APPENDIX 3B - KEY PERFORMANCE INDICATORS

					Benchmarking / Trend						Proposed				
Key Performance Indicator (KPI)	KPI Description and Methodology	Reporting Frequency	Service Standard ID	Risk ID	Outcome or Process?	Corporate	2016/17	Statistical Neighbour	England	Quartile	Latest Data	Current Target 2017/18	Proposed Target 2018/19	Target 2019/20	Logic/Notes
	This measures the satisfaction with services of people using adult social care, which is directly linked to a positive experience of care and support. Analysis of surveys suggests that reported satisfaction with services is a good predictor of people's overall experience of services.	T Annually	SC3		Outcome	No	69.0%	65.5%	64.7%	1st	69.0%	72.0%	To maintain 2017/18 if 2% points above highest comparator average, otherwise target will be 2% points above highest comparator average	points above highest comparator average,	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each organisation responsible will be expected to contribute towards
SC2 Social Care Quality of Life	This measure is an average quality of life score based on responses to the Adult Social Care Survey. It is a composite measure using responses to survey questions covering the eight domains identified in the ASCOF; control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.	Annually	SC3		Outcome	No	19.5	19.0	19.1	1st	19.5	19.8	comparator average,	above highest comparator average, otherwise targe will be 2%	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each organisation responsible will be expected to contribute towards
SC3 % of people who use services who have control over their daily life	A key objective of the drive to make care and support more personalised is that support more closely matches the needs and wishes of the individual, putting users of services in control of their care and support. Therefore, asking users of care and support about the extent to which they feel in control of their daily lives is one means of measuring whether this outcome is being achieved.	Annually	-		Outcome	No	81.0%	80.0%	77.0%	1st	81.0%	82.0%	To maintain 2017/18 if 2% points above highest comparator average, otherwise target will be 2% points above highest comparator average	points above highest comparator average,	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set
SC4 % of people who use services who find i easy to find information about support	This measure reflects social services users' and carers' experience of access to information and advice about social care in the past year. Information is a core universal service and a key factor in early intervention and reducing dependency.	Annually			Outcome	No	77.0%	76.0%	75.0%	1st	77.0%	70.00/	To maintain 2017/18 if 2% points above highest comparator average, otherwise target will be 2% points above highest comparator average	points above highest comparator average,	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set
	Safety is fundamental to the wellbeing and independence of people using social care, and the wider population. Feeling safe is a vital part of users' experience and their care and support. This measure reflects the extent to which users of care services feel that their care and support has contributed to making them feel safe and secure.		SC3		Outcome	Yes	93.0%	88.0%	85.0%	1st	93.0%	93.0%	To maintain 2017/18 if 2% points above highest comparator average, otherwise target will be 2% points above highest comparator average	points above highest comparator average,	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set
SC6 % of people who use services who feel safe	Safety is fundamental to the wellbeing and independence of people using social care, and the wider population. Feeling safe is a vital part of users' experience and their care and support.		SC3		Outcome	No	72.0%	70.0%	69.0%	2nd	72.0%	73.0%	To maintain 2017/18 if 2% points above highest comparator average, otherwise target will be 2% points above highest comparator average	points above highest comparator average,	Proposed target is based on maintaining good performance, and to ensure that we maintain performance above national and statistical neighbour averages. This is a system target and each
	This measures the satisfaction with services of carers of people using adult social care, which is directly linked to a positive experience of care and support. Analysis of user surveys suggests that reported satisfaction with services is a good predictor of the overall experience of services and quality.	Biennially	-	-	Outcome	No	33.6%	44.8%	41.2%	4th	33.6%		41.2%	N/A	After poor results in 2016/17 target should be to achieve at least the 2016/17 England average. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set.
SC8 Carer Quality of Life	This is a composite measure which combines individual responses to six questions measuring different outcomes related to overall quality of life. These outcomes are mapped to six domains; occupation, control, personal care, safety, social participation and encouragement and support.	Biennially	-	-	Outcome	No	7.0	8.0	7.9	4th	7.0	-	7.9	N/A	After poor results in 2016/17 target should be to achieve at least the 2016/17 England average. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set.

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	KPI Description and Methodology			Risk ID	Outcome or Process?	Reported via	Benchmarking / Trend						Proposed	Дкаросс	
Key Performance Indicator (KPI)		Reporting Frequency	Service Standard ID				2016/17	Statistical Neighbour	England	Quartile	Latest Data	Current Target 2017/18	Proposed Target 2018/19	Proposed Target 2019/20	Logic/Notes
SC9 % of carers who report that they have been included or consulted in discussions about the person they care for	nerson and the carer reducing the chance of breakdown in care. This measure		-	_	Outcome	No	62.5%	72.0%	72.0%	4th	62.5%	<u>-</u>	72.0%	N/A	After poor results in 2016/17 target should be to achieve at least the 2016/17 England average. This is a system target and each organisation responsible will be expected to contribute towards achieving the target set.
SC10 % of safeguarding enquiries where the individual or individual's representative were asked what their desired outcomes were?	individual or individual's representative asked what their desired outcomes	Monthly	SC5	CC3OCC3	Process	No	60.0%	_	-	-	78.0%	-	85.0%	85.0%	
SC11 % of closed safeguarding enquiries where the individual or individual's representatives desired outcomes have been fully achieved CORPORATE PLAN INDICATOR	For each enquiry, where the individual or individual's representative asked what their desired outcomes were, were these outcomes; Fully achieved, Partially achieved or Not achieved.	Monthly	SC5	CC3OCC3	Outcome	Yes	73.0%	-	56.0%	-	73.0%	75.0%	75.0%	75.0%	Far Exceeds England average, target to remain the same as 2017/18 as this is unlikely to be achieved this year.
SC12 % of completed safeguarding enquiries where risk has been reduced or removed	Tanniai ciailiiniv taliin Taninne ata Rick tamainan Rick taninan ni Rick	Monthly	SC5	CC3OCC3	Outcome	No	72.7%	_	-	_	87.0%	75.0%	80.0%	82.0%	No benchmarking available to assist in setting of target. Target to maintain and improve on 2017/18 performance.
Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (aged 65 and over)		Monthly		CC2OCC2 OCC4	Outcome	No	495.7	883.0	669.0	1st	495.7	474.3	471.2	471.2	With strong benchmarking performance and pressures in the health system it is unlikely that long term admissions to residential and nursing care will continue to reduce. Therefore it is suggested that the target remains to have no less than 223 long term admissions (65+ only). 2018/19 and 2019/20 targets based on mid 2016 population estimates.
SC17 Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (aged 18-64)	This is a two part-measure reflecting the number of younger adults (part 1) and older people (part 2) whose long-term support needs are best met by admission to residential and nursing care homes relative to the population size of each group. The measure compares council records with ONS population estimates. Calculation method - Number of admissions divided by 164,733 multiplied by 100,000.	Monthly	-	CC2OCC2 OCC4	Outcome	No	10.3	18.0	14.0	2nd	10.3	9.1	9.1	9.1	With strong benchmarking performance and pressures in the health system it is unlikely that long term admissions to residential and nursing care will continue to reduce. Therefore it is suggested that the target remains to have no less than 15 long term admissions (18-64 only). 2018/19 and 2019/20 targets based on mid 2016 population estimates.
Delayed transfers of care from hospital per 100,000, which are attributable to Sc18 Social Care (Delayed days per day) CORPORATE PLAN INDICATOR	(a) a clinical decision has been made that the patient is ready for transfer AND (b) a multi-disciplinary team decision has been made that the patient is ready	Monthly		OCC4	Process	Yes	-	_	3.6	4th	8.8	3.7	3.7	3.7	Target is expectation set by Government in July 2017.
Delayed transfers of care from hospital per 100,000, whole system (Delayed days per day)	A delayed transfer of care occurs when a patient is ready for transfer from a hospital bed, but is still occupying such a bed. A patient is ready for transfer when: (a) a clinical decision has been made that the patient is ready for transfer AND (b) a multi-disciplinary team decision has been made that the patient is ready for transfer AND (c) the patient is safe to discharge/transfer. Calculation method: (Number of delayed days in the month/ Number of days in the month) then divided by 18+ population and multiplied by 100,000.	Monthly		OCC4	Process	No			11.2	4th	32.3	11.6	11.6	11.6	Target is expectation set by Government in July 2017.
% of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services (BCF)	This measures the benefit to individuals from reablement, intermediate care and rehabilitation following a hospital episode, by determining whether an individual remains living at home 91 days following discharge – the key outcome for many people using reablement services.	Quarterly		CC2OCC2 OCC4	Outcome	No	85.0%	85.0%	82.0%	2nd	85.0%	90.0%	87.0%	90.0%	Maintain BCF target.
Overdue Deprivation of Liberty SC22 Safeguarding Assessments that are high priority	A subset of KPI 2.8 above. This indicator focuses on the DoLS assessments that are deemed a high priority and are overdue. No calculation method.	Monthly	-	CC3OCC3	Process	No	76.0	-	-	-	17	20	20	20	As above, proposed target is unchanged from 2017/18.
SC23 % of clients with a Learning Disability that live on their own, or with family	The measure shows the proportion of all adults with a primary support reason of learning disability support who are "known to the council", who are recorded as living in their own home or with their family (also known as settled accommodation) Calculation method - Number of LD clients living in settled accommodation	Monthly		_	Outcome	No	53.4%	78.0%	73.0%	4th	77.0%	62.0%	78.0%	80.0%	To achieve the 2016/17 Statistical neighbour average in 2018/19 and to improve further in 2019/20.
	divided by Number of LD clients.														

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			Reporting Frequency				Corporate Plan	2016/17	Statistical Neighbour	England	Quartile	Latest Data 2017/18	Target 2018/19	Target 2019/20	Logic/Notes	
	SC24 % of clients with a Learning Disability that are in paid employment		Monthly	-	-	Outcome	No	5.7%	5.0%	5.8%	2nd	5.5%	6.0%	5.8%	6.5%	Following a drop in performance in 2015/16 the proposed target is to increase the percentage to the 16/17 England average, increasing in the second year thus taking performance above
		Calculation method - Number of LD clients in paid employment divided by Number of LD clients.														the England average.