

Adults Council Vision Scorecard 2017/18 - Month 9 (December) - ITEM 4.1

Performance Indicator		Frequency	Target	Baseline	Period Target	Current Period	Prev Period	Status	DOT	Commentary
Scorecard										
1	Uptake of Direct Payments	Monthly	25%	21.1%	24.0%	23.5%	23.5%	A	=	Overall the trend appears to suggest that the level of the uptake of direct payments is fairly static at present. This has been recognised by the service and a fresh effort will be made to in order to maintain progress towards the end of year target. However, with the loss of staff in the standard team Leader role (who do the direct payment work) and the restructure, there will need to be a period of readjustment. Targets have been set at an individual team level.
2	The percentage of people who receive Adult Social Care in their own home.	Monthly	TREND	69.7%	TREND	72.1%	71.8%	G	↑	Following a slight reduction last month, performance has returned to the established trend of an increasing proportion of citizens receiving care in their own home.
3	The proportion of clients receiving Residential, Nursing or Home Care from a provider that is rated as Good	Quarterly		65.1%	75%	NA	61.8%	NA		Q2 Performance reported at M8

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4	The proportion of Community Assessments completed within 28 days of referral. (Excluding Enablement)	Monthly	75%	61.0%	54.6%	49.0%	R	↑	Performance has improved again this month against this target which now includes all contact assessments in the community. However, recorded performance is still below target.
5	Daily Average Delay beds per day per 100,000 18+ population - Social Care	Monthly	5.8	6.1	10.1	12.2	R	↑	<p>This measure is reported in arrears. November data shows an improved performance on Adults Social Care (ASC) delays as the impact of investment made through Integration and Better Care Fund (iBCF) begins to take effect. We are confident of a further improvement in the position for December on the basis of data that has been provided by NHS Trusts for this period.</p> <p>Significant resources allocated to reduce DToC that are attributable to ASC have been mobilised. This includes utilisation of an additional 41 interim beds and 60 long-term placements from people with complex needs. In addition a new process for recording and tracking DToC has been implemented at all acute sites. Initial (unvalidated) data for December indicates that this investment is beginning to have an impact in terms of reducing the level of DToC.</p>
6	Daily Average Delay beds per day per 100,000 18+ population - Joint NHS and Social Care	Monthly	1.0	1.0	0.7	0.8	G	↑	Joint delays have remained within target this month.
7	The proportion of clients receiving Residential, Nursing or Home Care from a provider that is rated as Good	Quarterly	75%	75%	NA	66.6%	NA		Q2 Performance reported at M8

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8	Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	Monthly	85%	85%	81.4%	82.8%	A	<div>↓</div>	<p>We have appointed an operational Lead , who is going to further look at why some teams haven’t achieved the targets . The challenge work shop is ongoing.</p> <p>This item seeks to measure progress to bring a person-centred, outcomes focused, approach to adult safeguarding (“Making Safeguarding Personal”). There is however great complexity in demonstrating this; there is no nationally agreed way of doing it, and so it has not been possible for government to make reporting mandatory. In response the Local Government Association (LGA) and Directors of Adult Social Services (ADASS) have recently commissioned research to develop an outcomes framework that gathers both qualitative and quantitative outcomes that will enable councils and SABs to better identify how practice is impacting on outcomes, indicate areas for improvement, and enable benchmarking and learning from others. Birmingham has volunteered to participate in this project. The current measure therefore needs to be seen in that context. A September 2017 audit of 60 case files where the system indicated the adult had not been asked about their desired outcomes, found that in only 1/3 of the cases had this standard actually not been met. If extrapolated out, performance should have been reported as 93.3%, not 79%.</p> <p>However if weight is to be given to this measure it would be pertinent to note that the performance for England overall is 69%. Of the 9 WM LAs who have chosen to collect and share this information, Birmingham is ranked a close 4th in the region (81%); the top 3 ranged between 88 and 85%; the bottom 5 ranged between 66-52%. Nationally only 2 of the 9 regions of England matched Birmingham’s score (ranging 88-82%), whilst the bottom 5 regions, including London ranged between 57-50%). But the extent to which these variations are due to differences in performance or reporting issues is not known.</p>
9	Proportion of contacts progressed to 2nd response who are referred for an assessment / enablement	Monthly	50%	50%	51.3%	53.4%	G	<div>↓</div>	<p>Performance has continued to be maintained this month. There were issues with an influx of safeguarding over the Christmas holiday period, which had an impact and meant more than usual cases had to be quickly transferred to complex teams. This will have had an impact on this figure. But the percentage is still within target.</p>

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10	The proportion of clients reviewed, reassessed or assessed within 12 months.	Monthly	80%	78.9%	75.7%	76.4%	R	↓	The performance for the period has unfortunately not improved as predicted due to issues with staff capacity and a need to prioritise safeguarding issues. The team is now back to full capacity so improvements in performance are expected in M10.
Public Health data is currently reporting Q2 2017/2018									
Performance Indicator		Frequency	2017/18 Target	Q2 2017/18 Period Target	Q2 (2017/18)	Prev Period	Status	DOT	M9 Commentary
11	Proportion of women receiving a home visit after delivery (Percentage of births that receive a face to face new born visit with 14 days)	Quarterly	90%	90%	NA	90.0%	NA		Q2 performance reported as at M8.
12	Proportion of eligible population receiving a NHS Health Check	Quarterly	10%	2.5%	NA	2.8%	NA		Q2 performance reported in M8
13	Rate of positive Chlamydia screens (per 100,00 young people aged 15 - 24)	Quarterly	2300	#N/A	NA	1640	NA		Q2 performance reported as at M8.  Q3 performance is delayed as it is published along with the annual figure.
14	Number of smoking quitters at 12 weeks	Quarterly	670	214	257	192	G	↑	The data reported is for Quarter 2 2017/18. During this period, there were 257 people who had quit at 12 weeks. Due to technical issues in Quarter 1 2017/18, data from 16 practices was missing. These technical issues are now resolved and outstanding data has been added in Quarter 2; which will account in part, for some of the increase in quits during this period.
15	Drugs users who are in full time employment for 10 working days following or upon discharge	Quarterly	30%	30%	N/A	33.1%	NA		Q performance reported as at M8.
16	Children under 5 attending Wellbeing Service	Quarterly	54000	13500	11098	9070	R	↑	The data reported is for Quarter 2 2017/18. During this period, there were 11,098 children under 5 attending Wellbeing Services. Attendance by this age group has improved compared to the previous quarter when 9,070 children under 5 were in attendance.
17	People over 70 attending Wellbeing Service	Quarterly	78000	19500	23485	19674	G	↑	The data reported is for Quarter 2 2017/18. During this period, there were 23,485 older adults aged 70 and over attending Wellbeing Services. Attendance by this age group has improved compared to the previous quarter when 19,674 adults aged 70 and over were in attendance.