



## Adult Social Care Performance Dashboard Summary of Provisional Results 31st March 2017

Indicator	NA 2015/16	PYA 15/16	Annual Target	Mar 17 Actual	Good is..
<b>Enhancing Quality of Life</b>					
Proportion of people who use services who report they have control over their daily life (Survey Outcome) (A)	76.6	78	NA	76	high
% of services users who reported they have as much social contact as they would like (Survey Outcome) (A)	45.4	49	NA	46	high
% of Service Users who receive self directed support (M)	86.9	82.6	100	88.1	high
% of Services Users who receive a direct payment (M)	28.1	24.61	30	24.3	high
% of Carers who receive self directed support (M)	77.7	35.6	36	32.1	high
% of Carers who receive a direct payment (M)	66.9	33.78	34	30.9	high
% of Mental Health adults in paid employment (M)	6.7	8.9	11	11	high
% of learning Disability adults living independantly in their own home or with their family (Q)	75.4	71.3	72	74.7	high
% of Mental Health adults living independantly with or without support (M)	58.6	58.3	84	78.3	high
% of learning Disability adults living independantly in their own home or with their family (Q)	75.4	71.3	72	74.7	high
<b>Delaying and Reducing the Need for Care</b>					
Permanent admissions to residential & nursing care for Younger Adults aged 18-64 per 100K population (M)	13.3	10.4	10.4	6.66	low
Delayed transfers of care from hospital per 100k population - All days (M)	12.1	14.8	14	13.88	low
% of Older people who were still at home 91 days after discharge from hospital with reablement services (A)	82.7	85.38	92.9	89.9	high
Outcomes of short term services not leading to further services	74.3	78	NA	82.58	high
<b>Ensuring People have a Positive Experience of Care and Support</b>					
% of Waiting times of Clients Assessments completing within 28 days (M) Local Measure	NA	86.5	85	88.8	high
% Waiting times of Client Assessments starting within 5 days of contact (M) Local Measure	NA	83.9	85	90.5	high
% Waiting times of end of assessment to provision of services within 28 days (M) Local Measure	NA	79.8	89	82.5	high
Proportion of carers who report they have been included or consulted in discussions about the person they care for	72.3	71.8	NA	68.4	high
Overall satisfaction of people who use services with their care and support	64.4	65.9	NA	64	high
<b>Safeguarding adults whose Circumstances make them Vulnerable</b>					
% of people who use services who feel safe (Survey Outcome) (A)	69.2	70	NA	70	high
% of people who use services who say that those services have made them feel safe (Survey Outcome) (A)	85.4	90.7	NA	92	high
100% of safeguarding decisions made within 2 days of date of referral (Q) Local Measure	NA	96	97	94	high

### KEY

NA: National Average

Reporting Frequency (M) Monthly

Reporting Frequency (Q) Quarterly

PYA: Previous Year Actual

Reporting Frequency (A) Annually



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Indicator	NA 2015/16	PYA 15/16	Annual Target	Mar 17 Actual	Good is..
<b>Better Care Fund</b>					
Reduction in delayed discharges bed days (Q)	351.4	374.5	572.2	329.9	low
Permanent admissions to residential & nursing care for Older Adults per 100K population (M)	628.2	665.3	691.79	580.65	low
Service User Quality of Life (A)	19.1	19.3	NA	19.2	high
Learning Disability Service Users who have received a review (M) Local Measure	NA	52.8	70	53.4	high

### Corporate Pledges

Increase % of clients receiving a service, who have receive an annual review (M) Local Measure	NA	72	76	70.5	high
Increase % of Carers Assessed or Reviewed (M)	69.2	89.9	70	82.4	high
Delayed transfers of care attributable to social care per 100k population (M)	3.7	8.3	3.9	5.95	low
Increase % of working age adults with learning disabilities receiving services who are in employment (Q)	5.8	3.65	6	5.4	high
Increase % of older adults who are still at home 91 days after discharge from hospital into reablement services (A)	82.1	85.38	92.9	89.9	high

#### KEY

NA: National Average

Reporting Frequency (M) Monthly

Reporting Frequency (Q) Quarterly

PYA: Previous Year Actual

Reporting Frequency (A) Annually

## Appendix One: Background activity and performance Data

### Number of service users receiving Permanent Nursing & Residential care in Swindon between April 16 to March 2017

Primary Support Reason	18-64 Year Olds				65+ Year Olds			
	Nursing Care		Residential Care		Nursing Care		Residential Care	
	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17
Physical Support: Access and Mobility Only	0	0	0	0	4	0	3	3
Physical Support: Personal Care Support	3	5	13	19	221	298	287	297
Sensory Support: Support for Visual Impairment	0	0	0	0	3	1	5	4
Sensory Support: Support for Hearing Impairment	0	0	0	0	1	1	2	1
Sensory Support: Support for Dual Impairment	0	0	0	0	2	1	5	2
Support with Memory and Cognition	2	2	4	4	63	48	124	88
Learning Disability Support	6	3	165	171	8	9	38	40
Mental Health Support	3	4	38	39	7	17	37	46
<b>Totals</b>	<b>14</b>	<b>14</b>	<b>220</b>	<b>233</b>	<b>309</b>	<b>375</b>	<b>501</b>	<b>481</b>

**Number of service users receiving Community Services in Swindon between April 16 to March 2017**

Primary Support Reason	Services to help users maintain mobility & independence; Adaptations, Equipment, & Telecare (e.g. home alarms & sensors)		Preventative services to support users during crisis & help remain independent; Crisis support, hospital discharge services & reablement		Community Services to help users remain independent & living in the community; Homecare services, day care support, direct payments, short term breaks	
	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17
Learning Disability Support	53	68	17	12	480	499
Mental Health Support	5	5	4	3	84	87
Physical Support - Access & Mobilty only	416	476	3	5	11	15
Physical Support - Personal Care Support	232	199	78	92	266	293
Sensory Support - Support for Dual Impairment	2	1	0	0	4	8
Sensory Support - Support for Hearing Impairment	14	7	1	0	0	0
Sensory Support - Support for Visual Impairment	24	11	1	2	8	5
Support with Memory & Cognition	3	1	0	0	11	9
<b>18 -64 Year Old Total</b>	<b>749</b>	<b>768</b>	<b>104</b>	<b>114</b>	<b>864</b>	<b>916</b>
	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17
	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17	April-Mar 16	April-Mar 17
Learning Disability Support	11	13	5	2	42	47
Mental Health Support	14	13	13	4	43	45
Physical Support - Access & Mobilty only	865	1239	61	45	21	24
Physical Support - Personal Care Support	760	550	978	1071	972	1037
Sensory Support - Support for Dual Impairment	29	10	11	4	18	12
Sensory Support - Support for Hearing Impairment	46	23	17	9	6	7
Sensory Support - Support for Visual Impairment	56	35	17	14	22	13
Support with Memory and Cognition	40	21	19	13	88	60
<b>65+ Year Old Total</b>	<b>1821</b>	<b>1904</b>	<b>1121</b>	<b>1162</b>	<b>1212</b>	<b>1245</b>