

NCA response to query raised by committee members in the Joint Health Overview and Scrutiny Committee Meeting on 24 June 2026 – Integrated Performance Report

Question 2: Integrated Performance Report – Adult Social Care (Salford only) & Community

Members noted that the report notes areas of concern around 'demand is exceeding capacity in some services' and queried which services this referred to. Members suggested that for future reports, more information be given on points like this to help members.

NCA Response – NCA contact: Leah Robins (Chief Operating Officer)

Services that have had capacity shortfalls have varied over time. The current pressure is dietetics; actions include standardising process and rebalancing capacity across localities.

Good progress has been made for community 52 week waits over the last 18 months where we have moved from being in the worst quartile nationally to being just below the national average. We are better than average for community 18 weeks performance and already meeting the new national target for March 2027.

We have disparate IT systems across community services which makes it more difficult to manage community waiting lists. Work has been undertaken to improve systems over the last year and will continue.

Trust-wide Access & Performance meeting have helped to bring our services together and provide guidance on RTT rules, which has helped to make waiting list information more accurate through validation. More recently a chatbot pilot has taken place to test if it could help in validating up PTLs. Services want to see if text reminders can be used to reduce DNAs but the technical feasibility of this is dependent on the functionality of community digital systems.