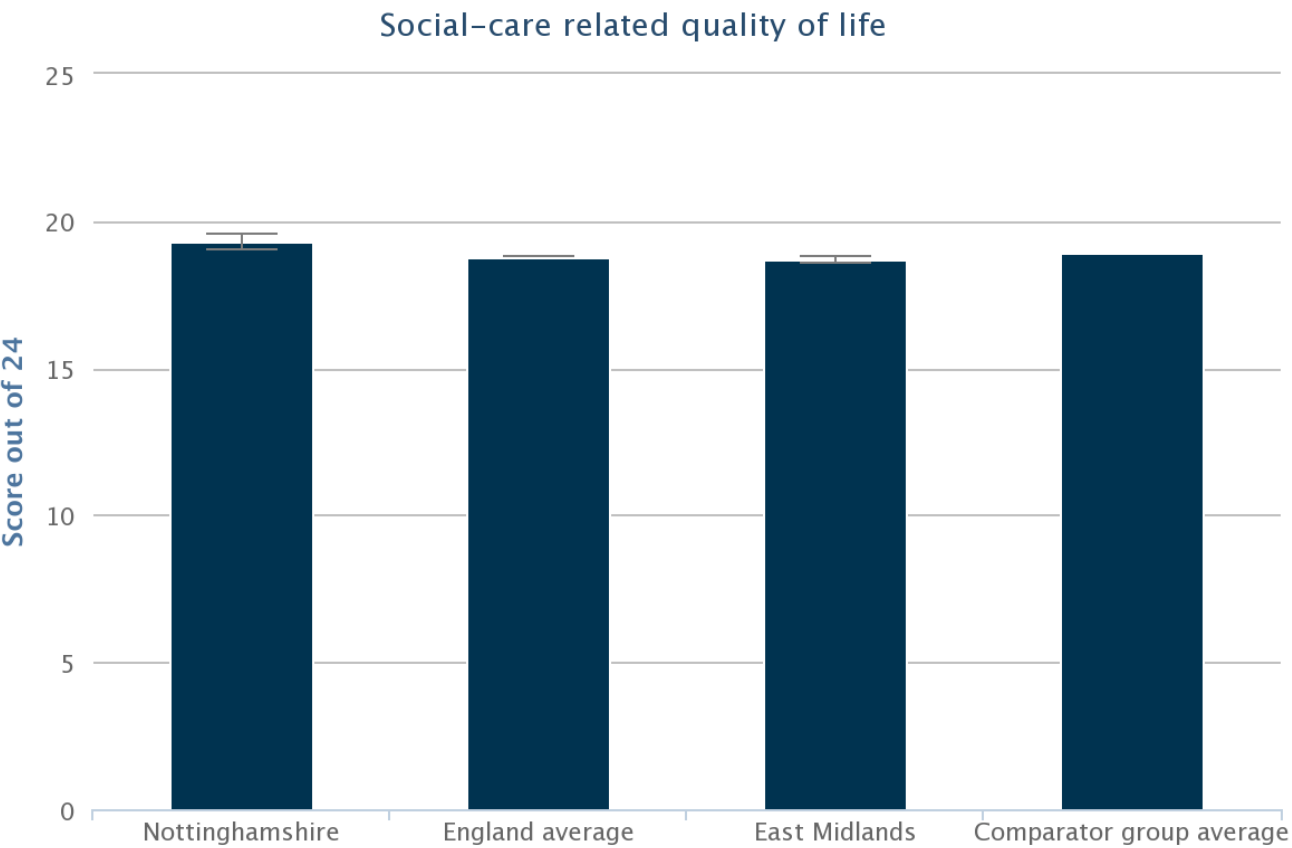




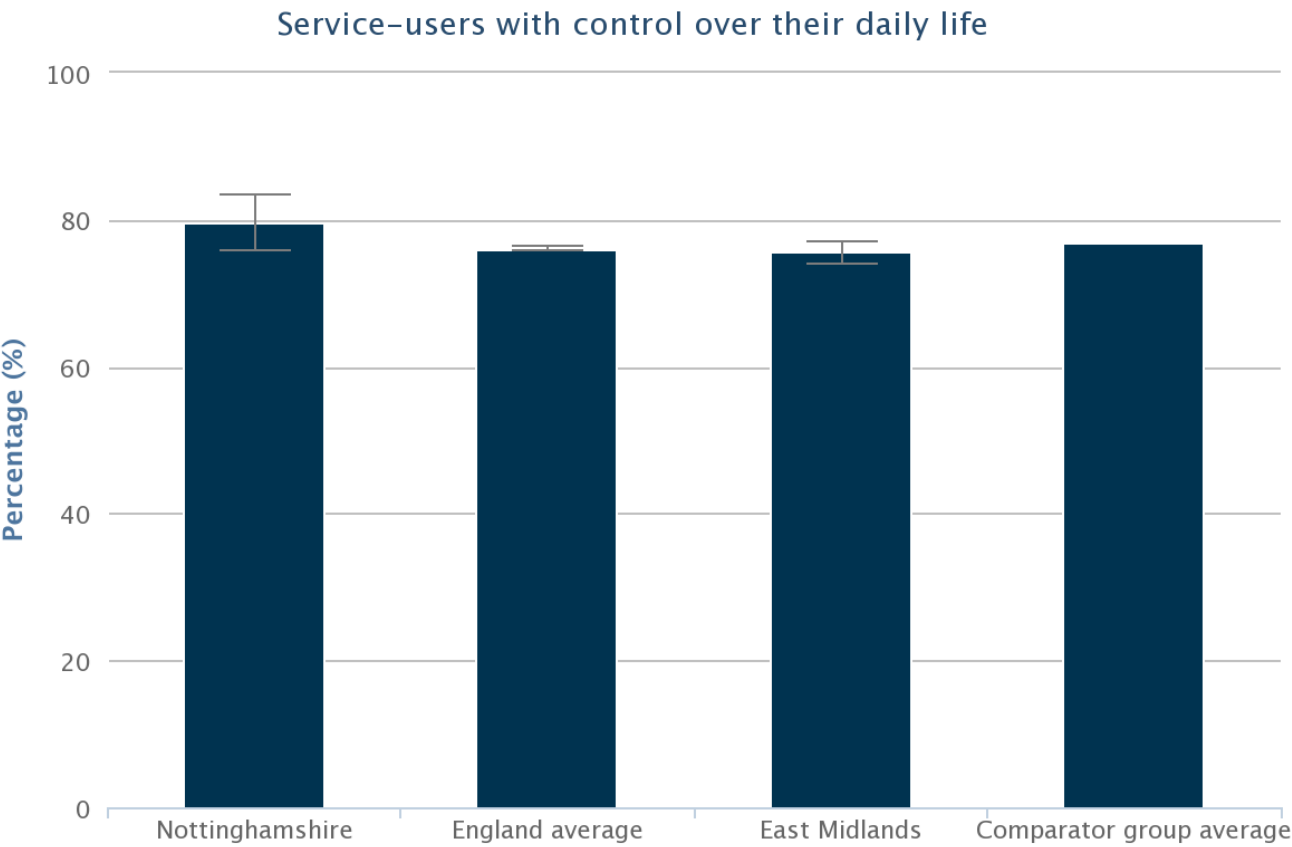
Measure	NCC Score 2012/13	Performance compared to National Average		Performance compared to East Midlands Average		Performance compared to 2011/12	
1A – Quality of Social Care	19.3/24	+0.6		+0.7		+0.1	
1B – Control over their daily life	79.5%	+3.8%		+3.6%		+1.5%	
1C(1) – Clients with Personal Budget	84.9%	+21.9%		+29.3%		+25.9%	
1C(2) – Clients with Direct Payment	31.9%	+11%		+15.5%		+15.7%	
1D – Carer quality of life	7.4	-0.3		-0.7		N/A*	
1E – LD clients in paid employment	7.3%	+2%		+0.1%		-1.9%	
1F – MH clients in paid employment	3.5%	-4.1%		-4.2%		-0.3%	
1G – LD clients who living in their own home	74%	+1.2%		+0.7%		+4.9%	
1H – MH clients who living independently	22.2%	-34.2%		-37.1%		0%	
2A(1) – 18-64 Admissions to Residential (x per 100,000)	18.7	+3.4		+3.8		+2.7	
2A(2) – 65+ Admissions to Residential (x per 100,000)	666.5	-121.8		-42.3		-2.1	
2B(1) – 65+ discharged from hospital to own home	84.9%	+7%		+3.4%		-4.3%	
2B(2) – 65+ offered Reablement services following discharge	3.5%	+0.6%		+0.2%		-0.1%	
2C(1) – Delayed transfers of care (x per 100,000)	13.2	+1.4		+3.7		-0.1	
2C(2) – Delayed transfers of care. Social care only (x per 100,000)	2.2	-0.4		-1.1		+0.5	
3A – Overall satisfaction who use service	64.7%	-0.4%		+1%		+0.3%	
3B – Overall satisfaction of carers	44.8%	+2.8%		+2.1%		N/A*	
3C – Carers who report they have been included/consulted regarding the person they care for	72.7%	+2.7%		-0.1%		N/A*	
3D – Clients/carers who find it easy to find information	70.3%	+0.1%		-1.2%		-0.8%	
4A – Clients who feel safe	69.8%	+7%		+4.8%		+1.8%	
4B – Services make client feel safer	90.2%	+10.7%		+12.3%		+14.6%	

\* The carers survey is held once every two years

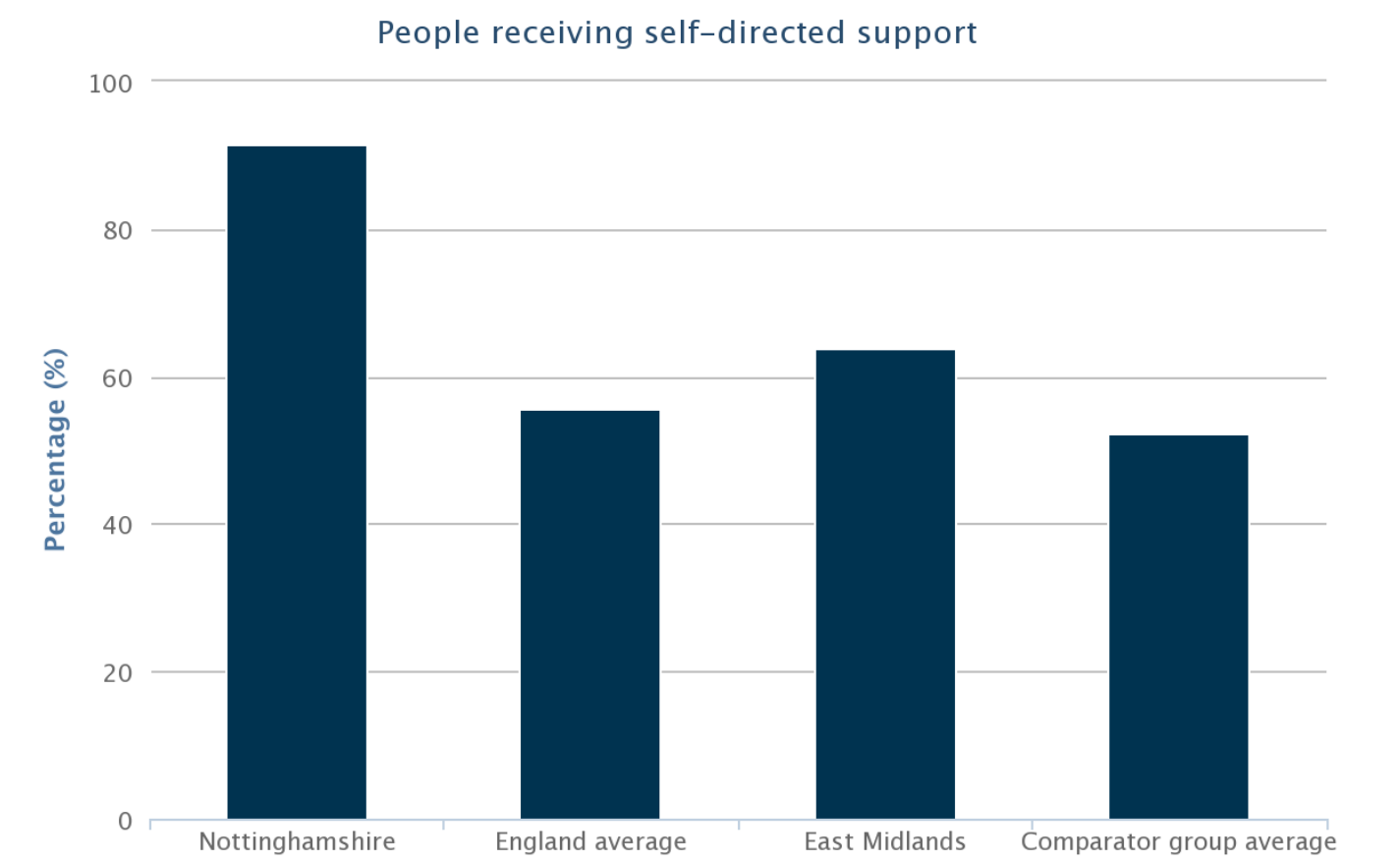
1A – Higher score represents a better outcome



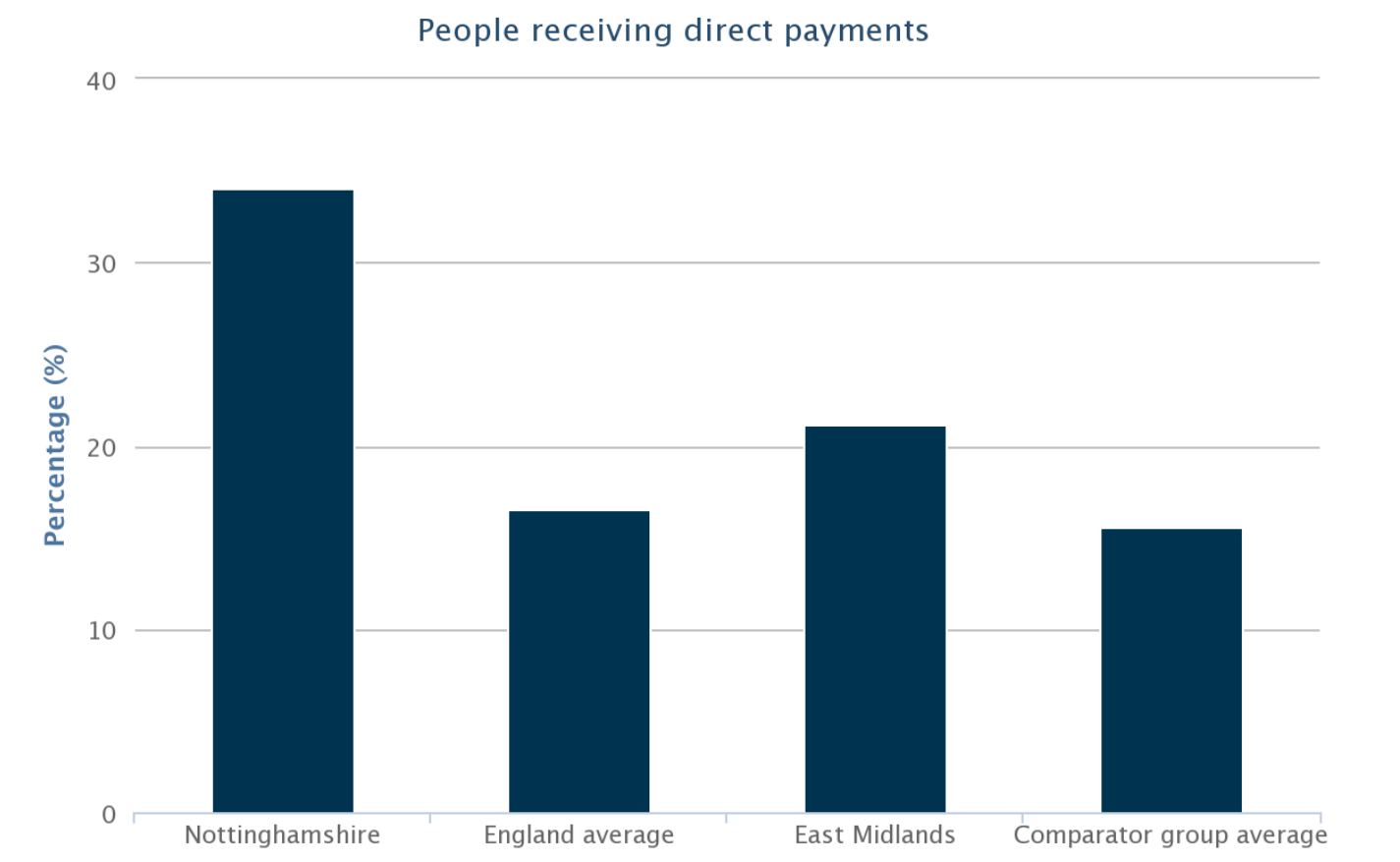
1B – Higher score represents a better outcome



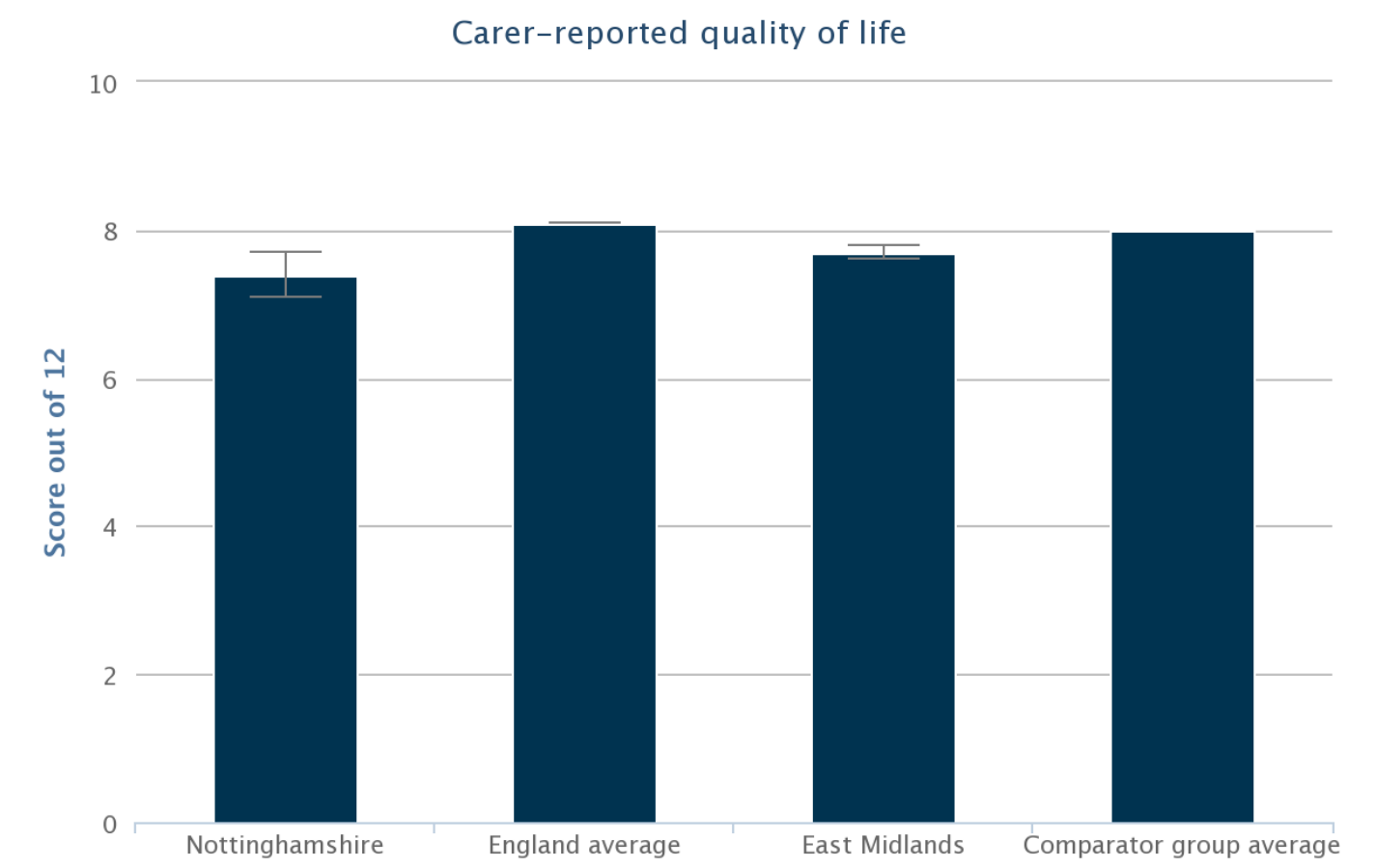
1C (Part1) – Higher score represents a better outcome



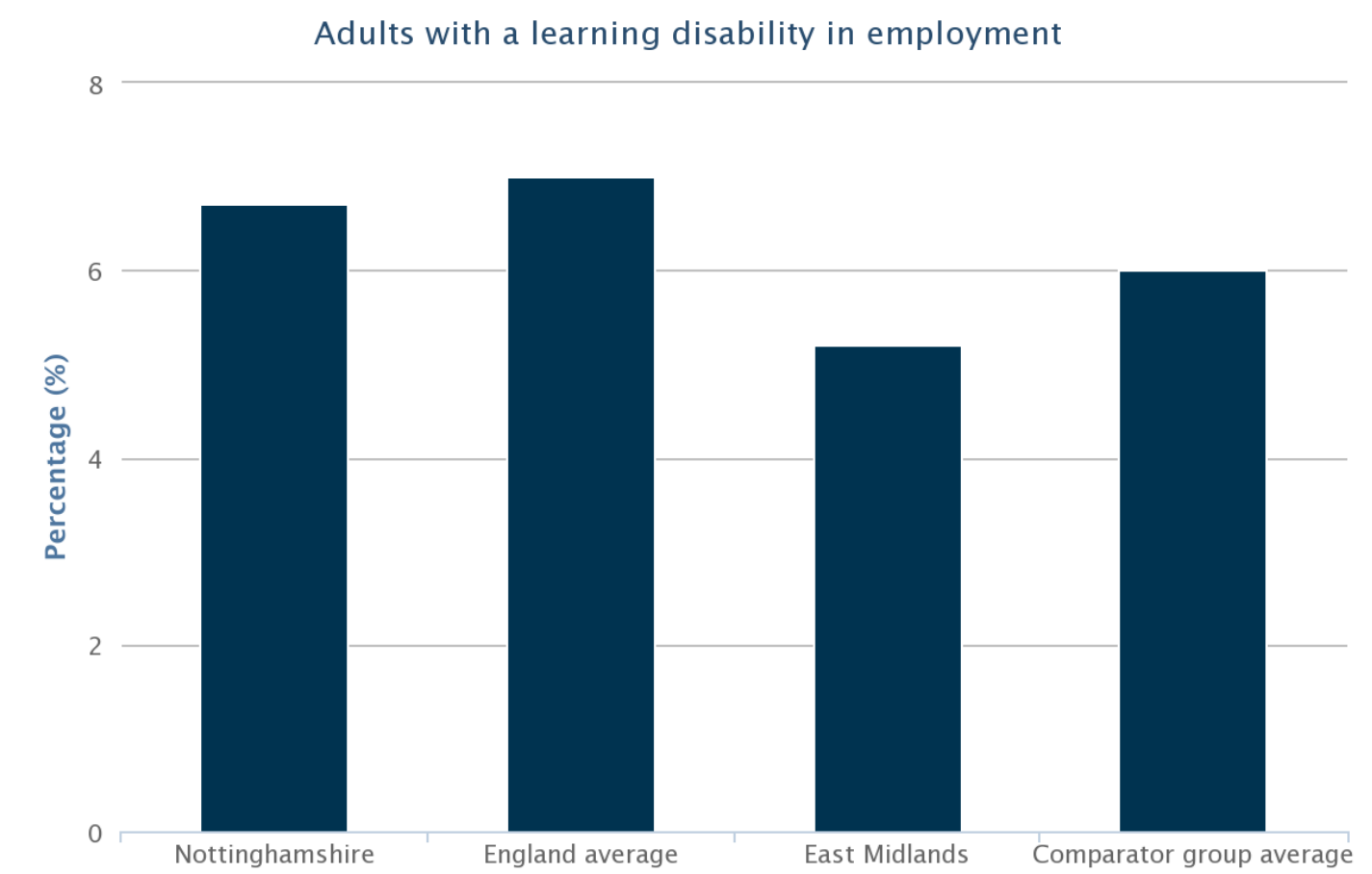
1C (Part 2) – Higher score represents a better outcome



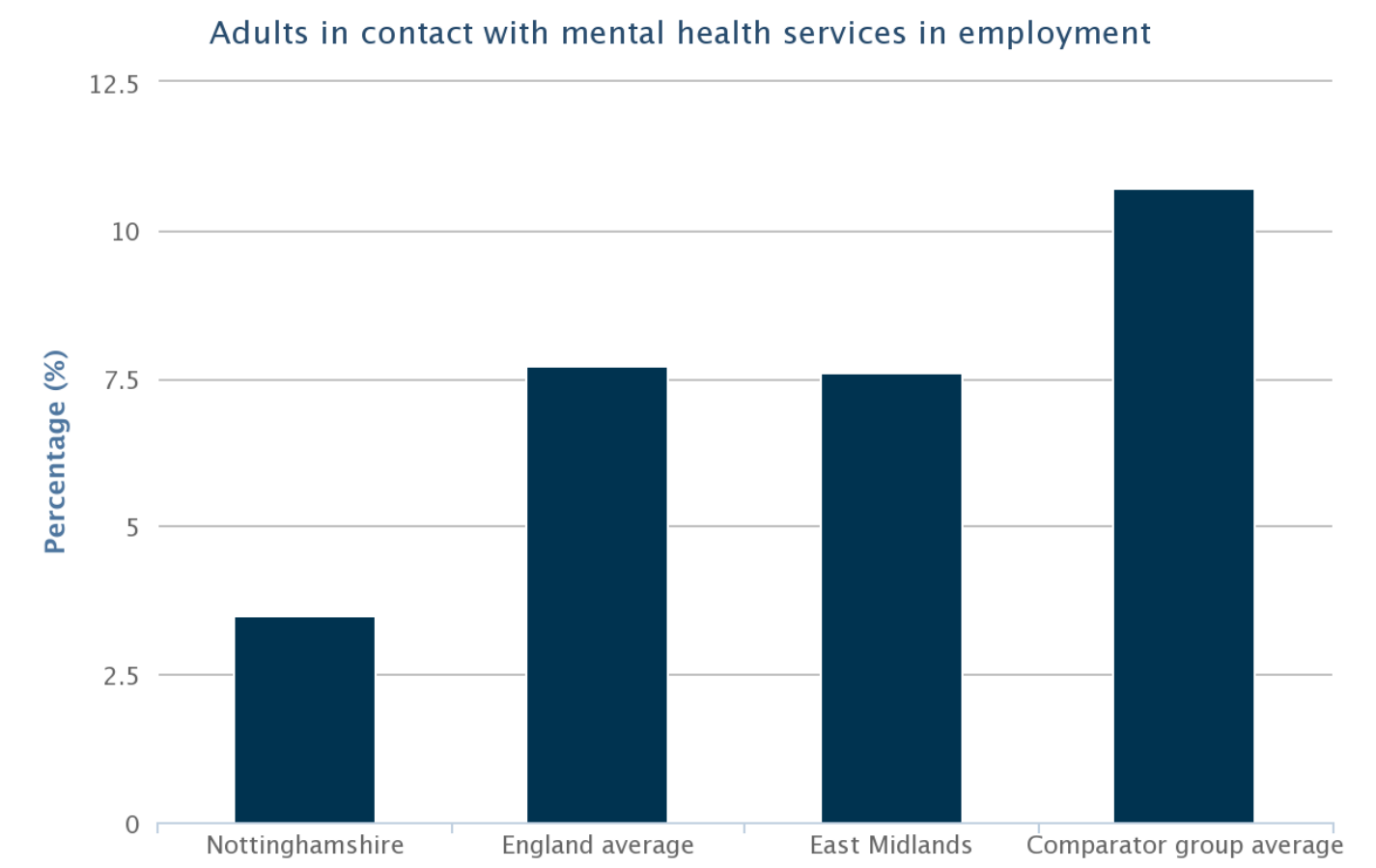
1D – Higher score represents a better outcome



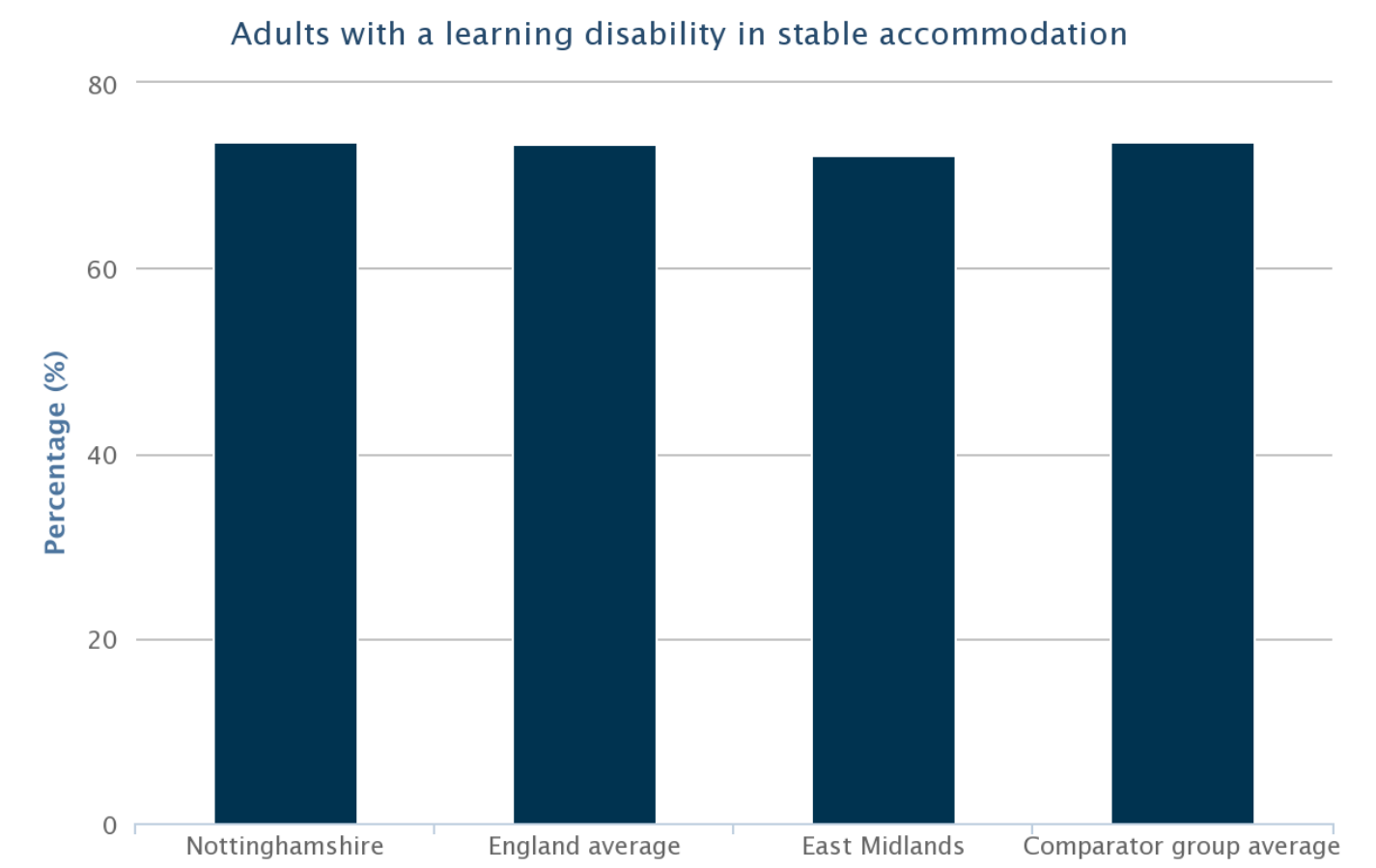
1E – Higher score represents a better outcome



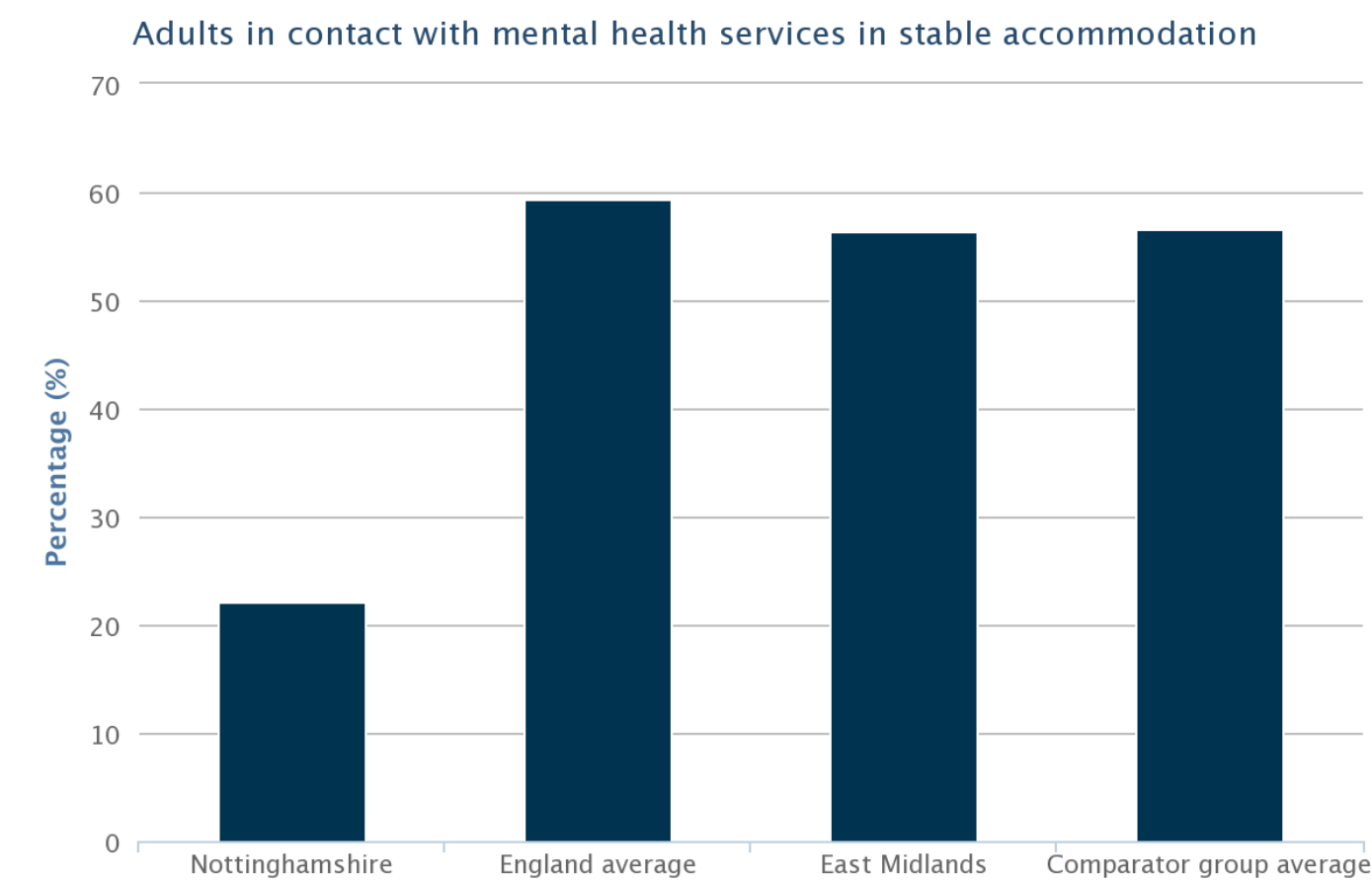
1F – Higher score represents a better outcome



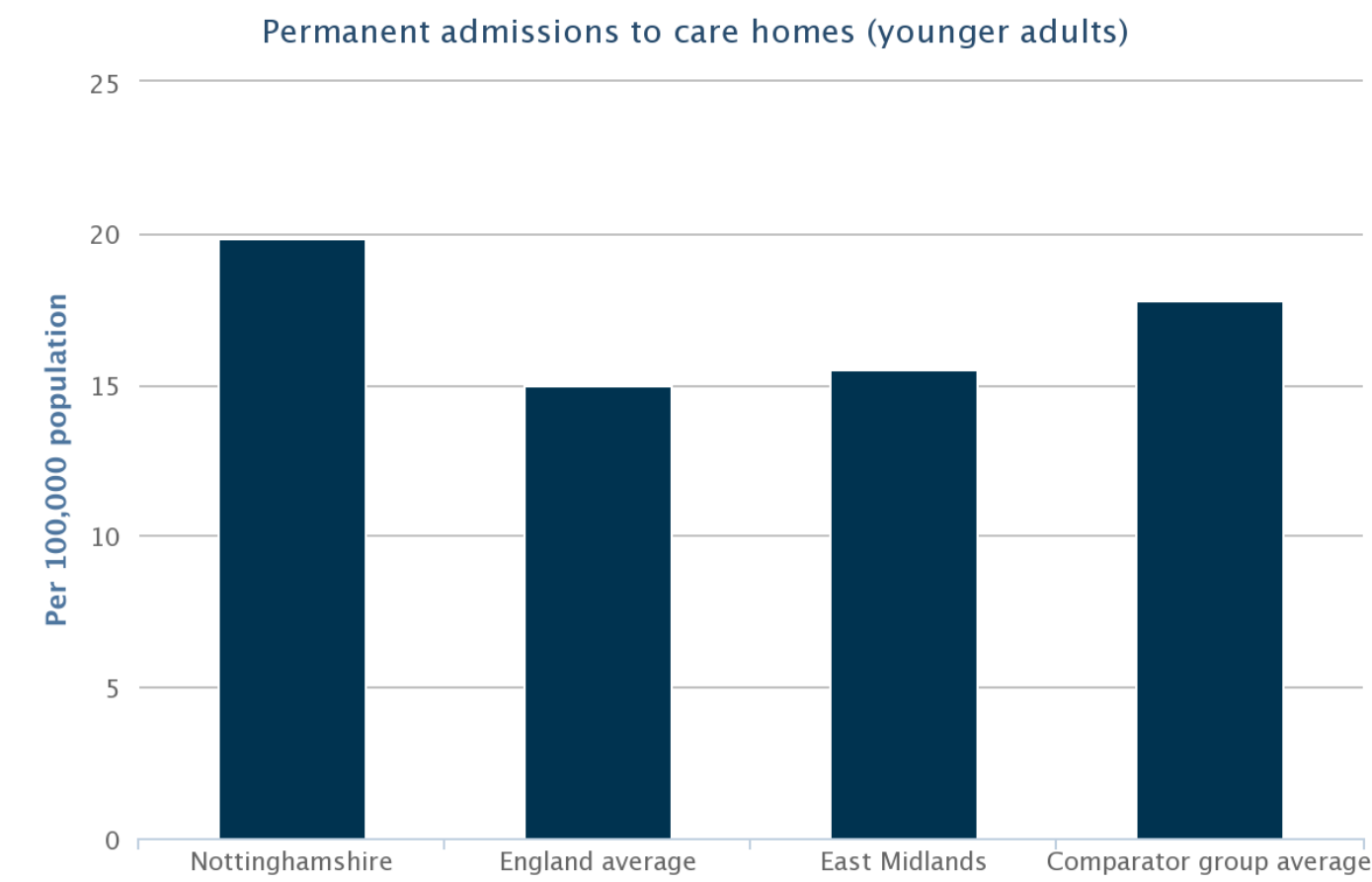
1G – Higher score represents a better outcome



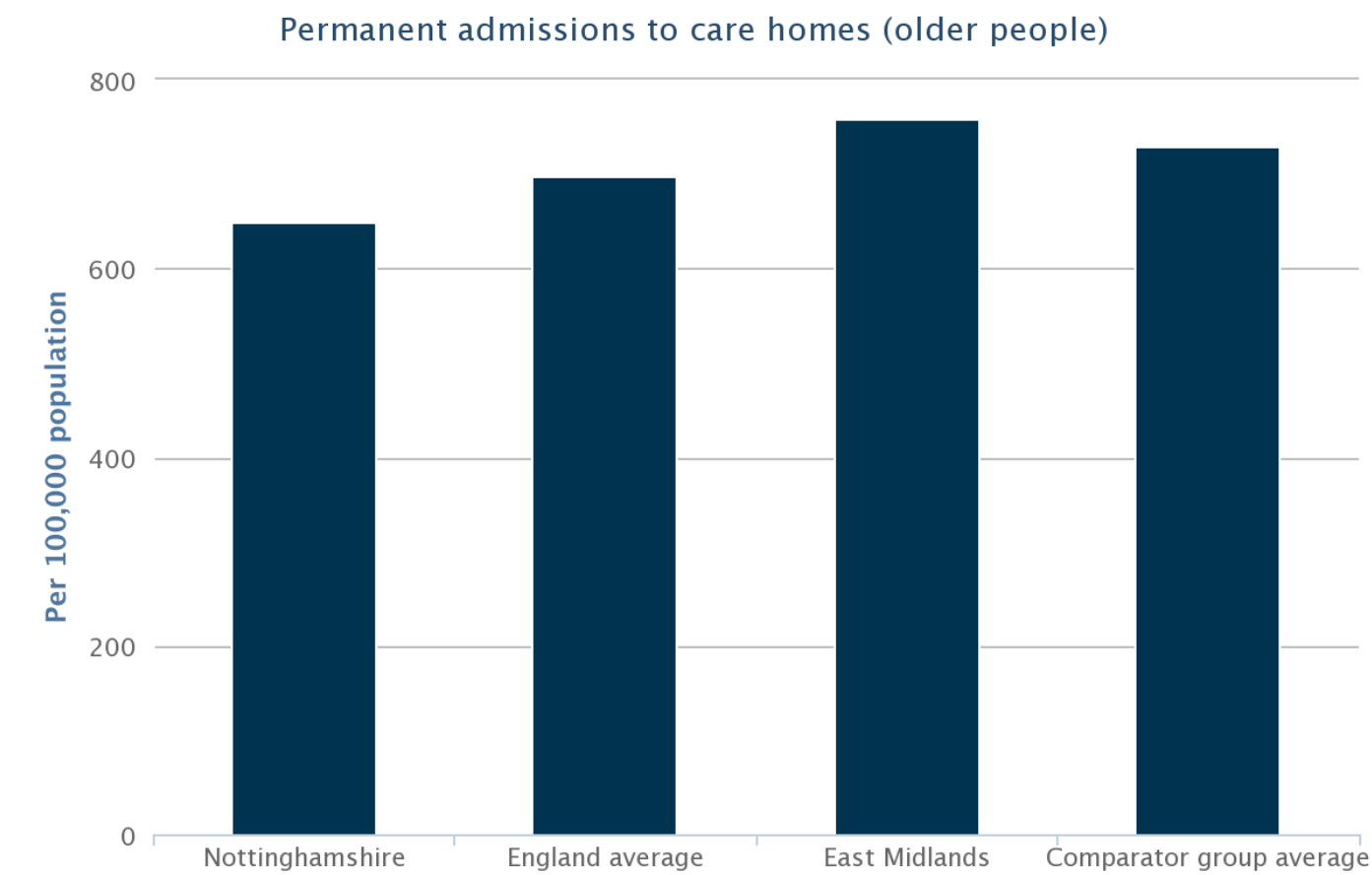
1H – Higher score represents a better outcome



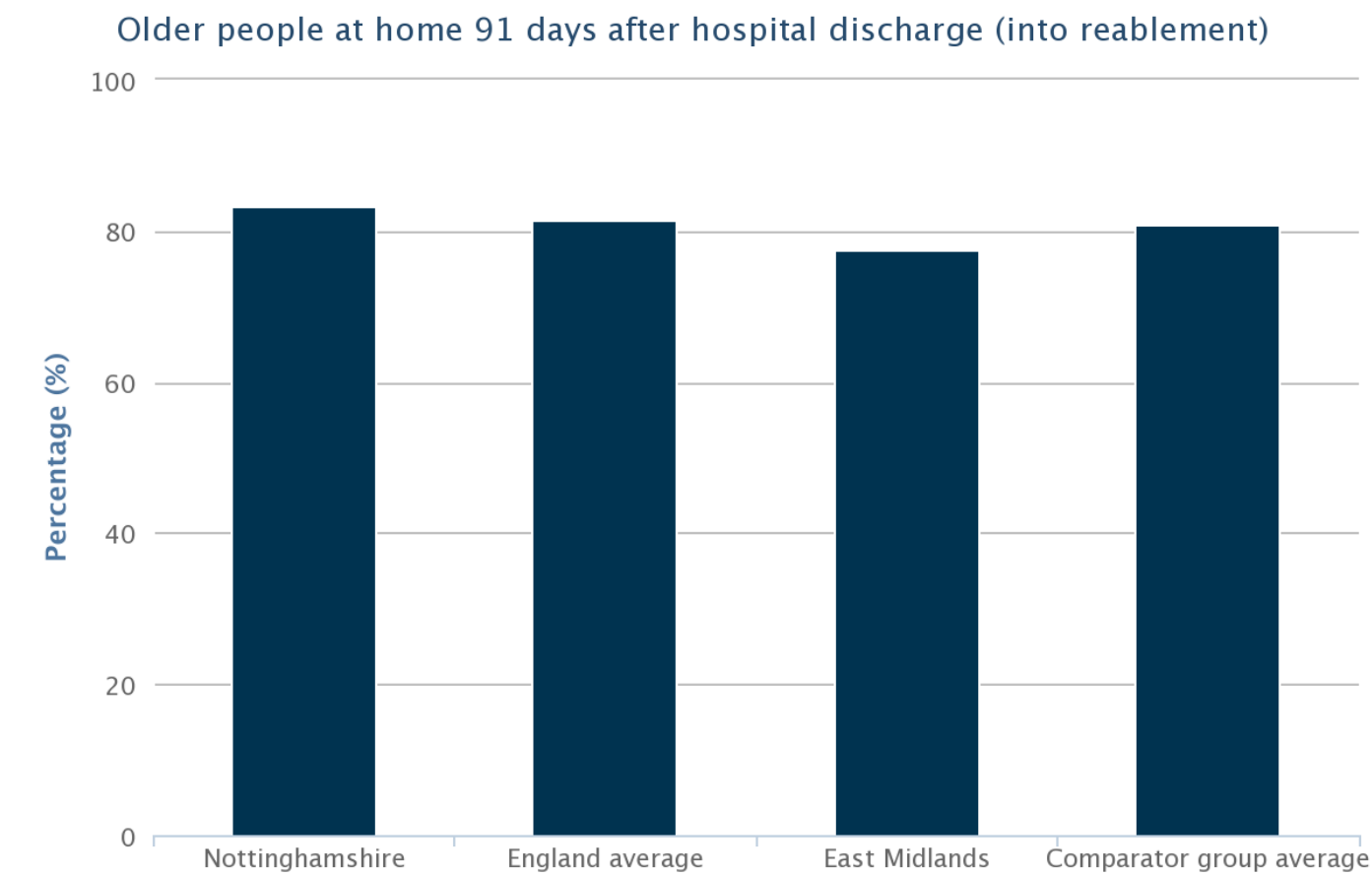
2A (Part1) – Lower score represents a better outcome



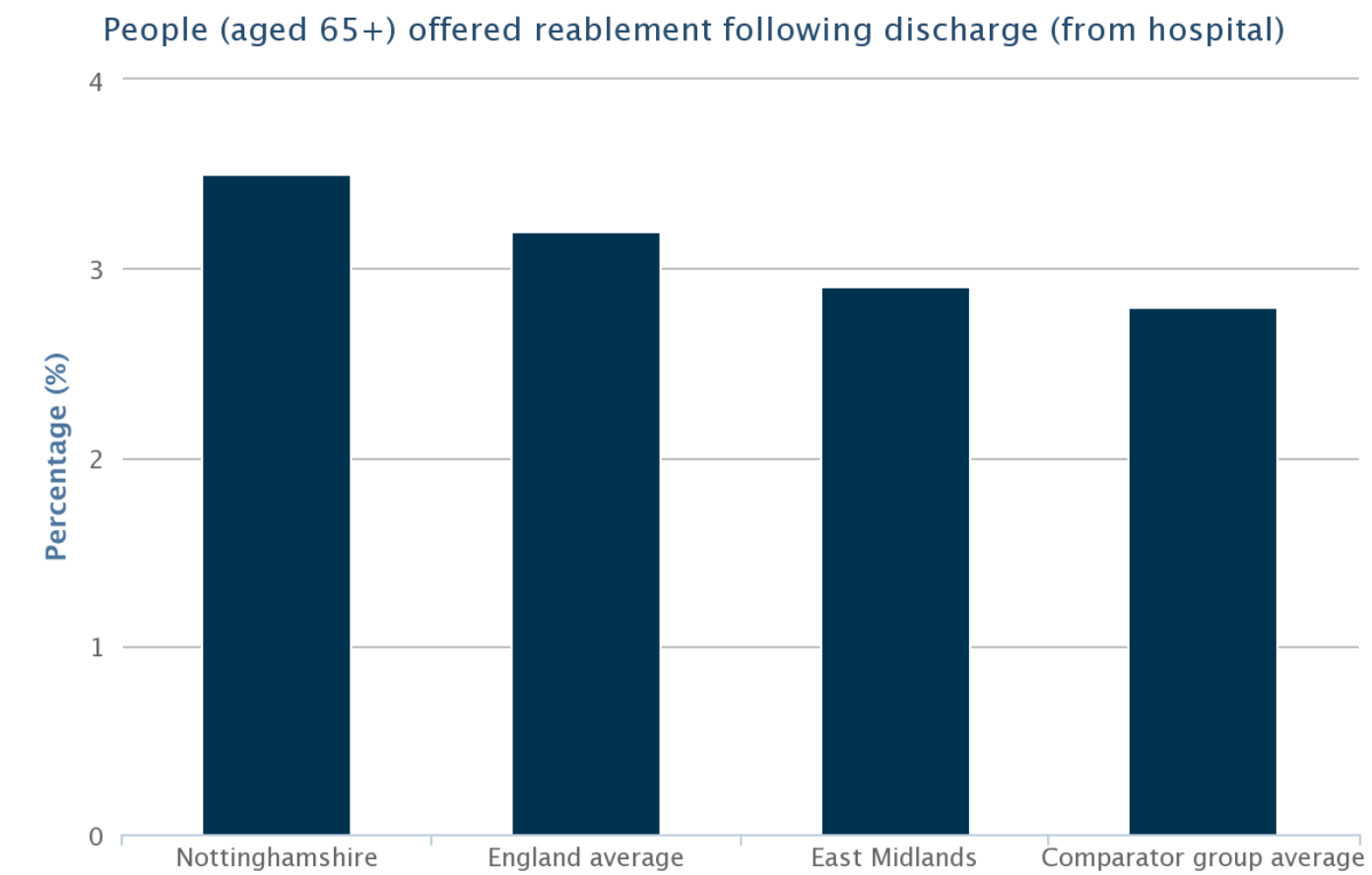
2A (Part 2) – Lower score represents a better outcome



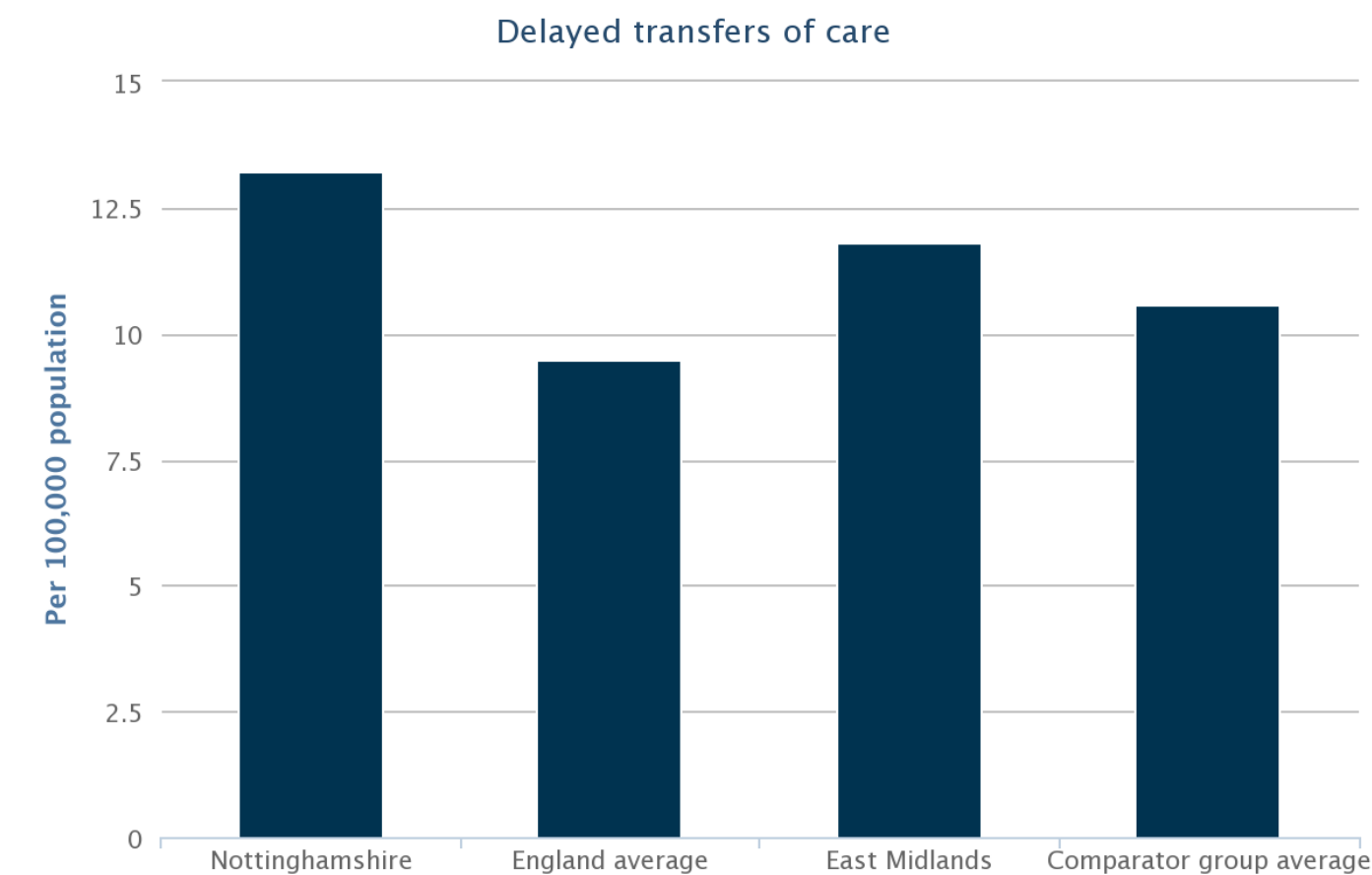
2B (Part 1) – Higher score represents a better outcome



2B (Part 2) – Higher score represents a better outcome

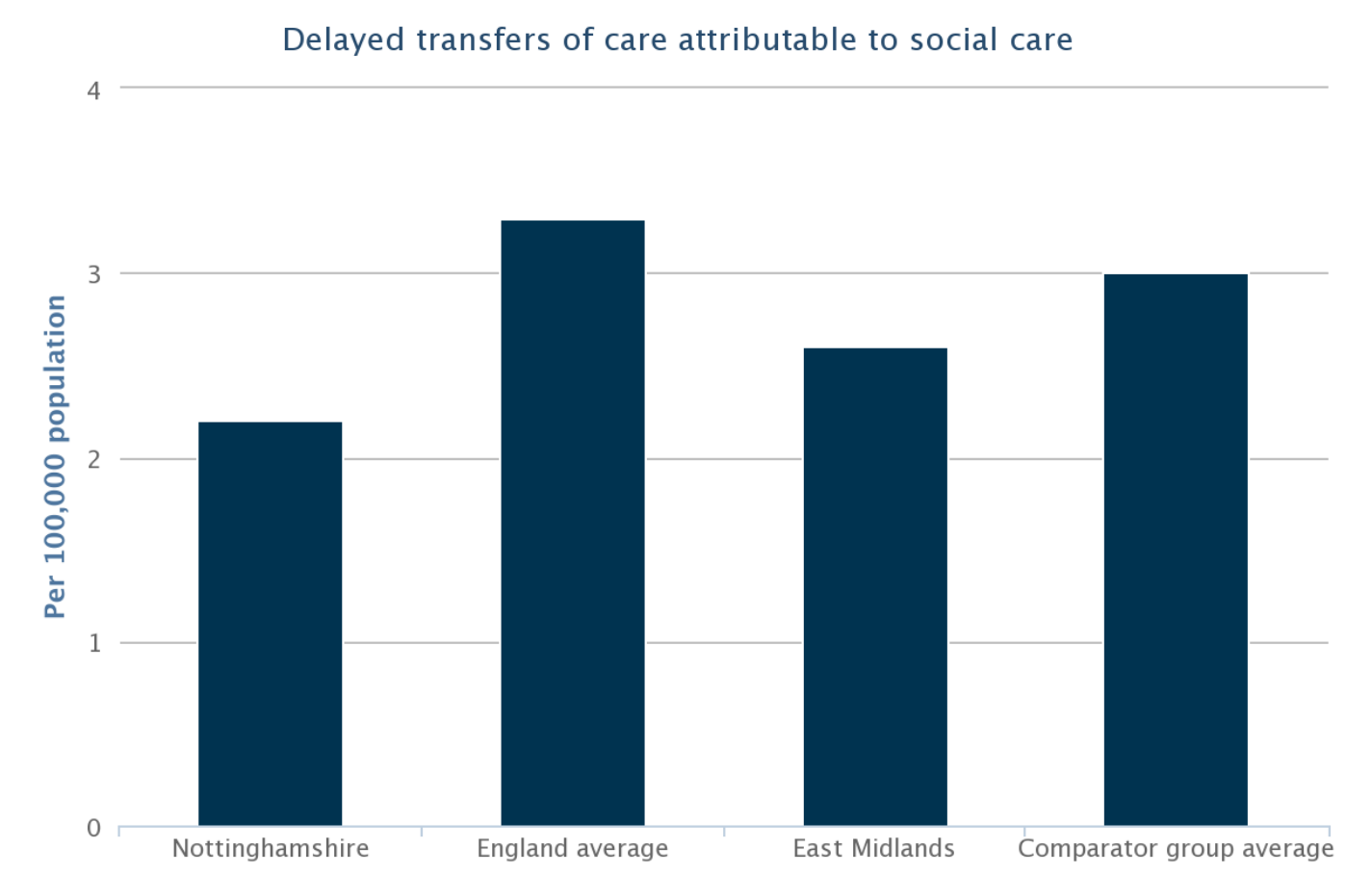


2C (Part 1) – Lower score represents a better outcome

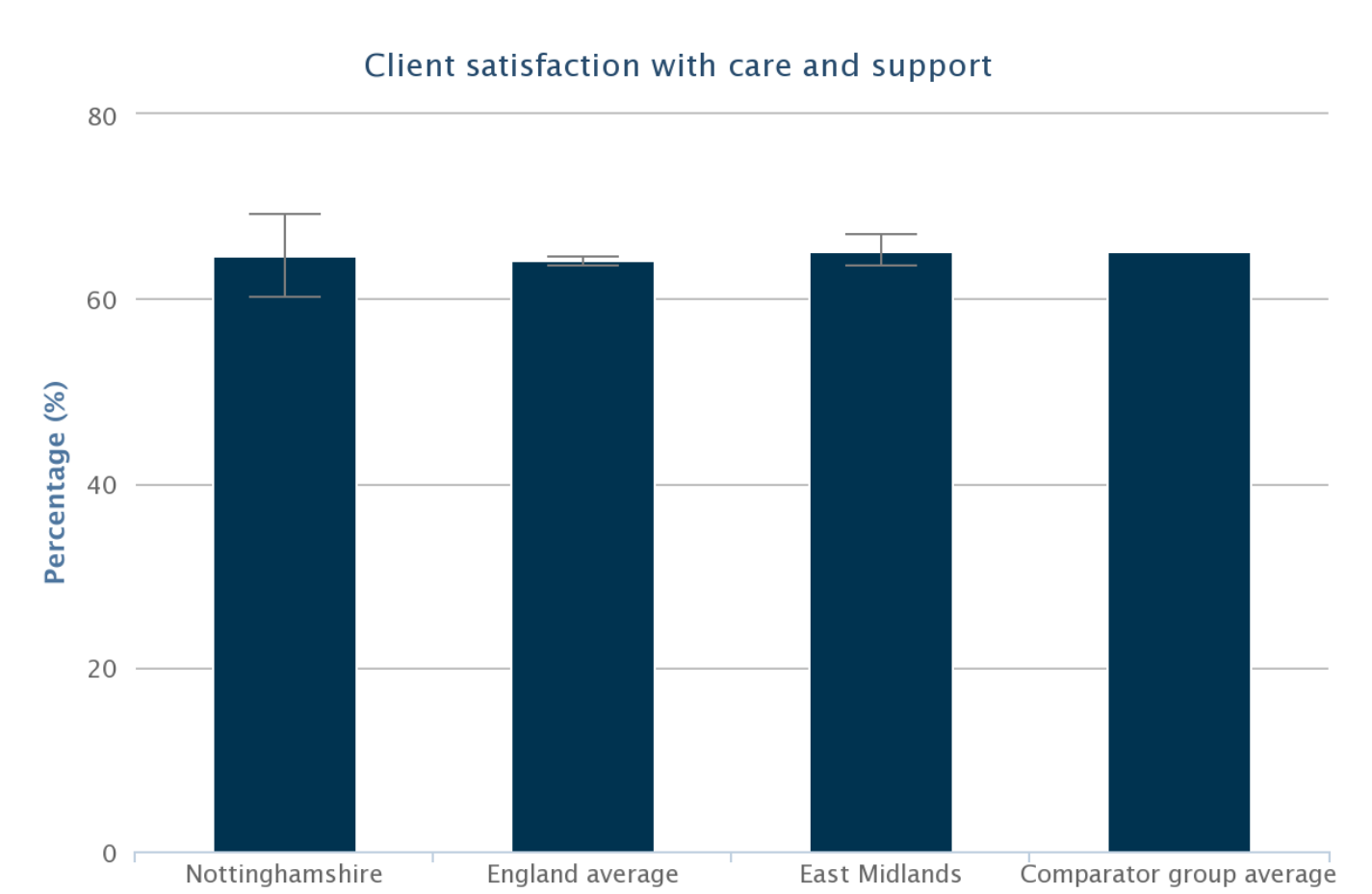




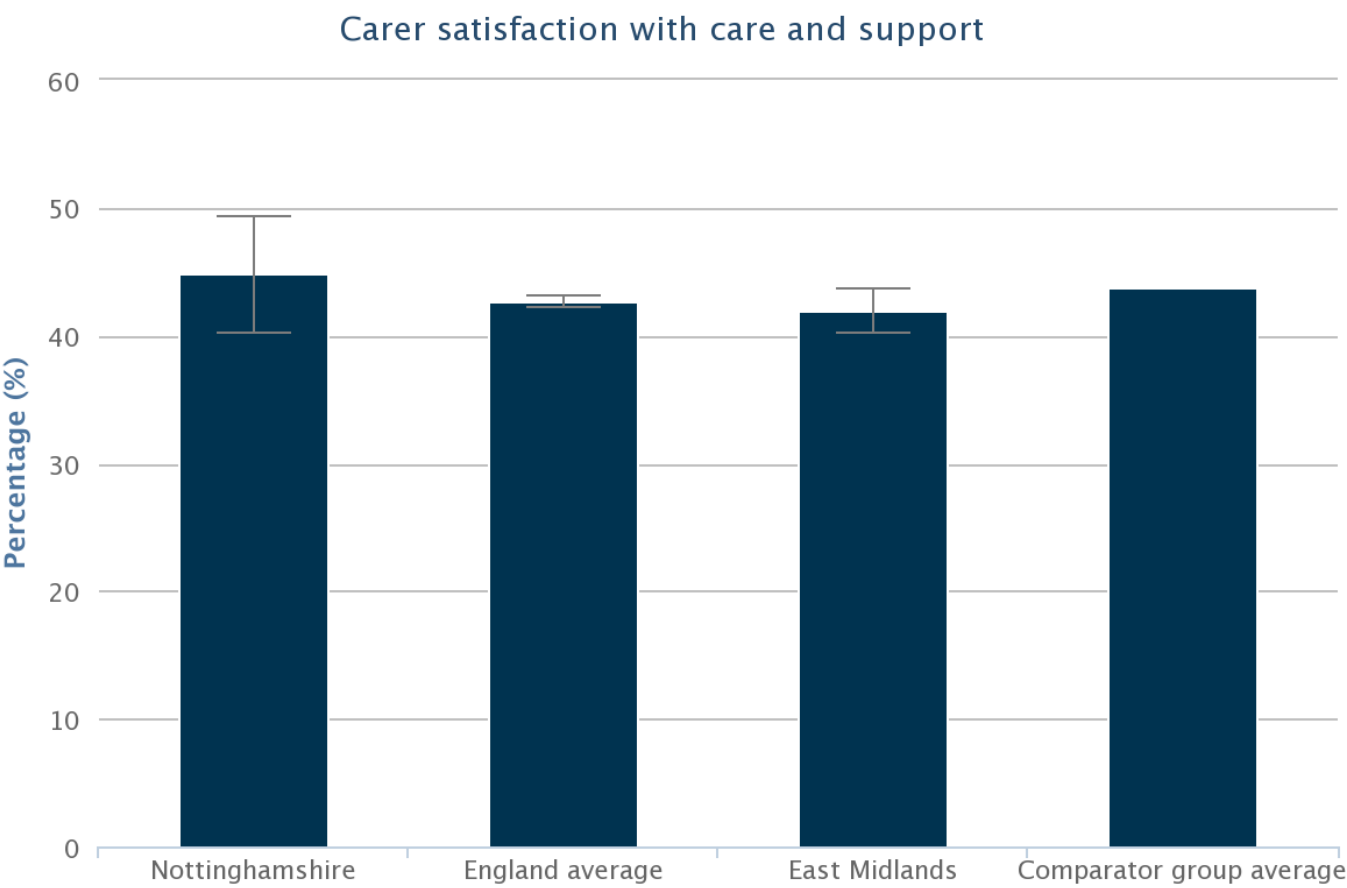
2C (Part 2) – Lower score represents a better outcome



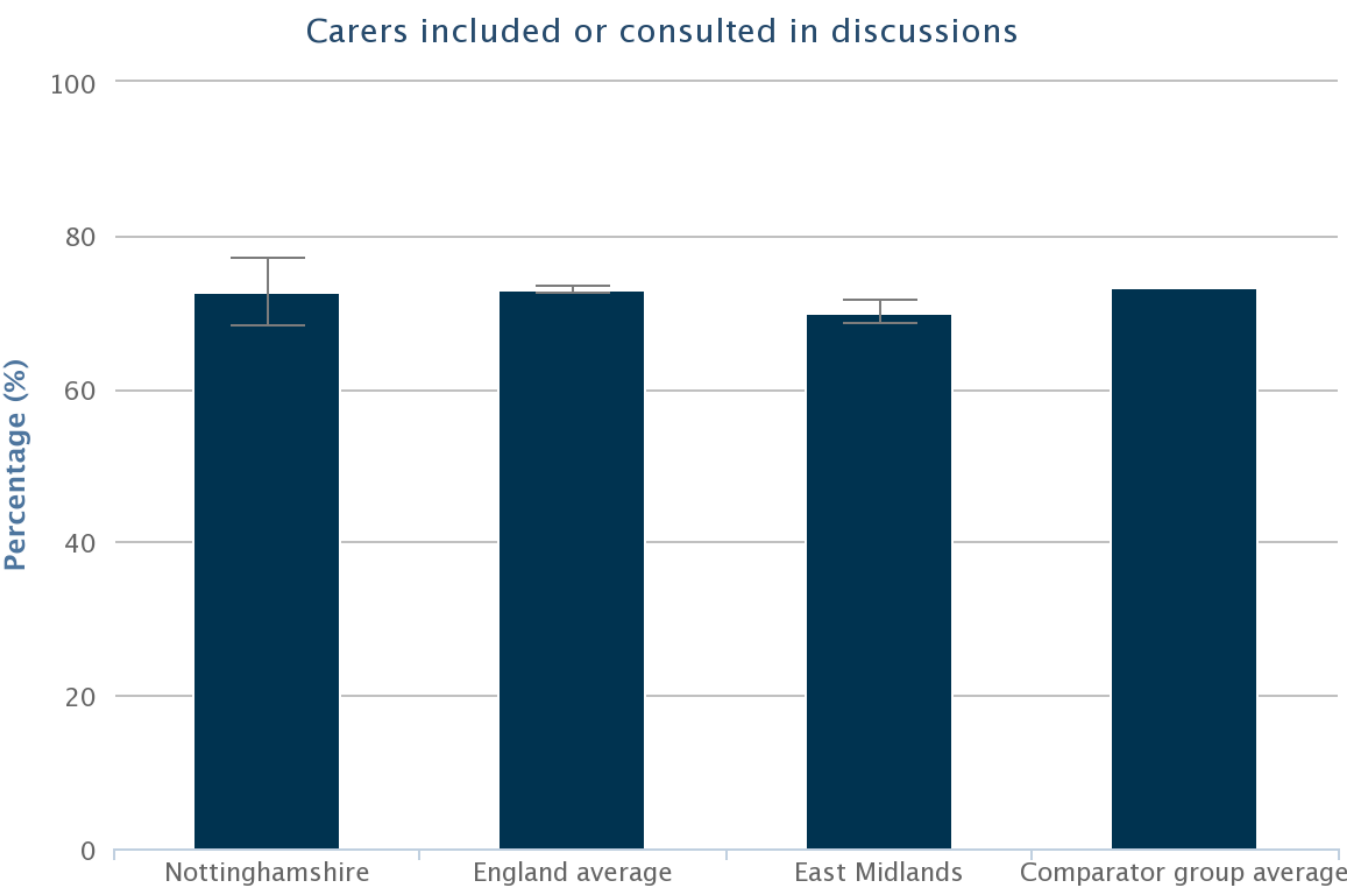
3A – Higher score represents a better outcome



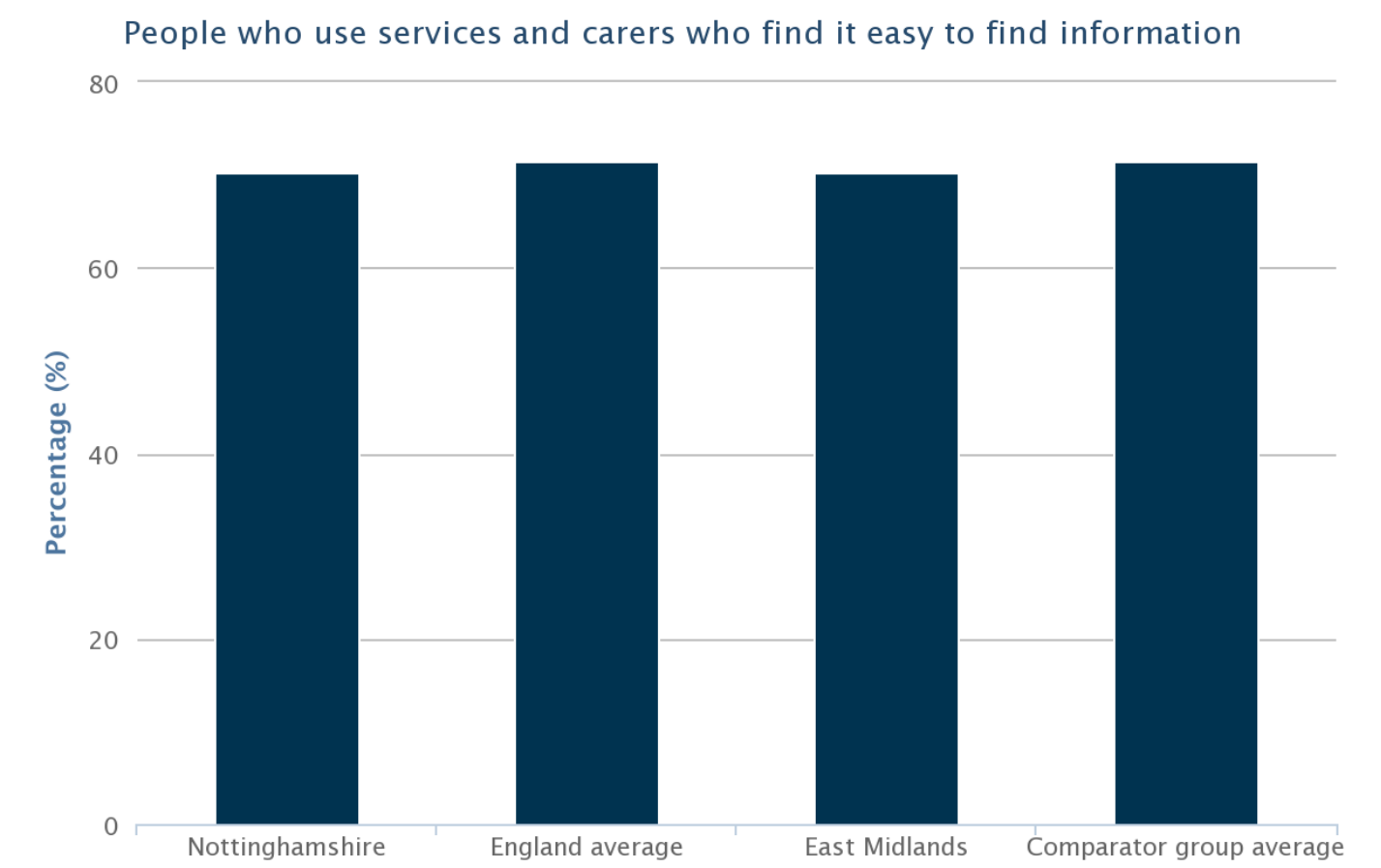
3B – Higher score represents a better outcome



3C – Higher score represents a better outcome



4A – Higher score represents a better outcome



4B – Higher score represents a better outcome

