

Understanding and Challenging Adult Social Care Performance

Item 6b

Performance Indicator	Definition	Good performance is...	Aggregation Type
CSF: Number of safeguarding concerns received by public (friend/neighbour/relative and unpaid carer/self)	This is a critical success factor, meaning measuring this indicator is critical to the performance of adult social care services.	High High number indicates engagement with public. Although too high can suggest an increase in problems leading to safeguarding concerns.	Sum
CSF: Number of active reablement episodes in the quarter	This is a critical success factor, meaning measuring this indicator is critical to the performance of adult social care services. An episode of reablement is a unit of care which can be counted to measure the services provided by the reablement service. Episodes do not directly link to individuals, as an individual can have multiple episodes of reablement.	High High number of active reablement episodes means people are receiving a service to potentially help them from requiring a long term support care plan.	Discrete
New Contacts	Number of contacts received from someone over 18 and not currently in receipt of long term support. Excluding safeguarding, DOLS, mental health act assessments and blue badges. This includes new contacts recorded by the Customer Access Team and the Hospital Team, as well as other avenues.		Sum

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Outcome Further Action Required	Number of contacts resulting in further action. Further action includes, "New Referral", "Link to Existing Referral", "Recontact", "Service at Point of Contact" and outcomes are determined at the completion of the contact record.		Sum
Assessments Completed within 28 Days or Less	Percentage of assessments completed within 28 days of contact. Includes Care Act Assessments only.	High High proportion of assessments being completed within 28 days or less means good levels of timeliness in the service and clients will be faster in getting their care plan (if one is necessary).	Formula Sum of assessments completed within 28 days divided by total number of assessments
Care Packages Completed within 28 Days or Less	Number of completed care plans within 28 days of an assessment with the outcome of progress to services.	High High proportion of care packages being completed within 28 days or less means good levels of timeliness in the service and clients will be faster in getting their care (if necessary).	Formula Sum of care packages completed within 28 days divided by total number of care packages

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Client in Nursing	Number of individuals with nursing care plans as of the end of a specified time period.		Snapshot
Permanent Admissions to Residential and Nursing Care - People Aged 18-64 [ASCOF]	An admission is identified as the start date of a nursing/residential long term placement, excluding gaps of less than 28 days. This indicator is an ASCOF (Adult Social Care Outcome Framework) indicator, meaning it is mandatory to report and is measured against other LA's.	Low A low number of people requiring permanent admissions to residential and nursing care is the aim.	Formula Sum of all months in the quarter. Monthly totals are calculated by adding BMBC funded admissions, full costs clients, S117 admissions.
Clients in Residential	Number of individuals with residential care plans as of the end of a specified time period.		Snapshot

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Permanent Admissions to Residential and Nursing Care - People Aged 65+ [ASCOF]	An admission is identified as the start date of a nursing/residential long term placement, excluding gaps of less than 28 days. This indicator is an ASCOF (Adult Social Care Outcome Framework) indicator, meaning it is mandatory to report and is measured against other LA's.	Low A low number of people requiring permanent admissions to residential and nursing care is the aim.	Formula Sum of all months in the quarter. Monthly totals are calculated by adding BMBC funded admissions, full costs clients, S117 admissions.
Clients with a Community Service	Number of individuals with community care plans as of the end of a specified time period.		Snapshot
Home Care (Hours) inc. Spot Purchase / Other	Total number of homecare hours provisioned weekly at the end of the period for service users		Snapshot

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Number of Carers Receiving Services Provided as an Outcome of an Assessment or Review by the Council	Number of carer care plans active as at the end of the period.	High Providing support and services to carers.	Cumulative snapshot
Number of Carers Receiving an Assessment	Number of carer assessments during a period. Includes joint assessments.	High Providing support and services to carers.	Cumulative snapshot
Reviews Completed on Clients in Receipt of Long Term Support for 12 Months or More	Percentage of clients who have been on long term support for 12 months or more who have had a review in the last 12 months.	High High proportion of reviews completed means good levels of timeliness in the service and clients are receiving the correct services.	Snapshot of the final month in a quarter

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Percentage of Clients with Learning Disabilities who are in 'Settled Accommodation [ASCOF 1g]	Settled accommodation refers to secure, medium to long term accommodation. This indicator is an ASCOF (Adult Social Care Outcome Framework) indicator, meaning it is mandatory to report and is measured against other LA's.	High Aim for clients with LD to be in stable and safe accommodation for long periods of time and reducing any chance of homelessness.	Formula Number of Clients with Learning Disabilities receiving long-term support who are in Settled Accommodation divided by Number of clients with Learning Disabilities receiving long-term support
Percentage of Clients with Learning Disabilities who are in 'Paid Employment' [ASCOF 1e]	This indicator is an ASCOF (Adult Social Care Outcome Framework) indicator, meaning it is mandatory to report and is measured against other LA's.	High Aim for as many clients with LD to be in paid employment as possible.	Formula Number of Clients with Learning Disabilities receiving long-term support who are in Paid Employment divided by Number of clients with Learning Disabilities receiving long-term support
Number of Individuals (Referrals) to the Reablement Service	This is calculated from referrals by locality teams (Central, Dearne, North Barnsley, North East Barnsley, Penistone, South Barnsley, Out of Area, Not Recorded)	High Aim for a high proportion of referrals to be offered reablement before any further services, to help reduce the need for long term support.	Sum of referrals into locality teams.

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Performance Indicator	Definition	Good performance is...	Aggregation Type
Number of Distinct Individuals with an Active Reablement Service During Period - Critical Success Factor	The number of individuals who are receiving an active reablement episode in a period. If a person has a reablement episode that spans two quarters, they are counted in each quarter, but the quarters cannot be added together to get an annual figure, as this would result in double counting.	High Aim to have as many people as possible receive reablement to reduce the number of people who then go on to need long term support.	Discrete
Proportion of Clients Completing Reablement Episodes with NO Long Term Need [ASCOF 2D]	Number of new clients completing reablement where the sequel to support is "Ongoing Low Level Support", "Short Term Support", "No Services Provided - Universal Services", and "No Services Provided - no identified needs". Those with a sequel of either early cessation due to a life event, or those that have declined support or are self funding are excluded from the indicator.	High High levels indicate successful outcomes of reablement.	Formula Sum of 'New Clients - Ongoing Low Level Support', 'New Clients - Short Term Support', 'New Clients - No Services Provided', divided by all new clients, except those who ended in early cessation.
Deprivation of Liberty (DoLS) Number of Referrals	The number of Deprivation of Liberty Safeguards applications received by the DoLS team.		Sum

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Safeguarding Concern (Stages 1 & 2) - Section 42 Enquiry Decision within 72 hours	<p>The number of safeguarding concerns where a decision was made within 72 hours as to whether it was a Section 42 enquiry or not.</p> <p>A section 42 enquiry relates to the duty of the Local Authority to make enquiries if an adult may be at risk of abuse or neglect. This happens whether or not the authority is providing any care and support services to that adult. It aims to decide what, if any, action is needed to help and protect the adult.^[1]</p>	High High levels indicate timeliness in the service and ensure people receive support as soon as possible.	Sum