

Somerset Specialist All Age Drug and Alcohol Treatment Service Performance Management Framework

The Performance Management Framework incorporates a number of elements that together will evidence achievement of the 9 overarching aspirations as detailed in Section 3 of the Specification.

Performance against the framework will be reviewed through monthly contract monitoring and quarterly review.

Fundamental to this is that the Provider will achieve:

- 100% compliance with the data quality submission of NDTMS young people and adult datasets. This will be monitored monthly in dialogue with the Provider and the PHE NDTMS-SW team.
- 100% compliance with the data quality recorded on the drug and alcohol information case management system Halo (or system the Purchaser requires the provider to use). This system in addition to recording the NDTMS data sets also includes local datasets that the Purchaser has established that supplements NDTMS and systems that record as part of performance review the outcome of the Services work e.g. Safeguarding referrals made: for a YP client / for a child of a client / for vulnerable adult client/ for a vulnerable adult in contact with client; the outcome of that referral; and if at any time in the process staff identify the need to use escalation policies and the outcome of that action. It also covers data on demographic profile, including equality protected characteristics and risk profile including but not limited to parental status, child looked after status, care leaver, pregnant, housing status, military status

On a monthly basis there is a dataset of indicators that the Provider will be required to report against. This will be in an excel spreadsheet with tabs on summary rolling data, > 6 week waits exception reports, re-presentations to treatment of successful completions and young people referrals.

The summary rolling data will include but is not limited to the following:

Item	Description	Client group
New Episodes Across SDAS (excluding NEX)	Alcohol (only), Alcohol & non-opiate, Opiate, Non-Opiate (only), Carer/family member, Re-engagement and totalled	Adults and YP
New Needle Exchange Episodes	Alcohol & non-opiate, Opiate, Non-Opiate (only), and totalled	Adults and YP
Team taking referrals	(to be agreed with Provider but could be by geography or client group)	

Item	Description	Client group
Criminal Justice Referrals Across SDAS	Arrest Referral, CARAT/Prison, NPS, CRC, YOT, CJ other	Adults and YP
Criminal Justice Referrals Assessed	Arrest Referral, CARAT/Prison, NPS, CRC, YOT, CJ other	Adults and YP
Arrest Referral already in Structure Treatment	Number	Adults and YP
CJ Referrals Starting Structured Intervention in month	Arrest Referral, CARAT/Prison, NPS, CRC, YOT, CJ other	Adults and YP
Number of Initial Assessments across SDAS in Month (includes referrals prior to current month) excluding NEX	Alcohol (only), Alcohol & non-opiate, Opiate, Non-Opiate (only), Carer/family member, Re-engagement and totalled	Adults and YP
Needle exchange assessments	Alcohol & non-opiate, Opiate, Non-Opiate (only), and totalled	Adults and YP
Naloxone provided and user trained		Adults and YP
BBV Assessment	<p>Hep C Test Offered, Hep C Test Accepted, Hep C Offered & Accepted, but refused at a later date, Deferred due to clinical reasons</p> <p>Hep B Vaccination Offered, Hep B Vaccination Accepted, Hep B Offered & Accepted, but refused at a later date, Deferred due to clinical reasons, Hep B Course Complete, Hep B 1st Vaccination, Hep B 2nd Vaccination, Hep B 3rd Vaccination</p>	Adults and YP
New episodes Starting Structured Treatment	Alcohol (only), Alcohol & non-opiate, Opiate, Non-Opiate (only), and totalled	Adults and YP
SDAS Closures subdivided by: Total closures, Incomplete, Transferred, and Complete (Drug/Alc free or Occ User - not opiates or crack)	Alcohol (only), Alcohol & non-opiate, Opiate, Non-Opiate (only), Carer/family member, Re-engagement and totalled	Adults and YP

Public Health England (PHE) Performance Reports – Summary of Datasets

National Drug Treatment Monitoring System (NDTMS) measures will be central to the performance review of the Service. These frame a set of national indicators which are proxy measures of the quality of the treatment system for all ages. We will use the PHE:

- **Diagnostic Outcomes Monitoring Executive Summary (DOMES)** report published quarterly as part of the drug and alcohol treatment system performance which helps demonstrate the effectiveness of the treatment system benchmarked nationally
- **Young People Specialist Substance Misuse Interventions - Executive Summary** report published quarterly as part of the drug and alcohol treatment system performance which helps demonstrate the effectiveness of the treatment system for young people benchmarked nationally.

DOMES list of recorded metrics

Section	Item	Metric to be recorded
1. Measures of recovery	1.1	Proportion of all in treatment, who successfully completed treatment and did not re-present within 6 months. (Broken down by opiate, non-opiate, alcohol only and alcohol and non-opiate)
	1.2	Successful completions as a proportion of all in treatment (Broken down by opiate, non-opiate, alcohol only and alcohol and non-opiate)
	1.3	Proportion who successfully completed treatment in the first 6 months of the latest 12 month period and re-presented within 6 months (Broken down by opiate, non-opiate, alcohol only and alcohol and non-opiate)
	1.4	Opiate abstinence and reliably improved rates at 6 month review and in the last 12 months (broken down by opiate, crack, cocaine and alcohol)
	1.5	No longer injecting: 6 month review in last 12 months
	1.6	Housing and employment outcomes at successful completion of treatment (opiate clients and non-opiate clients)
2. In Treatment	2.1	Proportion in treatment who were retained for 12 weeks or more or completed treatment within 12 weeks (broken down by Opiate, non-opiate and alcohol and non-opiate)
	2.2	Percentage of clients waiting over three weeks and over 6 weeks to start first intervention. (Broken down by opiate, non-opiate, alcohol only and alcohol and non-opiate)
	2.3	Estimated proportion of people in your area who are dependent on opiate and/or crack cocaine or alcohol who are not in the treatment system. (Broken down by Opiate/crack cocaine and alcohol).
	2.4	Proportion of new presentations who had an unplanned exit or transferred and not continuing a journey before being retained for 12 weeks (Broken down by Opiate, non-opiate, alcohol and

Section	Item	Metric to be recorded
		alcohol and non-opiate)
	2.5	Time in treatment for opiate and non-opiate clients in treatment at the end of the reporting period.
	2.6	Clients with no record of completing a course of HBV vaccinations as a proportion of eligible clients in treatment at the end of the reporting period
	2.7	Clients with no record of a HCV test as a proportion of all clients in treatment at the end of the reporting period who were eligible to receive one
	2.8	Clients referred to Hep C treatment
	2.9	Take Home Naloxone and training information
	2.10	Clients prescribed pharmacological supervised intervention
	2.11	Proportion of clients accessing treatment who died (broken down by opiate, non-opiate, alcohol and alcohol and non-opiate)
	2.12	Proportion of new presentations to treatment who live with children under the age of 18
	2.13	Successful completions of clients who live with children as a proportion of all clients in treatment who live with children under the age of 18
	2.14	Proportion of clients living with children who successfully completed treatment in the first 6 months of the latest 12 month period and re-presented within 6 months
3. Clients in contact with the criminal justice system	3.1	Adults with substance misuse treatment need who successfully engage in community-based structured treatment following release from prison
	3.2	Proportion of the treatment population in contact with the criminal justice system (broken down by opiate, non-opiate, alcohol and alcohol and non-opiate)
	3.3	Successful completions as a proportion of criminal justice clients of all in treatment
	3.4	Proportion of criminal justice clients who successfully completed treatment in the first 6 months of the latest 12 month period and re-presented within 6 months
	3.5	The proportion of referrals that go on to have a triage or new intervention in structured treatment. Looking at referrals from (a) the community criminal justice system to community treatment and (b) from community treatment to prison treatment

Young People Outcomes Report list of recorded metrics

Section	Item	Metric to be recorded
1. Completion of outcome records	1.1	Number of YP clients with a planned exits
	1.2	Number of YP clients with an unplanned exit
2. Substance use at start and exit of treatment	2.1	Percentage of YP using a specific substance at start and the percentage using at exit.
3. Average days of substance use at start and exit of treatment	3.1	Average number of days using specific substance in the last 28 days at start and exit of treatment.
4. Poly substance use	4.1	Percentage of young people recording poly substance use. (broken down into categories: 0, 1, 2, 3, 4+)
5. Consumption behaviour	5.1	Average amount of units of alcohol consumed at start and exit of treatment.
	5.2	Percentage of YP that report excessive drinking at start and exit of treatment.
	5.3	Percentage of YP who report drinking on their own at start and exit of treatment.
	5.4	Average amount (in grams) of cannabis being consumed as start and exit of treatment.
	5.5	Percentage of young people using other substances on their own at start and exit of treatment.
	5.6	Number of YP reporting injecting at the start and exit of treatment.
6. Drinking Patterns	6.1	Average number of YP drinking in the day at start and exit of treatment (broken down by weekdays and weekends)
	6.2	Average number of YP drinking in the evening at start and exit of treatment (broken down by weekdays and weekends)
7. Substance using patterns	7.1	Average number of YP using another substance in the day at start and exit of treatment (broken down by weekdays and weekends)
	7.2	Average number of YP using another substance in the evening at start and exit of treatment (broken down by weekdays and weekends)
8. Health and Wellbeing	8.1	Average change in life satisfaction score from start and exit of treatment
	8.2	Average change in feeling worthwhile score from start and exit of treatment
	8.3	Average change in anxiety score from start and exit of treatment
	8.4	Average change in happiness score from start and exit of treatment
	8.5	Average change in getting on well with your family/friends score from start and exit of treatment

The following table maps performance indicators against the nine overarching strategic aspirations. An indicator is likely to contribute to all outcomes; however the Purchaser has selected those outcomes that are most directly relevant.

The nine are as follows and relate to all clients of the Service which covers - people of any age, who are a dependent drug/alcohol Service User and / or a Carer or family members/affected others of a dependent drug and alcohol user and/or a young person who is a child of a dependent drug and alcohol user regardless of whether the user is in treatment or not:

1. the prevention of problems with alcohol and drugs developing and escalating ;
2. the reduction of alcohol and drug related deaths;
3. the reduction of alcohol and drug related offending;
4. the improvement of mental and physical health of alcohol and drug users;
5. increasing the numbers of people achieving and sustaining abstinence;
6. increasing the numbers of alcohol and drug users in stable accommodation;
7. improving alcohol and drug users social and family relationships;
8. increasing engagement with, education, training and employment
9. promoting the development of independent support networks

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Clients are able to access appropriate interventions swiftly once a need has been identified	<ul style="list-style-type: none"> Attrition rates between referral and intervention start Waiting times to be no longer than 10 days between referral and treatment start Waiting times to be no longer than (tbc) days between referral and start of extended brief intervention start with specific focus on YP 	Referral to treatment start – 100% of clients waiting less than 10 days Referral to start of extended brief interventions - TBC	Monthly	Halo	✓	✓			✓				
Appropriate capacity of service provision for Adults	<ul style="list-style-type: none"> Number of clients in treatment broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates 	TBC	Monthly	NDTMS	✓	✓							
Appropriate capacity of service provision for Young People	<ul style="list-style-type: none"> Number of clients in treatment broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates 	TBC			✓	✓							
Clients are retained in treatment for sufficient time to receive positive benefits	<ul style="list-style-type: none"> % of clients retained for 12 weeks or longer (effective treatment) or completed treatment in 12 weeks broken down (Opiates, Non-Opiates Only, Alcohol and Non-Opiates) % of clients retained for less than 12 weeks with an early unplanned exit broken down by 5 main substance categories (Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates, Young People) 	TBC	Quarterly	NDTMS (DOMES)	✓	✓							

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Ensuring adult clients leave treatment with positive outcomes	<ul style="list-style-type: none"> Adult Successful Completions broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates 	TBC	Monthly	Halo	✓								
Ensuring Young People clients leave treatment with positive outcomes	<ul style="list-style-type: none"> Young People Successful Completions broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates 	TBC	Monthly	Halo	✓								
Appropriate and safe prescribing	<ul style="list-style-type: none"> Number/Proportion of clients who are using prescribed substitute medication Number/Proportion of clients who are prescribed under a supervised consumption regime Number/Proportion of clients who are using prescribed substitute medication and accessing needle exchange <i>Further indicators to be added</i> 	TBC	Monthly	Halo	✓	✓		✓					
Needle Exchange Monitoring	<ul style="list-style-type: none"> Number of needle exchange assessments (Alcohol & non-opiate, Opiate, Non-Opiate (only), and totalled) How many individuals are accessing needle exchange Monitoring of equipment distributed Regular evidence of equipment stocktaking 	TBC	Monthly	Halo	✓	✓		✓					
Naloxone Monitoring	<ul style="list-style-type: none"> Amount of naloxone provided to users/carers/family members Amount of training provided on use of naloxone to users/carers/family members 	TBC	Quarterly	Halo	✓	✓							
Managing Risk	<ul style="list-style-type: none"> Comprehensive Risk Assessment completions Risk Management Plan completions 	100%	Quarterly	Halo	✓	✓	✓	✓		✓	✓		
Estimated Proportion of Opiate and/or Crack users in treatment	<ul style="list-style-type: none"> PHE prevalence rates DOMES 	60% in treatment	Quarterly	DOMES	✓								
Estimated proportion of Alcohol dependent clients in treatment	<ul style="list-style-type: none"> PHE prevalence rates 	TBC	Quarterly	Halo									

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Participation in the Drug Death Audit group	<ul style="list-style-type: none"> Participation and reporting in quarterly meetings. Reviews of drugs deaths to develop better understanding and learning Notification and review sent to commissioner within 24 hours when a client dies in service of the service knowing Notification and review of clients who died within 6 months of leaving the service 	<p>100% attendance at quarterly audit meetings.</p> <p>100% notification to commissioners</p>	Quarterly Meetings/ Ad-hoc notifications	Halo		✓							
Monitoring of referrals and in-treatment criminal justice clients	<ul style="list-style-type: none"> Referrals from prison to service and proportion who attend first appointment Proportion of criminal justice clients as part of overall treatment population Number and referral source from CJ services 	TBC	Monthly	Halo	✓		✓						
Outcomes of criminal justice clients	<ul style="list-style-type: none"> Successful completions as a proportion of the overall treatment population who have entered treatment via the criminal justice route Re-presentations of criminal justice clients 	TBC	Monthly	Halo			✓						
Expectations around BBV vaccinations and testing	<ul style="list-style-type: none"> Proportion of new clients not already immunised and assessed as appropriate offered a Hepatitis B vaccination Proportion of new clients offered a Hepatitis B vaccination who accepted Proportion of new clients who offered and accepted a Hepatitis B vaccination who commenced treatment Proportion of new clients who have completed a Hep B vaccination Number of clients referred to Hepatology for Hepatitis C treatment Percentage of new clients who have a HIV status and/or previous HIV test date Percentage of new injecting drug using clients with a Hepatitis C test 	Aim would be 100% for all item fields but baselines to be confirmed	Quarterly	Halo	✓			✓					
Mental Health Monitoring	<ul style="list-style-type: none"> Referrals to Somerset Partnership NHS FT for adults Referrals to Somerset Partnership NHS FT for Young People Number of Dual Diagnosis Clients Numbers where Joint Work is occurring between Somerset Partnership NHS FT 	TBC	Quarterly	Halo				✓					

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Hidden Harm Monitoring	<ul style="list-style-type: none"> Number/proportion of parents in treatment broken down by opiates, non-opiates, alcohol only, alcohol and non-opiates and young people. Number/proportion of parents with children living with them broken down by opiates, non-opiates, alcohol only, alcohol and non-opiates and young people. Number of children living with parents in treatment broken down by opiates, non-opiates, alcohol only, alcohol and non-opiates and young people. Number of successful completions of parents in treatment with children living with them broken down by opiates, non-opiates, alcohol only, alcohol and non-opiates and young people. Number of parents with dual diagnosis Number of parents affected by domestic abuse (broken down by witness, perpetrator, victim or multiple) Number of parents affected by domestic abuse (broken down by witness, perpetrator, victim or multiple) and dual diagnosis <i>Additional understanding to be added around carers and users/non-users in future version.</i> 	TBC	Quarterly	Halo							✓		
Re-Presentation Monitoring Adults	<ul style="list-style-type: none"> Re-presentation rates broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates 	TBC	Monthly	Halo	✓				✓				
Re-Presentation Monitoring Young People	<ul style="list-style-type: none"> Re-presentation rates broken down by Opiates, Non-Opiates Only, Alcohol Only, Alcohol and Non-Opiates – including but not limited to all young people under 18, all children looked after and all care leavers under 26 	TBC	Monthly	Halo	✓				✓				

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Monitoring of accommodation need of clients	<ul style="list-style-type: none"> Proportion of adults completing treatment who report no housing issue on TOP Proportion of adults who are not reporting NFA or a housing problem at discharge Proportion of Young People who are not reporting NFA or a housing problem at discharge Proportion of adults reporting NFA or a housing problem at start of episode Proportion of YP reporting NFA or a housing problem at start of episode Numbers in contact with local treatment service and living in supported accommodation <i>Additional information to be added around monitoring housing through a journey and who they are in contact with/supported by.</i> 	TBC	Quarterly	Halo						✓			
Family members/Others use	<ul style="list-style-type: none"> Number of clients who are affected by others use Numbers of carers of clients and profile information Number of carers/family members of clients in contact with supporting services Numbers of carers/family members referred to supporting services 	TBC	Quarterly	Halo							✓		
Domestic Abuse	<ul style="list-style-type: none"> Numbers in treatment who have admitted to being affected by domestic abuse? Numbers who disclosed to being perpetrator/victim/witness? Number of referrals to SIDAS (Somerset Integrated Domestic Abuse Service) Numbers where Joint Work is occurring between SDAS and SIDAS 	TBC	Quarterly	Halo			✓				✓		
Monitoring of Safeguarding referrals & Core group/CP invites	<ul style="list-style-type: none"> Completion of the SDAS protocol for recording Core group and CP conference invites Completion of the SDAS protocol for safeguarding referrals 	100% completion for all invites and referrals	Quarterly	Halo							✓		
Evidence of encouraging clients to engage with Education, Employment and Training opportunities.	<ul style="list-style-type: none"> Numbers starting treatment not in education, employment or training (EET) Numbers leaving treatment not in EET Increases in EET activity and decreases from start of episode to episode closure <i>Information to follow about monitoring of SDAS to enable clients to increase EET</i> 	TBC	Quarterly	Halo								✓	

Expected Outcome	Performance Indicator	Aspiration	Reporting Frequency	Data Source	Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6	Outcome 7	Outcome 8	Outcome 9
Peer Mentor Strategy	<ul style="list-style-type: none"> How many peer mentors are actively working with SDAS in any one period How many peer mentors are being trained in any one period Monitoring of Peer Mentor pathway 	TBC		Halo									✓
Client Profile Information and access of these groups to the service	<ul style="list-style-type: none"> Monitoring numbers of priority/vulnerable groups Geographical location of clients Socio-economic status of clients <i>More information to be added around expectations of monitoring.</i> 	TBC	Quarterly	Halo	✓								

Working Draft