

Hackney and City Integrated Substance Misuse Service - Open Appendix 3

Key Performance Indicators

Performance Indicator	Definition	Target performance	Frequency
Rate of successful completions from drug and/or alcohol treatment	Number and proportion of service users successfully completing treatment broken down by substance group (Opiate, non-opiate, alcohol only, and alcohol and non-opiate)	Per substance, to perform in line with or exceeding national and regional average performance. Performance within the top quartile range must be an aspiration of the service.	12 month rolling indicator
Rate of representations to drug and/or alcohol treatment	Number and proportion of services users who successfully completed treatment but returned to treatment within 6 months of completion, broken down by substance group	Per substance, to reduce the rate of representations in line with national and regional performance. Performance within the top quartile range must be an aspiration of the service.	18 month rolling indicator
Drug related deaths	Rate per 100,000 of deaths registered in Hackney (and the City of London) which have an underlying cause is linked to drug misuse or drug poisoning that involves a substance controlled by the Misuse of Drugs Act 1971.	A reduction in the rate of drug related deaths seen in Hackney and the City of London	Annually
Continuity of care	The percentage of referrals from prison substance misuse team to community teams that are engaging in community drug and alcohol treatment within 3 weeks of release	Increase rate of continuity of care to be at least in line with the national average (30%), with ambitions for a higher rate of continuity of care	12 month rolling indicator

Performance Indicator	Definition	Target performance	
Increase of: <ul style="list-style-type: none"> • Non-opiate presentations into treatment • Alcohol only presentations into treatment 	Number of new presentations to structured treatment per quarter broken down as: <ul style="list-style-type: none"> • Non-opiate only • Alcohol and non-opiate • Alcohol only 	Non-opiate / Alcohol and non-opiate - 350 new presentations per financial year Alcohol only – 280 new presentations per financial year	Annual target, monitored quarterly
Reduce estimated unmet treatment need for local: <ul style="list-style-type: none"> • Opiate and/or crack cocaine users (OCU) • Alcohol only users 	Reduce unmet need by increasing the proportion of local residents (City and Hackney) estimated to be dependent on OCU or alcohol only engaged with drug and alcohol treatment	Quarter on quarter reduction of unmet need across the groups OCU – under 50% unmet need Alcohol only – under 70% unmet need	Quarterly
Increase number of individuals engaging in treatment from underrepresented groups: <ul style="list-style-type: none"> • BME • LGBTQI • Women • Parents 	Number of % of new presentations engaging with treatment that represent the diversity of City and Hackney	Monitor over time, year on year increase expected in first 24 months of service delivery Review target at 24 months	Annually

Increase the proportion of service users engaged in effective treatment	Number and % of service users who complete treatment within 12 weeks <u>or</u> are successfully engaged in treatment for over 12 weeks	To perform in line or exceeding national and London average performance	
Reduce attrition of treatment engagement <ul style="list-style-type: none"> • Overall • In early stages of treatment 	<ol style="list-style-type: none"> 1. Number and % of service users leaving treatment in a planned way 2. % of new presentations who had an unplanned exit from treatment before being retained for 12 weeks 	<ol style="list-style-type: none"> 1. to perform in line or exceeding national and London average performance 2. Downward trend on a quarterly basis, to be in line with national performance 	Quarterly
Increase the proportion of service users with mental health needs effectively receiving treatment for both substance misuse and mental health	<ol style="list-style-type: none"> 1. Number and % of new presentations with a self-disclosed mental health not currently receiving treatment referred to mental health treatment and/or support 2. Number of those referred that go on to successfully receive mental health support or treatment 3. Proportion of front line staff trained in the Trauma Informed Approach 	<ol style="list-style-type: none"> 1. 100% 2. >50% 3. 100% 	Quarterly
Increase the provision of effective wrap-around support offered to service users in treatment	<ol style="list-style-type: none"> 1. Number and % of service users with unstable housing or homeless referred and achieving housing support/accommodation 2. Number and % of service users referred and engaged in employment, education, or training activities (ETE, including volunteering) 	<ol style="list-style-type: none"> 1. 100% referred, >50% achieving stable accommodation 2. Monitor over time, target to be agreed within 12 months of contract start 	Quarterly

<p>Increase the proportion of BBV testing and treatment completed by the service</p>	<ol style="list-style-type: none"> 1. % of eligible new presentations offered and accepting a Hepatitis B vaccination 2. % of those accepting then go on to complete the vaccination course 3. % of eligible new presentations offered and accepting a Hepatitis C test 4. % of those accepting then go on to receive the test 4. % of those with a positive Hepatitis C status offered, starting and completing treatment 	<ol style="list-style-type: none"> 1. 60% 2. >40% 3. 80% 4. >50% 5. 100% offered, >60% start, >80% competing 	<p>Quarterly</p>
<p>Increase the proportion of service users prescribed optimal opiate substitute treatment (OST)</p>	<p>Reduce the proportion of OST prescribed service users that continue to report substance use –including illicit substances, alcohol and non-prescribed medication</p>	<p><50% of OST prescribed service users reporting continued illicit substance use (including alcohol and non-prescribed medication)</p>	<p>Quarterly</p>
<p>Deliver outcomes in Criminal Justice settings, in line with MOPAC funding</p>	<ol style="list-style-type: none"> 1. % of notified treatment transfers released from prison will be engaged in community substance misuse treatment within 3 weeks of released 2. % of individuals subject to a Drug Rehabilitation Requirement and/or an Alcohol Treatment Order complete their orders 3. % of new presentations to the community service to come from the Criminal Justice Pathway 	<ol style="list-style-type: none"> 1. 60% 2. 60% 3. ≥17% 	<p>Quarterly</p>
<p>Increase multi-disciplinary working with local partners to support to complex and multiple health and</p>	<ol style="list-style-type: none"> 1. Delivery of 1 Partnership/Alliance event per year 2. Delivery of training to local partners likely to come into contact with adults who misuse substances 	<ol style="list-style-type: none"> 1. 1 event a year 2. At least 4 training sessions per year 	<p>Annual target, monitored quarterly</p>

social care needs service users often present with			
Support the reduction of substance related hospital admissions across City and Hackney	<ol style="list-style-type: none"> 1. Provision of a hospital liaison team 2. Reduction in substance related hospital admissions observed on the Public Health Profiles 3. Local data collection 	No specific target, to monitor over time	Annually