Appendix B - Adult Services, Kep Performance Indicators, 2017-18, Quarter 3

	Indicator	High or Low	Corporate PI?	Better Care Fund?	2016/17	Q1	Q2	Q3	Q4	Annual Target	On Target?
1	Number of new requests for service (Contacts)	n/a			-	498	536	526		n/a	n/a
2	Contact outcomes by category	n/a			-	-	-	-		n/a	n/a
	Progress to New Referral				-	280	312	302			-
	Link to Existing Referral				-	95	103	119			-
	No Further Action from Contact				-	37	49	43			-
	Information/Advice Given Only				-	55	43	22			-
	Signposted to Other Agency				-	14	15	17			-
	Service at Point of Contact				-	4	4	12			-
	Start Safeguarding Adults Episode				-	11	9	10			-
	Arranged to call back later				-	1		1			-
	Link to Existing Safeguarding Adults Episode				-	1	1				-
3	Number of existing support plans	n/a			-	-	-	313		n/a	-
4	Number of existing services commissioned	n/a			-	-	-	525		n/a	-
5	Number of existing carers supported	n/a			-	48	62	62		n/a	-
6	Percentage of carers signposted to appropriate follow on services following assessment (cumulative year-to-date)	H	✓		87%	100%	100%	100%		80%	✓
7	Percentage of adult social care reviews for Learning Disability completed annually	H	✓		92%	93%	96%	93%		80%	✓
8	Percentage of adult social care reviews completed on time	H	✓		92%	94%	92%	94%		80%	✓
9	Percentage of service users who were still at home 91 days after discharge (quarterly figures)	H	✓	✓	97.0%	97.7%	83.8%	93.3%		88.9%	✓
10	Total number of delayed days in transfer of care (DTOC) per 100,000 population (aged 18+) per 100,000 population	L	✓	✓	3742	630	1164	1539		2082	✓
11	Permanent admissions of older people (65+) to residential and nursing care homes (cumulative total)	L	✓	✓	11	6	9	14		30	✓
12	Total non-elective admissions in to hospital (general and acute), all ages, per 100,000 population	L		✓	7229	1789	3666	5533		8716	✓
13	Rate of emergency hospital admissions for injuries due to falls in persons aged 65+, per 100,000 population	L		✓	1632	411	791	1234		1632	✗
14	Percentage of new referrals from clients who had previously received a service within the last 12 months	L			new KPI - no data yet					not set	-
15	Percentage of requests for support triaged within 48 hours	H			-	75.9%	76.5%	77.0%		not set	-
16	Percentage of people/carers receiving direct payments	H			-	-	-	39%		not set	-
17	Overall satisfaction of people who use adult services with their care and support (% who report 'Agree' or 'Strongly Agree' for 11 Personalisation questions)	H			-	93.6%	95.5%	93.9%		not set	-
18	Percentage of people who feel safer as a result of a safeguarding enquiry being undertaken	H			-	93%	83%	80%		not set	-