

Indicator	Lead Director	Tolerance	Performance		Latest Performance	Judgement		Direction of Travel		Analysis
			2008-09	2009-10		December	March	December	March	
Citizen										
NI 39 – alcohol harm related admission rates (LAA)	Director of Integrated Commissioning	Smaller is better	1,274	1,237	1,337.80	2	1	▼	▼	
NI 130 – social care clients receiving Self Directed Support (LAA)	Director of Integrated Commissioning	Bigger is better		21%	5.18%	1	1	n/a	n/a	Extra clients have been identified in the denominator (as a consequence of improving performance of NI 136 & NI 135). There is a project in hand with the Task and Finish Group to implement the methodology promoted by the DH 2007 Direct Payment to improve performance of this indicator. Absolute numbers have risen to 340 clients.
NI 136 – people supported to live independently through social services (LAA)	Director of Integrated Commissioning	Bigger is better	3,635	3,763	3,734.7	2	2	▼	▲	Data from additional sources is continuing to be processed, improving performance against this target. We anticipate that Herefordshire performance will be comparable with other local authorities once the data is refined. We recognise however this as a priority target and we will be ensuring we have a clear understanding of our performance in this area. We are continuing to ensure we capture all relevant clients.
NI 138 – satisfaction of people over 65 with both home and neighbourhood	Director of Integrated Commissioning	Bigger is better	89% (2008)	90% (Autumn 2010 survey)		3	3	n/a	n/a	England average for this indicator is 84. The Older People's Strategy has been updated and delivery is on track. Development of new strategy has been delayed to ensure it has clear synergy with work of the Health and Well-being partnership. Strategy is still on target to be developed by February 2010.
Service										
NI 132 – timeliness of social care assessments	Director of Integrated Commissioning	Bigger is better	86.80%	91%	87.70%	2	2	▼	▲	The increase in performance is due to the development of a process to identify the correct date information required to calculate this indicator.
NI 133 – timeliness of social care packages	Director of Integrated Commissioning	Bigger is better	88.20%	92%	88.70%	1	2	▼	▲	
Partnership										
NI 125 – achieving independence for older people through rehabilitation / intermediate care	Director of Integrated Commissioning	Bigger is better	71.80%	75%	95.35% (as at February)	4	4	▲	▲	The data presented represents PCT intermediate care activity. Work is ongoing to identify patients going through the ASC route and include in future reporting.
NI 131 – delayed transfers of care from hospitals	Director of Integrated Commissioning	Smaller is better		27	35.91	2	1	n/a	n/a	Poor weather conditions during the last quarter resulted in a significant drop in performance. An action plan is now being developed.

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			2008-09	2009-10		December	March	December	March	
NI 142 – number of vulnerable people who are supported to maintain independent living (LAA)	Director of Integrated Commissioning	Bigger is better	96.9%	97.41%	98.48%	3	3	▲	▲	
Statutory										