## CCS NHS Trust Quality Performance Dashboard

		Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	
		ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	ccs	CCS	ccs	
Standard/Indicator	Description	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Overall	Sparklin
SAFETY Patient safety														
ncidents														
	New patient safety incidents including Sls, Never	148	155	209	153	165	151	162	193	149	134	147	162	$\Lambda_{n}\Lambda$
otal number of new Datix	Events and medication incidents Severe harm	0	0	0	0	0	0	0	1	0	0	0	0	^
ncidents reported in month	Moderate harm	5	16	5	7	9	9	6	11	13	7	2	12	~~~
	Low harm	33	26	52	26	28	17	22	34	20	19	18	21	$\sim \sim$
	No harm No. of new SIs declared requiring investigation	110	113	152	120	128	125	134	147	116	108	127	129	~~
Serious incidents	(excluding Safeguarding Sls)	0	0	0	0	0	1	0	1	0	0	0	2	
	No. of new Safeguarding SIs declared (Adults & Children)	1	0	0	0	0	0	1	0	0	1	0	0	\ Λ
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	
Medicines Management	Number of medication incidents reported (CCS)	27	20	29	20	44	36	28	31	33	31	20	23	$\sim$
	% CCS medication incidents no harm	100%	80%	79%	95%	91%	94%	93%	90%	88%	87%	95%	87%	$\sim$
nfection Prevention & Co		NVA	NKA	NVA	NV A	N/A	NVA	NIA	NVA	NVA	NIA	N/A	N//A	
Clinical Interventions Audit	Compliance with spread of infection indicator	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	~
JV light compliance	All clinical teams - data pending	N/A	N/A	N/A	N/A	81%	79%	76%	73%	70%	72%	71%	71%	_/
Dutbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	0	0	0	0	0	1	0	1	1	4	1	4	~
FFECTIVENESS														
landatory training														
	In line with Trust Training Needs Analysis													)
Overall mandatory training	(*excludes L2&L3 Adult Safeguarding training and FTSU compliance data)	95%	93%	86%	88%	88%	88%	87%	88%	88%	90%	90%	91%	$\sim$
	Level 1: % staff trained	97%	97%	97%	97%	96%	97%	97%	97%	97%	97%	97%	97%	
afeguarding training	Level 2: % staff trained	97%	97%	97%	80%	81%	82%	79%	83%	82%	88%	89%	89%	~
Children)	Level 3: % staff trained	92%	94%	90%	88%	87%	86%	85%	85%	84%	81%	83%	85%	~
	Level 4: % staff trained Safeguarding induction compliance - Data pending	63% N/A	78% N/A	78% N/A	88% N/A	100% N/A	89% N/A	88% N/A	78% N/A	89% N/A	87% N/A	87% N/A	71% N/A	$\sim$
	Level 1: % staff trained	94%	91%	89%	89%	90%	91%	96%	97%	97%	97%	97%	97%	$\smile$
afeguarding training	Level 2: % staff trained*	N/A	N/A	N/A	46%	54%	61%	66%	72%	72%	80%	82%	84%	~
Adults)	Level 3: % staff trained*	N/A	N/A	18%	24%	26%	36%	40%	46%	52%	55%	60%	63%	-
	Mental Capacity Act Deprivation of Liberty	94% 96%	89% 97%	87% 96%	82% 96%	79% 94%	78% 93%	76% 92%	77% 90%	78% 90%	84% 92%	84% 91%	85% 92%	/
revent Basic Aw areness	% of staff undertaking Prevent training	96%	97%	96%	97%	96%	96%	95%	96%	96%	96%	96%	86%	
VRAP3	% of staff undertaking WRAP training	96%	96%	96%	97%	97%	97%	96%	97%	97%	97%	97%	97%	$\neg \neg \lor$
/anual handling	% of staff undertaking manual handling (patients)	87%	87%	87%	87%	87%	88%	91%	92%	91%	85%	83%	84%	<u> </u>
Fire safety CPR/Resus	% of staff undertaking fire safety training % of staff undertaking CPR/Resus training	93% 93%	90% 89%	89% 86%	87% 82%	86% 82%	87% 82%	87% 81%	88% 84%	86% 82%	88% 82%	88% 87%	87% 89%	$\overline{)}$
PaC training	% of staff undertaking PaC training	97%	94%	92%	89%	89%	89%	90%	90%	91%	94%	94%	94%	$\overline{)}$
reedom To Speak Up	% of staff undertaking FTSU training*	N/A	N/A	N/A	70%	73%	76%	77%	79%	80%	87%	88%	88%	
nformation governance	% of staff undertaking IG training	94%	90%	89%	86%	92%	86%	86%	87%	86%	88%	88%	88%	$\sim\sim$
Safeguarding Safeguarding supervisions														
Children)	% eligible staff	83.94%	87.10%	83.40%	80.33%	79.31%	84.57%	92.97%	91.69%	89.85%	85.89%	91.33%	88.85%	$\sim$
Vorkforce/HR	Manthly siglaroon shores rate	2.049/	4.05%	E 400/	E 4 C0/	E E 00/	E 040/	C 200/	C 049/	C E70/	C 240/	E 040/	C 020/	
Sickness	Monthly sickness absence rate Short-term sickness absence rate	3.91% 1.76%	4.95% 2.01%	5.10% 1.85%	5.16% 1.98%	5.58% 2.08%	5.81% 2.46%	6.38% 2.94%	6.81% 2.85%	6.57% 2.63%	6.34% 3.32%	5.21% 2.34%	6.03% 3.54%	
	Long-term sickness absence rate	2.15%	2.94%	3.25%	3.18%	3.50%	3.35%	3.43%	3.97%	3.94%	3.02%	2.87%	2.49%	-
	Rolling cumulative sickness absence rate	4.04%	4.17%	4.31%	4.61%	4.80%	5.07%	5.38%	5.31%	5.42%	5.53%	5.61%	5.69%	/
urnover	Rolling year turnover	10.14%	10.63%	10.52%	10.73%	10.68%	11.66%	13.47%	13.67%	13.87%	13.38%	13.36%		~
Bank staff spend	Bank staff spend as % of pay (financial YTD)				N/A							13.30%	14.04%	
gency staff spend		N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Agency staff spend as % of pay (financial YTD) % of employees over one year which remains	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A N/A	N/A N/A	
	Agency staff spend as % of pay (financial YTD) % of employees over one year which remains constant											N/A	N/A	$\sim$
Stability	% of employees over one year which remains constant % of staff with appraisals	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A N/A	N/A N/A	$\sim$
ppraisals	% of employees over one year which remains constant	N/A 90.35%	N/A 89.90%	N/A 90.09%	N/A 90.10%	N/A 86.78%	N/A 89.74%	N/A 88.93%	N/A 87.51%	N/A 86.58% 88.78% No data	N/A 85.48%	N/A N/A 86.56%	N/A N/A 87.03%	$\sim$
Stability	% of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly	N/A 90.35%	N/A 89.90%	N/A 90.09% 91.66%	N/A 90.10%	N/A 86.78%	₩A 89.74% 89.73%	N/A 88.93%	N/A 87.51%	N/A 86.58% 88.78%	N/A 85.48%	N/A N/A 86.56%	N/A           N/A           87.03%           88.73%	~~~
stability ppraisals staff Friends & Family test	% of employees over one year which remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting	N/A 90.35%	N/A 89.90%	N/A 90.09% 91.66% 93.14%	N/A 90.10%	N/A 86.78%	N/A 89.74% 89.73% 85.20%	N/A 88.93%	N/A 87.51%	N/A 86.58% 88.78% No data collection	N/A 85.48%	N/A N/A 86.56%	N/A           N/A           87.03%           88.73%           83.83%	
stability 	% of employees over one year which remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting	N/A 90.35%	N/A 89.90%	N/A 90.09% 91.66% 93.14%	N/A 90.10%	N/A 86.78%	N/A 89.74% 89.73% 85.20%	N/A 88.93%	N/A 87.51%	N/A 86.58% 88.78% No data collection	N/A 85.48%	N/A N/A 86.56%	N/A           N/A           87.03%           88.73%           83.83%	
stability 	% of employees over one year which remains constant % of staff with appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to work - Quarterly reporting thly targets)	N/A 90.35% 88.01%	N/A 89.90% 91.38%	N/A 90.09% 91.66% 93.14% 78.10%	N/A 90.10% 90.50%	N/A 86.78% 89.19%	N/A 89.74% 89.73% 85.20% 73.70%	N/A 88.93% 89.30%	N/A 87.51% 90.09%	N/A 86.58% 88.78% No data collection in Q3	N/A 85.48% 88.24%	N/A N/A 86.56% 88.01%	N/A           N/A           87.03%           88.73%           83.83%           70.70%	
Stability (ppraisals Staff Friends & Family test EXPERIENCE Patient experience (mont	% of employees over one year which remains constant % of staff w ith appraisals Recommending CCS as place for treatment - Quarterly reporting Recommending CCS as place to w ork - Quarterly reporting	N/A 90.35% 88.01%	N/A 89.90% 91.38%	N/A 90.09% 91.66% 93.14% 78.10%	N/A 90.10% 90.50%	N/A 86.78% 89.19%	N/A 89.74% 89.73% 85.20% 73.70% 8	N/A 88.93% 89.30%	N/A 87.51% 90.09% 5	N/A 86.58% 88.78% No data collection in Q3	N/A 85.48% 88.24%	N/A N/A 86.56% 88.01%	N/A           N/A           87.03%           88.73%           83.83%           70.70%	
Stability (ppraisals Staff Friends & Family test EXPERIENCE Patient experience (mont	% of employees over one year which remains constant         % of staff with appraisals         Recommending CCS as place for treatment - Quarterly reporting         Recommending CCS as place to work - Quarterly reporting         thly targets)         No. of formal complaints received in month         No. of formal complaints received in month         No. of responses sent on time by total number of responses sent	N/A 90.35% 88.01% 2 3/3	NVA 89.90% 91.38% 91.38% 8 4/4	N/A 90.09% 91.66% 93.14% 78.10% 4 6/6	N/A 90.10% 90.50% 8 4/4	NVA 86.78% 89.19% 8 8 2/4	N/A 89.74% 89.73% 85.20% 73.70% 8 8 4/6	N/A 88.93% 89.30% 89.30% 89.30%	N/A 87.51% 90.09% 90.09%	N/A 86.58% 88.78% No data collection in Q3	N/A 85.48% 88.24% 11 2/2	N/A N/A 86.56% 88.01% 6 6 1/9	N/A           N/A           N/A           87.03%           88.73%           83.83%           70.70%           9           1/5	
istability ppraisals staff Friends & Family test EXPERIENCE Patient experience (mont	% of employees over one year which remains constant         % of staff with appraisals         Recommending CCS as place for treatment - Quarterly reporting         Recommending CCS as place to work - Quarterly reporting         thly targets)         No. of formal complaints received in month         No. of formses sent on time by total number of responses sent         Percentage responded to within target timeframe	NVA 90.35% 88.01% 2 3/3 100%	NVA 89.90% 91.38% 91.38% 8 4/4 100%	NVA 90.09% 91.66% 93.14% 78.10% 4 6/6 100%	N/A 90.10% 90.50% 8 4/4 100%	NVA 86.78% 89.19% 89.19% 8 2/4 50%	N/A           89.74%           89.73%           85.20%           73.70%           8           4/6           66.67%	N/A 88.93% 89.30% 89.30% 8 5/9 55.56%	N/A 87.51% 90.09% 5 6/7 85.71%	N/A 86.58% 88.78% No data collection in Q3 10 0/0	N/A 85.48% 88.24% 11 2/2 100%	NA NA 86.56% 88.01% 6 6 1/9 11%	N/A           N/A           87.03%           88.73%           83.83%           70.70%           9           1/5           20%	
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