

Performance Measure	Outturn				2013-14	Target 2014-15	Narrative <i>(what is the data telling us)</i>	Frequency	
	Q1	Q2	Q3	Q4					
The percentage of people who use services and carers who find it easy to find information about support	Annual Survey				73%	70%		Annual	Bigger is Better
The percentage reduction of those registered on Homepoint	652	734					Register numbers have reduced, this is anticipated to increase as people get used to the new processes. Those in need are getting house more quickly.	Quarterly	Smaller is Better
	86%	84.4%			4735	2841 (40%)			
(a) The percentage of people using social care who receive self-directed support, and							The number of clients supported by a personal budget is moving towards target. This is as all existing referrals are reviewed and moved onto the new RAS assessment framework, identifying individual budgets. Direct Payment numbers have decreased a small amount since June. The recently appointed personalisation lead has revised our DP guidelines and handbook which should help take up in the second half of the year.	Quarterly	Bigger is Better
	82%	84.2%				85%			
(b) those receiving direct payments	17.4%	17.4%				40%	As Above	Quarterly	Bigger is Better
Overall satisfaction of people who use services with their care and support	Annual Survey				65%	70%		Annual	Bigger is Better
The number of people on the waiting list for assessment and service	DD	DD				<10%		Quarterly	Smaller is Better
Average time between care package authorisation to delivery to the service user	DD	8.5 days				28 days		Quarterly	Smaller is Better
The number of households in temporary accommodation	69	75				55		Quarterly	Smaller is Better
The number of households in B&B (excluding use as a result of an emergency)	0	0				0		Quarterly	Smaller is Better
The number of rough sleepers (as reported to the DCLG)	Annual Calculation					15		Annual	Smaller is Better
(a) Delayed transfers of care from hospital, and							Data up to August only - September data is not yet available from NHS. In April-August, there were 60 people delayed, only 19 of these were for reasons attributable to social care.	Quarterly	Smaller is Better
	3.95	7.9			5.8				
(b) those attributable to adult social care - rate per 100,000 adult population	2.63	2.5			2.7	2.7	As Above	Quarterly	Smaller is Better
Carer reported quality of life	Annual Survey				n/a	tbc		Bi-Annual	Bigger is Better
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%		Bi-Annual	Bigger is Better
The number of referrals to services arising from the breakdown of carer support	DD	DD				<10%		Quarterly	Smaller is Better
The number of Carers' Assessments	225	484				80% of those eligible	This is only specific carer assessments; carer's needs are also considered in all client assessments.	Quarterly	Bigger is Better

Percentage of known carers receiving support	32.60%	44.80%	n/a	30%	The number of carers provided with a service during the last quarter has increased. This measure is now performing well over our current targets.	Quarterly	Bigger is Better
The proportion of direct payment services users that have a pre-paid card	DD	DD		50%		Quarterly	Bigger is Better
The percentage of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	DD	DD		85%		Quarterly	Bigger is Better
The percentage of support plans containing elements of assistive technology	DD	27.0%		70%		Quarterly	Bigger is Better
The percentage of people who use services who say that those services have made them feel safe and secure	Annual Survey		86%	90%			Bigger is Better
The percentage of completed safeguarding referrals where people report that they feel safe	DD	DD		80%	This will be developed as part of the Making Safeguarding Personal changes currently being made in Fwi.	Quarterly	Bigger is Better
Percentage of safeguarding investigations which were concluded within 28 days of the decision to investigate	46%	36.2%		80%	A significant amount of data cleansing in Q2 has lead to a decrease in performance. However a Safeguarding Improvement Programme is looking to address performance in this area as well as embedding the principles of Making Safeguarding Personal	Quarterly	Bigger is Better
The number of homes built for older and vulnerable persons	Annual Calculation			tbc		Annual	Bigger is Better
The number of new affordable homes built and acquired	21	39		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	Quarterly	Bigger is Better
The percentage of DFGs provided within agreed timescales	87.5%	86.7%		85%	Performance maintained, despite a reduction in headcount delivering the service	Quarterly	Bigger is Better
The percentage of people aged 18 and over suffering from a long term condition feeling supported to manage their condition	DD	DD					Bigger is Better
The percentage of avoidable hospital admissions for both adults and children	DD	DD					Bigger is Better

Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population *figures may vary from previous quarter due to data lag	199.2	306.6	607.5	503	The number of admissions for residential and nursing care in the over 65's has continued to grow in quarter 2, but growth is not quite at the same rate as quarter 1. This could in part be due to leave patterns of the work force and expected seasonal variances. Further work is being done to understand our rates of clients being admitted into residential and nursing care homes, during this year and in previous years, in order to better understand trends.	Quarterly	Smaller is Better
Permanent admissions to residential and nursing care homes for younger people (18-64), per 100,000 *figures may vary from previous quarter due to data lag	4.67	8.4	20.3	20		Quarterly	Smaller is Better
Reduce the alcohol attributable hospital-admissions (directly standardised rate per 100,000 population) (NI39)	N/A	496*	517	TBC	* Projected outturn based on April – July data 2013/14 significantly lower than 2010/11 and 2011/12. Significantly below England in 2011/12 and 2012/13; no national benchmark data available for 2013/14 yet.	Quarterly	Smaller is Better
Reduce the rates of syphilis (per 100,000 population)	N/A	N/A	8.7 (2013)	TBC	Annual data only from Public Health England. Rates fluctuate due to very small numbers. Highest rate in the region currently, although only 16 cases and not significantly different to England. Described by PHE as an 'ongoing outbreak'; was significantly higher than national in 2011 (10.3 = 19 cases)	Annual	Smaller is Better
Reduce the rates of HIV: Late diagnosis: % of newly diagnosed patients whose CD4 count is low enough that they should have already started treatment	N/A	N/A	68.2% (2010-12)	TBC	Late diagnosis is the national PHOF indicator – the rationale being that its the most important predictor of morbidity & mortality among those with HIV infection and is essential to evaluate the success of expanded HIV testing. One of highest in region, although not statistically significant.	Annual	Smaller is Better
Reduce the number of conceptions to girls aged under 18 years (rate per 1,000 15-17 year-old girls)	N/A	N/A	24.5 (Provisional)	TBC	Provisional quarterly figs published 14 months later.	Quarterly	Smaller is Better
Increase uptake and achieve national target of NHS health checks	38%	53%	49%	60%	2013/14 in line with national rate and more than region (45%). National target of 20% exceeded.	Quarterly	Bigger is Better