



## Adult Social Care 2021/22 (Director - Victoria Collins)

On target or better	
Within 10% of target	
More than 10% off target	

Reference	Performance Indicator	Measure Description	Bigger is better/ Smaller is better	Reporting Frequency	Q4 Outturn	Target 2020-2021	2021/22 Annual Target	Quarterly Target 2021/22	Q1	Commentary
MKC 1475c	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Killkenny)	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Killkenny)	Bigger	Monthly	82.0%	80.0%	80%	80%	76.4%	There were some flats which were waiting on occupancy which affected the quarterly results, however all flats will be occupied as of 06.08.21.
MKC 1475b	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Flowers House)	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Flowers House)	Bigger	Monthly	87.0%	80.0%	80%	80%	85.0%	
MKC 1475a	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Courtneys)	To ensure that care is delivered efficiently with the care hours available and in accordance with peoples assessed needs and individual preferences. (Courtneys)	Bigger	Monthly	96.4%	80.0%	80%	80%	55.0%	There were four void flats, which explains why care hours are low, however these have now been allocated.
MKC 1824	Control use of agency staff for Daytime service delivery	Use of agency staff for the daytime service in Homecare.	Smaller	Monthly	New	New	5%	5%	0%	
MKC 1804	Internal monitoring of assessment timescales and outcomes determined within 28 days.	Internal monitoring of assessment timescales and outcomes determined within 28 days.	Bigger	Monthly	New	New	85%	85%	32.6%	Performance appears very low this quarter but this is as a result of the outsourcing of work to The Occupational Therapy Practice. 333 cases were passed to them at the end of April 2021 - some of these cases dated back to August 2020. Many of these cases have now been dealt with and closed leading to a large number being completed outside the target of 28 days. However, this does not accurately reflect the improved performance with higher completion rates.
MKC 1749	Percentage of service users who leave the service independent or with a reduced level of need.	The percentage of services users who left reablement services independent or with a reduced care need as a proportion of those who left the service.	Bigger	Monthly	39.6%	45.0%	45%	45%	44.0%	Performance has improved since 2020/21 Q4 (39.6%) but is still slightly lower than target as a result of continued high numbers of people being admitted to hospital.
MKC 1375	The percentage of Access team calls that were answered or abandoned in less than two minutes	The percentage of calls that were answered or abandoned in less than two minutes within Access for people seeking information advice and guidance regarding health and social care	Bigger	Monthly	74.8%	80.0%	80%	80%	74.5%	Using Service level of 80%. Performance has, on occasion, been adversely impacted by the telephone lines going down. Day to day performance is usually in excess of 80%. We believe that the dip was due to some technical telephony issues that we had with the system at times during the quarter. Any telephony failure does adversely impact on our performance.
MKC 1469	Number of care and treatment reviews that prevent an admission to inpatient setting.	Number of care and treatment reviews that prevent an admission to inpatient setting.	Bigger	Annual	New	New	8		N/A	
ASCOF 1F	Proportion of adults in contact with secondary mental health services who are in paid employment.	Proportion of adults in contact with secondary mental health services who are in paid employment.	Bigger	Monthly	9.2%	7.0%	7%	7%	8.3%	two months in arrears; This is April 2021 figure, no update from NHS Digital since. May figure will be published on 12 August 2021.
ASCOF 1H	Proportion of adults in contact with secondary mental health services living independently, with or without support.	Proportion of adults in contact with secondary mental health services living independently, with or without support.	Bigger	Monthly	72.7%	65.0%	65%	65%	78.3%	two months in arrears; This is April 2021 figure, no update from NHS Digital since. May figure will be published on 12 August 2021.

MKC 1457	Total number of safeguarding adult concerns received	Total number of safeguarding adult concerns received	Smaller	Monthly	708	265	265	265	306	The team are embedding the new decision-making tool and have more conversations with key partners detailing what constitutes a safeguarding alert. This approach should ensure that only genuine safeguarding matters are raised, this will impact positively on the conversion rate performance.
MKC 1543	Call answering 97.5% of calls answered within 60 seconds	When the alarm is activated calls are answered within 60 seconds	Bigger	Annual	97.5%	97.5%	97.5%		97.8%	1. Total incoming calls between 4th April – 4th July 2021 = 31,993
MKC 1548	Response Responders arrive within 45 minutes.	Number of response responders to arrive within 45 minutes.	Bigger	Annual	90.0%	90.0%	90%		91.5%	Total response visits between 4th April – 4th July was 909 this included 411 people who fallen.