

<b>MEETING:</b>	<b>ADULT SOCIAL CARE AND STRATEGIC HOUSING SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>14 DECEMBER 2009</b>
<b>TITLE OF REPORT:</b>	<b>ADULT SOCIAL CARE PERFORMANCE</b>
<b>PORTFOLIO AREA:</b>	<b>ADULT SOCIAL AND STRATEGIC HOUSING</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Key Decision**

This is not a key decision

### **Recommendations**

**THAT:** the Committee note progress in managing performance towards achieving targets

### **Reasons for Recommendations**

To enable Scrutiny Committee to carry out its function in relation to the Adult Social Care and Strategic Housing performance targets for 2009/10.

### **Key Considerations**

1. The report cards in appendix 1 provide a full description of progress against national indicators and some retained indicators from the previous set that are considered valuable for scrutinising performance. The cards show the trend of performance, compared against our 'family' of similar authorities, the English Average, and some narrative to describe actions managers are taking to manage improvement.
2. Although the corporate performance system is a useful tool, it measures performance against the annual target set by managers rather than benchmarking nationally. Hence some indicators may appear to struggle to meet a 'stretch' target, yet still be better than most other local authorities (e.g. C29).
3. The CQC 2009 inspection has recognised real improvements in the robustness of management, performance and programme management, and commissioning and contract strategy. We have been given a score of 2 this means we have been assessed as an authority that is *performing well* (the maximum score is 3, lowest 0). This is an excellent result and indicates the huge improvement we have made in delivering Adult Social Care over the last two years. However we are not complacent and we know in many areas we still need to make improvements. Under the key themes we were scored as performing well in 4 areas and adequately in 3 i.e.

- Improved Health & Well-being – CQC assessment – performing well
- Improved Quality of Life — performing well
- Making a Positive Contribution — performing well
- Increased Choice and Control — performing adequately
- Freedom from discrimination and harassment — performing adequately
- Economic well-being — performing well
- Maintaining personal dignity and respect — performing adequately

We have developed an action plan which will focus on those areas that CQC and us consider to be underperforming to ensure that we maintain our score and improve in those areas we are rated as only performing adequately. At future meetings we will provide an update on progress against the action plan to date. Two areas where CQC noted we particularly needed to continue to make improvements were Safeguarding and the Personalisation agenda – both of which we are moving forward on.

4. The number of people supported to live independently through social care (NI 136) is a Key indicator for the Council, but has not previously recorded, to date, all the activity going on, particularly with respect to the work commissioned from the 3rd sector for older people.
5. We anticipate that Herefordshire performance will be comparable with other local authorities once the data is refined. This data should be included in December. The data also shows a slight dip in performance this month due to revised population figures that have impacted on the denominator. We recognise however this as a priority target and we will be ensuring we have a clear understanding of our performance in this area, that we are capturing all relevant data and where necessary building on the improvement plans we have in place.
6. The Department of Health (DoH) had set a stretch target of 30% of services users receiving individualised budgets by 2011 for N1 130 (Social Care clients receiving Self Directed Support). Although concern has been expressed by a number of authorities around this target and to achieve 30% of service users and cares on IB may not be possible unless we review the interpretation of this indicator. The government has now also shifted its focus towards personal indicative budgets and away from, what was previously our strategy, individualised budgets.
7. Our current performance for the last few months has remained fairly constant between 6 and 7 % (which compares favourably with other West Midlands authorities). We have recognised therefore we need to improve our current performance against this target, and now have a clear 'Personalisation programme' in place and Programme manager, and are moving forward on several initiatives e.g:
  - The council are currently upgrading the Resource Allocation System in line with other councils. To be completed Q4 2009/10.
  - A project around external brokerage has been started supported by the Joint Improvement Partnership to increase the level of personal budgets - to report by Q4 2009/10.
8. NI132 and NI133 have both seen in a drop in performance. This is largely due to an increase in safeguarding work. Frontline resources have been engaged in ensuring vulnerable clients are receiving appropriate protection to ensure that they are safe. The consequence of this has been less resource available for routine social care activities. We are also ensuring that we continue to record information accurately and training staff to make certain there is a consistent approach to data entry.

9. NI131 is currently underperforming in terms of the local health economy expectations. Hereford Hospitals Trust is currently underperforming against expectation and this is being addressed with the PCT through the Quality Review Forum who has requested a report on why delays are higher than expected.

The PCT Provider continues to monitor and review its processes, utilised throughout all the sites, so that a multidisciplinary team (MDT) approach is adopted to the care and discharge of the patient. A weekly MDT meeting is held at all sites with attendance from nursing, medical, therapy, social care and geriatrician. The process for discharge continues as always to be a central focus from the date of the patient's admission to discharge. The Head of Community Hospitals and Intermediate Care Facilities now receives a weekly update of delayed patients which identifies the length of the delay. It has been agreed that any delays greater than 7 days should be escalated for immediate intervention.

10. Audit indicated a failure in the IT system connected with NI 135; they noted that the system was failing to recognise joint assessments being made. This has now been rectified and therefore quarter 3 results should see improved performance in relation to this indicator.
11. New procedures around Safeguarding are being introduced, a launch event was held in mid November. These new procedures will clarify expectations for staff and drive higher performance. Frameworks are currently being updated to ensure that we can measure and report accurately the time between referral and strategy development (which locally has been agreed should be within 7 days).

## **Financial Implications**

12. The Directorates continue to experience considerable difficulty in reconciling activity and finance data, so the financial implications are as yet not clear. At the point of writing, it is hoped a new solution will be available this financial year.

## **Legal Implications**

13. None.

## **Consultees**

14. Not applicable

## **Appendices**

15. Appendix 1 – report cards

## **Background Papers**

- None.

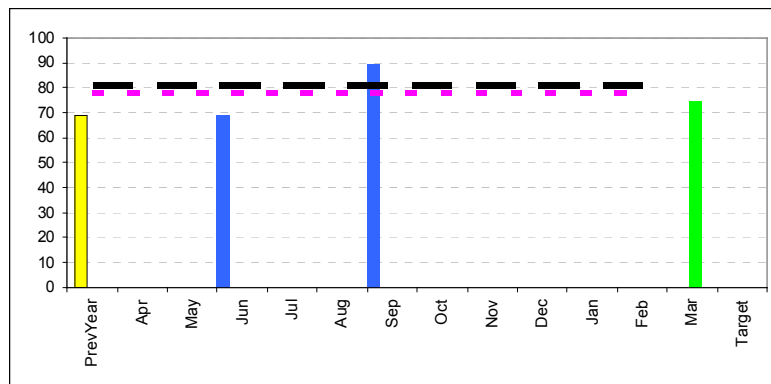
# Appendices

## 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
<b>This years performance:-</b>			68.7			89							75
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>	81												
<b>England:-</b>	78.1												
<b>Percentage</b>													
<b>Last year:-</b>													
<b>Direction:-</b>			↑			↑							
<b>Outturn 08/09:-</b>	68.7												
<b>Target 09/10:-</b>	75												

The survey period for this indicator for this financial year does not start until 30th September

Health and social care managers have developed a way to provide regular information on this crucial indicator, but the first new report is due by mid October

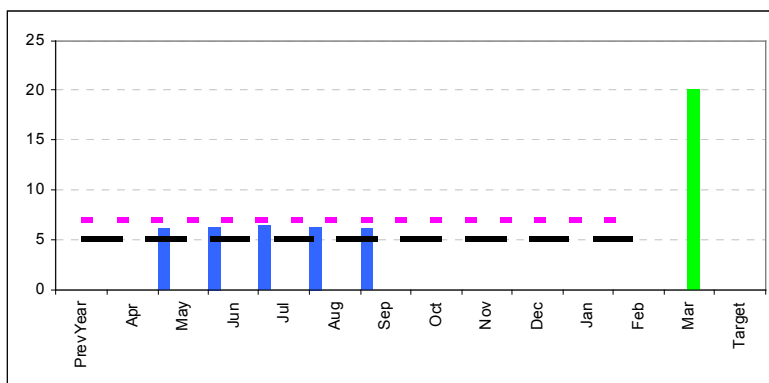
The figures presented in this report are the preliminary findings to August 2009 and require further validation. The figures are based on those patients, discharged from the acute hospital into the 3 Intermediate care units – Hillside, Kington and Ledbury

**NI130 LAA Indicator**

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

**Definition:-** Number of adults, older people and carers receiving self directed support in the year to 31st March as a percentage of clients receiving community based services and carer's specific services aged 18 or over.

Manager:- Sara Keetly



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>		6.1	6.32	6.38	6.32	6.12							20
Last year performance:-													
Forecast performance:-													
Comparator Family:-	5.2												
England:-	7												
Percentage		227	244	256	256	291							
Last year:-													
Direction:-			↓	↓									
Outturn 07/08:-	131												
Target 08/09:-	20												

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)

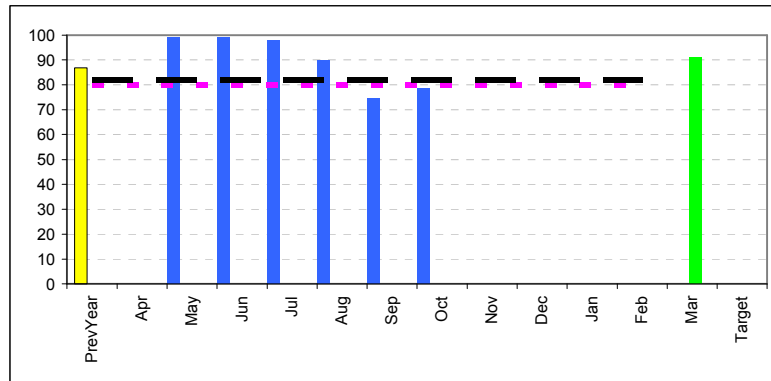
Our current performance is in line with other West Midland authorities, our performance suffers from historical performance. A Project Manager has been appointed to drive forward the uptake of services associated with this indicator.

**NI132**

**Title:-** Timeliness of social care assessments (all adults)

**Definition:-** Acceptable waiting times for assessments: For new clients (aged 18+), the percentage from where the time from first contact to completion of assessment is less than or equal to four weeks

Manager:- Denise Hawkins



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>		98.9	98.9	98	90	74.8	78.6						91
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>	81.8												
<b>England:-</b>	80												
<b>Clients:-</b>		272	272			632	511						
<b>Last year:-</b>													
<b>Direction:-</b>			↑	↑									
<b>Outturn 07/08:-</b>	86.8												
<b>Target 08/09:-</b>	91												

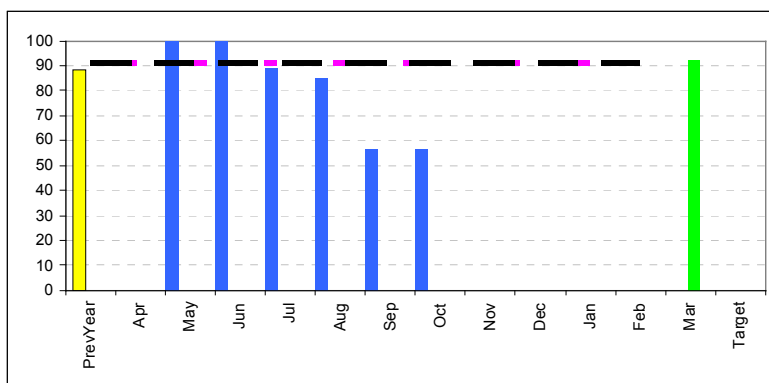
We are confident that we will achieve the target - 90% at same period last year. Decline in performance is due to increase in safeguarding work. Frontline resources have been engaged in ensuring vulnerable clients are receiving appropriate protection to ensure that they are safe. The consequence of this has been less resource available for routine social care activities

**NI133**

**Title:-** Timeliness of social care packages following an assessment

**Definition:-** Acceptable waiting times for delivery of care packages following assessment: For new clients (For 2008/09: Adults aged 65+, from 2009/10 Adults all ages 18+) 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
<b>This years performance:-</b>		100	100	89	85	56.8	56.8						92
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>	91												
<b>England:-</b>	91												
<b>Clients:-</b>		36	36		170	172							
<b>Last year:-</b>													
<b>Direction:-</b>			↑	↑									
<b>Outturn 07/08:-</b>	88.2												
<b>Target 08/09:-</b>	92												

84% at same period last year.

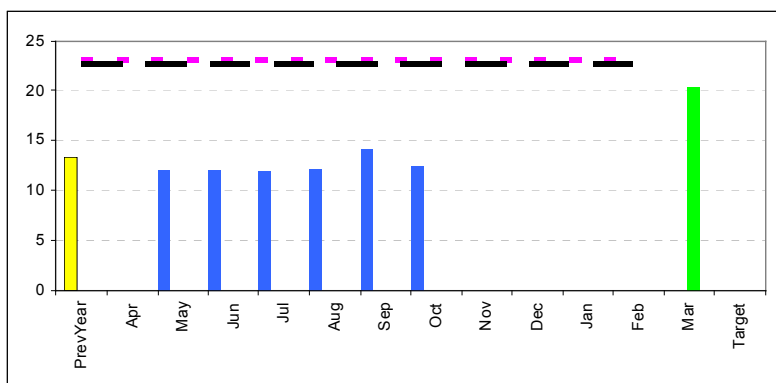
Decline in performance is due to increase in safeguarding work. Frontline resources have been engaged in ensuring vulnerable clients are receiving appropriate protection to ensure that they are safe. The consequence of this has been less resource available for routine social care activities

**NI135 LAA Indicator**

**Title:-** Carers receiving a needs assessment or review and specific carer's service or advice a

**Definition:-** The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year.

Manager:- Sara Keetley



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>		12	12	11.9	12.1	14.1	12.5						20.4
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>	22.6												
<b>England:-</b>	23												
<b>Clients:-</b>		398	398	426		616	559						
<b>Last year:-</b>													
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	13.3												
<b>Target 08/09:-</b>	20.4												

This is a new indicator and has caused some difficulties in terms of recording activities accurately and comprehensively. The Carers commissioning strategy and the reviewed Herefordshire Carers support contract ( supported by the Scrutiny review of carers services) will drive further improvements

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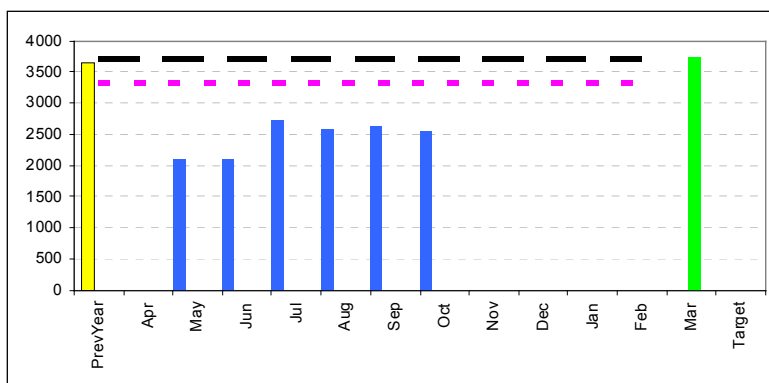


**NI136 LAA Indicator**

**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
<b>This years performance:-</b>		2102	2102	2724	2598	2643	2537						3736
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>	3715												
<b>England:-</b>	3330												
<b>Clients:-</b>		2962	2962	3843		3728	3579						
<b>Last year:-</b>													
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	3635												
<b>Target 08/09:-</b>	3736												

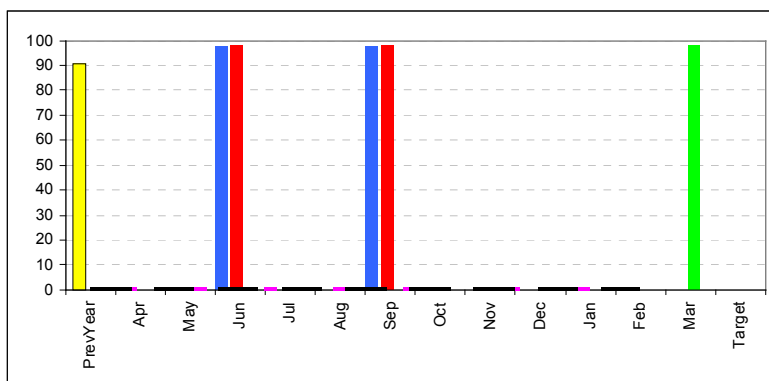
Data currently reported provides only a partial view. This will be rectified over the next 2 quarters as activity associated with external agencies becomes available. This NI has yet to include the Grant Funded Services data for this year which will be available in December.

**NI142 LAA Indicator**

**Title:-** Number of vulnerable people who are supported to maintain independent living

**Definition:-** The number of service users (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living, as a percentage of the total number of service users who have been in receipt of Supporting People services during the period.

**Manager:-** Dawn Stradling



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
<b>This years performance:-</b>			97.7			97.7							97.4
<b>Last year performance:-</b>													
<b>Forecast performance:-</b>			97.8			97.8							
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Ratio of clients:-</b>													
<b>Last year:-</b>													
<b>Direction:-</b>													
<b>Outturn 08/09:-</b>	90.5												
<b>Target 09/10</b>	97.4												

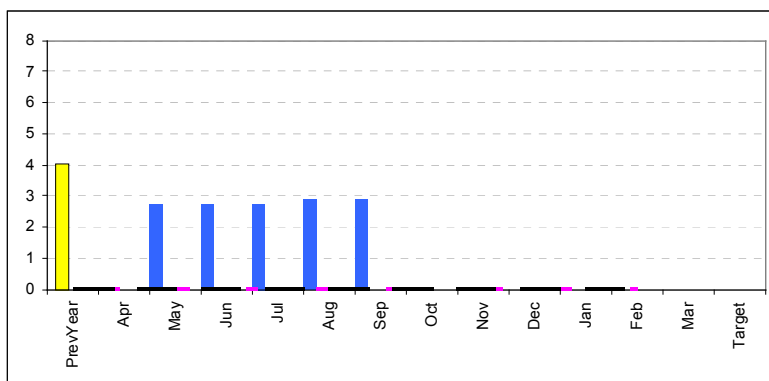
June and September scores based on local calculation and subject to Communities and Local Government ratification (awaited).  
 The previous regime for this indicator nationally is coming to an end and a new set up is being developed and implemented. Now entering into a period of change and development of new projects.  
 A business plan is currently being developed to make recommendations on the supporting people programme. Four pilots are currently being delivered that will cease between March-July 2010. A supporting people commissioning plan is also being undertaken to guide the future commissioning of supporting people services; these include learning disability - move on and transitional worker, older people and vulnerable disabled adult pilot, and a wrap around floating support service for offenders and people who are at risk of offending.

**C29 Included in NI 136**

**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
<b>This years performance:-</b>		2.74	2.74	2.74	2.9	2.9							
<b>Last year performance:-</b>	3.24	3.37	3.44	3.37	3.48	3.51	3.52	3.52	3.52	2.89	2.85	4.03	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>		289	289			306							
<b>Last year:-</b>	340	353	360	353	365	368	369	369	369	303	300	425	
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	4.03												
<b>Target 08/09:-</b>													

We believe this apparent drop is because the number of service users being counted is very small, so a minor change can seem to have a disproportionate effect.

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

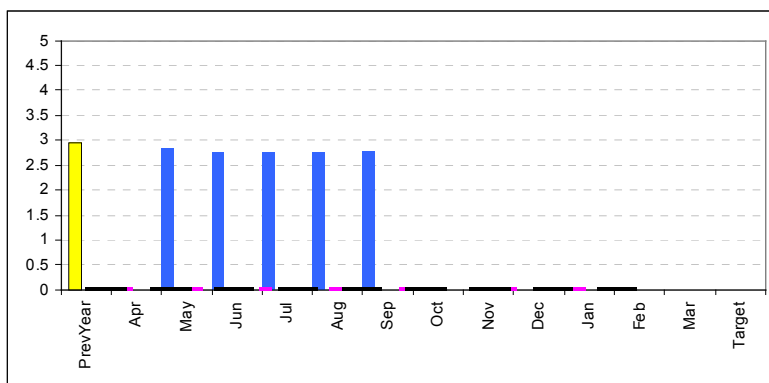
NI136 People supported to live independently through social services (all ages)

**C30 Included in NI 136**

**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
<b>This years performance:-</b>		2.84	2.74	2.74	2.74	2.78							
<b>Last year performance:-</b>	2.89	2.9	2.92	2.93	2.9	2.91	2.89	2.9	2.9	2.9	2.96	2.94	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>		299	289			293							
<b>Last year:-</b>	303	304	306	307	304	305	303	303	303	304	312	310	
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	2.94												
<b>Target 08/09:-</b>													

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

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

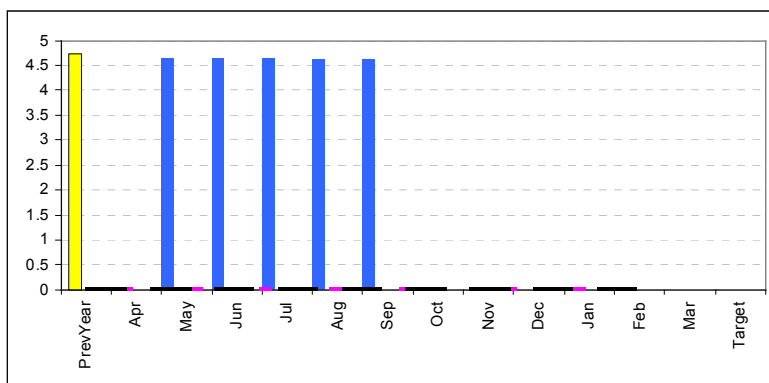
Herefordshire is still more dependent on residential care than other local authorities, but the implementation of the Midland Heart contract has already had a beneficial effect and the strategy for LD will continue to provide more supported living opportunities by finding local solutions close to home instead of institutional and often out of county placements.

**C31 Included in NI 136**

**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
<b>This years performance:-</b>		4.65	4.65	4.65	4.6	4.6							
<b>Last year performance:-</b>	4.17	4.2	4.22	4.2	4.25	4.4	4.77	4.4	4.4	4.75	4.72	4.73	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>		490	490			483							
<b>Last year:-</b>	437	440	442	440	445	461	500	500	500	498	498	499	
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	4.73												
<b>Target 08/09:-</b>													

Although this indicator is being stretched to reach its target, performance is already better than most other local authorities

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

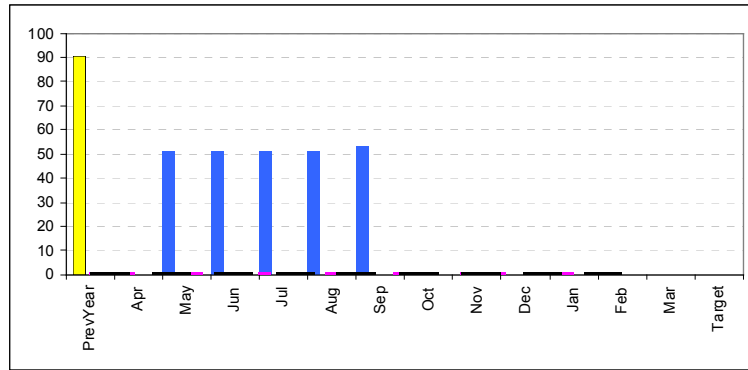
NI136 People supported to live independently through social services (all ages)

**C32 Included in NI 136**

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:-		51.1	51.1	51.1	51.1	53							
Last year performance:-	56.5	59.67	59.4	58.48	58.8	57.82	59.67	59.7	59.7	53.8	50.46	90.7	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		1884	1884			1956							
Last year:-	2049	2166	2155	2123	2133	2099	2166	2166	2166	1953	1862	3347	
Direction:-			↓	↓									
Outturn 07/08:-	90.7												
Target 08/09:-													

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

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.

Work is in hand to include the additional 265 clients

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)

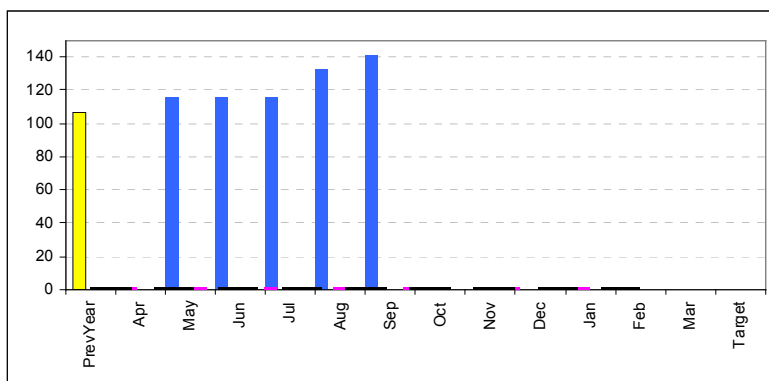
To ensure this additional information can be gathered throughout the year a project is to be set up to assess ways of real time recording of the services.

**C51 Included in NI130**

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:-		116	116	116	133	141							
Last year performance:-	95.04	96.02	96.03	95.52	96.82	101	103.1	103.8	103.3	101.9	105.6	106.3	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		165	165			200							
Last year:-	136	137	137	136	138	144	147	148	147	145	152	151	
Direction:-			↑	↑									
Outturn 07/08:-	106												
Target 08/09:-													

This indicator is counted as per definition for 2008/09 i.e. those clients on the books to receive direct payment on the last day of the financial year.

C51 does not included Direct Payments for careers.

NI130 ( Social Care Clients receiving self directed support) will replaces it but for 08/09 includes only the following:-

All people over the age of 18, including carers, who have received a direct payment or individual budget at any time in the year.

Data for this indicator is provided directly from Finance as a consequence of Panel.

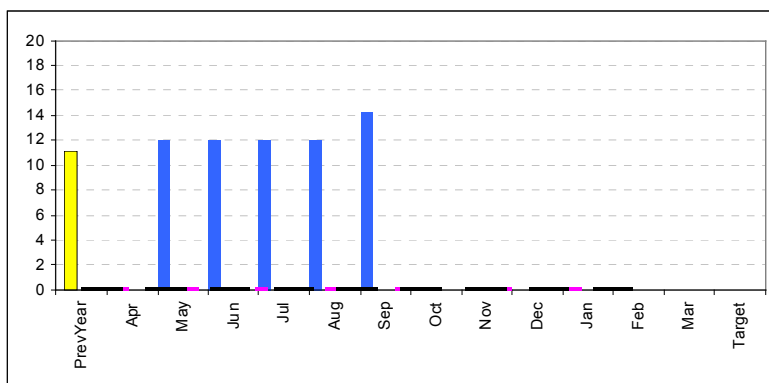
From 2009/10 onwards indicator NI130 will measure all clients receiving self directed support

**C62 Included in NI 135**

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:-		12	12	12	12	14.2							
Last year performance:-	11.5	11.3	12.74	12.51	12.44	11.97	13.09				9.88	11.13	
Forecast performance:-													
Comparator Family:-													
England:-													
Clients:-		398	398			616							
Last year:-	370	402	470	478	509	516	620				502	596	
Direction:-			↑	↑									
Outturn 07/08:-	11.1												
Target 08/09:-													

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

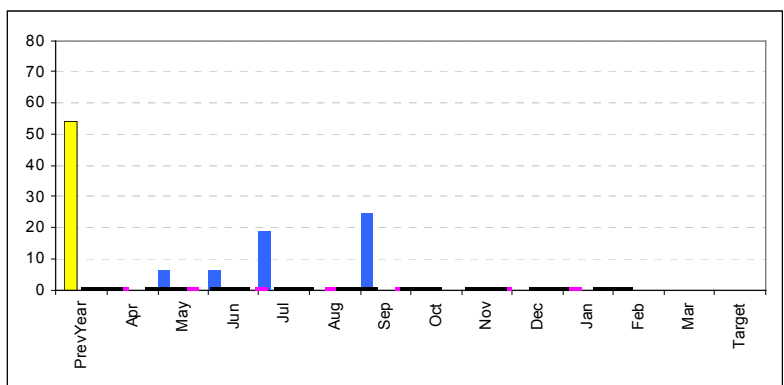


**C72**

**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
<b>This years performance:-</b>		6.5	6.5	18.7		24.7							
<b>Last year performance:-</b>	2.48	8.54	9.64	12.4	16.5	20.39	28.1	35	40	41.32	41.19	53.93	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>		24	24	69		91							
<b>Last year:-</b>	9	31	35	45	60	74	102	102	102	150	152	199	
<b>Direction:-</b>			↑	↑									
<b>Outturn 07/08:-</b>	53.9												
<b>Target 08/09:-</b>													

The council has struggled to provide accurate commitment accounting information that can match activity and expenditure (currently recorded on 4 separate systems) At the point of writing we believe a solution may have been found

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

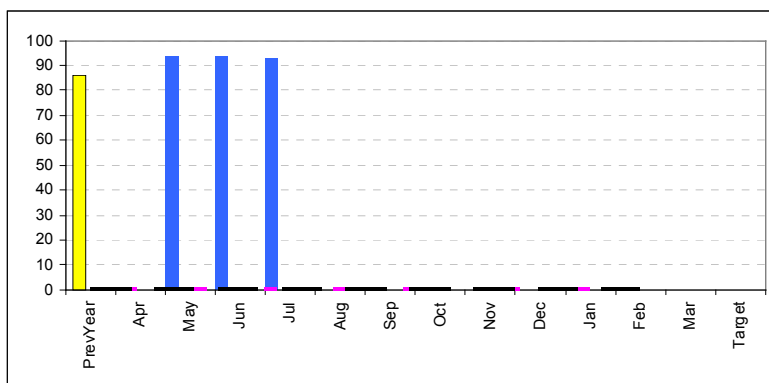


**D55 Included in NI 132**

**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
<b>This years performance:-</b>		93.4	93.4	93									
<b>Last year performance:-</b>	87.43	86.95	86.93	89.19	88.7	88.03	88.93	89	89	63.52	86.25	85.98	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Ratio of clients:-</b>		88.26	88.26										
<b>Last year:-</b>	88.82	86.5	85.54	88.28	87.6	87.3	88.21	88.21	88.21	59.61	84.18	86.38	
<b>Direction:-</b>			↑	↑									
<b>Outturn 07/08:-</b>	86												
<b>Target 08/09:-</b>													

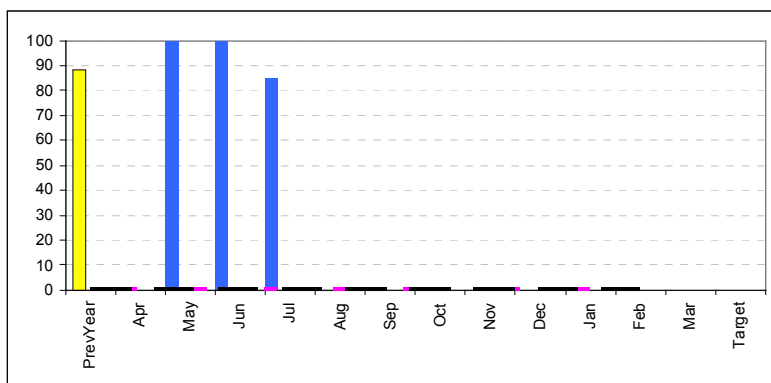
Although this performance is good, pressure on staff is growing, and this achievement will be hard to maintain. This is now included in NI132

**D56 Included in NI 133**

**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
<b>This years performance:-</b>		100	100	85									
<b>Last year performance:-</b>	77.14	89.36	93.33	80.9	83.2	84	82.25	83	83	83	81.43	88.16	
<b>Forecast performance:-</b>													
<b>Comparator Family:-</b>													
<b>England:-</b>													
<b>Clients:-</b>		31	31										
<b>Last year:-</b>	27	42	70	212	302	346	533	533	533	533	693	767	
<b>Direction:-</b>			↓	↓									
<b>Outturn 07/08:-</b>	88.2												
<b>Target 08/09:-</b>													

This indicator has been affected by staffing problems and is expected to improve

This indicator formed part of the Best Value set of indicators and is covered by Audit agreement on how to measure locally.

The agreed method used when CLIX was operational was to measure the time between end of assessment and the start of the last recorded service prior to any client review.

CLIX did not contain care plans therefore it is not possible to recalculate based on a 'majority' of services being in place.

We are using the same method with Frameworki – i.e. measuring only services delivered.