

People Directorate Scorecard 2019-20

Ref	Lead Department	Measure	Corporate Outcome	Portfolio	Responsible Officer	Data Owner	Data Frequency	Benchmark	Year end 2018/19	Quarter 4 2018/19	Quarter 1 2019/20	Quarter 2 2019/20	Quarter 3 2019/20	Quarter 4 2019/20	Proposed Quarterly/ Annual Target 2019/20	RAG and Direction of Travel	Commentary
ASC001	Adult Social Care	Residential Admissions for 18-64 age ytd fig	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	38	38	6				<30	😊	Although quarter 1 indicates that, if admissions remain consistent we will be on target, compared to last year on Q1 we are slightly worse with only 5 admission in Q1 last year
ASC002	Adult Social Care	Residential Admissions for 65+ age band ytd fig	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	545	545	115				<530	😊	Compared to the same period last year there have been 18 fewer admissions. Whilst we will always ensure that should an individual require permanent residential/ nursing care this will be provided the indicative target is to try and ensure that where possible individuals are supported with a package of care to remain in their own home.
ASC003	Adult Social Care	Total number of individuals currently in residential/ nursing care 18-64	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	198	198	199				N/A	😐	see above
ASC004	Adult Social Care	Total number of individuals currently in residential/ nursing care 65+	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	1142	1142	1146				N/A	😐	see above
ASC005	Adult Social Care	Delayed transfers of care from hospital - days per quarter total	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	12375	3287	3443				<3000 per quarter	😞	In quarter 1 the main three reasons for NHS delay was 17% "awaiting further NHS non acute care", 11% "awaiting Nursing home care package/ availability, 11% "patient/ family choice".
ASC006	Adult Social Care	Delayed transfers of care from hospital - days per quarter attributable to Social Care	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	3760	1057	1188				<800 per quarter	😞	In quarter 1 the main reason for social care delays was "Awaiting Care Packages in Own Home" which accounted for 48% of all delays, closely followed by "Awaiting residential care package/ availability" which accounted for 30% of all delays. Despite proactivity on behalf of commissioning services in stimulating market and provision, the constant pressure of supply V demand exacerbated by the volume of self funders in Cheshire East remains a problem
ASC007	Adult Social Care	Delayed transfers of care from total days delayed per 100,000 population (ASCOP 2C) (average monthly fig)	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	340.3	340.3	377.2				240.9 (av mthly figure)	😞	The annual target is based on the target imposed by NHS England linked to the Integrated Better care Fund Operating guidelines. This is an extremely aggressive target and very difficult to achieve without substantial overspend of existing budget due to the supply and demand for suitable residential/ nursing placements and care package providers
ASC008	Adult Social Care	Proportion of adults receiving direct payments – year to date	1	Adults	Director of Adult Social Care Operations/HoS			CEC Data	24.4%	24.5%	24.3%				25%	😐	Very little change however all individuals are offered the choice of a direct payment where applicable should they wish to select that option
ASC009	Adult Social Care	Number of new case contacts in period	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	14,197	3619 (14,197 cumulative)	3,352				13,000	😊	The number of new contacts is down because we have lightened our reporting, only new people previously unknown to services are now included in this indicator.
ASC010	Adult Social Care	Number of assessments completed in period	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	3,789	949	775				N/A	😐	This reflects the change in our way of working at the front door in accordance with the Care Act to prevent, reduce and delay the need for long term care and support. We are providing information and advice to signpost and divert people to more appropriate services that are preventative.
ASC011	Adult Social Care	Percentage of eligible Clients receiving long term support with a 12mth review (snapshot position at end of quarter)	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	71.0%	71%	69.2%				75%	😊	This is not an issue at quarter one we are confident that we maintaining performance and will continue to do so.
ASC012	Adult Social Care	Learning Disability Support - Clients with an active service (other than Telecare)	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	954	954	948				N/A	😐	
ASC013	Adult Social Care	Mental Health Support (18-64) - Clients with an active service (other than Telecare)	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	251	251	254				N/A	😐	
ASC014	Adult Social Care	Proportion of adults with a learning disability living in their own home or with their family (ASCOP 1F) - year to date	1	Adults	Director of Adult Social Care Operations/HoS			CEC Data	87%	87%	87%				87%	😊	The focus is where possible for all individuals to remain in a community environment in order to achieve as much inclusivity as possible and develop independent living skills
ASC015	Adult Social Care	Total number of individuals aged 65+ being supported	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	4266	4266	4329				N/A	😊	The number of people supported has increased and the budget continues to be managed.
ASC016	Adult Social Care	Proportion of service users in receipt of a community based service	1	Adults	Director of Adult Social Care Operations/HoS			CEC Data	81%	80%	81%				80%	😊	Our focus continues to be on supporting as many people at home as possible (whilst recognising that some people will require care home placements).
ASC017	Adult Social Care	Number of new DOLS applications received (cumulative)	5	Adults	Director of Adult Social Care Operations/HoS			CEC Data	2589	2589	701				N/A	😐	Applications received show a continued increasing trend with Q1 2019/20 receiving 56 more requests compared to the same period last year.
CQ&C001	Commissioning, Quality and Contracts, and Communities Department	% of domiciliary care services rated good or outstanding with CQC	2	Adults	Director of Commissioning			CEC Data	94%	94%	65%				96%	😞	65% (78% excluding the no ratings) of domiciliary care services rated good or outstanding with CQC. The breakdown is as follows 40 Care at Home providers of which 26 are rated good, 7 require improvement and 7 that have not yet been inspected.
CQ&C002	Commissioning, Quality and Contracts, and Communities Department	% of care homes rated good or outstanding with CQC	2	Adults	Director of Commissioning			CEC Data	61%	61%	64%				70%	😞	There has been an upward trend this quarter with more Care Homes being rated as good or outstanding. CEC are working with Skills for Care regarding additional training for care staff to drive up quality. There are also 8 care homes that have not yet been inspected by CQC which negatively affects the percentage (70% excluding those not yet registered). The breakdown is as follows 94 Care Homes of which 3 are outstanding, 57 are rated good, 25 require improvement, 1 is inadequate and 8 that have not yet been inspected.
CQ&C003	Commissioning, Quality and Contracts, and Communities Department	Sexual health contract - priority area identified- long acting reversal contraception	1	Adults	Director of Commissioning			CEC Data	36.9%	36.9%	No data available yet for quarter 1.				38%	😊	Suggested Percentage of LARCs (excluding injectables) prescribed as a proportion of all contraceptives by age
CQ&C004	Commissioning, Quality and Contracts, and Communities Department	% of new birth visit by health visitor within 14 days	1	Adults	Director of Commissioning			CEC Data	86%	86%	91%				88%	😊	We are currently performing well in this area, with the 0-19 service showing improvement in this area over the last few quarters.
CQ&C005	Commissioning, Quality and Contracts, and Communities Department	Lifestyle service contract - reduction in the prevalence of smokers	1	Adults	Director of Commissioning			CEC Data	16.4% (2017)	8.7% (2018)	This is an annual indicator			15%	😊	Activity across all providers in Q1 shows there were 289 Quit dates Set (QDS) with 120 quits in total. Giving a strike rate of 42%. Referrals and quits are above targets in Q1.	

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CQ&C006	Commissioning, Quality and Contracts, and Communities Department	Lifestyle service contract - reduction in those presenting as inactive	1	Adults	Director of Commissioning			CEC Data	20.5% (2017)	17.5% (2018)	This is an annual indicator				20%	😊	There were 1102 referrals into the OY Physical Activity programmes in Q1. We also had 594 people already participating in the Physical Activity programmes and a further 654 started on a programme. Using CMO guidelines 79% of completers over the quarter (391) moved from Inactive to Active and 97% showed improvement from being inactive.
CQ&C007	Commissioning, Quality and Contracts, and Communities Department	% of providers who met the 95% delivery of guaranteed minimum hours	2	Adults	Director of Commissioning			CEC Data	New Measure	New Measure	22.20%				100%	😞	The providers are still struggling to recruit however there has been a recruitment drive and providers are now starting to pick up more hours and we expect to see the percentage to rise quarter on quarter. (2 of 9 providers)
CQ&C008	Commissioning, Quality and Contracts, and Communities Department	% of children's home under the contract with 95% occupancy	2	Adults	Director of Commissioning			CEC Data	New Measure	New Measure	Homes not yet open				100%	😐	
PubH001	Public Health	Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check	5	Public Health and Corporate	Director of Public Health			CEC Data	94%	93.6%					80%	😊	This is a rolling 5 year average updated annually extracted from Public Health Outcomes Framework (PHOF2.22iv). This is an increase on 2013-17.
PubH002	Public Health	Minimum uptake targets for NHS Health Checks reached and good outcomes achieved	1	Public Health and Corporate	Director of Public Health			CEC Data	49%	49%					50%	😐	Rolling 5 year average of those who were offered and accepted an NHS Healthcheck (PHOF2.22iv). Currently better than the England average and comparable with our target.
PubH003	Public Health	Adults - Successful completions of alcohol treatment, who do not re-present within 6 months	1	Public Health and Corporate	Director of Public Health			CEC Data		100%	Figures not available yet				43%	😊	Performance data from provider organisation and first quarter performance data is not yet available. As this is a new provider the direction of travel is based on previous annual data from the Public Health Outcomes Framework.
PubH004	Public Health	Successful completion of drug treatment - opiate users	1	Public Health and Corporate	Director of Public Health			CEC Data		39%	Figures not available yet				8%	😊	Performance data from provider organisation and first quarter performance data is not yet available. As this is a new provider the direction of travel is based on previous annual data from the Public Health Outcomes Framework.
PubH005	Public Health	Successful completion of drug treatment - non-opiate users	1	Public Health and Corporate	Director of Public Health			CEC Data		60%	Figures not available yet				36%	😊	Performance data from provider organisation and first quarter performance data is not yet available. As this is a new provider the direction of travel is based on previous annual data from the Public Health Outcomes Framework.
PubH006	Public Health	Hospital admission episodes for alcohol related conditions in the U18s (rate per 100,000)	5	Public Health and Corporate	Director of Public Health			CEC Data	38.4%	38.4%					37	😞	Annual data from the Public Health Outcomes framework. Currently comparable to the England average.
PubH007	Public Health	Proportion of young people screened for chlamydia (15-24 year olds)	1	Public Health and Corporate	Director of Public Health			CEC Data	20.90%		Figures not available yet				22%	😐	7,800 people aged 15-24 years were screened for chlamydia in 2018. This is lower than the previous year (22.7%). Rate is significantly better than the England average. This achieved a diagnostic rate of 1,902/100000 lower than the target.
