

**NHS 24  
BOARD MEETING**

**25 FEBRUARY 2021  
ITEM NO 8.3  
FOR ASSURANCE**

**CORPORATE PERFORMANCE REPORT – JANUARY 2021**

<b>Executive Sponsor:</b>	Interim Director of Service Development
<b>Lead Officer/Author:</b>	Senior Performance Analyst / Performance Team
<b>Action Required</b>	This paper is presented to the Board to provide assurance on the quality and performance of services provided for period ended 31 January 2021.
<b>Key Points</b>	<p>The targets within our Performance Framework have remained relatively consistent over the past ten or so years. Over the past few years, and in the last nine months in particular, our services have undergone significant transformation, in part due to the pandemic, but also as services have grown.</p> <p>The refreshed Report contains a number of changes that reflect discussions over the past few months with EMT and the Planning and Performance Committee. Of note, the layout has been changed, to provide a more accessible, simplified presentation of performance information.</p> <p>To better reflect the scope of the report, the Board will note that the Service Quality Report has been renamed as the Corporate Performance Report.</p> <p>For clarity, this is an internal review with no change, at this time, on reporting against our current SG Performance Framework. Discussions are continuing with the Sponsor Team, in developing the future set of performance measures.</p> <p>The “Summary of Key SG Performance measures” dashboard is provided as a summary overview against the performance framework key set of indicators, with each indicator reported as Red, Amber, Green status. Slide 3 sets out the key points in relation to January 2021 performance:</p> <ul style="list-style-type: none"> <li>• Highest ever percentage achieved for Care Delivered at First Point of Contact (96.2%)</li> <li>• Telephony access measures (x3) for 111 service all continue to miss target</li> <li>• Busiest ever month for Breathing Space</li> <li>• Staff attendance missed 96% target (93.1%)</li> <li>• Significantly behind recruitment targets on multiple skillsets/services within 111</li> </ul>
<b>Financial Implications</b>	All financial and workforce implications arising from current and projected performance levels are reflected in the routine functional reports.

NHS 24 GREEN

<b>Timing</b>	This is a monthly report covering January 2021.
<b>Contribution to NHS 24 strategy</b>	Key performance measures are developed to support delivery of NHS 24 strategy and the Scottish Government key performance indicators. Effective monitoring of performance ensures robust governance and decision-making in line with corporate objectives.
<b>Contribution to the 2020 Vision and National Health and Social Care Delivery Plan (Dec 2016)</b>	Effective performance across NHS 24 supports delivery across the wider health and social care system.
<b>Equality and Diversity</b>	All equality and diversity issues arising from maintaining and continuously improving performance management are integrated with service planning.