	Adult Social Care Performance Update April - December 2021	2019/20	2020/21	Aug-21	Sep-21	Oct-21	Nov-21	Current Value	Target	Best to be	RAG	Direction of Travel ytd	National Average
	Contacts / requests												
1	MIS Contacts : % resolved (pre assessment)	N/A	N/A	80.7%	81.0%	81.3%	81.4%	**80.5%**	To Increase	High	R	Away from Target	LOCAL
	Hospital Discharge												
2	Percentage of discharges made on the same day or the next day as the person was deemed Medically Safe for Discharge/Medically Fit for Discharge (MFFD)	N/A	36%	28%	27%	30%	28%	**28%**	To Increase	High	R	Away from Target	LOCAL
3	The average number of days between MFFD or Discharge Notice and Discharge	N/A	2.9	4.5	5.2	4.5	4.9	**5.0**	To reduce	low	R	Away from Target	LOCAL CORE
	Reablement & Enablement												
4	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (effectiveness of the service)	84.8%	84.8%	86.6%	82.2%	82.8%	82.0%	**82.3%**	83.0%	High	A	TOWARDS TARGET	79%
5	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)	2.8%	2.2%	2.2%	2.3%	2.3%	2.3%	**2.2%**	2.5%	High	R	Away from Target	3.1%
6	Number of people who completed START reablement	N/A	N/A	751	934	1,054	1,202	**1,359**	2,421	High	R	TOWARDS TARGET	LOCAL CORE
7	People successfully completing a programme of enablement (with a Promoting Independence Worker)	N/A	N/A	133	169	204	259	**293**	1,000	High	R	TOWARDS TARGET	LOCAL CORE
	Reviews												
8	Percentage of reviews of Long Term Service Users completed in year	84.9%	74.0%	36.6%	40.6%	44.3%	48.5%	**52.6%**	100.0%	High	R	TOWARDS TARGET	LOCAL & NATIONAL
	Packages of Care and Support												
9	Number of new packages set up each month	455	549	490	484	487	493	**486**	To reduce	Low	A	Away from Target	LOCAL CORE
10	Average package cost for LT and ST services	£466	£484	£518	£520	£524	£528	**£538**	To reduce	Low	A	Away from Target	LOCAL CORE
11	The number of people entered into interim residential care from hospital where this was not the 'ideal' service	N/A	N/A	138	160	183	211	**224**	TBC	Low			LOCAL CORE
	PLACEHOLDER: The number of people entered into an interim "non ideal" service (community based, not from hospital).	N/A	N/A						TBC	Low			LOCAL CORE
	Direct Payments												
12	Proportion of adults receiving direct payments	40.6%	38.6%	38.6%	38.8%	39.0%	39.0%	**39.5%**	42.0%	High	R	TOWARDS TARGET	26.6%
	Number of new Direct Payments with a Personal Assistant (YTD) (latest Nov 21)	N/A	N/A	68	84	92	106(p)	**106(p)**	120	High	R	TOWARDS TARGET	LOCAL
13	Percentage of new Direct Payments used to purchase a Personal Assistant (latest Nov 21)	19.0%	26.5%	25.0%	30.0%	20.0%	27.0%(p)	**27%(p)**	50.0%	High	R	Away from Target	LOCAL CORE
	Long Term Care												
14	Number of Younger Adults supported in residential or nursing placements	662	694	661	664	666	667	**676**	635	Low	R	Away from Target	LOCAL
15	Long-term support needs of Living Well adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	25.9	24.6	7.3	11.2	13.3	15.7	**19.6**	16.4	Low	R	TOWARDS TARGET	13.3
16	Number of Older Adults supported in residential or nursing placements	2,375	2,104	2,162	2,146	2,151	2,190	**2,211**	2,309	Low	G	TOWARDS TARGET	LOCAL

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17	Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	612.1	494.5	201.6	249.0	290.7	367.2	**427.2**	469.9	Low	A	TOWARDS TARGET	498.2
18	Percentage of older adults admissions to LTC direct from hospital (BCF)	0.13	5.4%	5.1%	6.0%	6.5%	6.5%	**7.1%**	11.0%	Low	G	TOWARDS TARGET	LOCAL
	Employment and accommodation												
19	Proportion of adults with learning disabilities in paid employment	2.4%	2.0%	1.9%	1.8%	1.8%	1.7%	**1.7%**	2.9%	High	R	No Change	5.1%
20	Proportion of adults with learning disabilities who live in their own home or with their family	76.3%	74.5%	74.7%	74.7%	74.8%	75.0%	**74.6%**	77.0%	High	R	Away from Target	78.3%
21	Proportion of young adults supported to access employment, education, training or volunteering	N/A	8.6%	8.6%	8.5%	8.5%	8.3%	**8.3%**	25.0%	High	R	No Change	LOCAL CORE
	Safeguarding												
22	Percentage of safeguarding service users who were asked what outcomes they wanted	82.5%	81.0%	79.6%	79.6%	78.5%	78.3%	79.1%	85.0%	High	A	Away from Target	79.0%
23	Percentage of safeguarding service users (of above) who felt they were listened to and their outcomes achieved	75.0%	75.0%	79.8%	78.8%	79.3%	78.9%	78.5%	80.0%	High	G	TOWARDS TARGET	67.0%
24	Proportion of adults where the outcome of a safeguarding assessment is that the risk is reduced or removed	85.9%	86.5%	88.3%	87.6%	86.8%	86.6%	86.4%	90.0%	High	G	TOWARDS TARGET	89.5%
25	Proportion of adults at risk lacking mental capacity who are supported to give their views during a safeguarding assessment by an IMCA, advocate, family member or friend	86.9%	85.5%	82.9%	84.2%	82.9%	82.2%	82.3%	90.0%	High	A	Away from Target	87.0%
	DoLS												
26	Percentage of DoLS assessments received and completed in year	89.0%	64.0%	63%	66%	69%	68%	**72%**	90.0%	High	R	TOWARDS TARGET	LOCAL