

## ESBT - OUTCOMES FRAMEWORK 2015/16 - 16/17 - 17/18 (Work in Progress)

**Keys:**  
 PM = Performance Measure  
 PHW = Population Health & Wellbeing  
 ELP = Experience of Local People  
 TSS = Transforming Services for Sustainability  
 QCS = Quality Care & Support

Columns T & U show performance variance between previous years.  
 Variances in red indicate that there has been a negative change compared to the previous year and variances in green indicate that there has been an improvement compared to the previous year.  
 Variances in orange indicate no change.

PM Identifier	Performance Measures	Baseline (2015/16)	Actual (2016/17)	Actual (2017/18)	VAR 15/16-16/17	VAR 16/17-17/18	TREND	Notes
PHW#1	Increase in percentage of babies aged 6-8 weeks that were fully or partially breastfed	41.04%	45.20%	46.40%	4.16%	1.20%		Source: Data supplied through Public Health
PHW#2	Reduction in excess weight in children aged 4-5 years	23%	24.10%	Awaiting data	1.10%	Awaiting data	Awaiting data	Source: National Child Measurement Programme (NCMP) data collected each academic year by school nurses. Data held by Public Health Intelligence.
PHW#3	Reduction in excess weight in children aged 10-11 years	33.11%	32.70%	Awaiting data	-0.41%	Awaiting data	Awaiting data	Source: National Child Measurement Programme (NCMP) data collected each academic year by school nurses. Data held by Public Health Intelligence.
PHW#4	Reduction in percentage of mother known to be smokers at the time of delivery	14.90%	14.70%	Awaiting data	-0.20%	Awaiting data	Awaiting data	Source: NHS Digital
PHW#5	Improve health related quality of life for older people	0.759	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Source: Public Health Outcomes Framework
PHW#6	Improve social care related quality of life for adults	19.5	19.9	19.6	0.40	-0.3		Following completion of the survey, the social care related quality of life measure scored 19.6 out of 24. therefore the target of $\geq 19.9$ has not been met. An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a slight reduction in East Sussex performance. National data and trends will also be analysed when comparative data becomes available (based on 16/17 thresholds 19.9 would keep us in the upper quartile nationally). Source: Adult Social Care Survey (ASCS) Note: these are provisional outturns for 2017/18 and maybe subject to change
PHW#7	Increase in number of people feel they have enough social contact	Clients = 42.6% Carers = 38% (14/15)	Clients = 51.3% Carers = 35.3%	Clients = 51.3%	Clients = <span style="color: green;">8.7%</span> Carers = <span style="color: red;">-2.7%</span> (14/15)	Clients = <span style="color: orange;">0%</span>		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: National ASCH Survey & Carers Survey

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PHW#8	Increase in proportion of people who say they are not anxious or depressed	44.2%	51.20%	50.10%	7.00%	-1.10%		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Adult Social Care Survey (ASCS)
PHW#9	Decrease in emergency hospital admissions for self harm per 100,000 population (age-standardised)	238.7	207.2	Awaiting data	-31.50	Awaiting data	Awaiting data	Source: Public Health Outcomes Framework
PHW#10	Healthy life expectancy at birth for East Sussex: male	64.1 years	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Source: Public Health Outcomes Framework
PHW#11	Healthy life expectancy at birth for East Sussex: female	65.7 years	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Awaiting data	Source: Health & Social Care Information Centre
PHW#12	Reduction in preventable mortality, per 100,000 population	177.7 (2013-15)	174.8 (2014-16)	Awaiting data	-2.90	Awaiting data	Awaiting data	Source: Mortality data provided by ONS to Public Health Intelligence
PHW#13	Reduction in mortality amenable to healthcare, per 100,000 population aged under 75yrs	129.8 (2013-15)	126.9 (2014-16)	Awaiting data	-2.90	Awaiting data	Awaiting data	Source: Mortality data provided by ONS to Public Health Intelligence
PHW#14	Reduction in the gap in excess weight of 4-5 year olds between the most and least deprived areas	218	180	Awaiting data	-38.00	Awaiting data	Awaiting data	Source: National Child Measurement Programme (NCMP) data collected each academic year by school nurses. Data held by Public Health Intelligence.
PHW#15	Reduction in the gap in excess weight of 10-11 year olds between the most and least deprived areas	200	229	Awaiting data	29.00	Awaiting data	Awaiting data	Source: National Child Measurement Programme (NCMP) data collected each academic year by school nurses. Data held by Public Health Intelligence.
PHW#16	Reduction in the gap in health related quality of life for older people between the most and least deprived areas	0.043	Awaiting data	Awaiting data	Not Available	Awaiting data	Awaiting data	Source: Public Health Outcomes Framework
PHW#17	Reduction in the gap in preventable mortality between the most and least deprived areas	121 (persons) (2013-15)	118 (persons) (2014-16)	Awaiting data	-3.00	Awaiting data	Awaiting data	Source: Mortality data provided by ONS to Public Health Intelligence
PHW#18	Reduction in the gap in mortality amenable to healthcare between the most and least deprived areas	91 (persons) (2013-15)	95 (persons) (2014-16)	Awaiting data	4.00	Awaiting data	Awaiting data	Source: Mortality data provided by ONS to Public Health Intelligence
ELP#1	Ensure people using services receive self-directed support	100%	100%	100%	0%	0%		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)
ELP#2	People receiving services feel they have enough choice over the care and support services they receive	N/A	69.60%	75.10%	Not Available	5.50%		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Adult Social Care Survey (ASCS)

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ELP#3	People receiving services feel they have as much control over their daily life as they want	79.60%	83.60%	82.30%	4.00%	-1.30%		Following completion of the survey, 82.3% of respondents stated they had control over their daily life, therefore the target of ≥83.6% has not been met. An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a slight reduction in East Sussex performance. National data and trends will also be analysed when comparative data becomes available (based on 16/17 thresholds 82.3% would keep us in the upper quartile nationally). Note: these are provisional outturns and maybe subject to change. Source: Adult Social Care Survey (ASCS)
ELP#4	Carers feel they have been involved or consulted as much as they wanted to be, in discussions about the support or services	71% (14-15)	74.00%	Not available until 2019	3.00%	Not Available	Not available until 2019	Source: National Carers Survey
ELP#5	Carers feel that their needs as a carer were taken into account in planning their support	Not collected in Survey 15/16	84% = Yes 16% = No 0% = Not relevant	84% = Yes 11% = No 5% = Not relevant	Not Available	0% = Yes -5% = No 5% = Not relevant		Source: National Carers Survey
ELP#6	Increase in the number of people using services who receive direct payments	35.6%	33.30%	31.30%	-2.30%	-2.00%		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)
ELP#7	Increase the number of people in receipt of personal health budgets (Adults & Children)	40 (Adult) 15 (Children)	52 (Adults) 13 (Children)	31 (Adults) 12 (Children)	12 (Adults) -2 (Children)	-21 (Adults) -1 (Children)		Source: Caretrak
ELP#8	Increase in the number of carers using services who receive direct payments	100%	100%	100%	0%	0%		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)
ELP#9	People find it easy to find information and advice about support, services or benefits.	76.20%	79.40%	78.60%	3.20%	-0.80%		Following completion of the survey, 78.6% of respondents stated they found it easy to find information about services, therefore the target of ≥79.4% has not been met. An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a slight reduction in East Sussex performance. National data and trends will also be analysed when comparative data becomes available (based on 16/17 thresholds 82.3% would keep us in the upper quartile nationally). Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Adult Social Care Survey (ASCS)
ELP#10	Carers find it easy to find information and advice about support, services or benefits	68.2% (14-15)	68.50%	Not available until 2019	0.30%	Not Available	Not available until 2019	Source: Liquid Logic Adults (LAS)

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ELP#11	ASC Clients who contact us about their support have not had to keep repeating their story	Not collected in Survey 15/16	<p><b>Quarter 1:</b> Never repeat = 29% Sometimes repeat = 42%</p> <p><b>Quarter 2:</b> Never repeat = 27% Sometimes repeat = 45%</p>	<p>Never repeat = 21% Sometimes repeat = 44% Always = 18% Not contacted you = 17%</p>	Not Available	<p><b>(Against Q2)</b> Never repeat = <b>-6%</b> Sometimes repeat = <b>-1%</b></p>		Note: In 2016 the survey was carried out in Quarters 1 & 2. Source: Local ASC Listening to you survey	
ELP#12	Carers who contact us about support have not had to keep repeating their story	Not collected in Survey 15/16	<p>Never repeat = 34% Sometimes repeat = 42%</p>	<p>Never repeat = 13% Sometimes repeat = 55% Always = 20% Not contacted you = 11%</p>	Not Available	<p>Never repeat = <b>-21%</b> Sometimes repeat = <b>13%</b></p>		Source: Local ASC Listening to you survey	
ELP#13	Increase in people accessing the support available to them in their local communities	<b>Developmental</b>							
ELP#14	Fewer people are permanently admitted to residential and nursing care homes (Older People (OP) & Working Age Adults (WAA))	OP = 542.6 WAA = 12.9	OP = 531.6 WAA = 12.9	OP = 511.3 WAA = 17.8	OP = <b>-11</b> WAA = <b>0</b>	OP = <b>-20.3</b> WAA = <b>4.9</b>		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)	
ELP#15	Increase in the proportion of adults with learning disabilities in paid employment	7.05%	6.85%	7.00%	<b>-0.20%</b>	<b>0.15%</b>		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Adult Social Care Outcomes Framework (ASCOF)	
ELP#16	Increase in proportion of adults in contact with secondary mental health services in paid employment	4.0%	8.7%	Awaiting data	<b>4.7%</b>	Awaiting data	Awaiting data	Data for March 2018 will be available 14th June at which point provisional 2017/18 outturns will be available. Source: Adult Social Care Outcomes Framework (ASCOF) (taken from Mental Health Minimum Data Set submitted by SPFT)	
ELP#17	Proportion of people 65+ who are still at home three months after a period of rehabilitation	91.7%	90.5%	90.70%	<b>-1.2%</b>	<b>0.20%</b>		This relates to people discharged from hospital in the period October to December 2017 as per definition for national outcome measure. Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Adult Social Care Outcomes Framework (ASCOF)	
ELP#18	Proportion of people needing less acute, or no ongoing, support after using short term services	90.5%	97.20%	93.30%	<b>6.70%</b>	<b>-3.90%</b>		Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)	

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ELP#19	People feel as safe as they want	70.9%	77.60%	71.50%	6.70%	-6.10%		Following completion of the survey, 71.5% of respondents stated they feel safe, therefore the target of ≥77.6% has not been met. An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a reduction in East Sussex performance. National data and trends will also be analysed when comparative data becomes available (based on 16/17 thresholds 71.5% would keep us in the upper middle quartile nationally). Note: these are provisional outcomes for 2017/18 and maybe subject to change. Source: Adult Social Care Survey (ASCS)
ELP#20	People feel care and support services help them feel safe	86.9%	83.60%	82.40%	-3.30%	-1.20%		Following completion of the survey, 82.4% of respondents stated they the services they receive made them feel safe and secure therefore the target of ≥83.6% has not been met. An analysis of feedback will be undertaken to identify any issues raised by respondents which may indicate why there has been a slight reduction in East Sussex performance. National data and trends will also be analysed when comparative data becomes available (based on 16/17 thresholds 82.4% would keep us in the lower middle quartile nationally). Note: these are provisional outcomes for 2017/18 and maybe subject to change. Source: Adult Social Care Survey (ASCS)
ELP#21	Carers feel safe and have no worries about their personal safety.	86.1% (14-15)	87.00%	Not available until 2019	0.90%	Not Available	Not available until 2019	Source: National ASC carers survey
TSS#1	Proportion of people who have had a positive experience when making an appointment at GP surgery	39.5% Very Good 39.5% Fairly Good	37.5% Very Good 39% Fairly Good (Q4)	Awaiting data	-2% Very Good -0.5% Fairly Good	Awaiting data	Awaiting data	Source: GP Patient Survey
TSS#2	Waiting time to initiation for home care packages	*19.1 (days) Q4 only	50.29 (days)	41.48 (days)	Not Available	-8.81		Data represents average days from Care Plan Creation Date to First Home Care Service Start. Source: Liquid Logic Adults (LAS)
TSS#3	Early intervention in psychosis (NHS Constitution Standard - approved care package with 2 wks of referral)	100% (Mar 15/16 only)	84.00%	99%	Not Available	15.00%		Source: Data provided by NHS Hastings and Rother CCG & NHS Eastbourne, Hailsham and Seaford CCG Teams
TSS#4	Constitutional NHS standards are met: Referral Times (RTT) (18wks) Cancer (CAN) (62 days) Diagnostics (DIA) (6 wks) A&E (A&E) (4 hrs) Improving Access to Psychological Therapies (IAPT) (6 wks) Dementia Diagnosis Rate (DDR)	90.38% (RTT) 73.45% (CAN) 2.58% (DIA) 87.34% (A&E) 59.05% (IAPT) 59.08% (DDR)	86.93% (RTT) 72.75 (CAN) 1.58% (DIA) 80.19% (A&E) 83.62% (IAPT) 64.48% (DDR)	Awaiting data	-3.45% (RTT) -0.70% (CAN) -1.00% (DIA) -7.15% (A&E) 24.57% (IAPT) 5.40% (DDR)	Awaiting data	Awaiting data	Source: Data provided by NHS Hastings and Rother CCG & NHS Eastbourne, Hailsham and Seaford CCG Teams
TSS#5	Reduction in LOS for identified cohorts (average)	7.8	7.87	7.54	0.07	-0.33		Source: Data supplied by NHS South, Central and West Commissioning Support Unit

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TSS#6	The average daily rate of delayed transfers of care (for those aged 18 and over) each day per 100,000 population	Not available until 2017/18 due to a change in the definition of the measure		15.8	Not Available	Not Available	Not yet available	New national outcome measure definition for 2017/18. Note: these are provisional outturns for 2017/18 and maybe subject to change. Source SITREP								
TSS#7	Reduction in number of A&E attendances	108,518	112,572	119,398	4,054	6,826	<table border="1"> <thead> <tr> <th>Year</th> <th>Attendances</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>108,518</td> </tr> <tr> <td>16/17</td> <td>112,572</td> </tr> <tr> <td>17/18</td> <td>119,398</td> </tr> </tbody> </table>	Year	Attendances	15/16	108,518	16/17	112,572	17/18	119,398	Source: Data supplied by NHS South, Central and West Commissioning Support Unit
Year	Attendances															
15/16	108,518															
16/17	112,572															
17/18	119,398															
TSS#8	Reduction in number of non-elective admissions	37,823	37,517	41,713	-306	4,196	<table border="1"> <thead> <tr> <th>Year</th> <th>Admissions</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>37,823</td> </tr> <tr> <td>16/17</td> <td>37,517</td> </tr> <tr> <td>17/18</td> <td>41,713</td> </tr> </tbody> </table>	Year	Admissions	15/16	37,823	16/17	37,517	17/18	41,713	Source: Data supplied by NHS South, Central and West Commissioning Support Unit
Year	Admissions															
15/16	37,823															
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TSS#9	Reduction in emergency admissions for chronic ambulatory care sensitive conditions	5,540	5,637	5,698	97	61	<table border="1"> <thead> <tr> <th>Year</th> <th>Admissions</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>5,540</td> </tr> <tr> <td>16/17</td> <td>5,637</td> </tr> <tr> <td>17/18</td> <td>5,698</td> </tr> </tbody> </table>	Year	Admissions	15/16	5,540	16/17	5,637	17/18	5,698	Source: Data supplied by NHS South, Central and West Commissioning Support Unit
Year	Admissions															
15/16	5,540															
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17/18	5,698															
TSS#10	Reduction in average Year of Care Costs (spend per head)	Not available until 2017/18		Awaiting data	Not Available	Awaiting data	Awaiting data									
TSS#11	Proportion of systems available to integrated record	4.00%	5.00%	Awaiting data	1.00%	Awaiting data	Awaiting data	Source: Data provided by ESH IT Team								
TSS#12	Proportion of systems available to integrated analytics	0.00%	0.00%	Awaiting data	0.00%	Awaiting data	Awaiting data	Source: Data provided by ESH IT Team								
TSS#13	Proportion of systems available to citizens	0.00%	0.00%	Awaiting data	0.00%	Awaiting data	Awaiting data	Source: Data provided by ESH IT Team								
TSS#14	Increase in proportion of funding invested in preventative, primary and community provision increases	Developmental														



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TSS#15	Activation levels of people receiving services	Not available until 2017/18		Awaiting data	Not Available	Awaiting data	Awaiting data	
TSS#16	Number of people being screened for frailty (Frailty Practitioners Screening)	Not captured until 16/17	674	Awaiting data	Not Available	Awaiting data	Awaiting data	
TSS#17	Number of people who have a care plan from a proactive service	In Progress						
TSS#18	Proportion of people who have access to active care coordination	Developmental						
QCS#1	Increase in number of people who report they are satisfied with the care and support they receive	66.70%	69.90%	74.00%	3.20%	4.10%		Source: Personal Social Services Adult Social Care Survey (ASCS)
QCS#2	Increase in number of carers who report they are satisfied with the care and support they receive	41.5% (14-15)	41.80%	Not available until 2019	0.30%	Not Available	Not available until 2019	
QCS#3	Increase in proportion of bereaved carers reporting good quality of care in the last three months of life	Data unavailable - Performance Measure has been removed from 2018/19 reporting						
QCS#4	*Health gain (improvement rate) after elective procedures: Groin (G) Varicose Vein (VV) Hip Replacement (HR) Knee Replacement (KR)	49.8% (G) 52.5% (VV) 88.4%(HR) 80.7%(KR)	50.3% (G) 51.9% (VV) 88.8%(HR - Provisional) 80.9%(KR - Provisional)	Awaiting data	0.5% (G) -0.6% (VV) 0.4%(HR - Provisional) 0.2%(KR - Provisional)	Awaiting data	awaiting data	
QCS#5	Emergency readmissions within 30 days of discharge from hospital are reduced	4,865	5,411	7,699	546	2,288		Source: Data supplied by NHS South, Central and West Commissioning Support Unit
QCS#6	Reduction in the number of healthcare-related infections: Clostridium Difficile (CDI) MRSA Bacteraemia (MRSA) E-coli Bacteraemia (E-coli)	103 (CDI) 7 (MRSA) 314 (E-coli)	107 (CDI) 3 (MRSA) 330 (E-coli)	99 (CDI) 7 (MRSA) 364 (E-coli)	4 (CDI) -4 (MRSA) 16 (E-coli)	-8(CDI) 4(MRSA) 34(E-coli)		Source: EHS CCG and HR CCG Healthcare Associated Infection Data Tool
QCS#7	Reduction in number of serious incidents	174 (Health) 10 (*ASC)	139 (Health) 7 (*ASC)	98 (Health) 4 (*ASC)	-35 (Health) -3(ASC)	-41 (Health) -3(ASC)		<p><b>Health</b> All Serious Incidents are reported on the Strategic Executive Information System (STEIS)</p> <p><b>ASC</b> *A 'serious incident' is one that was RIDDOR reported and has been recorded as such in the Health &amp; Safety Incident Reporting system. Figures include accident and violence for clients and employees, near misses and are reported at Countywide level</p>

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QCS#8	Increase in the number of adults who were asked what their desired outcomes of the safeguarding enquiry are, and of those how many were fully/partially achieved	N/A	Mar 17 (actual) - 151 enquiries were completed in March 17 106 (70.2%) were asked for, and expressed desired outcomes (a further 23 were asked about desired outcomes but did not express any) Of the 106, 100 (94.3%) adults had their outcomes either fully or partially met.	1,406 Section 42 and 'other' safeguarding enquiries were completed in 2017/18. 1,077 (76.6%) were asked for, and expressed desired outcomes. A further 156 were asked about desired outcomes but did not express any. Of the 1,077 who expressed desired outcomes, 1,020 (94.7%) had their outcomes either fully or partially met.				Note: these are provisional outturns for 2017/18 and maybe subject to change. Source: Liquid Logic Adults (LAS)												
QCS#9	Reduction in the number of hospital admissions from falls in East Sussex	2,332	2,330	2366	-2	36	<table border="1"> <thead> <tr> <th>Year</th> <th>Admissions</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>2,332</td> </tr> <tr> <td>16/17</td> <td>2,330</td> </tr> <tr> <td>17/18</td> <td>2,366</td> </tr> </tbody> </table>	Year	Admissions	15/16	2,332	16/17	2,330	17/18	2,366	Source: NHS South, Central and West Commissioning Unit relating to Residents of the ESBT geographical boundary, diagnosis codes in the first episode, includes specialised commissioning data and is based on current Secondary Uses Service (SUS) data				
Year	Admissions																			
15/16	2,332																			
16/17	2,330																			
17/18	2,366																			
QCS#10	Staff satisfaction levels are increased	*40% (Health) ASC OP 39% (26) V. Satisfied 51% (34) Satisfied ASC LD 38% (45) V. Satisfied 54% (64) Satisfied	66% (Health) ASC (Not Available)	69% (Health) ASC (Not available)	26% (Health)	3.00%(Health)	<table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>66.70%</td> </tr> <tr> <td>16/17</td> <td>69.90%</td> </tr> <tr> <td>17/18</td> <td>74.00%</td> </tr> </tbody> </table>	Year	Satisfaction (%)	15/16	66.70%	16/17	69.90%	17/18	74.00%	Health *Increase in the proportion of staff who would recommend their organisation as a place of work Source: NHS Survey ASC - 2015/16 proportion of staff who are satisfied in their job within Older People and Learning Disabilities staff teams - Source: ASC Staff Survey				
Year	Satisfaction (%)																			
15/16	66.70%																			
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QCS#11	Reduction in staff turnover	10.6%(#ESHT) 15.75%(ASC)	10.3%(#ESHT) 16.50%(ASC)	11%(#ESHT) 14.73 %(ASC)	-0.3%(ESHT) 0.75%(ASC)	0.7%(ESHT) -1.76%(ASC)	<table border="1"> <thead> <tr> <th>Year</th> <th>Health (%)</th> <th>ASC (%)</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>10.60%</td> <td>15.75%</td> </tr> <tr> <td>16/17</td> <td>10.30%</td> <td>16.50%</td> </tr> <tr> <td>17/18</td> <td>11%</td> <td>14.73%</td> </tr> </tbody> </table>	Year	Health (%)	ASC (%)	15/16	10.60%	15.75%	16/17	10.30%	16.50%	17/18	11%	14.73%	Health (ESHT) #Turnover is fte leavers in 12 months as a % of average fte over that 12 months. Excludes TUPE transfers and junior doctors rotation - Source: NHS Electronic Staff Record system (ESR) ASC turnover is the FTE leavers in the period as a % of average FTE over the same period Source: Systems, Applications & Products (SAP)
Year	Health (%)	ASC (%)																		
15/16	10.60%	15.75%																		
16/17	10.30%	16.50%																		
17/18	11%	14.73%																		
QCS#12	Increase in percentage of staff who have completed their mandatory training	86.5% (ESHT)	88.5% (ESHT)	88.5% (ESHT)	2.00%	0.00%	<table border="1"> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>86.50%</td> </tr> <tr> <td>16/17</td> <td>88.50%</td> </tr> <tr> <td>17/18</td> <td>88.50%</td> </tr> </tbody> </table>	Year	Percentage (%)	15/16	86.50%	16/17	88.50%	17/18	88.50%	Source: NHS Electronic Staff Record system (ESR)				
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17/18	88.50%																			
QCS#13	Increase in the number of staff who have the Care Certificate	6 (ESHT)	not reported	97 (ESHT)	Not Available	Not Available	<table border="1"> <thead> <tr> <th>Year</th> <th>Number of Staff</th> </tr> </thead> <tbody> <tr> <td>15/16</td> <td>6</td> </tr> <tr> <td>17/18</td> <td>97</td> </tr> </tbody> </table>	Year	Number of Staff	15/16	6	17/18	97	Care Certificate refers to the number of staff who have completed HCA National Care Certificate - Source: NHS Electronic Staff Record system (ESR)						
Year	Number of Staff																			
15/16	6																			
17/18	97																			