Barnet Drugs and Alcohol Service-Performance Indicators			
Criminal Justice			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Number of day programme starts (exc. DRR/ATRs) by substance category, by postcode, age, gender, ethnicity	Monitoring in line with Probation Service targets	Quarterly	Local Performance Template Report from Service User - verbal or narrative
Number of individuals successfully referred and engaged in recovery capital building activities by: • substance category • postcode • age • gender • ethnicity	Monitoring	Half Yearly	Local Performance Template
Successful Completions: • Opiates • Non-Opiates • Alcohol • Alcohol and Non-Opiates	Monitoring Y1	Quarterly	NDTMS
Numbers in treatment: • Opiates • Non-Opiates	Monitoring Y1	Quarterly	NDTMS

• Alcohol • Alcohol and Non-Opiates			

Number of individuals on Drug Rehabilitation Requirements:
• referred into
• engaging
• exiting day programme
by:
    o substance category
    o postcode
    o age
    o gender
    o ethnicity
	Monitoring in line with Probation Service targets	Quarterly	Local Performance Template

Number of individuals on Alcohol Treatment Requirements:
• referred into
• engaging
• exiting day programme
by
    o substance category
    o postcode
    o age
    o gender
    o ethnicity
	Monitoring in line with Probation Service targets	Quarterly	Local Performance Template

Number of group work sessions delivered	Monitoring Y1	Quarterly	Local Performance Template

Number of Users in Effective Treatment (YTD)
    o Opiate
    o Non-Opiate
    o Alcohol
    o Alcohol and non-Opiate
	Monitoring Y1	Quarterly	NDTMS

Total number of individuals assessed via cell interventions by substance category:
 	
    o substance category
    o postcode
    o age
    o gender
	Monitoring Y1	Quarterly	Local Performance Template

Total number of individuals seen via cell interventions (alcohol) who receive IBA	Monitoring Y1	Quarterly	Local Performance Template

Service Users' Wishes and Feelings			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Recording of Service Users' Wishes and Feelings are considered around Service Management and Development	Monitoring Y1	Quarterly	Report from Service User - verbal or narrative

Undertake an Independent Service Users' Experience Survey: • Develop remedial action plan with milestones and timescales	Monitoring Y1	Half Yearly	Local Performance Template
Number of compliments	Monitoring Y1	Quarterly	Local Performance Template
Number of complaints	Monitoring	Quarterly	Local Performance Template
Complaints investigated and responded within timescale agreed with complainant	100%	Quarterly	Report from Service User - verbal or narrative
Clients exclusions from service • Rationale	Monitoring	Quarterly	Local Performance Template

Development and Training of other Agencies			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Deliver one training session each per year to: • Community and Hospital Midwifery Service • Health Visiting • School Nursing • Children Social Services • Adults Social Services • Community and Hospital Mental Service • Domestic Violence Agency • Voluntary Groups - on request Training to incorporate: • How to talk about Substance Misuse • Identification of Substance Misuse • Brief advice and Intervention • Knowledge of Specialist Services and how to refer	8 Sessions (Monitoring Y1)	Quarterly	Local Performance Template (details training sessions delivered)
Promote Service in borough via community events and groups	Monitoring Y1	Quarterly	Local Performance Template
Maintain up to date information of Service: • Leaflets/Posters • Own Website • Council Website	Monitoring Y1	Quarterly	Local Performance Template

Outreach and Engagement			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Number of people in treatment following Outreach Interventions to: • Homeless/Floating Support • Service Users dropping out of treatment • Police • Criminal Justice clients • Mental Health • Women • BME	Monitoring Y1	Quarterly	Local Performance Template
The Service will continually monitor the rates of referral to/from other services: • Adult Social Services • Children's Social Services • Domestic Violence agencies • MARAC • G.P.s • Midwifery • Health Visiting • Hospitals • Pharmacies	Monitoring Y1	Quarterly	Local Performance Template

Deliver Satellite clinics in areas of high need – as identified in local Needs Assessment	Monitoring Y1	Quarterly	Local Performance Template
Drop-in Sessions: • Number of Sessions • Number of attendees per session • Number of new attendees per session	Monitoring Y1	Quarterly	Local Performance Template

Specialist Services (Tier 3)			
Activity	**Target/Target Range** (In line with top quartile range of comparator L.A.'s – range will change each QTR in line with NDTMS reports)	**Frequency of Monitoring**	**Method of Measurement**
Number of Referrals into Service (all clients)	Monitoring Y1	Quarterly	Local Performance Template
Numbers in Treatment (including CJS) • Opiates • Non-Opiates • Alcohol • Alcohol and Non-Opiates	Opiates (750) Non-Opiates (200) Alcohol (540) Alcohol and Non-Opiates (280)	Quarterly	Local Performance Template NDTMS

Waiting Times	First Intervention <3 weeks	Quarterly	Local Performance Template NDTMS
Time in Treatment: % of Individuals in Treatment > I Year • 1 to <2 • 2 to <4 • 4 to <6 • 6 or over	Monitoring Y1	Quarterly	Local Performance Template NDTMS
Successful Completions	Opiates (11-14%) Non-Opiates (44-59%) Alcohol (>40%) Alcohol and Non-Opiates (45-54%)	Quarterly	Local Performance Template NDTMS
Re-presentations	Opiates (13-3.5%) Non-Opiates (2-0%) Alcohol (11%) Alcohol and Non-Opiates (3-0%)	Quarterly	Local Performance Template NDTMS
Treatment Outcome Profiles	Monitoring Y1	Quarterly	Local Performance Template NDTMS
Referral Source	Monitoring Y1	Quarterly	Local Performance Template NDTMS
Demographics of Caseload: • substance category • postcode	Monitoring Y1	Quarterly	Local Performance Template NDTMS

• age • gender • sexuality • ethnicity			
Treatment Outcome Profile: • compliance • outcomes	Monitoring Y1	Quarterly	Local Performance Template NDTMS

In-Patient Detoxification and Rehabilitation (Tier 4)			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Detoxification placement: • Number admitted • Number completed treatment Demographics • substance category • complexity • mother and child • pregnancy and maternity • postcode • age • disability • gender • gender identity	Monitoring Y1	Quarterly	Local Performance Template

- race - ethnicity - religion or belief - sexual orientation - marriage - civil partnership Appeals - Number of Appeals - Appeals Upheld - Appeals not Upheld			
Community Detoxification - Number commenced - Number completed treatment Demographics - substance category - complexity - mother and child - pregnancy and maternity - postcode - age - disability - gender - gender identity - race - ethnicity - religion or belief - sexual orientation - marriage - civil partnership	Monitoring Y1	Quarterly	Local Performance Template

Appeals • Number of Appeals • Appeals Upheld • Appeals not Upheld			
Rehabilitation placement: • Number admitted • Number completed treatment Demographics • substance category • complexity • mother and child • pregnancy and maternity • postcode • age • disability • gender • gender identity • race • ethnicity • religion or belief • sexual orientation • marriage • civil partnership Appeals • Number of Appeals • Appeal Upheld • Appeal not Upheld	Monitoring Y1	Quarterly	Local Performance Template

Harm Minimisation			
Activity	**Target/Target Range**	**Frequency of Monitoring**	**Method of Measurement**
Number of eligible Service Users completing Hepatitis B vaccination	Monitoring Y1	Quarterly	Local Performance Template
Number of Service Users currently or previously injecting who have a Hepatitis C test	Monitoring Y1	Quarterly	Local Performance Template
Number of Hepatitis C Positive Service Users completing Hepatitis C treatment	Monitoring Y1	Quarterly	Local Performance Template
Number of Service Users undertaking HIV screen	Monitoring Y1	Quarterly	Local Performance Template
Number of Service Users referred for HIV test	Monitoring Y1	Quarterly	Local Performance Template
Number of Service Users undertaking TB Screen	Monitoring Y1	Quarterly	Local Performance Template
Signposting to: • Sexual Health • Stop Smoking Service	Monitoring Y1	Quarterly	Local Performance Template

Data

Activity	Target/Target Range	Frequency of Monitoring	Method of Measurement

Budget
 	
Provide a quarterly breakdown of spend:
• Core Services:
   o Staff: Agency/Bank spend
   o Premises
   o Service Lines
• G.P. Shared Care
• Pharmacy Supervised Consumption
• Pharmacy Identification and Brief Advice
• FP10's from G.P. Shared Care
• FP10's from Core Service
• In-patient Detoxification
• In-patient Rehabilitation
	Monitoring	Quarterly	Local Performance Template
			Local Authority Audit

NDTMS Submission deadlines are met	Monitoring Y1	Quarterly	NDTMS
NDTMS Submission of Needle Exchange Service is met	Monitoring Y1	Quarterly	NDTMS
I.T. System commissioned by London Borough of Harrow: • Recording of Case Management notes as per best practice • Management of Users on system within number of Licenses purchased	Monitoring Y1	Quarterly	NDTMS
Information Sharing Agreements • MARAC	Monitoring Y1	Quarterly	Local Performance Template

• MASH • Children and Family • Social Services • Probation			