

Performance Trend Charts: data as at 30th November 2020

Click a link below to view the trend chart and data for that indicator

Better Prevention & Self-Management

- ['6 in 1' vaccine](#)
- [MMR vaccine](#)
- [Attempt to quit smoking](#)
- [CO validated as quit smoking](#)

Motivated & Sustainable Workforce

- [Performance appraisals \(PADR\)](#)
- [Core Skills Training Framework \(CSTF\)](#)
- [Sickness absence](#)
- [Complaints](#)
- [Consultants/SAS doctors - current job plan](#)

Higher Value, Rapid Improvement & Innovation

- [Hospital initiated cancellations](#)
- [Agency spend](#)
- [Finance](#)

Quality and Accessible Services

- [C.difficile](#)
- [E.coli](#)
- [S.aureus](#)
- [Mental health delayed transfers of care \(DTC\)](#)
- [Non-mental health DTC](#)
- [Ambulance red calls](#)
- [Ambulance handovers over 1 hour](#)
- [A&E/MIU 4 hour waits](#)
- [A&E/MIU 12 hour waits](#)
- [Admission to stroke unit <4 hours](#)
- [Assessed by stroke consultant <24 hours](#)
- [Stroke patients - speech and language therapy](#)
- [Urgent suspected cancer](#)
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- [Single cancer pathway](#)
- [Delayed follow-ups - all specialties](#)
- [Ophthalmology patients seen by target date](#)
- [Diagnostic waiting times](#)
- [Therapy waiting times](#)
- [Referral to treatment \(RTT\) <=26 weeks](#)
- [RTT patients waiting 36 weeks+](#)
- [Neurodevelopment assessment](#)
- [Psychological therapy - adults](#)

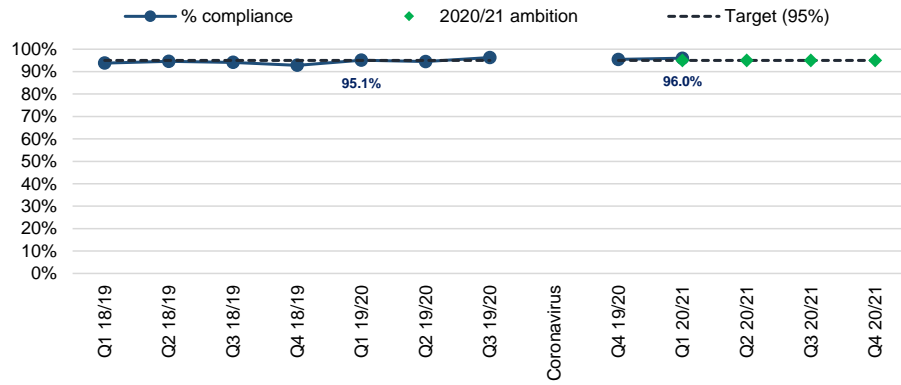


Additional resources (intranet access needed):

[Integrated Performance Assurance Reports \(IPAR\) and performance overview](#)



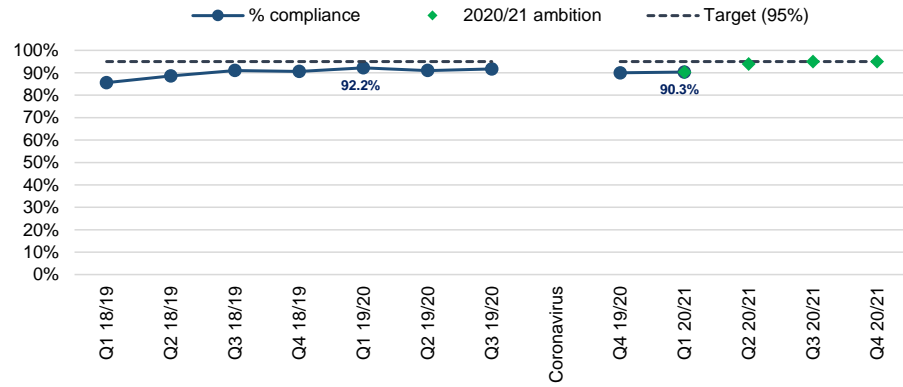
% children receiving 3 doses of '6 in 1' vaccine by age 1



% children receiving 3 doses of '6 in 1' vaccine by age 1	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Coronavirus	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
% compliance	93.8%	94.6%	94.1%	92.8%	95.1%	94.5%	96.3%		95.5%	96.0%			
2020/21 ambition										95%	95%	95%	95%
Target (95%)	95%	95%	95%	95%	95%	95%	95%		95%	95%	95%	95%	95%



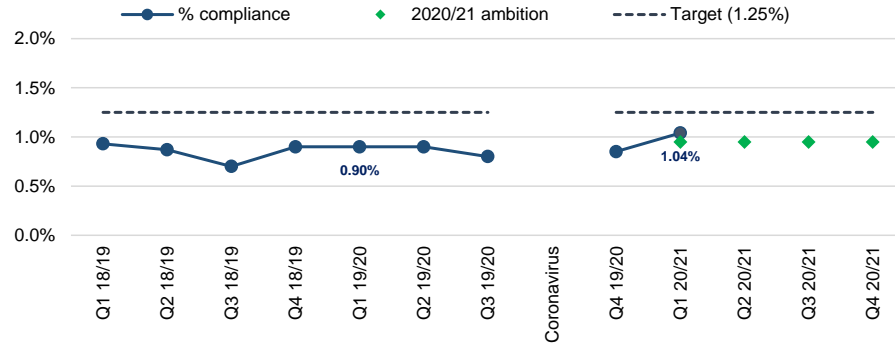
% children receiving 2 doses of MMR vaccine by age 5



% children receiving 2 doses of MMR vaccine by age 5	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Coronavirus	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
% compliance	85.6%	88.6%	91.0%	90.6%	92.2%	91.0%	91.7%		90.0%	90.3%			
2020/21 ambition										90%	94%	95%	95%
Target (95%)	95%	95%	95%	95%	95%	95%	95%		95%	95%	95%	95%	95%



% of adult smokers who make a quit attempt via smoking cessation services (in quarter)*

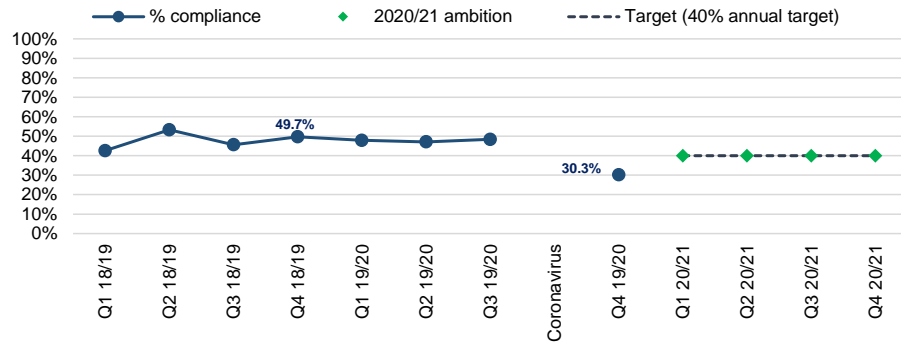


* quarterly figures are provided to show the trend; actual target is 5% cumulative by 31st March 2021

% of adult smokers who make a quit attempt via smoking cessation services (in quarter)*	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Coronavirus	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
	% compliance	0.93%	0.87%	0.70%	0.90%	0.90%	0.90%		0.80%	0.85%	1.04%		
2020/21 ambition										0.95%	0.95%	0.95%	0.95%
Target (1.25%)	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%	1.25%
Data Labels	0.90%							1.04%					



% smokers who are CO-validated as quit at 4 weeks*

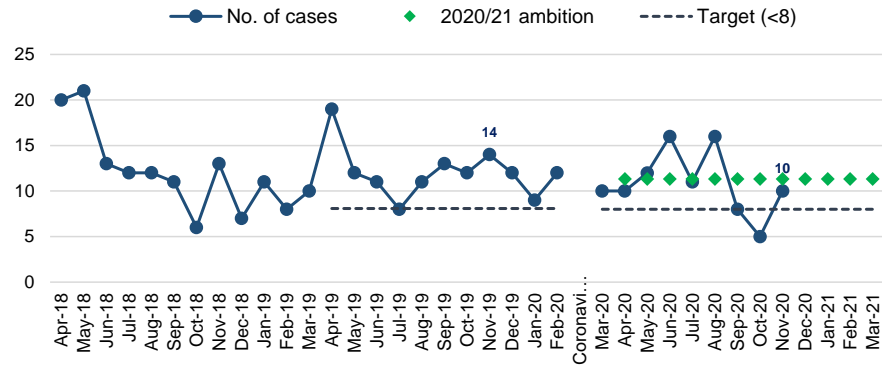


* during the COVID pandemic, Welsh Government have advised CO validation is no longer part of treatment due to the risk of infection

% smokers who are CO-validated as quit at 4 weeks*	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Coronavirus	Q4 19/20	Q1 20/21	Q2 20/21	Q3 20/21	Q4 20/21
% compliance	42.6%	53.3%	45.6%	49.7%	47.9%	47.1%	48.4%	30.3%					
2020/21 ambition									40%	40%	40%	40%	
Target (40% annual target)									40%	40%	40%	40%	



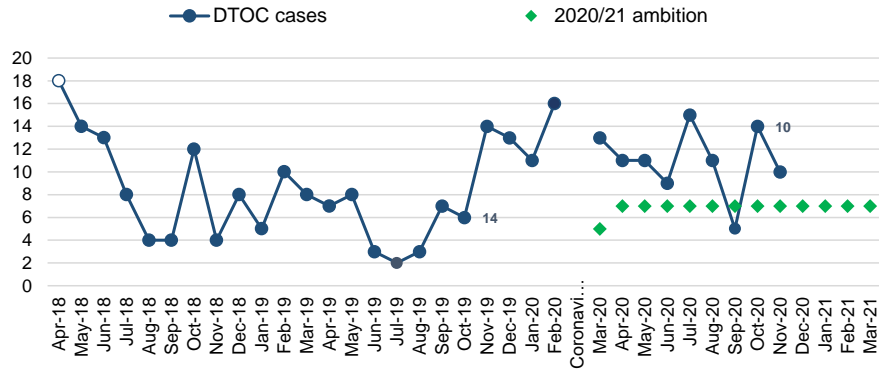
Number of cases of C.diff



Number of cases of C.diff		Coronavirus																																			
No. of cases	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
No. of cases	20	21	13	12	12	11	6	13	7	11	8	10	19	12	11	8	11	13	12	14	12	9	12	10	10	12	16	11	16	8	5	10					
2020/21 ambition																										11.3	11.3	11.3	11.3	11.3	11.3	11.3	11.3	11.3	11.3	11.3	11.3
Target (<8)																										8	8	8	8	8	8	8	8	8	8	8	8



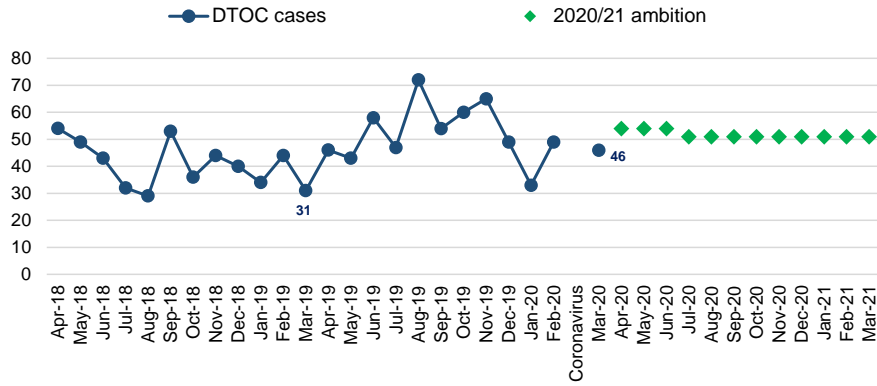
Mental Health DTOC cases (12 mth reduction target)



Mental Health DTOC cases (12 mth reduction target)	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21			
DTOC cases	18	14	13	8	4	4	12	4	8	5	10	8	7	8	3	2	3	7	6	14	13	11	16		13	11	11	9	15	11	5	14	10							
2020/21 ambition																									5	7	7	7	7	7	7	7	7	7	7	7	7	7	7	



Non Mental Health DTOC cases (12 mth reduction target)

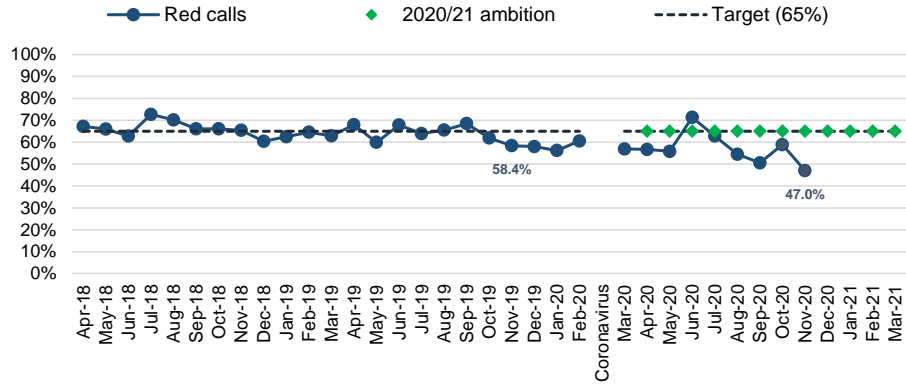


Non Mental Health DTOC cases (12 mth reduction target)		Coronavirus																																					
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21			
DTOC cases	54	49	43	32	29	53	36	44	40	34	44	31	46	43	58	47	72	54	60	65	49	33	49	46															
2020/21 ambition																									54	54	54	51	51	51	51	51	51	51	51	51	51		

Due to COVID-19, DTOC census patient number monitoring has been suspended



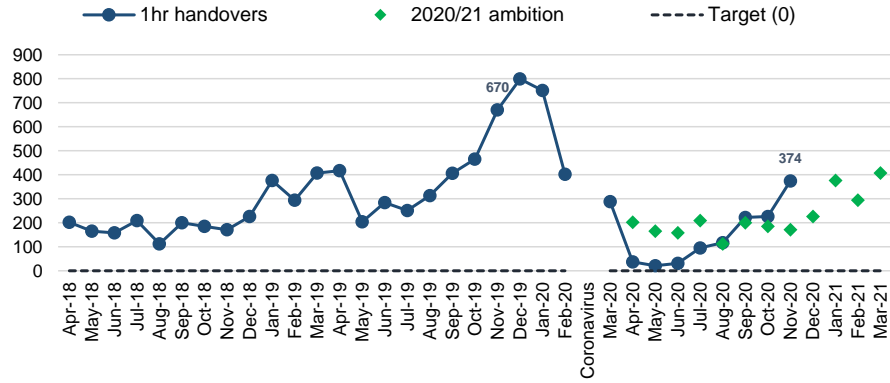
% of responses to ambulance red calls within 8 mins



% of responses to ambulance red calls within 8 mins	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
Red calls	67.2%	66.0%	62.8%	72.7%	70.2%	66.1%	66.1%	65.4%	60.4%	62.5%	64.5%	62.9%	67.9%	59.9%	67.8%	63.9%	65.5%	68.5%	61.9%	58.4%	58.0%	56.2%	60.6%	56.9%	56.7%	55.8%	71.3%	62.8%	54.5%	50.6%	58.9%	47.0%					
2020/21 ambition																										65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
Target (65%)	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%	



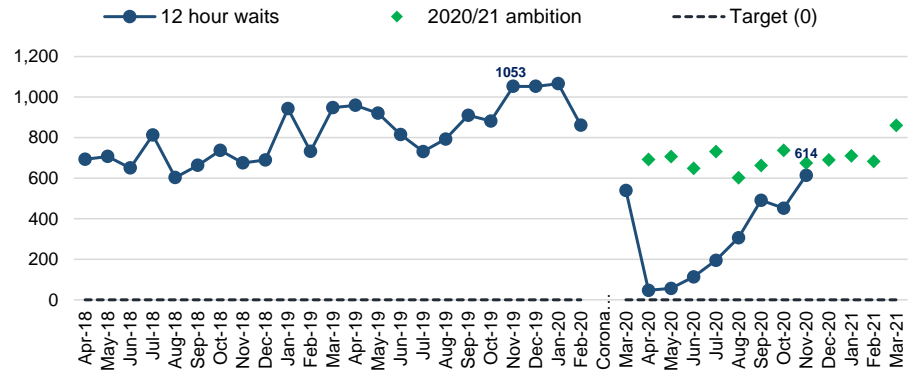
Ambulance handovers taking longer than 1 hour



Ambulance handovers taking longer than 1 hour	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21		
1hr handovers	202	165	158	209	112	200	185	171	226	376	294	407	417	204	284	251	313	406	465	670	799	751	402		288	37	21	31	95	117	222	226	374						
2020/21 ambition																										202	165	158	209	112	200	185	171	226	376	294	407		
Target (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



Patients waiting more than 12 hours in A&E/MIU

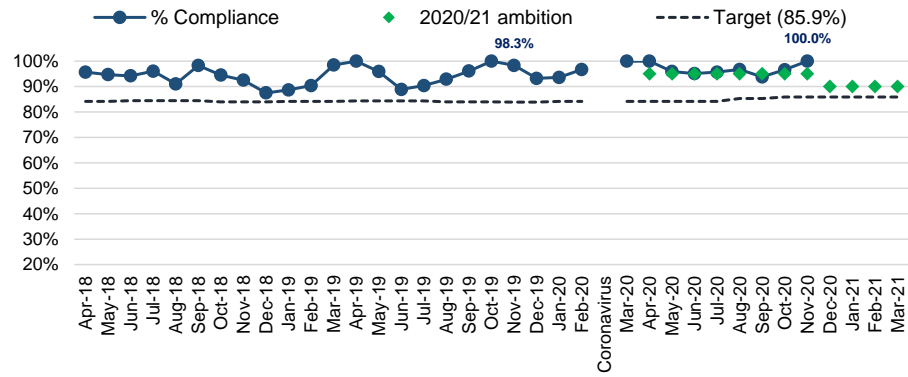


Patients waiting more than 12 hours in A&E/MIU	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
12 hour waits	693	707	650	813	603	663	737	675	690	943	732	948	959	920	816	732	793	910	882	1053	1053	1066	862	540	47	56	113	195	306	491	452	614				
2020/21 ambition																									693	707	649	732	603	663	737	675	690	710	683	861
Target (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
12 hour waits	540	47	56	113	195	306	491	452	614				
2020/21 ambition		693	707	649	732	603	663	737	675	690	710	683	861
Target (0)	0	0	0	0	0	0	0	0	0	0	0	0	0



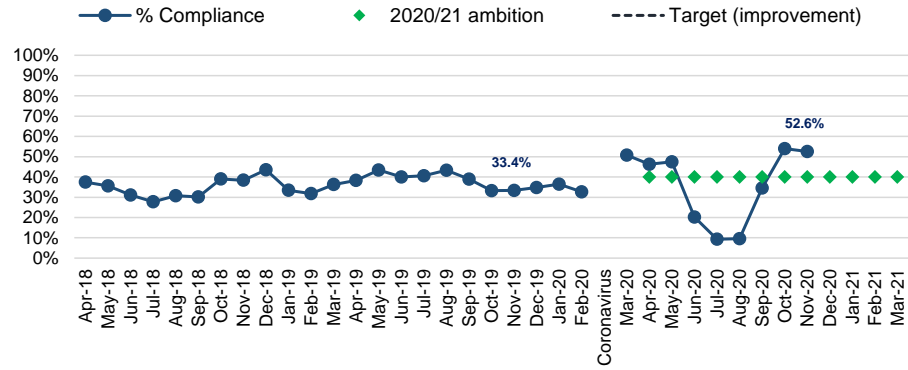
Assessed by stroke consultant within 24hrs



Assessed by stroke consultant within 24hrs	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21			
% Compliance	95.7%	94.7%	94.2%	96.1%	91.0%	98.3%	94.5%	92.5%	87.5%	88.7%	90.4%	98.5%	100.0%	95.9%	88.9%	90.4%	92.9%	96.1%	100.0%	98.3%	93.2%	93.6%	96.7%	Coronavirus	100%	100%	95.9%	95.1%	95.7%	96.7%	93.8%	96.6%	100.0%							
2020/21 ambition																											95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	90.0%	90.0%	90.0%	90.0%		
Target (85.9%)	84.2%	84.2%	84.5%	84.5%	84.5%	84.5%	84.0%	84.0%	84.0%	84.2%	84.2%	84.2%	84.4%	84.4%	84.4%	84.4%	84.0%	84.0%	84.0%	83.9%	83.9%	84.2%	84.2%	84.2%	84.2%	84.2%	84.2%	84.2%	84.2%	85.3%	85.3%	85.9%	85.9%	85.9%	85.9%	85.9%	85.9%	85.9%		



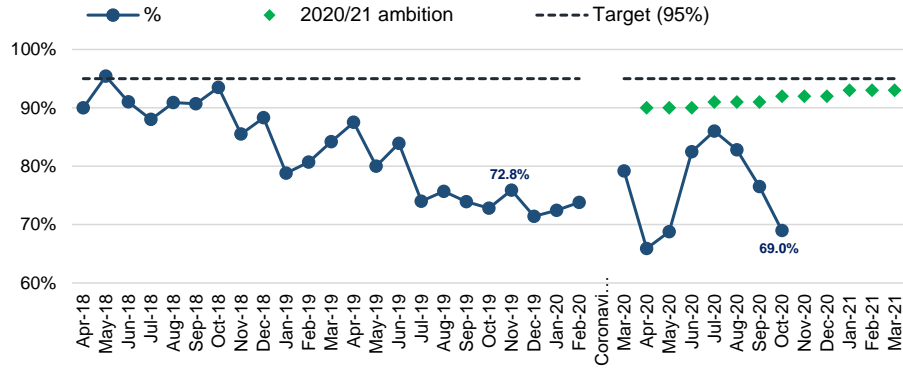
Stroke patients receiving required minutes for SALT



Stroke patients receiving required minutes for SALT	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21		
% Compliance	37.4%	35.6%	31.1%	27.7%	30.8%	30.2%	39.0%	38.4%	43.5%	33.4%	31.8%	36.2%	38.3%	43.4%	40.0%	40.6%	43.3%	38.9%	33.3%	33.4%	34.8%	36.5%	32.7%		50.8%	46.3%	47.5%	20.2%	9.3%	9.6%	34.6%	54.0%	52.6%						
2020/21 ambition																											40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%	40.0%
Target (improvement)																																							



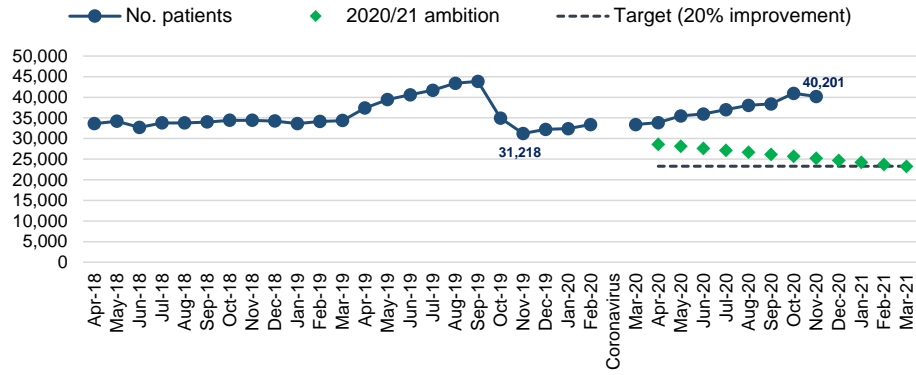
Urgent suspected cancer patients treated within 62 days



Urgent suspected cancer patients treated within 62 days	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21			
%	90.0%	95.4%	91.0%	88.0%	90.9%	90.7%	93.5%	85.5%	88.3%	78.8%	80.7%	84.2%	87.5%	80.0%	83.9%	74.0%	75.7%	73.9%	72.8%	75.9%	71.4%	72.4%	73.8%		79.2%	65.9%	68.8%	82.5%	86.0%	82.8%	76.5%	69.0%								
2020/21 ambition																											90%	90%	90%	91%	91%	91%	92%	92%	92%	93%	93%	93%		
Target (95%)	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	



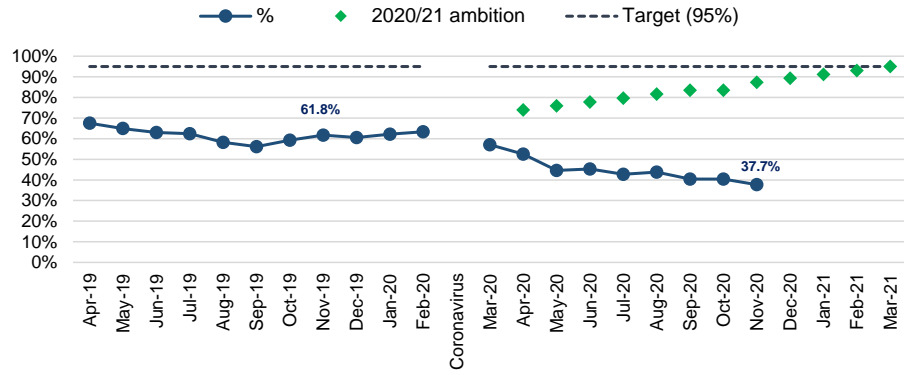
Delayed follow up appointments (all specialties)



Delayed follow up appointments (all specialties)	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21		
No. patients	33,599	34,186	32,690	33,772	33,772	33,981	34,410	34,400	34,227	33,613	34,140	34,324	37,403	39,425	40,627	41,742	43,405	43,853	34,989	31,218	32,250	32,422	33,402		33,420	33,882	35,471	35,968	36,982	38,057	38,399	40,953	40,201						
2020/21 ambition																											28,613	28,127	27,641	27,155	26,669	26,183	25,697	25,211	24,725	24,239	23,753	23,272	
Target (20% improvement)																											23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279	23,279



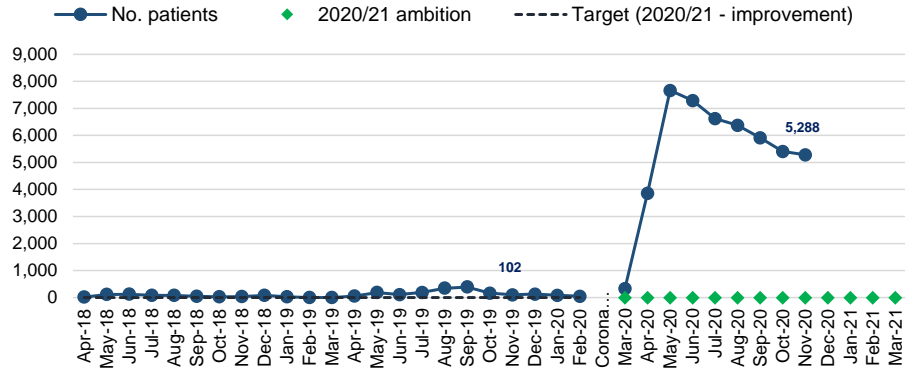
R1 eye care patients seen by target date (or <25% excess)



R1 eye care patients seen by target date (or <25% excess)	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%	67.5%	64.9%	63.0%	62.4%	58.3%	56.1%	59.3%	61.8%	60.6%	62.3%	63.4%		57.1%	52.5%	44.6%	45.3%	42.8%	43.8%	40.4%	40.4%	37.7%					
2020/21 ambition														73.9%	75.9%	77.8%	79.7%	81.6%	83.5%	83.5%	87.3%	89.3%	91.2%	93.1%	95.0%	
Target (95%)	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%		95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	



Patients waiting 8 weeks+ for a specified diagnostic

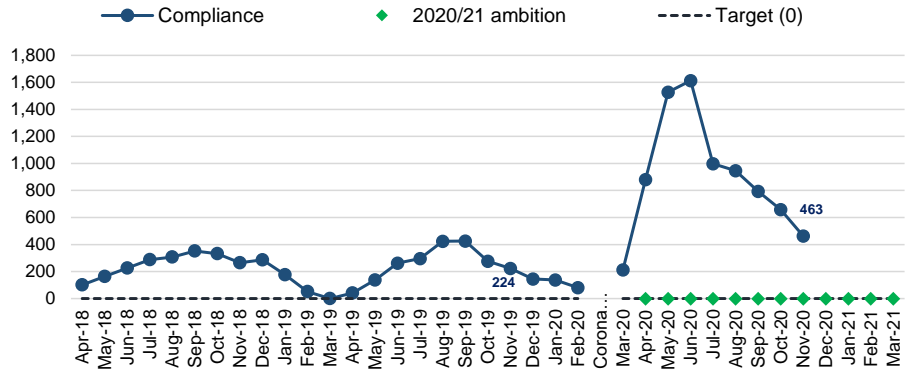


Patients waiting 8 weeks+ for a specified diagnostic	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20
No. patients	19	113	122	84	78	48	27	35	82	30	1	0	56	185	115	192	345	391	164	102	131	82	54
2020/21 ambition	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Target (2020/21 - improvement)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
	336	3,860	7,669	7,293	6,626	6,380	5,918	5,407	5,288	0	0	0	0



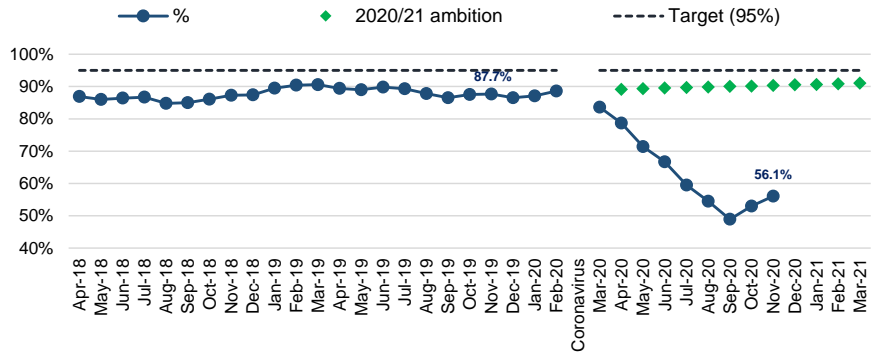
Waiting more than 14 weeks for a specific therapy



Waiting more than 14 weeks for a specific therapy	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21			
Compliance	101	164	226	288	307	352	332	265	287	177	51	0	41	138	262	297	424	426	277	224	146	138	81		212	880	1,528	1,613	998	946	793	659	463							
2020/21 ambition																										0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Target (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



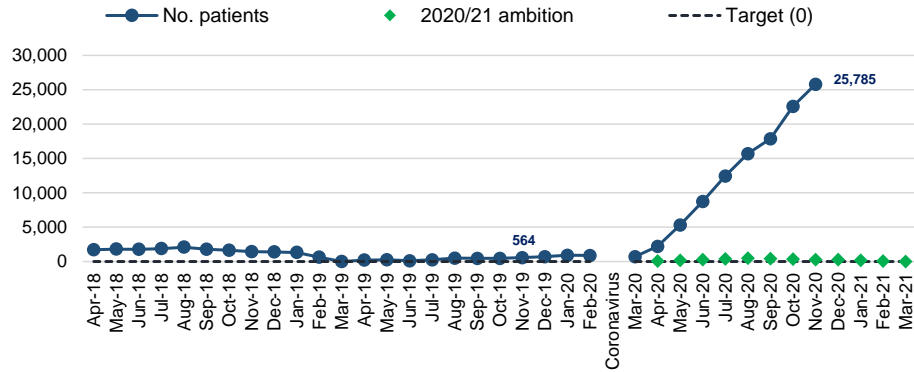
Patients waiting less than 26 weeks from referral to treatment



Patients waiting less than 26 weeks from referral to treatment	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21				
%	86.9%	86.0%	86.4%	86.7%	84.8%	85.0%	86.1%	87.3%	87.4%	89.5%	90.4%	90.6%	89.4%	89.0%	89.8%	89.3%	87.8%	86.5%	87.5%	87.7%	86.5%	87.1%	88.6%		83.6%	78.7%	71.4%	66.7%	59.5%	54.5%	48.9%	53.0%	56.1%								
2020/21 ambition																										89.1%	89.3%	89.5%	89.7%	89.8%	90.0%	90.1%	90.3%	90.5%	90.6%	90.8%	91.0%				
Target (95%)	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	



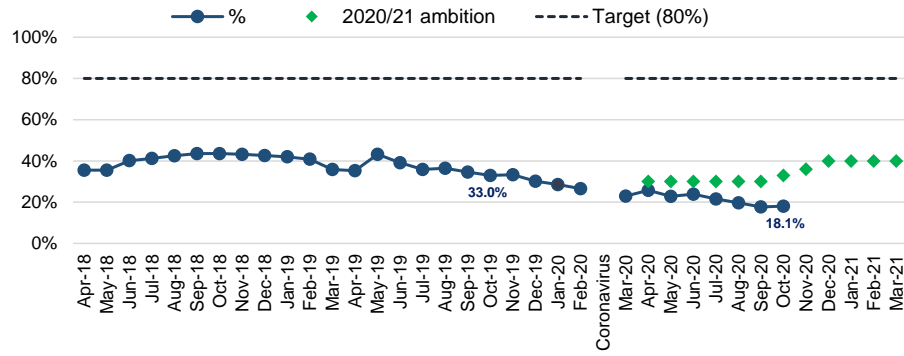
Patients waiting 36 weeks+ from referral to treatment



Patients waiting 36 weeks+ from referral to treatment	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
No. patients	1725	1798	1779	1869	2080	1794	1638	1439	1394	1308	633	0	213	246	122	264	506	452	476	564	726	940	883	722	2,202	5,311	8,758	12,450	15,698	17,857	22,571	25,785						
2020/21 ambition																										100	200	300	400	500	450	350	300	300	200	100	0	
Target (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



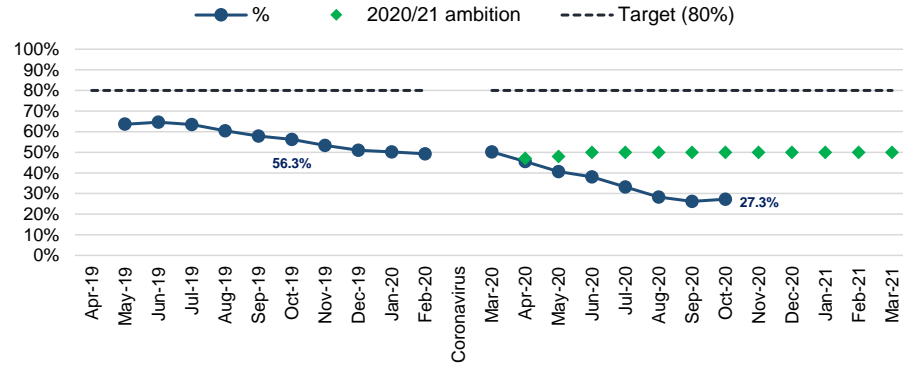
Children/young adults waiting <26 weeks for a neurodevelopment assessment



Children/young adults waiting <26 weeks for a neurodevelopment assessment	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%	35.5%	35.5%	40.1%	41.2%	42.5%	43.5%	43.6%	43.2%	42.6%	42.0%	40.8%	35.8%	35.3%	18.1%											22.9%	25.8%	22.8%	23.9%	21.6%	19.7%	17.7%	18.1%						
2020/21 ambition																										30.0%	30.0%	30.0%	30.0%	30.0%	30.0%	33.0%	36.0%	40.0%	40.0%	40.0%	40.0%	
Target (80%)	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%



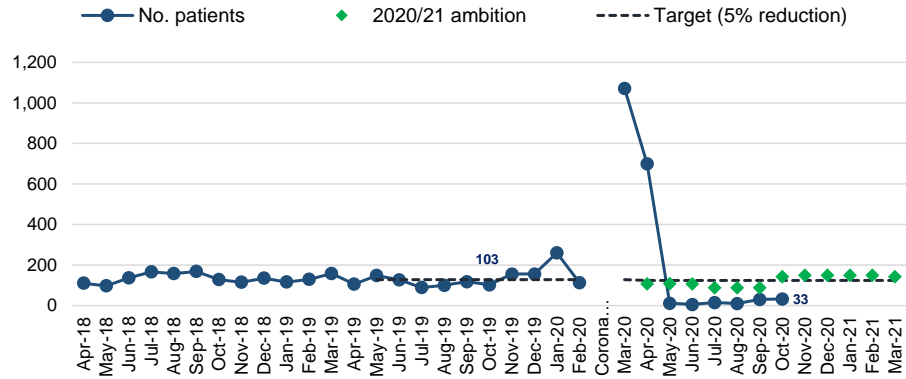
Adults waiting <26 weeks to start a psychological therapy



Adults waiting <26 weeks to start a psychological therapy	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%	63.6%	64.6%	63.5%	60.5%	57.9%	56.3%	53.3%	51.0%	50.2%	49.3%		50.2%	45.5%	40.6%	38.1%	33.2%	28.3%	26.2%	27.3%							
2020/21 ambition													47.0%	48.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Target (80%)	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%



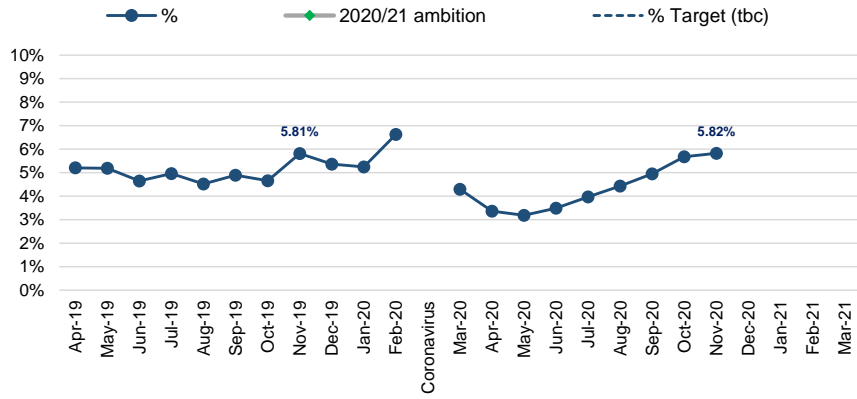
Hospital Initiated Cancellations within 24 hours



Hospital Initiated Cancellations within 24 hours	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21				
No. patients	110	97	137	166	158	168	128	115	135	116	129	158	106	148	127	89	100	118	103	156	156	260	113		1072	700	12	6	15	10	30	33									
2020/21 ambition																										108	109	108	88	88	89	143	150	150	150	150	143				
Target (5% reduction)																										128	124	124	124	124	124	124	124	124	124	124	124	124	124		



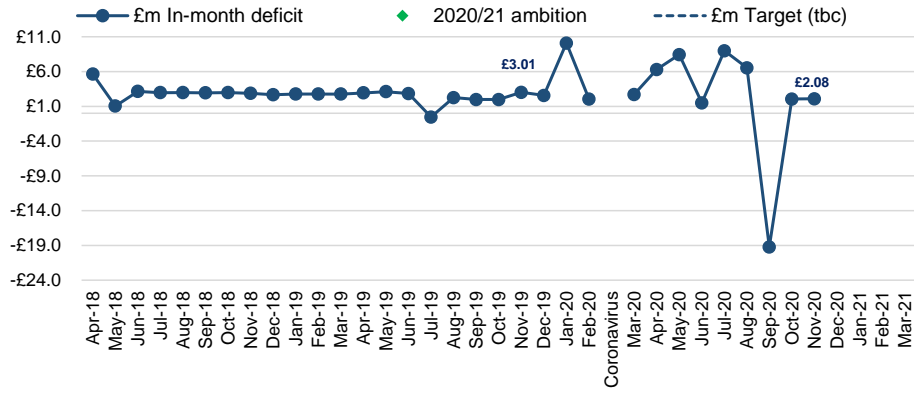
Agency spend as a % of the total pay bill



Agency spend as a % of the total pay bill	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
%	5.20%	5.19%	4.65%	4.96%	4.52%	4.89%	4.65%	5.81%	5.36%	5.25%	6.63%		4.3%	3.4%	3.2%	3.5%	4.0%	4.43%	4.95%	5.68%	5.82%				
2020/21 ambition																									
% Target (tbc)																									



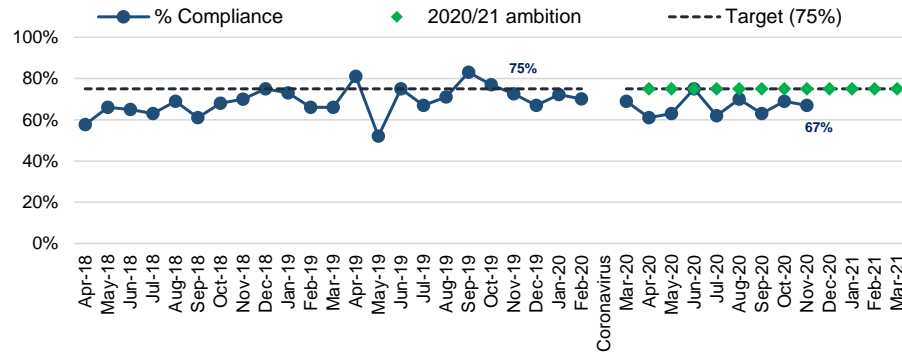
Financial balance



Financial balance		Coronavirus																																		
£m In-month deficit	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
2020/21 ambition	£5.63	£1.03	£3.14	£2.95	£2.97	£2.93	£2.97	£2.87	£2.66	£2.76	£2.76	£2.75	£2.92	£3.10	£2.85	£0.53	£2.25	£1.97	£1.97	£3.01	£2.56	£10.10	£2.04	£2.70	£6.29	£8.45	£1.50	£9.00	£6.53	£19.23	£2.04	£2.08				
£m Target (tbc)																																				



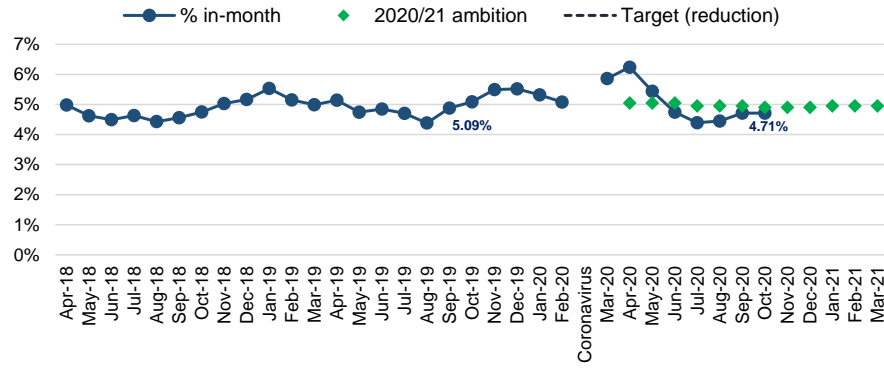
% complaints with final or interim reply <= 30 working days



% complaints with final or interim reply <= 30 working days	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus																			
% Compliance	58%	66%	65%	63%	69%	61%	68%	70%	75%	73%	66%	66%	81%	52%	75%	67%	71%	83%	77%	73%	67%	72%	70%	69%	61%	63%	75%	62%	70%	63%	69%	67%	69%	61%	63%	75%	62%	70%	63%	69%	67%		
2020/21 ambition																										75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
Target (75%)	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%



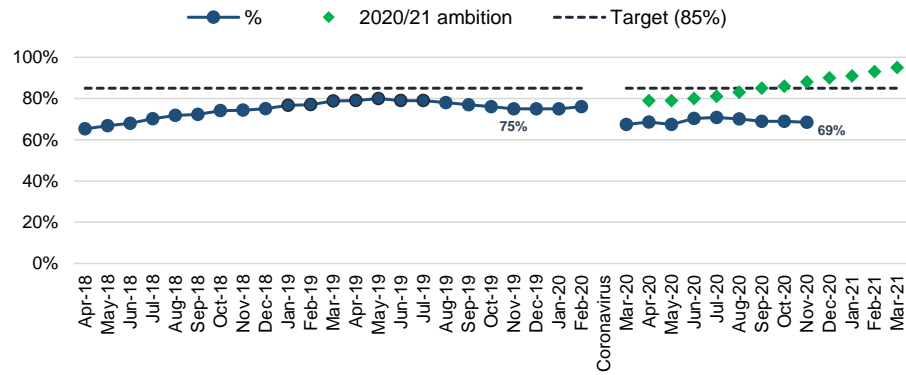
Sickness absence



Sickness absence	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21		
% in-month	4.98%	4.62%	4.49%	4.63%	4.43%	4.56%	4.75%	5.03%	5.16%	5.53%	5.15%	4.99%	5.14%	4.74%	4.85%	4.70%	4.38%	4.88%	5.09%	5.49%	5.52%	5.32%	5.08%		5.86%	6.24%	5.44%	4.74%	4.39%	4.45%	4.71%	4.71%							
2020/21 ambition																											5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
Target (reduction)																																							



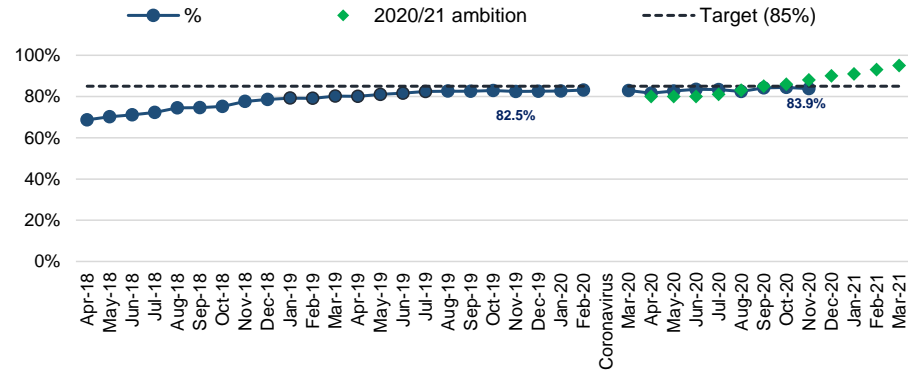
Staff who have had a PADR in the previous 12 months



Staff who have had a PADR in the previous 12 months	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%	65%	67%	68%	70%	72%	72%	74%	74%	75%	77%	77%	79%	79%	80%	79%	79%	78%	77%	76%	75%	75%	75%	76%		67%	69%	67%	70%	71%	70%	69%	69%	69%					
2020/21 ambition																										79%	79%	80%	81%	83%	85%	86%	88%	90%	91%	93%	95%	
Target (85%)	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%		85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%



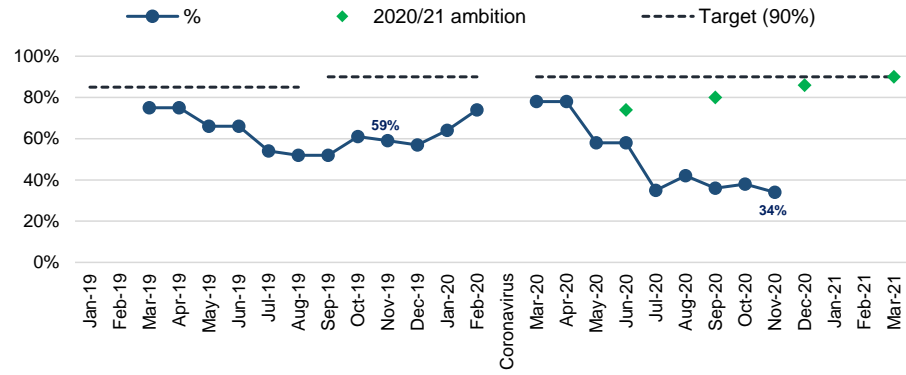
Core Skills Training Framework



Core Skills Training Framework	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%	68.7%	70.2%	71.1%	72.3%	74.5%	74.6%	75.2%	77.6%	78.6%	79.2%	79.1%	80.2%	80.1%	81.0%	81.6%	82.4%	82.6%	82.6%	82.9%	82.5%	82.6%	82.7%	83.2%		82.9%	81.6%	82.7%	83.5%	83.4%	82.4%	84.2%	84.4%	83.9%					
2020/21 ambition																										80%	80%	80%	81%	83%	85%	86%	88%	90%	91%	93%	95%	
Target (85%)	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%		85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	



Consultants/SAS doctors with a current job plan



Consultants/SAS doctors with a current job plan	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Coronavirus	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	
%			75%	75%	66%	66%	54%	52%	52%	61%	59%	57%	64%	74%		78%	78%	58%	58%	35%	42%	36%	38%	34%					
2020/21 ambition																			74%			80%			86%				90%
Target (90%)	85%	85%	85%	85%	85%	85%	85%	85%	90%	90%	90%	90%	90%	90%		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

* target increased from 85% to 90% from September 2019