given increased digital access to clinical systems to enhance information sharing with secondary care services.

Looking Ahead

The Partnership's Strategic Plan 2021-30 outlines our commitment to delivering transformational change to ensure services are responsive to local needs and improve outcomes for people. To achieve our ambitions, the Partnership has set out short, medium and long term objectives aligned to six strategic commissioning intentions: Starting Well and Living Well; Caring for East Ayrshire; People at the Heart of What We Do; Caring for Our Workforce; Safe and Protected; and Digital Connections. Service Improvement Plans are a key part of the Partnership's performance management and improvement framework, setting out arrangements for implementing improvement activities across the HSCP's five main service portfolios. The current Plans cover the three-year period from 2021 to 2024.

The East Ayrshire Integration Scheme was last updated in 2018 and is legally required to be reviewed by the Council and NHS Board in 2023. This review will be progressed in liaison with North and South Ayrshire Councils to adopt a consistent approach, and to appropriately review lead partnership services. A high level plan is in place to conclude this work by December 2023.

The Partnership has fully considered the findings and proposals from the Independent Review of Adult Social Care in Scotland, and East Ayrshire continues to be well placed regarding many of the recommendations. We have actively participated in the National Care Service for Scotland consultation and we will continue dialogue with local partners and the Scottish Government as the situation progresses.

We remain fully committed to ensuring that people receive services in a way that supports them most, ensures their rights are upheld, and includes them in decision making. This is reflected in our ongoing improvement activities, including: embedding an empowered, flexible and place-based approach to delivery; hosting Local Community Conversation events; local implementation of the Caring for Ayrshire programme; promoting multi-disciplinary team working; piloting the 'Getting it Right for Everyone' approach; and taking forward innovation and service redesign.

EAST AYRSHIRE

Health & Social Care Partnership

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