

### Quarter 3 Scorecard of Adult Social Care improvement measures & actions

Customer Measures				
Measure	Current	2008/09 Target	2009/10 Target	2010/11 Target
NI 125 Achieving independence for Older people through rehabilitation/intermediate care	Baseline to establish Jan-March 2009	N/A	N/A	N/A
NI127 Self-reported experience of social care users	Baseline to establish from current Place Survey	N/A	N/A	N/A
NI 128 User reported measure of respect and dignity in their treatment	Baseline to establish from current Place Survey	N/A	N/A	N/A
NI 130 Social care clients receiving self-directed support (Direct payments and Individual budgets – Figures relate to all adults/carers	309.27	180.34	215.22	259.99
NI 131 Delayed transfers of care from hospitals	Reported annually by PCT	2	2	2
NI 132 Timeliness of social care assessments	60.4	76.5	77	77
NI 133 Timeliness of Social care packages to older people	90.3	92	93	93
NI 135 Carers receiving assessments or review and a specific carers service or advice and information.	16.26 Cumulative- on target to meet performance	18.75	20.18	21.55
NI 136 People Supported to live independently through social services (all ages) – care managed and non-care managed and grant funded services, per 100,000 adults aged 18+	1525.80	1441	1525	1602
NI 138 Satisfaction of people over 65 with both home and neighbourhood	Baseline to establish from current Place Survey	N/A	N/A	N/A
NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently	Baseline to establish from current Place Survey	N/A	N/A	N/A
Number of learning disabled people helped to live at home	3.1	2.7		
BV56 – D54 (PAF)% items of equipment and adaptations delivered with 7 working days	96.3	95	95	95

## Annex 7

BV58 (PAF D39) %age of people receiving a statement of their need and how they will be met (all customer groups)	94.2	93	94	94
RAP A6 %age of adult users assessed and/or reviewed in the year that had ethnic origin missing or not stated	6.7%	Less than 10%	Less than 10%	Less than 10%
NI 149 Adults in contact with secondary mental health services in settled accommodation	Methodology to establish- PCT figures available Feb 09 at the earliest	N/A	N/A	N/A
NI 150 Adults in contact with secondary mental health services in employment	Methodology to establish- - PCT figures available Feb 09 at the earliest	N/A	N/A	N/A