

Adults Social Care - Scorecard 2021/22

Service	ID	Performance Indicator	Target	Annual	Q1	Q2	Q3	Q4	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
1. How busy are we?	1.01	Number of new contacts		2,478	854	706	696	222	282	287	285	271	198	237	231	223	242	222			
	1.02	Number of new contacts from people previously unknown to the service		386	132	120	102	32	44	51	37	46	28	46	24	47	31	32			
	1.03	% new contacts progressed to new referral		31%	30%	28%	32%	35%	29%	30%	32%	24%	31%	31%	29%	35%	33%	35%			
	1.04	% new contacts linked to existing referral		17%	20%	14%	18%	17%	18%	20%	21%	12%	13%	16%	15%	17%	21%	17%			
	1.05	% new contacts short term intervention inc. NFA		4%	3%	4%	4%	2%	3%	3%	4%	4%	4%	4%	3%	4%	3%	2%			
	1.06	Current active live cases supported (snapshot)		232	275	256	216	232	0	251	275	291	245	256	259	239	216	232			
	1.07	Number of assessments completed		905	254	288	292	71	84	88	82	85	98	105	98	87	107	71			
	1.08	Number of referrals received by Admiral Nursing Service		149	52	60	25	12	18	18	16	14	21	25	8	10	7	12			
	1.09	Number of cases closed		671	188	197	227	59	64	68	56	58	81	58	66	83	78	59			
2. How effectively and how quickly are we working?	2.01	% of contacts processed within two working days	80%	78%	79%	80%	75%	77%	78%	80%	78%	81%	78%	80%	74%	76%	74%	77%			
	2.02	Average number of days from start of contact to end of assessment (ALL assessments)	28	27	27	29	20	20	24	28	28	24	31	30	27	20	39	20			
	2.03	Average days taken to complete assessment - Needs (from allocation to completion)	28	34	33	28	38	38	28	37	35	29	32	56	30	20	34	38			
	2.04	Average days taken to complete assessment - Therapy (from allocation to completion)	28	23	21	23	10	10	24	20	20	25	30	28	28	23	18	10			
	2.05	Average days taken to complete assessment - Carers (from allocation to completion)	28	20	26	19	17	17	34	18	25	14	21	16	14	26	17	17			
	2.06	Average days taken to complete assessment - MCA (from allocation to completion)	28	51	40	76	28	28	34	42	45	35	57	41	46	29	153	28			
	2.07	Average days taken to complete assessment - Contact (from allocation to completion)	28	14	13	14	9	9	15	15	10	19	21	12	16	13	13	9			
	2.08	% of reviews completed on time - Carers	80%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	100%			
	2.09	% of reviews completed on time - Learning disability	80%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	89%	67%	100%	100%		
	2.10	% of reviews completed on time - all others inc. mental health	80%	81%	95%	76%	83%	83%	83%	95%	100%	89%	79%	50%	79%	75%	57%	63%	83%		
3. Customer Outcomes	3.01	Permanent admissions of older people (65+) to residential and nursing care homes (BCF cumulative total)	28	23	15	19	23	23	3	8	15	17	17	19	20	21	23	23			
	3.02	Of non-BCF permanent admissions, number of depleted funds and property cases (additional to BCF cumulative)		23	5	16	23	23	1	2	5	8	13	16	18	20	21	23			
	3.03	Of any depleted funds /property cases, number that we were involved with before admission cumulative)																			
	3.04	% of people receiving direct payments out of all community based services (excluding carers)	35%	43%	36%	41%	43%	43%	35%	34%	36%	37%	39%	41%	43%	41%	43%	43%			
	3.05	Reablement effectiveness (% clients not receiving long-term support following reablement) ASCOF 2D	84%	87%	79%	93%	80%	80%	85%	71%	75%	91%	100%	89%	91%	89%	88%	80%			
	3.08	% unplanned reviews leading to increased support (including move to rescare)		19%	18%	31%	22%	22%	33%	0%	27%	41%	27%	0%	0%	6%	27%	22%			
	3.09	% unplanned reviews leading to DECREASED support		8%	8%	13%	0%	22%	11%	0%	13%	12%	0%	50%	0%	0%	0%	0%	22%		
	3.10	Overall satisfaction of people who use adult services with their care and support	90%	75%	97%	83%	50%	50%	96%	100%	100%	75%	80%	89%	58%	50%	20%	50%			
	3.11	Percentage of repeat referrals from clients who had previously received an intervention/contact within the last 12 months		34%	34%	28%	43%	43%	32%	31%	39%	25%	24%	33%	33%	33%	39%	43%			
	3.12	Percentage of service users who were still at home 91 days after discharge	90%	94%	93%	88%	100%	100%	89%	100%	92%	86%	88%	100%	100%	100%	83%	100%			
	4. Safeguarding	4.01	Total Safeguarding Alerts starting in the period		430	137	123	122	48	41	52	44	37	47	39	42	36	44	48		
		4.02	Total Safeguarding Alerts progressed in period		37	7	15	14	1	5	1	1	7	5	3	0	1	13	1		
4.03		Total Safeguarding Alerts progressed located in Residential Homes		22	5	7	9	1	3	0	2	3	2	2	0	1	8	1			
4.04		Residential Setting - Section 42's concluded in the period		25	4	9	10	2	1	1	2	4	2	3	3	3	4	2			
4.05		Of above the percentage that were substantiated (fully or partly)		80%	100%	89%	60%	100%	100%	100%	100%	100%	100%	67%	33%	67%	75%	100%			
4.06		Community Setting - Section 42's concluded in the period.		10	2	2	4	2	1	0	1	1	0	1	2	2	0	2			
4.07		Of above the percentage that were substantiated (fully or partly)		60%	50%	50%	100%	0%	0%		100%	100%	0%	0%	100%	100%		0%			
4.09		% safeguarding customers who felt that their desired outcome was fully or partially met		90%	100%	100%	85%	75%	100%		100%	100%	100%	100%	100%	100%	80%	75%	75%		
5. Management Information		5.01	New commissioned services - homecare/daycare packages - 65+		85	28	27	25	5	10	8	10	11	6	10	7	9	9	5		
	5.02	New commissioned services - direct payments 65+		10	2	4	4	0	0	1	1	1	2	1	0	1	3	0			
	5.03	New commissioned services - carer direct payments		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	5.04	Number of existing support plans (long term SALT LTS001b)		305	311	306	308	305	299	312	311	306	304	306	307	304	308	305			
	5.05	Number of existing services commissioned (long term SALT LTS001b)		427	429	426	434	427	416	430	429	424	431	426	431	425	434	427			
	5.06	Number of existing carers supported (SALT LTS003) including IAG		236	121	192	229	236	78	102	121	140	167	192	201	217	229	236			
	5.07	Current number of Section 42's active (snapshot) - ongoing investigations sometimes awaiting other agencies		13	14	16	13	13	16	16	14	16	17	16	11	13	13	13			
	5.08	Number of 'best interest' decisions made		80	33	19	24	4	6	16	11	7	6	6	8	4	12	4			
	5.09	Number of open contacts (snapshot) from filter		391	140	136	82	33	58	38	44	57	46	33	30	19	33	33			
	5.10	Number of open employment forms ongoing (new referrals)		213	77	77	45	14	27	25	25	26	26	25	18	14	13	14			
	5.11	2 hr & 2 day responses		125	44	33	32	16	16	11	17	13	11	9	7	11	14	16			
	5.12	Current number of residents in residential/nursing care			101					99	101	102	105	109	106	106	106	106			

Service	ID	Performance Indicator	Target	Annual	Q1	Q2	Q3	Q4	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
6. Housing	6.01	Number of Approaches		178	36	67	48	27	5	8	23	15	32	20	18	11	19	27		
	6.02	Number currently in temp accommodation		2	8	8	4	2	7	8	8	9	8	8	7	7	4	2		
	6.03	Of those (6.02) number in Bed & Breakfast		2	6	7	3	2	6	6	6	7	7	7	6	6	3	2		
	6.04	Of those (6.02) number in self-contained		0	2	1	1	0	2	2	2	2	1	1	1	1	1	0		
	6.05	Cases currently in prevention stage		15	8	9	11	15	0	3	8	4	12	9	8	13	11	15		
	6.06	Cases currently in relief stage		15	4	15	6	15	6	0	4	4	9	15	13	9	6	15		
	6.07	Cases currently in main duty stage		3	6	4	8	3	1	1	6	0	5	4	7	8	8	3		
	6.08	Number of S21s Served		29	0	11	13	5	0	0	0	1	8	2	3	0	10	5		
	6.09	Current number of DV presentations		16	2	8	3	3	1	0	1	1	6	1	2	0	1	3		
	6.1	Number of Rough Sleepers		12	3	5	3	1	1	1	1	2	2	1	1	1	1	1		
	6.11	Number of Live Housing Applications		340	430	189	238	340	445	435	430	400	400	189	210	235	238	340		
	6.12	Relationship breakdown		25	5	9	5	6	1	2	2	4	4	1	1	2	2	6		
	6.13	Asked to leave by family		106			106	106					2	9	1	2	1	1		
	6.14	New Applications (start Jan)							9	19	38	87	62	67	52	59	48	61		