

Adult and Community Services Portfolio Plan 2011-12
Second Quarter Summary Update Report

Outcome 1: Enhancing quality of life for people with care and support needs.

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Number of eligible people supported by a Personal Budget .(Denominator from 10/11)	31% 1498	33% 1552	69% 3204	90%	95%	100%
2. Of the people who are eligible for a direct payment; the percentage who did receive a direct payment.	NEW	12% 210	21% 349	40%	45%	50%
3. Proportion of adults with learning disabilities in paid employment.	17% 165	Annual	Annual	18%	19%	20%
4. Proportion of adults with physical disabilities who live in their own home or with the family.	NEW	Annual	Annual	New**	New**	New**

** baseline being established in 2011/12

Outcome 2: Delaying and reducing the need for care and support.

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Number of households living in temporary accommodation	427	506	553	400 or less	400 or less	400 or less
2. Homeless households approaching LA housing advice services for whom housing advice casework intervention resolved the situation per 1,000 households. (Total number of households is 135,246) * annual equivalent	15.69 per 1,000 2112	15.3 per 1,000* 517	16.1 per 1,000* 1087	10 per 1,000	60% (new definition)	65%
3. Proportion of households accepted as homeless who were previously accepted as homeless.	0.88%	0%	1/158 0.6%	2% or less	2% or less	2% or less
4. Proportion of older people (65 plus) who were still at home 91 days after discharge from hospital into re-ablement/rehabilitation	79.5% 221	80.97%	n/a	80%	80%	80%
5. Delayed transfers of care from hospital and those which are attributable to adult social care to be kept below 5.	4.2	5.38	n/a	5	5	5
6. % of people leaving re-ablement having no ongoing care package ** baseline being established in 2011/12	NEW	71% 101	73% 198	New**	New**	New**

Outcome 3: Ensuring that people have a positive experience of care and support.

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. % of people who make contact with Adult Social Care who have their service confirmed within 10 working days.	NEW	69%	72%	80%	80%	80%
2. Carers receiving needs assessment or review and a specific carers service, or advice and information.	31.6%	28.68% 493	27.66% 951	30%	30%	30%
3. The proportion of people who use services and carers who find it easy to find information about support.	54%	Annual	Annual	56%	58%	60%
4. Proportion of reviews completed.	87.4% 7225	98.7% 2038	98.9% 4085	95%	95%	95%
5. Total number of visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1893	2523	New**	New**	New**
6. Total number of unique visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1127	1481	New**	New**	New**

Outcome 4: Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm.

Key national and local indicators:	10/11 Actual	11/12 Quarter 1	11/12 Quarter 2	11/12 Target	12/13 Target	13/14 Target
1. Proportion of safeguarding strategy meetings/discussions held within 5 working days of alert.	87%	78% 60	92% 61	90%	*	*
2. Percentage of safeguarding cases completed within 40 working days of acceptance of a referral. ** baseline being established in 2011/12	NEW	N/A	N/A	New**	New**	New**
3. Percentage of safeguarding investigations completed by trained and qualified staff.	NEW	100% 77	100% 54	100%	100%	100%
4. Proportion of people who use services who feel safe.	68%	Annual	Annual	68%	70%	72%