

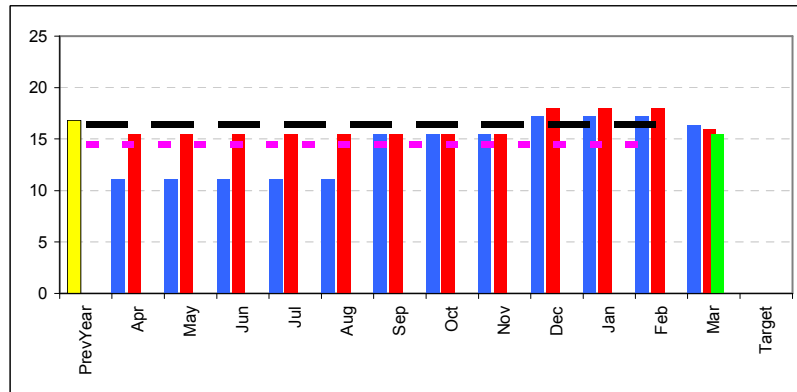
B17

Blob rating = 2

Title:- Unit cost of home care for adults and older people.

Definition:- Average gross hourly cost for home help/care.

Manager:- Wendy Fabbro



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	11.1	11.1	11.1	11.1	11.1	15.5	15.5	15.5	17.2	17.2	17.2	16.4	15.5
Last year performance:-	14.8	14.8	14.8	14.8	14.8	16.84	16.84	16.84	15.31	15.31	15.31	16.84	
Forecast performance:-	15.5	15.5	15.5	15.5	15.5	15.5	15.5	15.5	18	18	18	16	
Comparator Family:-	16.4												
England:-	14.5												
Money:-	1710	1710	1710	1710	1710	3659	3659	3659	6098	6098	6098	7918	£ 1,000
Last year:-	1699	1699	1699	1699	1699	3866	3866	3866	5416	5416	5416	7939	£ 1,000
Direction:-	↑	↑	↑	↑	↑	↓	↓		↓	↓	↓	↓	
Outturn 07/08:-	16.8												
Target 08/09:-	15.5												

A major review of home care services is currently successfully engaging providers to work together on developing improved, best value home care. Although it is inappropriate to compare the cost of home care in urban areas with the cost of delivery in rural areas (as the national benchmarking will do) Herefordshire will have evidence of achieving best value via use of a fair pricing tool, electronic monitoring system and allocation of work by quality and cost

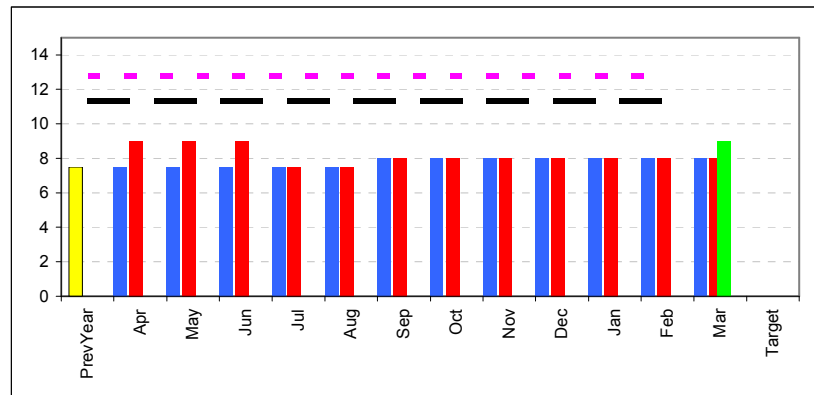
C28

Blob rating = 3

Title:- Intensive home care

Definition:- Households receiving intensive home care per 1,000 population aged 65 or over.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	7.5	7.5	7.5	7.5	7.5	8.02	8.02	8.02	8.02	8.02	8.02	8.02	9
Last year performance:-	6.7	6.7	6.7	6.7	6.7	6.7	7.5	7.5	7.5	7.5	7.5	7.5	
Forecast performance:-	9	9	9	7.5	7.5	8.02	8.02	8.02	8.02	8.02	8.02	8.02	
Comparator Family:-	11.3												
England:-	12.8												
Households:-	271	271	271	271	271	291	291	291	291	291	291		
Last year:-	241	241	241	241	241	241	271	271	271	271	271	271	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	7.5												
Target 08/09:-	9												

For 2008-2009 there were 291 households measured as having intensive home care during the survey week.

This represents an increase of **21%** over the past two years.

At the same time the uptake of Direct Payments (C51) has lead to a potential loss of some 123 clients who are estimated as having the equivalent payments to that of intensive home care provision.

During the same two year period Telecare Service has gone from zero clients to 550.

It is estimated 25 of the Telecare Service clients would have had intensive homecare packages because the number of client contact hours and visits has fallen below the required trigger level of 5 or more visits and more that 10 hours of contact.

Taking both these factors into account the total number of households likely to be included as receiving intensive home care is 439 moving performance from the reported 8.02 to 12.09.

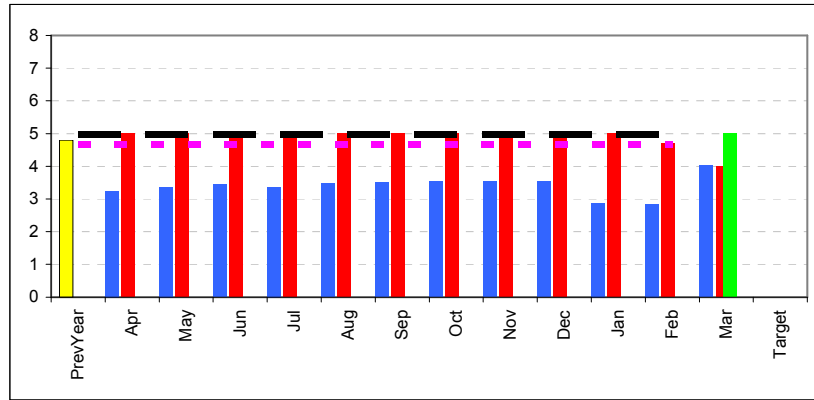
A project is to be set up designed to ensure a consistent approach across the organisation to delivery of care packages within this indicator.

C29 Included in NI 136 Blob rating = 3

Title:- Adults with physical disabilities helped to live at home.

Definition:- Adults with physical disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	3.24	3.37	3.44	3.37	3.48	3.51	3.52	3.52	3.52	2.89	2.85	4.03	5
Last year performance:-	2.86	3.09	2.95	3.01	2.95	3.2	3.18	3.37	3.3	3.3	3.25	4.8	
Forecast performance:-	5	5	5	5	5	5	5	5	5	5	4.7	4	
Comparator Family:-	4.98												
England:-	4.68												
Clients:-	340	353	360	353	365	368	369	369	369	303	300	425	524
Last year:-	302	326	311	318	311	338	333	353	346	342	341	503	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	
Outturn 07/08:-	4.8												
Target 08/09:-	5												

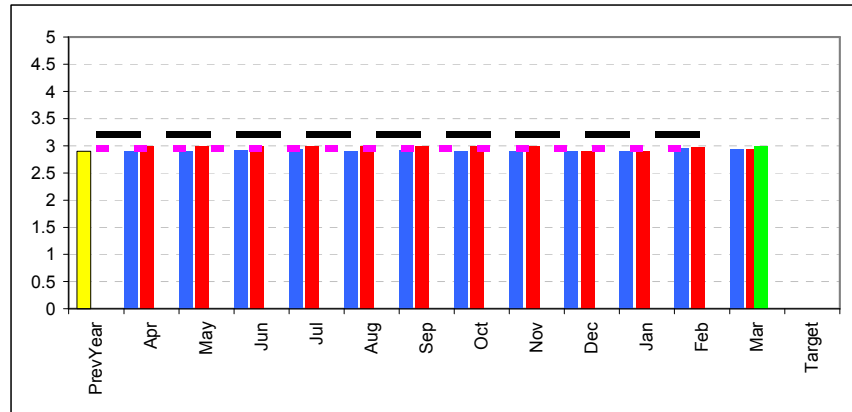
Staff are working on further detail to explain the apparent drop in performance and report back at the end of June. It is predicted that restricted access to head injury services, and day care due to staff shortages will be significant factors.

C30 Included in NI 136 Blob rating = 4

Title:- Adults with learning disabilities helped to live at home

Definition:- Adults with learning disabilities helped to live at home per 1,000 population aged 18-64.

Manager:- Billy McAlinden



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	2.89	2.9	2.92	2.93	2.9	2.91	2.89	2.9	2.9	2.9	2.96	2.94	3
Last year performance:-	2.69	2.64	2.82	3.01	2.87	2.87	2.87	2.91	2.92	2.92	2.92	2.9	
Forecast performance:-	3	3	3	3	3	3	3	3	2.9	2.9	2.97	2.94	
Comparator Family:-	3.21												
England:-	2.95												
Clients:-	303	304	306	307	304	305	303	303	303	304	312	310	314
Last year:-	284	279	298	318	303	303	301	305	306	306	306	302	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	2.9												
Target 08/09:-	3												

Indicators C29, C30, C31 and C32 are reported as single indicator

NI136 People supported to live independently through social services (all ages)

The strategy for Learning Disabilities will ensure that the organisation continues to deliver against target.

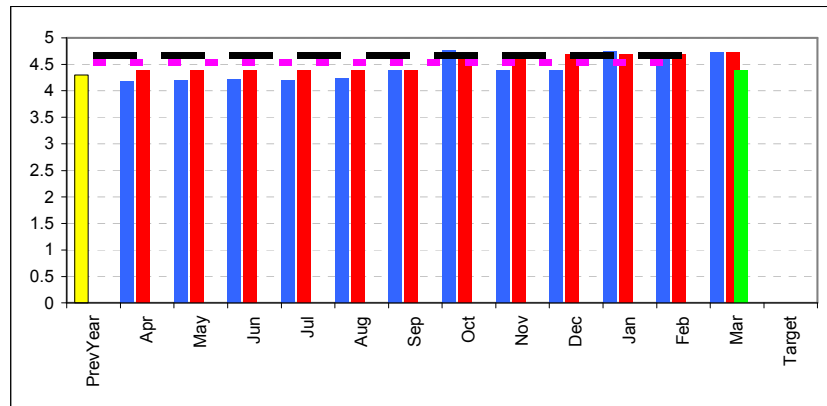
Continued development of the Award winning Midland Heart contract over the next year will produce further improvement

C31 Included in NI 136 Blob rating = 5

Title:- Adults with mental health problems helped to live at home.

Definition:- Adults with mental health problems helped to live at home per 1,000 population aged 18-64.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	4.17	4.2	4.22	4.2	4.25	4.4	4.77	4.4	4.4	4.75	4.72	4.73	4.4
Last year performance:-	4.09	4.15	4.21	4.36	4.46	4.22	4.28	4.19	4.18	4.27	4.13	4.3	
Forecast performance:-	4.4	4.4	4.4	4.4	4.4	4.4	4.7	4.7	4.7	4.7	4.7	4.73	
Comparator Family:-	4.66												
England:-	4.54												
Clients:-	437	440	442	440	445	461	500	500	500	498	498	499	461
Last year:-	432	438	444	460	471	446	449	439	438	441	433	445	
Direction:-			↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	4.3												
Target 08/09:-	4.4												

We

Indicators C29, C30, C31 and C32 are reported as single indicator

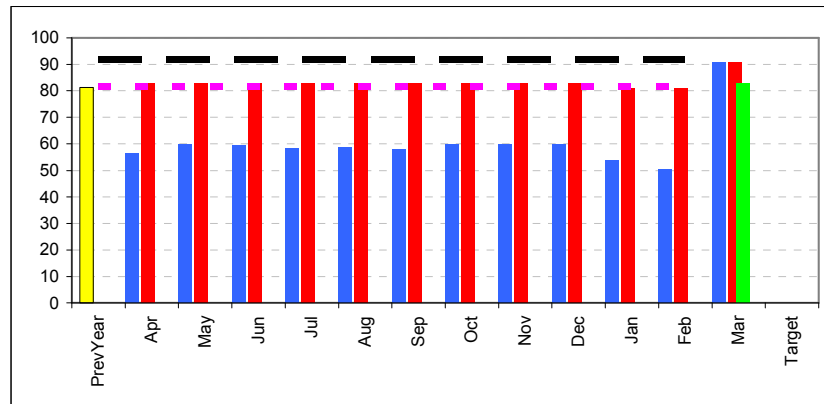
NI136 People supported to live independently through social services (all ages)

C32 Included in NI 136 Blob rating = 4

Title:- Older people helped to live at home.

Definition:- Older people helped to live at home per 1,000 population aged 65 or over.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	56.5	59.7	59.4	58.5	58.8	57.8	59.7	59.7	59.7	53.8	50.5	90.7	83
Last year performance:-	50.13	49.83	51.08	53.22	53.13	53.5	53.77	55.12	55.45	55.23	55.5	81.3	
Forecast performance:-	83	83	83	83	83	83	83	83	83	81	81	90.7	
Comparator Family:-	91.7												
England:-	81.8												
Clients:-	2049	2166	2155	2123	2133	2099	2166	2166	2166	1953	1862	3347	3013
Last year:-	1803	1792	1837	1914	1911	1924	1952	2001	2013	2005	2013	2951	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	↑	
Outturn 07/08:-	81.3												
Target 08/09:-	83												

Indicators C29, C30, C31 and C32 are reported as single indicator
NI136 People supported to live independently through social services (all ages)

Work is progressing to enhance the collection of data to include services recorded in the category in other local authorities

The main services currently included within this indicator are:-

- Domiciliary care • Day opportunities • Maintained Equipment • Telecare • Meals • Short term residential/nursing care • Transport
- Rehabilitation/ Intermediate care • Direct Payments• Professional support • Individualised budgets

Supporting People Clients who have the Careline alarm system are a potential addition to this client base.

There are 630 clients in receipt of this service of which 365 are already clients of Social Care.

Other sources used for this indicator at the end of each year, which are not recorded on the Client Index system, (CLIX – Framework) and which are added manually to the figures are:-

- Village Warden scheme • Able (within 6 weeks of year end) • Private Sector Housing (major adaptations) • Talking Books • Maintained equipment Home from Hospital • Promoting Independence • Minor adaptations (262 clients)

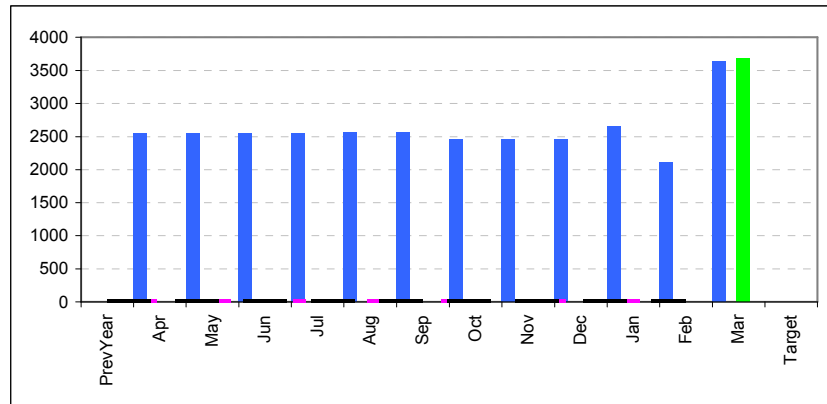
To ensure this additional information can be gathered throughout the year a project is to be set up to assess ways of real time recording of the ser

NI136

Title:- People supported to live independantly through social services (all adults)

Definition:- This indicator will measure the number of adults all ages per 100,000 population that are assisted directly through social services assessed/care planned, funded support to live independently, plus those supported through organisations that receive social services grant funded services.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	2550	2550	2550	2550	2566	2557	2459	2459	2459	2646	2109	3635	3687
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-	3665	3665	3665	3665	3689	3675	3535	3535	3535	3804	2972	5115	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	3687												

This indicator replaces:-

- C29 Adults with physical disabilities helped to live at home.
- C30 Adults with learning disabilities helped to live at home
- C31 Adults with mental health problems helped to live at home.
- C32 Older people helped to live at home.

Further comparison with other local authorities will be available in July 2009

C51

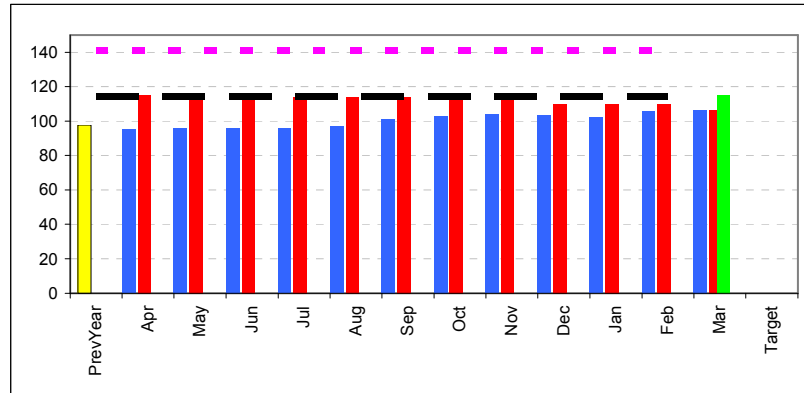
Included in NI130

Blob rating = 3

Title:- Direct payments

Definition:- Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (age standardised). This is a weighted average of four indicators which are calculated separately. The weight for each indicator is the percentage of the population of England aged 18 and over that falls into the relevant age group (this achieves the age standardisation).

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	95	96	96	95.5	96.8	101	103	104	103	102	106	106	115
Last year performance:-	83.8	84.92	91.8	79.83	81.12	85.83	85.69	91.66	88.85	88.85	89.83	97.57	
Forecast performance:-	115	115	114	114	114	114	114	114	110	110	110	106.34	
Comparator Family:-	115												
England:-	141												
Clients:-	136	137	137	136	138	144	147	148	147	145	152	151	162
Last year:-	121	122	130	113	115	122	121	131	127	127	128	138	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	97.6												
Target 08/09:-	115												

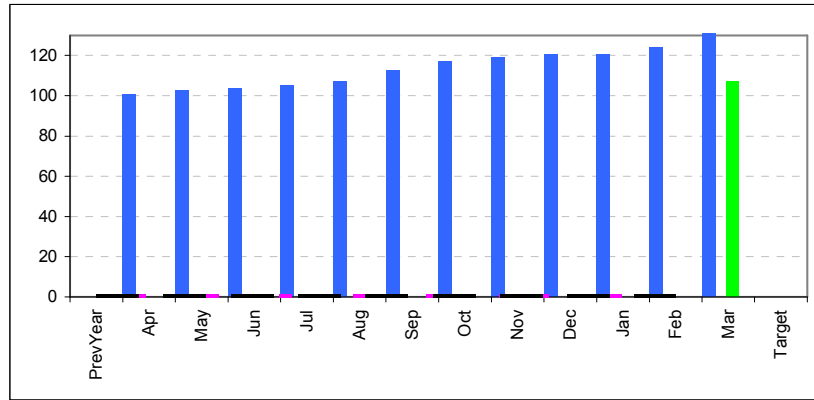
This indicator will form part of NI 130 and will be monitored via the Personalisation Programme Board and related projects

NI130

Title:- Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)

Definition:- Number of adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) in the year to 31st March per 100,000 population aged 18 or over (age standardised) (for population 18 – 64 and 65-74, 75-84 and 85+)

Manager:-



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	101	103	104	105	107	113	117	119	121	121	124	131	107
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-	144	147	149	151	154	162	168	171	173	173	180	189	
Last year:-													
Direction:-													
Outturn 07/08:-													
Target 08/09:-	107												

This indicator is on target for 2008/09.

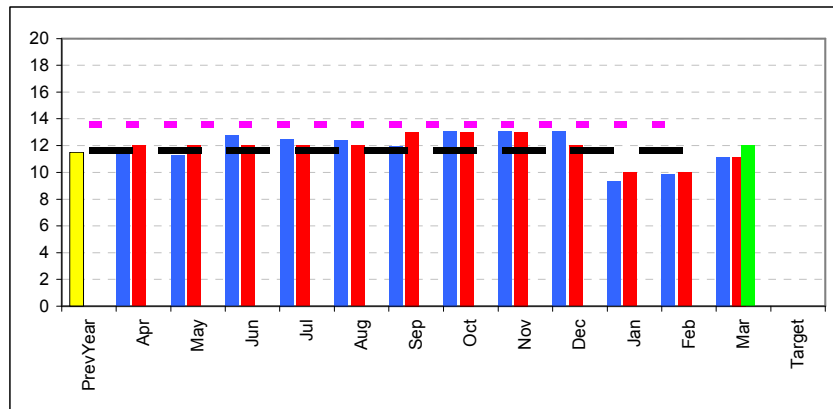
The indicator forms part of the Local Area Agreement and as such has stretching target set for 2009/10 and 2010/11 requiring us to provide self directed support service to at least 30% of our clients (1600 clients)

C62 Included in NI 135 Blob rating = 4

Title:- Services for carers.

Definition:- The number of carers receiving a 'carers break' or a specific carers' service as a percentage of clients receiving community based services.

Manager:-



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	11.5	11.3	12.7	12.5	12.4	12	13.1	13.1	13.1	9.34	9.88	11.1	12
Last year performance:-	10.32	9.82	9.63	9.41	9.42	9.14	9.27	9.05	8.9	8.65	8.46	11.5	
Forecast performance:-	12	12	12	12	12	13	13	13	12	10	10	11.13	
Comparator Family:-	11.6												
England:-	13.6												
Clients:-	370	402	470	478	509	516	620	620	620	620	502	596	660
Last year:-	303	311	325	344	362	367	394	405	416	427	434	625	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↓	↓	↓	
Outturn 07/08:-	11.5												
Target 08/09:-	12												

Redesign of the Commissioning Strategy will ensure that next year an improvement across the board for services users and in particular outcomes for carers.

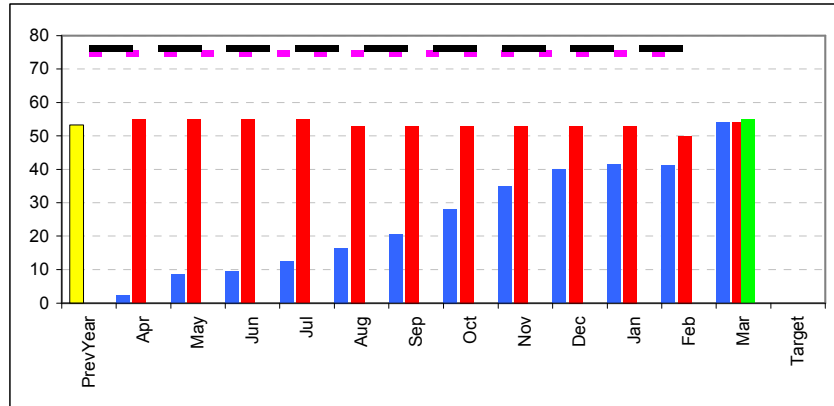
C72

Blob rating = 5

Title:- Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

Definition:- Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	2.48	8.54	9.64	12.4	16.5	20.4	28.1	35	40	41.3	41.2	53.9	55
Last year performance:-	1.39	10.84	17.24	20.3	25.58	32.3	35.62	42.7	38.84	42.7	47.4	53.17	
Forecast performance:-	55	55	55	55	53	53	53	53	53	53	50	53.93	
Comparator Family:-	76.3												
England:-	74.5												
Clients:-	9	31	35	45	60	74	102	102	102	150	152	199	200
Last year:-	5	39	62	73	92	116	128	155	141	155	172	193	
Direction:-	↑	↑	↓	↓	↑	↑	↑	↑	↑	↑	↑	↓	
Outturn 07/08:-	53.2												
Target 08/09:-	55												

A project is to be created to resolve issues arising from commitments against reported activity.

Essential that progress within the Herefordshire Connects project delivers integrated financial aspects of client services.

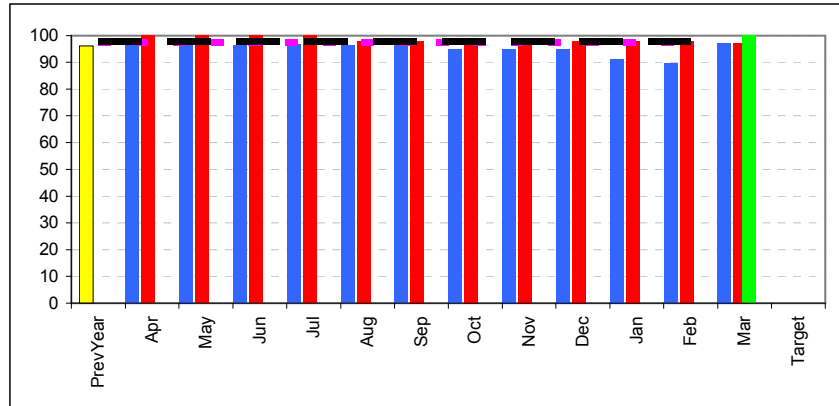
D39

Blob rating = 4

Title:- Percentage of people receiving a statement of their needs and how they will be met.

Definition:- The percentage of adults and older people receiving a statement of their needs and how they will be met.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	96.7	96.9	96.2	96.7	96.3	96.3	94.9	95	95	91.1	89.7	97.2	100
Last year performance:-	90.65	92.15	94.01	95.43	93.5	94.2	94.21	94.18	94.43	94.22	94.4	96.1	
Forecast performance:-	100	100	100	100	98	98	98	98	98	98	98	97.19	
Comparator Family:-	97.8												
England:-	97.5												
Clients:-	3690	4031	3901	4260	4498	4700	5021	5021	5021	5615	5331	6062	6030
Last year:-	3491	3699	3938	4220	4234	4425	4634	4854	5055	5267	5431	5838	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	96.1												
Target 08/09:-	100												

We continue to score at 4 blobs out of a possible 5 blobs.

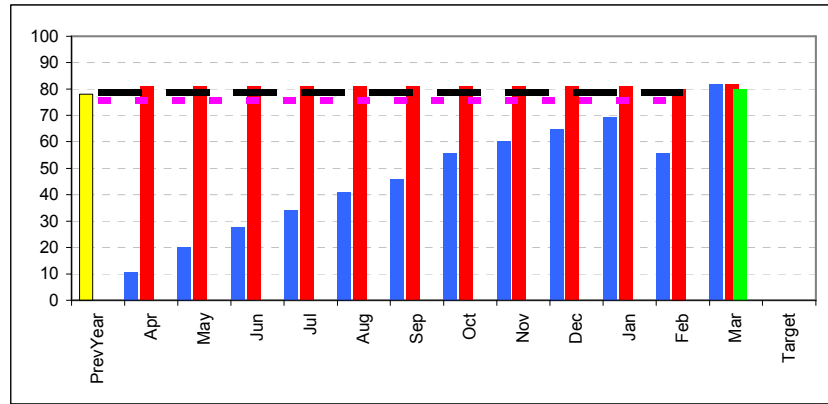
D40

Blob rating = 4

Title:- Clients receiving a review.

Definition:- Adult and older clients receiving a review as a percentage of those receiving a service.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	10.8	20.3	27.5	34	41.1	45.7	55.7	60	65	69.3	55.6	81.7	80
Last year performance:-	7.61	18.15	24.72	34.36	42.34	45.74	51.82	57.55	59.5	64.77	70.31	78.06	
Forecast performance:-	81	81	81	81	81	81	81	81	81	81	80	81.67	
Comparator Family:-	78.6												
England:-	75.7												
Clients:-	440	898	1256	1597	2042	2376	3137	3137	3137	4315	3339	5094	5543
Last year:-	293	742	1065	1579	2027	2271	2698	3080	3367	3840	4301	5018	
Direction:-	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	
Outturn 07/08:-	78.1												
Target 08/09:-	80												

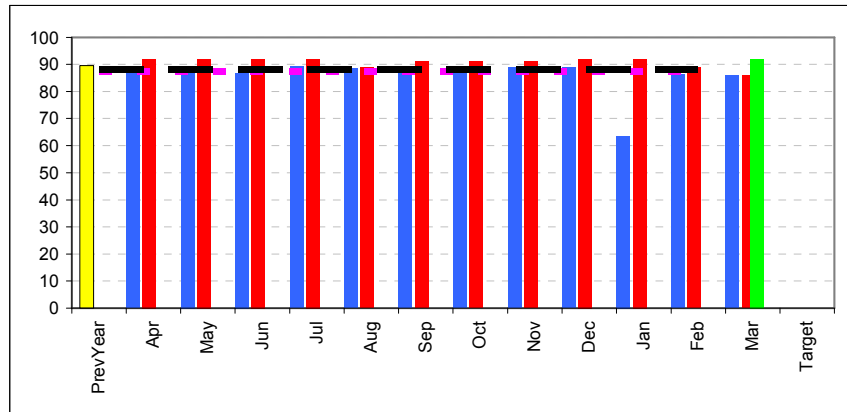
Target achieved and continue at 4 out of 5 blob rating.

D55 Included in NI 132 Blob rating = 4

Title:- Acceptable waiting times for assessments.

Definition:- For new older clients, the average of (i) the percentage where the time from first contact to contact with the client is less than or equal to 48 hours(that is, 2 calendar days), and (ii) the percentage where the time from first contact to completion of assessment is less than or equal to four weeks (that is, 28 calendar days).

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	87.4	87	86.9	89.2	88.7	88	88.9	89	89	63.5	86.3	86	92
Last year performance:-	96.39	92.84	92.61	89.84	84.98	86.35	86.27	86.12	86.23	86.84	87.71	89.61	
Forecast performance:-	92	92	92	92	89	91	91	91	92	92	89	85.98	
Comparator Family:-	88.2												
England:-	87.5												
Ratio of clients:-	88.82	86.5	85.54	88.28	87.6	87.3	88.21	88.21	88.21	59.61	84.18	86.38	
Last year:-	92.78	89.57	89.8	86.14	81.65	83.06	82.78	82.37	82.51	83.3	84.25	87.09	
Direction:-	↑	↑	↑	↑	↓	↑	↑	↑	↑	↓	↓	↓	
Outturn 07/08:-	89.6												
Target 08/09:-	92												

Although performance fell we continued to score 4 out of a possible 5 in blob rating

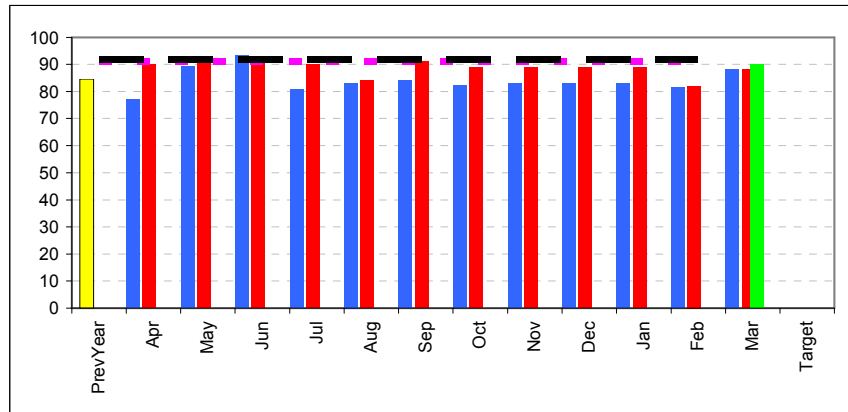
D56

Blob rating = 4

Title:- Acceptable waiting times for care packages.

Definition:- For new older clients, the percentage for whom the time from completion of assessment to provision of all services in the care package is less than or equal to 4 weeks.

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-	77.1	89.4	93.3	80.9	83.2	84	82.3	83	83	83	81.4	88.2	90
Last year performance:-	100	94.74	87.05	84.89	82.18	77.9	80.08	78.71	76.07	74.86	74.79	84.72	
Forecast performance:-	90	91	91	90	84	91	89	89	89	89	82	88.16	
Comparator Family:-	91.9												
England:-	90.9												
Clients:-	27	42	70	212	302	346	533	533	533	533	693	767	1200
Last year:-	32	90	195	309	438	511	627	743	766	911	979	1109	
Direction:-	↓	↑	↑	↑	↓	↑	↑	↑	↑	↑	↓	↑	
Outturn 07/08:-	84.7												
Target 08/09:-	90												

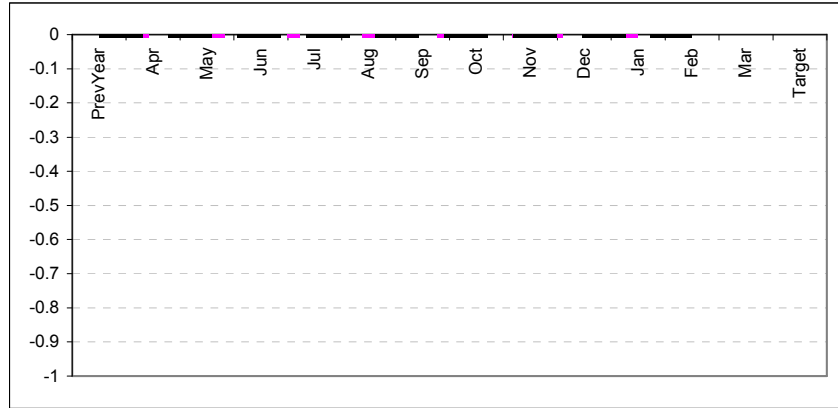
Performance improved and we increased our blob rating to 4 out of a possible 5

NI125

Title:- Achieving independence for older people through rehabilitation/intermediate care

Definition:- The proportion of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation, with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.

Manager:- Graham Taylor



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
This years performance:-												71.8	
Last year performance:-													
Forecast performance:-													
Comparator Family:-													
England:-													
Last year:-												140	
Direction:-													
Outturn 07/08:-													
Target 08/09:-													

The survey period for this indicator was from 01/09/2008 to 31/09/2008.

The indicator measures the number of clients who have not returned to hospital within 90 days of discharge if the discharge had been via an intermediate care service.

Adult Social Care - March																
Ref.		2006-2007			2007/08				2008/09							
	Definition	Measured in	IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Current Position	Forecast	Status	DoT	Intelligence/Actions	
A80	Drug misusers sustained in treatment	%	100.8	104.3	93.0		101.2	Measured by Department of Health and reported in autumn each year.								
B11	Intensive homecare as a percentage of intensive home and residential care.	%	26.0	34.0	18.0	22.0	19.8	R	↑	22	22.1	22.1	G	↑	Target achieved	
B12	Cost of intensive social care for adults and older people.	£	531	540	533	<500	570	R	↑	500	550.97	550	R	↓	End of year figures not available until July	
B17	Unit cost of home care for adults and older people.	£	15.9	13.9	17.0	15.0	16.8	R	↑	15.5	16.38	16	R	↓	End of year figures not available until July	
C28	Intensive home care	Number	10.4	21.8	6.7	8.1	7.5	R	↑	9	8.02	8.02	R	↑	Although we failed to reach target our performance improved sufficiently to increase the blob rating from 2 to 3 (out of a possible 5)	
C29	Adults with physical disabilities helped to live at home.	Number	4.8	5.9	6.0	6.0	4.8	R	↓	5	4.03	4	R	↓	one of two indicators where performance fell sufficiently to cause us to lose 1 blob rating from 4 to 3 blobs.	
C30	Adults with learning disabilities helped to live at home	Number	3.1	3.5	2.8	3.0	2.9	R	↑	3	2.94	2.94	R	↑	We have maintained an improvement in performance and continue to score 4 out of a possible 5 blobs.	
C31	Adults with mental health problems helped to live at home.	Number	4.4	6.1	4.1	4.4	4.3	R	↑	4.4	4.73	4.73	G	↑	We already performed well in this indicator and continue to score the maximum 5 blobs.	
C32	Older people helped to live at home.	Number	91.0	106.0	81.1	83.0	81.3	R	↑	83	90.70	90.7	G	↑	We have again improved performance and have moved form 3 to 4 blob rating for this indicator	
C51	Direct payments	Number	92.0	112.0	88.3	100.0	97.6	R	↑	115	106.34	106.34	R	↑	The change of focus to the Personalisation Agenda has meant we did not reach target even though we continued to improve performance.	
C62	Services for carers.	%	9.2	10.5	10.2	12.0	11.5	R	↑	12	11.13	11.13	R	↓	Although our performance fell over the year we still maintained a 4 blob rating for this indicator.	
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	Number	83.0	85.0	73.4	70.0	53.2	G	↑	55	53.93	53.93	G	↓	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	Number	1.7	2.0	2.0	1.5	1.5	G	↑	1.5	0.66	.66	G	↑	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
D37	Availability of single rooms.	%	96.0	98.0	90.1	90.0	95.6	G	↑	96	99.03	99.03	G	↑	Achieve target and still stay at the highest blob rating of 5 blobs for this indicator	
D39	Percentage of people receiving a statement of their needs and how they will be met.	%	91.0	96.0	98.0	100.0	96.1	R	↓	100	97.19	97.19	R	↑	We continue to score at 4 blobs out of a possible 5 blobs.	
D40	Clients receiving a review.	%	72.0	78.0	76.3	78.0	78.1	G	↑	80	81.67	81.67	G	↑	Target achieved and continue at 4 out of 5 blob rating.	
D41	Delayed transfer of care (interface).	Number	19.0	14.0	31.0	<20	31.0	R	Measured by Department of Health and reported in autumn each year.							
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	%	89.0	93.0	96.3	96.0	96.4	G	↑	97	95.57	95.57	R	↓	Decrease in performance and failed to reach target we still perform at the highest 5 blob rating.	
D55	Acceptable waiting times for assessments.	%	85.0	87.0	83.6	90.0	89.6	R	↑	92	85.98	85.98	R	↓	Although performance fell we continued to score 4 out of a possible 5 in blob rating	
D56	Acceptable waiting times for care packages.	%	90.0	91.0	76.0	85.0	84.7	R	↑	90	88.16	88.16	R	↑	Performance improved and we increased our blob rating to 4 out of a possible 5	
D75	Practice Learning.	Number	17.9	17.1	19.4	15.0	26.0	G			37	37			We continue to score the maximum 5 blobs for this indicator	
E47	Ethnicity of older people receiving assessment.	Ratio	1.2	1.0	1.2	1.0	0.7	R	↓	1	1.1	1.1	G	↑	Performance improvement increased our blob rating to 3 blobs	
E48	Ethnicity of older people receiving services following an assessment.	Ratio	1.1	0.9	1.3	1.0	1.0	G	↓	1	1.0	1	G	↓	Target achieved with an improved blob rating of 3 out of a possible 5 blobs	
E82	Assessments of adults and older people leading to provision of service.	%	77.0	69.0	82.2	77.0	83.6	R	↓	78	82.68	82.68	G	↑	Improved performance this indicator is no longer banded	

Adult Social Care - March																																	
Ref.	Definition	Measured in	2006-2007			2007/08				2008/09					Intelligence/Actions																		
			IPF	Excellent	Hereford	Target	Actual	Status	DoT	Target	Current Position	Forecast	Status	DoT																			
NI119	Self-reported measure of people's overall health and wellbeing		New Indicators from 2008/09 onwards												Survey results completed - meeting to set targets required.																		
NI120	All-age all cause mortality rate	Rate per 100,000 population																									637	549.81					
NI121	Mortality rate from all circulatory diseases at ages under 75	Rate per 100,000 population																									58	63.84					
NI122	Mortality from all cancers at ages under 75	Rate per 100,000 population																									96	104.83					
NI123	16+ current smoking rate prevalence	Rate per 100,000 population																									808	355					
NI124	People with a long-term condition supported to be independent and in control of their condition	Percentage																									Survey to be carried out by PCT to calculate base level						
NI125	Achieving independence for older people through rehabilitation/intermediate care	Percentage																										71.8					
NI126	Early access for women to maternity services	Percentage																									80	80					
NI127	Self reported experience of social care users																										For introduction in 2009/10						
NI128	User reported measure of respect and dignity in their treatment																																
NI129	End of life care - access to appropriate care enabling people to choose to die at home	Percentage																									Awaiting results of Office of National Statistics survey results.						
NI130	Social care clients receiving Self Directed Support (Direct payments and Individualised Budgets)	Rate per 100,000																									107	130.77					
NI131	Delayed transfers of care from hospitals	Rate per 100,000																									30						
NI132	Timeliness of social care assessments (all adults)	Percentage																									92	86.78					
NI133	Timeliness of social care packages following an assessment	Percentage																									91	88.16					
NI134	The number of emergency bed days per head of weighted population	Number														5440																	
NI135	Carers receiving a needs assessment or review and specific carer's service or advice and information	Percentage													17.9	13.31																	
NI136	People supported to live independantly through social services (all adults)	Rate per 100,000													3687	3635																	
NI137	Healthy life expectancy at age 65														Survey to be carried out in 2009/10																		
NI138	Satisfaction of people over 65 with both home and neighbourhood															89																	
NI139	The extent to which older people receive the support they need to live independently at home															33																	
NI141	Number of vulnerable people achieving independent living	Number														98.19																	
NI142	Number of vulnerable people who are supported to maintain independent living	Number													99.24	90.48																	
NI145	Adults with learning disabilities in settled accommodation	Percentage														33.45																	
NI146	Adults with learning disabilities in employment	Percentage														3.27																	
NI149	Adults in contact with secondary mental health services in settled accommodation	Percentage														46.0																	
NI150	Adults in contact with secondary mental health services in employment	Percentage														6.5																	

<u>Indicator</u>	<u>Title</u>	<u>Plan Value</u>	<u>Outturn</u>	<u>Blob Rating</u>	<u>Last Year Blob</u>
A80	Drug misusers sustained in treatment	Measured by DH			4
B11	Intensive homecare as a percentage of intensive home and residential care.	22	22.1	3	3
B12	Cost of intensive social care for adults and older people.	500	551.0	2	2
B17	Unit cost of home care for adults and older people.	15.5	16.4	2	2
C28	Intensive home care	9	8.0	3	2
C29	Adults with physical disabilities helped to live at home.	5	4.0	3	4
C30	Adults with learning disabilities helped to live at home	3	2.9	4	4
C31	Adults with mental health problems helped to live at home.	4.4	4.7	5	5
C32	Older people helped to live at home.	83	90.7	4	3
C51	Direct payments	115	106.3	3	4
C62	Services for carers.	12	11.1	4	4
C72	Older people aged 65 or over admitted on a permanent basis in the year to residential or nursing care.	55	53.9	5	5
C73	Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care.	1.5	0.1	5	5
D37	Availability of single rooms.	96	99.0	5	5
D39	Percentage of people receiving a statement of their needs and how they will be met.	100	97.2	4	4
D40	Clients receiving a review.	80	81.7	4	4
D41	Delayed transfer of care (interface).	Measured by DH			4
D54	Percentage of items of equipment and adaptations delivered within 7 working days.	97	95.6	5	5
D55	Acceptable waiting times for assessments.	92	86.0	4	4
D56	Acceptable waiting times for care packages.	90	86.2	4	3
D75	Practice Learning.		37.0		
E47	Ethnicity of older people receiving assessment.	1	1.1	3	2
E48	Ethnicity of older people receiving services following an assessment.	1	1.0	3	2
E82	Assessments of adults and older people leading to provision of service.	78	82.7		