

Cabinet Scorecard - December 2020

Produced by ASC Information and Analysis Team (data from various sources)

Measure	Status	Target	Last Month	This Month	D o T	Constituencies	Benchmarkable
1 Uptake of Direct Payments	GREEN	38% (EoY 39%)	37.9%	38%	Up (Green)		✓
2 The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)	GREEN	75%	75.9% (Q1)	75% (Q2)	Down (Red)		
3 The number of long-term admissions to residential or nursing care per 100,000 over 65s	RED	560	602.9 (Q1)	612.3 (Q2)	Up (Red)	✓	
4 The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	69.9%	70.2%	Up (Green)		
5 The number of people who have Shared Lives	RED	120 (EoY 120)	102	101	Down (Red)		
6 Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85%	74.7%	75.6%	Up (Green)		
7 Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	88%	91%	Up (Green)	✓	✓
8 The percentage of concluded Safeguarding enquiries where the desired outcomes were met during the enquiry	GREEN	85%	91%	95%	Up (Green)		✓
9 Social work client satisfaction - postcard questionnaire.	N/A	70%	(Q2)	(Q3)			

Measure	Status	Target	Last Month	This Month	D o T	Constit- uencies	Bench- markable
10 The number of people with Learning Disabilities who have been supported into employment by the PURE Project	N/A	DoT Only	10 (Q2)	(Q3)			
11 The number of parents or carers who are satisfied with the transition plan co-produced with their young people	N/A	DoT Only	(Q2)	29 (Q3)			✓
12 The proportion of parents or carers who are satisfied with the transition plan co-produced with their young people	N/A	DoT Only	(Q2)	78.4% (Q3)			
13 The number of young people aged 14-30 transitioning to the Integrated Transition Team who feel that they can achieve their outcomes.	N/A	DoT Only	(Q2)	34 (Q3)			✓
14 The proportion of young people aged 14-30 transitioning to the Integrated Transition Team who feel that they can achieve their outcomes.	N/A	DoT Only	(Q2)	91.9% (Q3)			✓
15 The number of young people who achieve their outcomes following support from the Integrated Transition Team.	Placeholder						✓
16 The proportion of young people who achieve their outcomes following support from the Integrated Transition Team.	Placeholder						✓
17 The number of Changing Places across the city (annual measure, placeholder)	Placeholder						✓

Theme: Corporate Measures

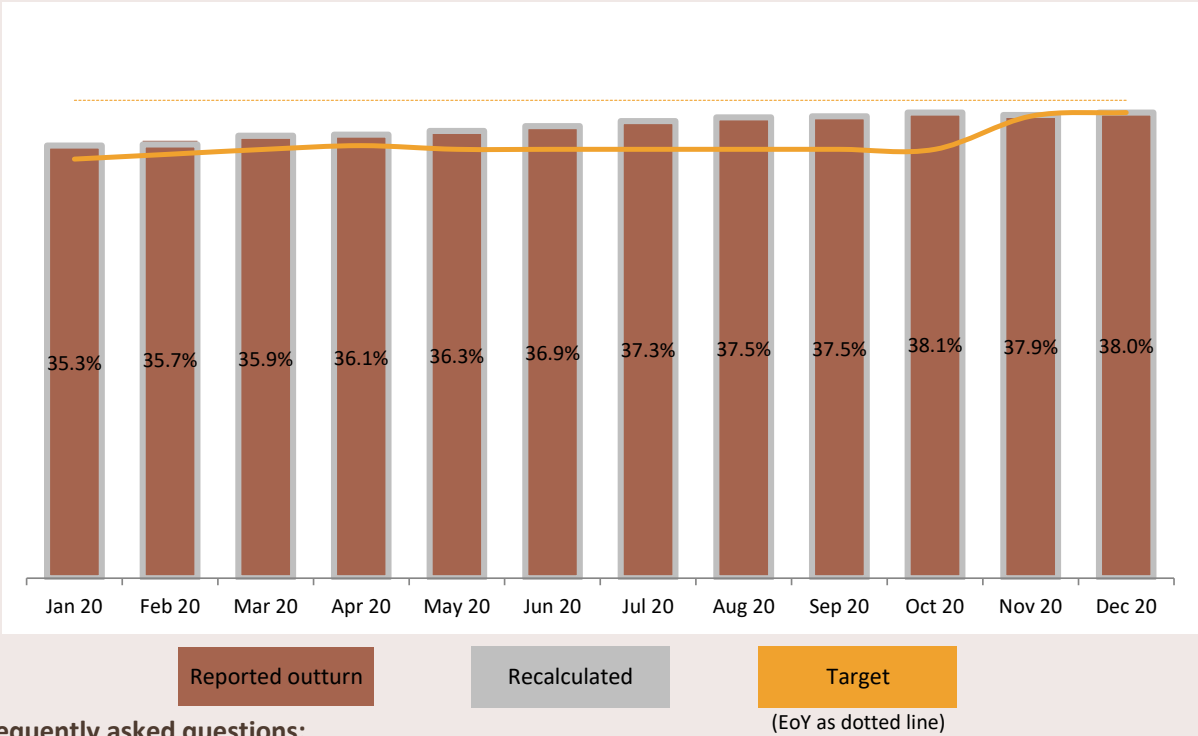
Uptake of Direct Payments

GREEN

Change:
Up
(Green) 0.1 pp

Last Month	This Month	Target
37.9%	38%	38%
Recalculated: 37.8%		(EoY 39%)

Source:
Carefirst service agreements. The proportion of clients receiving an eligible care package who have at least part of it delivered via direct payment.



Commentary:

The proportion of people we provide direct payments to has increased slightly this month, and the overall trend continues to show improvement. Based on the positions in the 2019-20 ASCOF measures, we are still in the top quartile of all councils for this measure. Despite the increase the direction of travel indicator is pointing downwards- this is because it is less than the increase in the profile target.

We have seen a period where the uptake of direct payments has slowed as due to the Covid-19 pandemic and emergency measures, and the lack of community opportunities that have resulted.

Our workers will continue to encourage people to consider Direct Payments, and we will continue to train new workers on Direct Payments using online training tools.

The Direct Payment challenge group is looking at innovative measures to further increase the uptake of Direct Payments and creative ways of engaging with community activities.

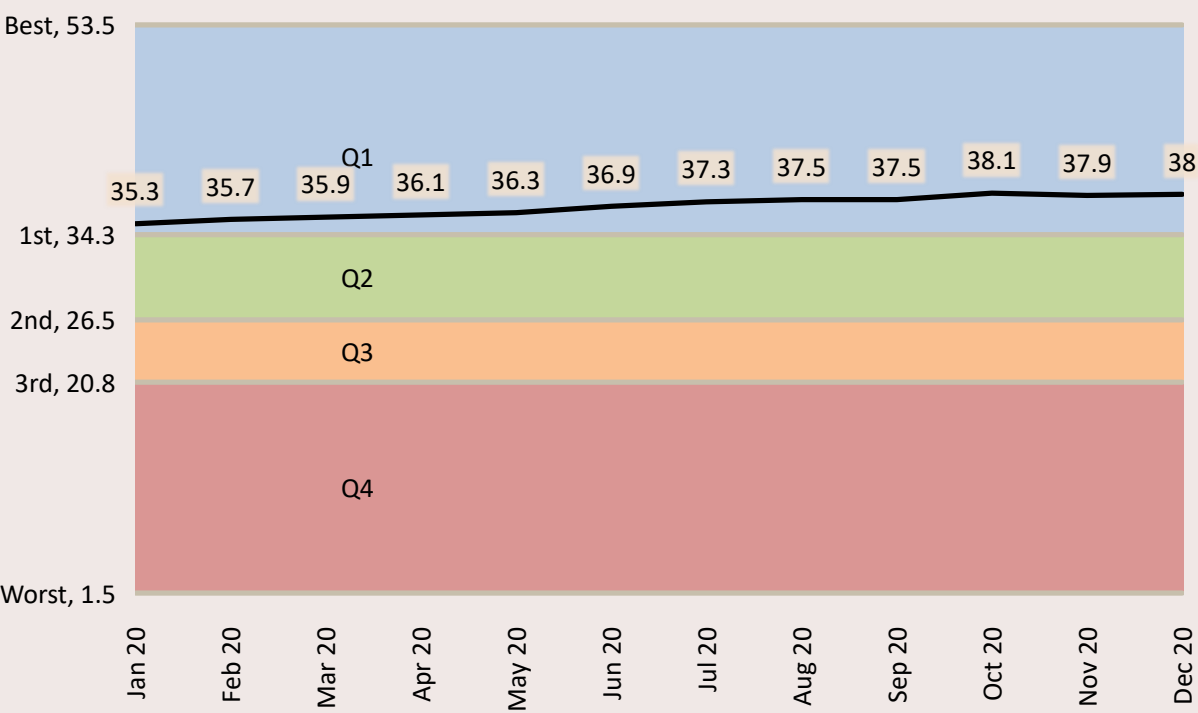
Measure Owner: John Williams Responsible Officer: Julia Parfitt

Frequently asked questions:

Theme: Corporate Measures

Uptake of Direct Payments

Performance against national quartiles



Benchmarking data is taken from 2019/20 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Packages Difference
		Figure	%	
Worst	1.5%	-36.5	-96%	-2951
3rd	20.8%	-17.2	-45%	-1390
2nd	26.5%	-11.5	-30%	-930
1st	34.3%	-3.7	-10%	-299
Birmingham	38.0%			
Best	53.5%	15.5	41%	1253

Current Quartile	1st
Distance to next quartile	N/A
Distance to top quartile	N/A

Theme: Corporate Measures

The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that is rated as Silver or Gold (Quarterly)

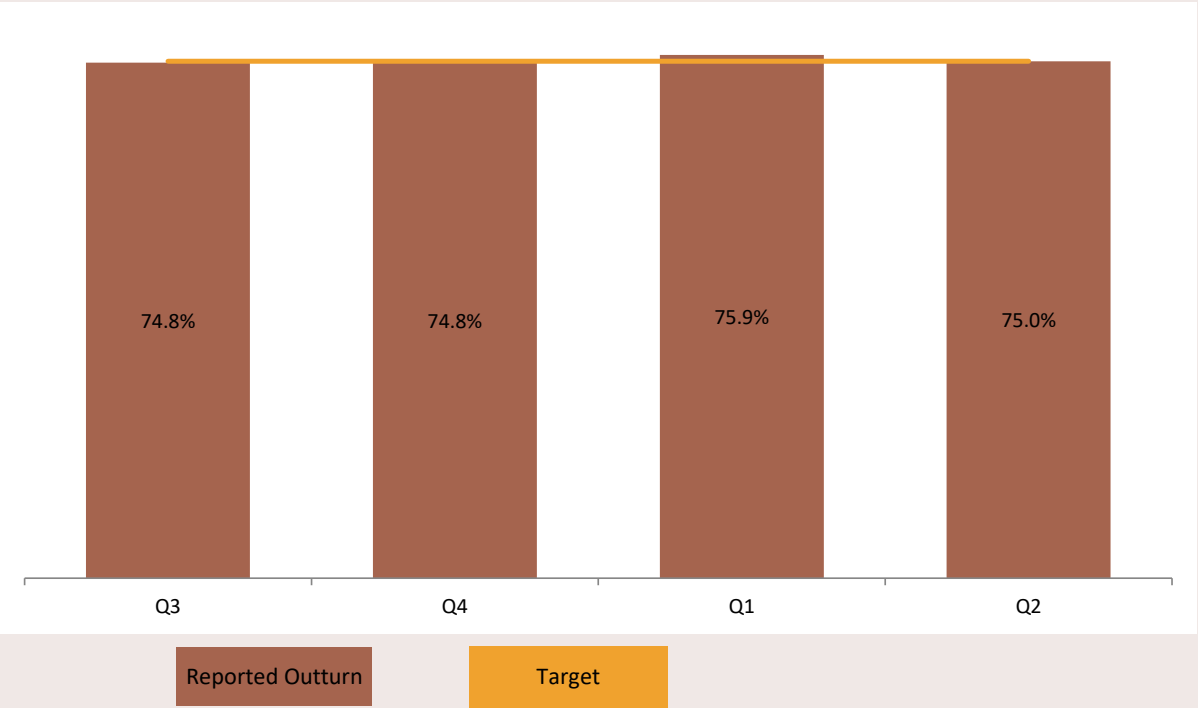
GREEN

Change:

Down
(Red) 0.9 pp

Prev. Quarter	Latest Quarter	Target
75.9%	75%	75%

Source:
Carefirst service agreements and commissioning provider assessment data



Commentary:

Q3 data will be reported next month

Measure Owner:
Alison Malik

Responsible Officer:

Frequently asked questions:

Theme: Corporate Measures

The number of long-term admissions to residential or nursing care per 100,000 over 65s

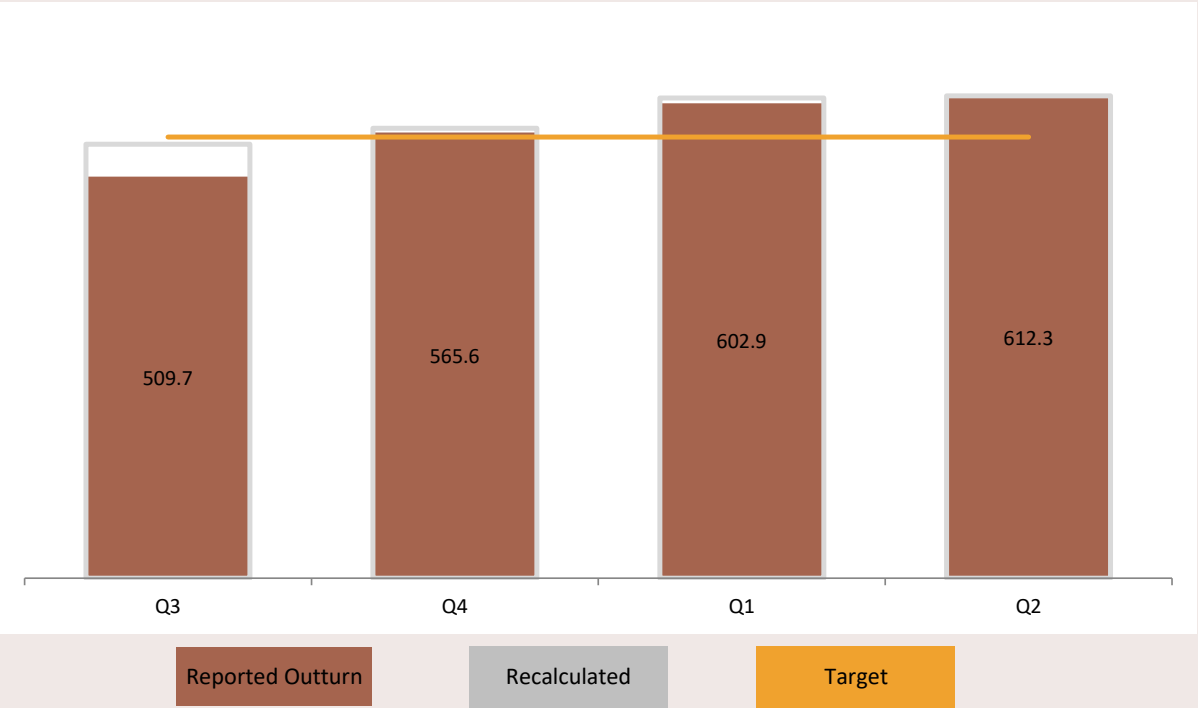
RED

Change:

Up
(Red) 1.5%

Prev. Quarter	Latest Quarter	Target
602.9	612.3	560
Recalculated:	0	

Source:
Carefirst



Commentary:

The number of people who we placed permanently in care homes has increased slightly since the last reported quarter. This figure includes people placed into care homes between October 2019 and September 2020, so it still includes the large number of placements we had to make at the start of the Covid-19 pandemic.

April in particular saw a large increase in the placements we made (146 compared to between 80 and 100 in a typical month), and while it dropped again, we have still seen higher than usual numbers since. The increase has come from placements for people either being discharged from hospital, or coming from short-term services following a hospital admission. Due to the circumstances of the pandemic this was most likely unavoidable, as care home admissions were being used to free hospital capacity and there were also high numbers of older people being admitted to hospital with a severe illness. The number of placements we made appears to have dropped towards normal levels at the end of the quarter, and we hope that this trend will continue but this will be heavily dependent on how the pandemic develops.

In hospitals, we follow a Home First policy. We aim to avoid placing people permanently in care homes when they are discharged from hospital, and support them to remain in their own home whenever this is possible.

We have also moved to a "Discharge to Assess" model for hospital admissions, which means that we are not undertaking any long term planning for people while they are in hospital. Instead, the assessment takes place in the community with the aim of supporting people to remain as independent as possible for as long as possible. Alongside this model, our Early Intervention Community Team is helping to keep people at home following discharge from hospital. With it, we aim to prevent people being admitted to care homes by providing them with an intensive period of support that helps them be as independent as possible.

In the community, our social work teams have adopted a "Three Conversations" model of working. Under this model, social workers focus on connecting people with their communities as a source of support, and actively seek out opportunities and assets in the community that can help to meet people's needs.

Measure Owner:
Balwinder Kaur

Responsible Officer:

Frequently asked questions:

[< Previous: Good provider all](#)

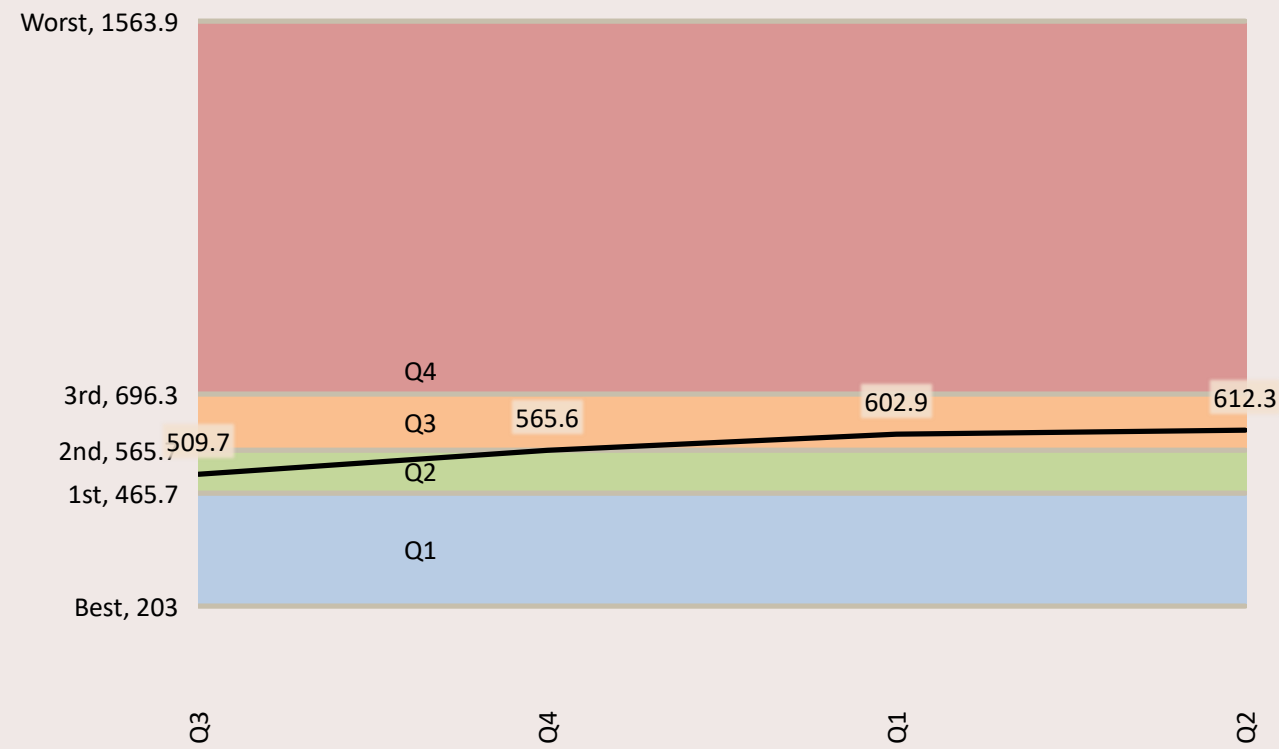
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[Next: Long term admissions quartiles >](#)

Theme: Corporate Measures

The number of long-term admissions to residential or nursing care per 100,000 over 65s

Performance against national quartiles



Benchmarking data is taken from 2019/20 Ascof
This benchmarking is against historical results- current performance by other local authorities may differ from this.

Quartile	Score	Difference		Admissions Difference
		Figure	%	
Worst	1563.9	951.6	155%	1408
3rd	696.3	84.0	14%	124
Birmingham	612.3			
2nd	565.7	-46.6	-8%	-69
1st	465.7	-146.6	-24%	-217
Best	203.0	-409.3	-67%	-606

Current Quartile	3rd
Distance to next quartile	69 Admissions
Distance to top quartile	217 Admissions

Theme: Corporate Measures

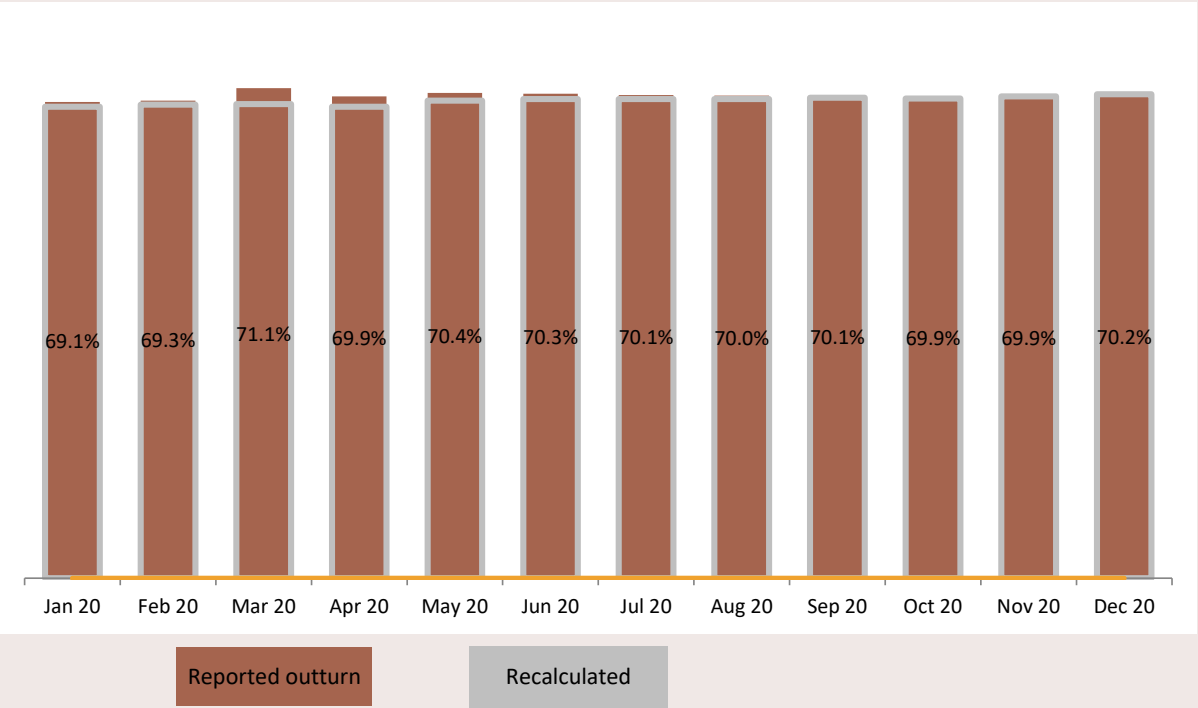
The percentage of people who receive Adult Social Care in their own home

GREEN

Change:
Up
(Green) 0.3 pp

Last Month	This Month	Preferred
69.9%	70.2%	Travel: Upwards
Recalculated: 69.9%		

Source:
Carefirst via finance team. Snapshot proportion of people receiving long-term services who do not receive residential or nursing care



Commentary:

The proportion of people receiving support from us in their own homes has risen this month. Over the longer term, we have seen an incremental improvement in this measure, though we expect to see some slight fluctuation. We are continuing to help people to remain living in their communities for as long as possible, so long as it meets their care needs and does not place them at risk. We have a variety of policies and initiatives in place to support this aim. These include our Home First policy, which aims to prevent discharging people from hospital into a care home wherever we can avoid it. We have implemented a Discharge to Assess model in hospitals which means we are not undertaking any long term planning for people while they are in hospital. Instead, the assessment takes place in the community with the aim of supporting people to remain as independent as possible for as long as possible. Our Early Intervention Community Team is helping to keep people at home following discharge from hospital. With it, we aim to prevent people being admitted to care homes by providing them with an intensive period of support that helps them be as independent as possible. We are also supporting people at the hospital ‘front door’, linking them into their communities to avoid hospital admission and supporting them to remain at home.

Our Occupational Therapists continue to support our Social Workers to use equipment and assistive technology effectively so that people can remain in their homes for longer.

We have adopted a new model for social work across a large part of our service, the Three Conversations model, and we are in the process of rolling it out to the remaining teams. As part of the Three Conversation model, we focus on reconnecting people with their local communities as a source of support, and this should prevent, or at least delay, them needing to move into a care home. In some cases, it can even prevent people needing support at all.

Measure Owner: Balwinder Kaur
Responsible Officer: Andrew Marsh / Amanda Jones

Frequently asked questions:

Theme: Corporate Measures

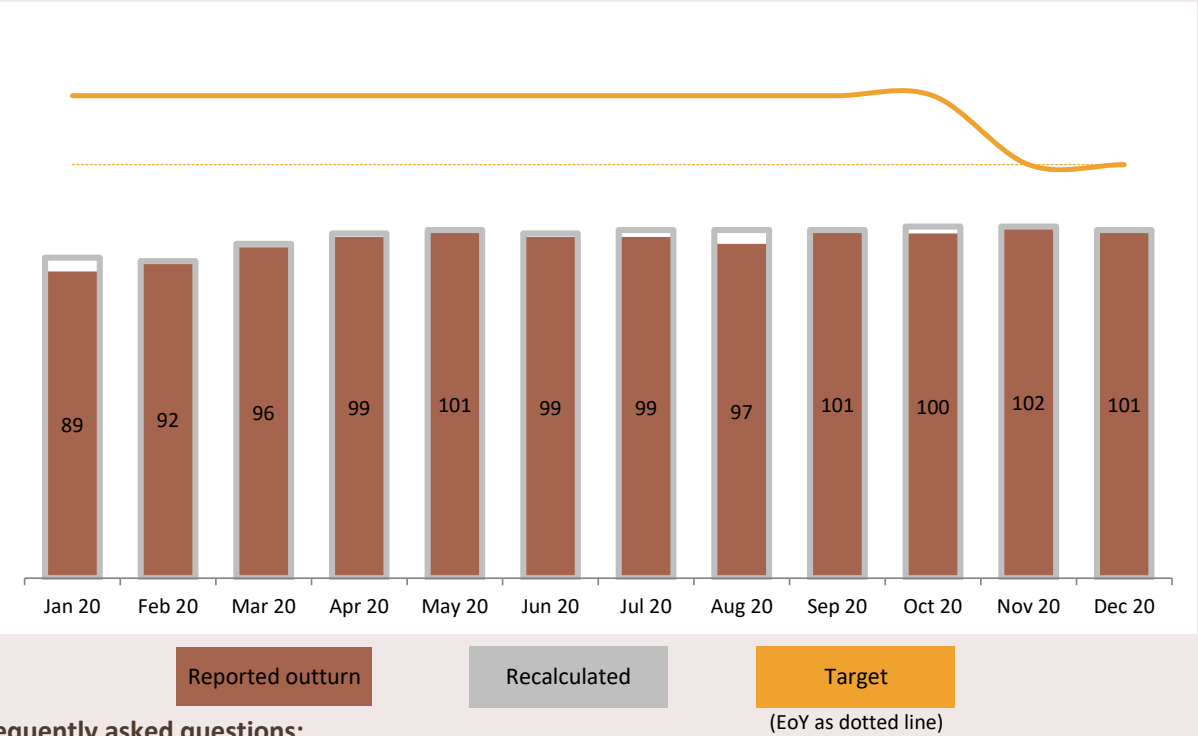
The number of people who have Shared Lives



Change:
Down (Red) 1%

Last Month	This Month	Target
102	101	120
Recalculated: 102		(EoY 120)

Source:
Carefirst service agreements



Commentary:

The number of people receiving a Shared Lives service has dropped slightly this month. As well as making new placements, we have to replace placements that have ended. Over the last year, we have had 11 placements end. These are mostly because the person moved back to live independently in the community or in a supported living placement, but there were some where the person had to move into a care home because their needs increased. In the same period, 21 people began long term placements with us.

We have faced challenges as a service during the pandemic, but we have also taken it as an opportunity change the way we work and respond to the ways it has changed people's needs. We have improved the processes involved in placing people with carers, making them more efficient.

We have also used short term placements to support our pandemic response. While these can't be included in this KPI, they are a valuable form of support.

One person we have helped this year, "J", was discharged from hospital during the Covid-19 lockdown and she moved directly into a Shared Lives placement. Her Shared Lives carer was able to provide enablement support for her, which assisted her in being able to improve her life skills and become more independent. Following this period of support, she was able to return to her family home.

We are currently developing a pathway into Shared Lives placements for people being discharged from hospital. Our workstream is also focussing on:

- Our communication strategy, so that we can get the word out to encourage more referrals
- Writing a business case for expanding the scheme
- Carer recruitment, including an improved website and use of the media, and addressing areas where we have recruited few carers.

We are also continuing to share success stories with the wider directorate to encourage referrals.

During this challenging time, we are continuing to make urgent placements where they are appropriate, to keep vulnerable people safe and free from exploitation. We are also making placements to support people being discharged from hospital. We are using the technology available to us, so that we can do this with as little "in person" contact as possible.

We are supporting our carers and service users, by making weekly welfare calls, and maintaining virtual carers' meetings and "open door" sessions for carers.

Alongside this, our service manager has been working in partnership with health professionals, our commissioning team, and other Shared Lives services in order to raise the profile of Shared Lives carers and ensure they are prioritised for Covid-19 vaccinations along with the rest of the caring workforce.

Measure Owner: John Williams Responsible Officer: Zakia Loughhead

Frequently asked questions:

Theme: Corporate Measures

Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:

Up
(Green) 0.9 pp

Last Month

74.7%

This Month

75.6%

Target

85%

Source:

Carefirst snapshot. The proportion of people receiving a reviewable service who have had a recorded review, assessment or reassessment in the last 12 months



Commentary:

Our performance on this has again improved significantly since last month. There were a large number of reviews that were due in March as a result of our efforts in previous years to meet the target at the end of the year. Added to this, we have had to redirect our social workers to support our response to the Covid-19 outbreak, which reduced the number of staff available to complete reviews.

In particular, during October our Social Workers focussed on making welfare calls to the vulnerable people we support, as coronavirus restrictions tightened. They have now completed this work and have more capacity to complete reviews, which can be seen in the improvement this month.

Adult Social Care senior management team have implemented a monthly performance board to monitor the review and assessment activity, reporting to the Director of Adult Social Care each quarter.

The social work teams have specific targets for the number of reviews they need to complete, and their managers are monitoring their progress.

The operational teams are currently working with Care First, Performance and Finance colleagues to ensure the system captures the review activity, review activity and allocation of cases is to be monitored and considered at a team level to ensure the 85% target is achieved by the end of March 2021.

Measure Owner:

John Williams

Responsible Officer:

Afsaneh Sabouri

Frequently asked questions:

[< Previous: Shared lives uptake](#)

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[Next: Safeguarding MSP >](#)

Theme: Corporate Measures

Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were

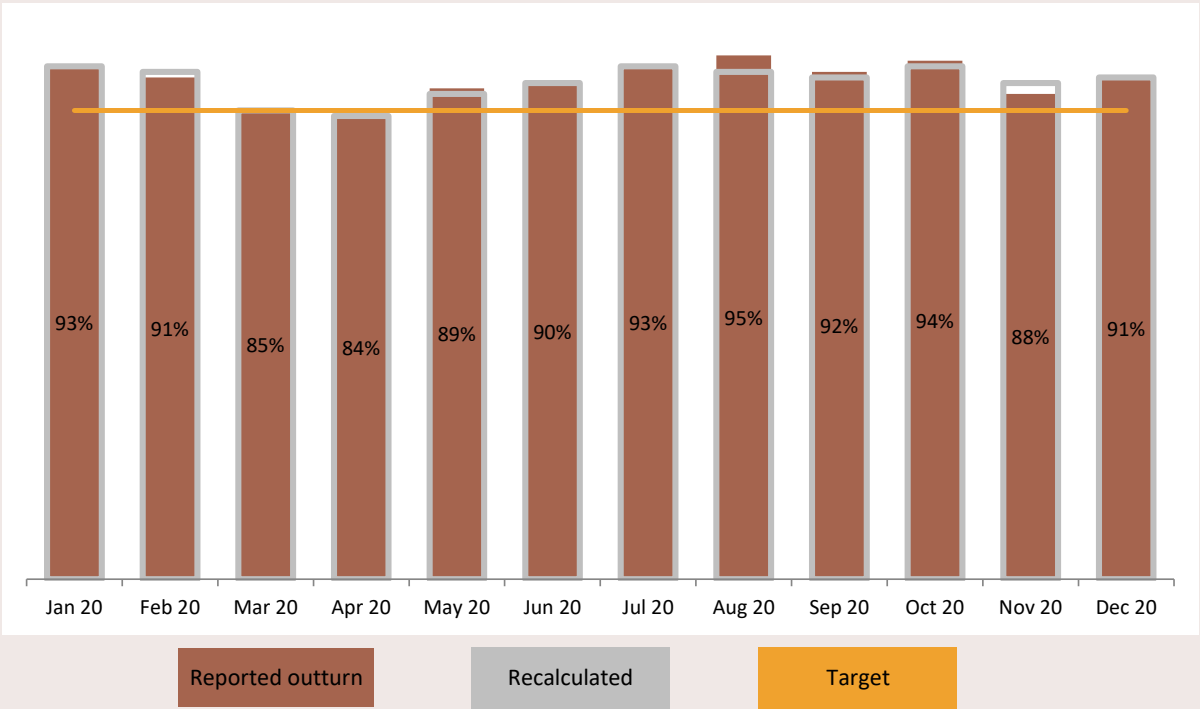
GREEN

Change:

Up
(Green) 3 pp

Last Month	This Month	Target
88%	91%	85%
Recalculated: 90%		

Source:
Carefirst. Proportion of qualifying closed Safeguarding Enquiry forms where the question "Was the adult asked about their Making Safeguarding Personal Outcomes" was answered "Yes"



Commentary:

Our performance on this measure has improved this month and it is once again over 90%. We continue to exceeding the target. Our overall performance over the last 12 months is 90.0%. As we have noted previously, this measure is based on relatively small numbers, so we expect variations in the result from month to month. However, the consistently high performance indicates that social work staff are making efforts to include vulnerable people in their safeguarding enquiries.

Measure Owner:

Responsible Officer:
Paul Hallam

Frequently asked questions:

[< Previous: Reviews](#)

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[Next: Safeguarding outcomes met >](#)

Theme: Corporate Measures

The percentage of concluded Safeguarding enquiries where the desired outcomes were met during the enquiry

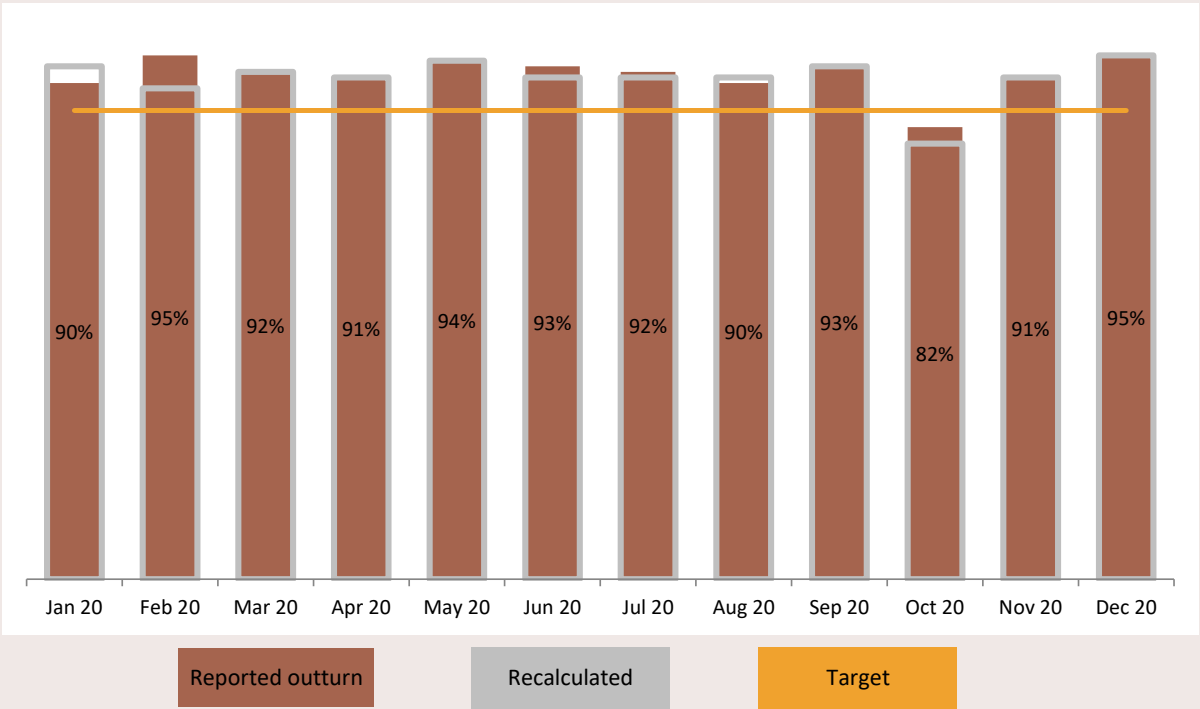
GREEN

Change:

Up
(Green) 4 pp

Last Month	This Month	Target
91%	95%	85%
Recalculated: 91%		

Source:
Carefirst- safeguarding enquiry forms. Proportion of enquiries where the person expressed desired outcomes where at least one was partially met.



Commentary:

Our performance on this measure this month is well above the target, with 95% of the people who told us their desired outcomes for their safeguarding enquiry having at least one of them met. The target is new for this month, but our performance for most of the last year has been above it. It dipped below the target only in October. This may have been related to the inevitable disruption caused by the implementation of our new customer journey. It has recovered since, and our overall performance for the last 12 months is 90.7%

Measure Owner:
Paul Hallam

Responsible Officer:

Frequently asked questions:

[< Previous: Safeguarding MSP](#)

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Theme: Corporate Measures

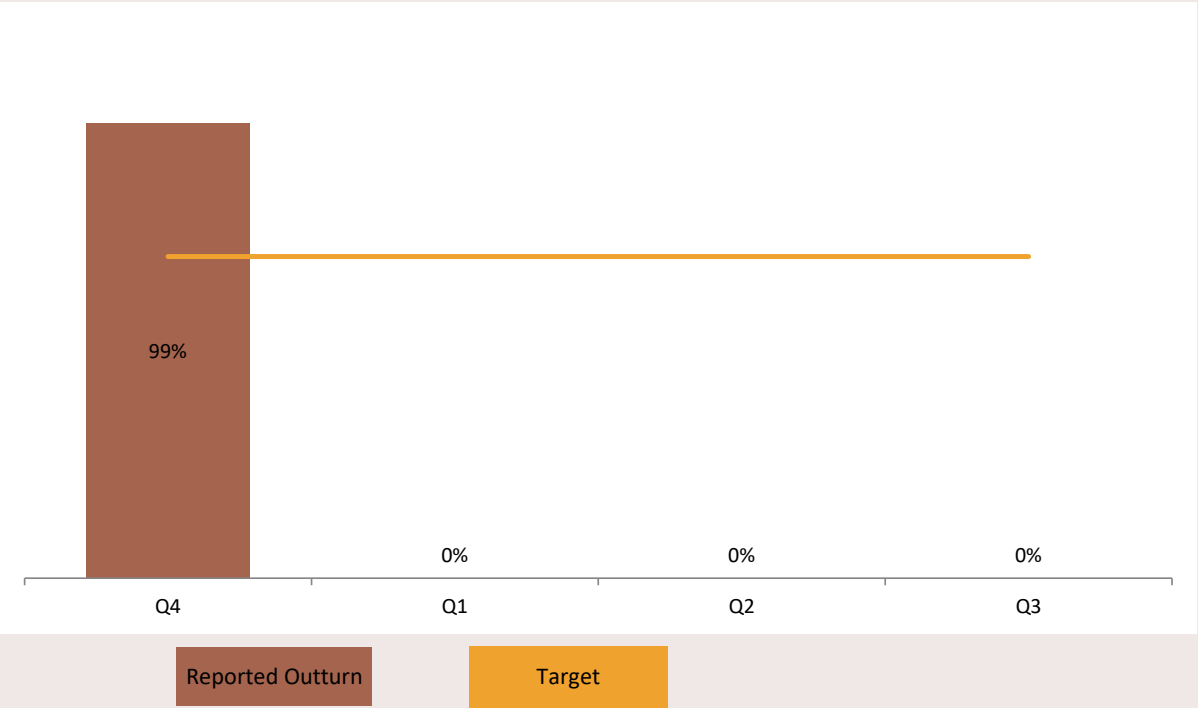
Social work client satisfaction - postcard questionnaire.

N/A

Change:

Prev. Quarter	Latest Quarter	Target
		70%

Source:
Postcard survey- given to people by their social worker following an assessment



Commentary:
The postcard questionnaire is currently suspended due to the Covid-19 pandemic.

Measure Owner: Julia Parfitt
Responsible Officer: Julia Parfitt

Frequently asked questions:

Theme: Corporate Measures

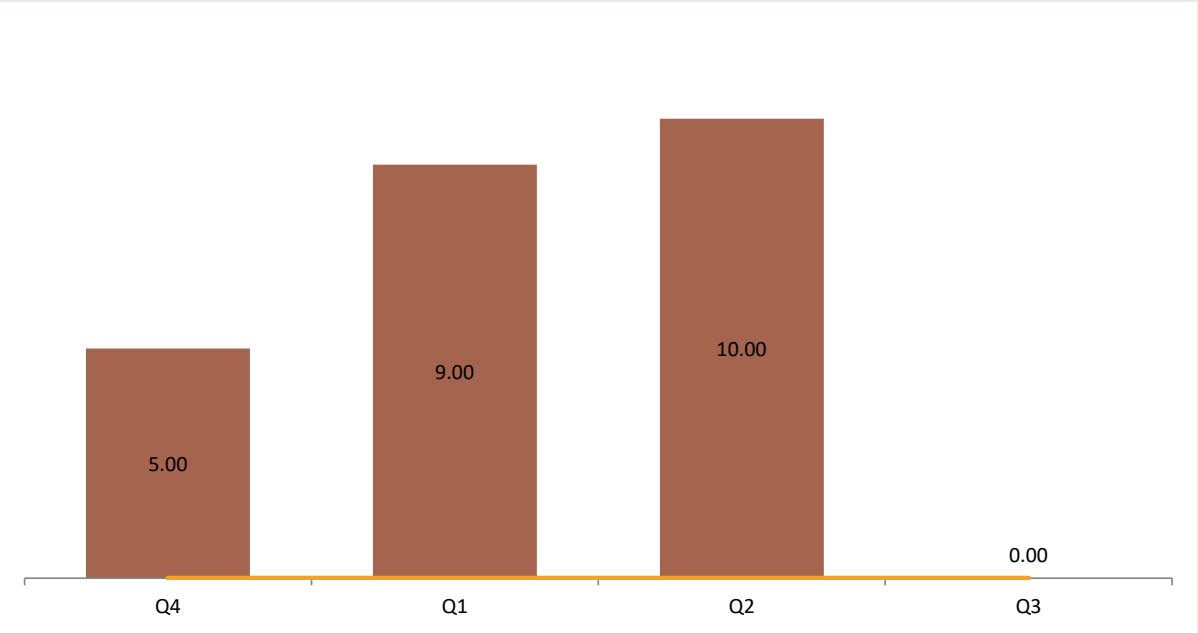
The number of people with Learning Disabilities who have been supported into employment by the PURE Project

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
10		Travel: Upwards

Source:
Data supplied by PURE



Reported Outturn

Commentary:

This measure is currently suspended due to the Covid-19 pandemic.

Measure Owner:
John Williams

Responsible Officer:
Tabriz Hussain

Frequently asked questions:

Theme: Corporate Measures

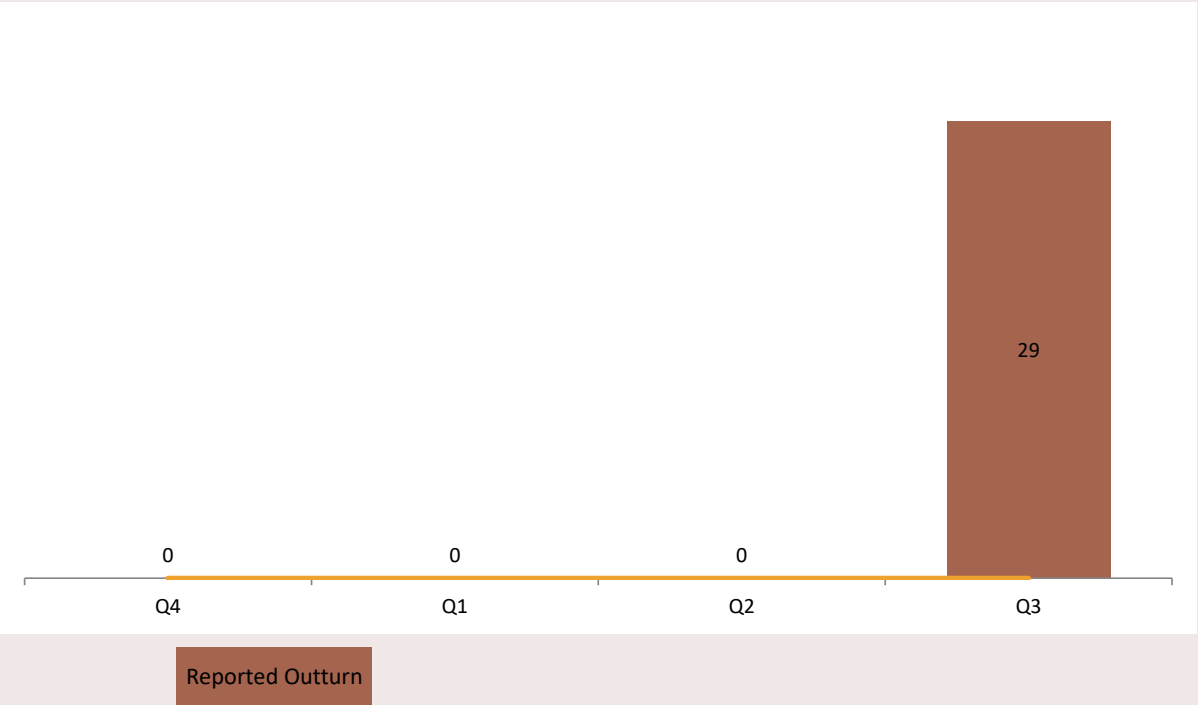
The number of parents or carers who are satisfied with the transition plan co-produced with their young people

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
	29	Travel: Upwards

Source:
Survey- data supplied by the Integrated Transition Team



Commentary:

This is a new measure relating to a new service, so there is no historic data and we are still building up a baseline idea of what “normal” looks like. However, this quarter 29 parents or carers said they are satisfied with the transition plan co-produced with their young people.

The Integrated Transistions Team (ITT) launched in September, during the Covid-19 pandemic. This required our team to work in creative and innovative ways. We have mostly been engaging with the young people we support virtually, but when it has been possible, we have also met them outside for a walk in the park, or at a café. Since our launch, we have received around 115 connection requests, which have led to us working with 76 young people so far.

Our service focusses on assisting young people aged 14-30 who will continue to require support from adult care services, such as people with special educational needs and disabilities. Our service will support them to achieve outcomes around employment, housing, health, relationships and community. Our wider proof-of-concept also includes a team that works with young people who have experienced trauma which may make them more vulnerable as adults.

We are co-producing our service with the young people we aim to support. We include them on our recruitment panels along with professionals, and some have formed a group, the Youth Empowerment Squad, that works with our commissioning colleagues. Our young people also contribute directly to our training programmes.

We will be monitoring our team’s performance, both with measures like this, and by looking at stories of difference. Our workers will be capturing information throughout each young person’s time with us to show what difference our service has made to them. We have our own data analyst, and all this information is collated for reporting to Ofsted, and the Adults and Children’s scrutiny committees.

We also report to the monthly Preparation for Adulthood board (PFA) which is chaired by the Children’s Trust, and the bi-monthly Life Course board which is chaired by the Director of Adult Social Care, and reports are shared with the cabinet member for Adult Social Care and Health.

Measure Owner: Responsible Officer:

Frequently asked questions:

Theme: Corporate Measures

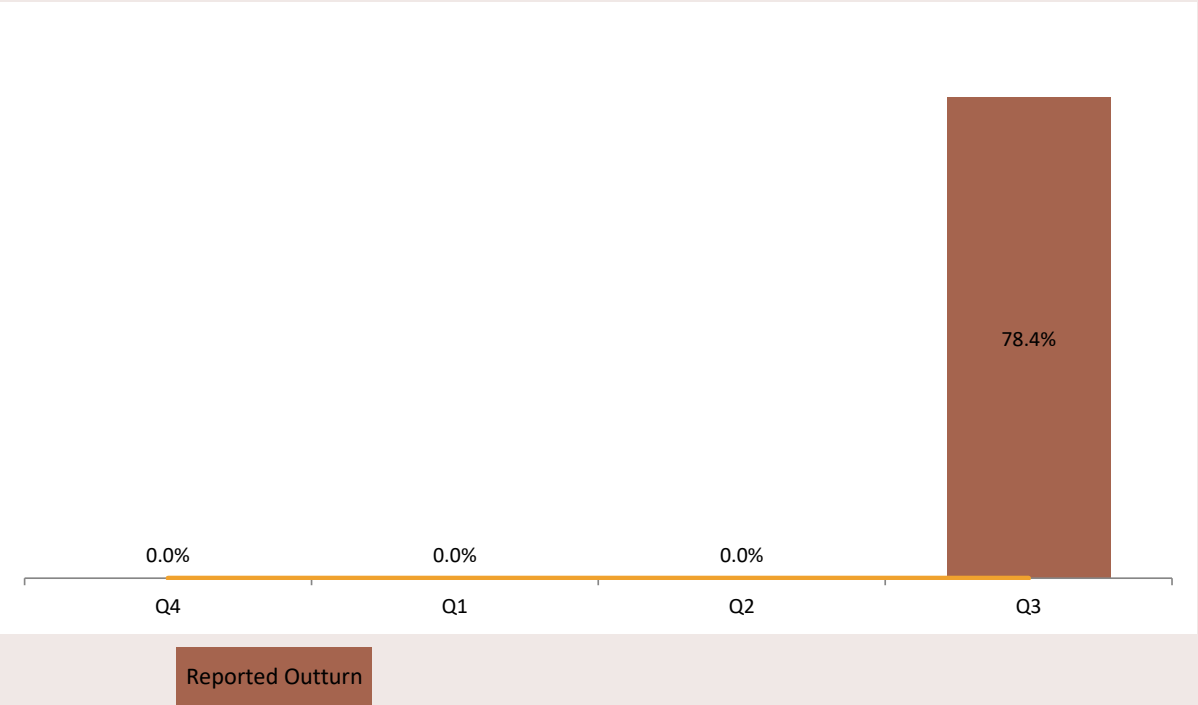
The proportion of parents or carers who are satisfied with the transition plan co-produced with their young people

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
	78.4%	Travel: Upwards

Source:
Survey- data supplied by the Integrated Transition Team



Commentary:

This is a new measure relating to a new service, so there is no historic data and we are still building up a baseline idea of what “normal” looks like. However, this quarter 78.4% parents or carers said they are satisfied with the transition plan co-produced with their young people.

The Integrated Transitions Team (ITT) launched in September, during the Covid-19 pandemic. This required our team to work in creative and innovative ways. We have mostly been engaging with the young people we support virtually, but when it has been possible, we have also met them outside for a walk in the park, or at a café. Since our launch, we have received around 115 connection requests, which have led to us working with 76 young people so far.

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Measure Owner: Responsible Officer:

Frequently asked questions:

Theme: Corporate Measures

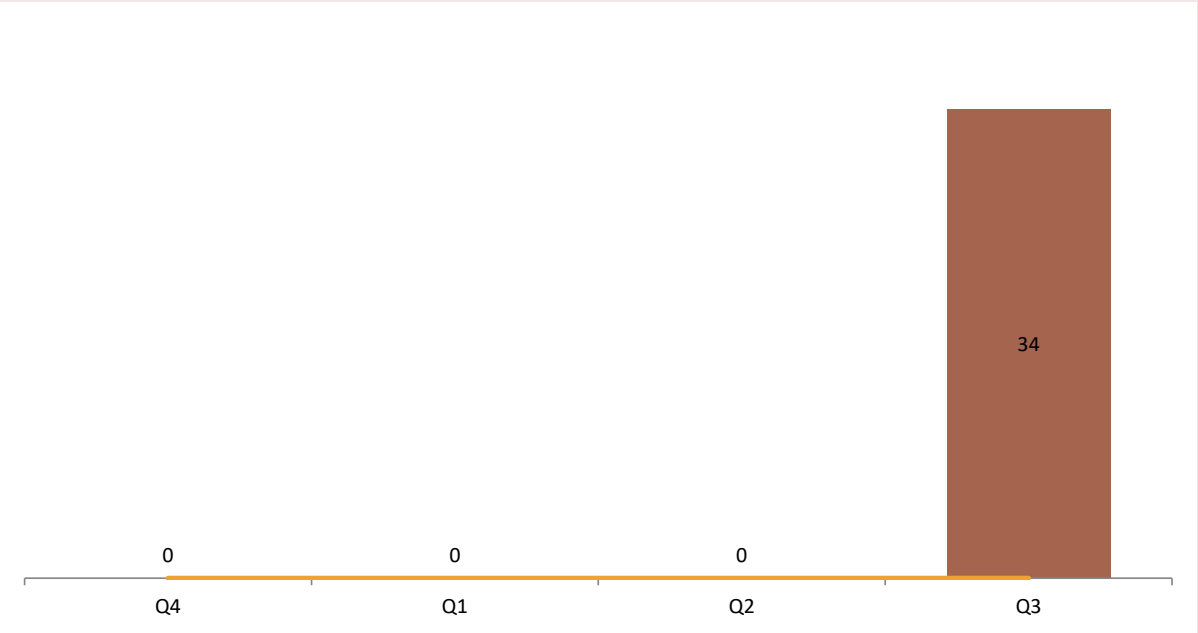
The number of young people aged 14-30 transitioning to the Integrated Transition Team who feel that they can achieve their outcomes.

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
	34	Travel: Upwards

Source:
Survey- data supplied by the Integrated Transition Team



Reported Outturn

Commentary:

This is a new measure relating to a new service, so there is no historic data and we are still building up a baseline idea of what “normal” looks like. However, this quarter 34 young people said that they feel they can achieve their outcomes.

The Integrated Transitions Team (ITT) launched in September, during the Covid-19 pandemic. This required our team to work in creative and innovative ways. We have mostly been engaging with the young people we support virtually, but when it has been possible, we have also met them outside for a walk in the park, or at a café. Since our launch, we have received around 115 connection requests, which have led to us working with 76 young people so far.

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Measure Owner: Responsible Officer:

Frequently asked questions:

Theme: Corporate Measures

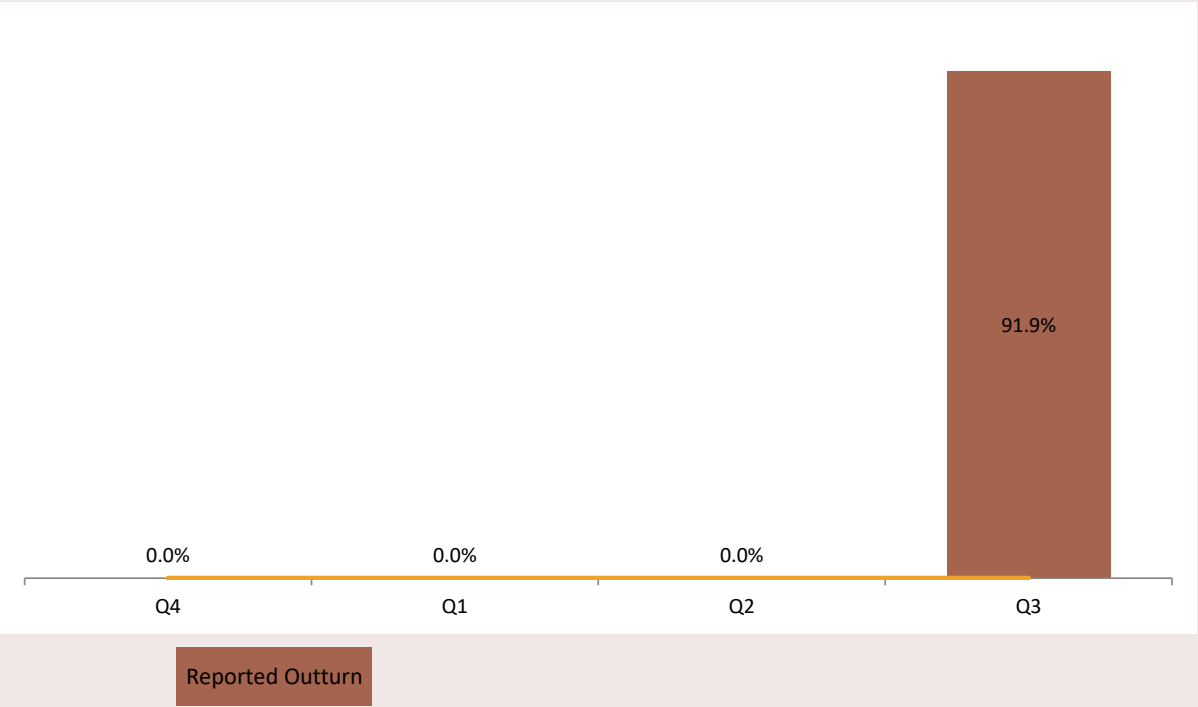
The proportion of young people aged 14-30 transitioning to the Integrated Transition Team who feel that they can achieve their outcomes.

N/A

Change:

Prev. Quarter	Latest Quarter	Preferred
	91.9%	Travel: Upwards

Source:
Survey- data supplied by the Integrated Transition Team



Commentary:

This is a new measure relating to a new service, so there is no historic data and we are still building up a baseline idea of what “normal” looks like. However, this quarter 91.9% of young people said that they feel they can achieve their outcomes.

The Integrated Transitions Team (ITT) launched in September, during the Covid-19 pandemic. This required our team to work in creative and innovative ways. We have mostly been engaging with the young people we support virtually, but when it has been possible, we have also met them outside for a walk in the park, or at a café. Since our launch, we have received around 115 connection requests, which have led to us working with 76 young people so far.

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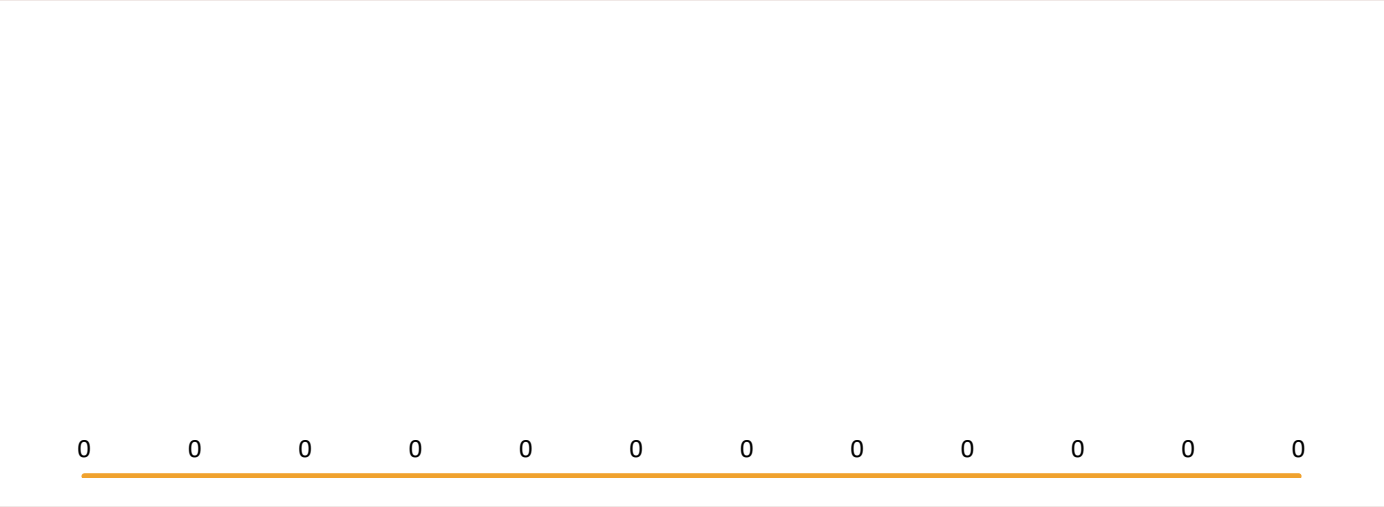
Measure Owner: Responsible Officer:

Frequently asked questions:

Theme: Corporate Measures

The number of young people who achieve their outcomes following support from the Integrated Transition Team.

Source:
Survey- data supplied by the Integrated Transition Team



Placeholder page

Measure to follow

Commentary:

This is a new annual measure and will be reported on once the 2020/21 data is available

Measure Owner:

Responsible Officer:

Useful information:

[< Previous: PFA can achieve outcome percent](#)

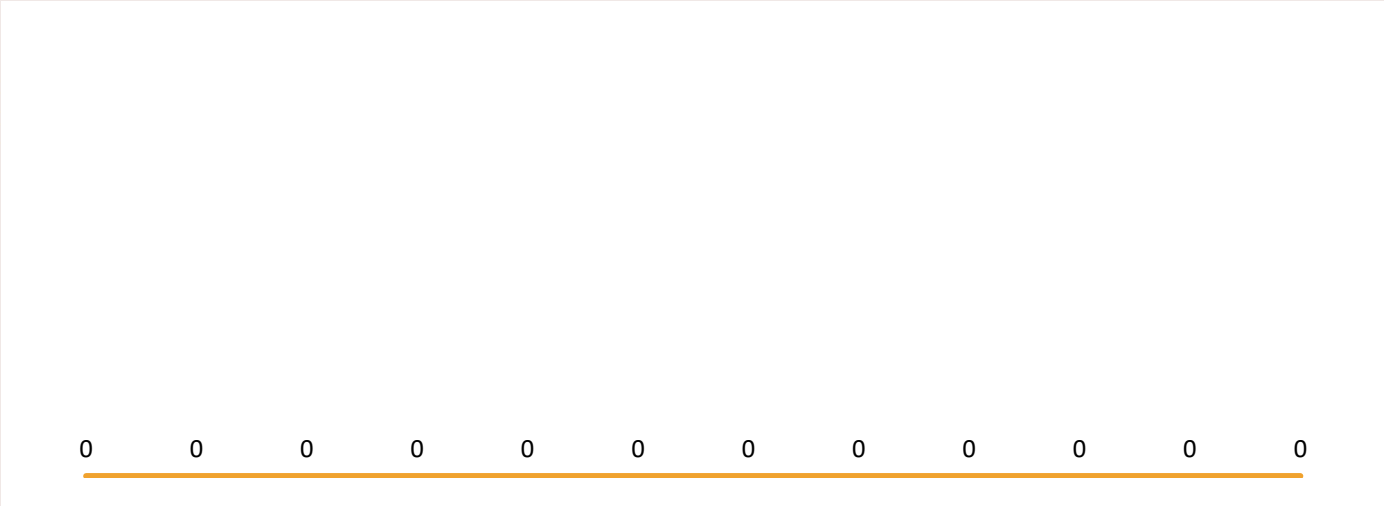
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[Next: PFA outcomes achieved percent >](#)

Theme: Corporate Measures

The proportion of young people who achieve their outcomes following support from the Integrated Transition Team.

Source:
Survey- data supplied by the Integrated Transition Team



Placeholder page

Measure to follow

Commentary:

This is a new annual measure and will be reported on once the 2020/21 data is available

Measure Owner: Responsible Officer:

Useful information:

[< Previous: PFA outcomes achieved count](#)

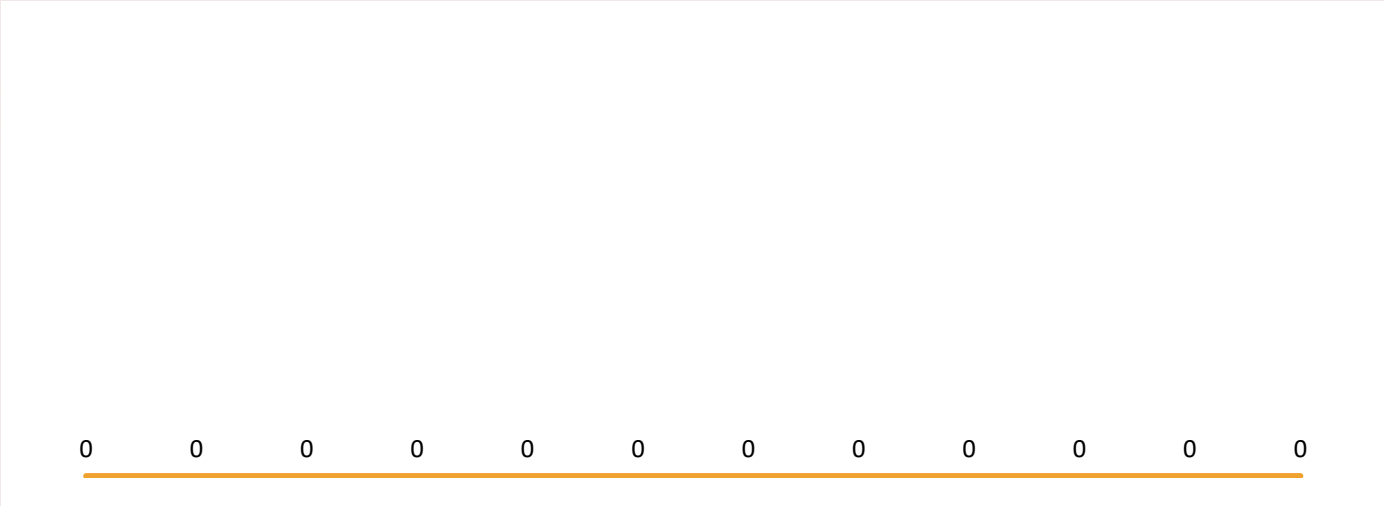
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[Next: Changing places >](#)

Theme: Corporate Measures

The number of Changing Places across the city (annual measure, placeholder)

Source:
Placeholder



Placeholder page

Measure to follow

Commentary:

This is a new annual measure and we will report on it at year end

Measure Owner:

Responsible Officer:

Useful information:

[< Previous: PFA outcomes achieved percent](#)

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