

## Delayed Transfers of Care (see also pages 2 and 3)

Daily average delay beds per 100,000 population (Social Care delays and joint NHS and social care delays)

Target: 7.95 M8 performance: 11.09 **RED** (October data due to release schedule)

### What happened:

-Delays began to drop from their peak in September

### What were the challenges:

-We received an increase in referrals in the period

### What we are doing:

-We continued to make improvements to Early Intervention, which has reduced patient lengths of stay  
-Our hub at the QE has reduced delays due to patients waiting to be assessed  
-And at Good Hope and Heartlands, weekly "Themes" meetings look at specific delay reasons, identifying solutions jointly with partners  
-The Group Manager chairs meetings with the managers of our partners at the discharge hubs to address causes of delays  
-We are holding regular conference calls with the CCG to address specific delays as we move into Winter

## Clients reviewed in the last 12 months (see also page 4)

The proportion of clients receiving a long-term service who have been reviewed, reassessed or assessed in the last 12 months

Target: 85.0% M8 performance: 75.9% **RED**

### What happened:

-Performance improved slightly

### What we are doing:

-The project group has examined the feasibility of meeting our target by the end of the year, and Group Managers have been tasked to come up with action plans for their teams  
-The project group are continuing to progress their actions, including  
    - redesigning our approach to reviews within the 3 Conversations model of social work  
    - developing a "trusted provider" model for reviews  
-We continue to track performance against local targets.

## Direct Payments (see also pages 5 and 6)

The proportion of eligible clients in receipt of a Direct Payment

Target: 33.8% M8 performance: 34.4% **Green**

### What happened:

-We have increased the number of people receiving direct payments and are comfortably on track to meet our end-of-year target.  
-Based on 2018-19 Ascof, we are now in the top quartile of councils for this measure.

### What we are doing:

-We are continuing to work with social workers to promote Direct Payments  
-We are encouraging teams to share good practice

## Shared Lives (see also page 7)

The number of people who have shared lives

Target: 140 M8 performance: 79 **RED**

### What happened:

We have continued to increase the number of people receiving Shared Lives  
This is the highest number we've had in at least two years.

### What we are doing:

- We are now working to an internal aim of setting up at least two new long-term placements per month
- We have aligned members of the team with constituencies to link them directly with social work teams. This has increased referrals.
- We have contacted social work managers to encourage them to refer suitable people,
- We have started sharing successful outcomes in the directorate newsletter
- We are holding workshops with carers who have no current placement to explore any blockages.

## People with Learning Disabilities in employment (see also pages 8 and 9)

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

Target: 2.00% M8 performance: 1.50% **RED**

### What happened:

The proportion of people with a learning disability, and who we support with long-term care, that are in employment dropped slightly this month

### What we are doing:

- We have met with the people who use our daycentres that expressed interest in employment opportunities, and have a small cohort of people we can support through person-centred planning towards work placements.
- We continue to work with the PURE Project and will be asking them to track any people we refer to them through their system.
- We are hoping to apply some lessons from the recent Day Opportunities consultation to the way we support people into employment.