

Appendix 2

Adult Social Care Performance Report Quarter 1 2008-09

No.	Reference	Performance Indicator Type	Title	Service	Frequency & Measure	Rise or Fall	Baseline	Last Year Result	Target	Qtr1	Predicted Full Year Result	Data Quality
1	NI 130	Leeds Strategic Plan Government Agreed	Social care clients receiving Self Directed Support per 100,000 population	Access and Inclusion	Quarterly	High	97.7	97.7	127	95.8	127	No Concerns
<p>Self Directed Services, which include Direct Payments (and Individual Budgets) offer the individual client or carer greater flexibility in how their support is provided and ensure that their care and support package is directly responsive to their individual needs and wishes. This is similar to the old PAF C51 direct payments indicator, which is reported internally on a monthly basis. It should be noted that although the current figure is some way below the target the NI is calculated on an accumulative basis and that it would appear likely that the target will be met by the end of the year.</p>												
2	NI 132	Leeds Strategic Plan Government Agreed	Timeliness of social care assessment (all adults)	Access and Inclusion	Quarterly	Rise	80.9	N.A	85	77.0	85	No Concerns
<p>Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of assessment and of delivery of care packages is of importance in policy terms, recognised as crucial by Councils with Adult Social Services Responsibilities and significant for people who use services. This information is measured on a monthly basis. It is similar to the old BV195 but only looks at the time to complete assessments and now includes people aged 18-64. Recent performance is below the 2007/08 year end figure and there is considerable variation between different areas (between 66% & 96%). To some extent this is not unexpected; generally speaking the year end data is produced following a considerable amount of clean-up. If previous patterns are followed it is therefore anticipated that 2008/09 performance will improved by the year end.</p>												
3	NI 141	Leeds Strategic Plan - Government Agreed	Percentage of vulnerable people achieving independent living	Supporting People	Quarterly %	Rise	60.00	N.A.	66.00	74.40	74.40	No concerns
<p>Performance for Q1 2007/08 was 55% - improvement due to intensive contract management procedures that have been adopted. Contract management work will focus on services where performance is lower than the aggregate figure: St. George's Crypt Overnight Centre, Holdforth Court, Richmond Court and Ladybeck House. If the Overnight Centre performance is excluded, performance rises to 88%, Ladybeck House to 83%, Holdforth Court to 78% and Richmond Court to 76%.</p>												
4	NI 125	Leeds Strategic Plan Partnership Agreed	Achieving independence for older people through rehabilitation/intermediate care	Access and Inclusion	Quarterly	Rise	N.A	N.A	N.A	See Comments		Under-development: checklist received but systems/ processes still being developed
<p>This indicator measures the benefit to individuals from intermediate care and rehabilitation following a hospital episode. It captures the joint work of social services and health staff and services commissioned by joint teams. The measure is designed to follow the individual and not differentiate between social care and NHS funding boundaries. The measure covers older people aged 65+ on discharge from hospital who:</p> <ul style="list-style-type: none"> • Would otherwise face an unnecessarily prolonged stay in acute in-patient care, or be permanently admitted to long term residential or nursing home care, or potentially use continuing NHS in-patient care; • Have a planned outcome of maximising independence and enabling them to resume living at home; • Are provided with care services on the basis of a multi-disciplinary assessment resulting in an individual support plan that involves active therapy, treatment or opportunity for recovery (with contributions from both health and social care); • Are to receive short-term interventions, typically lasting no longer than 6 weeks, and frequently as little as 1-2 weeks or less. <p>This new indicator relies on new data which will require piloting and is not likely to be available for reporting until October 2008. Results will be available for reporting from February 2009 onwards.</p>												

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5	NI 133	Leeds Strategic Plan Partnership Agreed	Timeliness of social care packages following assessment (all adults)	Access and Inclusion	Quarterly	Rise	85.3	85.3	90.0	82.2	90.0	No Concerns
<p>Users and carers should expect practical help and other support to arrive in a timely fashion soon after their problems have been referred to social services. Timeliness of the delivery of care packages following social care assessment is of importance in policy terms and is recognised as crucial by Councils with Adult Social Services Responsibilities for people who use services, for whom long delays in delivering the help and support they need can be detrimental. This indicator is exactly the same as the old BV196. It is reported on a monthly basis within the department. The points that have been made in regard to performance on NI 132 are also applicable here i.e. a slight fall in performance following year end is fairly usual and it is anticipated that the figures will pick up through the year as clean-up/checking is carried out.</p>												
6	NI 131 (PCT)	National Indicator	Delayed transfers of care	Access and Inclusion	Quarterly	Fall	5.24	N.A	3.68	5.30	5.30	Concerns: no checklist
<p>This indicator measures the impact of hospital services and community-based care in facilitating timely and appropriate discharge from all hospitals for all adults. This therefore measures the ability of the whole system to ensure appropriate discharge for the whole population passing through hospital and is an indicator of the effectiveness of the interface between health and social care services. The information for this indicator is provided by the PCT. It is normally updated on a weekly basis. This particular definition of the indicator differs from the one used prior to 2008/09 and the target & baseline have therefore been extrapolated using 2007/08 data and applying 2008/09 definitions.</p>												
7	NI 142	National Indicator	Percentage of vulnerable people who are supported to maintain independent living	Strategic Housing and Commissioning	Quarterly %	Rise	99.00	N.A.	99.00	99.00	99.00	No concerns
<p>Data is provisional as data for West North West Homes has not yet been received.</p>												
8	LKI-SS23	Local Indicator	Percentage of people receiving a statement of their needs and how they will be met	Access and Inclusion	Quarterly %	Rise	99.0	99.0	99.0	98.9	99.0	No concerns
<p>This indicator is routinely collected on a monthly basis & could therefore be reported more frequently than is currently done. Current performance is in the 4* banding using the 2007/08 system of measuring PAF indicators.</p>												
9	LKI-SS35	Local Indicator	Adult and older clients receiving a review as a percentage of those receiving a service.	Access and Inclusion	Quarterly %	Rise	62.8	62.8	76.0	79.8	80.0	No concerns
<p>This indicator is routinely collected on a monthly basis & could therefore be reported more frequently than is currently required. Current performance is in the 4* (highest) banding using the 2007/08 system of measuring PAF indicators.</p>												

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10	LKI-SS36	Local Indicator	The number of carers receiving a specific carer's service as a percentage of clients receiving community based services.	Access and Inclusion	Quarterly %	Rise	13.9	13.9	14.0	14.0	19.0	No Concerns
<p>Support for carers is a key part of support for vulnerable people. Support for carers also enables carers to continue with their lives, families, work and contribution to their community. This indicator provides a measurement of engagement with, and support to, carers. In theory it should ultimately become possible to measure the whole of this indicator on a monthly basis. At present, however, it is not possible to calculate all of it regularly due a change in definition last year. This requires that respite care be counted as a carers a service and at present there are some issues regarding the regular recording of respite care on our database. These are currently being addressed and once they have been dealt with it will be possible to report the entire indicator on a monthly basis. In the meantime, taking assessment results alone suggests that the figure for this indicator will be 14%, while adding on last years respite data gives a projected year end figure of 19.4%.</p>												
11	BV-56	Local Indicator	Percentage of items of equipment delivered within 7 working days.	Access and Inclusion	Quarterly %	Rise	90.0	90.0	92.0	90.3	95.0	No concerns
<p>Small items of equipment can make a significant difference to the quality of life of service users and in some instances make it possible for them to remain at home. The timeliness of the delivery of these items is an important determinant of user satisfaction with the service. Data is produced on a monthly basis by the Joint Loan Equipment Store and is available around 4-6 weeks after a month has ended. Performance tends to remain fairly static and has for some time been in the top banding available (85% or above). Furthermore, following a recent change in calculation methodology (to be implemented from the 2nd quarter onwards) performance in this indicator is predicted to rise to around 95%.</p>												