

Annex 1 Older People and Physical Impairment
Balanced Scorecard of outcomes and measures
Customer based improvement

Measure	Target	End of year
BV 201, D56 (PAF) number of people over 65 receiving direct payments per 100,000 population - change of definition in 2005/6	12	6
Local: reported numbers of delayed discharges which attract reimbursement	0	0
BV 54, C32 (PAF) – number of people aged 65+ whom authority helps to live at home, per 1,000 adults aged 65+	92	91.71
C29 (PAF): numbers of people (18-64) with physical/sensory impairments help to live at home	4.7	4.78
BV53, C28 (PAF) - households receiving intensive home care per 1,000 pop 65+	9.90	9.4
%age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	Less than 10%	3.6%

Process based improvement

Measure	Target	End of year
BV 195, D55 (PAF) - % people aged 65+ receiving assessment within specified time scale (2 days)	77.5	73.5
BV 196, D56 (PAF) % of new customers aged 65+ receiving package of care within specified time scale (28 days)	85	85
BV56 – D54 (PAF)% items of equipment and adaptations delivered with 7 working days	95	94.3
BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met (all customer groups)	94	90
D 40 (PAF) %age of people receiving an annual review or re-assessment	82	66

Finance based improvement

Measure	Target	End of year
B12 (PAF) Cost of intensive social care for adults DIS return	To be set	Not yet available
B13 (PAF) Unit cost of residential and nursing care for older people DIS return	To be set	Not yet available
B16 (PAF) Unit cost of residential and nursing care for people with physical disabilities DIS return	To be set	Not yet available

Staff based improvement

Measure	Target	End of year
CP 14 - percentage of staff appraisals completed	To be set	94%
BV 12 - days lost per year per FTE due to sickness absence	To be set	22.5
Percentage of staff registered social work staff receiving on average 30 hours post qualification professional development each year (90 hours over 3 years)	100%	Not yet available
BV 16a - percentage of staff with a disability (Community Services as a whole)	To be set	4.64
BV 17a - percentage of staff from and ethnic minority (Community Services as a whole)	To be set	1.53
Local CP58 - percentage of voluntary turnover of staff	To be set	2.98
S3: numbers of new staff undergoing Induction training (CM Review) newly employed staff within the first 6 months of employment	100%	Not yet available

