

Measure	Data Source	Purpose of the measure	Expected date when will data be available
1. <b>Timeliness</b> - speed of initial response to enquiry.	TAM/NOM	These measures provide views of how quickly contacts for adult social care are dealt with and the appropriate resolution being put in place. Together these measures provide the end to end view of the time taken from a call to the first point of contact (FPOC) to the resolution being achieved. the resolution could be Information Advice and Guidance (IAG) at FPOC, IAG following a Lets talk local session, IAG following an assessment or a care package/services following an assessment. Good performance would normally be reflected by faster responses.	May-15
2. <b>Timeliness</b> - average no. days (not working days) between new requests for support and completion of a new social work assessments	TAM/NOM		May-15
3. <b>Timeliness</b> - Overall speed of resolution.	TAM/NOM		May-15
4. <b>Frequency of contact</b> - no. of times a person contacts the Council about ASC services, i. Service User, ii. Carer?	TAM/NOM	To identify people who regularly make contact about services, to inform safeguarding decisions, and any future updating of the operating model.	May-15
5i. % of people called back by FPoC at 14 calendar days who had acted on the information and advice they had been given.	TAM/ DARWEN	To establish the proportion of people who are helping themselves following receipt of information and advice.	May-15
5ii. Proportion of those people who had taken action who said that it had improved their outcomes.	TAM/ DARWEN	To measure the self assessed benefit to people of acting on the information and advice they receive, and to inform any future updating of the operating model.	May-15
6. % of all people having any review who identified that they had achieved i. some, or ii. all of their outcomes. (To be split by reviews for longterm and short-term/reablement cases)	Carefirst	To measure the proportion of Adult Social Care service users who are achieving the outcomes they set out e.g. in their care plan.	Apr-15

Proposed Member Working Group Local Adult Social Care Measures for 2014-15

Updated 1/12/14.

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5. Proportion of contacts to ASC, split by outcome (signposted, sessions, started SW assessment, booked for OT visit, or other)	TAM/NOM	To inform understanding of which stages of the new operating model people are reaching to have their needs met.	May-15
2C: <b>Delayed transfers of care</b> from hospital, (for adults aged 18+), per 100,000 population, <b>attributable to adult social care</b> . Good performance is <b>LOW</b> .	UNIFY2 and ONS.	To measure the effectiveness of the Council's working with the Hospital Trust and Community Trust to ensure that only people who require a stay in hospital remain in hospital once they are ready for discharge. (This measure is only for those people that the Council is responsible for supporting)	Reported monthly, 2 months in arrears
3D: % users and carers who find it easy to access information about services.	Sample survey of Carefirst cases.	The NOM (and the Council's Business Plan) set out the objective to enable more people and communities to do things for themselves. Access to information and advice is one of the key building blocks. This measure helps evaluate how easy people have found this.	Annual measure. 2014/15 results expected to be available by end May 2015.
4A: % service users who feel safe.	Sample survey of Carefirst cases.	Provides a view on whether peoples views matches reported crime.	Annual measure. 2014/15 results expected to be available by end May 2015.
4B: % service users who say that those services made them feel safe and secure.	Sample survey of Carefirst cases.	Keeping people safe is a key tenent of the Council's services, especially Adult Social Care. It is useful to evaluate what contribution services had in making people feel safe.	Annual measure. 2014/15 results expected to be available by end May 2015.

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6. Effectiveness of Assistive Technologies.	TBC	Assistive technology can provide the opportunity to help people remain independent for longer and not require paid for services, or to require less paid for support to achieve their outcomes. This measure seeks to demonstrate the the contribution of Assistive Technology.	TBC
1C: Part 1 - Proportion of adults, older people and carers receiving <b>self directed support</b> , as at 31 March 2015, as a percentage of all clients receiving community based services and carers receiving specific carers' services (ie. not Information and advice or open access services).	SALT	To identify what proportion of adult social care service users are in control of their care and support, taking a view of the different approaches/options that contribute to this.	Apr-15
1C: Part 2 - Proportion of adults, older people and carers receiving a <b>direct payment</b> , as at 31 March 2015, as a percentage of all clients receiving community based services and carers receiving specific carers' services (ie. not Information and advice or open access services).	SALT		Apr-15
Local - Proportion of people using social care who receive <b>Individual Service Funds</b> (ISF's).	Carefirst		Apr-15
7. Reducing reliance on paid support.	NOM	Understanding the impact of the signposting advice, guidance and sessions that form the NOM, as well as reabling and enabling services, on helping people to find solutions and not require or reduce their reliance on paid Adult Social Care support	May-15

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Updated 1/12/14.

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2A: Part 1 - Permanent admissions of adults (aged 18-64) into residential/nursing care homes, per 100,000 population. Good performance is <b>LOW</b> .	SALT	The Council Policy is to help people to stay in their home and not need to enter residential or nursing care until there is no other option to best meet their needs. These measures enable the success of the policy to be illustrated and understood.	Apr-15
2A: Part 2 Permanent admissions of older people (aged 65+) into residential/nursing care homes, per 100,000 population. Good performance is <b>LOW</b> .	SALT		Apr-15
LTS003: Carer Support	SALT	Carers play an essential role in caring for and supporting people, often reducing the need for more intensive social care services for the person they care for. This measure identifies how many carers have received carers' support services during the year. The Care Act will impact on this measure when it is introduced over the coming 24 months.	Apr-15
8. Carers' outcomes	NOM	This measure provides a view of whether the outcomes family carers identify are being achieved. With the changing situation regarding Carers arising from the Care Act (Guidance published November 2014), we are aware of current and future developments that need to be taken into account. In order to ensure that we are able to effectively represent this in a new measure further work will be required. This is expected to include working with carers to define the measure and the best way to collect the information.	May-15

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<p><b>Compliments:</b> Customer satisfaction from all points of contact.</p>	<p>Darwen</p>	<p>These measures will help to provide additional information to understand whether more or less people are providing feedback to the council about adult social care, and if so what type. There is an opportunity to dig down beneath these feedback types to understand the issues and the learning. this also allows the impact of the implementation of the learning to be understood.</p>	<p>Feb-15</p>
<p><b>Complaints:</b> Reduction in the number of complaints.</p>	<p>Darwen</p>		<p>Feb-15</p>
<p><b>Comments:</b> to encourage customer comments and interactions with the council.</p>	<p>Darwen</p>		<p>Feb-15</p>