

Performance Indicator and Outcome				Latest Adult Care Position				Benchmarking (Where Available)				
Strategic Outcome	Performance Indicator	Milestone	Delivery Lead	Direction of Travel	Current Position	Latest Period Available	21/22 Position Baseline	Core Cities Mean	Y & H	CIPFA/OFLOG	England Average	
Safe and Well (Priorities - Safeguarding, Quality of Care, Prevention of Admission/ Timely Discharge)	Priority 1 - Safeguarding											
	Safeguarding concerns per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor	AD Access, Mental Health and Wellbeing	Decreased	1280	22//23	1354		1694	1415	1313	
	Safeguarding S42 Enquiries per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor		Decreased	291	22/23	342		550	642	387	
	Proportion of Safeguarding enquiries commenced that were Section 42 enquiries. (CQC – NHS Digital)	To Monitor		Increased	84%	22/23	81%		95	95	91%	
	DoLS Applications received per 100,000 Adults (NHS Digital)	To Monitor		Decreased	481	22/23	584				601	
	Number of DoLS Applications not completed at end of reporting year	To Monitor		Decreased	850	22/23	1365		717	791	829	
	Number of s117 aftercare arrangements (SCC Data)	To Monitor		Increased	795	Oct 23	745		These measures are local to Sheffield and not benchmarked at this time			
	Number of Guardianship Orders (SCC Data)	To Monitor		n/a	0	Oct 23	New measure					
	Number of Compulsory Treatment Orders (SCC Data)	To Monitor		n/a	63	Oct 23	New measure					
	Number of Regulation 28 Reports (SCC Data) (Rolling 12 months)	To Monitor		Same	0	Oct 23	0					
	Number of SAR's (Rolling 12 months) (SCC Data)	To Monitor		Decreased	0	Oct 23	6					
	Number of DoLS Not Completed (new and renewal) (SCC Data)	0		Increased	1294	Oct 23	1079					
	Safeguarding S42: Proportion of individuals lacking capacity who were supported by an advocate, family member or friend (SCC Data)	95%		Same	100%	Oct 23	100%					
	% referrers who received feedback about a safeguarding referral from Adult Care (SCC Data)	95%		Increased	87%	Oct 23	74%					
	% Safeguarding Adults Outcomes Met: % expressed outcomes partially or fully met (S42 enquiries)	95%		Decreased	93%	Oct 23	95%					
	Safeguarding Adults Impact on Risk: % risk removed or reduced (S42 enquiries)	95%		Decreased	91%	Oct 23	93%					
	% of safeguarding referrals screened in one working day	95%		Decreased	63%	Oct 23	80%					
	Median number of days to complete S42 Safeguarding enquiries, noting exceptions where Making Safeguarding Personal principles and circumstances apply.	28		Decreased	47	Oct 23	68					
	Priority 2 – Quality, Continuity and Sustainability of Care											
	ASCOF 1A: Social care-related quality of life score (based on several questions)	20		Assistant Director Commissioning (Quality)	Increased	18.5	22/23	17.5	18.5	18.8	18.8	18.9
	ASCOF 1J: Adjusted 1A - Social care-related quality of life score - impact of social care services (excluding non-social care related factors) (OFLOG Measure)	0.4		And Chief Social Work Officer	Increased	0.4	22/23	0.32	0.4	0.4	0.4	0.4
	People who use services who feel safe. (ASCOF 4A)	85%			Increased	66.6%	22/23	56.9%	67.2%	69.3%	68.8%	69.2%
	People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	85%			Increased	85.9%	22/23	79.4%	85.6%	85.1%	85.6%	85.6%
	ASCOF 3A: Overall satisfaction of people who use services with their care and support	85%			Same	58.3%	22/23	58.7%	63.1%	65.1%	63.2%	63.9%
	% regulated adult social care providers assessed by CQC as good or outstanding under the Safe domain	100%			Increased	85%	Oct 23	83%	79%	78%	81%	81%
	% of Regulated Care – Care Homes - rated good or outstanding (SCC Data)	100%			Same	86%	Oct 23	87%	80%	79%	82%	81%
	% of Regulated Care – Community based services – rated good or outstanding (SCC Data)	100%			Increased	86%	Oct 23	84%	81%	84%	85%	85%
	Home care waiting list (In People) (Based on daily referral rates) (SCC Data)	10			Decreased	36	19/11/23	Mar 21 = 71	These measures are local to Sheffield and not benchmarked at this time			
	% Care Home Bed Occupancy	85%			Increased	87%	Oct 23	85%				
	I deal with people I know and trust that are well trained and love their job, respect my expertise, and can make decisions with me.	New Measure			Increased	72.4%	23/24	61.9% 22/23				
	I feel safe and well.	New Measure			n/a	72.4%	23/24	New measure				
	% of domiciliary care staff with face-to-face contact absent due to Covid-19 – Capacity Tracker	To Monitor			Decreased	0.7%	Oct 23	Oct 21 0.8%				
	Number of domiciliary care staff with face-to-face contact employed – Capacity Tracker	To Monitor			Increased	3,908	Oct 23	Oct 21 - 3,232				
	% of Care home staff absent due to Covid-19 - Capacity Tracker	To Monitor			Decreased	0.3%	Oct 23	Oct 21 - 0.5%				
	Number of directly employed care home staff - Capacity Tracker	To Monitor			Increased	5217	Oct 23	Oct 21 - 4049				
	Number of regulated adult social care service providers exiting the market (Rolling 12 months) (SCC Data)	To Monitor			n/a	2	Oct 23	New measure				
	Contracts handed back early to the local authority by providers (Rolling 12 months) (SCC Data)	To Monitor			n/a	1	Oct 23	New measure				
	Number of Provider Failure and exit (Rolling 12 months) (SCC Data)	To Monitor			n/a	1	Oct 23	New measure				
	Local authority commissioning embargoes (Rolling 12 months) (SCC Data)	To Monitor			n/a	10	Oct 23	New measure				
									0.3%			0.2%
									2,388			
									0.3%			0.2%
									3,574			
									These measures are local to Sheffield and not benchmarked at this time			

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	Priority 3 – Prevention of Admission and Hospital Discharge										
	ASCOF 2B(1): The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	85%	Operations Director	Increased	85.0%	22/23	80.5%	81.5%	80.4%	82.6%	81.8%
	ASCOF 2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital.	6%	And	n/a	Not yet available	22/23	6.1%	3.9%	2.2%	3.4%	2.8%
	% acute hospital beds occupied by those medically fit for discharge for over 7 days (NHS England Data)	10%	Assistant Directors Living and Ageing Well	Decreased	10.3%	19/11/23	19%		11.4%		12.6%
	% of people who returned home from Hospital (Pathway 0 and Pathway (NHS England Data) – HomeFirst.	95%		New Measure	96%	12/11/23	NA		93%		
	Number of referrals for unpaid carers support by hospital services (STIT/ Social Work). (Rolling 12 month)	250		Increased	362	Oct 23	2022 = 88				
	Number of referrals to Home First service (rolling 12 month)	To Monitor		Increased	688	Oct 23	2022 = 579				
	Number of S42 enquires undertaken in hospital setting (rolling 12 month)	To Monitor		Increased	137	Oct 23	111				
	Proportion of individuals lacking capacity who were supported by an advocate, family member or friend in a hospital setting only (CQC)	100%		Same	100%	Oct 23	100%				
		Priority 4 – Unpaid Carers									
ASCOF 1C(2B): The proportion of carers who receive direct payments		To Monitor	Deputy Dass (Operations)	Increased	36.9%	22/23	18.6%	78.6%	75.6%	76.6%	77.6%
ASCOF 1C(1B): The proportion of carers who receive self-directed support		100%		Same	100%	22/23	100%	97.2%	83.1%	92.2%	89.3%
ASCOF 11(2): Proportion of carers who reported that they had as much social contact as they would like		50%	and	Increased	30.9%	21/22	26.6% 18/19	26.7%	31.2%	27.5%	28.0%
ASCOF 3B: Overall satisfaction of carers with social services		85%	AD Adult Commissioning (Quality)	Increased	34.7%	21/22	26.6% 18/19	33.7%	37.7%	35.1%	36.3%
ASCOF 1D: Carer-reported quality of life (OFLOG)		7.5		Increased	7.3	21/22	7.0 18/19	7.0	7.4	7.2	7.3
ASCOF 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for		85%		Increased	62.4%	21/22	56.0% 18/19	60.8%	64.7%	65.0%	64.7%
ASCOF 3D (2): The proportion of carers who find it easy to find information about services. (OFLOG)		80%		Increased	53.3%	21/22	51.2% 18/19	52.3%	56.3%	56.5%	57.7%
New referrals to the Sheffield Carers Centre		To Monitor		Increased	554	In Q3 2023	2022=1828	These measures are local to Sheffield and not benchmarked at this time			
New referrals to the Sheffield Carers Centre made by adult social care		500		Increased	182	In Q3 2023	2022=458				
No. Assessments by Carers Centre- Tier 1		500		Increased	171	In Q3 2023	2022=442				
No. Assessments by Carers Centre- Tier 2		40		Increased	17	In Q3 2023	2022=29				
No Carers Support Plans in Place		To Monitor		Increased	155	Sep 23	Mar23:133				
I am connected and engaged with my community		New Measure		n/a	41.3%	23/24	New Measure				
I have aspirations in my life and achieve my goals		New Measure		n/a	39.5%	23/24	New Measure				
I have balance in my life, between being a parent, friend, partner, carer, employee.		New Measure		Increased	51.2%	23/24	47.9% 22/23				
Priority 5 – Citizen Leadership, Involvement and Personalisation											
ASCOF 1B: The proportion of people who use services who have control over their daily life.		85%	AD's Living and Ageing Well Long-Term Support	Increased	75.6%	22/23	68.1%	74.6%	77.2%	75.9%	76.9%
ASCOF 1C(2A): The proportion of people who use services who receive direct payments		33%		Decreased	31.9%	22/23	34.5%	25.0%	26.7%	23.6%	26.7%
ASCOF 1C(1A): The proportion of people who use services who receive self-directed support		100%	AD Access, Mental Health and Wellbeing	Same	100%	22/23	100%	94.7%	95.3%	92.0%	94.5%
ASCOF 1I (1): The proportion of people who use services who reported that they had as much social contact as they would like	40.6%	AD Adult Future Options	Increased	41.1%	22/23	36.5%	39.5%	40.2%	40.7%	40.6%	
I feel that I have a purpose.	New Measure		Increased	56.3%	23/24	54.0% 22/23	These measures are local to Sheffield and not benchmarked at this time				
I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.	New Measure	AD Commissioning	Increased	66.7%	23/24	57.8% 22/23					
I am listened to and heard and treated as an individual.	New Measure		Increased	71.8%	23/24	66.5% 22/23					
I know that I have control over my life, which includes planning ahead.	New Measure		Increased	61.8%	23/24	60.8% 22/23					
I know that I have some control over my life and that I will be treated with respect	New Measure		Increased	79.2%	23/24	70.7% 22/23					
I can make a choice on whether I move into a care home, and where and with whom I live.	New Measure		Decreased	64.3%	23/24	65.5% 22/23					
I can manage money easily and use it flexibly.	New Measure		Increased	48.9%	23/24	47.2% 22/23					
When I need support, it looks at my whole situation, not just the one that might be an issue at the time.	New Measure		Increased	61.9%	23/24	52.5% 22/23					
We start with a positive conversation, whatever my age.	New Measure		Increased	72.4%	23/24	63.2% 22/23					

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Active and Independent – (Priorities – Living & Ageing Well, Disability Friendly City, Mental Health)	I only tell my story once unless there are changes to 'what matters to me'	New Measure			Increased	55.6%	23/24	44.8% 22/23								
	Priority 6 – Early Intervention, Prevention and Community Resilience															
	ASCOF 2D: The outcome of short-term services: % not resulting in long term support (OFLOG)	67%	AD Access, MH and Wellbeing		Increased	50.8%	22/23	48.1%	57.5%	70.5%	69.0%	77.6%				
	ASCOF 3D (1): The proportion of people who use services who find it easy to find information about support. (OFLOG)	64.6%	And		Increased	63.1%	22/23	60.1%	61.9%	64.6%	62.8%	64.6%				
	Number of contacts to First Contact (Rolling 12 Month Total)	To Monitor	AD Living and Ageing Well Short-Term Support		Increased	21,450	To Oct 23	17,452	These measures are local to Sheffield and not benchmarked at this time							
	% increase in referrals to First Contact (Rolling 12 month)	To Monitor			Increased	10%	To Oct 23	27%								
	% of people referred to First Contact who did not require long term support	67%			Increased	67%	Oct 23	58%								
	% of people referred back to Adult Social Care within 3 months (First Contact)	To Monitor			Increased	30%	Oct 23	28%								
	% of people referred back to Adult Social Care within 6 months (First Contact)	To Monitor			Decreased	35%	Oct 23	36%								
	Number of people awaiting an Occupational Therapy Assessment (Based on average referral rate per month and aim that assessment completed within 28 days)	250			Decreased	1247	Oct 23	2115								
	Number of contacts to Occupational Therapy (Rolling 12-month total)	To Monitor			Increased	7050	Oct 23	4229								
	% Increase in referrals to Occupational Therapy Annually	To Monitor			Increased	57%	Oct 23	6% 22/23								
	% equipment provided within timescale once assessment completed (Emergency = same day, Urgent = next day, standard = 5 day)	98%			Increased	99.9%	Oct 23	98.6%								
	The system is easy to navigate. I know how and where I can get the support I need when I need it.	New Measure			Increased	28.3%	23/24	26.3% 22/23								
	I know what services are available and can make informed decisions.	New Measure			Increased	49.6%	23/24	36.4% 22/23								
	I know where to go and get help.	New Measure			Increased	61.6%	23/24	51.1% 22/23								
	I know what services and opportunities are available in my area.	New Measure			Increased	47.4%	23/24	43.4% 22/23								
	I can have fun, be active, and be healthy.	New Measure			Increased	55.6%	23/24	42.5% 22/23								
	I am confident to engage with friends/support services.	New Measure			Increased	66.8%	23/24	64.8% 22/23								
	Priority 7 - Living and Ageing Well (Support to Adults Aged Over 65)															
	ASCOF 2A (2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.	710	AD Living and Ageing Well Long Term Support		Increased	707	22/23	659					741	611	682	539
	% Adults aged over 65 receiving services who are living at home.	85%			Same	69%	Oct 23	68%	63%	59%	63%	62%				
	Adults aged over 65 receiving Community Support per 100,000	3000			Increased	3201	22/23	3109	3000	2037	2641	2132				
	I am active and independent	New Measure			n/a	45.7%	23/24	n/a	These measures are local to Sheffield and not benchmarked at this time							
	% Adults aged over 65 receiving long term support who had an annual review.	80%			Increased	74%	Nov 23	42%								
	Number of Adults aged over 65 who had an annual review (rolling 12 months)	4300			Increased	4537	Oct 23	2664								
	Median no. of days to determine if support needed for Adult's aged over 65 noting exceptions where personal circumstances apply.	28			Increased	27	Oct 23	22								
	Median no. of days to put support in place for Adult's aged over 65.	28			Decreased	7	Oct 23	13								
Number of people awaiting an assessment for long term support (Based on average referral rate per month) for Adults aged over 65	150			Decreased	243	Oct 23	421									
Number of people aged over 65 waiting over 6 months for an assessment	0			Decreased	2	Oct 23	7									
Number of people aged over 65 waiting over 3 months for an assessment	0			Decreased	23	Oct 23	74									
Number of out of area placements (out of South Yorkshire and Derbyshire) for Adults aged over 65	To Monitor			Increase	18	Nov 23	16									
Number of out of area placements (out of Sheffield) for Adults aged over 65	To Monitor			Decrease	56	Nov 23	58									
Priority 8 - Wellbeing, Mental Health and Recovery (Support to Adults Aged 18 – 64 with a Mental Health Condition)																
ASCOF 1H: The proportion of adults in contact with secondary mental health services living independently, with or without support.	32%	AD Access, MH and Wellbeing		Decreased	9%	22/23	12%	24%	32%	30%	26%					
ASCOF 1F: The proportion of adults in contact with secondary mental health services in paid employment	6%			Same	4%	22/23	4%	5%	8%	5%	6%					
ASCOF 2A (1): Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.	13.5			Increased	18.8	22/23	17.0	15.4%	17.5	17.7	13.9					
People receiving Community Support per 100,000	666			Increased	716	22/23	695	666	625	696	631					
% adults receiving services who are living at home.	85%			Same	75%	Oct 23	74%									
% adults receiving long term support who had an Annual Review.	80%			tbc	New Measure	Oct 23	New Measure									

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Efficient and Effective – (Valued Workforce, Financial Resilience, Climate)	Number of Reviews Completed (rolling 12 months)	New Measure		tbc	New Measure	Oct 23	New Measure	These measures are local to Sheffield and not benchmarked at this time				
	Median no. of days to determine if support needed noting exceptions where personal circumstances apply	28		n/a	26	Oct 23	New Measure					
	Median no. of days to put support in place	28		n/a	21	Oct 23	New Measure					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month)	50		n/a	87	Oct 23	New Measure					
	Number of people waiting over 6 months for an assessment	0		n/a	7	Oct 23	New Measure					
	Number of people waiting over 3 months for an assessment	0		n/a	24	Oct 23	New Measure					
	Number of out of area placements (out of South Yorkshire and Derbyshire)	To Monitor		Increase	22	Nov 23	21					
	Number of out of area placements (out of Sheffield)	To Monitor		Decrease	39	Nov 23	40					
	Priority 8 – Adult Future Options/ Disability Friendly City (Support to Adults with a Disability aged 18 – 64)											
	ASCOF 1E: The proportion of adults with a learning disability in paid employment	4.8%	AD Adult Future Options	Decreased	3.3%	22/23	3.6%	3.5%	4.9%	4.1%	4.8%	
	ASCOF 1G: The proportion of adults with a learning disability who live in their own home or with their family.	78%		Decreased	68.9%	22/23	72.9%	78.1%	79.9%	81.3%	78.8%	
	% adults receiving long term support who had an annual review.	80%		Increased	80%	Nov 23	43%	These measures are local to Sheffield and not benchmarked at this time				
	Number of Reviews Completed (rolling 12 months)	2000		Increased	2380	Oct 23	1367					
	Median no. of days to determine if support needed noting exceptions where personal circumstances apply.	28		Increased	41	Oct 23	34					
	Median no. of days to put support in place	28		Increased	24.5	Oct 23	22					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month)	150		Decreased	221	Oct 23	255					
	% adults receiving services who are living at home.	85%		Same	88%	Oct 23	87%					
	Number of people waiting over 6 months for an assessment	0		Decreased	1	Oct 23	2					
	Number of people waiting over 3 months for an assessment	0		Decreased	16	Oct 23	47					
	Number of Out of Area Placements (out of South Yorkshire and Derbyshire)	To Monitor		Decreased	74	Nov 23	82					
	Number of Out of Area Placements (out of Sheffield)	To Monitor		Increased	160	Nov 23	157					
	Priority 9 – Valued Workforce											
	ASC Staff Turnover Rate – Sector Wide	25%	CSWO	Increased	37.0%	22/23	32.6%		29.9%		28.3%	
	ASC Sickness Days Lost – Sector Wide	6	AD Commissioning	Decreased	8	22/23	9.9		6.9		5.9	
Number of Posts in Adult Care Across Sector	To Monitor		Increased	17.500	22/23	16.500				1.79m		
% of Posts in Independent Sector Providers	To Monitor		Decreased	77%	22/23	80%						
% of Posts working for direct payment recipients	To Monitor		Decreased	11%	22/23	12%						
Proportion of workforce on zero-hour contracts	20%		Same	25%	22/23	25%		18%		22%		
% workforce Black, Asian, Minority Ethnic Adult Care Workforce – Workforce reflection of population of Sheffield	26%		Increased	25%	22/23	16%		12%		26%		
Economic Contribution of Adult Care Workforce (Gross Value Added)	To Monitor		n/a	NA	22/23	£480m		£331m		£51.5 billion		
Priority 10 – Effective Governance & Financial Resilience												
Gross current expenditure on long- and short-term care for adults aged 65 and over, per adult aged 65 and over	£1120	AD Care Governance	Lower	£1044	22/23	£1129	£1162					
Gross expenditure (long term care £000s) per 100,000 18+ population	To Monitor		Same	£41,716	22/23	£41,895	£38,724	£36,370	£37,579	£37,264		
Gross current expenditure on long- and short-term care for adults aged 18-64, per adult aged 18-64	£265		higher	£277	22/23	£260	£265					