

Performance Measure	Q1	Q2	Outturn Q3	Q4	2013-14	Target 2014- 15	Narrative (what is the data telling us)	Frequency	
ADULTS AND WELLBEING									
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 86%	734 84.4%	805 83.0%		4735	2841 (40%)	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
(a) The percentage of people using social care who receive self-directed support, and	82%	84.2%	85.90%			85%	The proportion of people in receipt of a personal budget has increased throughout the year and is now meeting target.	Quarterly	Bigger is Better
(b) those receiving direct payments									
	17.4%	17.4%	17.8%			40%	The number of people in receipt of direct payments has increased since the last quarter, however the rate of change is not at required rates to meet the target. There is work currently underway looking to improve the DP process, which should make it quicker and easier for care managers to offer direct payments to potential users	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	DD			<10%		Quarterly	Smaller is Better
Average time between care package authorisation to delivery to the service user	DD	8.5 days	10.3 days			28 days		Quarterly	Smaller is Better
The number of households in temporary accommodation	69	75	58			55	A reduction in the third quarter, which has subsequently reached target levels during January	Quarterly	Smaller is Better
The number of households in B&B (excluding use as a result of an emergency)	0	0	0			0		Quarterly	Smaller is Better
The number of rough sleepers (as reported to the DCLG)									
	NA	NA	12		22	15	The number of those sleeping rough has reduced from 22 recorded in November 2013 to 12 for the same time in 2014. This is below the reduced target of 15 which has been achieved through the continuation of the outreach service (rough sleepers) and also the introduction of the Hospital Discharge worker in January 2014 who has worked with in excess of 50 discharge cases, preventing homelessness and use of temporary accommodation.	Annual	Smaller is Better
(a) Delayed transfers of care from hospital, and									
	3.95	7.9	7.66		5.8		Data up to November only - December data is not yet available from NHS. In April-November, 93 people were delayed, only 40 of these were for reasons attributable to social care.	Quarterly	Smaller is Better
(b) those attributable to adult social care - rate per 100,000 adult population	2.63	2.5	3.3		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	DD			<10%		Quarterly	Smaller is Better
The number of Carers' Assessments	225	484	700			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%	47.50%		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	DD	DD	50%	Pre-paid cards are yet to be implemented	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	DD		85%	Herefordshire Council are currently in a transitional year with the commissioned reablement provider and we are working with the service provider to gather the information to respond to the target by the end of the financial year.	Quarterly	Bigger is Better
The percentage of support plans containing elements of assistive technology	DD	27.0%	29.2%		50%	Despite a net increase of 85 people during the last quarter, this measure is still some way short of reaching targets. An evaluation of the current telecare service and provision has recently been completed which will reinforce the future direction of telecare provision within the directorate	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%			Bigger is Better
The percentage of completed safeguarding referrals where people report that they feel safe	DD	DD	DD		80%	New process went live in January, so the first reporting of this measure will be available at year end	Quarterly	Bigger is Better
Percentage of safeguarding investigations which were concluded within 28 days of the decision to investigate	46%	36.2%	35.70%		80%	Further cleansing of data in Q3 has seen performance stagnate at this level, however the changes of the Safeguarding Improvement Programme went live in January and this will improve outcomes as part of Making Safeguarding Personal, as well as improving completion times	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	76		140	A further 65 completions anticipated in Q4 which will meet year end targets	Quarterly	Bigger is Better
The percentage of DFGs provided within agreed timescales	87.5%	86.7%	80.90%		85%	Leave during December has negatively impacted on this performance. Further discussions are set to take place about potential performance issues within 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	DD					Bigger is Better
The percentage of avoidable hospital admissions for both adults and children	DD	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	210.4	335.7	445.3	607.5	503	The number of admissions for residential and nursing care in the over 65's has continued to grow in quarter 3. Growth in nursing placements is around 18%, significantly above anticipated demographic growth.	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	13.07	20.3	20		Quarterly	Smaller is Better
Reduce the alcohol attributable hospital-admissions (directly standardised rate per 100,000 population) (NI39)	N/A	496*	111 (Q1 2014) Source: LAPE	544	TBC	England benchmark rate of 638 in 2013/14 (LAPE). Approximately 13% reduction in rate locally since 2010/11. Local rate significantly lower than national equivalent in 2012/13.	Quarterly	Smaller is Better

Reduce the rates of syphilis (per 100,000 population)	N/A	N/A	5.0 (projected outturn rate based on Q1- Q3 2014) Source: GUMCAD	8.6 now based on actual 2013 mid- year estimate (2013) Source: GUMCAD	TBC	Rates fluctuate due to very small numbers. Highest rate in the region in 2013, although only 16 cases and not significantly different to England. 7 cases diagnosed in first three quarters of 2014.	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	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		23.5 (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%	42.6%	49%	60%	Actual number of Health Check invites sent currently exceed target and whilst uptake of NHS Health Checks during Q3 improved the cumulative uptake in Herefordshire is 42.6% against the national uptake rate of 45.3%.	Quarterly	Bigger is Better	
PUBLIC HEALTH									
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%	32%		49%	60%	2013/14 in line with national rate and more than region (45%). National target of 20% exceeded.	Quarterly	Bigger is Better	