

SERVICE AREA: ADULTS AND OLDER PEOPLES (AO)

	P A F	B V P I	L P S A	Indicator	2003/2004 Performance	Band 2003/04		2004/2005 Performance 3rd Quarter	Band 2004/05	2004/2005 Performance 4th Quarter	Band 2004/05	
B. Cost and Efficiency	B11		✓	Intensive home care as a percentage of intensive home and residential care	14.7	2	☹	16.0	2	14.0	2	☹
	B12	52		Cost of intensive social care for adults and older people	434	2	☹	406	3	488	2	☹
	B13			Unit cost of residential and nursing care for older people	354	3	☺	355	3	363	2	☺
	B17			Unit cost of home care for adults and older people	17.8	2	☹	19.6	2	21.5	2	☹
C. Effectiveness of Service Delivery and Outcomes	C26			Admissions of supported residents aged 65 or over to residential/nursing care	69.9	4	☺	58.9	4	72.2	5	☺
	C27			Admissions of supported residents aged 18-64 to residential/nursing care	2	4	☺	2	5	2	5	☹
	C28	53	✓	Intensive home care	5.5	2	☹	6	2	5	2	☹
	C29			Adults with physical disabilities helped to live at home	4.2	4	☺	2.2	2	2.4	2	☹
	C30			Adults with learning disabilities helped to live at home	2.2	3	☹	2	3	2	3	☹
	C31			Adults with mental health problems helped to live at home	1.7	3	☹	1.0	2	1.3	3	☺
	C32	54	✓	Older people helped to live at home	84	3	☹	51	1	60	2	☺
	C51			Direct payments	51	3	☹	53	3	61	4	☺
C62			Services for carers *				8		1.7			
D. Quality of Services for Users and Carers	D37			Availability of single rooms	81	2	☹	80	2	83	2	☹
	D39	58		% of people receiving a statement of their needs and how they will be met	85	2	☹	87	2	87	2	☹
	D40	55		Clients receiving a review	50	2	☹	60	2	67	3	☺
	D54	56		Percentage of items of equipment and adaptations delivered within 7 working days *	63	3	☹	73	4	68	3	☹
	D55	195		Acceptable waiting time for assessments **	70	3	☹	48	1	64	3	☺
	D56	196		Acceptable waiting time for care packages **	76	4	☺	72	4	81	4	☹
E. Fair Access	E47			Ethnicity of older people receiving assessment	0.92	***		0.7	2	0.7	2	☹
	E48			Ethnicity of older people receiving services following an assessment	1.06	***		0.7	***	1.1	***	
	E50			Assessments of adults and older people leading to provision of service	43	***		79	***	27	***	
	E61			Assessments of older people	55.4	3	☹	48	3	51	3	☹

* New Indicator for 2004-05

** Indicator replaced from 2002-03 onwards

*** Not banded

- ☹ Reduced banding
- ☺ No change in banding
- ☺ Improved banding