

## **Adult and Community Services Portfolio Plan 2011-12** **February 2012 - Quarter Four 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 2	11/12 Feb Quarter 4	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	69% 3204	77.5% 3631	90%	95%	100%
2. Of the people who are eligible for a direct payment; the percentage who did receive a direct payment.	NEW	21% 349	24% 411	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. ** baseline being established in 2011/12	NEW	Annual	Annual	New**	New**	New**

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

Key national and local indicators:	10/11 Actual	11/12 Quarter 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. Number of households living in temporary accommodation	427	553	607	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	16.1 per 1,000*  517	15.7 per 1,000*  1591 Q3 figure	10 per 1,000	60% (new definition)	65%
3. Proportion of households accepted as homeless who were previously accepted as homeless.	0.88%	1/158 0.6%	1/186 0.53% Q3 figure	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	83.38%	82.9% provisional first cut Q3 figure	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	3.56	3.47 Q3 figure	5	5	5
6. % of people leaving re-ablement having no ongoing care package ** baseline being established in 2011/12	NEW	71% 244/342	67% 417/620	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 2	11/12 Feb Quarter 4	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% 689/993	70% 908/1294	80%	80%	80%
2. Carers receiving needs assessment or review and a specific carers service, or advice and information.	31.6%	27.66% 951	26% 1776	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	98.9% 4085	94.8% 7175	95%	95%	95%
5. Total number of visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	2523	9872	New**	New**	New**
6. Total number of unique visitors to the Bromley MyLife Web Portal. ** baseline being established in 2011/12	NEW	1481	5474	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 2	11/12 Feb Quarter 4	11/12 Target	12/13 Target	13/14 Target
1. Proportion of safeguarding strategy meetings/discussions held within 5 working days of alert.	87%	92% 61	90% 9/10	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% 54	100% 12	100%	100%	100%
4. Proportion of people who use services who feel safe.	68%	Annual	Annual	68%	70%	72%