

Financial Year
2025-26

Quality Dashboard

This document provides a high level summary of the performance measures stemming from the Integrated Quality and Performance Tracker.

The purpose of this report is to present to the Board a thematic review of the performance for a select number of indicators for the last 24 months including Statistical Process Control charts (SPC) with upper and lower control limits.

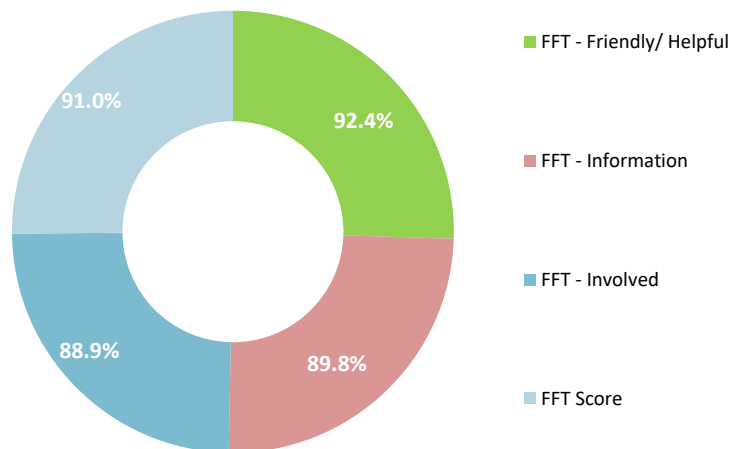
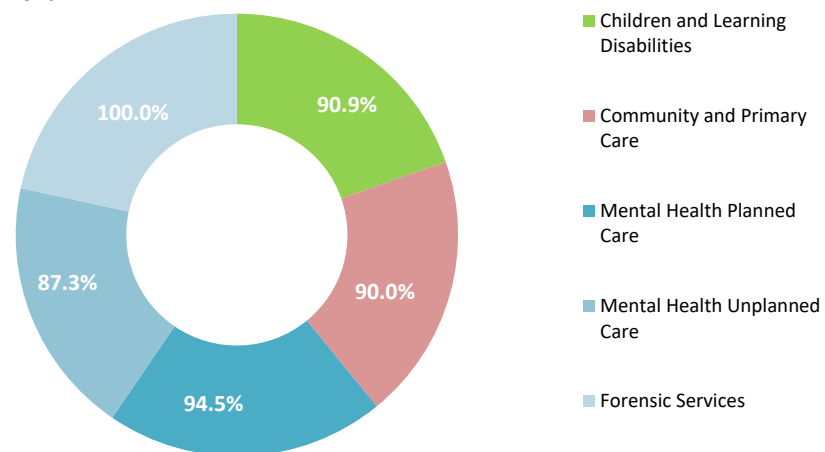
Reporting Month:

Apr-25

Chief Executive: Michele Moran

Prepared by: Business Intelligence Team



Friends and Family Year to Date
Satisfaction ResultsFriends and Family Satisfaction by Division
Current Month

**Overall Experience Score for CMHT
(Community Mental Health Team)
Patient Survey - 2024**

National Benchmark (Upper Quartile)

66.6%

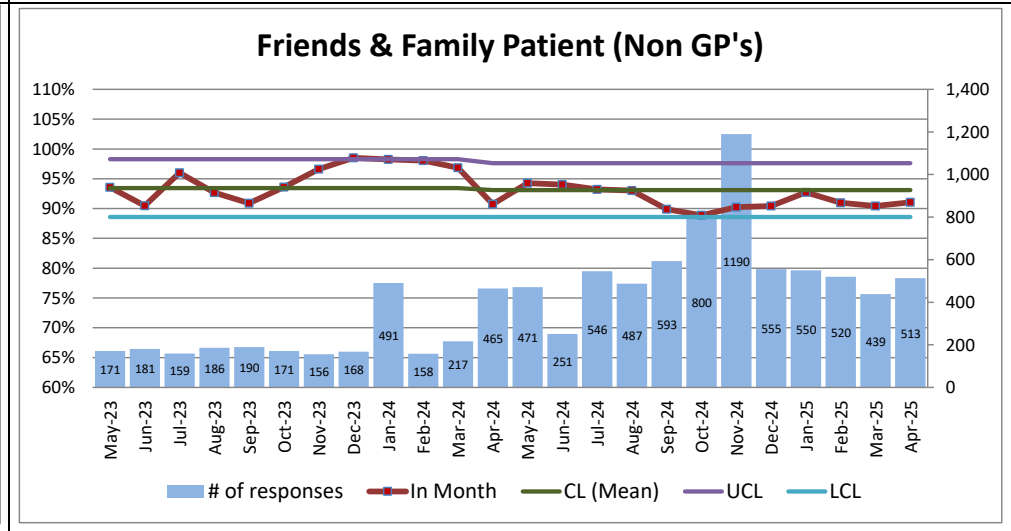
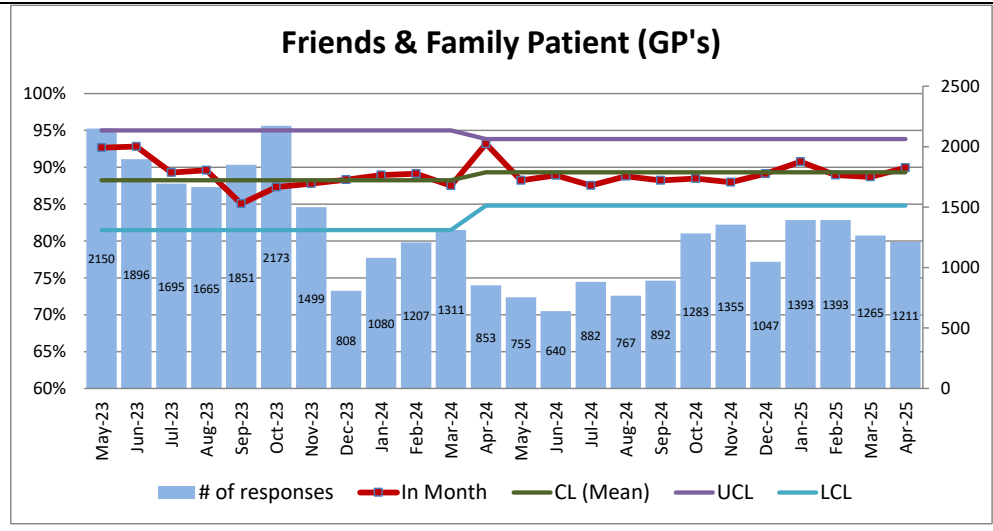
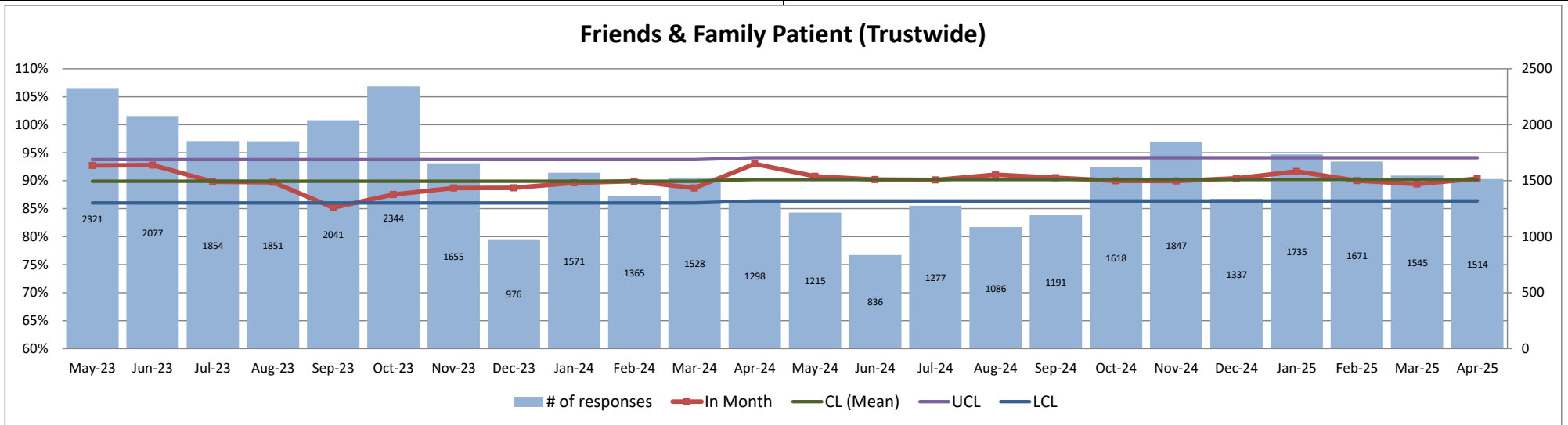
Trust Result

67.3%

Quality Dashboard

Section 1.1.1 Patient / Carer Experience - Trustwide / GP / Non GP Services

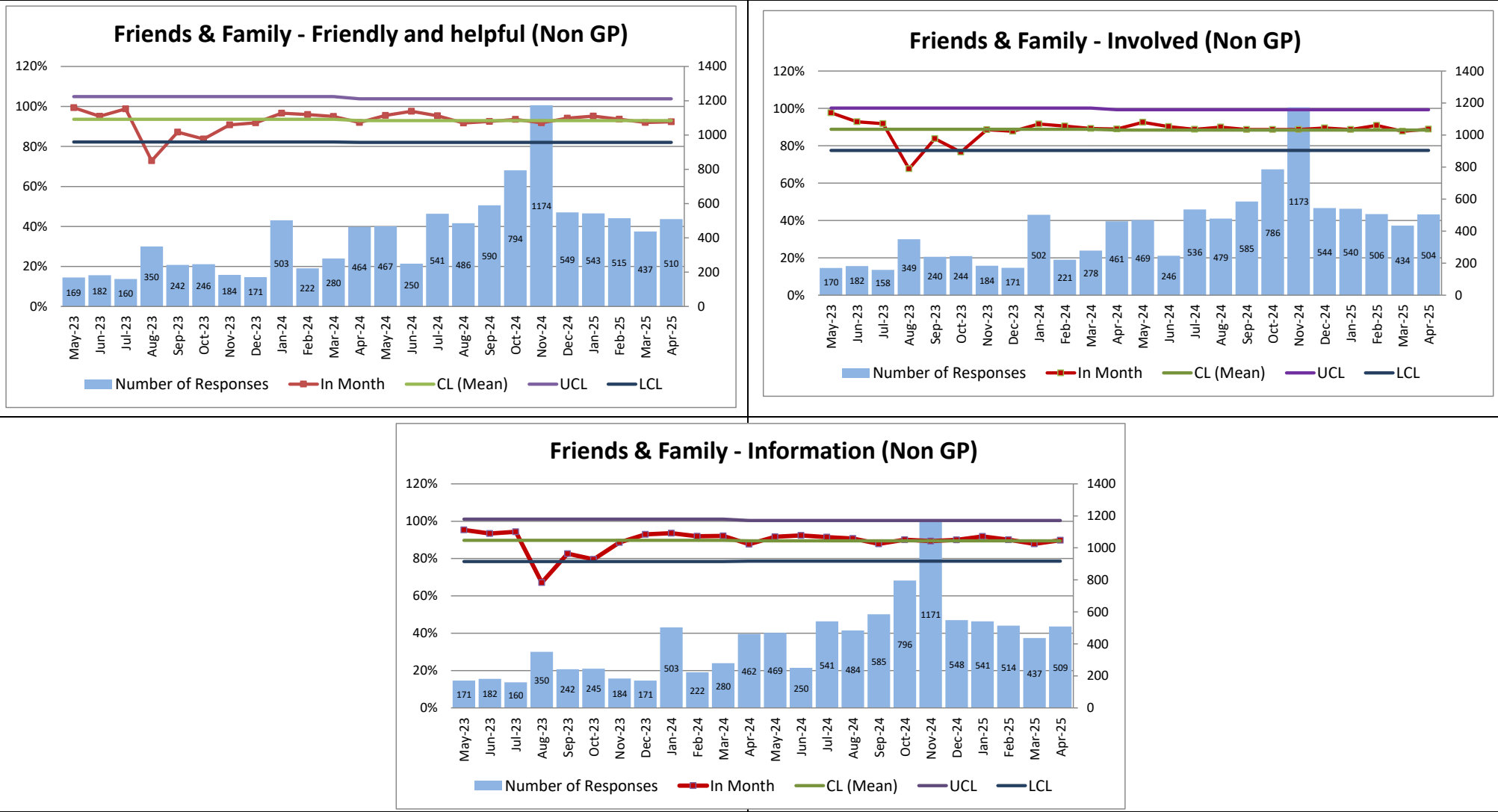
Friends and Family



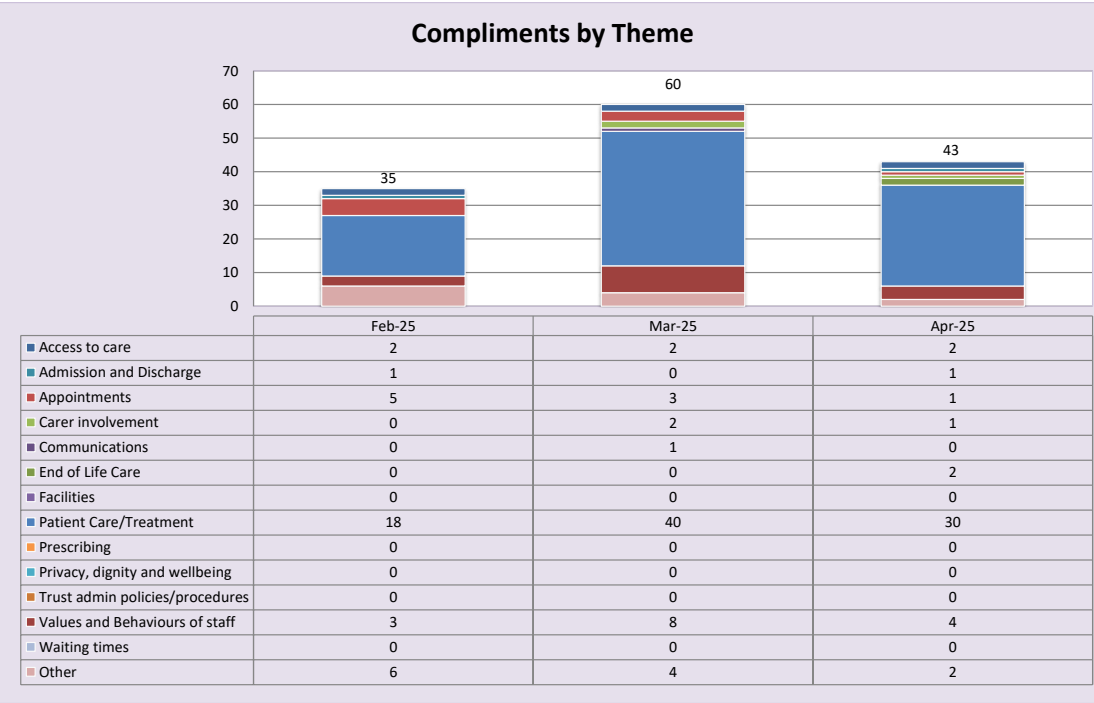
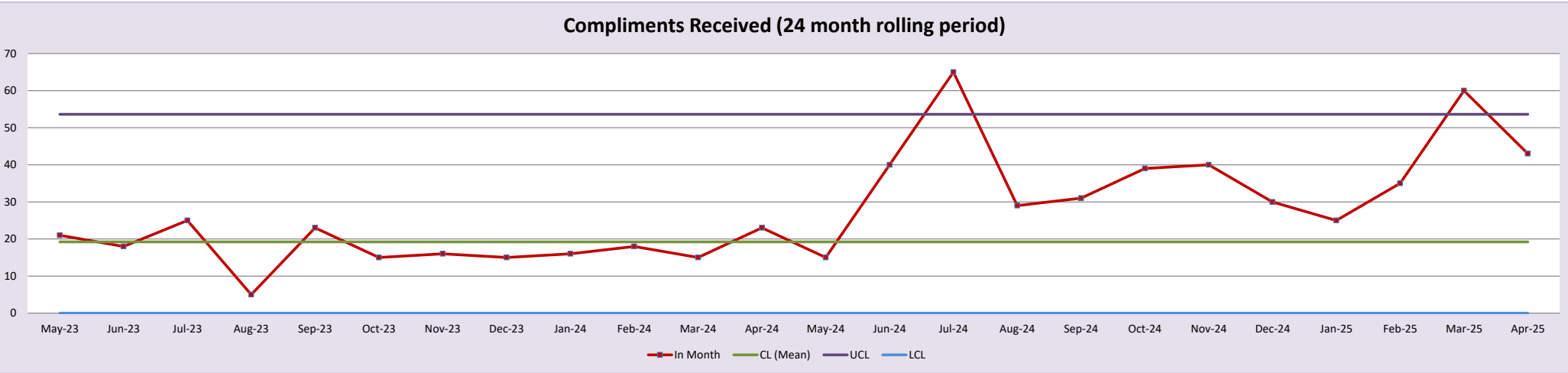
Quality Dashboard

Section 1.1.2 Patient / Carer Experience - Core Questions (Non GP Services)

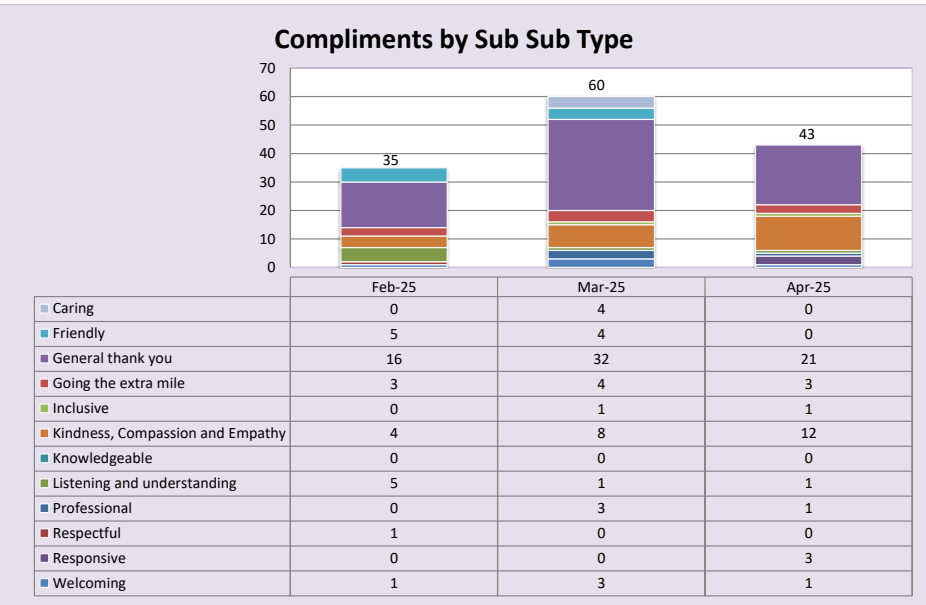
Friends and Family



Quality Dashboard



Patient Experience Indicators	Feb-25	Mar-25	Apr-25
Eliminating Mixed Sex Accommodation	0	0	0
Duty of Candour Compliance	100%	100%	100%



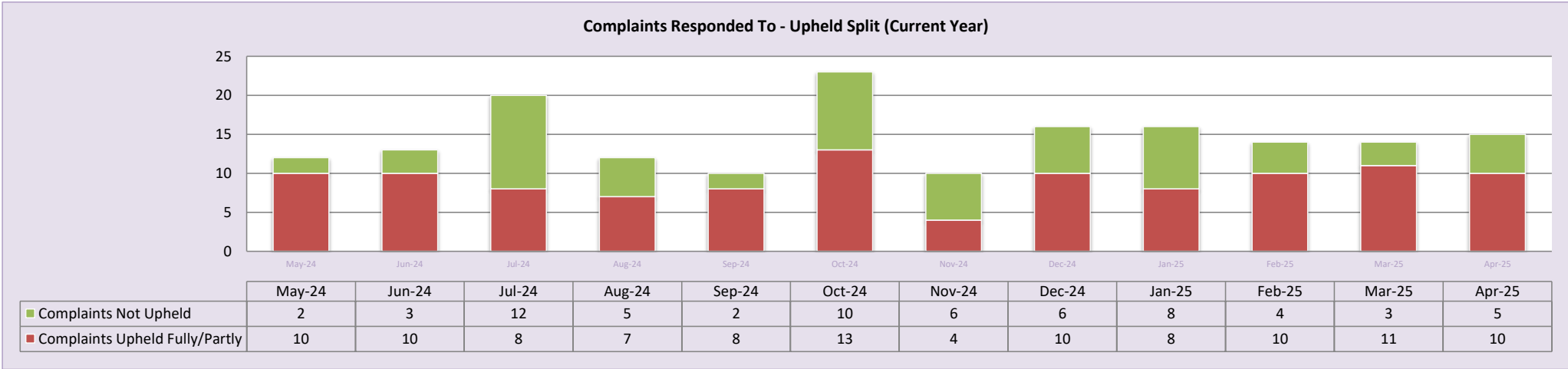
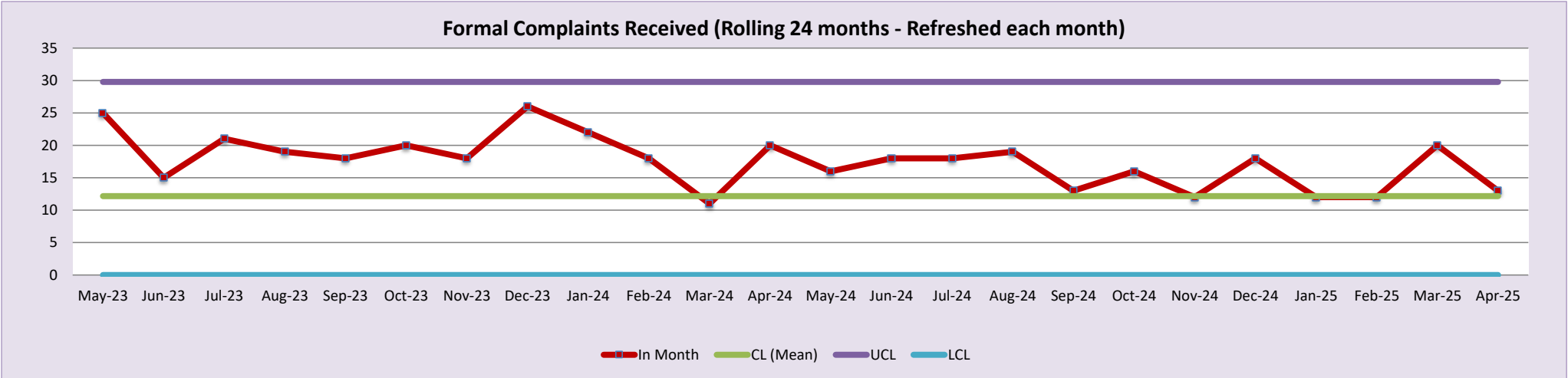
Quality Dashboard

Domain

Section 1.3.1

Patient / Carer Experience

Overall Trust Position



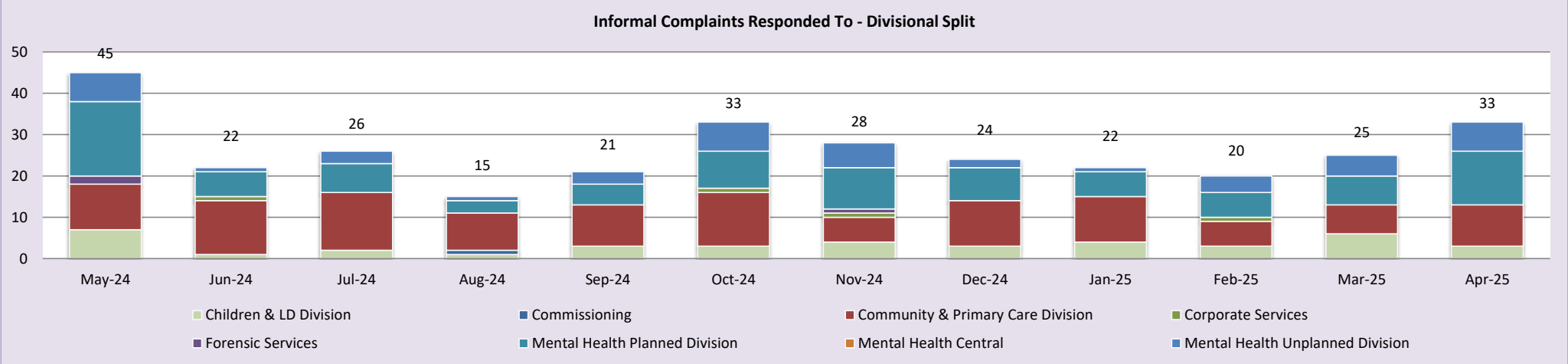
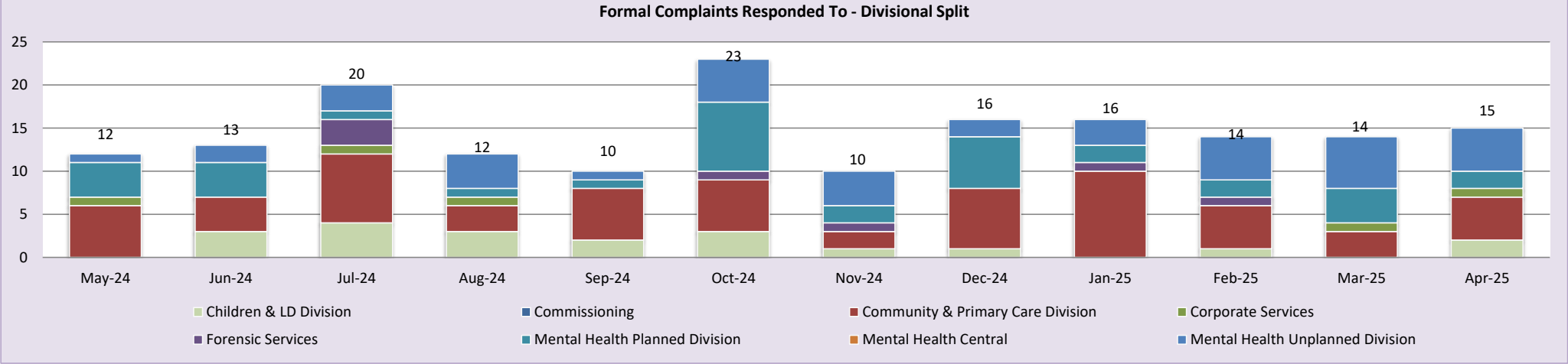
Quality Dashboard

Domain

Section 1.3.1

Patient / Carer Experience

Overall Trust Position



Withdrawn Complaints

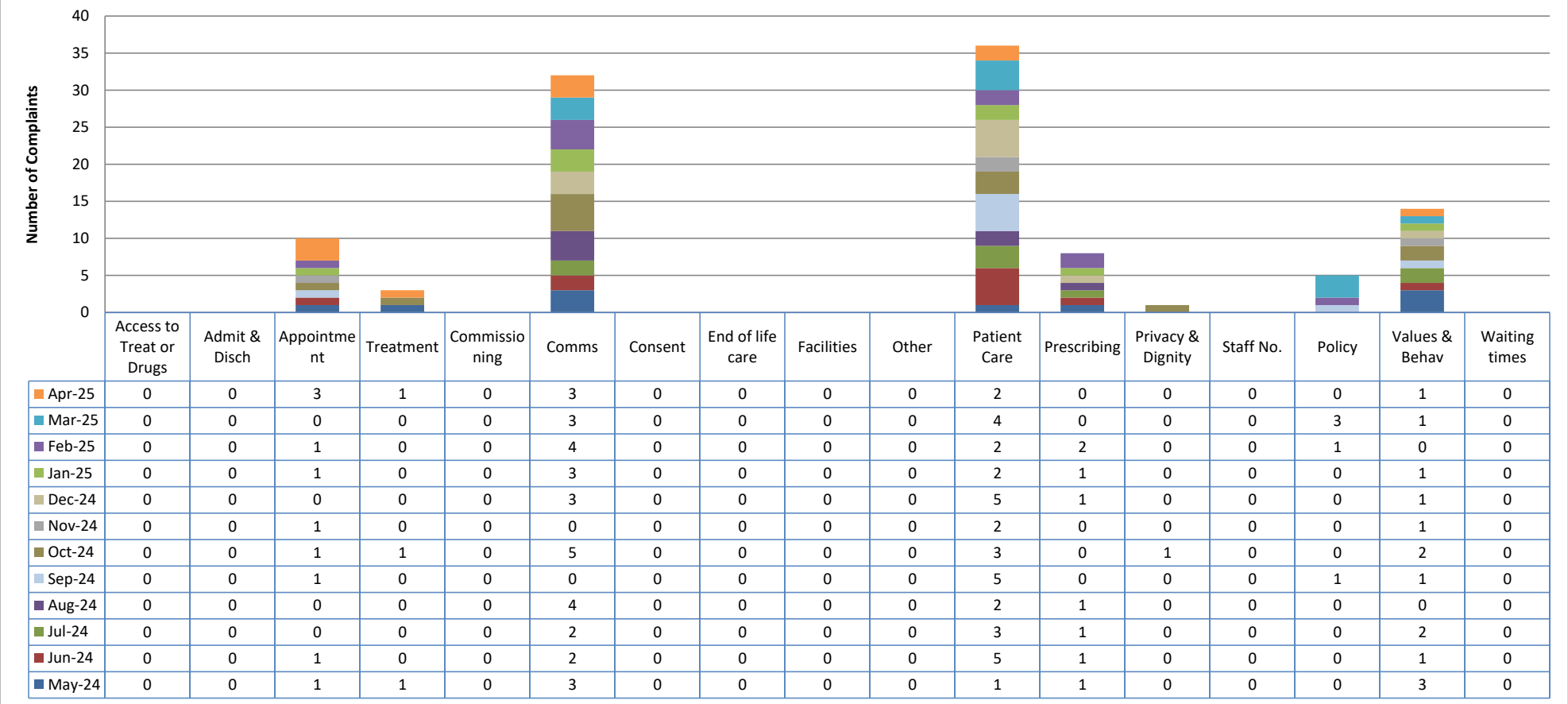
Formal Complaints Withdrawn
Informal Complaints Withdrawn

	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Formal Complaints Withdrawn	0	1	1	0	0	1	0	2	0	0	0	0
Informal Complaints Withdrawn	0	0	0	0	0	1	0	0	0	0	0	1

Quality Dashboard

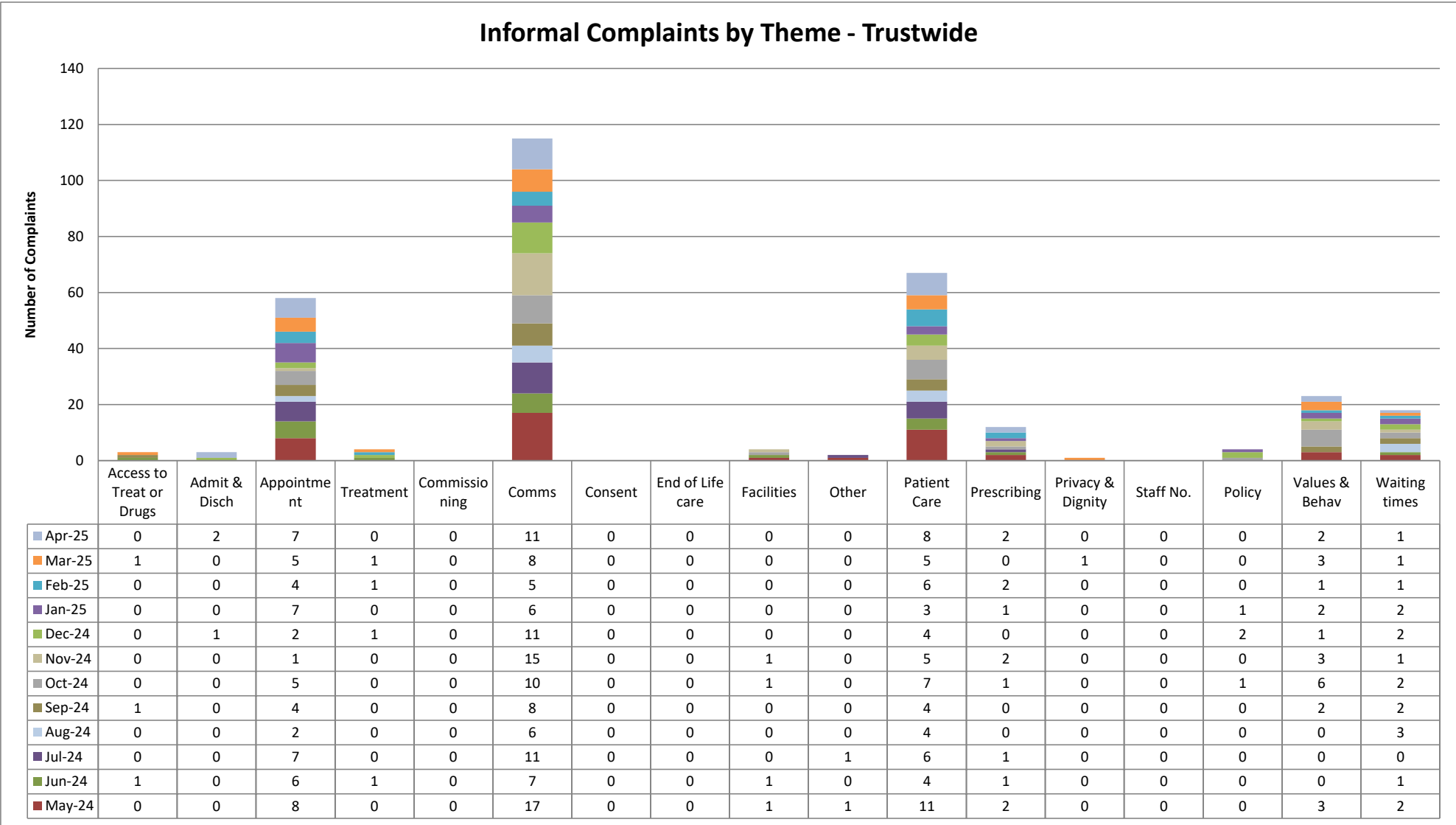
Domain

Formal Complaints Upheld (Partly/Fully) by Theme - Trustwide



Quality Dashboard

Domain



Quality Dashboard

Domain

Section 1.3.3	Formal Complaints Upheld by Team (24 month rolling)	Overall Team Position
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Due to the number of teams involved over the 24 month rolling period, only teams with TWO OR MORE complaints are shown here

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	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	Apr-25	Rolling Total
Humber Primary Care Practice	4	0	4	3	2	8	6	2	2	0	3	1	4	0	2	1	1	1	1	3	1	2	1	0	52
Market Weighton Practice	1	0	1	1	0	0	1	0	1	1	2	3	0	2	0	1	0	3	0	1	3	0	0	1	22
Hull CMHT - Management, Non Clinical and Psychology	1	1	2	0	0	1	0	0	0	0	0	3	1	0	0	0	0	3	0	2	0	1	1	0	16
King Street Medical Centre	0	0	0	0	0	0	0	0	2	0	3	0	2	0	1	0	3	0	0	0	1	2	1	1	16
Mental Health Crisis Intervention	1	0	0	1	1	1	0	2	1	0	0	1	1	0	1	0	0	0	1	1	1	0	1	1	15
Hull CMHT - Clinical	0	0	0	0	1	0	1	0	0	1	2	3	0	0	0	0	0	1	0	0	0	0	1	1	11
Beverley and Haltemprice OP CMHT	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	1	0	2	0	0	0	0	6
Specialist Psychotherapy Service	1	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	1	6
Westlands Unit Nursing	0	0	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	1	1	0	0	0	0	1	6
Community Core Team - Rivendell	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Neuro Front Door	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0	0	0	0	0	4
Newbridges Residential Unit	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	4
Scarborough Core	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	4
Townend Court	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	4
Whitby Core	0	0	1	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4
ER Talking Therapies	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	3
Hull and East Riding CAMHS	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	3
Hull and ER - Triage and Assessment	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	3
Hull Community Learning Disability	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	3
Mill View Court Adult	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	3
Avondale - Wards	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Beverley Mental Health	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
CAMHS Crisis	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	2
Facilities Management	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	2
Haltemprice Mental Health	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Humber Centre - Swale	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Lot 2 ER Specialist Clinical	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	2
Miranda House - PICU	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2
Total	9	2	12	9	5	14	9	6	8	8	15	13	10	8	7	4	7	13	4	10	7	9	8	8	205

Quality Dashboard

Domain

Section 1.3.4	Informal Complaints Responded to by Team (24 month rolling)	Overall Team Position
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Due to the number of teams involved over the 24 month rolling period, only teams with TWO OR MORE complaints are shown here

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	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	Apr-25	Rolling Total
Humber Primary Care Practice	1	7	5	15	9	11	7	7	8	4	6	5	4	7	4	7	3	8	2	6	7	1	0	4	138
Hull CMHT - Management, Non Clinical and Psychology	3	4	3	1	4	3	3	4	0	4	2	4	7	2	2	3	4	4	7	3	2	5	2	4	80
Market Weighton Practice	1	4	1	1	4	2	2	1	3	1	4	3	3	2	4	1	3	5	0	1	2	2	6	3	59
King Street Medical Centre	1	3	0	1	1	4	3	2	1	9	6	4	4	3	3	1	3	0	2	3	2	1	0	1	58
Mental Health Crisis Intervention	0	7	4	3	0	2	2	2	1	0	6	2	3	0	0	0	2	4	4	0	0	1	2	4	49
Hull CMHT - Clinical	2	3	1	0	1	1	0	0	2	1	3	3	5	2	3	0	1	1	1	1	2	0	1	1	35
ER Talking Therapies	0	0	1	0	1	1	0	1	0	3	3	0	2	0	0	0	0	0	0	0	0	0	1	3	16
Neuro Diagnostic	4	3	1	0	0	0	0	1	1	1	1	0	1	0	0	0	1	0	0	0	1	0	0	1	16
Hull and ER - Triage and Assessment	1	0	0	0	0	1	1	0	0	0	0	0	1	0	1	0	0	1	1	1	2	1	1	1	13
Neuro Front Door	1	1	0	0	0	1	2	0	0	1	0	1	1	0	0	0	0	1	0	0	1	0	2	0	12
Community Core Team - Rivendell	0	0	2	1	1	1	0	0	1	1	0	1	1	0	0	0	0	0	0	1	0	0	1	0	11
Scarborough Core	1	1	0	0	1	0	0	0	0	2	0	1	0	0	0	0	1	0	1	0	0	2	0	0	10
Avondale - Wards	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2	0	0	1	0	2	0	1	1	0	8
Facilities Management	0	0	0	1	1	0	0	1	0	0	0	1	0	1	0	0	0	1	1	0	0	1	0	0	8
Haltemprice Mental Health	0	1	0	0	0	1	0	1	1	0	0	0	0	0	1	0	0	0	1	1	0	0	1	0	8
Hull and East Riding CAMHS	0	0	0	1	0	1	0	0	0	0	0	1	1	1	0	0	0	0	1	0	0	0	1	1	8
Specialist Psychotherapy Service	0	0	0	0	0	0	0	2	0	0	0	1	0	0	0	0	0	0	1	0	1	1	1	0	7
Childrens S< Hull & East Riding Service	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	0	0	0	0	1	6
Goole Mental Health	0	1	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	5
Hull Community Learning Disability	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	2	0	5
Beverley Mental Health	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	1	4
Community Core Team - Rivendell	0	0	0	1	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	4
Holderness Mental Health	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	4
Hull Integrated Care Team for Older People	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	4
Mill View Court Adult	0	0	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	4
Westlands Unit Nursing	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
Bridlington & Driffield Mental Health	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3
East Riding Community Learning Disability	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	3
Hull Adult Autism Diagnosis Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	1	0	0	3

Quality Dashboard

Domain

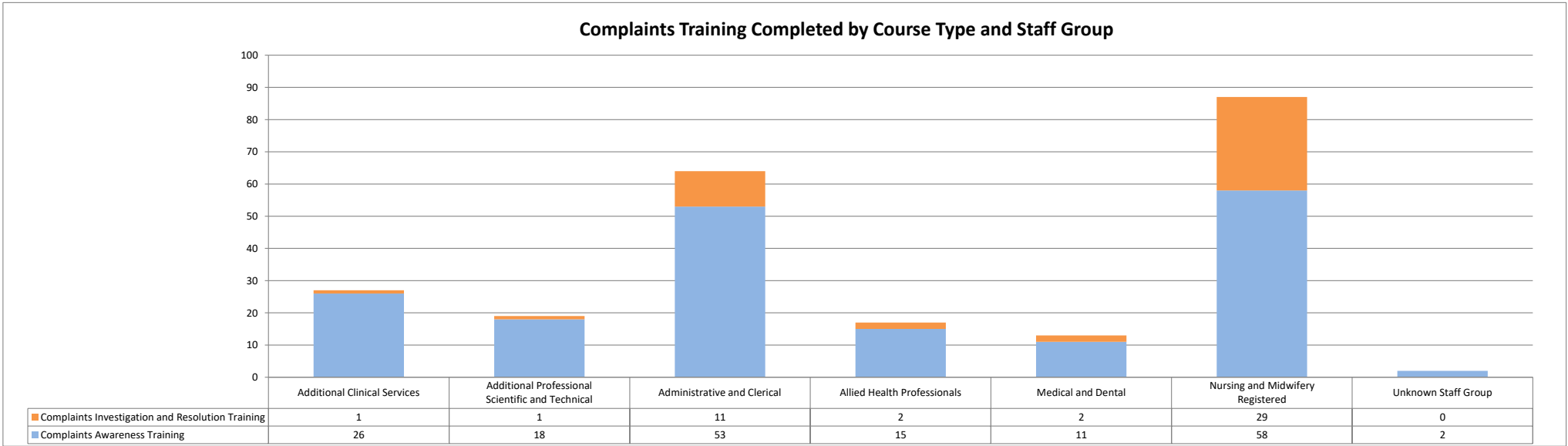
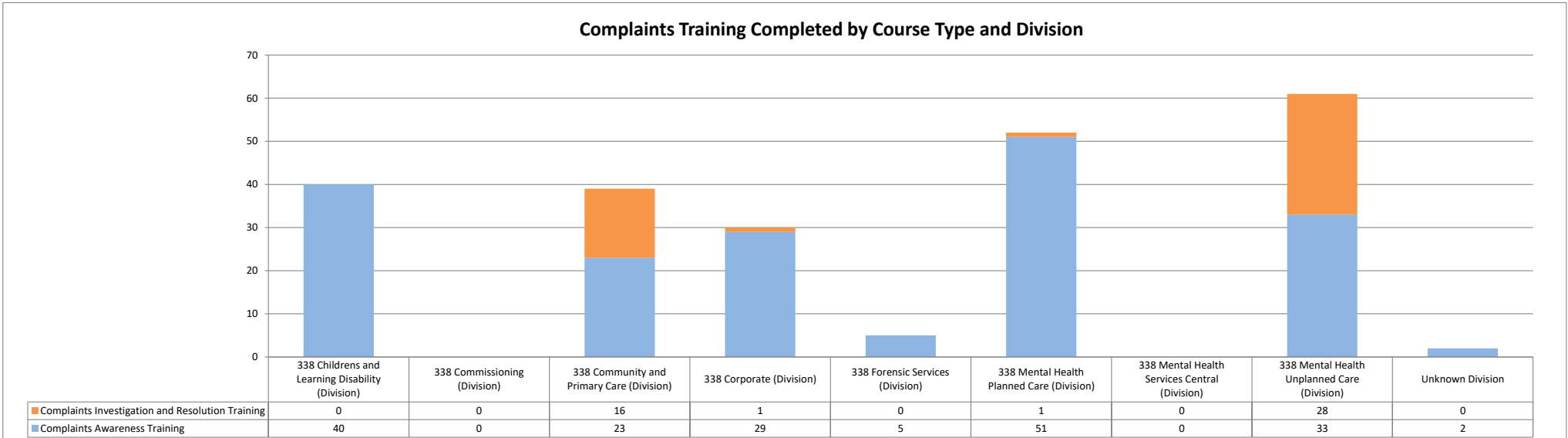
Section 1.3.4	Informal Complaints Responded to by Team (24 month rolling)	Overall Team Position
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Due to the number of teams involved over the 24 month rolling period, only teams with TWO OR MORE complaints are shown here

	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	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	Apr-25	Rolling Total
Lot 2 ER Specialist Clinical	0	0	1	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	3
Maister Lodge Nursing	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	3
Malton Ward	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Mental Health Liaison Service	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	3
Newbridges Residential Unit	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	0	0	3
PCN CMHT East Riding	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0	0	0	0	3
Pine View	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	3
0-19 Health Visitors & School Nurses - East Riding North	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
CAMHS Contact Point	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	2
Crisis and Intervention for Older People	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2
Early Intervention Contact Point	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	2
ER Memory Services	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Forensic Management	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Hull Older Peoples MH Memory Services	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
Humber - Recovery Support Team - EIP	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Humber Centre - Ouse	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Humber Centre - Ullswater	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2
Inspire Multi-Disciplinary	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Mill View Lodge Nursing	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	2
Miranda House - PICU	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
North Yorkshire Therapy	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
Whitby UTC	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2
Whitby Ward	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
Total	20	39	21	30	29	33	22	26	23	29	36	30	42	22	22	14	21	33	27	21	22	19	25	32	638

Quality Dashboard

Domain



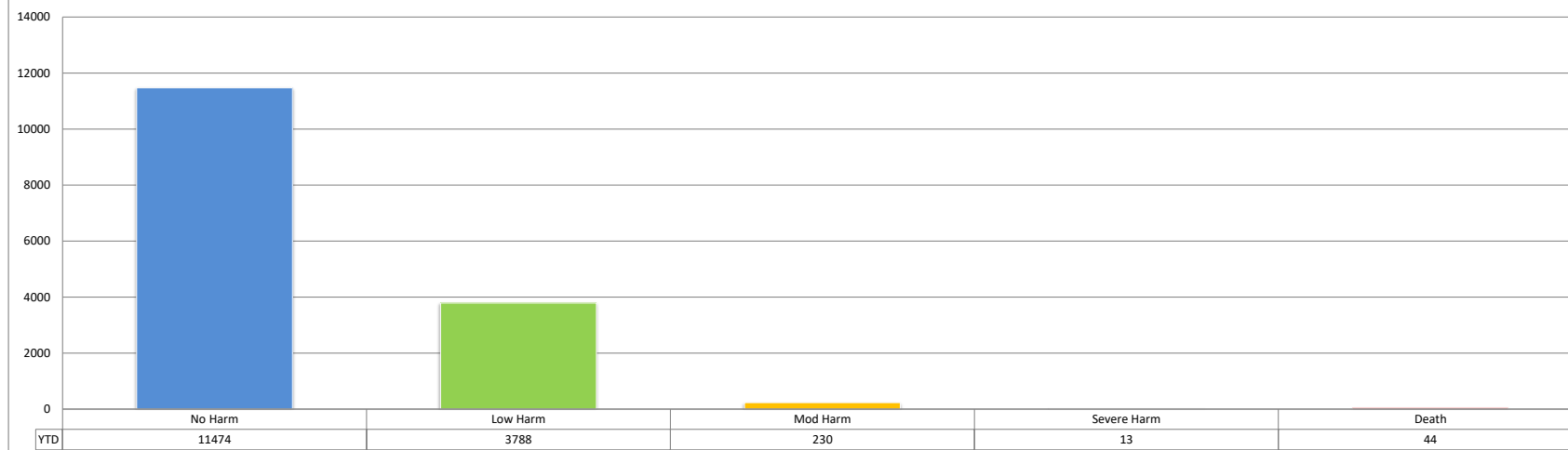
Domain

Clinical Risk

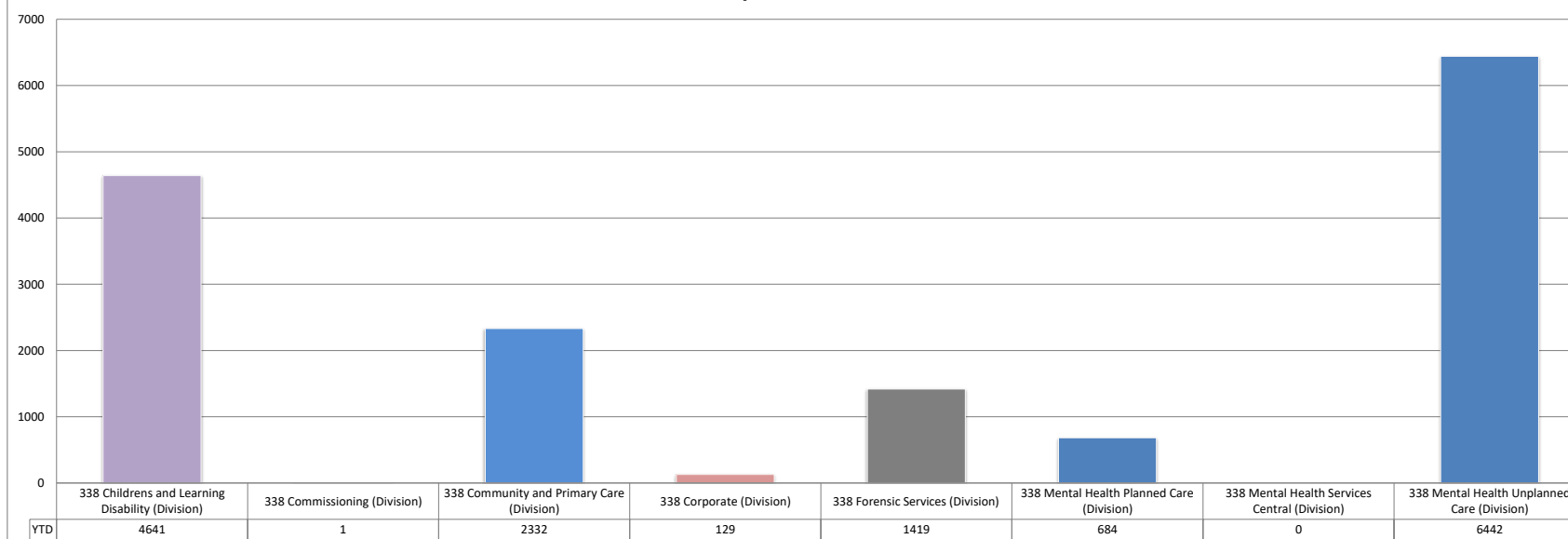
Quality Report

Section 2

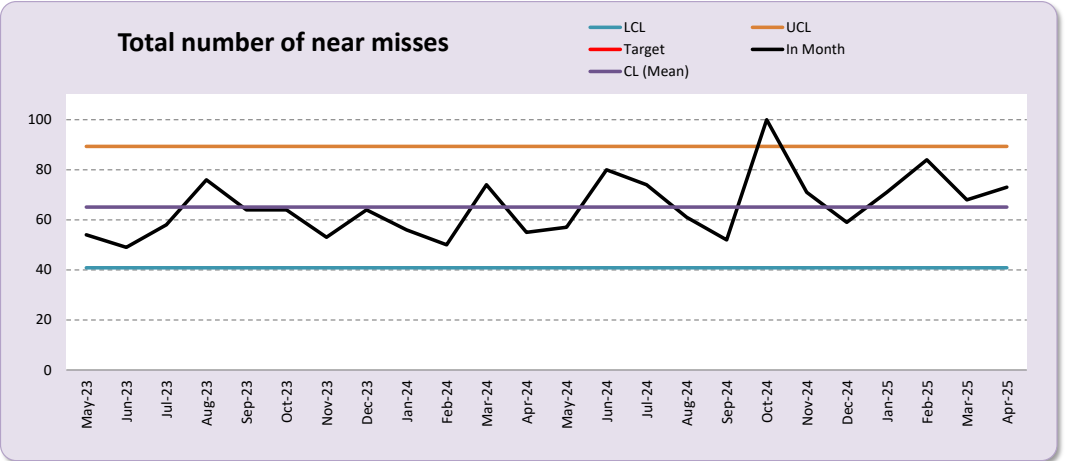
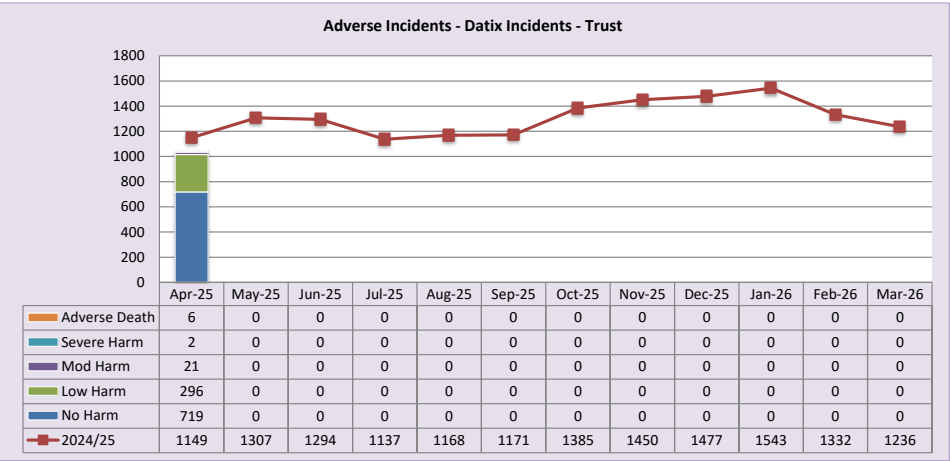
Category of Harms Severity - Year to Date



Incidents by Division - Year to Date

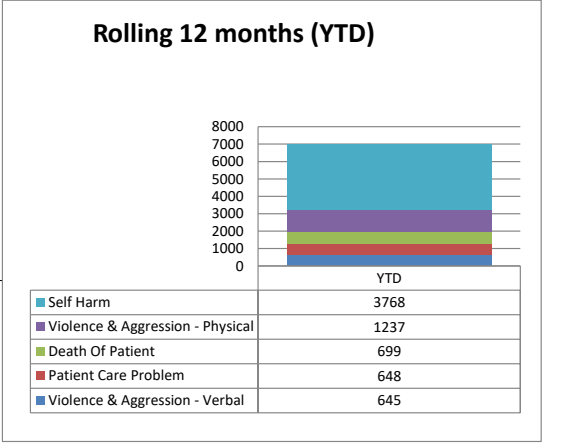
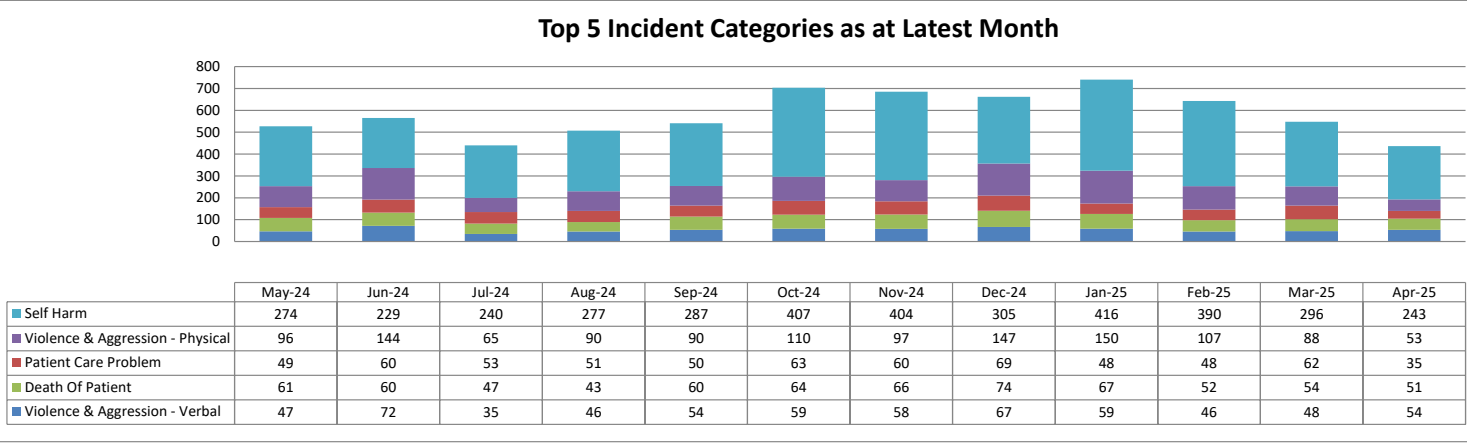


Quality Dashboard



National Safety Alerts : Central Alert System (CAS)	Mar-25	Apr-25
Number issued in month	1	0
Number applicable to HTFT	1	0
Number open pending action	0	0
Number closed in the month	1	0
Number of breaches	0	0

Incident Analysis	Mar-25	Apr-25
Never Events	0	0
% of Harm Free Care	99.5%	99.6%
% of incidents that resulted in Severe Harm or Death	0.4%	0.8%

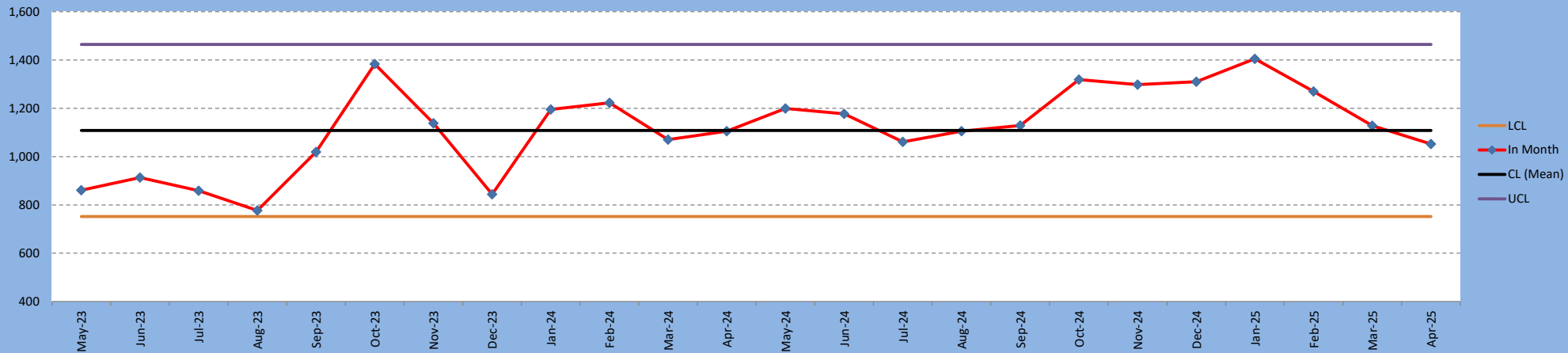


Quality Dashboard

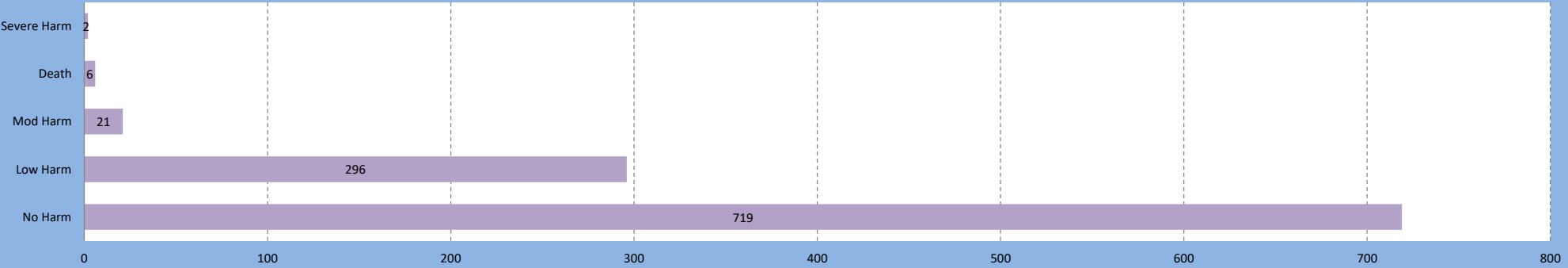
Domain	Clinical Risk	Overall Trust Position
Section 2.1		

Total Incidents Reported and Severity of incidents reported in the current financial year (YTD)

Number of Total Incidents Reported

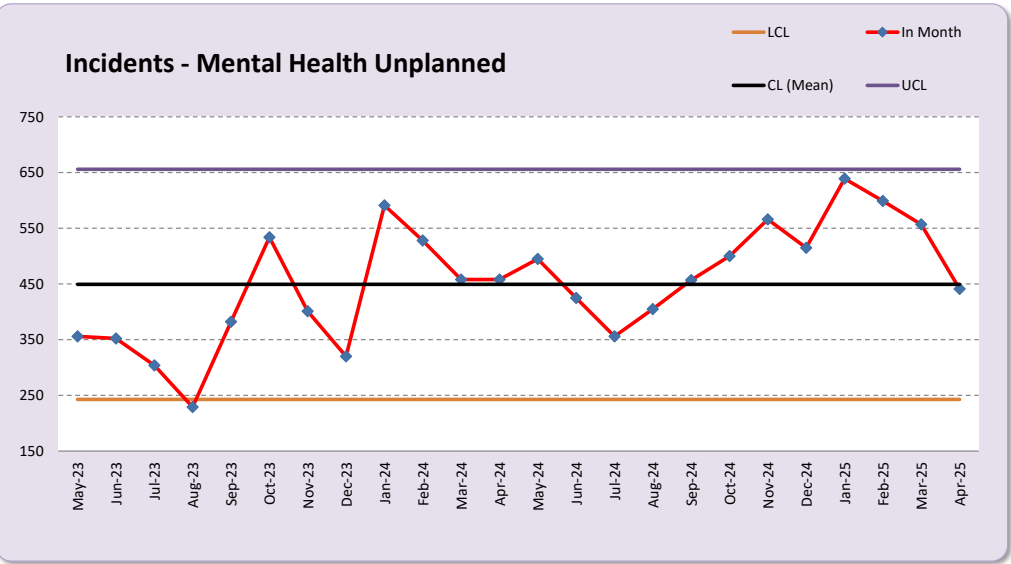
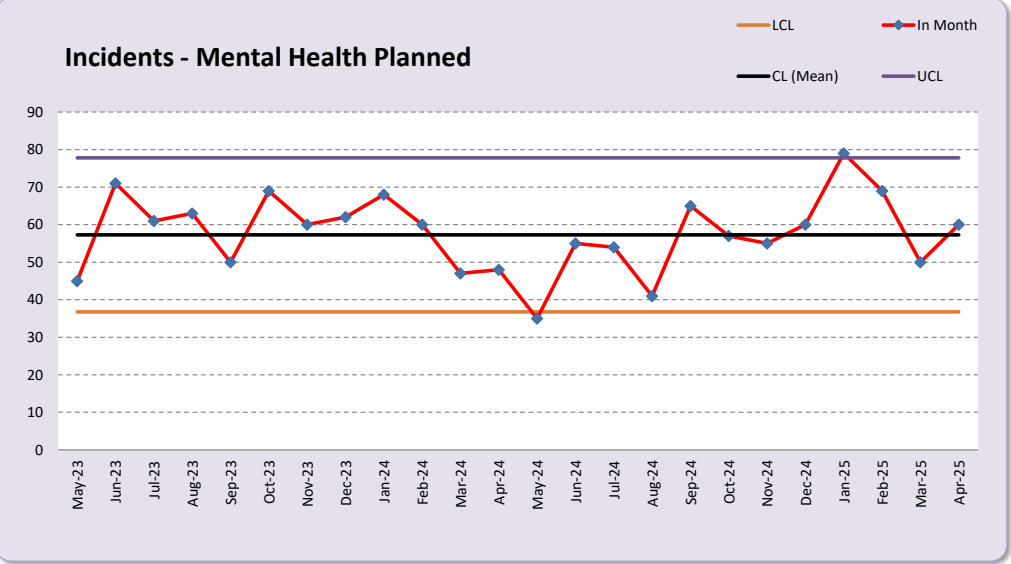
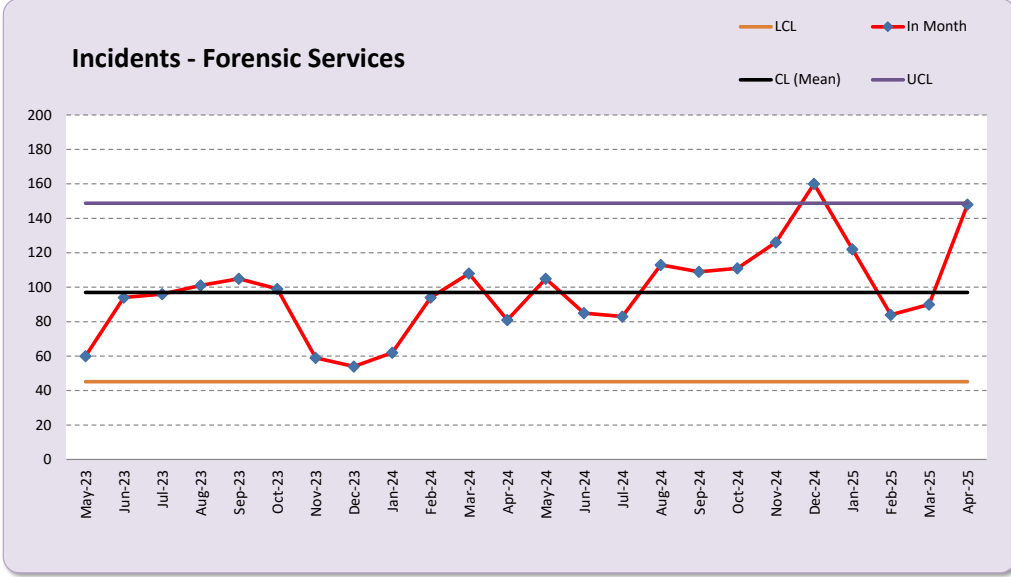
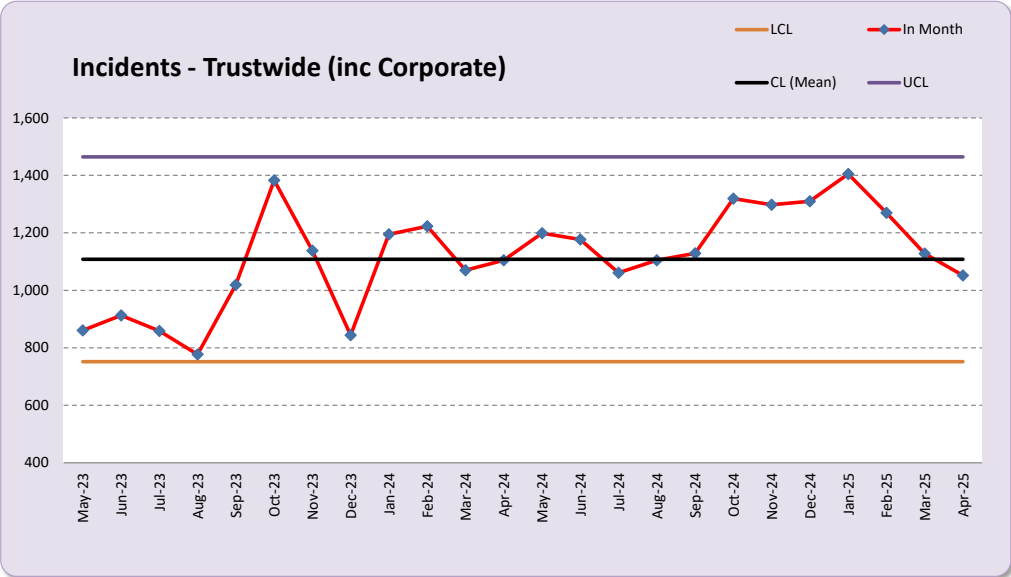


Severity of Harm (current financial year)

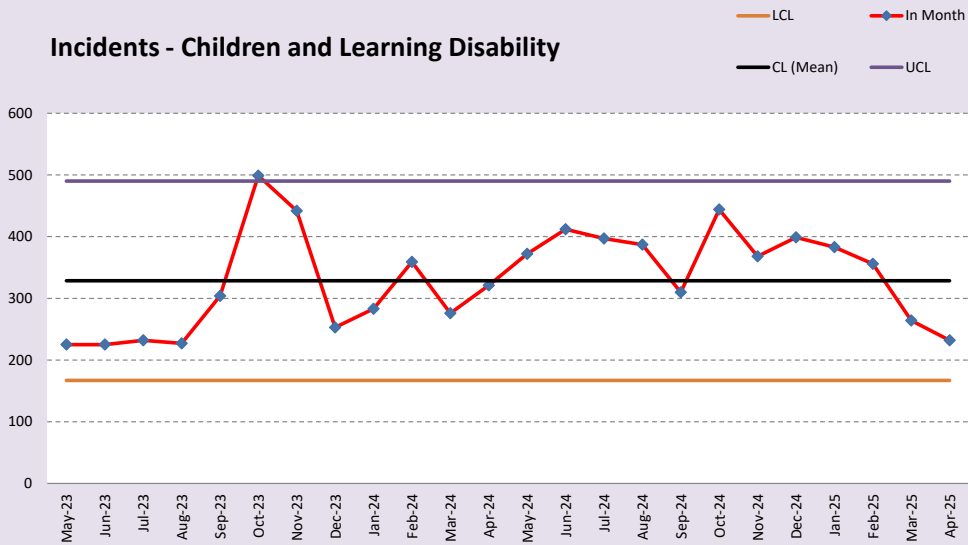


Quality Dashboard

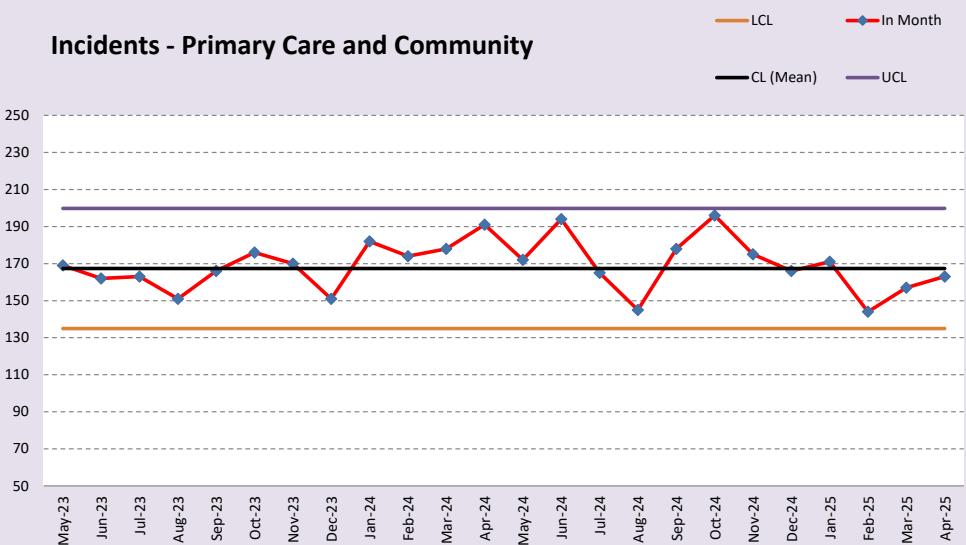
Domain



Incidents - Children and Learning Disability



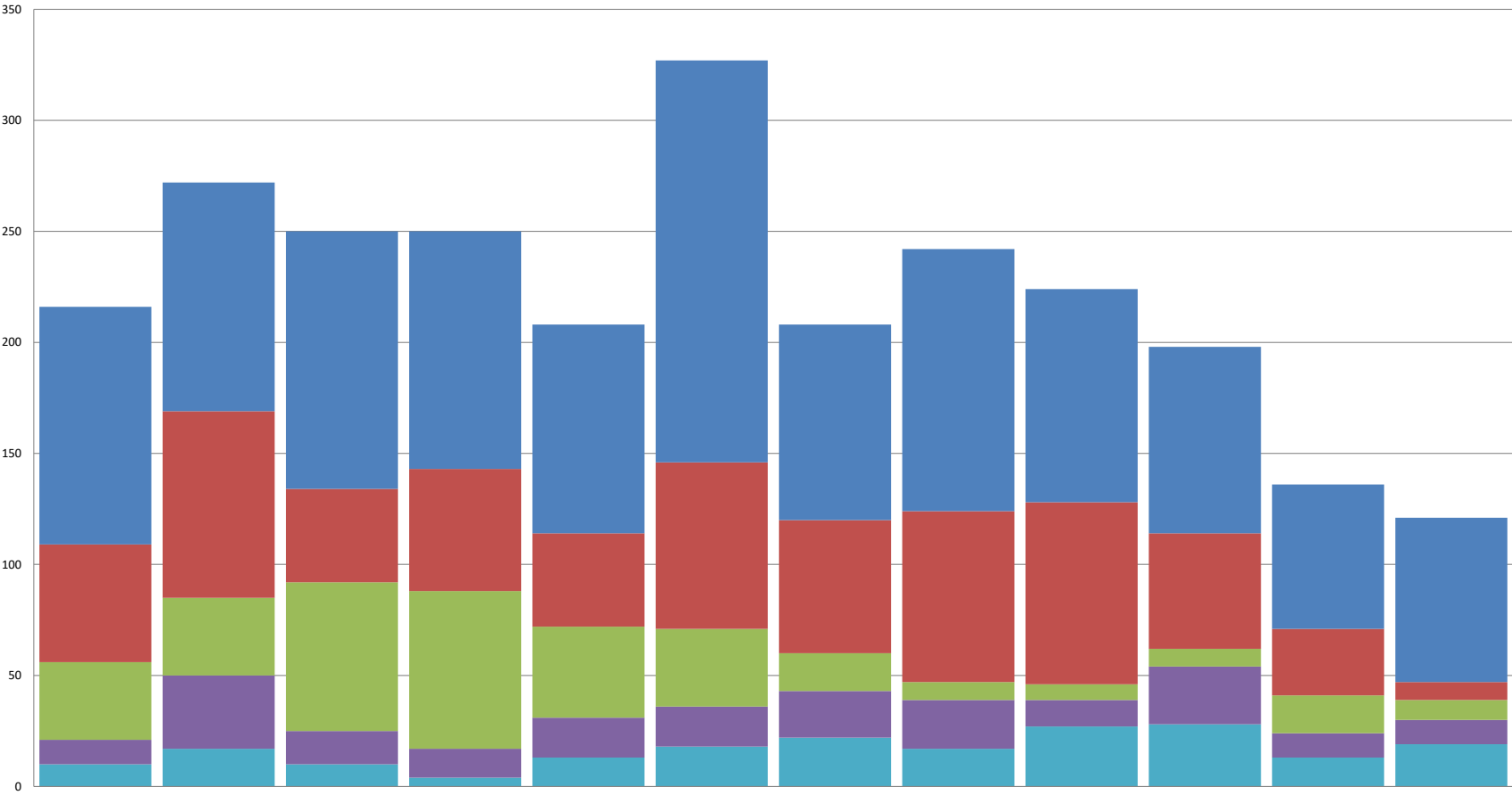
Incidents - Primary Care and Community



Quality Dashboard

Domain

Section 2.3	Clinical Risk	Incidents by Care Group (Division) - Top 5 Categories	Incidents - Division
Childrens and Learning Disability (Division)			

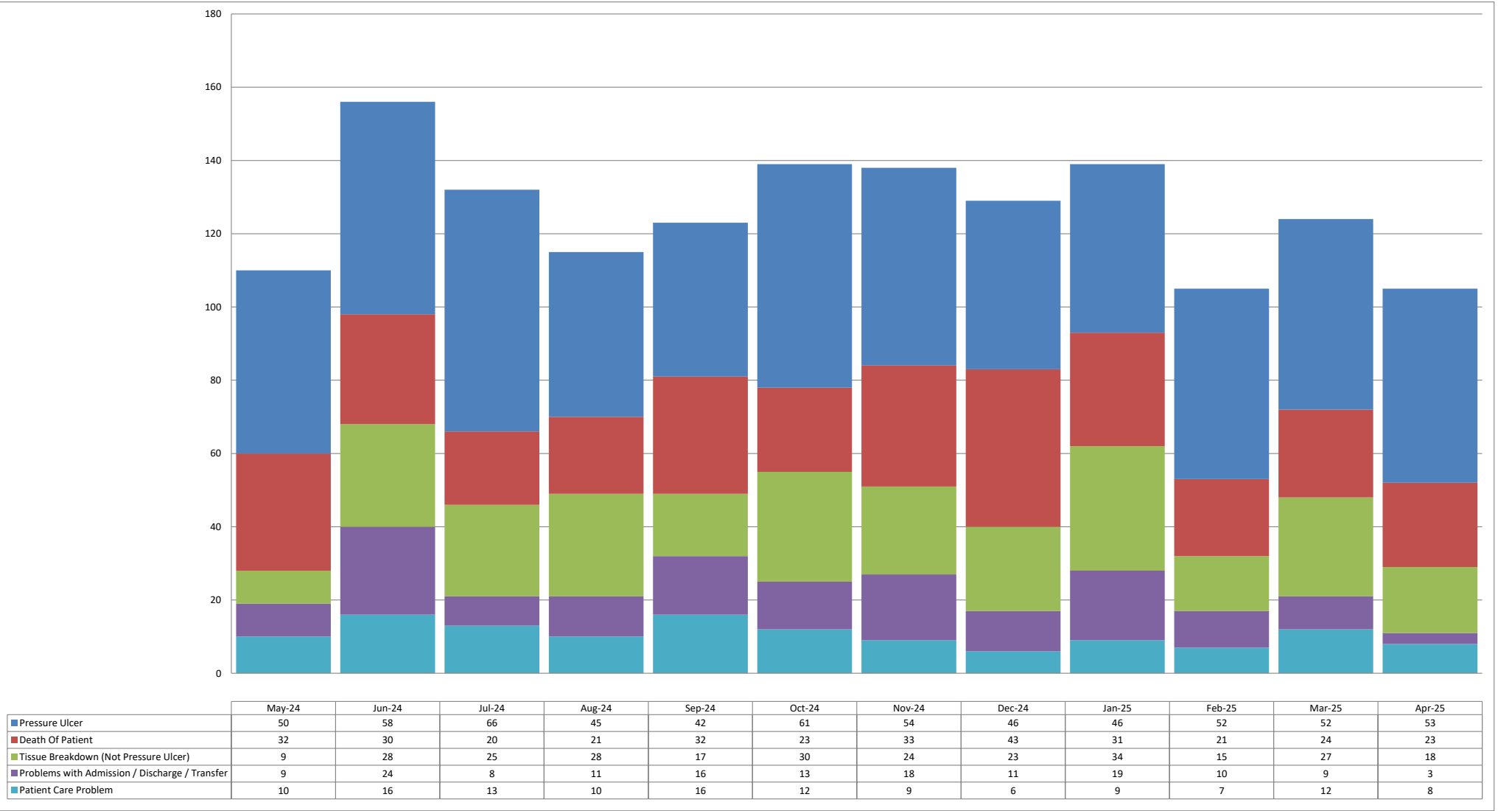


	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Self Harm	107	103	116	107	94	181	88	118	96	84	65	74
Violence & Aggression - Physical	53	84	42	55	42	75	60	77	82	52	30	8
Miscellaneous. Physical or MH Problems	35	35	67	71	41	35	17	8	7	8	17	9
Violence & Aggression - Verbal	11	33	15	13	18	18	21	22	12	26	11	11
Concern for Person(s) (inc. Neglect / Emotional Harm)	10	17	10	4	13	18	22	17	27	28	13	19

Quality Dashboard

Domain

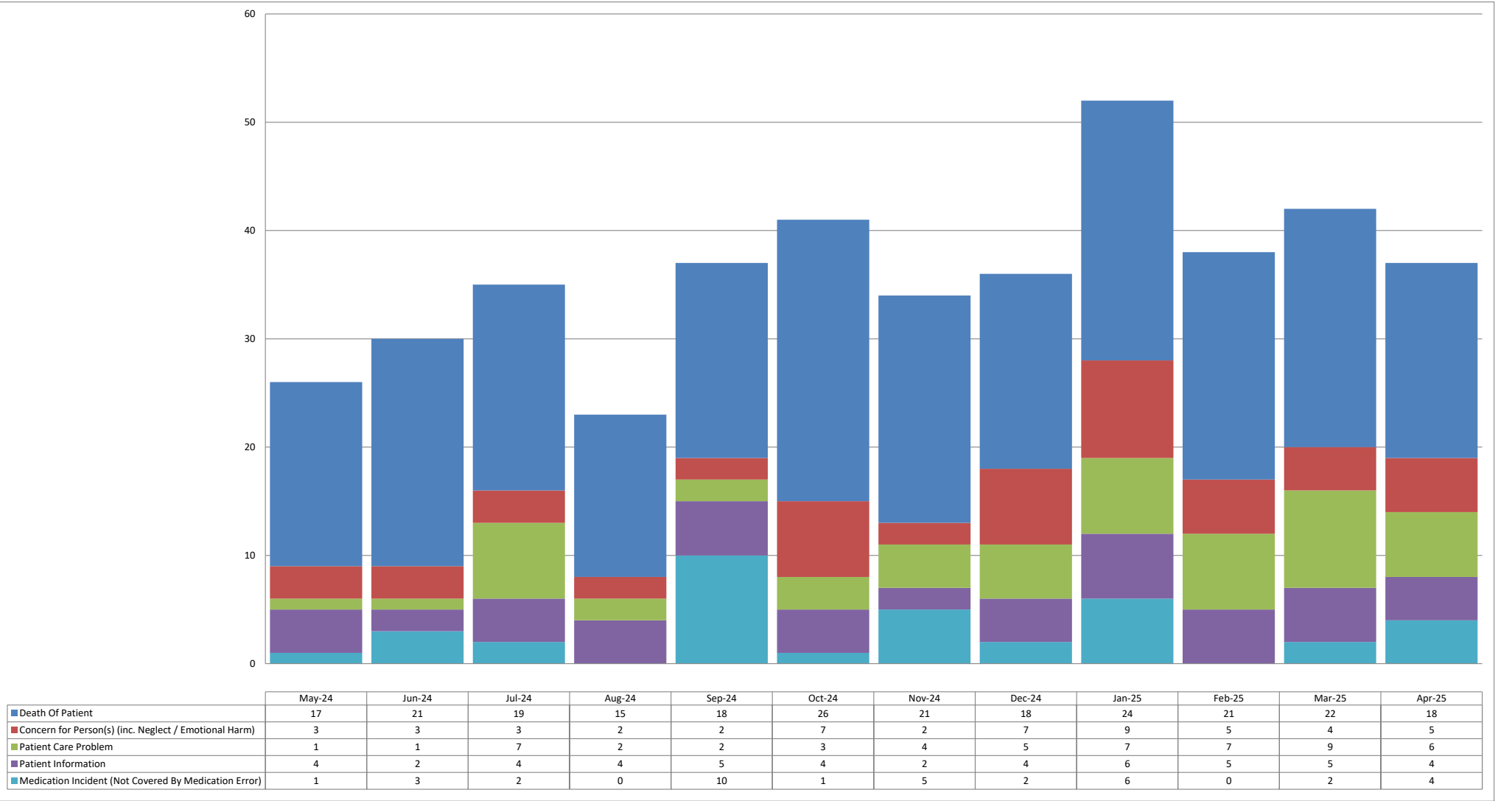
Section 2.3	Clinical Risk	Incidents by Care Group (Division) - Top 5 Categories	Incidents - Division
Community & Primary Care (Division)			



Quality Dashboard

Domain

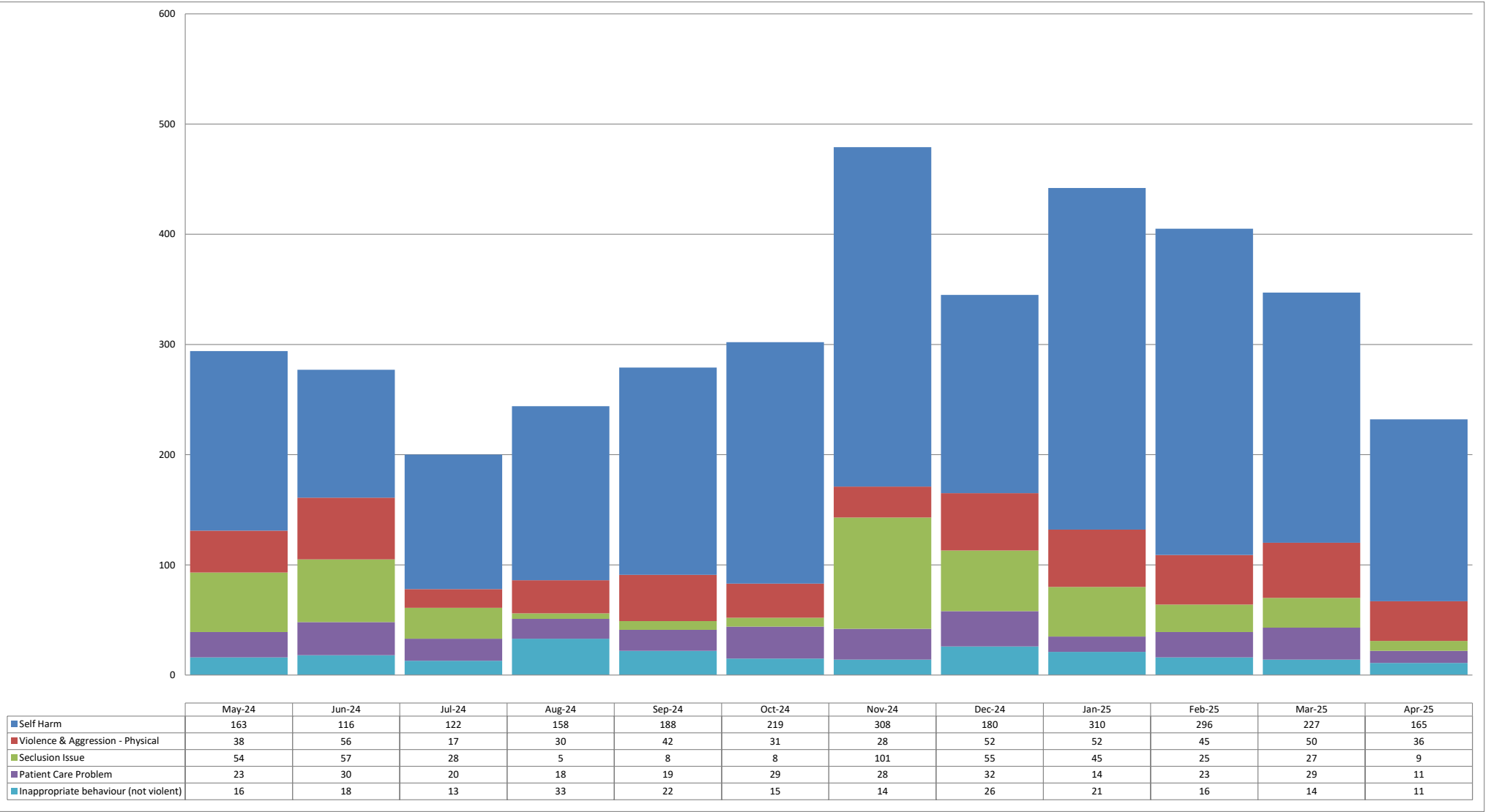
Section 2.3	Clinical Risk	Incidents by Care Group (Division) - Top 5 Categories	Incidents - Division
Mental Health Planned (Division)			



Quality Dashboard

Domain

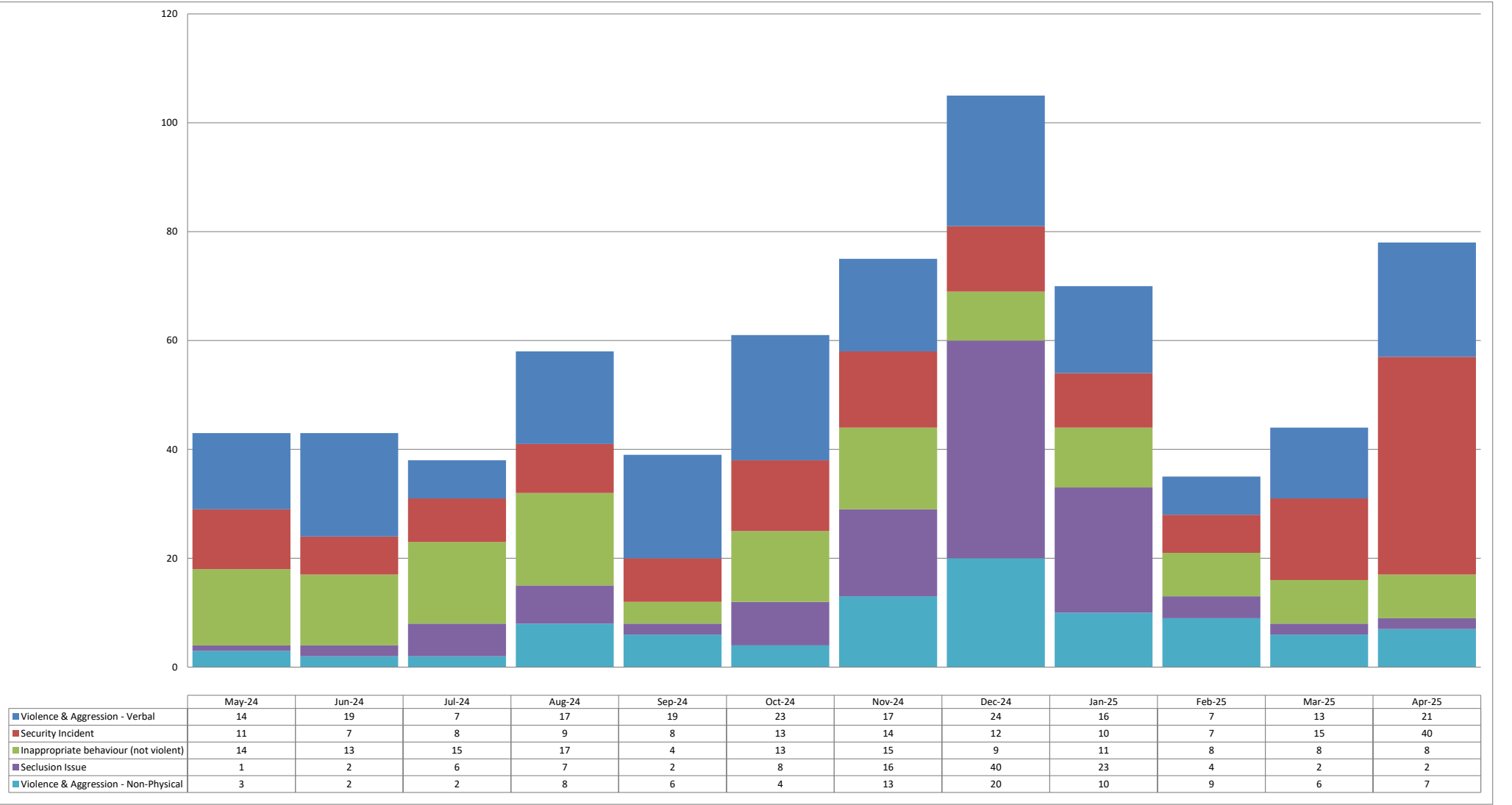
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Mental Health Unplanned (Division)			



Quality Dashboard

Domain

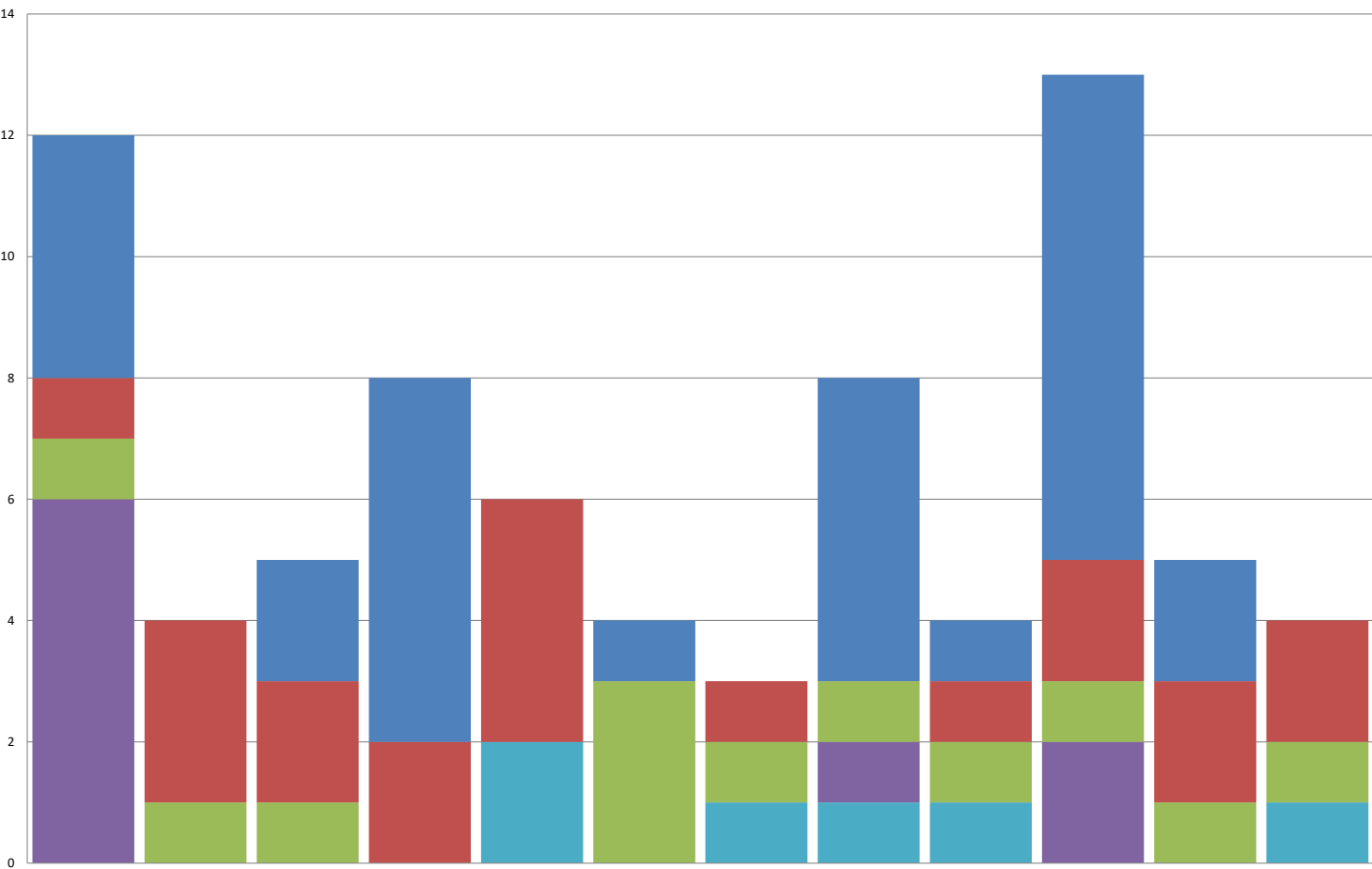
Section 2.3	Clinical Risk	Incidents by Care Group (Division) - Top 5 Categories	Incidents - Division
Secure Services (Division)			



Quality Dashboard

Domain

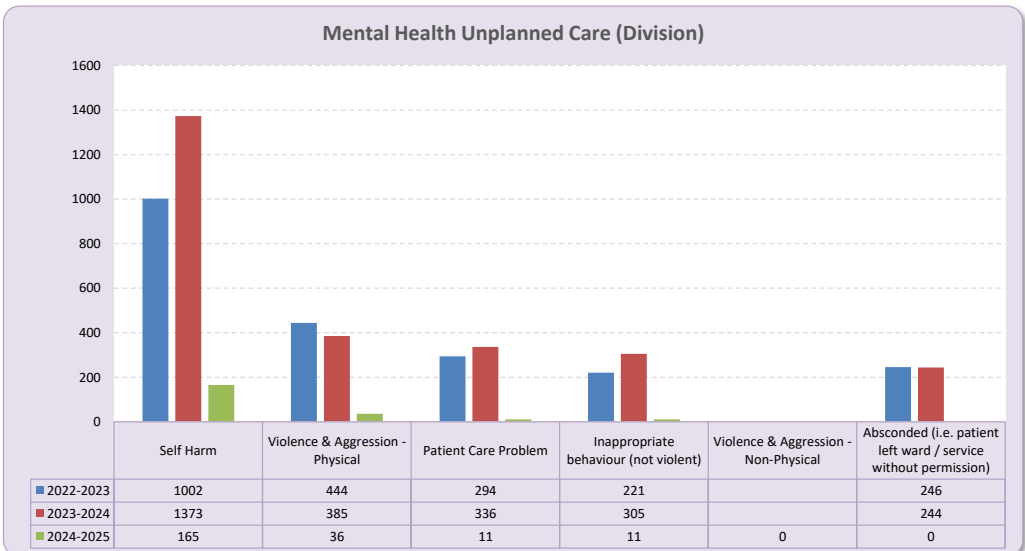
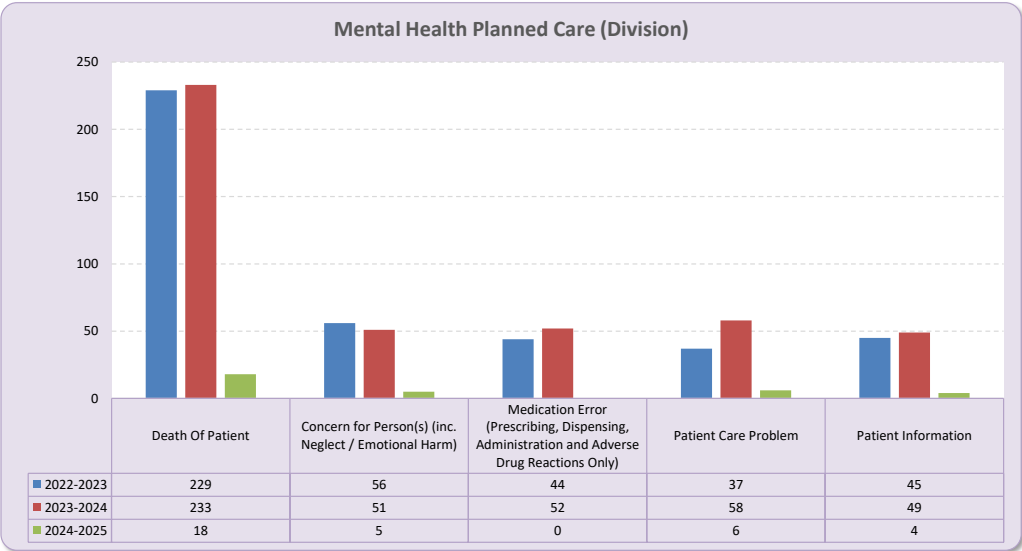
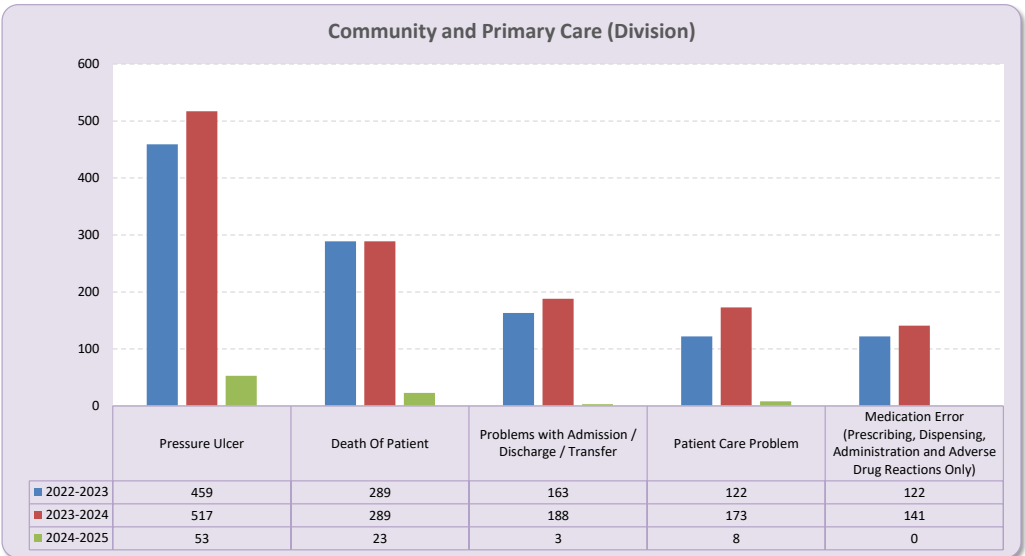
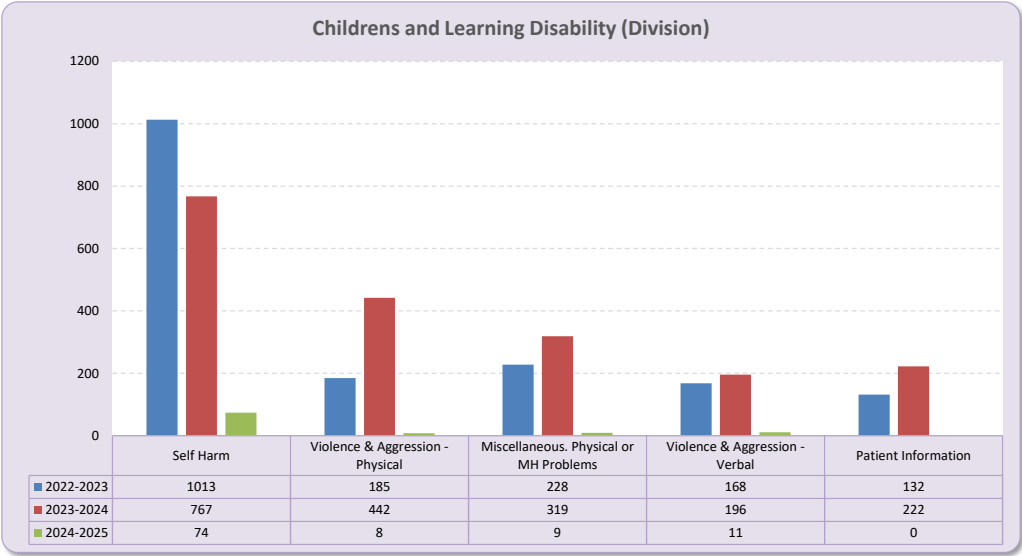
Section 2.3	Clinical Risk	Incidents by Care Group (Division) - Top 5 Categories	Incidents - Division
Corporate (Division)			

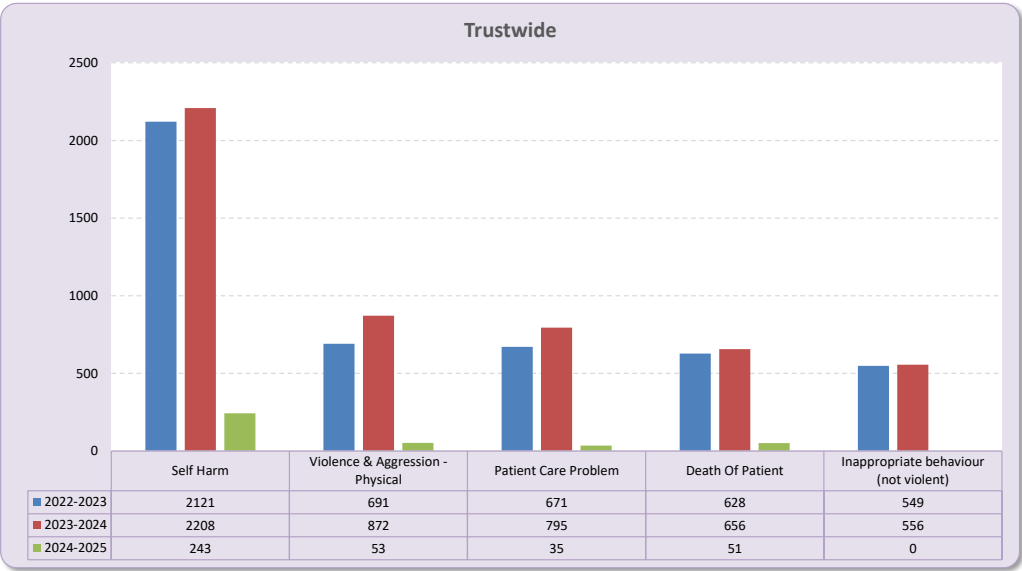
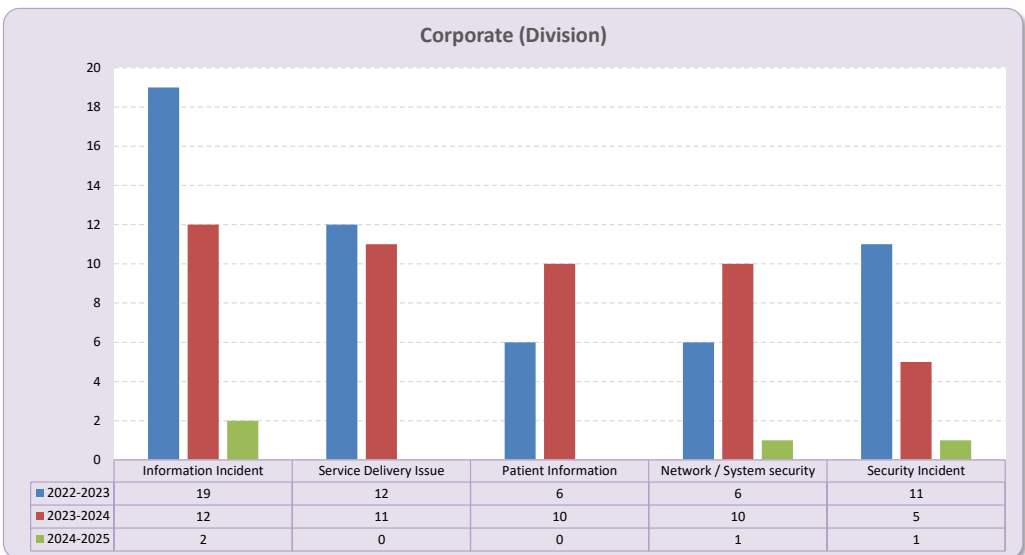
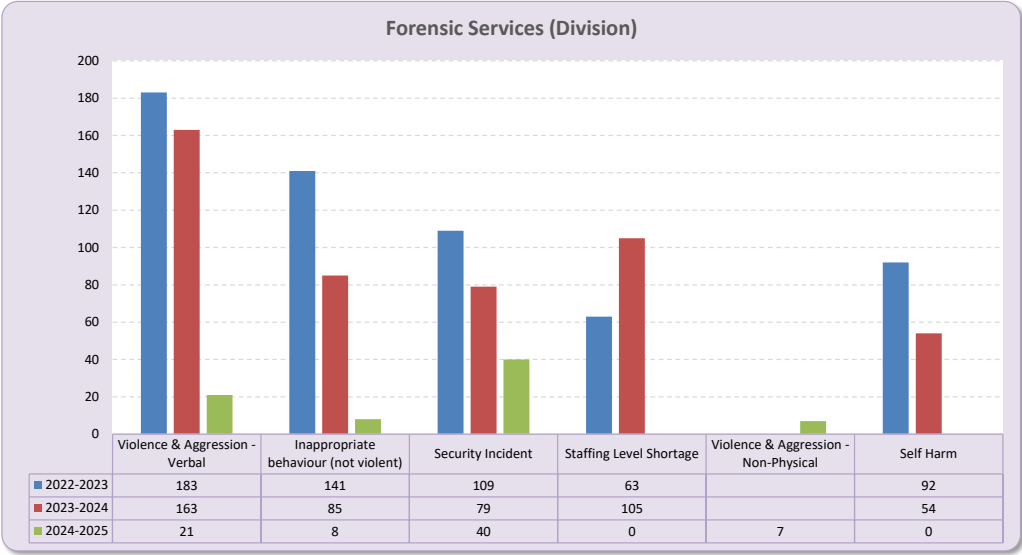


	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
Patient Information	4	0	2	6	0	1	0	5	1	8	2	0
Information Incident	1	3	2	2	4	0	1	0	1	2	2	2
Security Incident	1	1	1	0	0	3	1	1	1	1	1	1
Medication Error (Prescribing, Dispensing, Administration and Adverse Drug Reactions Only)	6	0	0	0	0	0	0	1	0	2	0	0
Network / System security	0	0	0	0	2	0	1	1	1	0	0	1

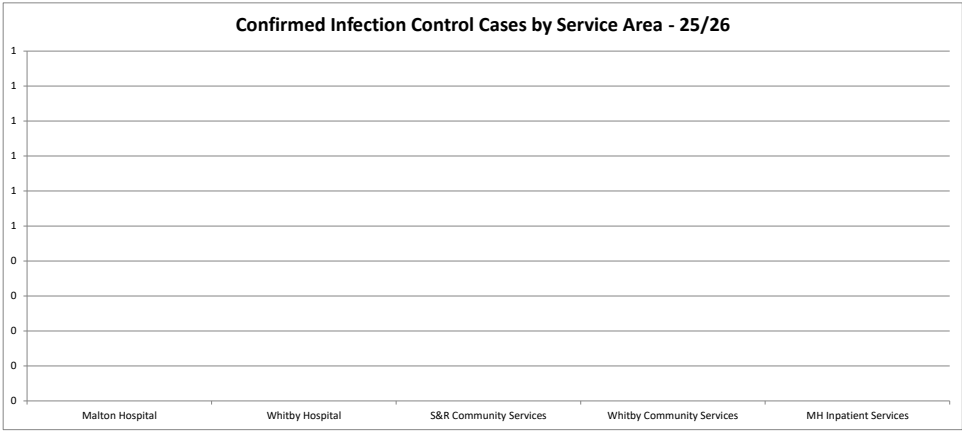
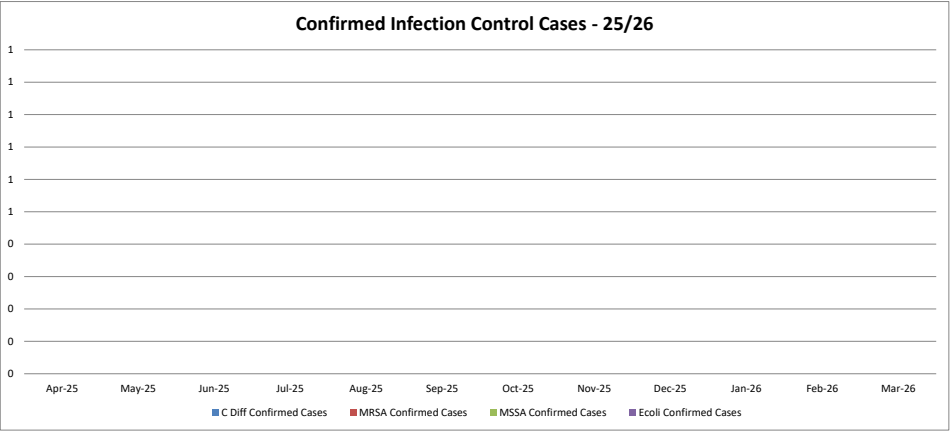
Quality Dashboard

Domain





Quality Dashboard



Narrative, Updates and Conclusions	
Q1	
Q2	
Q3	
Q4	

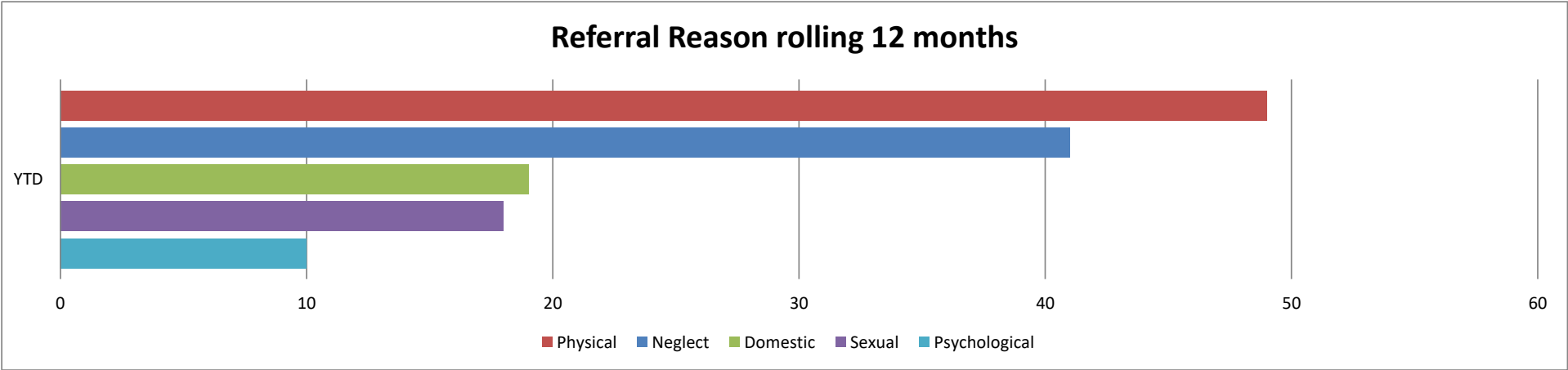
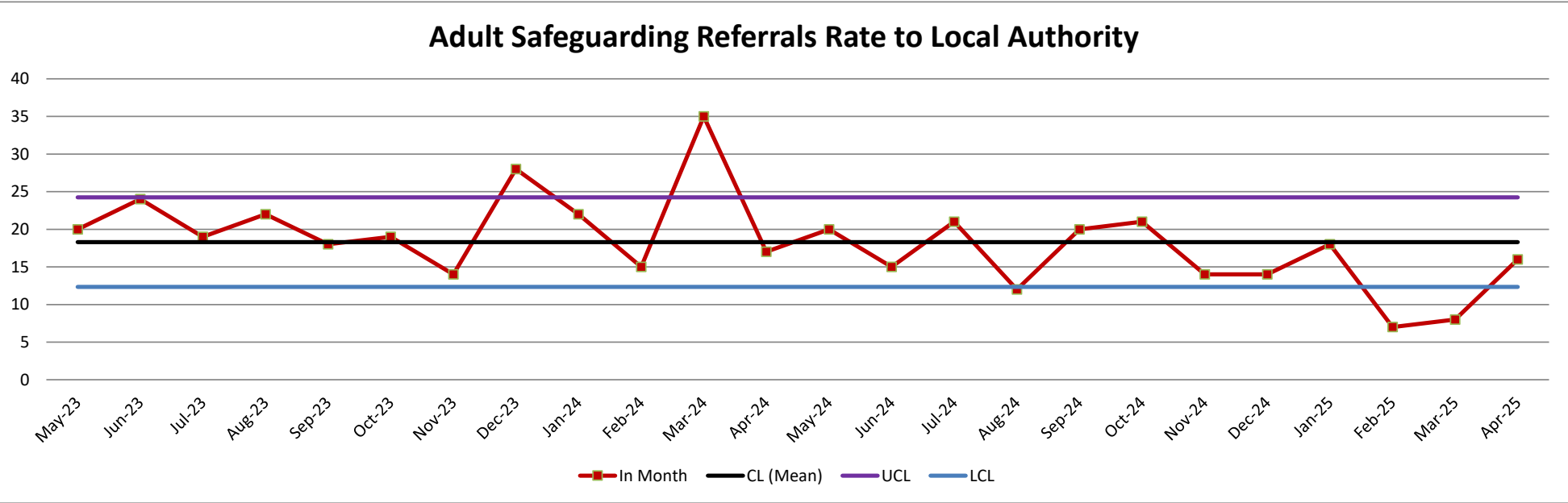
Quality Dashboard

Domain

Section 2.5

Clinical Risk

Adult Safeguarding Referrals



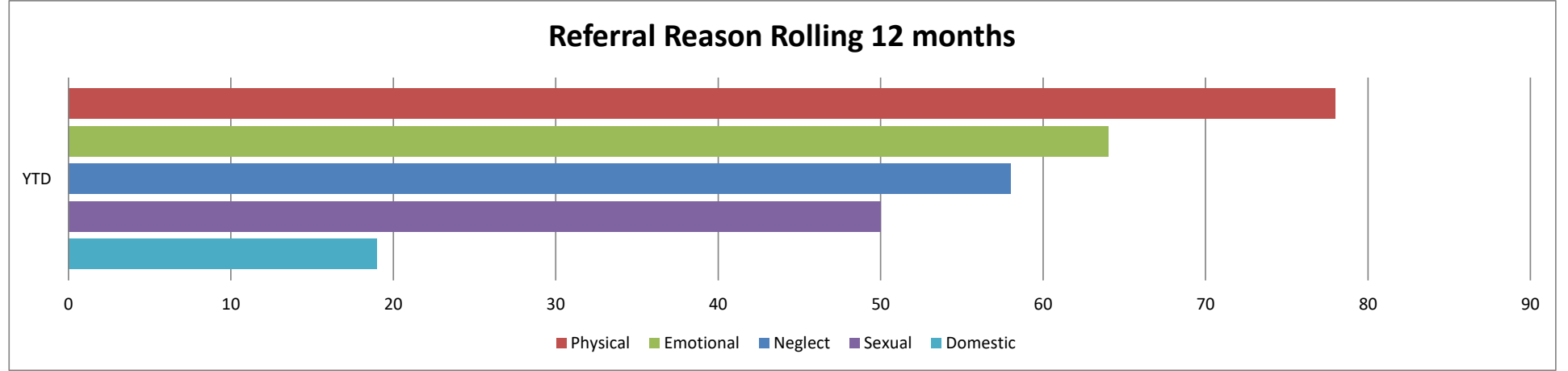
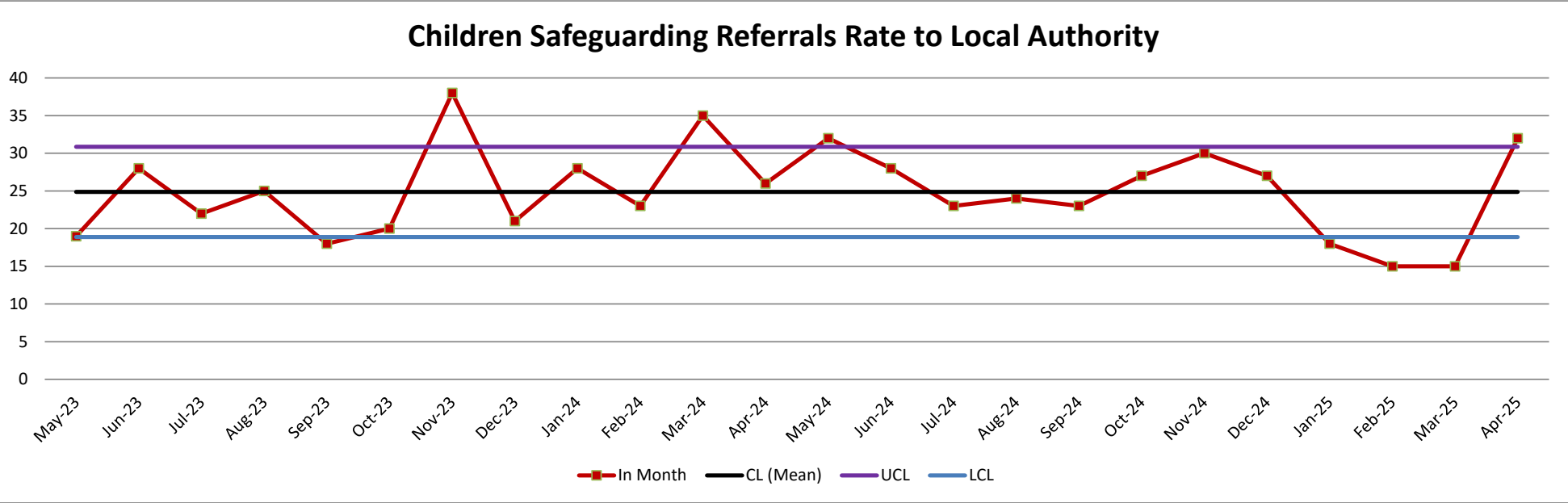
Quality Dashboard

Domain

Section 2.5

Clinical Risk

Children Safeguarding Referrals



HUMBER TEACHING NHS FOUNDATION TRUST SAFER STAFFING INPATIENT DASHBOARD														Contract Period:		Staffing and Quality Indicators										Humber Teaching NHS Foundation Trust			
Reporting Month:														Mar-25															
Shown one month in arrears						Bank/Agency Hours				Average Safer Staffing Fill Rates				High Level Indicators															
Speciality	Units			WTE	OBDs (including leave)	CHPPD Hours (Nurse)	Improvement	Bank % Filled	Improvement	Agency % Filled	Improvement	Day		Night		QUALITY INDICATORS (YTD)				High Level Indicators								Indicator Totals	
	Ward	Speciality										Registered	Un Registered	Registered	Un Registered	Staffing Incidents (Poor Staffing Levels)	Incidents of Physical Violence / Aggression	Complaints (Upheld/ party upheld)	Failed S17 Leave	Clinical Supervision	Mandatory Training (ALL)	Mandatory Training (ILS)	Mandatory Training (BLS)	Sickness Levels (clinical)	WTE Vacancies (RNs only)	Feb-25	Mar-25		
Adult MH	Avondale	Adult MH Assessment	31.0	✔ 80%	✔ 11.5	↓	22.6%	↓	3.9%	↓	✔ 97%	✔ 115%	✔ 98%	✔ 117%	0	43	5	0	✔ 85.3%	✔ 93.1%	✔ 100.0%	✔ 86.7%	✔ 1.6%	1.0	✔ 0	✔ 0			
	New Bridges	Adult MH Treatment (M)	39.0	✗ 101%	✔ 9.2	↑	37.0%	↓	0.2%	↓	✔ 97%	✔ 131%	✔ 101%	✔ 155%	1	39	4	0	✔ 88.9%	✔ 95.1%	✔ 94.1%	✔ 100.0%	✗ 7.4%	0.0	✔ 1	⚠ 2			
	Westlands	Adult MH Treatment (F)	21.7	✗ 97%	⚠ 7.4	↑	36.7%	↓	0.6%	↑	✔ 92%	⚠ 81%	⚠ 88%	✔ 107%	2	51	4	0	✗ N/R	✔ 90.4%	✔ 94.1%	✔ 83.3%	✗ 7.8%	-0.6	⚠ 3	⚠ 3			
	Mill View Court	Adult MH Treatment	33.4	✗ 99%	⚠ 7.4	↓	22.3%	↓	2.8%	↓	✔ 98%	✔ 98%	✔ 100%	✔ 100%	4	35	2	0	✔ 96.7%	✔ 91.3%	✔ 88.2%	✔ 100.0%	✔ 1.6%	1.8	✔ 1	✔ 1			
	STARS	Adult MH Rehabilitation	13.8	✗ 97%	✔ 16.7	↓	34.8%	↑	1.4%	↑	✔ 114%	⚠ 82%	✔ 102%	✔ 100%	7	6	1	0	✔ 100.0%	✔ 94.5%	✔ 80.0%	✔ 90.0%	✗ 6.9%	2.0	⚠ 2	⚠ 2			
	PICU	Adult MH Acute Intensive	31.3	✔ 74%	✔ 23.3	↑	46.3%	↓	3.1%	↓	✔ 108%	✔ 92%	✔ 94%	✔ 123%	0	110	1	2	⚠ 78.6%	✔ 93.0%	✔ 93.8%	✔ 100.0%	✗ 10.6%	1.6	✔ 1	✔ 1			
OP MH	Maister Lodge	Older People Dementia Treatment	35.6	✔ 75%	✔ 15.7	↓	34.2%	↓	1.9%	↑	✔ 123%	⚠ 86%	✔ 100%	✔ 125%	4	142	0	0	✗ N/R	✔ 91.5%	✔ 92.3%	✔ 88.0%	✗ 9.8%	-0.3	✔ 1	⚠ 2			
	Mill View Lodge	Older People Treatment	32.1	✗ 94%	✔ 12.8	↑	25.8%	↑	3.0%	↑	✗ 69%	⚠ 79%	✔ 100%	✔ 99%	1	26	0	0	✗ 69.0%	✔ 95.3%	✔ 100.0%	✔ 90.5%	✗ 13.2%	2.0	⚠ 3	⚠ 4			
	Maister Court	Older People Treatment	18.4	✗ 99%	✔ 15.6	↑	32.2%	↑	0.0%	↑	✔ 124%	✗ 74%	✔ 100%	✔ 103%	0	6	1	0	✔ 100.0%	⚠ 82.7%	✗ 37.5%	✔ 100.0%	✔ 2.9%	0.0	⚠ 3	⚠ 3			
	Pine View	Forensic Low Secure	29.7	✔ 69%	✔ 11.4	↑	30.8%	↑	0.0%	➡	✔ 92%	✗ 71%	⚠ 83%	✔ 104%	2	1	0	8	✔ 100.0%	✔ 93.3%	✔ 92.9%	✔ 89.5%	✗ 10.0%	0.9	⚠ 2	⚠ 2			
	Derwent	Forensic Medium Secure	28.7	✔ 72%	✔ 16.4	↓	29.9%	↓	0.0%	➡	✔ 100%	✗ 75%	✔ 107%	✔ 107%	8	23	0	0	✔ 100.0%	✔ 95.6%	✔ 91.7%	✔ 76.5%	✗ 7.9%	-0.8	⚠ 2	⚠ 2			
	Ouse	Forensic Medium Secure	26.6	✔ 86%	✔ 9.7	↓	40.0%	↑	0.0%	➡	✔ 93%	✔ 119%	✔ 120%	✔ 164%	5	4	4	0	✔ 86.4%	✔ 93.8%	✔ 90.0%	✔ 93.8%	✗ 11.6%	-0.8	✔ 1	✔ 1			
	Swale	Personality Disorder Medium Secure	27.5	✗ 93%	✔ 9.3	↑	25.5%	↑	0.0%	➡	⚠ 76%	✔ 100%	✔ 100%	✔ 93%	3	5	2	0	✔ 100.0%	✔ 99.0%	✔ 100.0%	✔ 89.5%	✔ 2.4%	2.0	✔ 0	✔ 1			
	Ullswater (10 Beds)	Learning Disability Medium Secure	30.2	⚠ 90%	✔ 14.3	↓	35.4%	↑	0.0%	➡	✔ 102%	✔ 128%	✔ 105%	✔ 132%	3	42	1	2	✔ 92.9%	✔ 93.8%	✔ 90.9%	⚠ 73.7%	✗ 16.0%	-0.7	✔ 1	✔ 1			
	Townend Court	Learning Disability	43.4	✔ 43%	✔ 32.7	↑	29.8%	↓	4.9%	↓	✗ 47%	⚠ 82%	✔ 97%	⚠ 89%	7	623	1	0	✔ 85.0%	✔ 94.5%	✔ 90.0%	✔ 87.5%	✗ 9.0%	2.4	⚠ 2	⚠ 2			
Child & LD	Inspire	CAMHS	49.0	✔ 84%	✔ 30.3	↓	19.9%	↓	0.0%	➡	✔ 99%	✔ 117%	✔ 97%	✔ 128%	1	19	0	0	✗ 75.0%	✔ 91.4%	✔ 75.0%	✔ 89.7%	⚠ 4.8%	-2.0	⚠ 2	✔ 1			
	Granville Court	Learning Disability Nursing Care	54.3	✔ 71%	✔ 18.6	↓	27.0%	↓	0.0%	➡	✔ 110%	⚠ 88%	✔ 118%	✔ 104%	0	2	0	0	⚠ 81.5%	✔ 97.5%	⚠ 71.4%	✔ 97.5%	✗ 10.6%	-2.4	✔ 1	✔ 1			
	Whitby Hospital	Physical Health Community Hospital	29.9	✔ 82%	✔ 8.5	↑	11.4%	↓	0.0%	➡	⚠ 82%	✗ 73%	✔ 98%	✔ 100%	9	1	0	0	✔ 94.7%	✔ 90.6%	✔ 87.5%	⚠ 73.7%	✗ 6.5%	1.3	⚠ 2	⚠ 2			
CH	Malton Hospital	Physical Health Community Hospital	30.4	✔ 83%	⚠ 7.1	↑	22.7%	↑	0.0%	➡	⚠ 84%	⚠ 79%	✔ 118%	✗ 71%	3	2	1	0	✔ 100.0%	✔ 88.1%	⚠ 70.6%	✗ 56.3%	✗ 7.6%	0.7	✔ 0	⚠ 3			
Key	✔ Target met		⚠ Within 5% of target				✗ Target not met																						

Exception Reporting and Operational Commentary

Safer Staffing Dashboard Narrative : Mar

14 units are flagging red for sickness in March, which remains the same as February however down from 17 in January.

The number of units with sickness rates above 10% has decreased further from 8 in February to 5 in March. STaRS had a sickness rate of 25% in February and this position has improved in March to 6.9%. There is 1 units with a sickness rate above 15% (Ullswater = 16.0%). Targeted support continues for areas with continued high sickness rates.

There are no units with 5 red flags, however 4 units have 3 or above (Westlands x3, MVL x4, Maister Court x3, and Malton x3).

CHPPD is strong for most units however Westlands, MVC and Malton inpatient unit are slightly below their target in March which is consistent with February's report. Westlands and MVC both have a target of 8.0 CHPPD which was achieved over a 6 month average. Bed occupancy continued to be high in March. Malton, as noted in previous months, continues to flag red for CHPPD but benchmark positively against model health system peers. Day time fill rates for both registered and unregistered staff on days are below target with a rise in sickness absence noted in March.

RN fill rates are satisfactory with the exception of TEC and MVL who are under the lower target threshold of 75% on days. Review of the roster by the matron at MVL suggests there were some occasions were staffing shortfalls fell below the planned hours and this is being explored further. Review by the matron at TEC notes that some part shifts were not covered, with matrons and band 7s covering shortfalls during the day and IST provided support on weekends. Further exploration is taking place as part of during the safe staffing reviews in May.

TEC continue to have low bed occupancy (43%) and a strong CHPPD (32.7). Sickness continues to improve and is now under 10%.

Mandatory training (all) has remained consistently above 85% for all units however Maister Court is under the target for March impacted by ILS figures. A recovery action plan has been requested from the resuscitation officer in respect of all areas of low compliance for ILS and BLS.

There have been 2 nil returns for clinical supervision in March (Westlands, Maister Lodge). Maister Lodge has had 4 nil returns in the previous 5 months reporting period, escalated to the matron and divisional clinical lead last month and assurance received from the divisional clinical lead that this is being monitored through the divisional governance processes.

STARS was a nil return in February however are currently at 100% and Whitby, also a nil return in February are currently at 94.7%.

The CHPPD RAG ratings are following discussions with and agreed by EMT in November 2022. Breakdowns are as follows:		
Red RAG falls below the lowest rating, Green RAG is greater than the highest rating. Amber RAG falls between		
Red RAG	Green RAG	Units applied (Note: Some thresholds were changed for June data (Townend, Ullswater and Malton))
<=4.3	>=5.3	STaRS
<=5.3	>=6.3	Pine view, Ouse
<=7	>=8	New Bridges, Westlands, Mill View Court, Swale, Whitby, Malton
<=8	>=9	Avondale
<=9.3	>=10.3	Maister Lodge, Maister Court, Derwent, Inspire, Granville
<=10.5	>=11.5	Mill View Lodge
<=11.0	>=12.0	Ullswater
<=15.6	>=16.6	PICU
<=27.0	>=28.0	Townend Court

Registered Nurse Vacancy Rates (Rolling 12 months)

Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
9.10%	9.59%	9.66%	10.20%	10.28%	8.92%	6.80%	6.30%	7.39%	7.77%	7.57%	7.15%

Slips/Trips and Falls (Rolling 3 months)

	Jan-25	Feb-25	Mar-25
Maister Lodge	16	5	7
Millview Lodge	4	2	5
Malton IPU	1	2	4
Whitby IPU	5	5	0

Malton Sickness % is provided from ESR as they are not on Health Roster

HUMBER TEACHING NHS FOUNDATION TRUST SAFER STAFFING COMMUNITY DASHBOARD

Contract Period:

2024-25

Reporting Month:

Mar

Staffing and Quality Indicators



Humber Teaching
NHS Foundation Trust

Area	Team	Speciality	Workforce Indicators					Quality Indicators						Trend	
			WTE in post	Vacancies Budget - WTE	Sickness	Bank Spend £	Agency Spend £	Mandatory Training Overall	Clinical Supervision	Friends and Family YTD Responses	Friends and Family YTD %	Serious Incidents (reported to STEIS) YTD	Complaints Upheld (wholly or in part) YTD	Feb-25	Mar-25
Adult MH Services	Mental Health Response Service	Adult Crisis	65.9	6.1%	✗ 7.4%	£39,109	£7,717	✓ 90.2%	✗ 64.9%	13	✗ 76.9%	0	1	2	3
	Hull East Mental Health Team	Hull Adult MHT	29.7	24.4%	✗ 9.6%	£914	£0	✓ 85.7%	N/R	1	✗ 0.0%	0	1	1	2
	Hull West Mental Health Team	Hull Adult MHT	11.7	17.0%	✗ 6.9%	£0	£0	✓ 95.1%	N/R	0	NS	0	1	1	1
	Beverley Mental Health Team	ER Adult MHT	6.6	10.4%	✓ 0.0%	£1,899	£0	✓ 93.4%	✓ 100.0%	0	NS	0	0	0	0
	Goole Mental Health Team	ER Adult MHT	9.4	1.6%	✓ 4.4%	£116	£0	✓ 94.4%	✓ 100.0%	11	✓ 90.9%	0	0	0	0
	Haltemprice Mental Health Team	ER Adult MHT	9.9	3.2%	✓ 2.2%	£1,139	£0	✓ 97.7%	N/R	0	NS	0	0	0	0
	Holderness Mental Health Team	ER Adult MHT	12.1	-1.9%	✗ 17.6%	£0	£0	✓ 93.2%	✓ 100.0%	0	NS	0	0	1	1
	Bridlington & Driffield MHT	ER Adult MHT	14.7	7.2%	✗ 6.2%	£0	£0	✓ 95.0%	✓ 93.8%	5	✓ 100.0%	0	0	1	1
Older People MH Services	Crisis Intervention Team for Older People (CITOP)	OP Crisis	20.1	22.4%	✓ 3.1%	£5,253	£0	✓ 96.7%	✓ 100.0%	0	NS	0	0	0	0
	Hull Intensive Care Team for Older People (HICTOP)	Hull OP CMHT	21.5	12.9%	⚠ 5.2%	£0	£0	✓ 95.9%	✓ 100.0%	1	✓ 100.0%	0	0	0	0
	Beverley and Haltemprice OP CMHT	ER OP CMHT	7.4	14.2%	✗ 12.6%	£0	£0	✓ 100.0%	✓ 100.0%	2	✗ 50.0%	0	0	1	2
	Bridlington & Driffield OP CMHT	ER OP CMHT	7.3	10.7%	✗ 14.6%	£0	£0	✓ 91.6%	✓ 100.0%	5	⚠ 80.0%	0	0	1	1
	Goole & Pocklington OP CMHT	ER OP CMHT	6.1	12.3%	✓ 1.9%	£0	£0	✓ 95.9%	✓ 100.0%	4	✓ 100.0%	0	0	0	0
	Holderness OP Community Team	ER OP CMHT	5.3	-0.1%	✗ 15.6%	£0	£0	✓ 96.6%	✓ 100.0%	3	✓ 100.0%	0	0	1	1
Universal	Early Intervention in Psychosis	14-65 MHT	24.7	19.5%	✗ 5.3%	£0	£0	✓ 90.3%	✓ 100.0%	1	✓ 100.0%	0	0	1	1
	Hospital Mental Health Team	Liaison Services	34.0	12.5%	✓ 2.3%	£0	£36,514	✓ 89.8%	N/R	4	✓ 100.0%	0	1	1	0
Community Services	Ryedale Team	Comm Services	20.9	-0.1%	✗ 5.9%	£48	£0	✓ 92.2%	✓ 90.0%	2	✓ 100.0%	0	0	0	1
	Scarborough Hub	Comm Services	63.6	9.1%	✗ 7.4%	£19,023	£7,338	✓ 89.8%	✗ 79.0%	0	NS	0	0	2	2
	Whitby Community Nurses	Comm Services	28.4	19.4%	✓ 4.2%	£3,489	£0	✓ 92.4%	✓ 100.0%	0	NS	0	0	1	0
	Pocklington Nurses	Comm Services	18.1	8.1%	✓ 0.3%	£252	£0	⚠ 81.2%	✓ 100.0%	0	NS	0	0	0	0

Points of Note:

Complaints - Zero figures indicate at least one complaint was made but not upheld. Figures above zero indicate these complaints were either Upheld or Partly Upheld. These incur a Red flag.

Active Caseload - patients seen at least once for treatment within the team. ER Adult Teams do not have the local authority staffing numbers included.

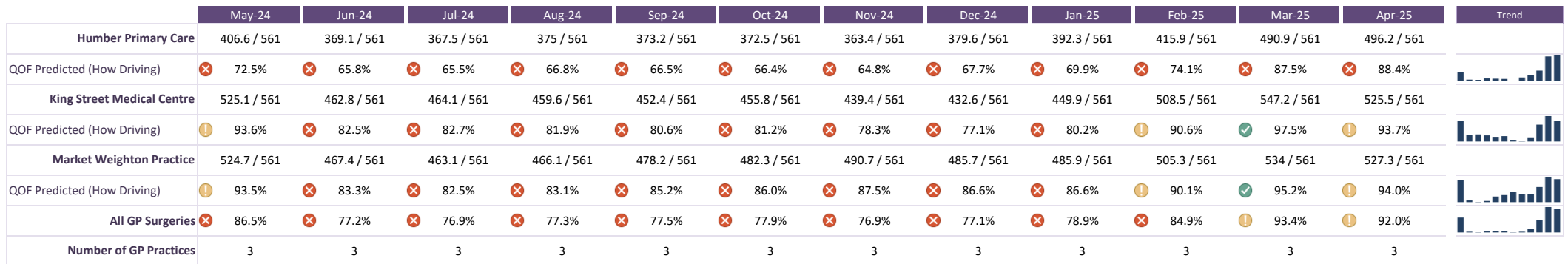
No returns for clinical supervision will incur a Red Flag

FFT % results based on the number of responses received with a satisfactory outcome

Waiting Assessment - Total number of patients not seen for assessment

All GP Surgeries - Overall QOF Results

April 2025



Divisional General Managers

Children's and Learning Disability : Justine Rooke
Primary Care and Community Services : Matthew Handley
Mental Health Services Planned : Sarah Bradshaw
Mental Health Services Unplanned : Adrian Elsworth
Specialist Services : Paula Phillips