

Indicator	Tolerance	Performance		Target	Latest Performance	Judgement		Direction of Travel		Commentary
		2007-08	2008-09			September	December	September	December	
Citizen										
NI 39 – alcohol harm related admission rates (LAA)	Smaller is better	1,199		1,237	671.9 (to September)	2	2	▼	▼	Performance continues to be in excess of target. Projected outturn 1343.8
NI 130 – social care clients receiving Self Directed Support (LAA)	Bigger is better			21%	5.82% (December)	1	1	n/a	n/a	We have recognised 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 - the Department of Health have stated that the 30 per cent target (2011-12) is unlikely to be reached if we are not achieving more than 10 per cent by the end of 2009/10 - we believe we are on track to reach this - despite struggling to hit 10 per cent target by the end of the year.
NI 136 – people supported to live independently through social services (LAA)	Bigger is better		3,635	3,140 (December) 3,763 (year-end)	2,986 (December)	1	2	▼	▼	This 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. We anticipate that Herefordshire performance will be comparable with other local authorities once the data is refined. We recognise this however 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.
NI 138 – satisfaction of people over 65 with both home and neighbourhood	Bigger is better		89% (2008)	90% (Autumn 2010 survey)		1	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	Bigger is better		86.80%	91%	86% (to December)	3	2	▼	▼	We are building on the analysis following the last report which identified where assessments maybe being delayed, and some errors in how assessments have been recorded. This has now been shared with service managers - and additional training is being undertaken in February and March to ensure data recording is accurate; alongside file reviews, managers are also being asked to revisit those cases with significant delays and put action plans in place. This is happening in February and March.
NI 133 – timeliness of social care packages	Bigger is better		88.20%	92%	51% (December)	3	1	▼	▼	
Partnership										

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NI 125 – achieving independence for older people through rehabilitation / intermediate care	Bigger is better		71.8	75	91.28% (to September)	4	4	▲	▲	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.
NI 131 – delayed transfers of care from hospitals	Smaller is better		41	27	27.2 (December)	1	2	n/a	n/a	Reconfiguration of delayed discharge management in community hospitals has led to a significant improvement in this indicator, since quarter one when performance was 36.
NI 142 – number of vulnerable people who are supported to maintain independent living (LAA)	Bigger is better		90.5	97.41%	97.7% (to September)	1	3	n/a	n/a	September score has now been verified by DCLG. The next tranche of data will be available in February. 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.
Statutory										