

Benchmark Assessment and KPIs

Domain & KPI	Frame work	Reporting Frequency	Notes	2015/16 Target Proposed
Domain 1: Enhancing quality of life for people with care and support needs				
ASC 1A: Social care-related quality of life	ASCOF	Annual	Data from annual Adult Social Care Survey. Target set for top quartile	19.2
ASC 1B: The proportion of people who use services who have control over their daily life	ASCOF	Annual	Data from annual Adult Social Care Survey. Target set for top quartile	79
ASC 1C pt1: proportion of people using social care who receive self-directed support	ASCOF	Monthly	KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. Target provisionally set and will be reviewed after Q1 15/16 via SCPB and DASS leadership process.	70%
ASC 1C pt2: proportion of people using social care who receive direct payments	ASCOF	Monthly	KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. Target provisionally set and will be reviewed after Q1 15/16 via SCPB and DASS leadership process.	10%
ASC 1D: Carer-reported quality of life	ASCOF	Annual	Data from biennial from Carers Survey. Target set for top quartile	8.4
ASC 1E: Proportion of adults with a learning disability in paid employment	ASCOF	Annual	KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. Target provisionally set and will be reviewed after Q1 15/16 via SCPB and DASS leadership process.	4.5%
ASC 1F: Proportion of adults in contact with secondary mental health services in paid employment	ASCOF	Monthly	Data from DPT.	7.1%
ASC 1G: Proportion of adults with a learning disability who live in their own home or with their family	ASCOF	Monthly	KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. Target provisionally set and will be reviewed after Q1 15/16 via SCPB and DASS leadership process.	70%
ASC 1H: Proportion of adults in contact with secondary mental health services who live independently, with or without support	ASCOF	Monthly	Data from DPT.	77%
ASC 1I: Proportion of people who use services and their carers who reported that they had as much social contact as they would like	ASCOF	Annual	Part 1 – services users - Calculated annually from Adult Social Care Survey. Part 2 – carers - Calculated biennially from Carers Survey.	47.1
D40: % clients receiving an annual review	Local	Monthly	This actually measures % reviews that are overdue.	76%
SC-005: No. of overdue reviews	Local	Monthly	Expecting to change to % of reviews more than x months overdue	TBC
SC-007: No. of overdue reviews for out of area placements (snap shot)	Local	Monthly	Expecting to change to 'OOA placement reviews overdue by more than X months'.	TBC
D39: % clients receiving a Statement of Needs	Local	Monthly		90%
NI132: Timeliness of social care assessment	Local	Monthly		74%
NI133: Timeliness of social care packages following assessment	Local	Monthly		90%
Domain 2: Delaying and reducing the need for care and support				
ASC 2A p1: Permanent admissions to residential and nursing care homes, per 100,000 population Part 1 - younger adults	ASCOF	Annual	Reported annually to SCPB as official population updated annually. KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. until new reporting completed at the end of 2014/15.	BCF
ASC 2A p2: Permanent admissions to residential and nursing care homes, per 100,000 population Part 2 - older people	ASCOF	Annual	Reported annually to SCPB as official population updated annually. KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15.	572.6
ASC 2B p1: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services Part 1 - effectiveness	ASCOF	Annual		88.7
ASC 2B p2: Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services Part 2 - coverage	ASCOF	Annual		BCF
ASC 2C p1: Delayed transfers of care from hospital and those which are attributable to adult social care Part 1 - total delayed transfers	ASCOF	Annual		346.9
ASC 2C p2: Delayed transfers of care from hospital and those which are attributable to adult social care Part 2 - attributable to social care	ASCOF	Annual		BCF
ASC 2D: The outcomes of short-term support: sequel to service	ASCOF	Monthly	New Measure for 2014/15. Unable to report until new reporting developed during 14/15.	TBC
ASC 2E: Effectiveness of reablement services	ASCOF	n/a	New KPI still under national development.	TBC
ASC 2F: Dementia – a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life	ASCOF	n/a	New KPI still under national development.	TBC
LI-404: No. of permanent care home placements at end of period	Local	Monthly	Finance will confirm after further budget & CIP work - end Jan14	BCF
LI-450: Proportion of clients supported in a care home at end of period	Local	Monthly	Data quality improvements during 2014/15 increased outturn. Target should be reset.	BCF
Domain 3: Ensuring that people have a positive experience of care and support				
ASC 3A: Overall satisfaction of people who use services with their care and support	ASCOF	Annual	Calculated annually from Adult Social Care Survey. (BCF)	68.5
ASC 3B: Overall satisfaction of carers with social services	ASCOF	Annual	Calculated biennially from Carers Survey.	46.4
3E: Improving people's experience of integrated care	ASCOF	n/a	New KPI still under national development. Will be calculated annually from Adult Social Care Survey. Will be calculated biennially from Carers Survey.	TBC
ASC 3C: The proportion of carers who report that they have been included or consulted in discussions about the person they care for	ASCOF	Annual	Calculated biennially from Carers Survey.	76.6
ASC 3D: The proportion of people who use services and carers who find it easy to find information about services	ASCOF	Annual	Part 1 – services users - Calculated annually from Adult Social Care Survey. Part 2 – carers - Calculated biennially from Carers Survey.	77.3
NI135: Carers receiving needs assessment, review, information, advice, etc.	Local	Monthly	Local KPI but may need to change KPI definition changes with new 2014/15 statutory returns. Unable to forecast until new reporting completed at the end of 2014/15. Target provisionally set and will be reviewed after Q1 15/16 via SCPB and DASS leadership process.	40%
Domain 4: Safeguarding adults who circumstances make them vulnerable and protecting from avoidable harm				
ASC 4A: The proportion of people who use services who feel safe	ASCOF	Annual	Calculated annually from Adult Social Care Survey.	69.6
ASC 4B: The proportion of people who use services who say that those services have made them feel safe and secure	ASCOF	Annual	Calculated annually from Adult Social Care Survey.	85.6
ASC 4C: Proportion of completed safeguarding referrals where people report they feel safe	ASCOF	n/a	New KPI still under national development.	n/a
TCT11: Safeguarding Calls Triageed within 48 Hours	Local	Monthly	South West Safeguarding Adults Network recommendation. Measures being reviewed regionally so may need to be reset in 2015/16 by via SCPB and DASS leadership process.	90%
TCT12b: Proportion of safeguarding strategy meetings held within 7 working days	Local	Monthly	South West Safeguarding Adults Network recommendation. Measures being reviewed regionally so may need to be reset in 2015/16 by via SCPB and DASS leadership process.	80%
TCT13b: Proportion of Safeguarding case conferences held within 30 working days of strategy meeting	Local	Monthly	South West Safeguarding Adults Network recommendation. Measures being reviewed regionally so may need to be reset in 2015/16 by via SCPB and DASS leadership process.	80%
TCT14b: % repeat safeguarding referrals in last 12 months	Local	Monthly	Changing measure from number to proportion. Target increased to account for >30% increase in referrals since 2013/14.	8.0%