

Cabinet Scorecard - May 2018

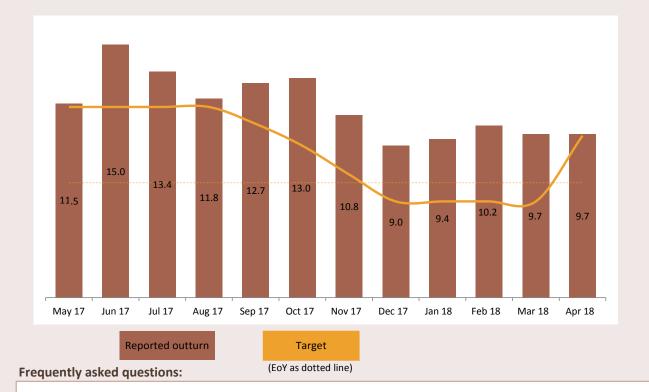
Produced by AC&H Information and Analysis Team (data from various sources)

1. Use of Resources

Mea	sure	Status	Target	Last Month	This Month	DoT	Constit- uencies	Bench- markable
1	Daily Average Delay beds per day per 100,000 18+ population – combined figure (Social Care only and Joint NHS and Social Care)	AMBER	9.6 (EoY 6.8)	9.7	9.7	Static (Amber)		
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)	RED	75%	70.7% (Q3)	70% (Q4)	Down (Red)		
3	Proportion of clients reviewed, reassessed or assessed within 12 months	RED	80.8% (EoY 85%)	77.4%	76.7%	Down (Red)		
2. P	ersonalised Support							
Mea	sure	Status	Target	Last Month	This Month	DoT	Const.	B/mark
4	Social work client satisfaction - postcard questionnaire.	GREEN	70%	(Q3)	100% (Q4)			
5	Percentage of concluded Safeguarding enquiries where the individual or representative was asked what their desired outcomes were	GREEN	85%	80%	89%	Up (Green)		
6	Uptake of Direct Payments	AMBER	25.8% (EoY 30%)	24.5%	25.3%	Up (Green)		
7	The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	68.4%	68.6%	Up (Green)		
8	The number of people who have Shared Lives	RED	72 (EoY 140)	69	68	Down (Red)		
3. P	revention and Early Help							
Mea	sure	Status	Target	Last Month	This Month	DoT	Const.	B/mark
9	The percentage of births that receive a face-to-face new-born visit within 14 days	GREEN	90%	89% (Q3)	90% (Q4)	Up (Green)		
10	Proportion of eligible people receiving an NHS health check	GREEN	2.5%	2.1% (Q3)	2.8% (Q4)	Up (Green)		
11	Rate of positive chlamydia screens (per 100,000 young people aged 15-24)	N/A	2300	1876 (Q3)	(Q4)			
12	Number of smoking quitters at 12 weeks	GREEN	168	182 (Q3)	215 (Q4)	Up (Green)		
	Percentage of drugs users who are in full time	GREEN	30.3%	31% (Q3)	30.8% (Q4)	Down (Red)		
13	employment for 10 working days following or upon discharge	GREEN	(EoY 33%)	(0,3)				
13 14	employment for 10 working days following or upon	RED	(EoY 33%) 13500	6942 (Q3)	7496 (Q4)	Up (Green)		
	employment for 10 working days following or upon discharge			6942				
14 15	employment for 10 working days following or upon discharge Children under 5 attending wellbeing service	RED	13500	6942 (Q3) 20339	(Q4) 21727	(Green) Up		
14 15 4. C	employment for 10 working days following or upon discharge Children under 5 attending wellbeing service Adults over 70 attending wellbeing service	RED	13500	6942 (Q3) 20339 (Q3)	(Q4) 21727	(Green) Up	Const.	B/mark

Theme: Use of Resources		Change:	Last Month	This Month	Target
Daily Average Delay beds per day per 100,000 18A population – combined figure (Social Care only and Joint NHS and Social Care)	AMBER	Static (Amber)	9.7	9.7	9.6 (EoY 6.8)

UNIFY data as issued by NHS Digital. Data collated by health, available a month in arrears



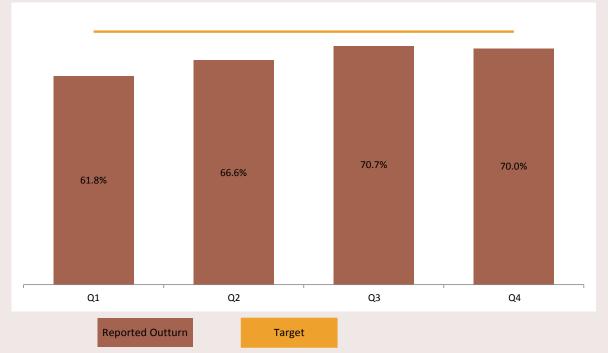
Commentary:

Delayed transfers of care from hospital that are attributable to social care or are the joint responsibility of social care and the NHS have remained at the same level as the previous month. This is despite a correction to the recording methodology at one of the hospital trusts that has resulted in an increased number of recorded DToC at their sites. Action plans will be developed over the summer in preparation for the increased pressure of the winter period.

Measure Owner: Pauline Mugridge Responsible Officer:

Theme: Use of Resources		Change:	Prev. Quarter	Latest Quarter	Target
The proportion of clients receiving Residential, Nursing or Home Care or Care and Support (supported living) from a provider that	RED	Down 0.7 pp	70.7%	70%	75%
is rated as Silver or Gold (Quarterly)		(кеа)			

Carefirst service agreements and commissioning provider assessment data



Commentary: 68.8% of citizens were with providers rated Good in 2017-18, 81.2% for home support and 51.3% for bed based support. Performance in home support fell from 85.6 to 81.2%. 13 previously Good providers are now rated Requires Improvement (323 clients). Another 9 providers are now Unrated (239 clients). However, please note that over the same period, 447 clients were with providers that improved to being rated Good. Performance also fell for bed based care, from 52.7% to 51.3%. 25

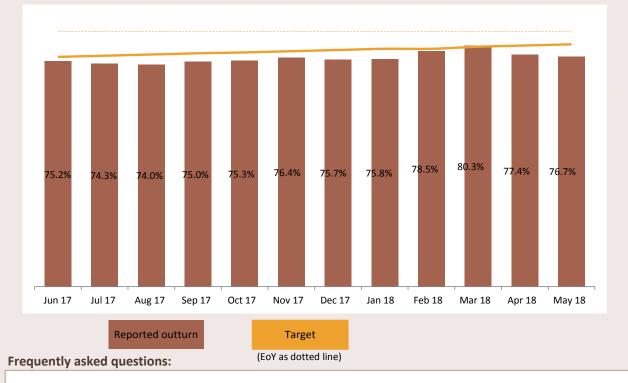
previously Good providers are now rated Requires Improvement (196 clients). Another 11 now Unrated (64 clients). As above, please note that over the same period 196 clients were with providers which improved to a Good rating.

Measure Owner: Alison Malik Responsible Officer:

Frequently asked questions:

Theme: Use of Resources		Change:	Last Month	This Month	Target
Proportion of clients reviewed, reassessed or assessed within 12 months	RED	Down 0.7 pp (Red)	77.4%	76.7%	80.8% (EoY 85%)

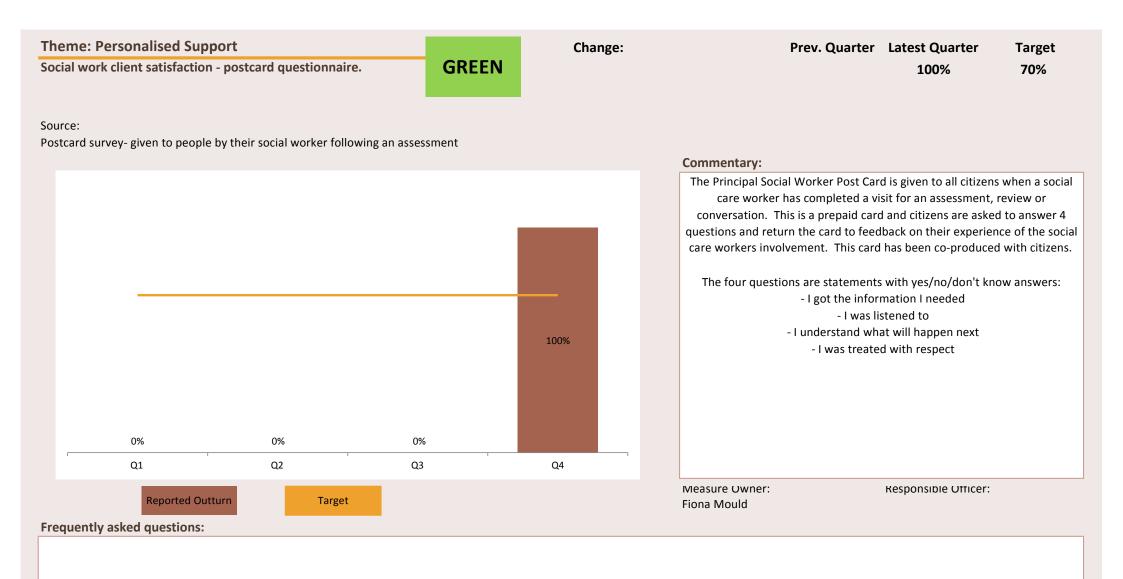
Carefirst snapshot. The proportion of people receiving a reviewable service who have had a recorded review, assessment or reassessment in the last 12 months



Commentary:

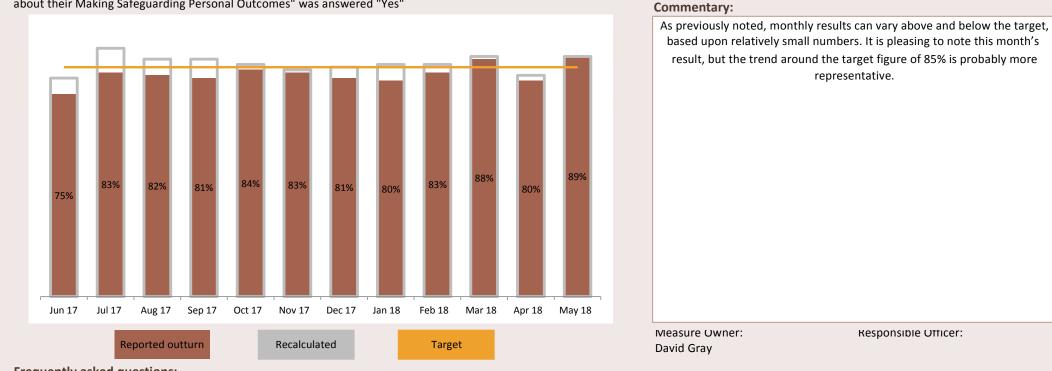
This is below target and work is going on with the constituency teams to ensure that we get back on target. An exercise will shortly commence to reprofile the reviews which are scheduled to take place during the year. This will enable workload targets to be evened out across the remaining period of 2018/19, to mitigate busy periods and ensure that staff resources are allocated accordingly.

Measure Owner: ASC GMs Responsible Officer:



Theme: Personalised Support		Change:	Last Month	This Month	Target
Percentage of concluded Safeguarding enquiries where the	GREEN	Up .	80%	89%	85%
individual or representative was asked what their desired		9 pp	Recalculated:		
outcomes were		(Orech)	82%		

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



Frequently asked questions:

Theme: Personalised Support		Change:	Last Month	This Month	Target
Uptake of Direct Payments	AMBER	Up	24.5%	25.3%	25.8%
		(Green) 0.8 pp			(EoY 30%)

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 number of direct payments have continued to increase and extensive work is happening with teams and with providers to ensure this continues. A full improvement plan has been drafted and is scheduled to be ratified at the July Direct Payments Programme Board. This further detail will be reported in Month 3's performance scorecard.

Measure Owner: Julia Parfitt I Fiona Mould Responsible Officer:

Frequently asked questions:

Theme: Personalised Support The percentage of people who receive Adult Social Care in their own home	GREEN	Chang Up (Green)	e: 0.2 pp		Last Month 68.4% Recalculated: 68.3%	This Month 68.6%	Preferred Travel: Upwards
Source: Carefirst via finance team. Snapshot proportion of people receiving long-te residential or nursing care	rm services who	do not receive		Commentary:			
				The percentage of	people receiving ca	are in their own hom ease.	ne is continuing t

68.4%

Apr 18

68.6%

May 18

Frequently asked questions:

Jun 17 Jul 17

68.6%

68.6%

68.3%

68.1%

Aug 17 Sep 17

Reported outturn

68.2%

Oct 17

68.1%

Nov 17

Recalculated

67.9%

Dec 17 Jan 18

68.2%

68.3%

68.3%

Feb 18 Mar 18

Measure Owner: Pauline Mugridge Responsible Officer:

Theme: Personalised Support The number of people who have Share	ed Lives	RED	Char Down	nge: 1.4%	Last Month This Month 69 68 Recalculated:	72
Source: Carefirst service agreements			(Red)	2.1.75	68 Commentary:	(EoY 140)
74 72 71 70 Jun 17 Jul 17 Aug 17 Sep 17 0	73 74 73 7 Oct 17 Nov 17 Dec 17 Jan	2 69 69 18 Feb 18 Mar 18	69 Apr 18 Ma	- 68 у 18	Work has been undertaken by Shared Lives Plus to id and strength of the service. The draft report was shar June 2018. The service is looking at proposals to increa on from recommendations. This includes looking partnering with an external shared lives agency to internal review has been undertaken of the capacity senior scheme worker team ensuring the activitie requirements of registration and those required to r targets are given equal focus. An investment plan is seek resources to upscale the existing service to meet target set.	red with managers in ase capacity following g at Shared Lives build capacity. An and strengths of the s to maintain the meet the placement been developed to
Reported outturn Frequently asked questions:	Recalculated	Target (EoY as dotted line)			Measure Owner: Responsible Off Sueb Jabbar	icer:











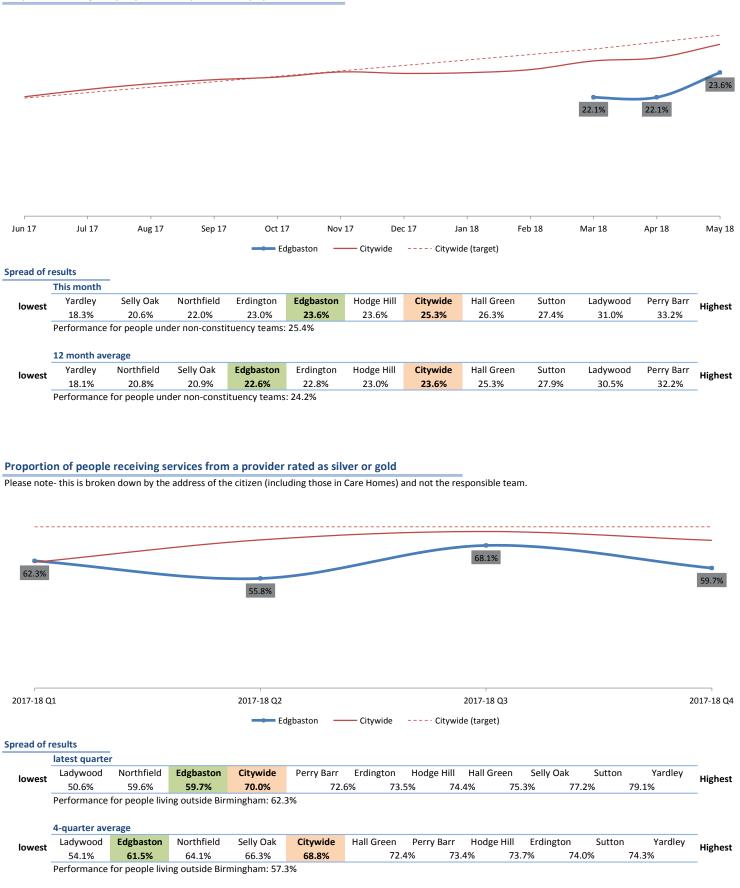




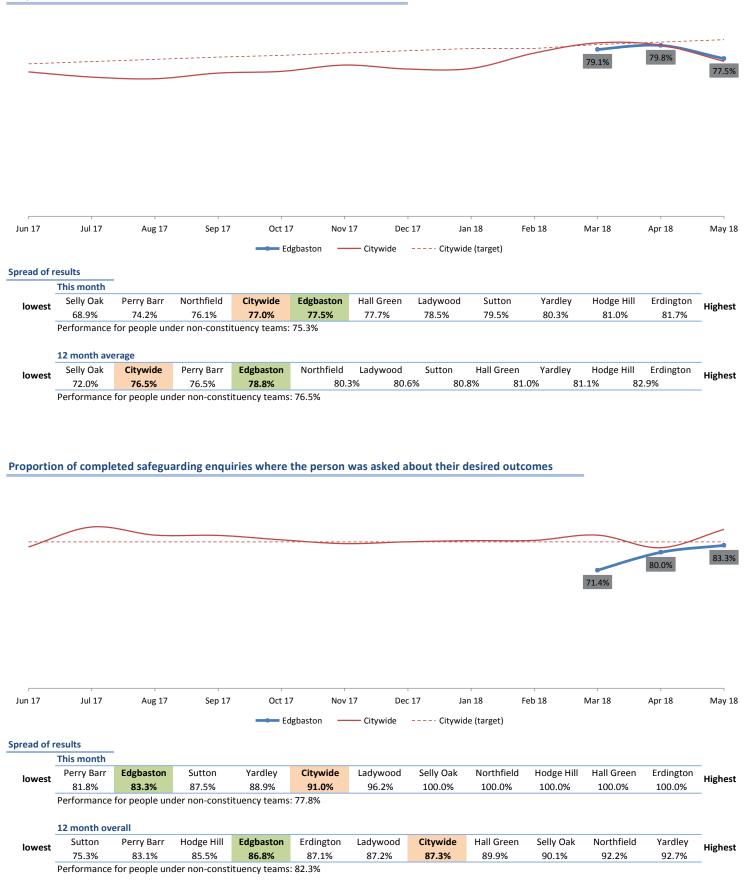
Theme: Co The percenta disabilities in	age of se	ervice us		l 18-64 v	with lear	rning		GREE	EN	C Stat (Amb	0 pp		Last Month 1%	This Month 1%	Target 1% (EoY 2%)
Source:															
Carefirst class	0.00%	0.00%	0.00% Sep 17	0.00%	0.00%	0.00%	0.00% Jan 18	0.00% Feb 18	1.00% Mar 18	1.00% Apr 18	1.00% May 18	acceptable level. developed. l	A sustainable plan Planning will includ	oming year as perfor a for improvement is le realistic targets fo nedium and longer t	currently being r improving
Frequently a		ported ou estions:	tturn	(E	Targe oY as dotte							Measure Owner: Melanie Brooks		Kesponsible Office	r:
Frequently a	isked qu	estions:													

Showing results for people assigned to the team that covers Edgbaston

Proportion of eligible people in receipt of direct payments

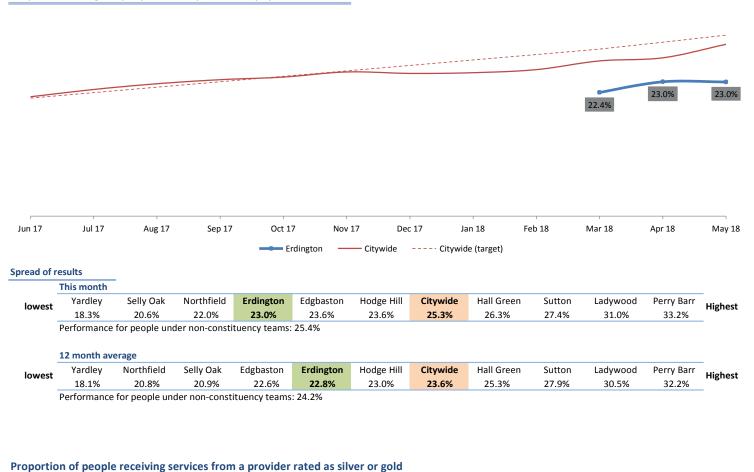


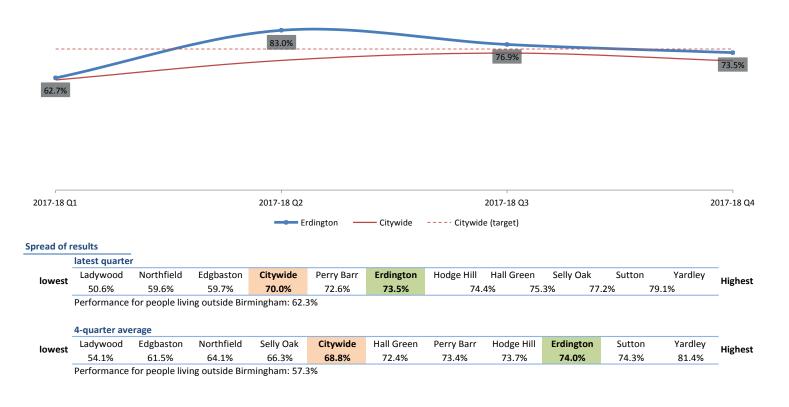
Showing results for people assigned to the team that covers Edgbaston



Showing results for people assigned to the team that covers Erdington

Proportion of eligible people in receipt of direct payments



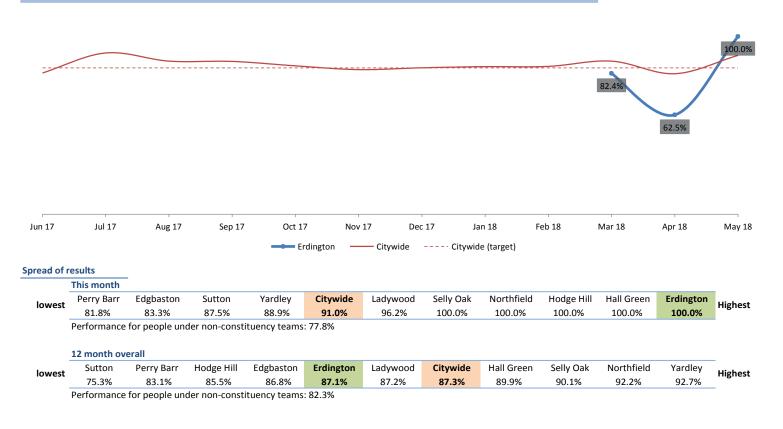


Constituency Scorecard Breakdown - May 2018 Showing results for people assigned to the team that covers Erdington Proportion of clients reviewed or assessed in the last 12 months 83.3% 84.9% 81.79

Jun 17	Jul 17	Aug 17	Sep 17	Oct 1	7 Nov	17 De	ec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
				Er	dington —	— Citywide	Cityw	vide (target)				
Spread of	results											
	This month											
lowest	Selly Oak	Perry Barr	Northfield	Citywide	Edgbaston	Hall Green	Ladywood	d Sutton	Yardley	Hodge Hill	Erdington	Highest
lowest	68.9%	74.2%	76.1%	77.0%	77.5%	77.7%	78.5%	79.5%	80.3%	81.0%	81.7%	ingliest
	Performance	for people und	der non-constit	uency teams:	75.3%							-
	12 month ave	erage										_
lowest	Selly Oak	Citywide	Perry Barr	Edgbaston	Northfield	Ladywood	Sutton	Hall Greer	n Yardley	Hodge Hill	Erdington	Highest
10 West	72.0%	76.5%	76.5	% 78.8	3% 80.	3% 80).6%	80.8% 8	81.0%	81.1%	83.3%	ingitest

Performance for people under non-constituency teams: 76.5%

Proportion of completed safeguarding enquiries where the person was asked about their desired outcomes



Showing results for people assigned to the team that covers Hall Green

Proportion of eligible people in receipt of direct payments



Proportion of people receiving services from a provider rated as silver or gold

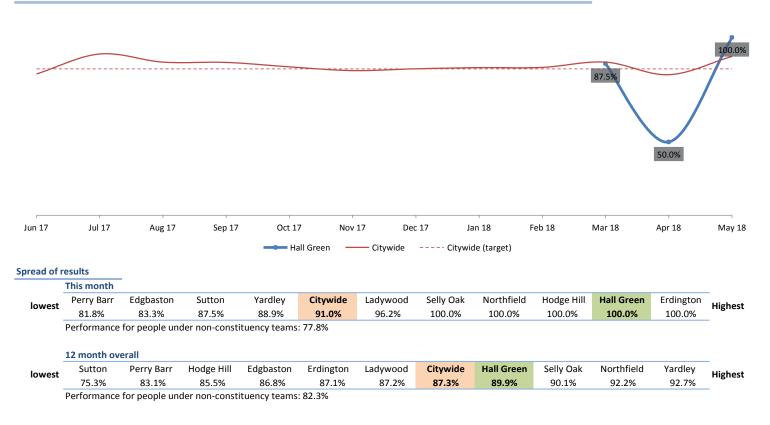


Showing results for people assigned to the team that covers Hall Green

Proportion of clients reviewed or assessed in the last 12 months

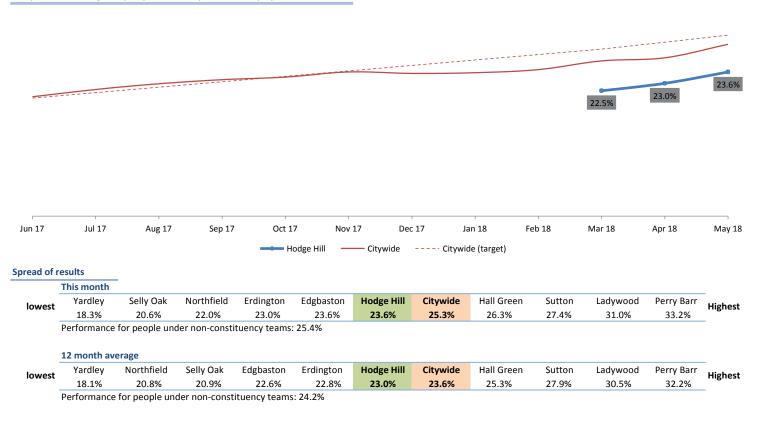
										83.9%		
										001070	81.5%	
												77.7%
Jun 17	Jul 17	Aug 17	Sep 17	Oct 1	7 Nov	17 Dec	c 17 Ja	an 18	Feb 18	Mar 18	Apr 18	May 1
Jun 17	Jul 17	Aug 17	Sep 17	Oct 1					Feb 18	Mar 18	Apr 18	May 1
		Aug 17	Sep 17			17 Der — Citywide		an 18 de (target)	Feb 18	Mar 18	Apr 18	May 1
Spread of r	results	Aug 17	Sep 17						Feb 18	Mar 18	Apr 18	May 1
Spread of r	results This month			Ha	all Green —	Citywide	Citywid	de (target)				May 1
Spread of r	results This month Selly Oak	Perry Barr	Northfield	Citywide	all Green — Edgbaston	Citywide	Citywio	de (target) Sutton	Yardley	Hodge Hill	Erdington	May 1
Spread of r	results This month Selly Oak 68.9%	Perry Barr 74.2%	Northfield 76.1%	Citywide 77.0%	Edgbaston 77.5%	Citywide	Citywid	de (target)				_
Spread of r	results This month Selly Oak 68.9%	Perry Barr 74.2%	Northfield	Citywide 77.0%	Edgbaston 77.5%	Citywide	Citywio	de (target) Sutton	Yardley	Hodge Hill	Erdington	_
Spread of r	results This month Selly Oak 68.9%	Perry Barr 74.2% for people und	Northfield 76.1%	Citywide 77.0%	Edgbaston 77.5%	Citywide	Citywio	de (target) Sutton	Yardley	Hodge Hill	Erdington	_
Spread of r	This month Selly Oak 68.9% Performance	Perry Barr 74.2% for people und	Northfield 76.1%	Citywide 77.0%	Edgbaston 77.5%	Citywide	Citywio	de (target) Sutton	Yardley	Hodge Hill	Erdington	_

Proportion of completed safeguarding enquiries where the person was asked about their desired outcomes



Showing results for people assigned to the team that covers Hodge Hill

Proportion of eligible people in receipt of direct payments



Proportion of people receiving services from a provider rated as silver or gold

67.6%				74.4%				78.4%				74.4%
2017-18 0	21			2017-18 Q2	odge Hill —	Citywide		2017-18 Q3 le (target)				 2017-18 Q4
Spread of												
Spread of lowest	latest quarter Ladywood 50.6%	Northfield 59.6%	Edgbaston 59.7% ng outside Biri	Citywide 70.0% mingham: 62.	Perry Barr 72.6% 3%	Erdington 73.5%	Hodge Hill 74.4%	Hall Green 75.3%	Selly Oak 77.2%	Sutton 79.1%	Yardley 80.0%	Highest
	latest quarter Ladywood 50.6%	Northfield 59.6% for people livi	59.7%	70.0%	72.6%	-	-		-			 Highest

Showing results for people assigned to the team that covers Hodge Hill

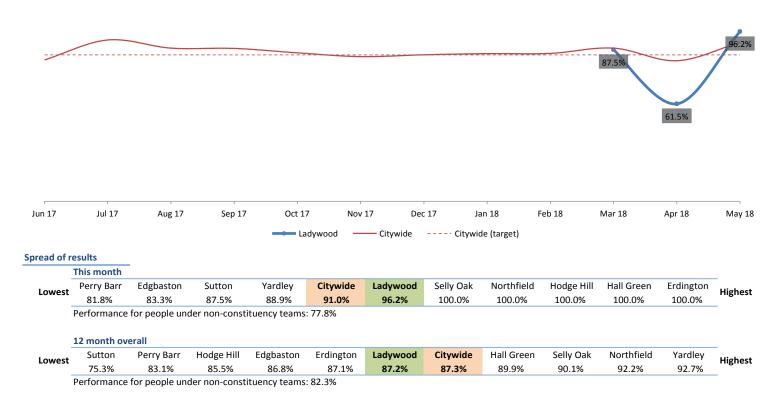
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Performance for people under non-constituency teams: 75.3% 12 month average Jowest Selly Oak Citywide Performance for people under non-constituency teams: 76.5% Performance for people under non-constituency teams: 76.5% Performance for people under non-constituency teams: 76.5% Toportion of completed safeguarding enquiries where the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about their desired outcomes Journal of the person was asked about the person was asked	Highe	Erdington		-				n La				-		-	-	lowest
Selly Oak 76.5% Citywide 76.5% Perry Barr Edgbaston 76.5% Northfield 76.5% Ladywood 80.3% Sutton 80.6% Hall Green 80.8% Yardley 81.0% Hodge Hill Erdington 83.3% Performance for people under non-constituency teams: 76.5% 76.5%	-	81.7%	J%	81.0%	80.3%	79.5%	5.5%		11.1%	070						
Selly Oak 76.5% Citywide 76.5% Perry Barr Edgbaston 76.5% Northfield 76.5% Ladywood 80.3% Sutton 80.6% Hall Green 80.6% Yardley 81.0% Hodge Hill Erdington 83.3% Performance for people under non-constituency teams: 76.5% 76.5%																
TOWEST 72.0% 76.5% 78.8% 80.3% 80.6% 80.8% 81.0% 82.9% 83.3% Performance for people under non-constituency teams: 76.5% Toportion of completed safeguarding enquiries where the person was asked about their desired outcomes 100.0% 100.0% un 17 Jul 17 Aug 17 Sep 17 Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18 Apr 18 Hodge Hill Citywide Citywide Citywide Citywide Citywide Totywide (target)	_	Erdington	o Hill	Hodge H	Vardley	Hall Green	itton	4	Ladywoo	field	North	Edghaston	Perry Barr	-		
Performance for people under non-constituency teams: 76.5% oportion of completed safeguarding enquiries where the person was asked about their desired outcomes 92.9% un 17 Jul 17 Aug 17 Sep 17 Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18 Apr 18 Hodge Hill — Citywide Citywide (target)	Highe			-								-		-		lowest
92.9% un 17 Jul 17 Aug 17 Sep 17 Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18 Apr 18 Hodge Hill Citywide Citywide (target)				-	comes	sired out	their de	l abo	was asked	rson v	the pe	ies where	rding enqui	eted safegu	n of compl	oportio
un 17 Jul 17 Aug 17 Sep 17 Oct 17 Nov 17 Dec 17 Jan 18 Feb 18 Mar 18 Apr 18 Hodge Hill Citywide Citywide (target)	100.	100.0%														
Hodge Hill Citywide Citywide (target)	<u> </u>	\sim		92.9%												
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Hodge Hill Citywide Citywide (target)																
	May	Apr 18		Mar 18	Feb 18	.8	Jan	Dec 17	L7 I	Nov 1	7	Oct 1	Sep 17	Aug 17	Jul 17	un 17
						target)	- Citywide		— Citywide		odge Hill	— н				
															osults	read of a
read of results This month																i cau ui i
Perry Barr Edgbaston Sutton Yardley Citywide Ladywood Selly Oak Northfield Hodge Hill Hall Green Erdington	-			_	Hodge Hill	Northfield	y Oak	d S	Ladywoo	vide	-	Yardley	Sutton	Edgbaston		lowest
81.8% 83.3% 87.5% 88.9% 91.0% 96.2% 100.0%	Highe	Erdington												-		
renormance for people under non-constituency teams. 77.6%	– High	Erdington 100.0%				100.0%	0.0%		96.2%	0%		88.9%	87.5% er pop-consti	83.3%	81.8%	

	TE month of	cruit										
lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
lowest	75.3%	83.1%	85.5%	86.8%	87.1%	87.2%	87.3%	89.9%	90.1%	92.2%	92.7%	inghese
	Performance	for people un	der non-const	ituency teams	: 82.3%							_

howing	results for p	people assig	neu to the t	eam that co	Jvers Lauyw	000						
roportio	on of eligible	e people in r	eceipt of di	rect payme	nts	-						
										30.6%	30.0%	31.0
											30.0%	
Jun 17	Jul 17	Aug 17	Sep 17	Oct 1	.7 Nov	17 De	: 17 J	an 18 F	eb 18	Mar 18	Apr 18	May
				🗕 La	adywood —	Citywide	Citywi	de (target)				
read of r	esults	_										
	This month Yardley	Selly Oak	Northfield	Erdington	Edgbaston	Hodge Hill	Citywide	Hall Green	Sutton	Ladywood	Perry Barr	-
Lowest	18.3%	20.6%	22.0%	23.0%	23.6%	23.6%	25.3%	26.3%	27.4%	31.0%	33.2%	Highe
	Performance	for people und	der non-consti	tuency teams	: 25.4%							
	12 month ave	-	Solly Oak	Edghaston	Erdington	Hodgo Hill	Cituruido	Hall Groop	Sutton	Laduwood	Dorny Porr	_
Lowest	Yardley 18.1%	erage Northfield 20.8% for people un	Selly Oak 20.9% der non-consti	Edgbaston 22.6% ituency teams	Erdington 22.8% 5: 24.2%	Hodge Hill 23.0%	Citywide 23.6%	Hall Green 25.3%	Sutton 27.9%	Ladywood 30.5%	Perry Barr 32.2%	High
oportic	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a a provider	22.8% s: 24.2%	23.0% ver or gold	23.6%		27.9%	-		— Highe —
oportic	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a a provider	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		— Highe —
oportic	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a a provider	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		
oportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a a provider	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		Highe
oportic	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a a provider	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		
roportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		
roportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		
roportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-		
oportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3%	27.9%	-	32.2%	50.6%
oportic ease note	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu 53.2%	22.8% s: 24.2%	23.0% ver or gold	23.6%	25.3% esponsible tean 55.1% 2017-18 Q3	27.9%	-	32.2%	50.6%
57.3%	Yardley 18.1% Performance	Northfield 20.8% for people un	20.9% der non-consti ervices from	22.6% ituency teams a provider e citizen (inclu 53.2%	22.8% S: 24.2%	23.0% ver or gold Care Homes) a	23.6%	25.3% esponsible tean 55.1% 2017-18 Q3	27.9%	-	32.2%	50.6%
57.3%	Yardley 18.1% Performance on of people e- this is broke e- this s broke	Northfield 20.8% for people und e receiving st en down by the	20.9% der non-consti ervices from e address of th	22.6% ituency teams a provider e citizen (inclu 53.2%	22.8% 5: 24.2% • rated as sil uding those in	23.0% ver or gold Care Homes) a Citywide	23.6% and not the re	25.3% esponsible tean 55.1% 2017-18 Q3 de (target)	27.9%	30.5%	32.2%	50.6%
57.3%	Yardley 18.1% Performance on of people e- this is broke e- this is broke 1 1 results Latest quarter Ladywood 50.6%	Northfield 20.8% for people und e receiving so en down by the en down by the so of the solution of the solution of the solution of the solution of the solution of the solution of the solutio	20.9% der non-consti ervices from e address of the e address of the Edgbaston 59.7%	22.6% ituency teams a provider e citizen (inclu 53.2% 2017-18 Q2 2017-18 Q2 Citywide 70.0%	22.8% s: 24.2% Trated as sil uding those in adywood Perry Barr 72.	23.0% ver or gold Care Homes) a	23.6% and not the re Citywi Hodge Hill	25.3% esponsible tean 55.1% 2017-18 Q3 de (target) Hall Green	27.9%	30.5%	32.2%	50.6%
2017-18 O	Yardley 18.1% Performance on of people e- this is broke e- this is broke 1 1 results Latest quarter Ladywood 50.6%	Northfield 20.8% for people und e receiving so en down by the	20.9% der non-consti ervices from e address of the e address of the Edgbaston 59.7%	22.6% ituency teams a provider e citizen (inclu 53.2% 2017-18 Q2 2017-18 Q2 Citywide 70.0%	22.8% s: 24.2% Trated as sil uding those in adywood Perry Barr 72.	23.0% ver or gold Care Homes)	23.6% and not the re Citywi Hodge Hill	25.3% esponsible tean 55.1% 2017-18 Q3 de (target) Hall Green	27.9%	30.5%	32.2% 2 Yardley	50.6%
2017-18 O	Yardley 18.1% Performance on of people e- this is broke e- this is broke 1 1 results Latest quarter Ladywood 50.6%	Northfield 20.8% for people und e receiving st en down by the mode of the state of the state of the state of the state of the state of the state of	20.9% der non-consti ervices from e address of the e address of the Edgbaston 59.7%	22.6% ituency teams a provider e citizen (inclu 53.2% 2017-18 Q2 2017-18 Q2 Citywide 70.0%	22.8% s: 24.2% • rated as sil uding those in adywood Perry Barr 72.	23.0% ver or gold Care Homes)	23.6% and not the re Citywi Hodge Hill	25.3% esponsible tean 55.1% 2017-18 Q3 de (target) Hall Green	27.9%	30.5%	32.2% 2 Yardley	Highe

Showing results for people assigned to the team that covers Ladywood

											80.9%	78.5
ın 17	Jul 17	Aug 17	Sep 17	Oct 1	.7 Nov	17 De	c 17 Ja	in 18	Feb 18	Mar 18	Apr 18	May
				La	adywood —	Citywide	Citywid	le (target)				
ead of r	results			La	adywood —	— Citywide	Citywid	le (target)				
ead of r	results This month			 La	adywood —	— Citywide	Citywid	le (target)				
	This month	Perry Barr	Northfield	La Citywide	adywood — Edgbaston	Citywide	Citywid	le (target) Sutton	Yardley	Hodge Hill	Erdington	
	This month Selly Oak 68.9%	74.2%	76.1%	Citywide 77.0%	Edgbaston 77.5%				Yardley 80.3%	Hodge Hill 81.0%	Erdington 81.7%	High
ead of r Lowest	This month Selly Oak 68.9%	-	76.1%	Citywide 77.0%	Edgbaston 77.5%	Hall Green	Ladywood	Sutton		-	-	High
	This month Selly Oak 68.9% Performance	74.2% for people und	76.1%	Citywide 77.0%	Edgbaston 77.5%	Hall Green	Ladywood	Sutton		-	-	High
	This month Selly Oak 68.9% Performance 12 month av	74.2% for people und	76.1% der non-consti	Citywide 77.0% tuency teams	Edgbaston 77.5% : 75.3%	Hall Green 77.7%	Ladywood 78.5%	Sutton 79.5%	80.3%	81.0%	81.7%	_
	This month Selly Oak 68.9% Performance 12 month av Selly Oak	74.2% for people und	76.1%	Citywide 77.0%	Edgbaston 77.5%	Hall Green	Ladywood	Sutton		-	-	High

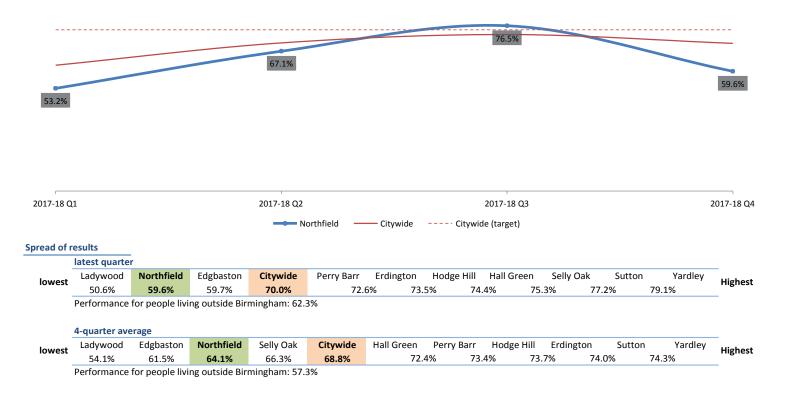


Showing results for people assigned to the team that covers Northfield

Proportion of eligible people in receipt of direct payments



Proportion of people receiving services from a provider rated as silver or gold



Showing results for people assigned to the team that covers Northfield

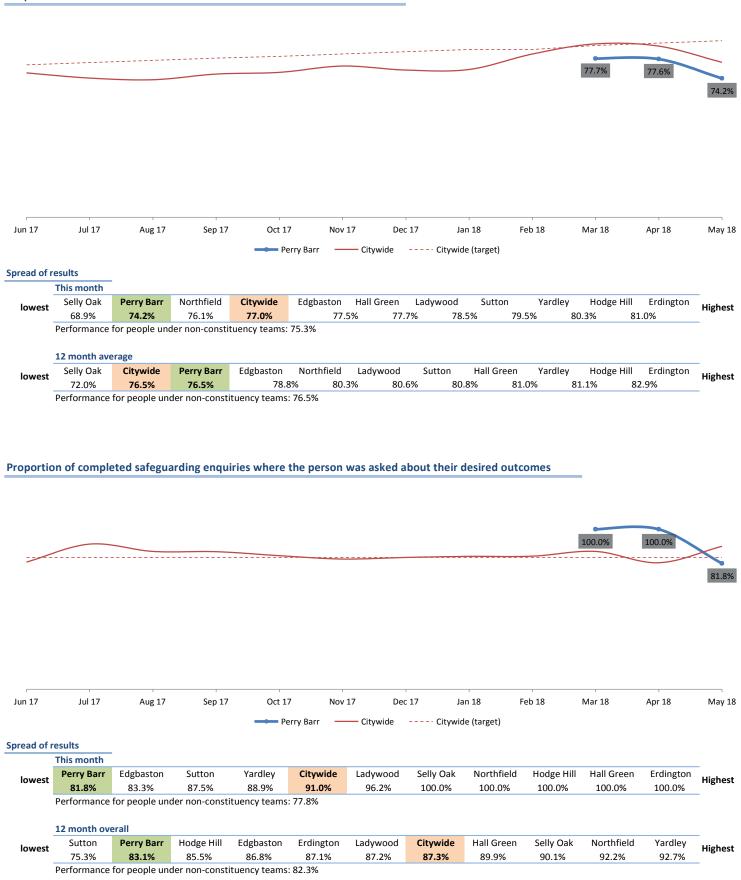
σροτικ	on or chemis	s reviewed o	1 83363364 11	in the last 11								
										84.0%		
											80.9%	
												76.1%
[1			1				1	1	1	I	1
un 17	Jul 17	Aug 17	Sep 17	Oct 1	7 Nov			an 18	Feb 18	Mar 18	Apr 18	May 1
				— •••• N	orthfield —	- Citywide	Citywi	de (target)				
read of r		_										
	This month Selly Oak	Perry Barr	Northfield	Citywide	Edgbaston	Hall Green	Ladywood	Sutton	Yardley	Hodge Hill	Erdington	_
lowest	68.9%	74.2%	76.1%	77.0%	20g0a3t011 77.		-		-	-	1.0%	Highest
	Performance	for people und	der non-consti	tuency teams:	: 75.3%							
	12 month av	erage										
lowest	Selly Oak	Citywide	Perry Barr	Edgbaston	Northfield	Ladywood	Sutton	Hall Greer		•		– Highest
	72.0%				80.3%	00 0	S% 80	.8% 8	1.0%	81.1% 8	2.9%	•
	Performance	76.5% e for people und leted safegua		-	: 76.5%	80.6 was asked a						_
	Performance	e for people und	der non-consti	ituency teams	: 76.5%					_		_
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%					80.0%	80.0%	100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.05
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
	Performance	e for people und	der non-consti	ituency teams	: 76.5%							100.09
oportio	Performance	e for people und	der non-consti	ituency teams	the person	was asked a	bout their					100.09 May 18
roportic	Performance	e for people und	der non-consti	ituency teams	the person	was asked a	bout their	desired out	tcomes	80.0%	80.0%	
Jun 17	Performance	e for people und	der non-consti	ituency teams	76.5%	was asked a	bout their	desired out	tcomes	80.0%	80.0%	
roportic	Performance	e for people und	der non-consti	ituency teams	76.5%	was asked a	bout their	desired out	tcomes	80.0%	80.0%	
Jun 17	Performance on of compl Jul 17 results This month Perry Barr	e for people und leted safegua Aug 17 Edgbaston	der non-consti arding enqu Sep 17 Sutton	ituency teams iries where Oct 1 Oct 1 Yardley	7 Nov orthfield	was asked a 17 Dec Citywide Ladywood	bout their	desired out an 18 de (target)	Feb 18	80.0% Mar 18	80.0% Apr 18 Erdington	May 18
Jun 17	Performance on of compl Jul 17 results This month Perry Barr 81.8%	e for people und leted safegua Aug 17 Edgbaston 83.3%	arding enqu Sep 17 Sutton 87.5%	ituency teams iries where Oct 1 Oct 1 Yardley 88.9%	7 Nov orthfield	was asked a	bout their	desired out	Feb 18	80.0% Mar 18	80.0% Apr 18	May 18
Jun 17	Performance on of compl Jul 17 results This month Perry Barr 81.8%	e for people und leted safegua Aug 17 Edgbaston	arding enqu Sep 17 Sutton 87.5%	ituency teams iries where Oct 1 Oct 1 Yardley 88.9%	7 Nov orthfield	was asked a 17 Dec Citywide Ladywood	bout their	desired out an 18 de (target)	Feb 18	80.0% Mar 18	80.0% Apr 18 Erdington	May 18
Jun 17	Performance on of compl Jul 17 results This month Perry Barr 81.8% Performance 12 month ov	e for people und leted safegua Aug 17 Edgbaston 83.3% e for people und rerall	arding enqu Sep 17 Sutton 87.5% der non-consti	ituency teams iries where Oct 1 Oct 1 Yardley 88.9% ituency teams	7 Nov orthfield Citywide 91.0%	was asked a 17 Dec Citywide Ladywood 96.2%	bout their	desired out an 18 de (target) Northfield 100.0%	Feb 18 Hodge Hi 100.0%	80.0% Mar 18	80.0% Apr 18 Erdington 100.0%	100.0% May 18 Highest
Jun 17	Performance on of compl Jul 17 results This month Perry Barr 81.8% Performance 12 month ov	e for people und leted safegua Aug 17 Edgbaston 83.3% e for people und	arding enqu Sep 17 Sutton 87.5%	ituency teams iries where Oct 1 Oct 1 Yardley 88.9%	7 Nov orthfield	was asked a 17 Dec Citywide Ladywood	bout their	desired out an 18 de (target)	Feb 18 Hodge Hi 100.0%	80.0% Mar 18	80.0% Apr 18 Erdington	May 1

	esuits for p	eople assig	ned to the te	eam that co	overs Perry	Barr						
oportion	n of eligible	people in r	eceipt of dir	ect payme	nts							
												33.2
										31.1%	32.1%	
										51.170		
ſ					,		T	1	1		1	1
un 17	Jul 17	Aug 17	Sep 17	Oct 1	7 Nov	2 17 Dec	c 17 J	an 18 F	eb 18	Mar 18	Apr 18	May
un 17	Jul 17	Aug 17	Sep 17		7 Nov	17 Dec	c 17 J		eb 18	Mar 18	Apr 18	May
		Aug 17	Sep 17						eb 18	Mar 18	Apr 18	May
read of re		Aug 17	Sep 17						eb 18	Mar 18	Apr 18	May :
read of re	sults	Aug 17 Selly Oak	Sep 17 Northfield						eb 18 Sutton	Mar 18 Ladywood	Apr 18 Perry Barr	May :
read of re	sults This month			P	erry Barr 🛛 —	Citywide	Citywi	de (target)				
read of re 1 lowest	esults This month Yardley 18.3%	Selly Oak 20.6%	Northfield	Erdington 23.0%	erry Barr – Edgbaston 23.6%	— Citywide Hodge Hill	Citywi	de (target) Hall Green	Sutton	Ladywood	Perry Barr	
read of re 1 lowest	rhis month Yardley 18.3% Performance	Selly Oak 20.6% for people unc	Northfield 22.0%	Erdington 23.0%	erry Barr – Edgbaston 23.6%	— Citywide Hodge Hill	Citywi	de (target) Hall Green	Sutton	Ladywood	Perry Barr	
read of re 1 lowest	sults This month Yardley 18.3% Performance 12 month ave	Selly Oak 20.6% for people und	Northfield 22.0% der non-constit	Erdington 23.0% uency teams	Edgbaston 23.6% 25.4%	Citywide Hodge Hill 23.6%	Citywi Citywide 25.3%	de (target) Hall Green 26.3%	Sutton 27.4%	Ladywood 31.0%	Perry Barr 33.2%	Highe
read of re 1 lowest	rhis month Yardley 18.3% Performance	Selly Oak 20.6% for people unc	Northfield 22.0%	Erdington 23.0%	erry Barr – Edgbaston 23.6%	— Citywide Hodge Hill	Citywi	de (target) Hall Green	Sutton	Ladywood	Perry Barr	Highes

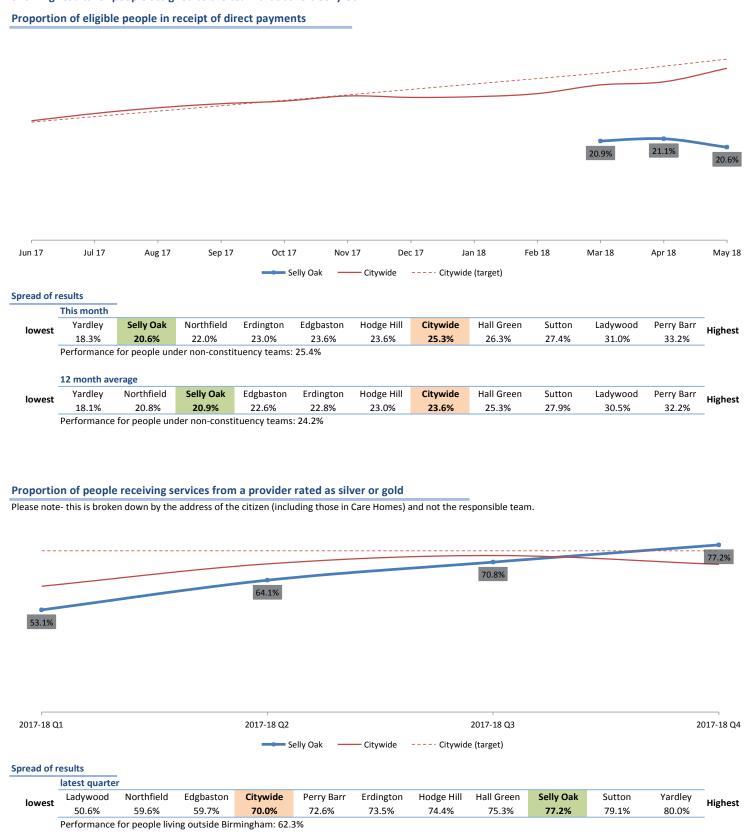
Proportion of people receiving services from a provider rated as silver or gold

68. <u>3%</u>				75.9%				76.8%				72.6%
017-18 Q	21			2017-18 Q2				2017-18 Q3				2017-18
017-18 Q				2017-18 Q2	erry Barr 🛛 —	— Citywide		2017-18 Q3 le (target)				2017-18
017-18 Q		r			erry Barr —	— Citywide						2017-18
read of r	results	r Northfield	Edgbəston		erry Barr —	Citywide			Selly Oak	Sutton	Yardley	2017-18
read of r lowest	results latest quarte Ladywood 50.6%	Northfield 59.6%	59.7%	Citywide 70.0%	Perry Barr 72.6%		Citywid Hodge Hill	de (target) Hall Green	-	Sutton 7.2%		2017-18 Highe
read of r lowest	results latest quarte Ladywood 50.6%	Northfield 59.6%	-	Citywide 70.0%	Perry Barr 72.6%	Erdington	Citywid Hodge Hill	de (target) Hall Green	-		Yardley	
read of r lowest	results latest quarte Ladywood 50.6% Performance	Northfield 59.6% for people livi	59.7%	Citywide 70.0%	Perry Barr 72.6%	Erdington	Citywid Hodge Hill	de (target) Hall Green	-		Yardley	
read of r lowest	results latest quarte Ladywood 50.6%	Northfield 59.6% for people livi	59.7%	Citywide 70.0%	Perry Barr 72.6%	Erdington	Citywid Hodge Hill	de (target) Hall Green	-		Yardley 79.1%	

Showing results for people assigned to the team that covers Perry Barr



Showing results for people assigned to the team that covers Selly Oak



4-quarter average

lowest	Ladywood	Edgbaston	Northfield	Selly Oak	Citywide	Hall Green	Perry Barr	Hodge Hill	Erdingtor	n Sutton	Yardley	Highest
lowest	54.1%	61.5%	64.1%	66.3%	68.8%	72.4	1% 73	.4% 73	8.7%	74.0%	74.3%	inglicat
	Performance	for people living	ng outside Bir	mingham: 57.	3%							



12 month overall

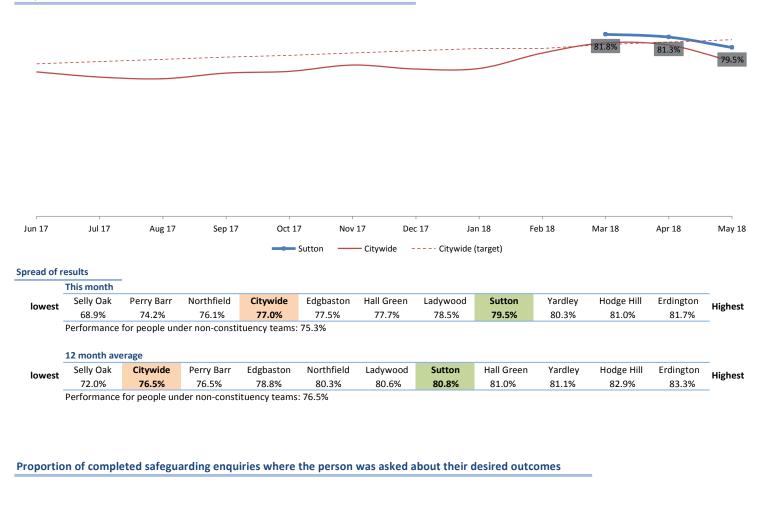
lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
10100230	75.3%	83.1%	85.5%	86.8%	87.1%	87.2%	87.3%	89.9%	90.1%	92.2%	92.7%	inglicat
	Performance	for people un	der non-const	ituency teams	: 82.3%							

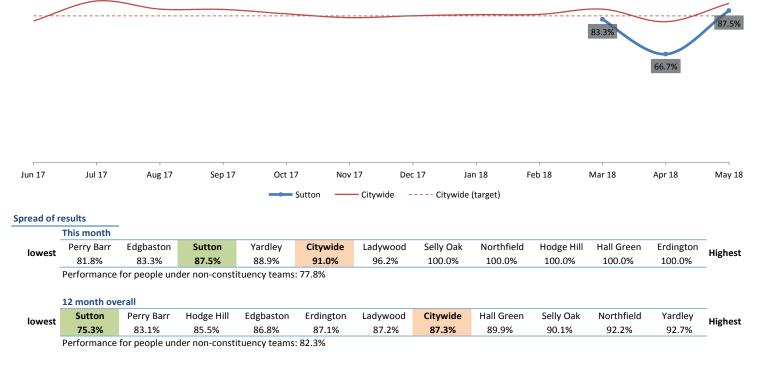
Showing results for people assigned to the team that covers Sutton Coldfield

Proportion of eligible people in receipt of direct payments

						-						
										28.8%	27.5%	27.49
Jun 17	Jul 17	Aug 17	Sep 17	Oct 1	.7 Nov	17 Dec	: 17 Ja	an 18 I	Feb 18	Mar 18	Apr 18	May
					Sutton		Citywide				P -	.,
					button	ent mae	enty mate	(tai Bet)				
pread of r	esults This month											
lowest	Yardley	Selly Oak	Northfield	Erdington	Edgbaston	Hodge Hill	Citywide	Hall Green	Sutton	Ladywood	Perry Barr	– Highe
_	18.3%	20.6%	22.0%	23.0%	23.6%	23.6%	25.3%	26.3%	27.4%	31.0%	33.2%	_
	Performance	for people und	der non-constit	tuency teams	: 25.4%							
	12 month ave	erage										_
lowest	Yardley	Northfield	Selly Oak	Edgbaston	Erdington	Hodge Hill	Citywide	Hall Green	Sutton	Ladywood	Perry Barr	Highe
	18.1%	20.8% for people une	20.9%	22.6%	22.8%	23.0%	23.6%	25.3%	27.9%	30.5%	32.2%	_
oportio	on of people	e receiving s	ervices from	a provider	rated as sil	ver or gold						
		e receiving so en down by the		-		ver or gold Care Homes) a	and not the re	sponsible tear	n.			
-				-		-	and not the re	sponsible tear	n.			70.1%
lease note				e citizen (inclu		-	and not the re	sponsible tear 74.1%	n.			79.1%
				-		-	and not the re		n.			79.1%
lease note				e citizen (inclu		-	and not the re		n.			79.1%
ease note				e citizen (inclu		-	and not the re		n.			79.1%
lease note		-		e citizen (inclu		-	and not the re		n.			79.1%
lease note		-		e citizen (inclu		-	and not the re		n.			79.1%
lease note		-		e citizen (inclu		-	and not the re		n.			79.1%
lease note		-		e citizen (inclu		-	and not the re		n.			79.1%
71.2%	e- this is broke	-		e citizen (inclu 72.7%	uding those in	-	and not the re	74.1%	n.			
TI.2%	e- this is broke	-		e citizen (inclu 72.7% 2017-18 Q2	uding those in	Care Homes) a		74.1% 2017-18 Q3	n.			
71.2%	e- this is broke	-		e citizen (inclu 72.7% 2017-18 Q2	uding those in	Care Homes) a	and not the re	74.1% 2017-18 Q3	n.		2	
2017-18 Q	e- this is broke	en down by the		e citizen (inclu 72.7% 2017-18 Q2	uding those in	Care Homes) a		74.1% 2017-18 Q3	n.		2	
2017-18 Q	e- this is broke	en down by the	e address of the	e citizen (inclu 72.7%	uding those in	Care Homes) a	Citywide	74.1% 2017-18 Q3 (target)		Sutton		2017-18 C
2017-18 Q	e- this is broke	en down by the		e citizen (inclu 72.7% 2017-18 Q2	uding those in	Care Homes) a		74.1% 2017-18 Q3	n. Selly Oak 77.2%	Sutton 79.1%	Yardley 80.0%	2017-18 C
2017-18 Q pread of r	e- this is broke 1 esults latest quarte Ladywood 50.6%	r Northfield	Edgbaston 59.7%	e citizen (inclu 72.7% 2017-18 Q2 Citywide 70.0%	Sutton Perry Barr 72.6%	Care Homes) a	Citywide	74.1% 2017-18 Q3 (target) Hall Green	Selly Oak		Yardley	2017-18 C
2017-18 Q pread of r lowest	e- this is broke 1 esults latest quarte Ladywood 50.6% Performance	r Northfield 59.6% for people livi	Edgbaston 59.7%	e citizen (inclu 72.7% 2017-18 Q2 Citywide 70.0%	Sutton Perry Barr 72.6%	Care Homes) a	Citywide	74.1% 2017-18 Q3 (target) Hall Green	Selly Oak		Yardley	2017-18 C
2017-18 Q pread of r lowest	e- this is broke 1 esults latest quarte Ladywood 50.6%	r Northfield 59.6% for people livi	Edgbaston 59.7%	e citizen (inclu 72.7% 2017-18 Q2 Citywide 70.0%	Sutton Perry Barr 72.6%	Care Homes) a	Citywide	74.1% 2017-18 Q3 (target) Hall Green	Selly Oak		Yardley	- 79.1% 2017-18 Q Highes

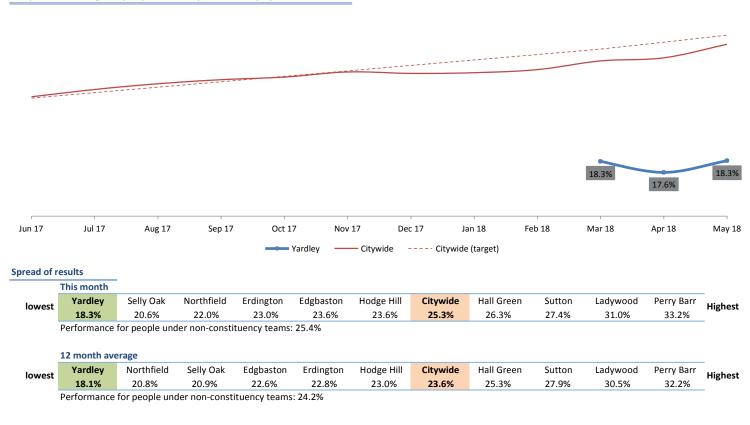
Showing results for people assigned to the team that covers Sutton Coldfield





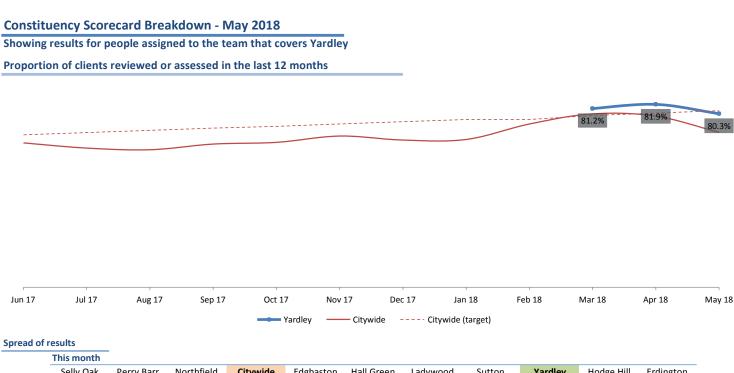
Showing results for people assigned to the team that covers Yardley

Proportion of eligible people in receipt of direct payments



Proportion of people receiving services from a provider rated as silver or gold

73.5%				84.6%				87.6%				- 80.0%
2017-18 (21			2017-18 Q2				2017-18 Q3				2017-18 Q4
					Yardley —	— Citywide	Citywide	e (target)				1017 10 4
pread of					Yardley ——	— Citywide	Citywide	e (target)				
	latest quarter Ladywood 50.6%	Northfield 59.6%	Edgbaston 59.7%	Citywide 70.0%	Perry Barr 72.	Erdington	Hodge Hill	Hall Green	Selly Oak .3% 77	Sutton .2%	Yardley 80.0%	Highes
oread of	latest quarter Ladywood 50.6%	Northfield 59.6% for people livi	•	Citywide 70.0%	Perry Barr 72.	Erdington	Hodge Hill	Hall Green			Yardley	



lowest	Selly Oak	Perry Barr	Northfield	Citywide	Edgbaston	Hall Green	Ladywood	Sutton	Yardley	Hodge Hill	Erdington	Highest
1011051	68.9%	74.2%	76.1%	77.0%	77.5%	77.7%	78.5%	79.5%	80.3%	81.0%	81.7%	ingricot
	Performance	for people un	der non-consti	tuency teams:	75.3%							_

12 month average

lowest	Selly Oak	Citywide	Perry Barr	Edgbaston	Northfield	Ladywoo	d Sutton	Hall Green	Yardley	Hodge Hill	Erdington	Highest	
lowest	72.0%	76.5%	76.	5% 78	8.8% 80	0.3%	80.6%	80.8%	81.1%	82.9%	83.3%	inglicst	
	Performance for people under non-constituency teams: 76.5%												

Proportion of completed safeguarding enquiries where the person was asked about their desired outcomes



Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	7 Nov	17 C	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18
					'ardley —	— Citywide	Citywic	de (target)				
pread of r	esults											
	This month											
lowest	Perry Barr	Edgbaston	Sutton	Yardley	Citywide	Ladywood	d Selly Oak	Northfield	Hodge Hill	Hall Green	Erdington	Highes
lowest	81.8%	83.3%	87.5%	88.9%	91.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	nignesi
	Performance for people under non-constituency teams: 77.8%											
	12 month ove	erall										
lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
lowest	75.3%	83.1%	85.5%	86.8%	87.1%	87.2%	87.3%	89.9%	90.1%	92.2%	92.7%	
	Performance for people under non-constituency teams: 82.3%										-	