

O&S Scorecard - September 2022

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

Measure		Status	Target	Last Month	This Month	D o T	Constit- uencies	Bench- markable
1	The percentage of people who receive Adult Social Care in their own home	GREEN	DoT Only	70.6%	71%	Up (Green)		
2	Proportion of clients reviewed, reassessed or assessed within 12 months	RED	85%	61.6%	63.2%	Up (Green)	✓	
3	The percentage of concluded Safeguarding enquiries where the desired outcomes were met during the enquiry	GREEN	85%	93%	95%	Up (Green)		
4	The proportion of patients discharged from hospital into pathways 0 and 1	GREEN	95%	96%	96%	Static (Amber)		
5	Number of adults who have a vulnerability/inactive/disability aged over 25 engaged in support to help them into education, training, apprenticeships, jobs and job search activity	GREEN	207 (EoY 339)		227			
6	Total no. of domestic abuse victims supported through the Part 4 new statutory duty	GREEN	1570 (EoY 2040)		3066			

Theme: Corporate Measures

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

GREEN**Change:**

Up
(Green) 0.4 pp

Last Month**70.6%**

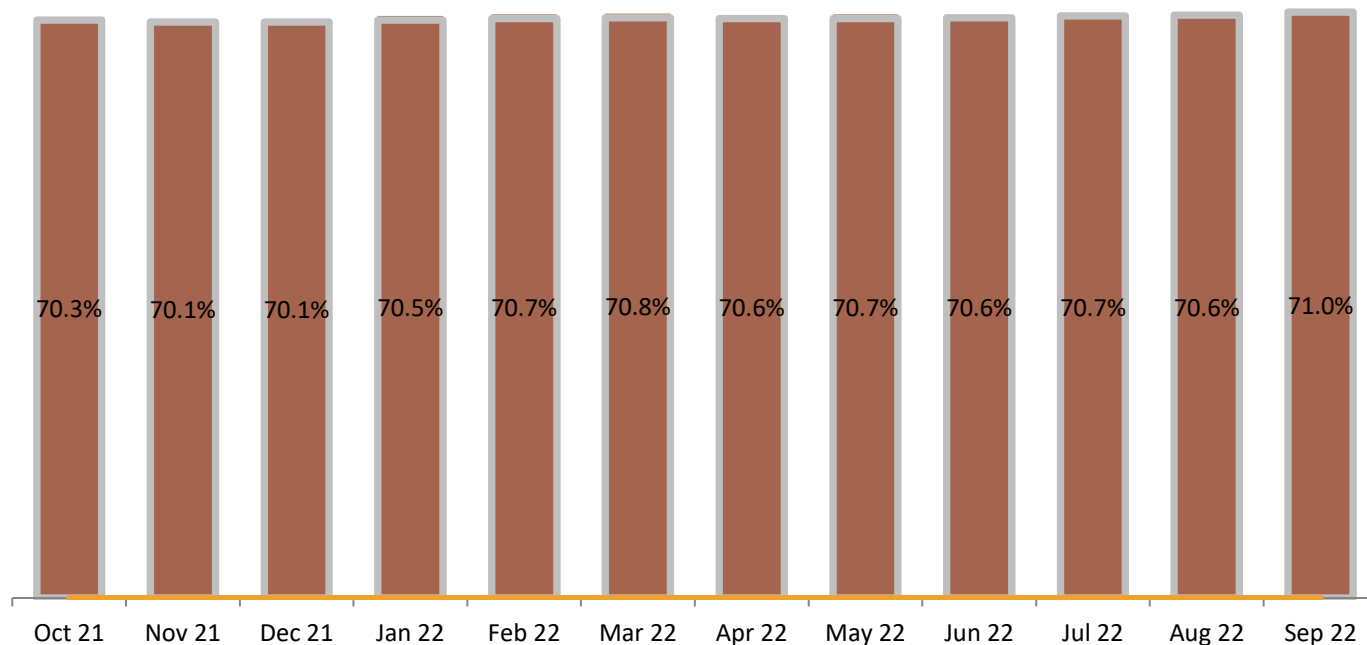
Recalculated:
70.6%

This Month**71%****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:

While our long-term goal is to increase the proportion of the people we support who receive care at home, it is only possible to improve this very gradually, and any quarter-on-quarter progress may be hidden by other factors that aren't under our control.

Our social work teams in both the community and the hospital discharge-to-assess service follow a "home first" principle, which means that they support citizens to stay in their own home as long as possible. However we only do this where it is safe, and if someone's support needs are too great then we have to arrange a care home placement for them.

Measure Owner:

Responsible Officer:

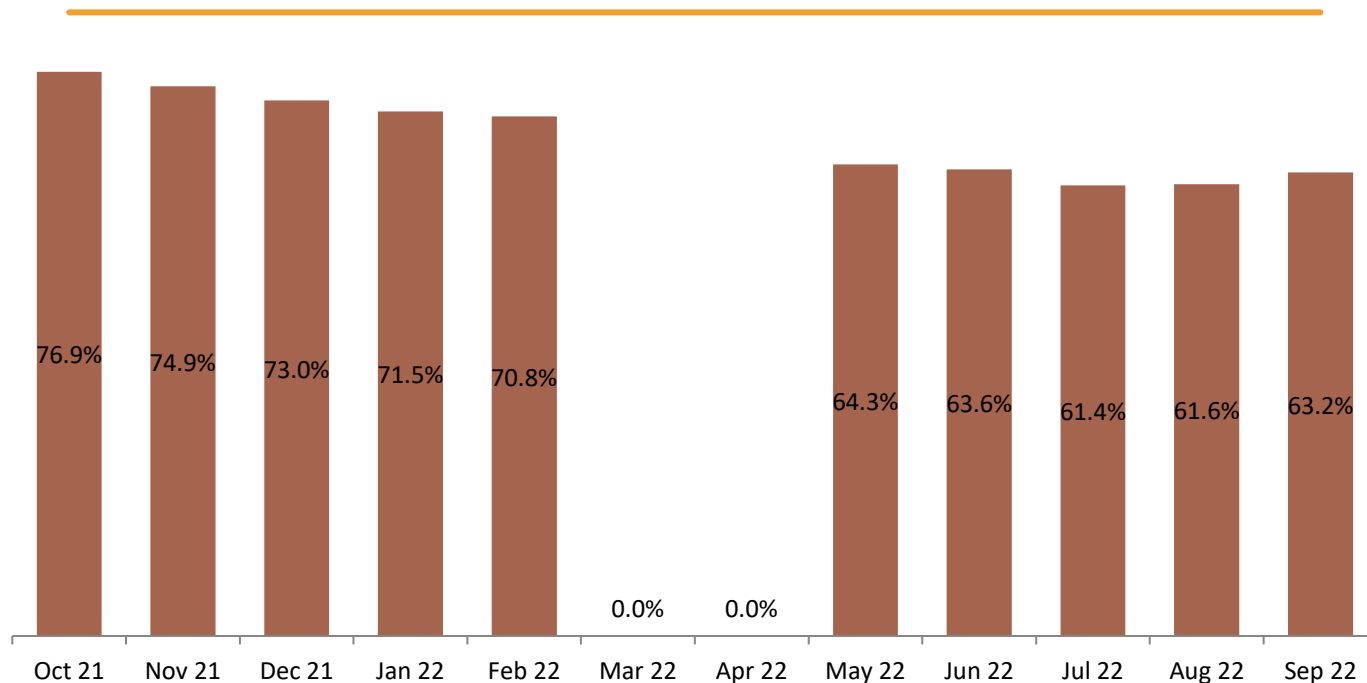
Andrew Marsh

Frequently asked questions:
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Theme: Corporate Measures**Proportion of clients reviewed, reassessed or assessed within 12 months****RED****Change:****Up
(Green) 1.6 pp****Last Month****61.6%****This Month****63.2%****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



Reported outturn

Target

Commentary:

Our performance has dropped slightly across the quarter, but it reached its lowest point in July, and we have been improving it since.

Most teams have improved substantially, and we are putting action plans in place for the remaining teams that are pulling our overall performance down.

We have been carrying vacancies in Adult Social Care and have had issues retaining staff. We have now implemented a package of staff retention measures and we are actively recruiting to our vacancies. Because of the nature of recruitment, this process will take some time.

Our performance on this measure has turned a corner and we expect to be reporting an improvement next quarter. However, it will still be challenging to meet the 85% target, and it will be at risk from any demand resulting from the predicted 'flu and covid waves this winter, plus the effects of the cost-of-living crisis.

Measure Owner:

John Williams

Responsible Officer:

Shazia Hanif

Frequently asked questions:[< Previous: Care in own home](#)[Return to Scorecard](#)[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) 2 pp

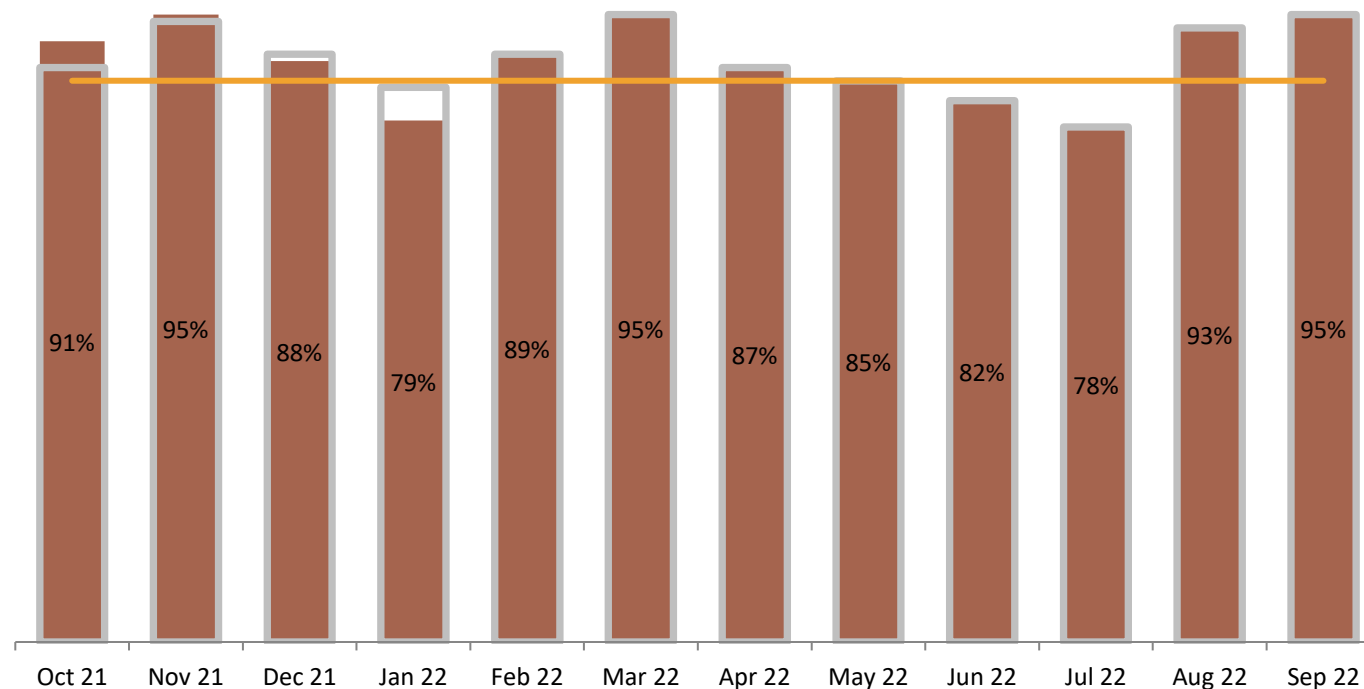
Last Month**93%**

Recalculated:
93%

This Month**95%****Target****85%**

Source:

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



Reported outturn

Recalculated

Target

Commentary:

This measure is based on a small number of safeguarding enquiries, which can cause large fluctuations in our reported performance. This quarter, the 90% figure means that we helped 116 out of 129 people achieve their requested outcomes during the enquiry.

We have significantly reduced the number of outstanding cases, but we are still receiving an unusually high number of safeguarding referrals. Typically, these usually fall in September but that has not happened this year. This may mean we sometimes miss the opportunity to meet someone's desired outcomes even though we have addressed any risks to them, so we may see a higher number of unmet outcomes than usual. We have put a triage function in place so that we can redirect people who have been referred to us inappropriately without having to open a safeguarding enquiry.

Measure Owner:
John Williams

Responsible Officer:
Merryn Tate

Frequently asked questions:
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Theme: Corporate Measures

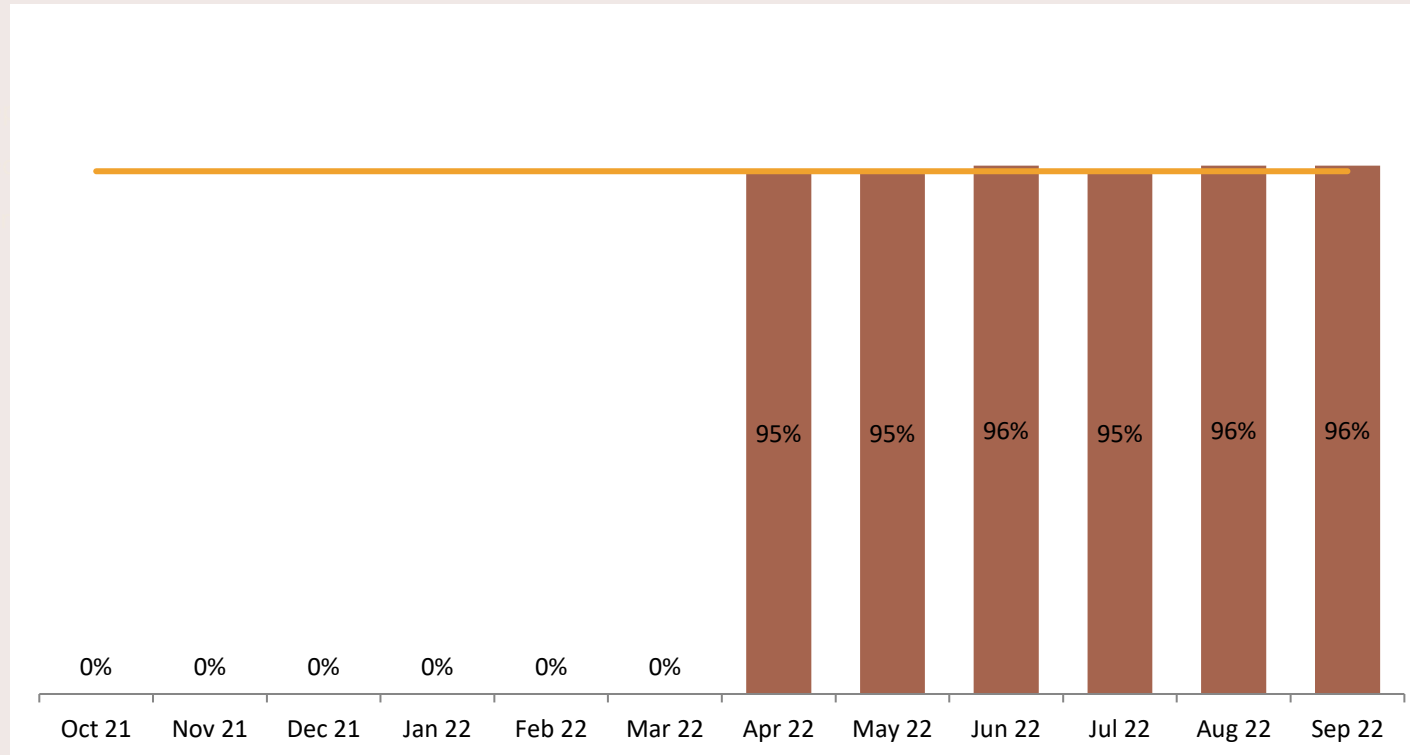
The proportion of patients discharged from hospital into pathways 0 and 1

GREEN**Change:**

Static
(Amber) 0 pp

Last Month**96%****This Month****96%****Target****95%**

Source:
NHS Data



Reported outturn

Target

Commentary:

We have met our target this quarter. Our hospital social work teams and our partners in the NHS focus on our “home first” principle when people are discharged from hospital. Our Early Intervention Community Team assists people who need extra support to stay at home after discharge. Our performance on this measure may be affected by how severely ill people are when they are admitted to hospital, and there is a suggestion that this is getting worse. This is beyond our control, however we are monitoring it in case it impacts our performance.

Measure Owner:

Responsible Officer:

Andrew Marsh

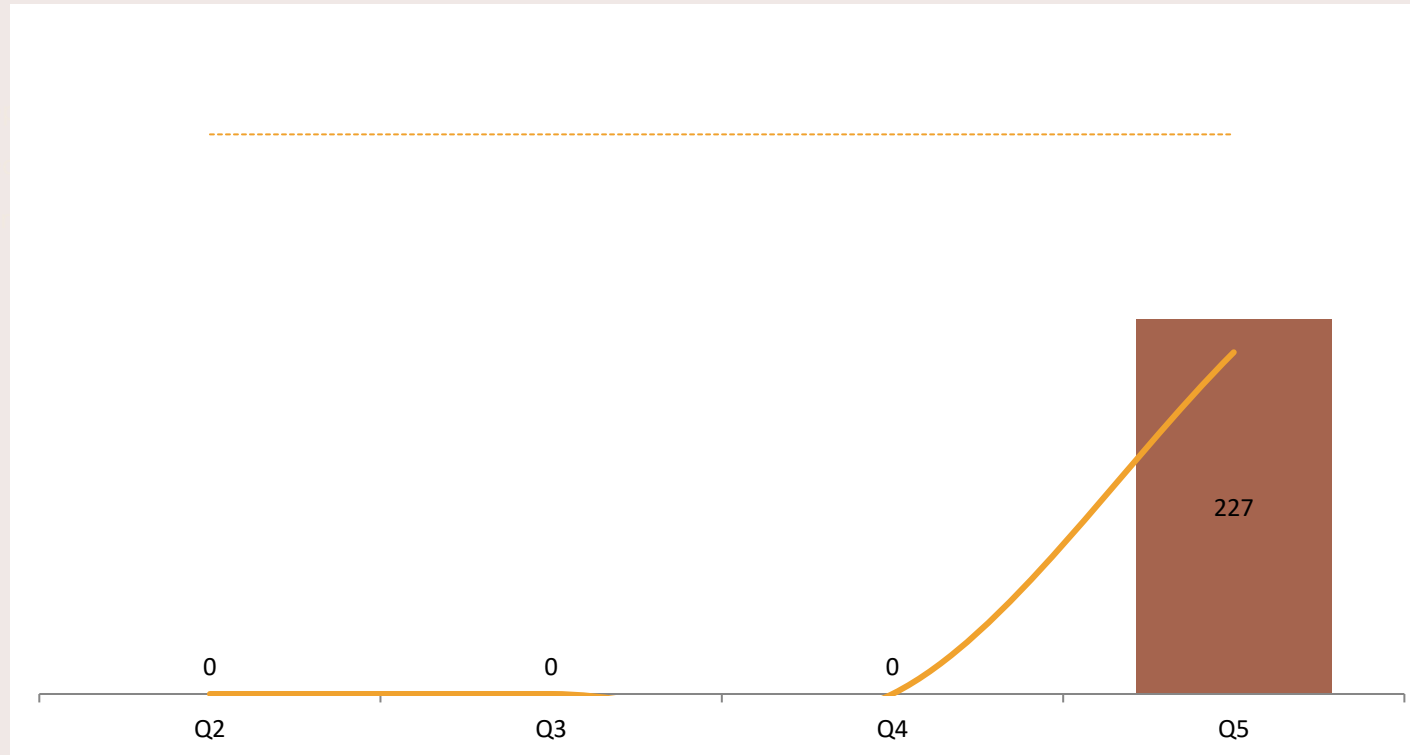
Frequently asked questions:
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Theme: Corporate Plan

Number of adults who have a vulnerability/inactive/disability aged over 25 engaged in support to help them into education, training, apprenticeships, jobs and job search activity

Source:

Pure Project

GREEN**Change:****Prev. Quarter****Latest Quarter****Target****227****207****(EoY 339)**

Reported Outturn

Target

(EoY as dotted line)

Frequently asked questions:

Placeholder- active from Q2

Commentary:

This is a new measure this quarter. Over the quarter, 227 people have engaged with support from the Pure Project, which is in line with our targets for the rest of the year.

The project has begun loaning laptops from its Digital Inclusion Lending Library to citizens who require them, and providing devices to support job clubs that have been set up by providers working with the project. We will also be launching an incentive scheme aimed at increasing the number of people engaging with the service, which will offer them retail vouchers.

Measure Owner:

John Williams

Responsible Officer:

Tabriz Hussain

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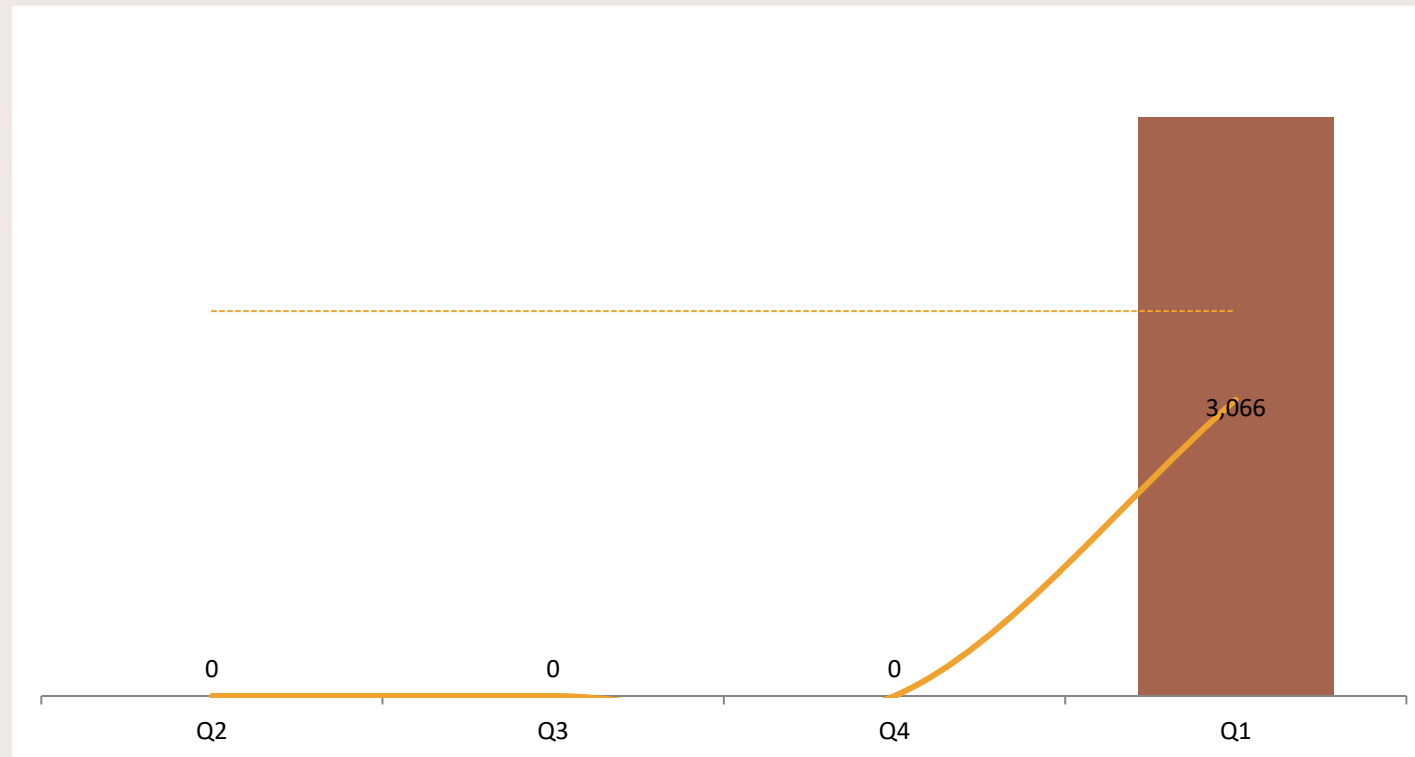
Theme: Corporate Plan

Total no. of domestic abuse victims supported through the Part 4 new statutory duty

GREEN**Change:****Prev. Quarter****Latest Quarter****Target****3066****1570****(EoY 2040)**

Source:

Commissioning



Reported Outturn

Target

(EoY as dotted line)

Frequently asked questions:

Placeholder- active from Q2

Commentary:

The provision of domestic abuse support captured is a mixture of face-to-face support, including counselling and therapy sessions and support through helplines and webchat. It can include repeat calls as a victim may call several times, to seek support and validation, only when it is safe to do so. These services are commissioned across the City to the specialist domestic abuse sector.

These services continue to see a high level of demand from victims of domestic abuse seeking help, particularly through the helplines and webchats. As highlighted above the target for the quarter was to provide 1,570 instances of support and in April – June there were 3,066 instances of support given of which 2,837 were through the helpline and webchat. To meet the demand the Council have funded additional helpline workers both at the Domestic Abuse Hub, and at Trident Reach who run domestic abuse helplines on our behalf.

Measure Owner:

Responsible Officer:

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