

## Featured measures

### Cabinet Scorecard - May 2018

#### Daily Average Delay beds per day per 100,000 18A population – combined figure (Social Care only and Joint NHS and Social Care)

Latest Month: 9.7  
Apr 18

Previous Month: 9.7  
Mar 18

Target: 9.6  
(EoY 6.8)

Performance:

**AMBER**

Direction of travel:

**Static (Amber)**

Owner: Pauline Mugridge

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.

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

Latest Month: 89%  
May 18

Previous Month: 80%  
Apr 18

Target: 85%

Performance:

**GREEN**

Direction of travel:

**Up (Green)**

Owner: David Gray

Commentary:

As previously noted, monthly results can vary above and below the target, based upon relatively small numbers. It is pleasing to note this month's result, but the trend around the target figure of 85% is probably more representative.

#### Uptake of Direct Payments

Latest Month: 25.3%  
May 18

Previous Month: 24.5%  
Apr 18

Target: 25.8%  
(EoY 30%)

Performance:

**AMBER**

Direction of travel:

**Up (Green)**

Owner: Julia Parfitt I Fiona Mould

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.

#### Proportion of clients reviewed, reassessed or assessed within 12 months

Latest Month: 76.7%  
May 18

Previous Month: 77.4%  
Apr 18

Target: 80.8%  
(EoY 85%)

Performance:

**RED**

Direction of travel:

**Down (Red)**

Owner: ASC GMs

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.

## Cabinet Scorecard - May 2018

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

### 1. Use of Resources

Measure	Status	Target	Last Month	This Month	D o T	Constituencies	Benchmarkable
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. Personalised Support

Measure	Status	Target	Last Month	This Month	D o T	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. Prevention and Early Help

Measure	Status	Target	Last Month	This Month	D o T	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)		
13 Percentage of drugs users who are in full time employment for 10 working days following or upon discharge	GREEN	30.3% (EoY 33%)	31% (Q3)	30.8% (Q4)	Down (Red)		
14 Children under 5 attending wellbeing service	RED	13500	6942 (Q3)	7496 (Q4)	Up (Green)		
15 Adults over 70 attending wellbeing service	GREEN	19500	20339 (Q3)	21727 (Q4)	Up (Green)		

### 4. Community Assets

Measure	Status	Target	Last Month	This Month	D o T	Const.	B/mark
16 The percentage of service users aged 18-64 with learning disabilities in employment	GREEN	1% (EoY 2%)	1%	1%	Static (Amber)		

## Theme: Use of Resources

Daily Average Delay beds per day per 100,000 18A population – combined figure (Social Care only and Joint NHS and Social Care)

**AMBER**

Change:

Static  
(Amber) 0.1%

Last Month

9.7

This Month

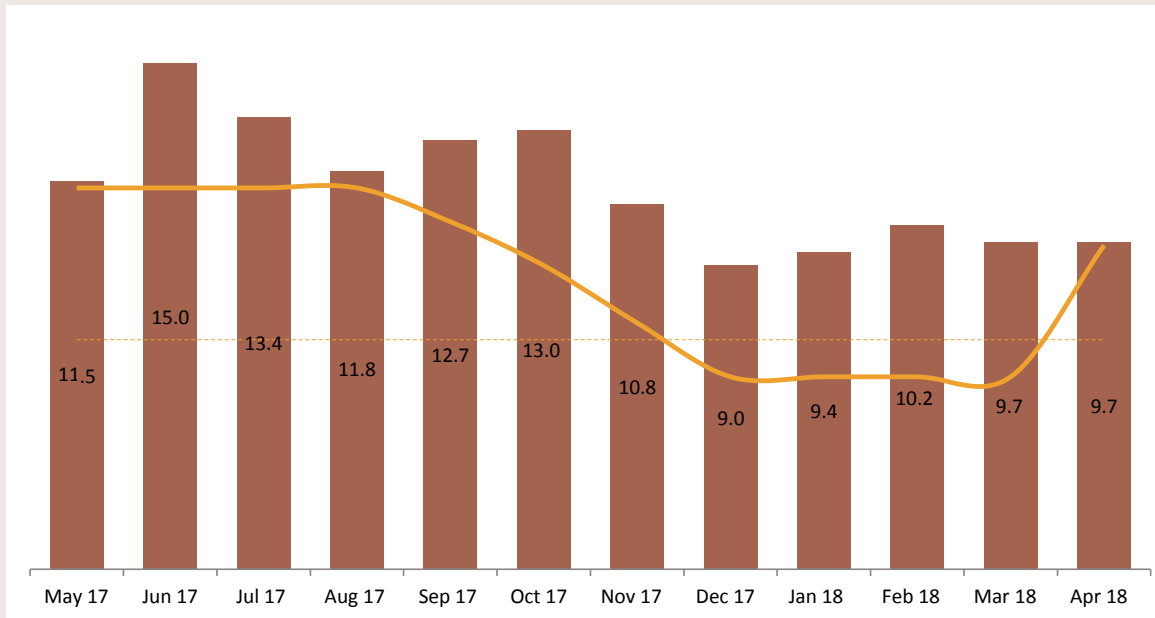
9.7

Target

9.6  
(EoY 6.8)

Source:

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



Reported outturn

Target

(EoY as dotted line)

### Frequently asked questions:

### 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

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)

Source:

Carefirst service agreements and commissioning provider assessment data

RED

Change:

Down  
(red)  
0.7 pp

Prev. Quarter

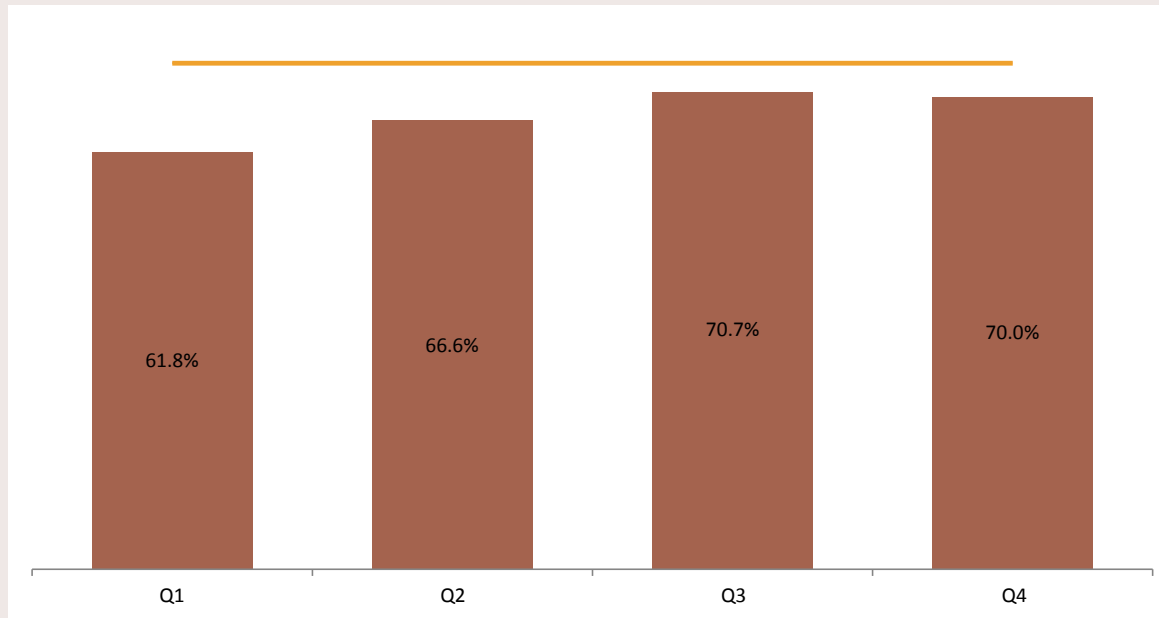
70.7%

Latest Quarter

70%

Target

75%



Reported Outturn

Target

### Frequently asked questions:

### 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:

Theme: Use of Resources

Proportion of clients reviewed, reassessed or assessed within 12 months

RED

Change:

Down  
(Red) 0.7 pp

Last Month

77.4%

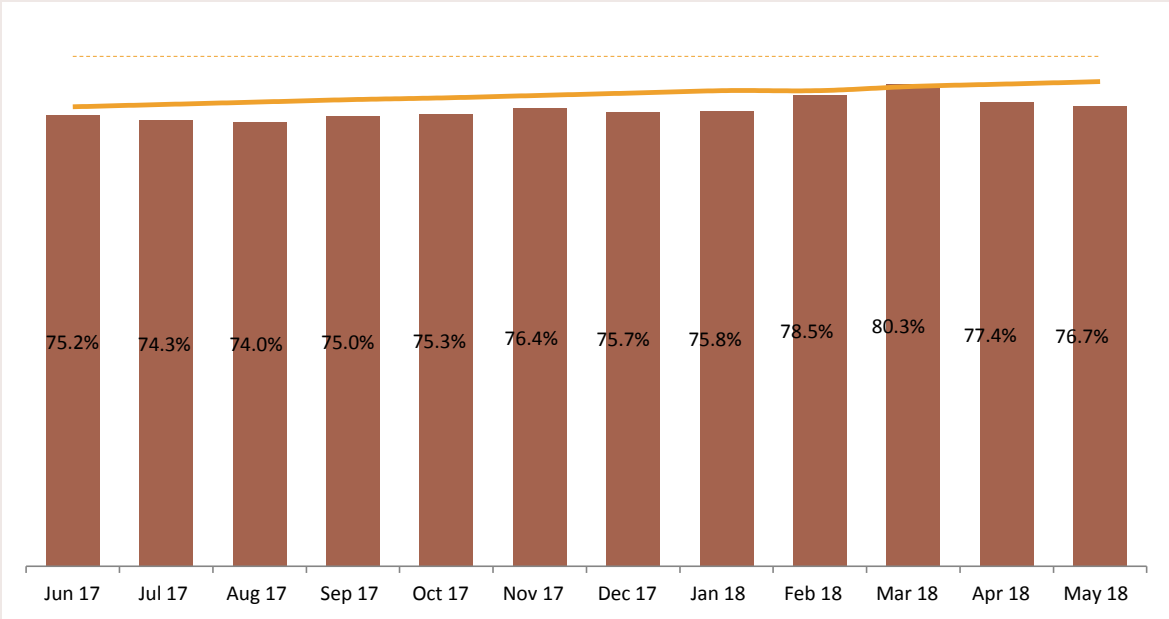
This Month

76.7%

Target

80.8%  
(EoY 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



Reported outturn

Target

(EoY as dotted line)

Frequently asked questions:

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

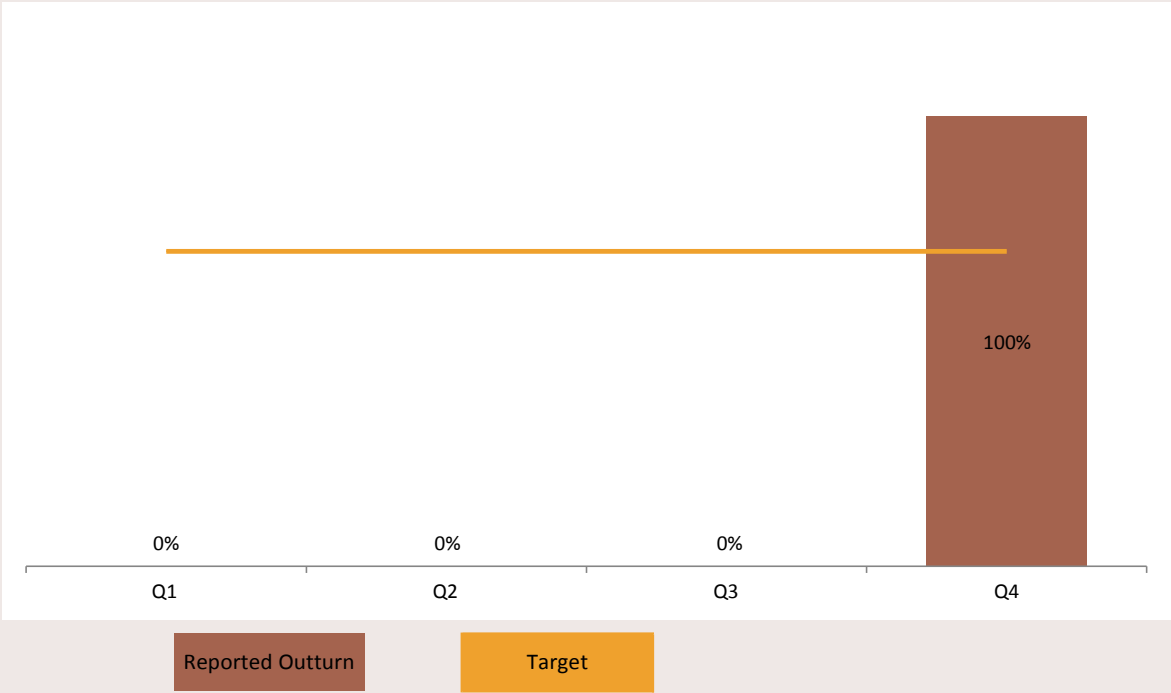
Social work client satisfaction - postcard questionnaire.

GREEN

Change:

Prev. Quarter	Latest Quarter	Target
	100%	70%

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



Commentary:

The Principal Social Worker Post Card is given to all citizens when a social care worker has completed a visit for an assessment, review or conversation. This is a prepaid card and citizens are asked to answer 4 questions and return the card to feedback on their experience of the social care workers involvement. This card has been co-produced with citizens.

The four questions are statements with yes/no/don't know answers:

- I got the information I needed
- I was listened to
- I understand what will happen next
- I was treated with respect

Measure Owner:  
Fiona Mould

Responsible Officer:

Frequently asked questions:

Theme: Personalised Support

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

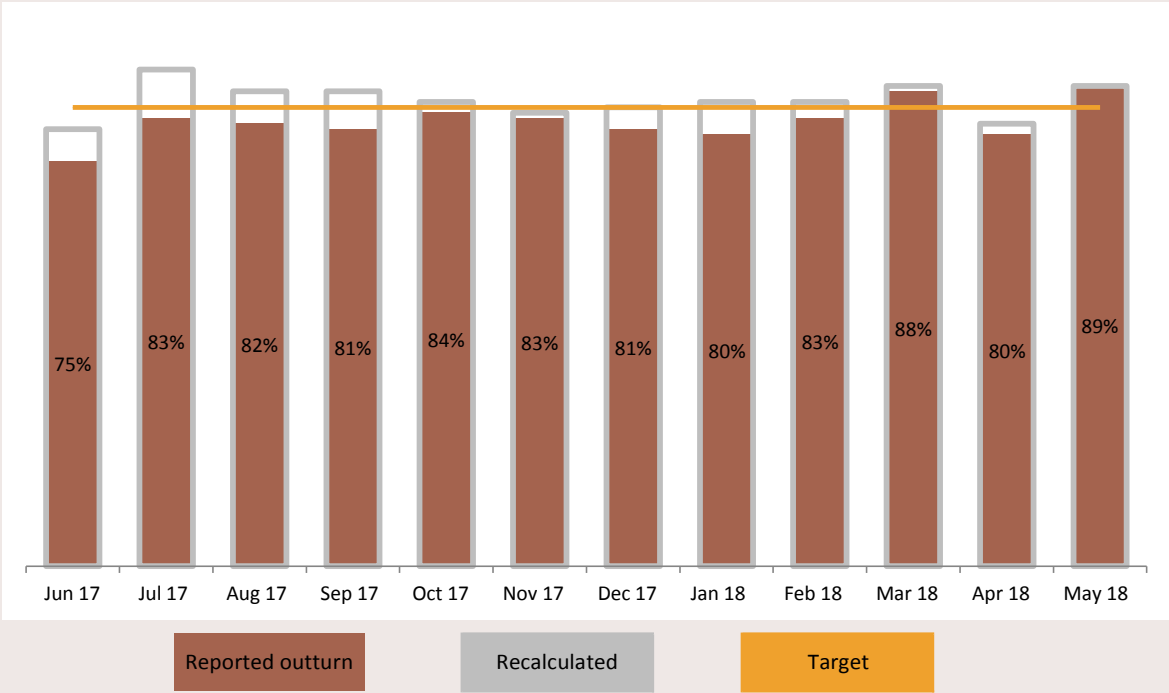
GREEN

Change:

Up  
(Green) 9 pp

Last Month	This Month	Target
80%	89%	85%
Recalculated: 82%		

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:**  
As previously noted, monthly results can vary above and below the target, based upon relatively small numbers. It is pleasing to note this month's result, but the trend around the target figure of 85% is probably more representative.

Measure Owner: David Gray  
Responsible Officer:

Frequently asked questions:

Theme: Personalised Support

Uptake of Direct Payments

AMBER

Change:

Up  
(Green) 0.8 pp

Last Month

24.5%

This Month

25.3%

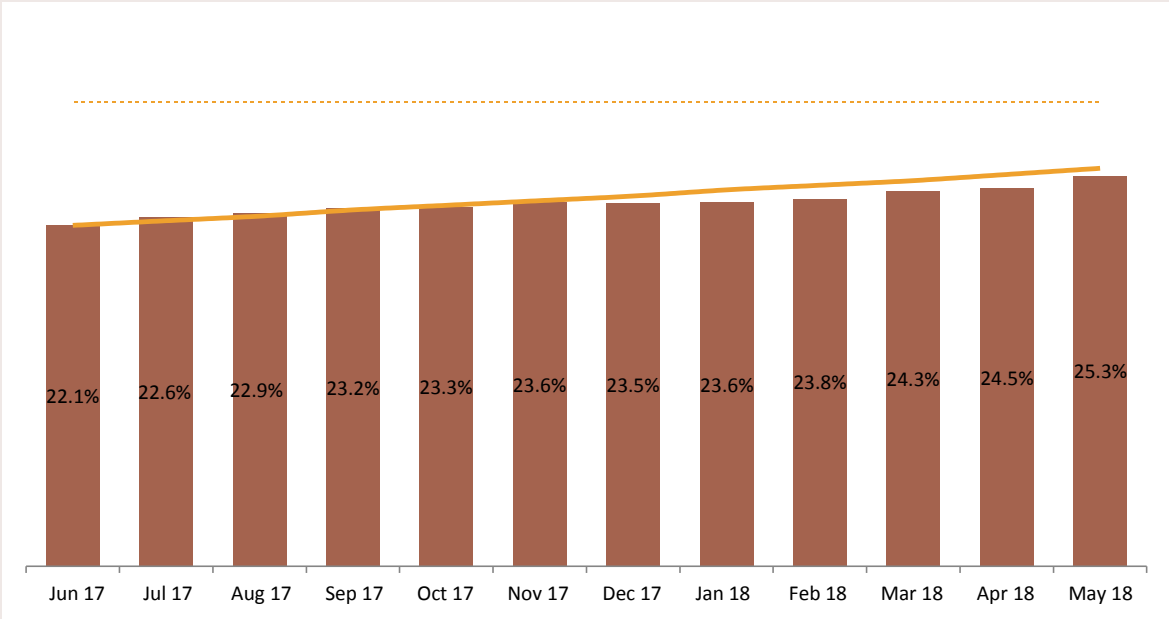
Target

25.8%

(EoY 30%)

Source:

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



Reported outturn

Target

(EoY as dotted line)

Frequently asked questions:

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 | Fiona Mould

Responsible Officer:



Theme: Personalised Support

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

GREEN

Change:

Up  
(Green) 0.2 pp

Last Month

68.4%

Recalculated:  
68.3%

This Month

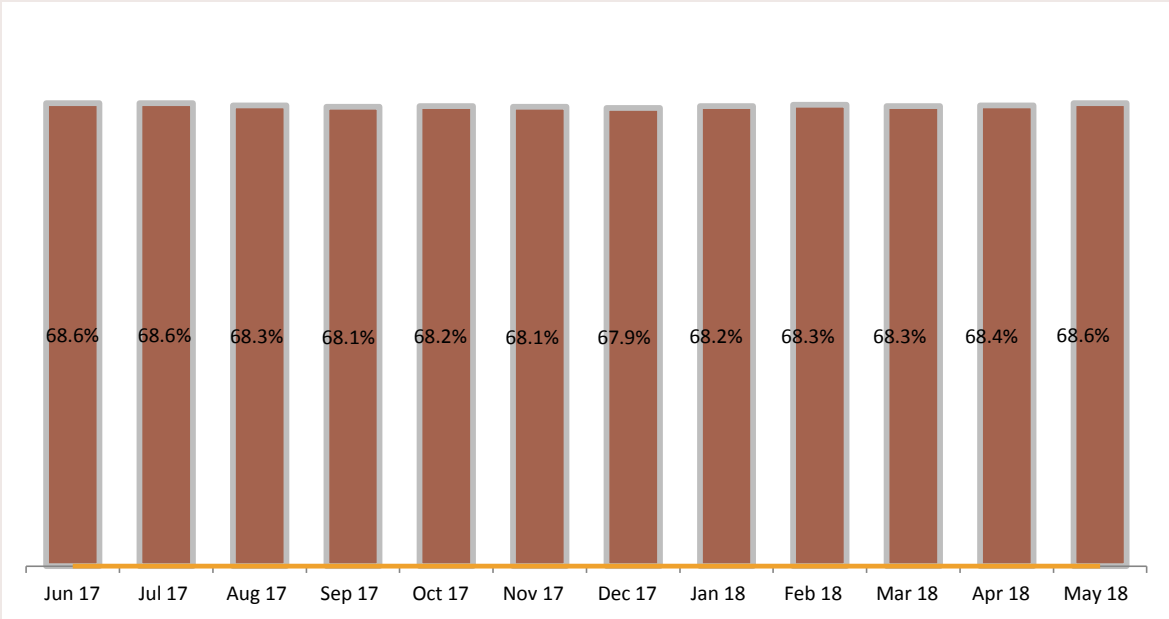
68.6%

Preferred

Travel:

Upwards

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



Reported outturn

Recalculated

Commentary:

The percentage of people receiving care in their own home is continuing to increase.

Measure Owner:  
Pauline Mugridge

Responsible Officer:

Frequently asked questions:

## Theme: Personalised Support

The number of people who have Shared Lives

RED

Change:

Down  
(Red) 1.4%

Last Month

69

Recalculated:  
68

This Month

68

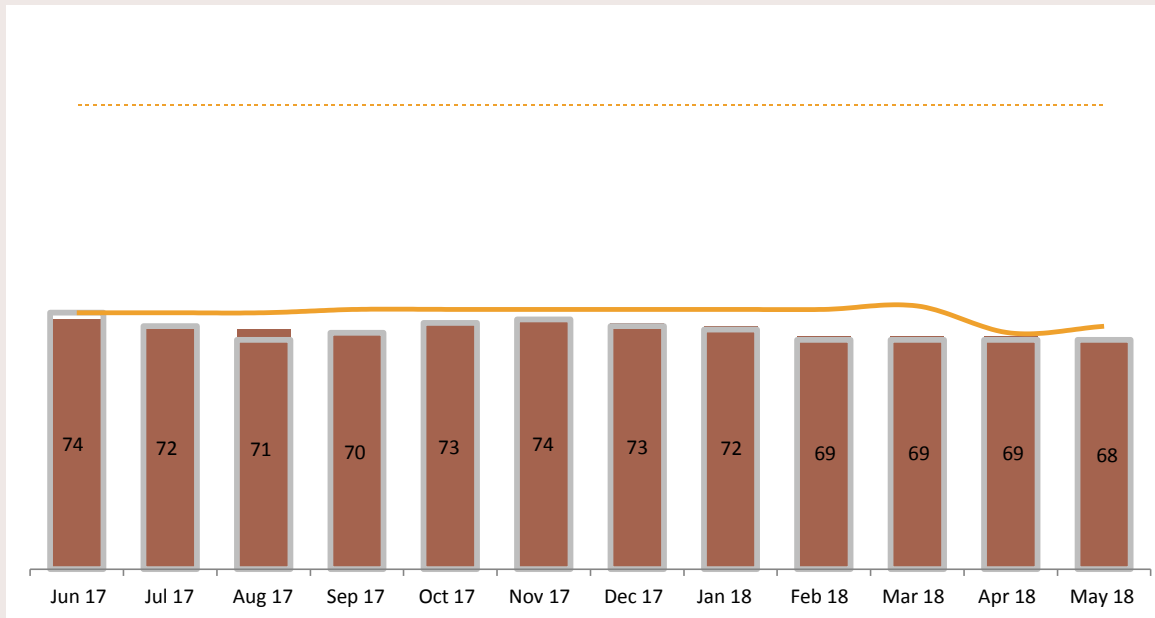
Target

72

(EoY 140)

Source:

Carefirst service agreements



Reported outturn

Recalculated

Target

(EoY as dotted line)

Frequently asked questions:

### Commentary:

Work has been undertaken by Shared Lives Plus to identify the shortfalls and strength of the service. The draft report was shared with managers in June 2018. The service is looking at proposals to increase capacity following on from recommendations. This includes looking at Shared Lives partnering with an external shared lives agency to build capacity. An internal review has been undertaken of the capacity and strengths of the senior scheme worker team ensuring the activities to maintain the requirements of registration and those required to meet the placement targets are given equal focus. An investment plan is been developed to seek resources to upscale the existing service to meet the increased stretch target set.

Measure Owner:  
Sueb Jabbar

Responsible Officer:

Theme: Prevention and Early Help

The percentage of births that receive a face-to-face new-born visit within 14 days

GREEN

Change:

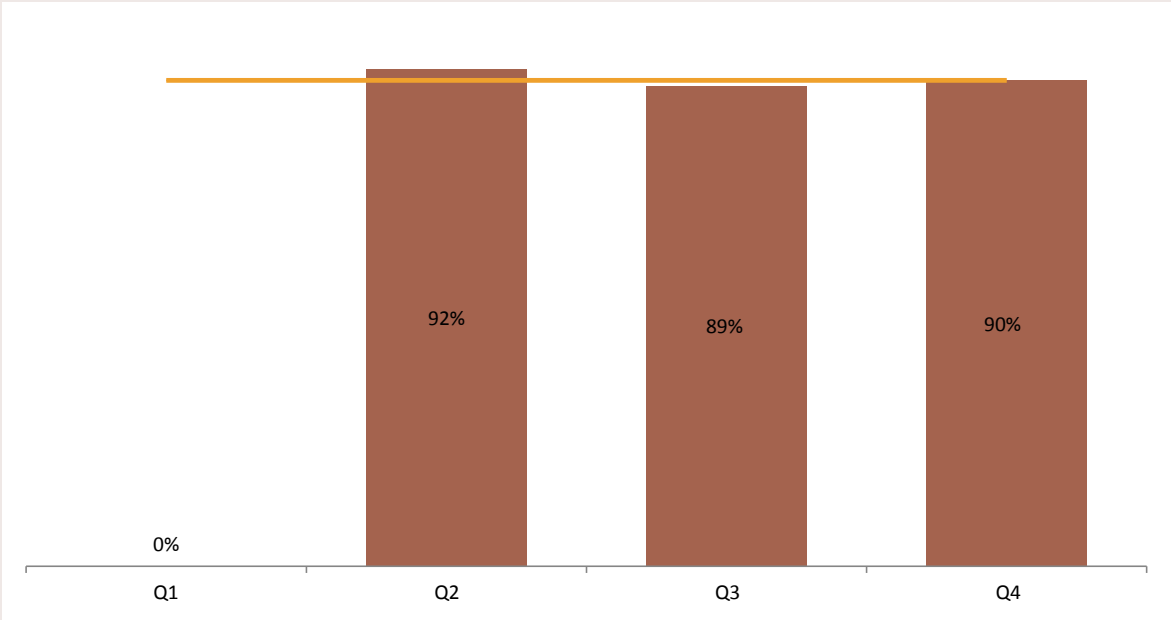
Up  
(Green) 1 pp

Prev. Quarter	Latest Quarter	Target
89%	90%	90%

Source:  
Public Health

Commentary:

The target has been met for this quarter.



Reported Outturn

Target

Measure Owner:  
Fiona Grant

Responsible Officer:

Frequently asked questions:

Theme: Prevention and Early Help

Proportion of eligible people receiving an NHS health check

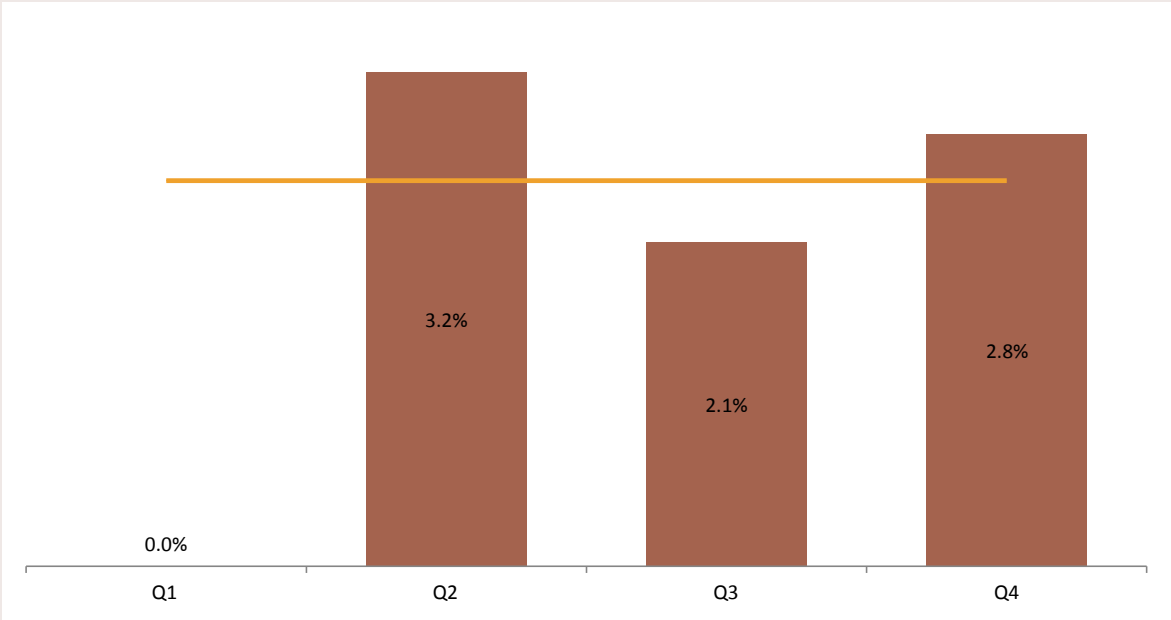
GREEN

Change:

Up  
(Green) 0.7 pp

Prev. Quarter	Latest Quarter	Target
2.1%	2.8%	2.5%

Source:  
Public Health



Reported Outturn

Target

Commentary:

Performance is above the required target for this quarter.

Measure Owner:  
Clare Reardon | Bhavna Tank

Responsible Officer:

Frequently asked questions:

Theme: Prevention and Early Help

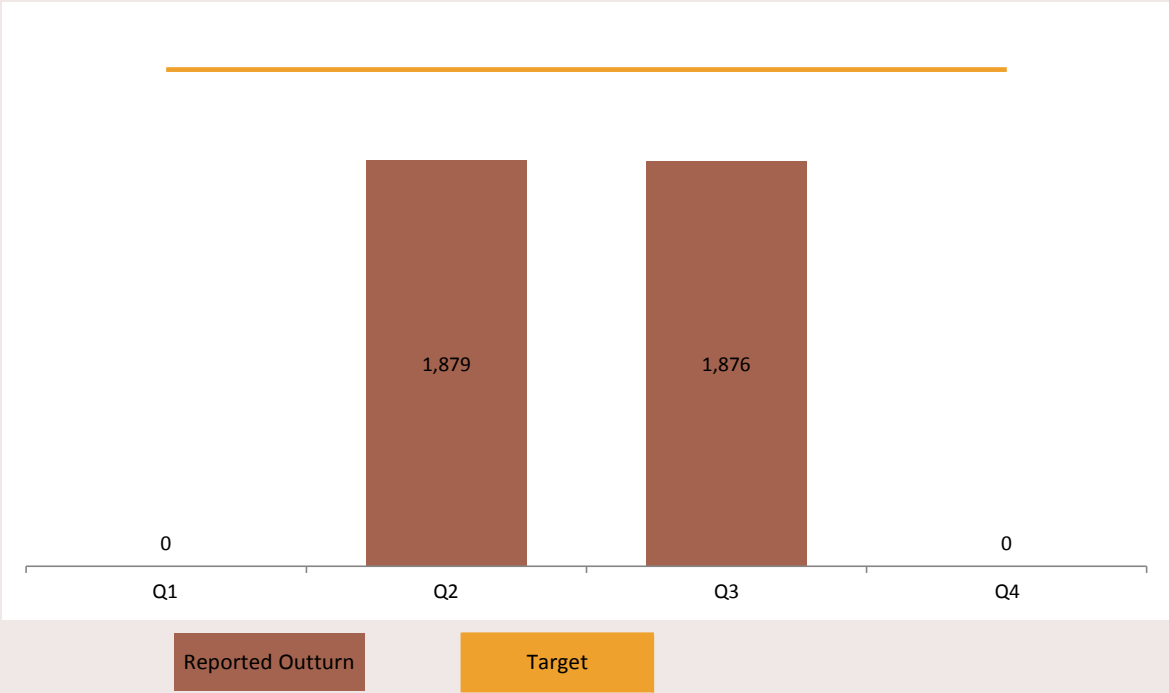
Rate of positive chlamydia screens (per 100,000 young people aged 15-24)

N/A

Change:

Prev. Quarter	Latest Quarter	Target
1876		2300

Source:  
Public Health



Commentary:

We are currently awaiting the latest release of this national data.

Measure Owner:  
Max Vaughan I Clare Reardon

Responsible Officer:

Frequently asked questions:

Theme: Prevention and Early Help

Number of smoking quitters at 12 weeks

GREEN

Change:

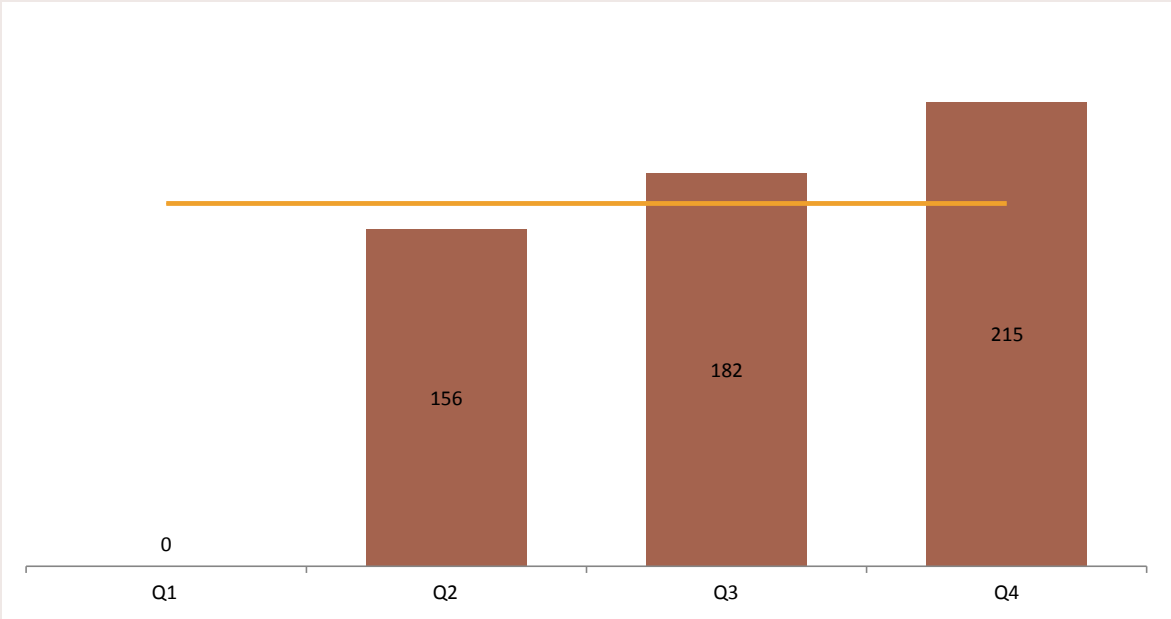
Up  
(Green) 18.1%

Prev. Quarter	Latest Quarter	Target
182	215	168

Source:  
Public Health

Commentary:

Performance is above the required target for this quarter.



Reported Outturn

Target

Measure Owner:  
Clare Reardon

Responsible Officer:

Frequently asked questions:

Theme: Prevention and Early Help

Percentage of drugs users who are in full time employment for 10 working days following or upon discharge

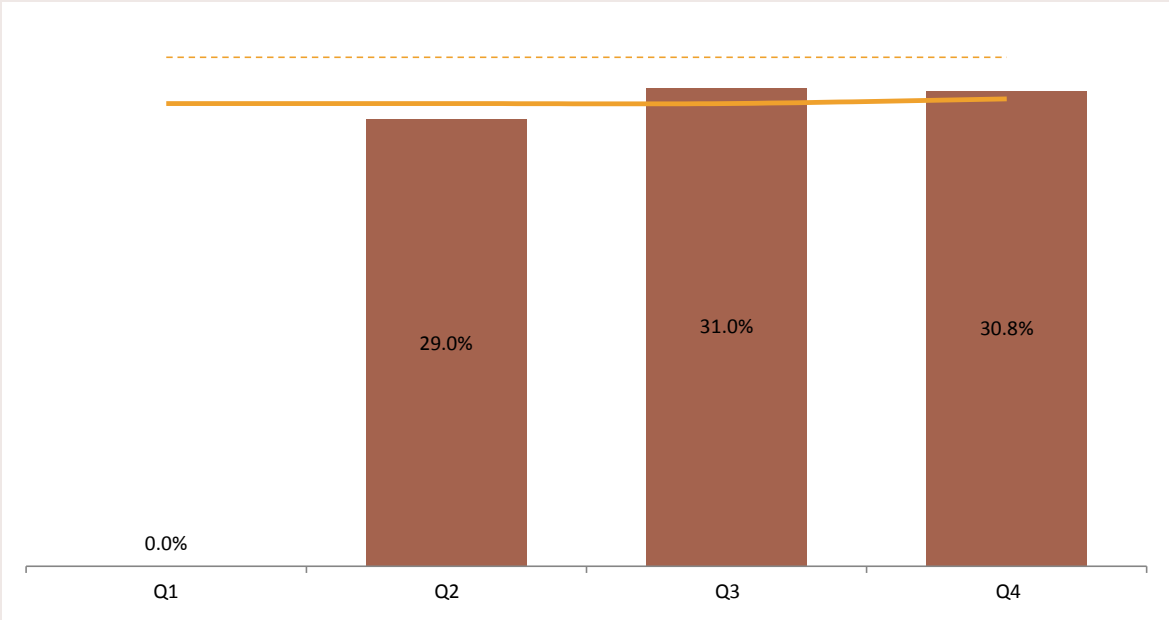
GREEN

Change:

Down  
(Red) 0.2 pp

Prev. Quarter	Latest Quarter	Target
31%	30.8%	30.3% (EoY 33%)

Source:  
Public Health



Reported Outturn

Target

(EoY as dotted line)

Frequently asked questions:

Commentary:

We remain over the target figure. Performance is reviewed with the contract provider on a quarterly basis and penalties are in place in the event of performance dropping below agreed targets.

Measure Owner:  
Max Vaughan I Clare Reardon

Responsible Officer:

Theme: Prevention and Early Help

Children under 5 attending wellbeing service

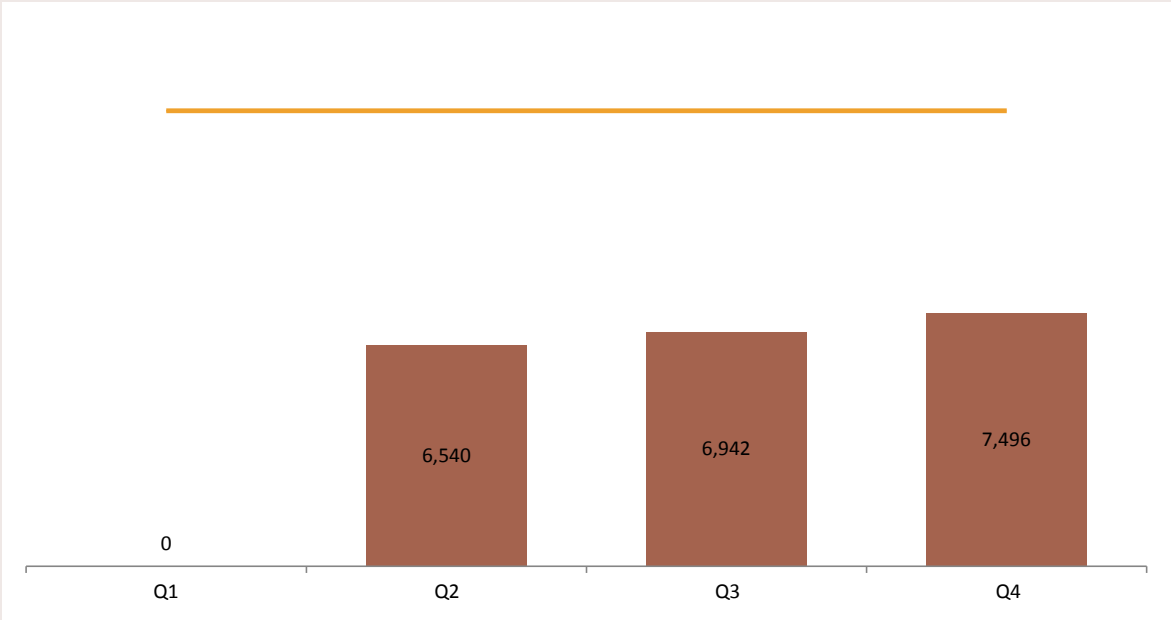
RED

Change:

Up  
(Green) 8%

Prev. Quarter	Latest Quarter	Target
6942	7496	13500

Source:  
Public Health



Reported Outturn

Target

Commentary:

There has been an improvement in the performance on this measure quarter-on-quarter, although it is recognised that performance is significantly below target. There are seasonal variations in the number of attendances that are possible, and this will have an impact on performance.

Measure Owner:  
Clare Reardon

Responsible Officer:

Frequently asked questions:



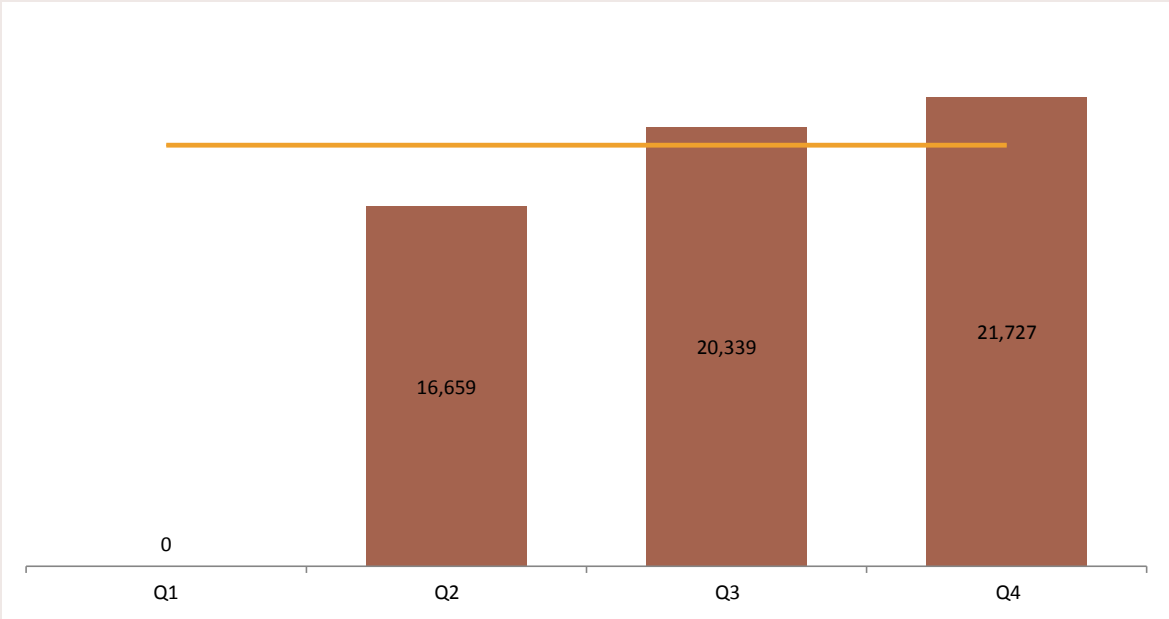
Theme: Prevention and Early Help  
Adults over 70 attending wellbeing service

GREEN

Change:  
Up  
(Green) 6.8%

Prev. Quarter	Latest Quarter	Target
20339	21727	19500

Source:  
Public Health



Reported Outturn

Target

Commentary:

There has been a marked rise between Q3 and Q4, which is positive.

Measure Owner:  
Clare Reardon

Responsible Officer:

Frequently asked questions:

Theme: Community Assets

The percentage of service users aged 18-64 with learning disabilities in employment

GREEN

Change:

Static  
(Amber) 0 pp

Last Month

1%

This Month

1%

Target

1%

(EoY 2%)

Source:  
Carefirst classifications

Commentary:

This will be an area of focus for the coming year as performance is not at an acceptable level. A sustainable plan for improvement is currently being developed. Planning will include realistic targets for improving performance over the medium and longer term.

Measure Owner:  
Melanie Brooks

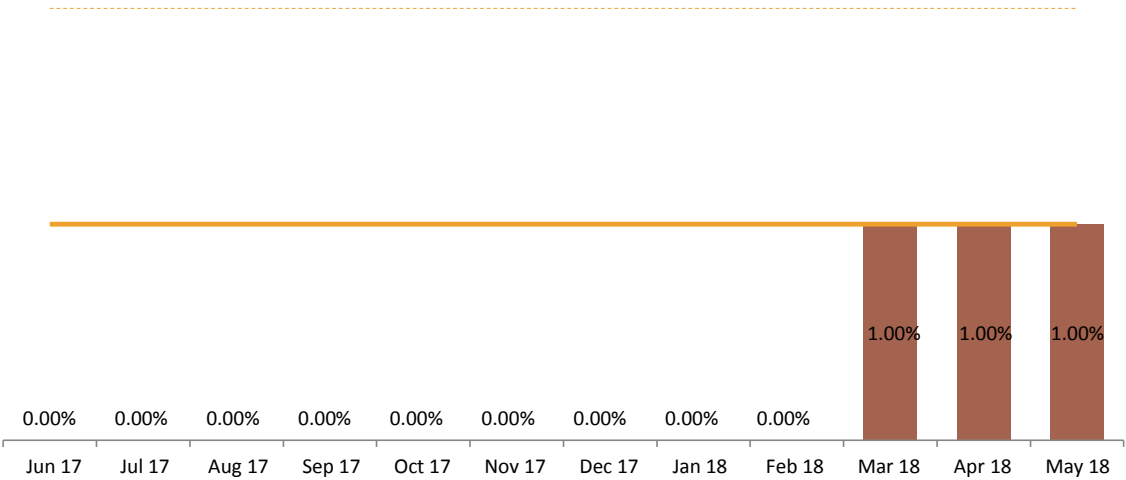
Responsible Officer:

Frequently asked questions:

Reported outturn

Target

(EoY as dotted line)



## Showing results for people assigned to the team that covers Edgbaston



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

## Spread of results

latest quarter												
lowest	Ladywood	Northfield	Edgbaston	Citywide	Perry Barr	Erdington	Hodge Hill	Hall Green	Selly Oak	Sutton	Yardley	Highest
	50.6%	59.6%	59.7%	70.0%	72.6%	73.5%	74.4%	75.3%	77.2%	79.1%		
	Performance for people living outside Birmingham: 62.3%											
4-quarter average												
lowest	Ladywood	Edgbaston	Northfield	Selly Oak	Citywide	Hall Green	Perry Barr	Hodge Hill	Erdington	Sutton	Yardley	Highest
	54.1%	61.5%	64.1%	66.3%	68.8%	72.4%	73.4%	73.7%	74.0%	74.3%		
	Performance for people living outside Birmingham: 57.3%											

## Showing results for people assigned to the team that covers Edgbaston



12 month average												
lowest	Selly Oak	Citywide	Perry Barr	Edgbaston	Northfield	Ladywood	Sutton	Hall Green	Yardley	Hodge Hill	Edington	Highest
	72.0%	76.5%	76.5%	78.8%	80.3%	80.6%	80.8%	81.0%	81.1%	82.9%		
	Performance for people under non-constituency teams: 76.5%											



lowest	This month											Highest
	Perry Barr	Edgbaston	Sutton	Yardley	Citywide	Ladywood	Selly Oak	Northfield	Hodge Hill	Hall Green	Erdington	
	81.8%	83.3%	87.5%	88.9%	91.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	
	Performance for people under non-constituency teams: 77.8%											
lowest	12 month overall											Highest
	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	
	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%											

Showing results for people assigned to the team that covers Erdington



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

The chart displays the percentage of pupils achieving Level 2 or above in English. Erdington's performance starts at 62.7% in Q1, peaks at 83.0% in Q2, drops to 76.9% in Q3, and ends at 73.5% in Q4. Citywide performance starts at 62.7% in Q1, rises to 76.9% in Q3, and ends at 73.5% in Q4. The Citywide target is a constant 75%.

Quarter	Erdington (%)	Citywide (%)	Citywide (target) (%)
2017-18 Q1	62.7	62.7	75.0
2017-18 Q2	83.0	~72.0	75.0
2017-18 Q3	76.9	76.9	75.0
2017-18 Q4	73.5	73.5	75.0

latest quarter												
lowest	Ladywood	Northfield	Edgbaston	Citywide	Perry Barr	Erdington	Hodge Hill	Hall Green	Selly Oak	Sutton	Yardley	Highest
	50.6%	59.6%	59.7%	70.0%	72.6%	73.5%	74.4%	75.3%	77.2%	79.1%		
	Performance for people living outside Birmingham: 62.3%											
4-quarter average												
lowest	Ladywood	Edgbaston	Northfield	Selly Oak	Citywide	Hall Green	Perry Barr	Hodge Hill	Erdington	Sutton	Yardley	Highest
	54.1%	61.5%	64.1%	66.3%	68.8%	72.4%	73.4%	73.7%	74.0%	74.3%	81.4%	
	Performance for people living outside Birmingham: 57.3%											

Showing results for people assigned to the team that covers Erdington



12 month average

## Spread of results

**12 month overall**

lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
	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%											

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



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

## Spread of results

latest quarter												
lowest	Ladywood	Northfield	Edgbaston	Citywide	Perry Barr	Erdington	Hodge Hill	Hall Green	Selly Oak	Sutton	Yardley	Highest
	50.6%	59.6%	59.7%	70.0%	72.6%	73.5%	74.4%	75.3%	77.2%	79.1%	80.0%	
	Performance for people living outside Birmingham: 62.3%											
4-quarter average												
lowest	Ladywood	Edgbaston	Northfield	Selly Oak	Citywide	Hall Green	Perry Barr	Hodge Hill	Erdington	Sutton	Yardley	Highest
	54.1%	61.5%	64.1%	66.3%	68.8%	72.4%	73.4%	73.7%	74.0%	74.3%		
	Performance for people living outside Birmingham: 57.3%											

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



Performance for people under non-constituency teams: 75.3%

Performance for people under non-constituency teams: 76.5%



Performance for people under non-constituency teams: 77.8%

Performance for people under non-constituency teams: 82.3%



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



Performance for people under non-constituency teams: 25.4%

Performance for people under non-constituency teams: 24.2%

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



Performance for people living outside Birmingham: 62.3%

Performance for people living outside Birmingham: 57.3%

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



Performance for people under non-constituency teams: 75.3%

Performance for people under non-constituency teams: 76.5%



Performance for people under non-constituency teams: 77.8%

Performance for people under non-constituency teams: 82.3%

Showing results for people assigned to the team that covers Ladywood



Performance for people under non-constituency teams: 25.4%

Performance for people under non-constituency teams: 24.2%

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



Performance for people living outside Birmingham: 62.3%

Performance for people living outside Birmingham: 57.3%

Showing results for people assigned to the team that covers Ladywood

12 month average

## Spread of results

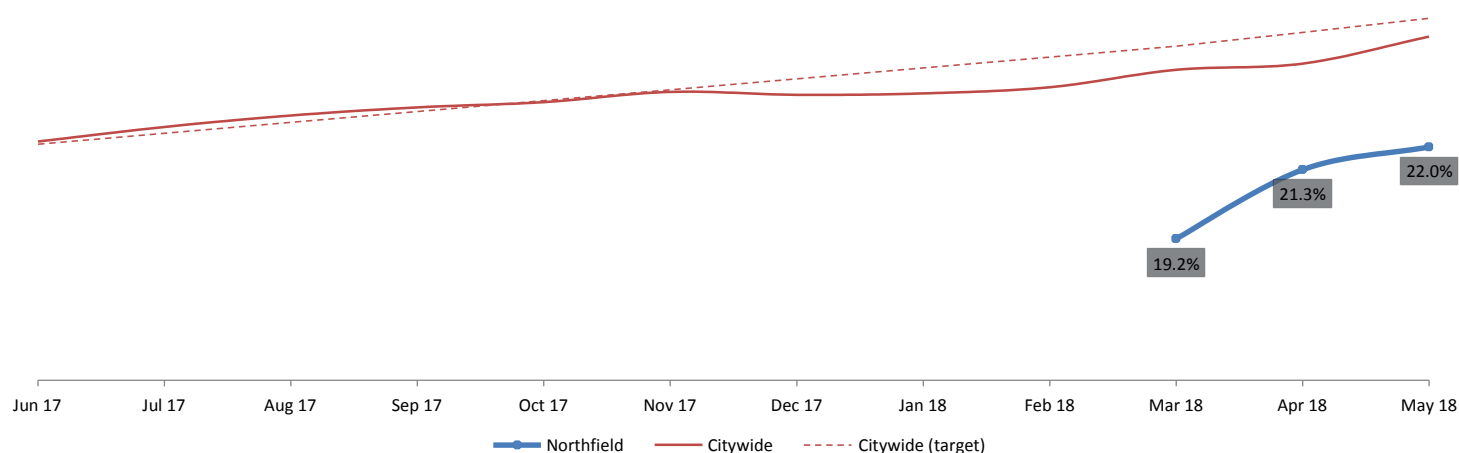
## 12 month overall

Lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
	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%											

# Constituency Scorecard Breakdown - May 2018

Showing results for people assigned to the team that covers Northfield

## Proportion of eligible people in receipt of direct payments



## Spread of results

### This month

lowest	Yardley	Selly Oak	<b>Northfield</b>	Erdington	Edgbaston	Hodge Hill	<b>Citywide</b>	Hall Green	Sutton	Ladywood	Perry Barr	Highest
	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 under non-constituency teams: 25.4%

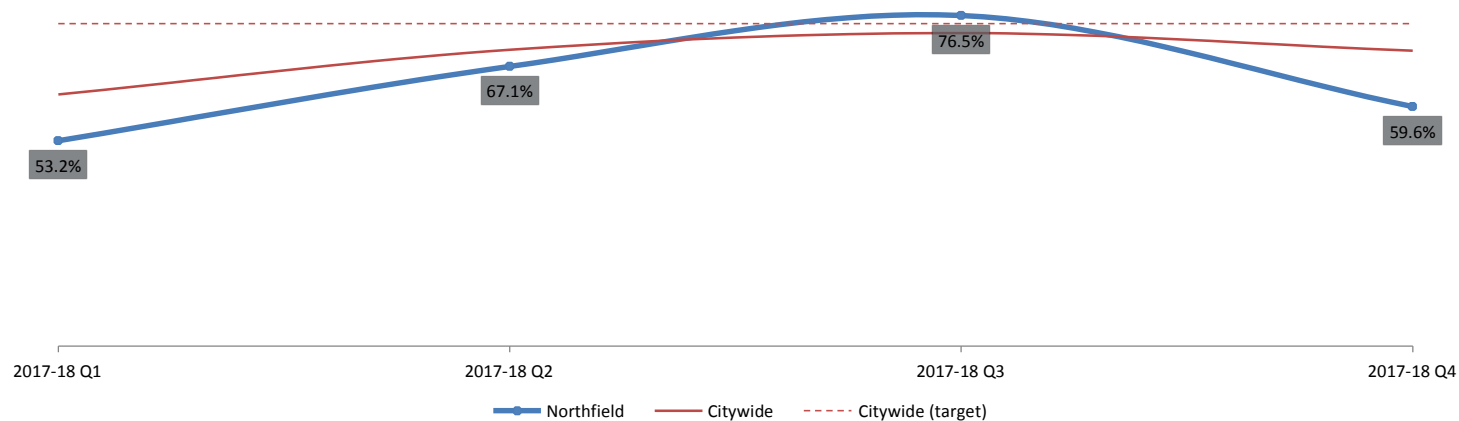
### 12 month average

lowest	Yardley	<b>Northfield</b>	Selly Oak	Edgbaston	Erdington	Hodge Hill	<b>Citywide</b>	Hall Green	Sutton	Ladywood	Perry Barr	Highest
	18.1%	20.8%	20.9%	22.6%	22.8%	23.0%	23.6%	25.3%	27.9%	30.5%	32.2%	

Performance for people under non-constituency teams: 24.2%

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

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



## Spread of results

### latest quarter

lowest	Ladywood	<b>Northfield</b>	Edgbaston	<b>Citywide</b>	Perry Barr	Erdington	Hodge Hill	Hall Green	Selly Oak	Sutton	Yardley	Highest
	50.6%	59.6%	59.7%	70.0%	72.6%	73.5%	74.4%	75.3%	77.2%	77.2%	79.1%	

Performance for people living outside Birmingham: 62.3%

### 4-quarter average

lowest	Ladywood	Edgbaston	<b>Northfield</b>	Selly Oak	<b>Citywide</b>	Hall Green	Perry Barr	Hodge Hill	Erdington	Sutton	Yardley	Highest
	54.1%	61.5%	64.1%	66.3%	68.8%	72.4%	73.4%	73.7%	74.0%	74.0%	74.3%	

Performance for people living outside Birmingham: 57.3%

## Showing results for people assigned to the team that covers Northfield



Performance for people under non-constituency teams: 75.3%

Performance for people under non-constituency teams: 76.5%



Performance for people under non-constituency teams: 77.8%

Performance for people under non-constituency teams: 82.3%

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



Performance for people under non-constituency teams: 25.4%

Performance for people under non-constituency teams: 24.2%

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



Performance for people living outside Birmingham: 62.3%

Performance for people living outside Birmingham: 57.3%

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



Performance for people under non-constituency teams: 75.3%

Performance for people under non-constituency teams: 76.5%



Performance for people under non-constituency teams: 77.8%

Performance for people under non-constituency teams: 82.3%



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



Performance for people under non-constituency teams: 25.4%

Performance for people under non-constituency teams: 24.2%

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



Performance for people living outside Birmingham: 62.3%

Performance for people living outside Birmingham: 57.3%

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



Performance for people under non-constituency teams: 75.3%

Performance for people under non-constituency teams: 76.5%



Performance for people under non-constituency teams: 77.8%

Performance for people under non-constituency teams: 82.3%

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



Performance for people under non-constituency teams: 25.4%

Performance for people under non-constituency teams: 24.2%

Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



Performance for people living outside Birmingham: 62.3%

Performance for people living outside Birmingham: 57.3%

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



12 month average

## Spread of results

**12 month overall**

lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
	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%											

Showing results for people assigned to the team that covers Yardley



Please note- this is broken down by the address of the citizen (including those in Care Homes) and not the responsible team.



latest quarter												
lowest	Ladywood	Northfield	Edgbaston	Citywide	Perry Barr	Erdington	Hodge Hill	Hall Green	Selly Oak	Sutton	Yardley	Highest
	50.6%	59.6%	59.7%	70.0%	72.6%	73.5%	74.4%	75.3%	77.2%		80.0%	
Performance for people living outside Birmingham: 62.3%												
4-quarter average												
lowest	Ladywood	Edgbaston	Northfield	Selly Oak	Citywide	Hall Green	Perry Barr	Hodge Hill	Erdington	Sutton	Yardley	Highest
	54.1%	61.5%	64.1%	66.3%	68.8%	72.4%	73.4%	73.7%	74.0%	74.3%	81.4%	
Performance for people living outside Birmingham: 57.3%												

Showing results for people assigned to the team that covers Yardley

12 month average

## Spread of results

**12 month overall**

lowest	Sutton	Perry Barr	Hodge Hill	Edgbaston	Erdington	Ladywood	Citywide	Hall Green	Selly Oak	Northfield	Yardley	Highest
	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%											