

Health and Well-being

Table 1 shows performance against target. For comparison, December's figures are in brackets. End-of-year outturn is not yet available for all indicators which is why **Amber** judgements still remain. Table 2 shows performance compared to the same period in the previous year.

Table 1

	No. of indicators	On course to achieve target (or establish baseline)	Some progress, but data / lack of data or analysis suggests that the target may not be achieved, but should be capable of achievement if remedial action is taken	Not achieved / not expected to be achieved / no activity reported
Corporate Plan (including LAA and HCS)	26 (26)	7 (8)	6 (7)	13 (11)
of which				
Local Area Agreement (LAA)	7 (7)	2 (2)	0 (0)	5 (5)
Herefordshire Community Strategy (HCS)	16 (16)	4 (3)	6 (6)	6 (7)
All reported indicators	38 (38)	11 (15)	6 (7)	19 (16)

Table 2

Direction of Travel		
	December	March
Improving	18	14
No real change	1	1
Deteriorating	0	9
Total	19	24

Headlines

- Many of the out-turn figures are provisional. In part this is because the new Frameworki system is still not able to produce data for all indicators connected with Adult and Children's Social Care; judgements for some indicators have been based on forecast outturn. The transfer of data to Frameworki should mean that indicators should be able to be reported against throughout from the first quarter of 2009-10.
- Worsening performance in helping adults with physical disabilities or learning difficulties to live at home.
- Changes since September 2008:

Green from **Red**

- NI 120 'all-age all cause mortality rate'

Green from **Amber**

- NI 8 'adult participation in sport'

Red from **Green**

- D54 'the percentage of items of equipment delivered and adaptations made within 7 working days'
- C29 'number of adults with physical difficulties helped to live at home (per '000 of population aged 18 to 64)'
- C30 'number of adults with learning difficulties helped to live at home (per '000 of population aged 18 to 64)'
- D40 'adult and older clients receiving a review as a percentage of those receiving a service'
- C62 'the number of carers receiving a 'carer's break' or a specific carer's service as a percentage of clients receiving community based services'

Integrated Commissioning Director commentary

'End of year figures have been calculated using a mix of data from the former Client Index (CLIX) system, the new Frameworki solution, and other sources. The general picture shows that although some locally set targets have not been met, overall all but two indicators are 3 blob rated (out of 5 blobs in the PAF bandings) or better, with 12 of the 20 key indicators being above UK average performance. There are a number of important highlights. Admissions to permanent residential care for both older people and younger adults (C73) and availability of single rooms (D37) have exceeded target and their performance is at the highest five blob rating, which compares favourably with comparators.*

Adults with a mental health problem helped to live at home (C31) has exceeded target, but significant problems exist in manually manipulating data because mental health staff have inadequate access to technology. This information is currently being reconciled across the two electronic systems and with available manual

* The Commission for Social Care Inspection awards a 'blob' rating for each PAF indicator, from 1 (lowest) to 5 (highest). 5 blobs = excellent performance, 1 blob = a need to investigate.

information. The number of people receiving a direct payment (C 51) has not met target because Herefordshire is exceeding targets for those receiving self-directed support (NI 130) and has succeeded in moving some people using direct payments to individual budgets. This has enabled a greater degree of choice and control for users and carers.

Support for carers (C62) is slightly below target, but will retain the same four blob rating as last year. Outturn information is now available for many of the new National Indicator Set, which will create a baseline for the next period.

The recent homecare satisfaction survey has shown a marked increase in the level of satisfaction experienced by users, with 93.7% in the top three ratings. 95.3% of people surveyed felt they had a level of control over their lives.

In August 2008 three existing learning disability services were brought together and successfully transferred to Midland Heart, the organisation scored most highly by users and carers. The scheme has been awarded a Community Partnership Award in the Community Care Awards and the 2009 National Health and Social Care Awards.'