

Performance Indicators

The results columns are shaded to denote RAG status:

■ GREEN	exceeding target
■ AMBER	below target but above level for management intervention
■ RED	intervention required

Type: – N National Indicator, L Local Indicator, SID Service improvement Data, PAM Public Accountability Measure

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Intervention level	Q1	Q2	Q3	Q4	Notes
Delayed Transfers of Care											
SCAL2	The number of delayed transfers of care due to Social care reasons.	L	264	198	150	194	29	50	60	115	Cumulative 254
For actions please see Key Performance Indicator Data Q4 2014-15											
SCAL17	Number of delayed transfers for choice reasons.	L	321	231			45	36	27	24	Cumulative 132
Carers											
FCLi44	Number of carers assessments completed in the quarter	L	505	469	550	479	97	111	161	188	
SCA/018 (a)	The percentage of carers of adults who were offered an assessment in their own right during the year.	PAM	61.55	50.2	90	78	19.40	35.8	51.1	64.4	Cumulative indicator. No. of carers known – 3229 No. of carers known who were offered assessment in their own right – 2079
For actions please see Key Performance Indicator Data Q4 2014-15											
SCA/018 (c)	The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	SID	41.20	28.60			42.30	41.5	38.1	30.5	Cumulative indicator. No. of carers who had an assessment/review in their own right – 547 No. of carers who had an assessment/review in their own right who were provided with a service – 167

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Inter- vention level	Q1	Q2	Q3	Q4	Notes
Care Management											
SCA/007	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	PAM	76.29	85.63	85	76.5	-----	80.16	-----	81.27	
Early indicator result, final result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
Service Delivery											
SCA/015	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment.	L	4.21	4.85	4	4.88	5.03	4.71	4.80	5.08	Annual result - 4.90
Sickness during Q4 has impacted on number of days - priority given to delivering essential items											
SCA/002 (a)	The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	N	46.41	46.42	47	44.65	45.69	44.68	45.44	44.06	
Early indicator result, final result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCA/002 (b)	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over.	N	18.47	17.98	18.4	19.32	17.77	17.84	17.79	18.07	
SCA/003(a)	The percentage of users who are supported in the community during the year: Aged 18-64.	SID	91.88	91.78	92	91.08	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											

PI Ref	Title	Type	2012-13 outturn	2013-14 outturn	Target 2014-15	Inter- vention level	Q1	Q2	Q3	Q4	Notes
SCA/003(b)	The percentage of users who are supported in the community during the year: Aged 65+.	SID	83.70	84.36	86.81	84.21	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCA020	The percentage of adult clients supported in community during the year	PAM	86	86.41	86.5	84.77	Annual Indicator				
Result will be available as part of the PM2 end of year submission to WG (submission date 29th May 2015)											
SCAL15(a)	The number of nights of respite care provided or funded by the authority during the quarter.	L	6710	7440	6000	4560	1426	1691	1481		Awaiting information from provider
SCAL15(b)	The number of users/carers provided with night sitting during the quarter.	L	94	92			24	24	23	21	
SCAL15(c)	The number of users/carers provided with day sitting during the quarter	L	499	472			111	111	103	97	
SCAL18	Number of adults using Telecare equipment at the end of the quarter	L	320	335	320	256	328	343	349	337	

Sickness

Service Area/Division	Average FTE staff No.s	Result Period	FTE target	FTE days lost
Health and Social Care	691	2014-15	13.1	15.87