

CCS NHS Trust Quality Performance Dashboard

Standard/Indicator	Description	2023-24 target Ceiling or Baseline	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Sparkline
			CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	CCS Overall	
SAFETY																
Patient safety																
Incidents																
Total number of new Datix incidents reported in month	New patient safety incidents including SIs, Never Events and medication incidents	No target	149	170	173	145	154	141	140	175	117	158	168	156		
	Severe harm		0	0	0	0	0	0	0	0	1	0	0	0		
	Moderate harm		6	4	3	7	8	5	8	8	3	3	10	11	10	
	Low harm		13	14	16	8	13	18	12	25	12	15	18	21	22	
Patient Safety Incident Response	Patient Safety Incident Investigation (PSII) local	No target	0	0	1	0	0	0	0	0	0	0	0	0	0	
	Patient Safety Incident Investigation (PSII) national	No target	0	0	0	0	0	0	0	0	0	0	0	0		
Never Events	Number of never events reported in month	0	0	0	0	0	0	0	0	0	0	0	0	0		
Incidents awaiting closure	Number of incidents not closed within agreed timescale	No target	218	240	177	131	88	94	98	89	141	159	51	84	75	
	Number of medication incidents reported (CCS)	No target	16	13	9	8	10	25	21	27	33	19	9	18	17	
Medicines Management	% CCS medication incidents no harm	No target	100%	92%	78%	88%	80%	96%	86%	93%	100%	95%	89%	94%	100%	
Infection Prevention & Control																
Clinical Interventions Audit	Compliance with spread of infection indicator	100%	100%	N/A	N/A	N/A	N/A	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	
UV light compliance	All clinical teams	100%	83%	86%	88%	88%	87%	87%	87%	87%	89%	90%	89%	89%	89%	
Outbreaks	No. of new outbreaks declared, e.g. Covid-19, Norovirus, etc.	No target	0	0	0	1	0	0	0	0	0	0	0	0	0	
Safer Staffing																
Safer Staffing	Number of escalations (data pending)	No target	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	
EFFECTIVENESS																
Mandatory training																
Overall mandatory training	In line with Trust Training Needs Analysis	90%	94%	96%	96%	95%	96%	96%	95%	96%	96%	97%	97%	96%	97%	
Safeguarding training (Children)	Level 1: % staff trained	90%	97%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	
	Level 2: % staff trained	90%	97%	97%	97%	98%	98%	98%	98%	97%	96%	98%	98%	98%	98%	
	Level 3: % staff trained	90%	89%	89%	90%	93%	93%	91%	92%	92%	91%	93%	91%	89%	91%	
	Level 4: % staff trained	90%	83%	60%	60%	60%	60%	100%	100%	100%	100%	100%	100%	100%	100%	
Safeguarding training (Adults)	Safeguarding induction compliance	N/A	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	
	Level 1 Safeguarding Adults: % staff trained	90%	97%	98%	98%	98%	98%	98%	97%	97%	98%	98%	98%	98%	98%	
	Level 2 Safeguarding Adults: % staff trained	90%	97%	97%	97%	97%	98%	98%	98%	98%	98%	98%	98%	97%	98%	
	Level 3 Safeguarding Adults: % staff trained	90%	87%	86%	87%	89%	89%	89%	90%	90%	90%	91%	90%	87%	88%	
	Mental Capacity Act	90%	91%	92%	93%	93%	94%	94%	94%	94%	93%	93%	93%	92%	93%	
	Deprivation of Liberty	90%	91%	91%	92%	92%	93%	93%	95%	94%	96%	94%	95%	94%	93%	
Prevent Basic Awareness	% of staff undertaking Prevent training	85%	96%	96%	96%	97%	96%	97%	97%	96%	96%	97%	96%	97%		
WRAP3	% of staff undertaking WRAP training	85%	95%	97%	97%	97%	97%	96%	87%	93%	95%	96%	97%	98%		
Manual handling	% of staff undertaking moving and handling (patients)	90%	98%	96%	93%	91%	91%	90%	90%	85%	90%	93%	88%	85%	86%	
Fire safety	% of staff undertaking fire safety training	90%	99%	97%	96%	96%	95%	95%	94%	94%	95%	94%	95%	95%	95%	
CPR/Resus	% of staff undertaking CPR/Resus training	90%	89%	91%	91%	91%	90%	91%	91%	91%	92%	92%	92%	93%		
IPaC training	% of staff undertaking IPaC training	90%	95%	96%	96%	97%	94%	93%	93%	94%	94%	95%	96%	95%	96%	
Freedom To Speak Up	% of staff undertaking FTSU training	90%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	
Information governance	% of staff undertaking IG training	95%	94%	95%	95%	95%	95%	95%	95%	95%	95%	95%	96%	95%	96%	
Patient Safety Syllabus Training	Level 1: % of staff undertaking Patient Safety Syllabus training (all staff)	90% by March 2024	97%	98%	98%	98%	99%	99%	99%	98%	99%	99%	99%	99%	99%	
	Level 2: % of staff undertaking Patient Safety Syllabus (all clinical staff)	90% by March 2024	94%	95%	95%	96%	96%	97%	96%	97%	97%	97%	97%	97%	97%	
The Oliver McGowan Mandatory Training on Learning Disability and Autism	Level 1: % of staff undertaking training	90% by March 2024	95%	96%	96%	97%	97%	97%	97%	97%	97%	98%	98%	97%	98%	
	Level 2: % of staff undertaking training (data pending)	90% by March 2024														
Trust induction	% of new staff attending Trust induction within 3 months of start date	94%	98%	98%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%		
Safeguarding																
Safeguarding supervisors (Children)	% eligible staff (ceased reporting in March 2023)	95%														
Safeguarding Adults & Children	Adult Social Care Referrals	No target	1	18	19	18	30	26	32	27	29	26	N/A	25	23	
	Safeguarding Referrals progressed to S42	No target	2	1	2	3	7	4	1	0	8	N/A	2	2		
	Awaiting outcome from Local Authority	No target									18	N/A	17	18		
	Children Social Care Referrals	No target	31	46	35	32	31	34	28	31	40	32	N/A	46	46	
	Number of adult escalations – Luton Adults and MSK (iCaSH and Dental service data to follow)	No target	35	23	1	0	1	0	1	1	1	2	N/A	2	19	
	Number of children escalations – all services (Dental service data to follow)	No target	25	10	14	9	7	4	5	34	24	25	N/A	2	6	
	Number of incidents linked to safeguarding	No target	28	27	25	24	39	28	50	33	31	41	N/A	28	28	
	Number of Safety Huddles (ceased reporting in September 2024)	No target	3	4	0	4	6	4								
	Number of Non Accidental Injuries (NAIs)	No target	2	2	5	2	7	4	9	2	3	5	N/A	6	3	
	Number of Records accessed for Strategy Meetings	No target	1336	1056	1231	1150	1282	945	1224	1160	1121	975	N/A	TBA	N/A	
	Number of Records opened for Strategy Meetings attended (ceased reporting in September 2024)	No target	1320	1049	1202	1102	1229	923								
	Number of Strategy Meetings not attended (ceased reporting in September 2024)	No target	12	4	9	31	25	15								
Number of Strategy Meetings cancelled (ceased reporting in September 2024)	No target	4	3	20	14	28	7									
Workforce																
Sickness	Monthly sickness absence rate	4.5%	5.78%	5.47%	4.87%	5.32%	5.80%	4.86%	5.03%	5.65%	5.59%	5.65%	5.91%	5.68%	5.48%	
	Short-term sickness absence rate	3.6%	2.47%	2.54%	1.94%	2.71%	2.66%	1.99%	2.34%	3.17%	3.05%	2.51%	3.45%	2.66%	2.45%	
	Long-term sickness absence rate	N/A	3.31%	2.93%	2.93%	2.61%	3.14%	2.80%	2.69%	2.48%	2.54%	3.13%	2.53%	3.02%	3.02%	
	Rolling cumulative sickness absence rate by year end	4.5%	5.63%	5.74%	5.74%	5.76%	5.83%	5.80%	5.75%	5.70%	5.66%	5.55%	5.52%	5.46%	5.44%	
Turnover	Rolling year turnover	N/A	10.90%	10.65%	10.71%	10.52%	10.53%	10.48%	10.83%	10.96%	10.53%	10.67%	10.64%	10.83%	11.13%	
Stability	% of employees over one year which remains constant	85%	88.97%	89%	89%	89.27%	88%	89%	89%	88.97%	89.17%	88.67%	89.15%	89.15%	89.01%	
Appraisals	% of staff with appraisals	92%	92.41%	90%	89%	89.53%	90%	91%	90%	90.57%	92.01%	90.84%	92.26%	91.86%	91.54%	
Pulse Survey Results (reported in Q1, Q2 and Q4)	Recommending CCS as place for treatment - Quarterly reporting	No target			71.43%			73.92%			No return this month			68.30%		
	Recommending CCS as place to work - Quarterly reporting	No target			60%			65.22%						53.66%		
Freedom of Information																
Total received		no target	39	41	27	30	25	38	29	39	41	13	43	40	25	
Completed on time	FOI requests completed within 20 days	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Still open within time frame	FOI requests still open but within 20 day timeframe	no target	9	4	2	3	5	14	3	9	3	1	7	4	17	
Late	FOI requests still open, not actioned within 20 day timeframe	no target	0	0	0	0	0	0	0	0	0	0	0	0	0	
Access to Records (ATR)																
Total received		no target							57	66	73	44	74	62	87	
Completed on time	ATR requests completed within 30 calendar days	90%							100%	100%	100%	100%	100%	100%	100%	
Still open within timeframe	ATR requests still open, but within 30 day timeframe	no target							13	21	13	7	20	22	25	
Late	ATR requests still open, not actioned within 30 day timeframe	no target							0	0	0	0	0	0	0	
EXPERIENCE																
Patient experience (monthly targets)																
Formal complaints	No. of formal complaints received in month	No target	12	11	15	8	11	9	7	8	9	8	5	7	5	
	Standard complaints - of responses sent in month, no. of complaints responded to within 35 days	No target	3/3 (100%)	3/3 (100%)	4/7 (57%)	10/14 (71.43%)	2/5 (40%)	5/6 (83.33%)	5/6 (83.33%)	4/6 (66%)	2/5 (40%)	2/5 (40%)	1/3 (33%)	3/3 (100%)	4/5 (80%)	
	Complex complaints - of responses sent in month, no. of complaints responded to within 40 days	No target	2/2 (100%)	0/1 (0%)	0/3 (0%)	1/3 (33%)	2/3 (66.67%)	2/3 (66.67%)	1/2 (50%)	1/1 (100%)	0/1 (0%)	0/0 (0%)	0/1 (0%)	0/1 (0%)	1/1 (100%)	
	No. of accepted PHSO referrals in month	0	0	0	1	0	0	0	0	0	0	0	0	0	0	
	No. of complaints partially held or upheld by PHSO in month	0	0	0	0	0	0	0	0	0	1	0	0	0	0	
	Average number of days to respond to formal complaints (ceased reporting in November 2022)	No target														
Informal complaints	No. of informal complaints received in month	No target	21	25	25	23	33	22	20	22	26	10	12	16	27	
	No. of new claims received in month	No target	1	2	0	1	2	0	0	1	0	0	0	1	0	
Friends & Family test score	Percentage of patients who have a good or very good experience	90%	96.64%	94.72%	92.73%	95.77%	89.95%	96.79%	95.94%	93.86%	92.69%	93.76%	96.86%	95.50%	90.11%	
	Percentage of patient who have a poor or very poor experience	No target	1.68%	1.49%	1.49%	1.80%	1.72%	1.44%	1.39%	1.49%	1.46%	1.56%	1.13%	1.41%	1.44%	
Patient Feedback	Total number of patients surveyed (ceased reporting in March 2023)	No target	2559	3030	2626	2671	3494	2430	2513	3226	2418	2115	2931	2686	3194	
	No. of compliments / positive comments received	No target	3527	4411	3516	3652	4302	3525	3554	4108	4501	3079	3742	3300	4596	
Co-production	No. of patients involved in co-production - Quarterly data	No target		75				45		63				25		
QEWTT (Quality Early Warning Trigger Tool)																
QEWTT	Number of responses received by scoring threshold	25+ 16-24 10-15 0-9	0	0	1	0	0	0	0	0	0	0	0	0	0	
	Number of two consecutive non-responses		5	3	4	5										