

Performance Measure	Outturn		Target 2014-15	Narrative <i>(what is the data telling us)</i>
	Q1	2013-14		
The percentage of people who use services and carers who find it easy to find information about support	Annual Survey	73%	70%	
The percentage reduction of those registered on Homepoint	652 86%	4735	2841 (40%)	
(a) The percentage of people using social care who receive self-directed support, and	82%		85%	Changes to guidance do not allow comparison with previous years. The figure indicates that the large majority of people receiving long term support have been offered a personal budget; a smaller proportion choose to take some or all of this as a direct payment to commission their own services.
(b) those receiving direct payments	31%		40%	As Above
Overall satisfaction of people who use services with their care and support	Annual Survey	65%	70%	
The number of people on the waiting list for assessment and service	DD		<10%	
Average time between care package authorisation to delivery to the service user	DD		28 days	
The number of households in temporary accommodation	69		55	
The number of households in B&B (excluding use as a result of an emergency)	0		0	
The number of rough sleepers (as reported to the DCLG)	Annual Calculation		15	
(a) Delayed transfers of care from hospital, and	3.95	5.8		Data is for first 2 months only - June data not yet available from NHS. In April-May there were 12 people delayed overall.
(b) those attributable to adult social care - rate per 100,000 adult population	2.63	2.7	2.7	Data is for first 2 months only - June data not yet available from NHS. In April-May there were 8 people delayed for reasons attributable to social care.
Carer reported quality of life	Annual Survey	n/a	tbc	
The percentage of carers who report that they have been included or consulted in discussions about the person they care for	Annual Survey	n/a	75%	
The number of referrals to services arising from the breakdown of carer support	DD		<10%	
The number of Carers' Assessments	225		80% of those eligible	This is only specific carer assessments; carer's needs are also considered in all client assessments.
The proportion of direct payment services users that have a pre-paid card	DD		50%	
The percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	DD		85%	
The percentage of support plans containing elements of assistive technology	DD		70%	
The percentage of people who use services who say that those services have made them feel safe and secure	Annual Survey	86%	90%	
The percentage of completed safeguarding referrals where people report that they feel safe	DD		80%	
Percentage of safeguarding investigations which were concluded within 28 days of the decision to investigate	46%		80%	This has been recognised as an area for improvement, with system changes required to ensure a better workflow is in place.
The number of homes built for older and vulnerable persons	Annual Calculation		tbc	

The number of new affordable homes built and acquired	21		140	The level of delivery is as would be expected for this time of year, as completions tend to occur during Summer/Autumn months with the final delivery after the new year.
The percentage of DFGs provided within agreed timescales	87.5%		85%	Performance maintained, despite a reduction in headcount delivering the service.
The percentage of people aged 18 and over suffering from a long term condition feeling supported to manage their condition				
The percentage of avoidable hospital admissions for both adults and children				

DD = Data Development