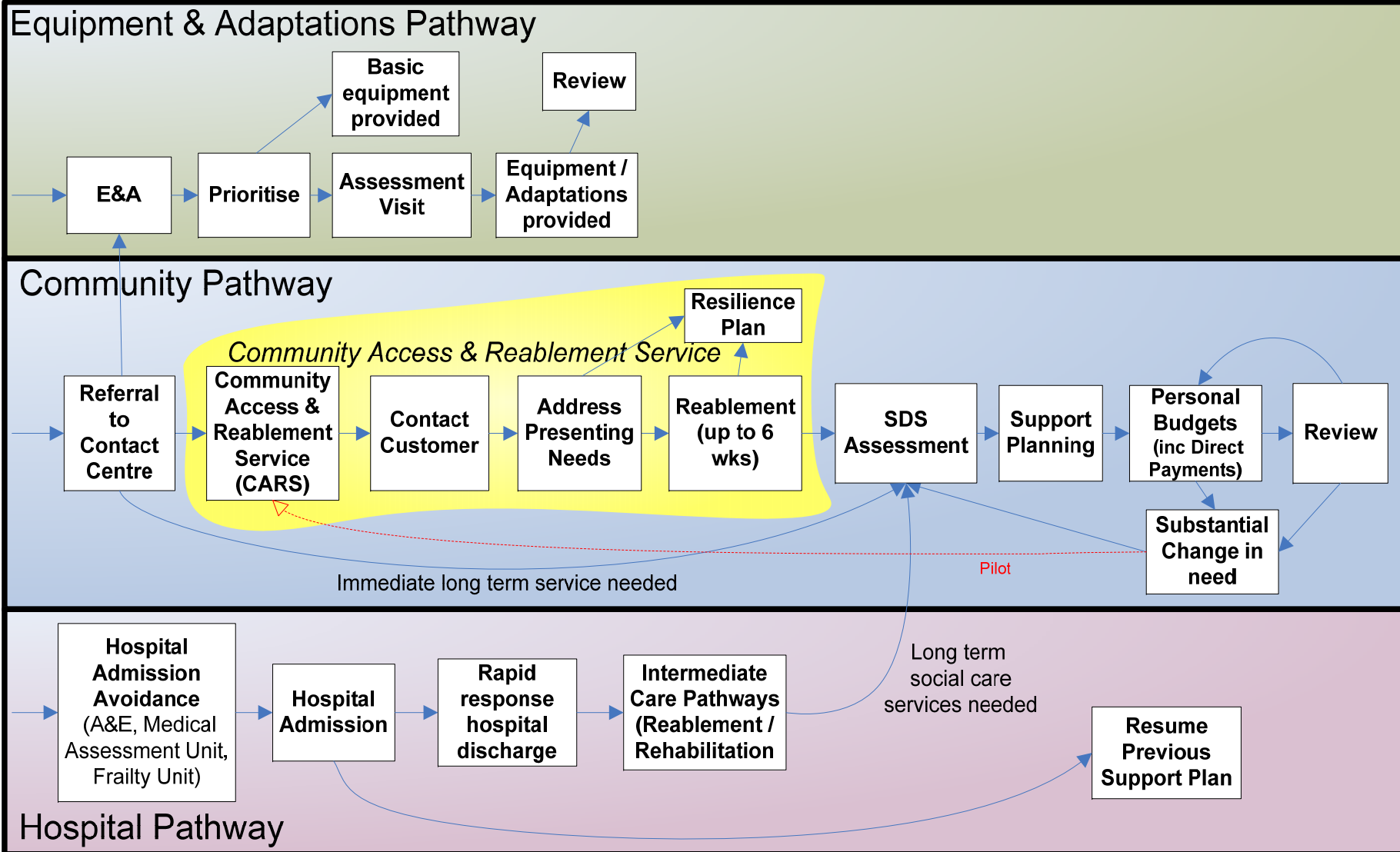




Adult Social Care Performance Measures

Robert Broadhead - Head of Adult
Assessment & Care Management

New customer pathway





Why new performance measures?

- Customer journey changed with introduction of the Community Access & Reablement Service.
- Now several possible journeys which depend on the customer's needs.
- Assessment waiting time is no longer valid for all journeys.
- More customer focused measures needed.
- Need an early warning system to identify any potential backlogs before they start building up.



Aims of the new measures

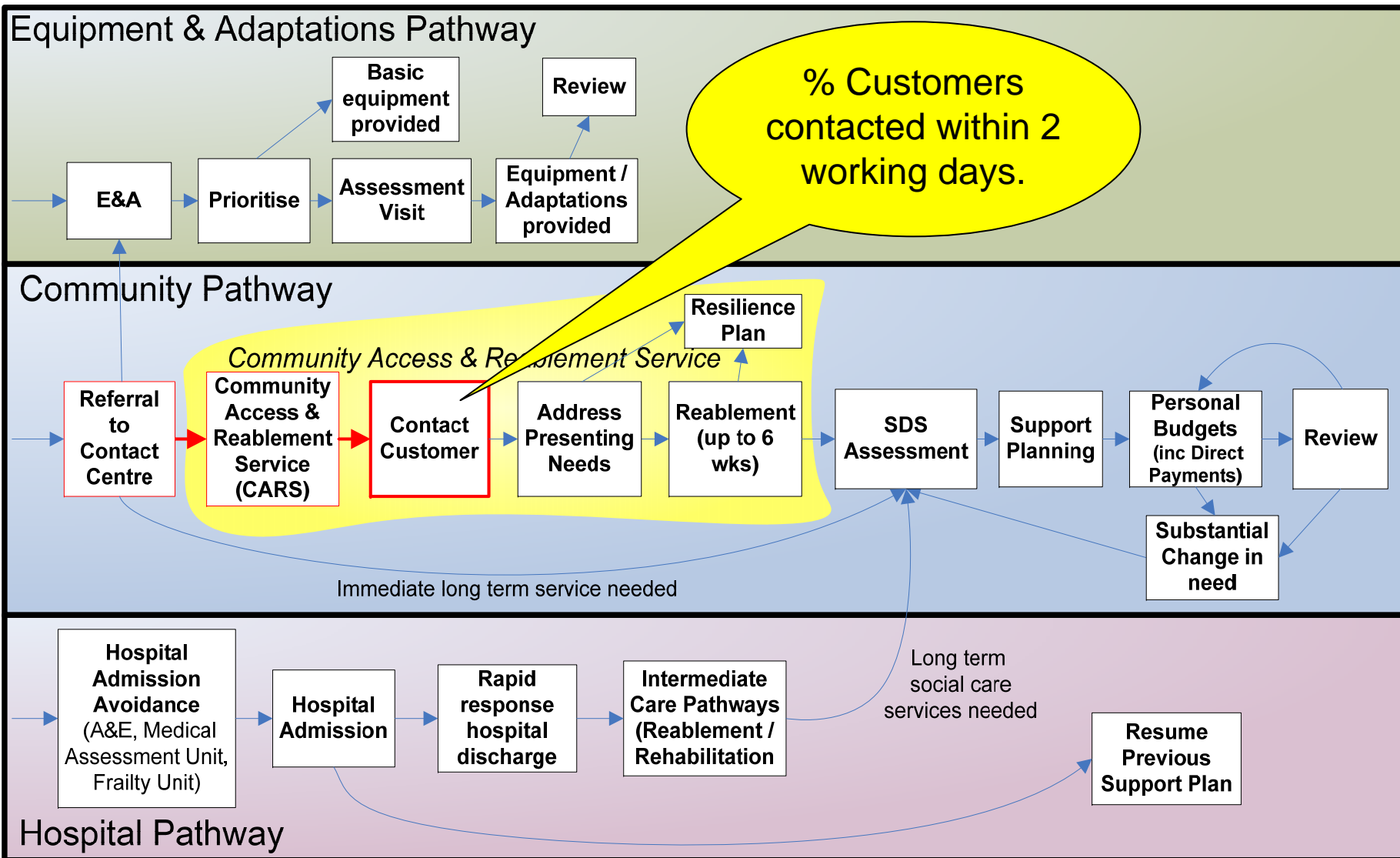
- To ensure customers are getting the right service at the right time.
- To ensure backlogs do not build up.
- To monitor the customer's experience – the end to end journey.
- To measure the appropriate customer journey for each customer.



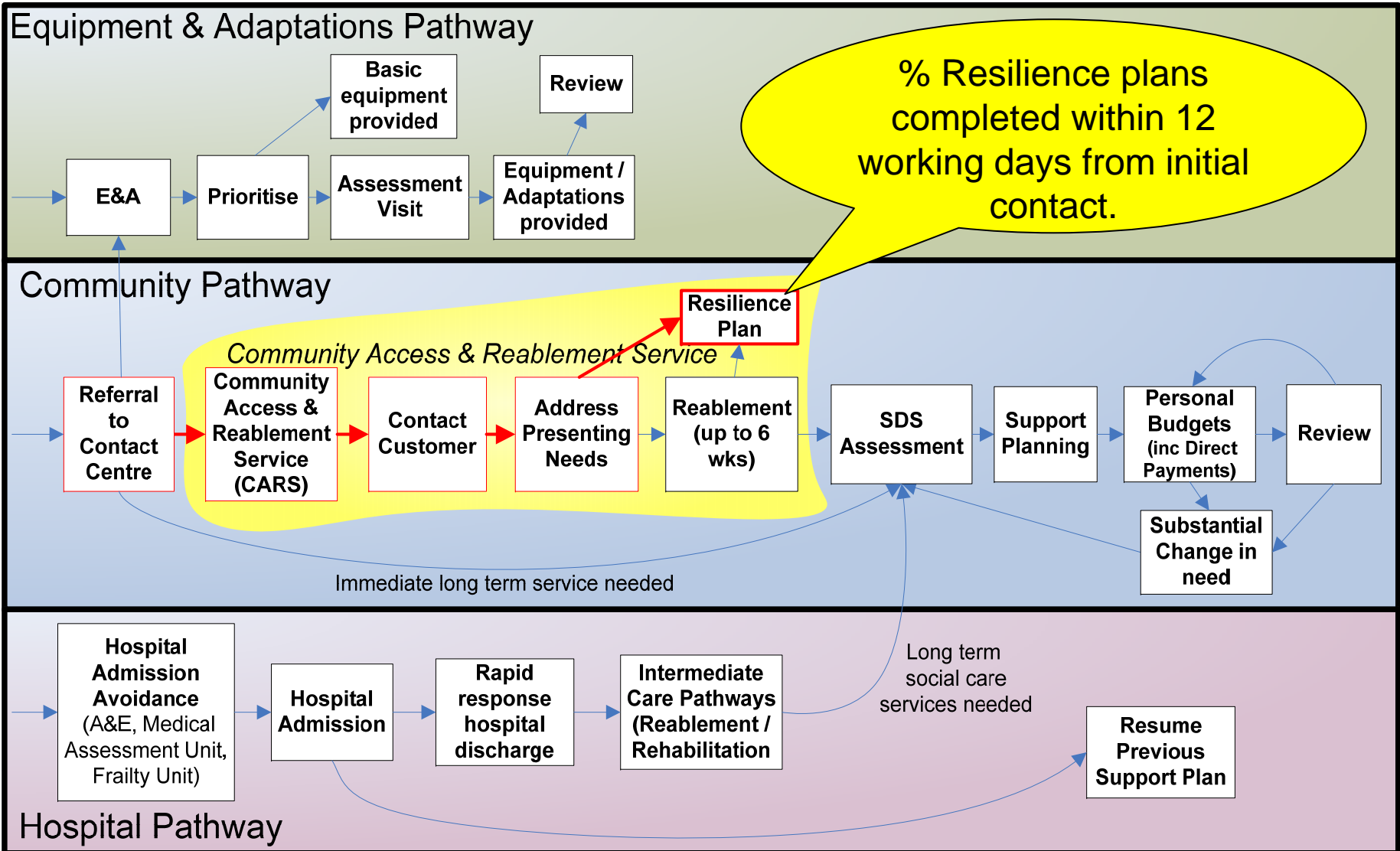
Approach

- Developed customer focused measures covering how long customers have to wait and the effectiveness of services.
- Developing a tool to monitor the number of customers at each stage of the customer journey, how long they have been waiting and provide an early warning system to quickly identify if any backlogs start to build up.
- We've identified a number of supplementary measures to ensure our processes are efficient and cost effective.
- We will start monitoring these new measures now to set baselines and targets for 13/14 service business plans.
- Some measures need development and system changes. We will aim to have these ready by April.

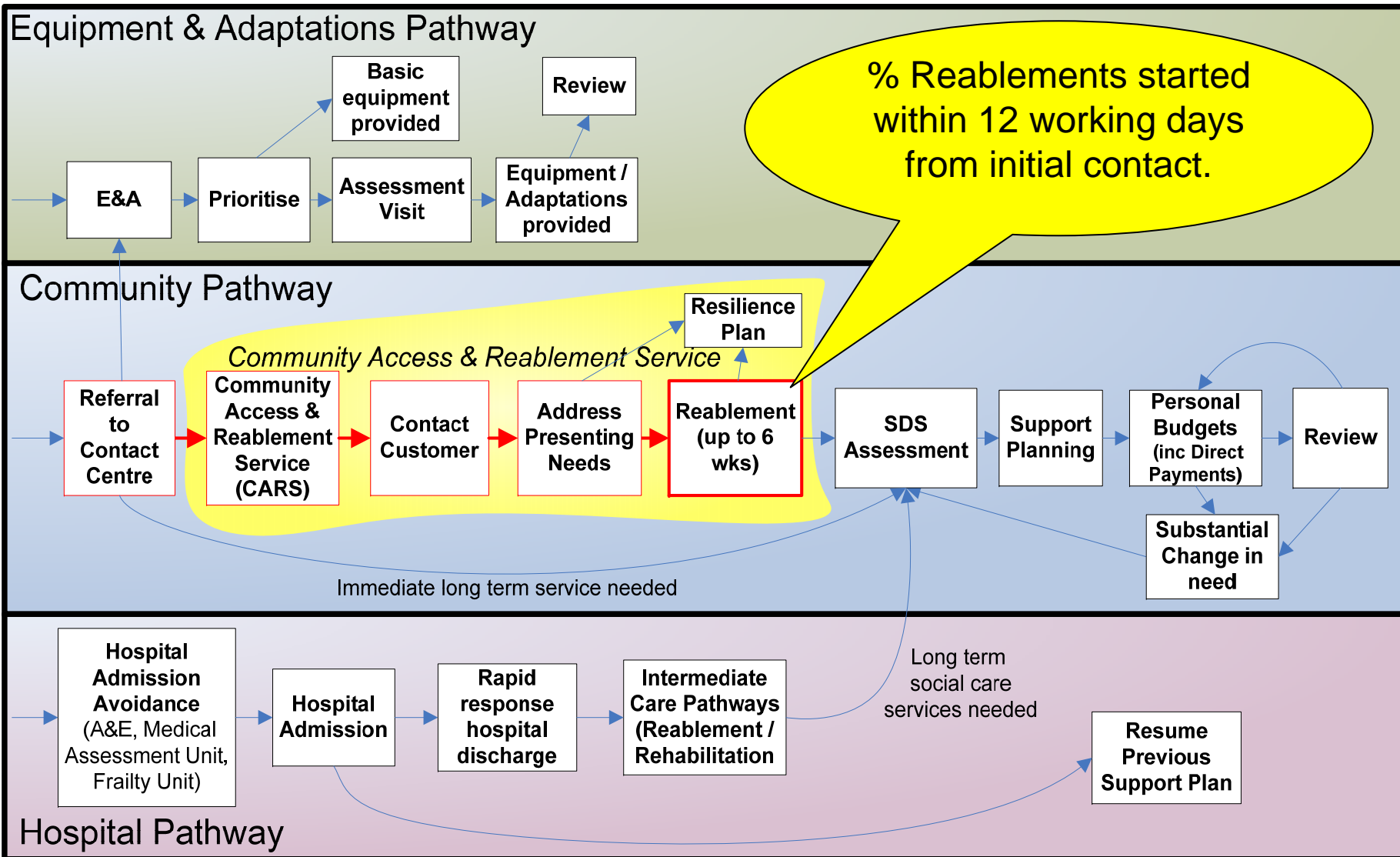
Proposed measures



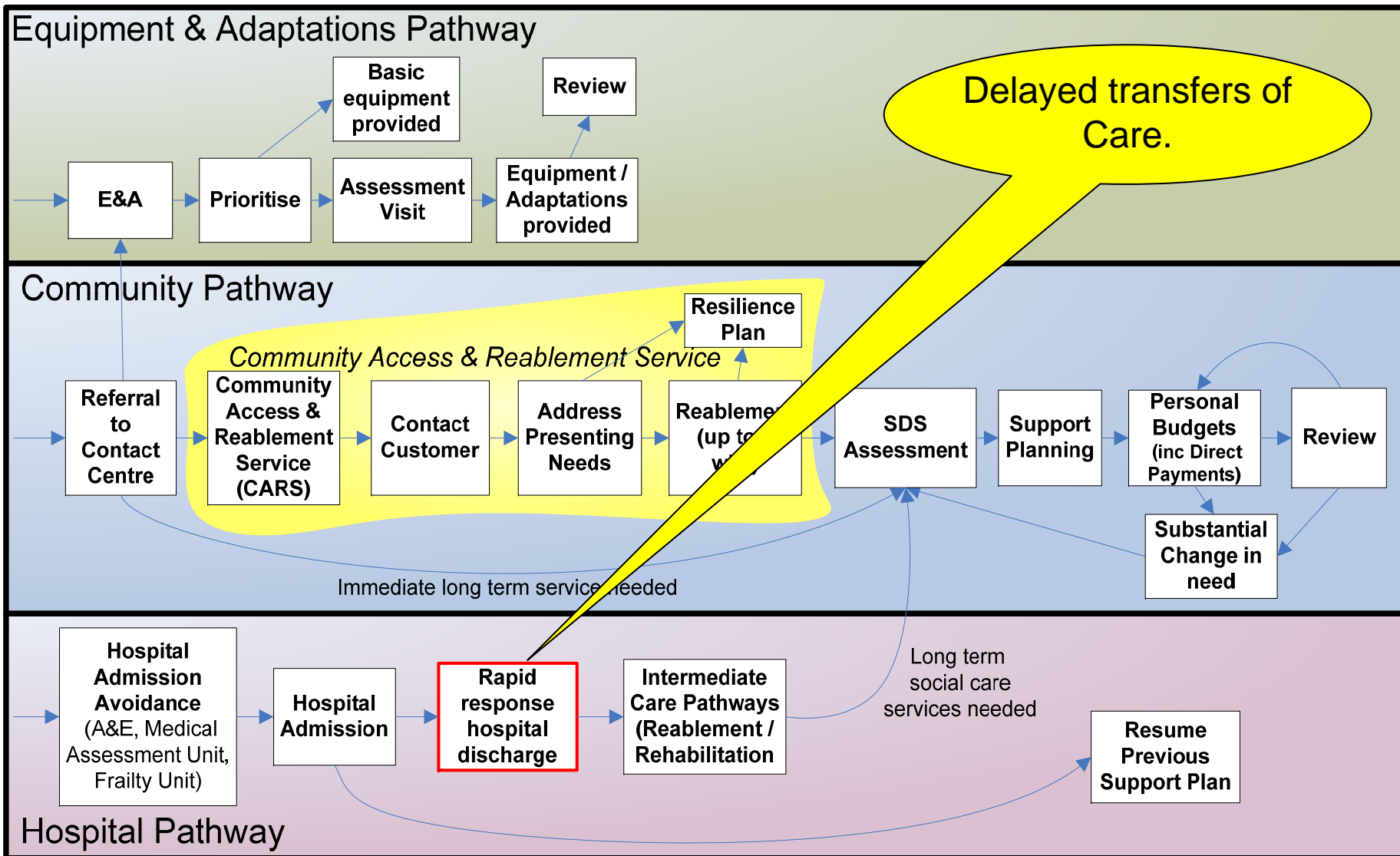
Proposed measures



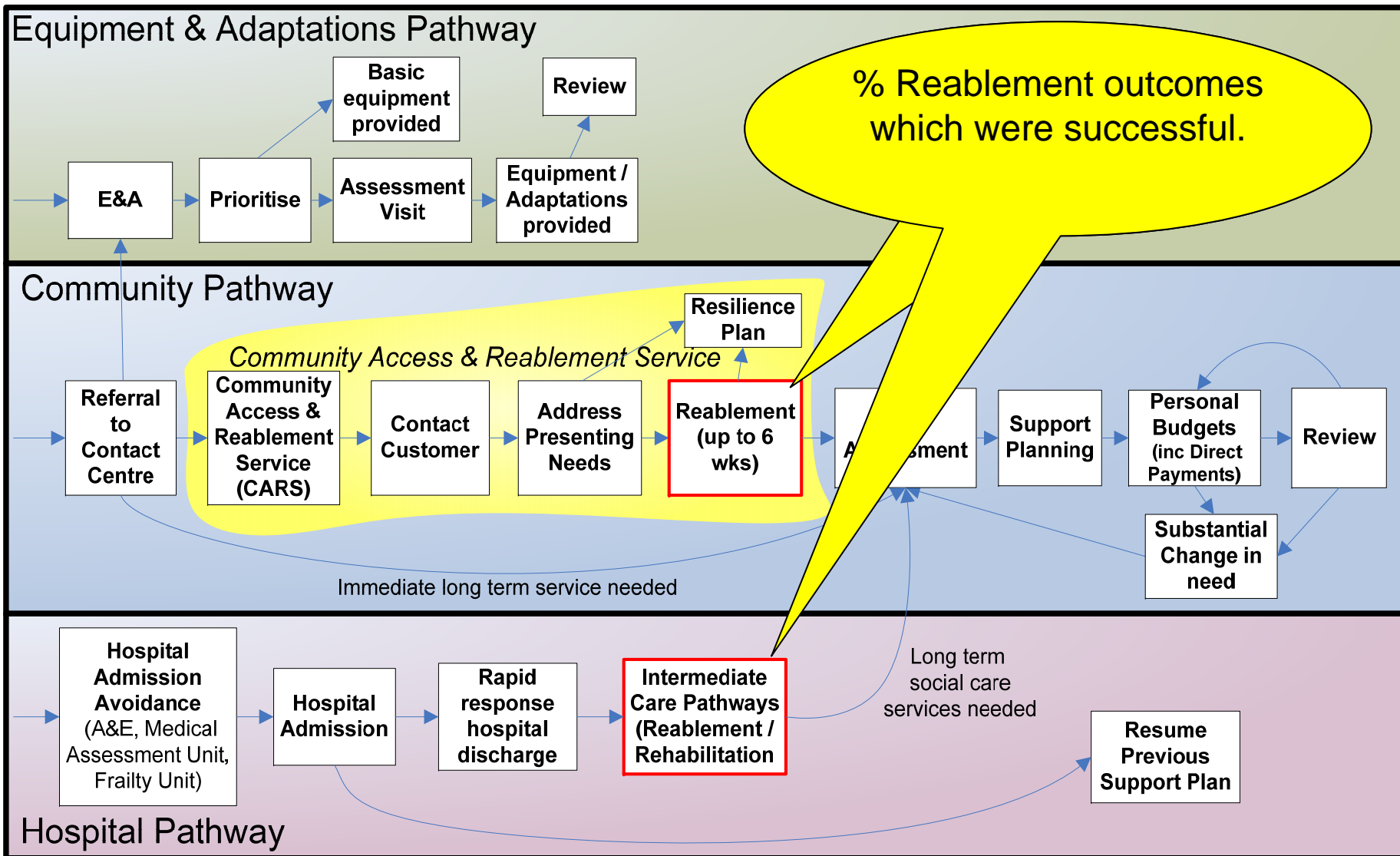
Proposed measures



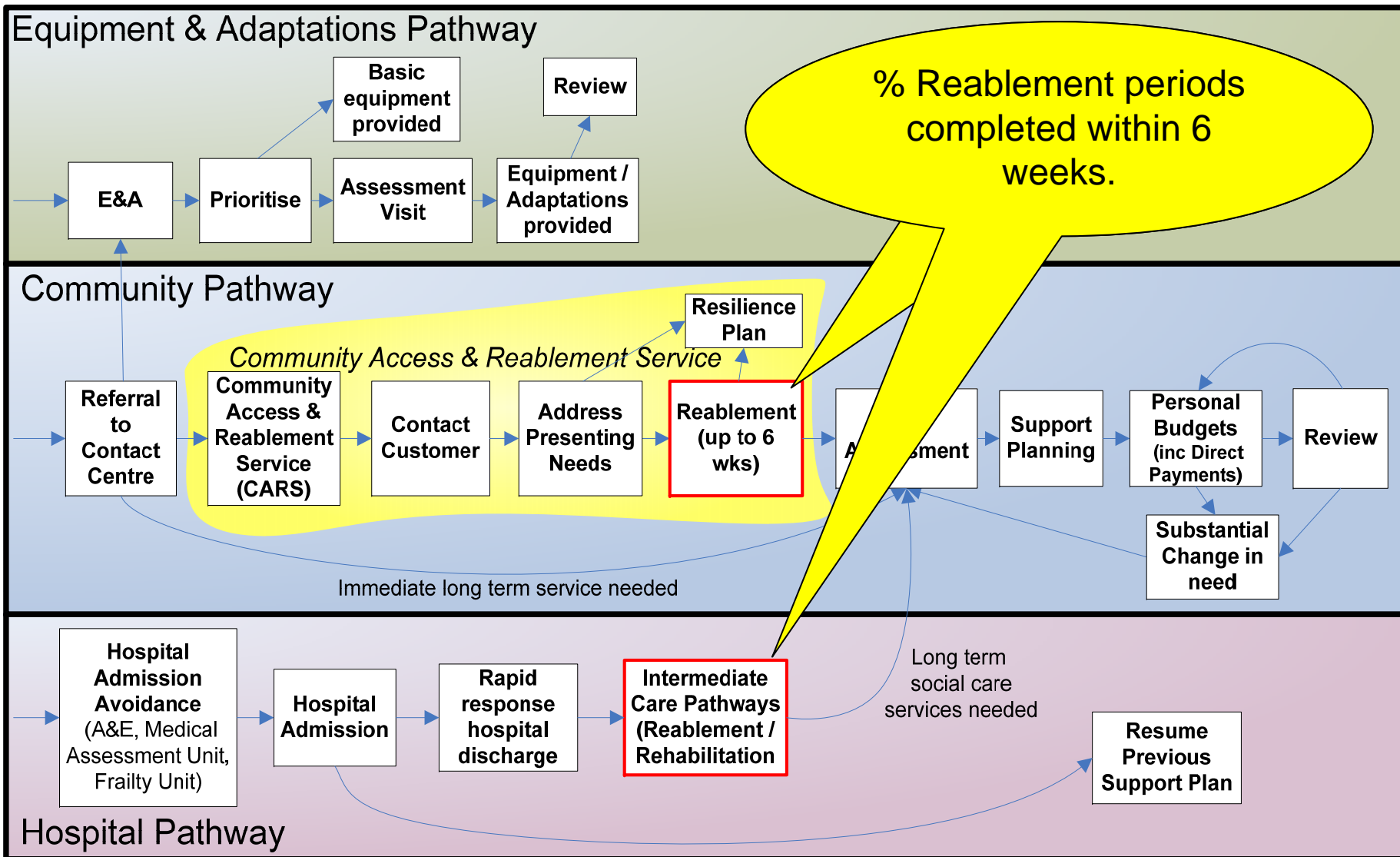
Proposed measures



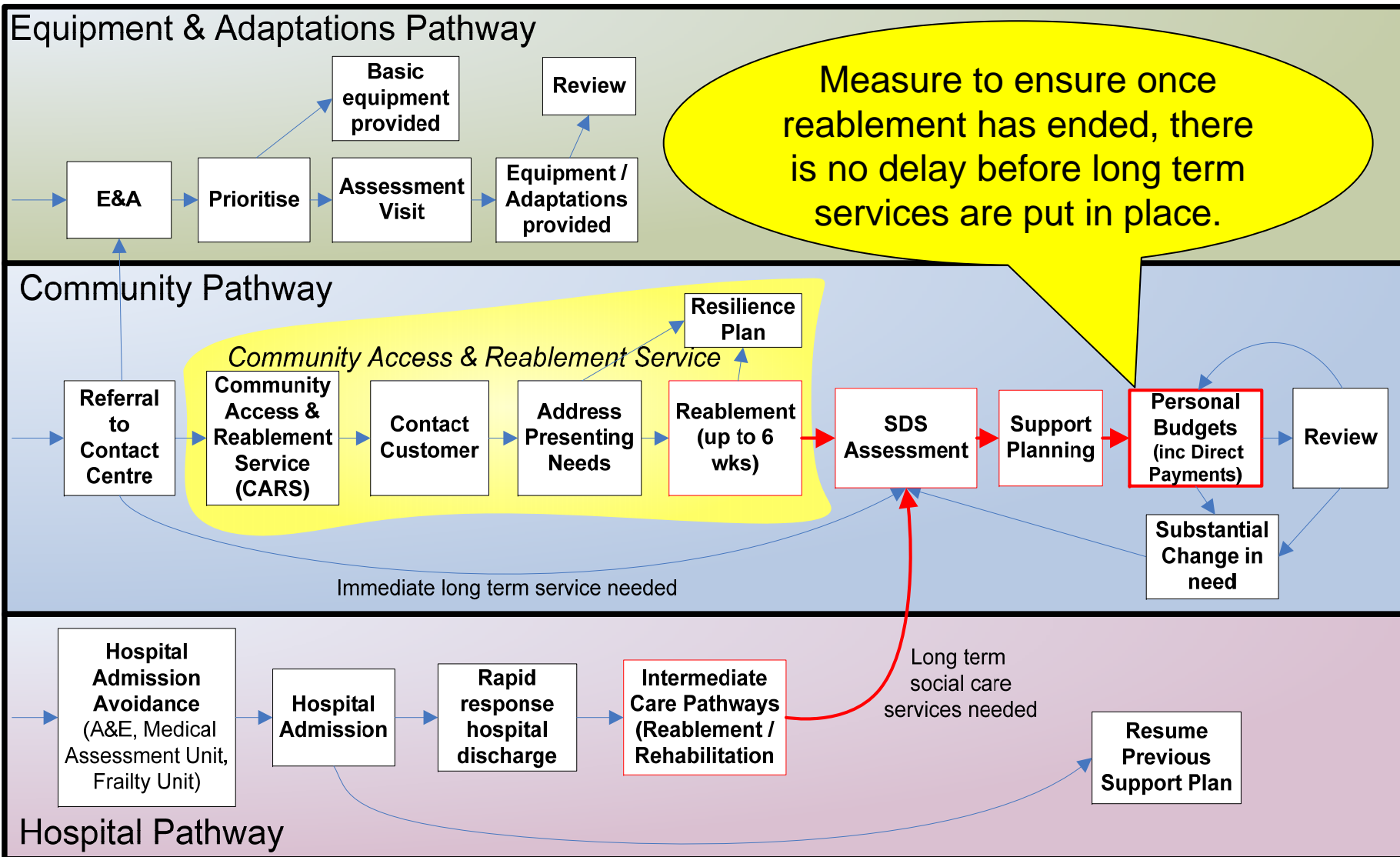
Proposed measures



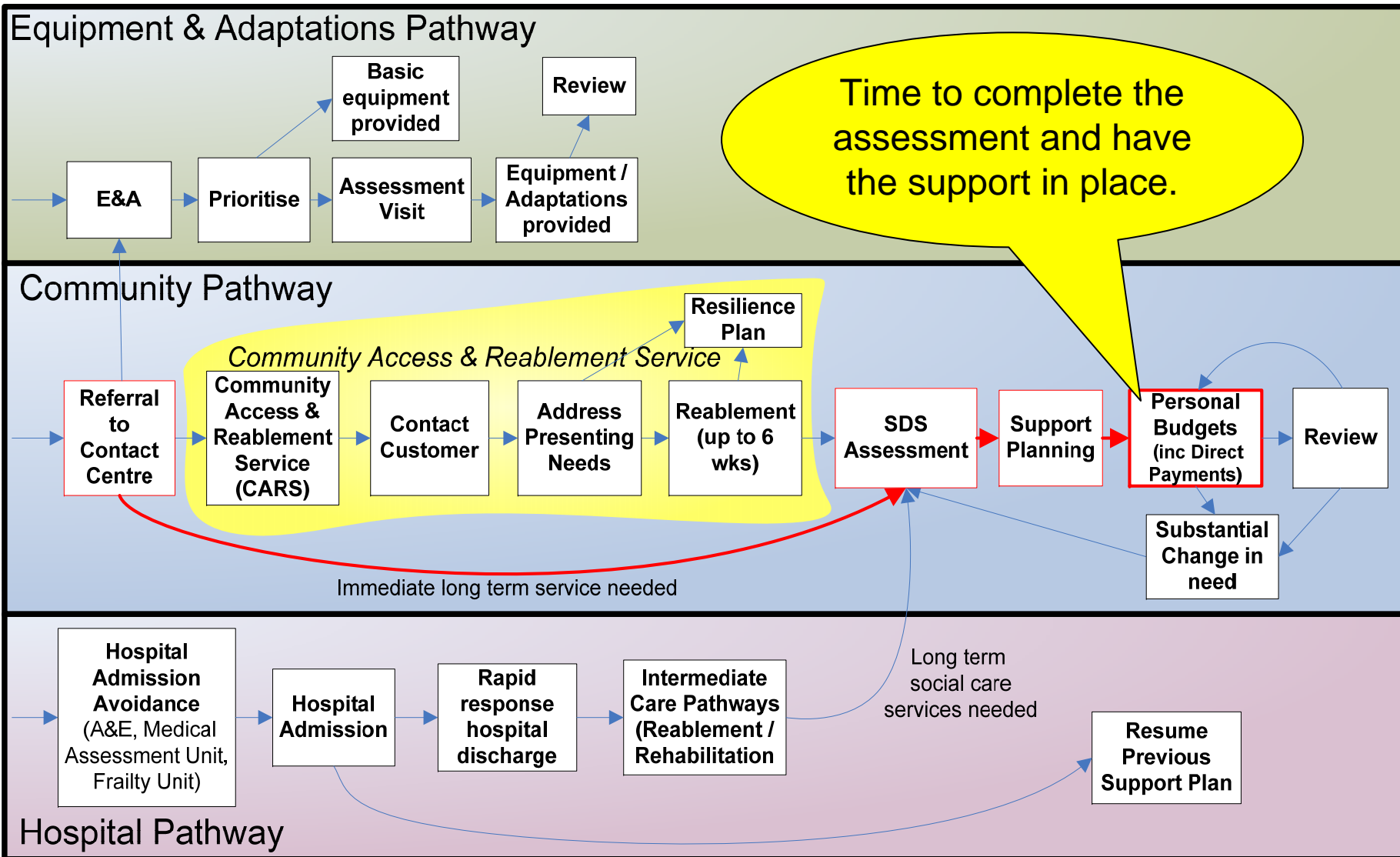
Proposed measures



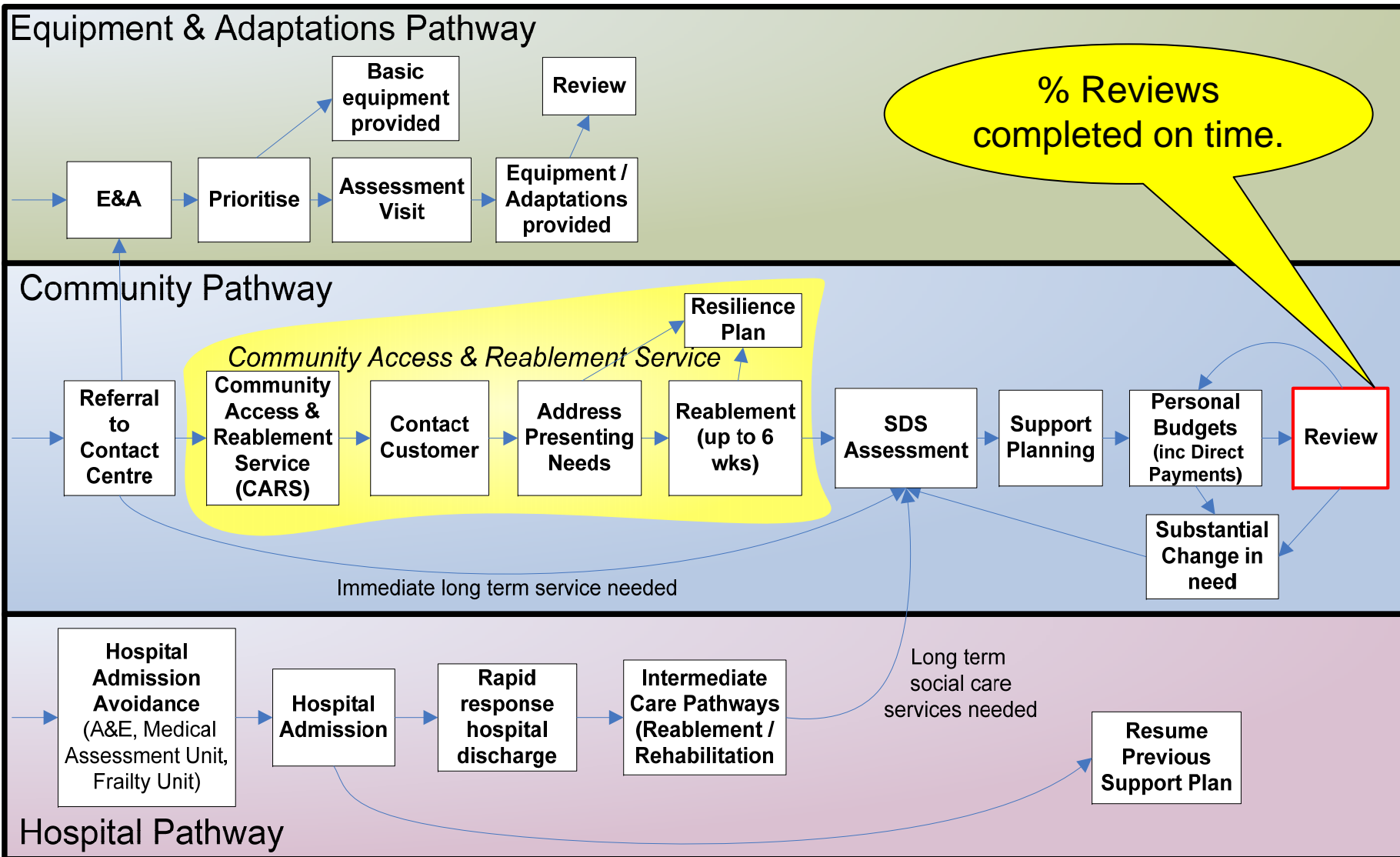
Proposed measures



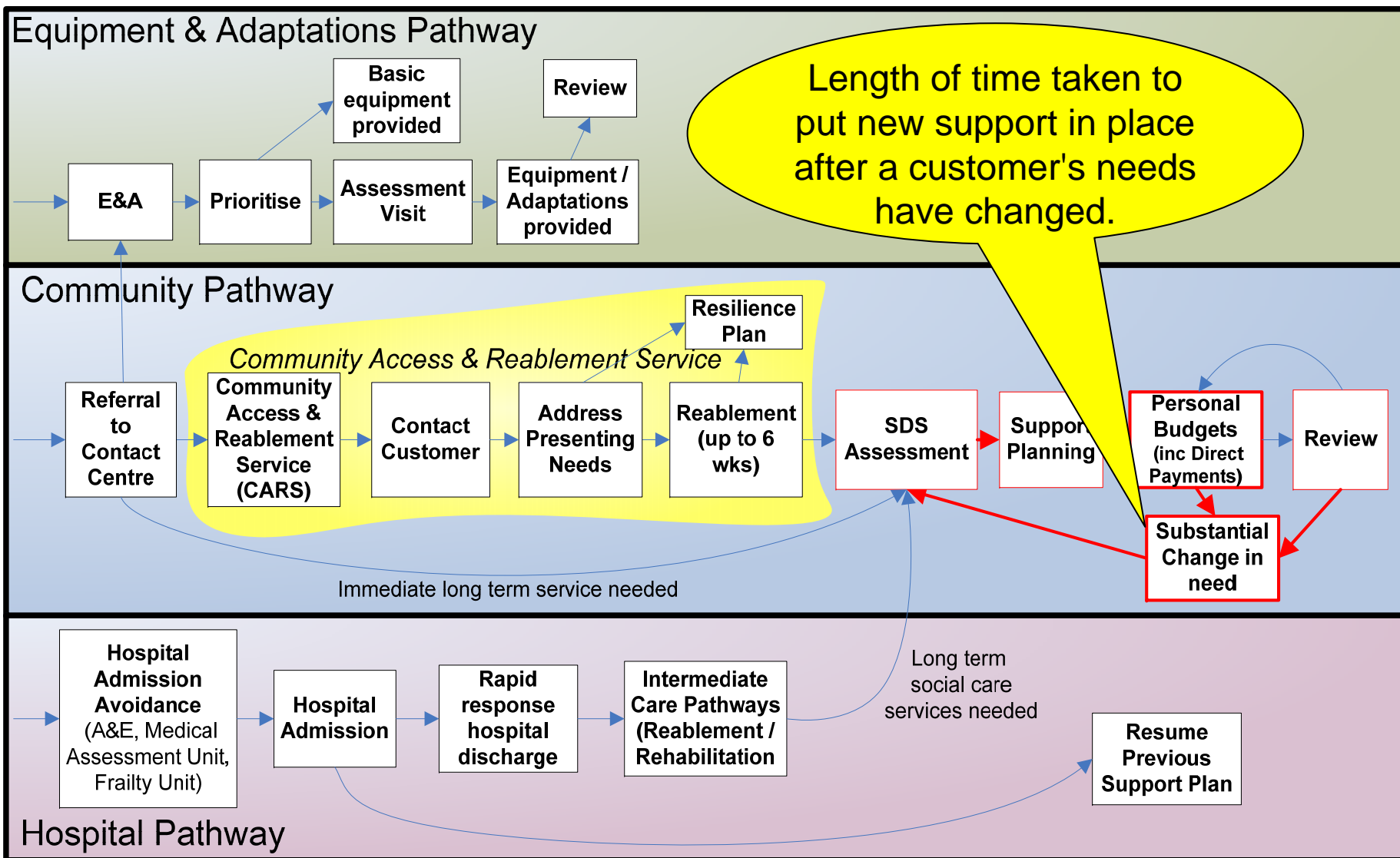
Proposed measures



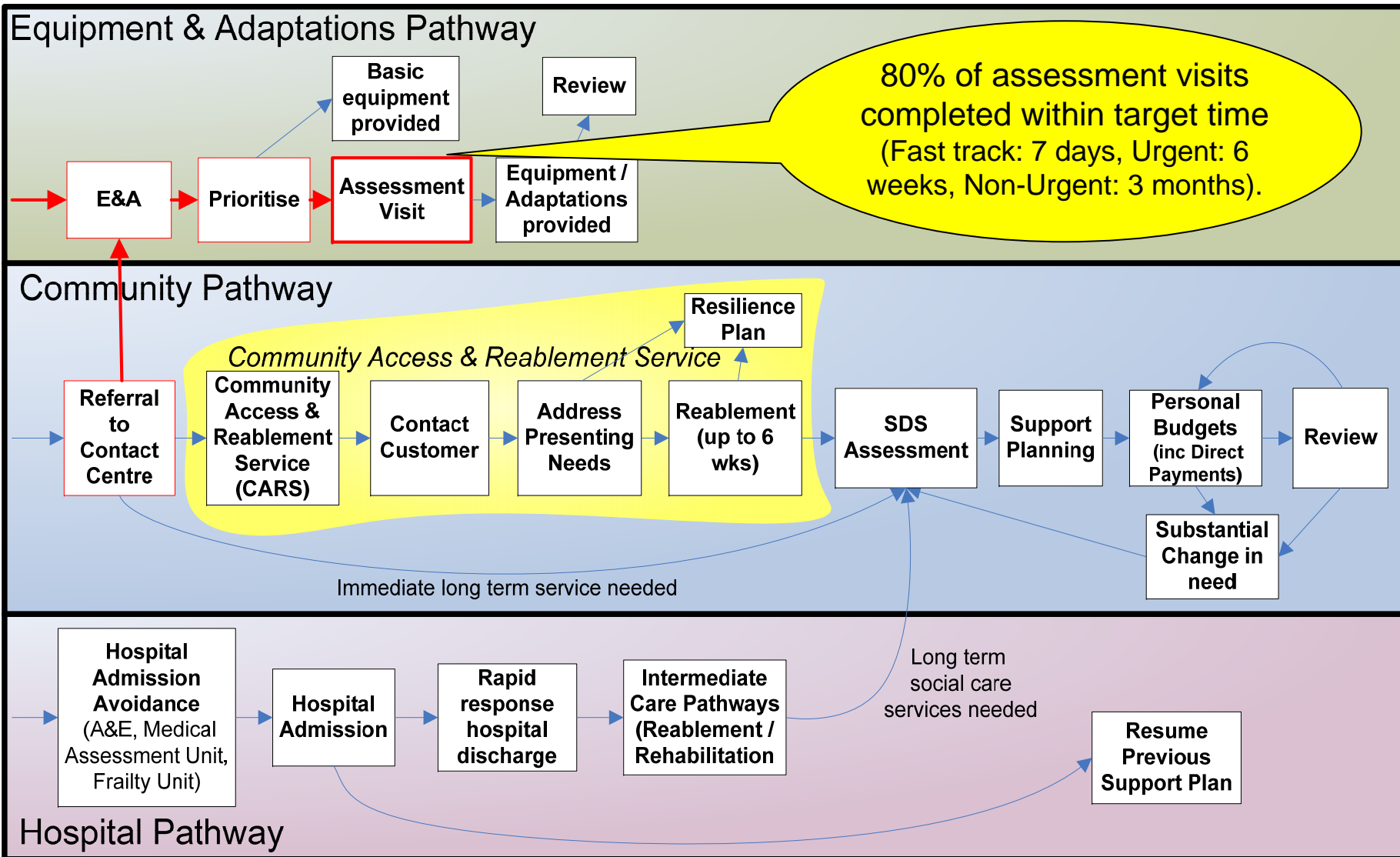
Proposed measures



Proposed measures

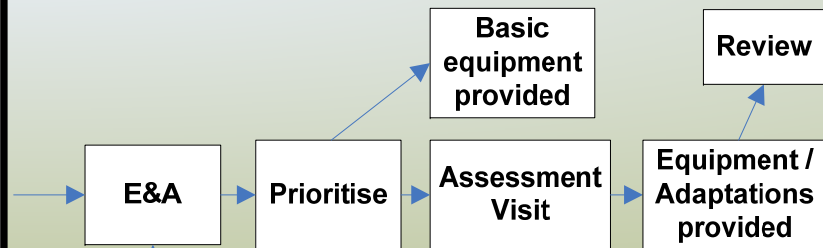


Proposed measures



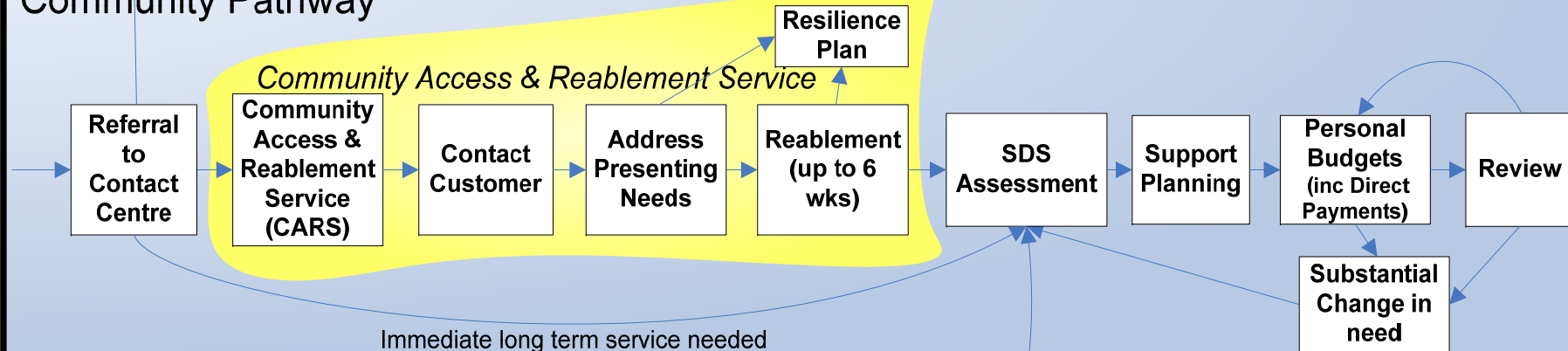
Proposed measures

Equipment & Adaptations Pathway

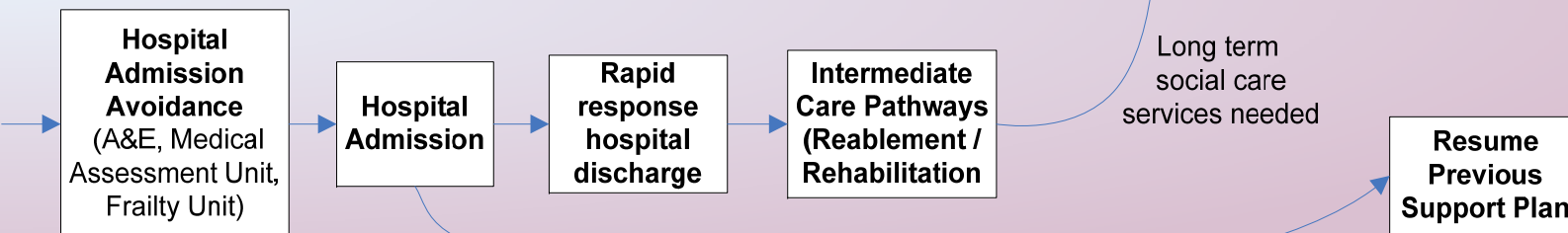


A number of customer satisfaction measures covering satisfaction with services and the customer journey

Community Pathway



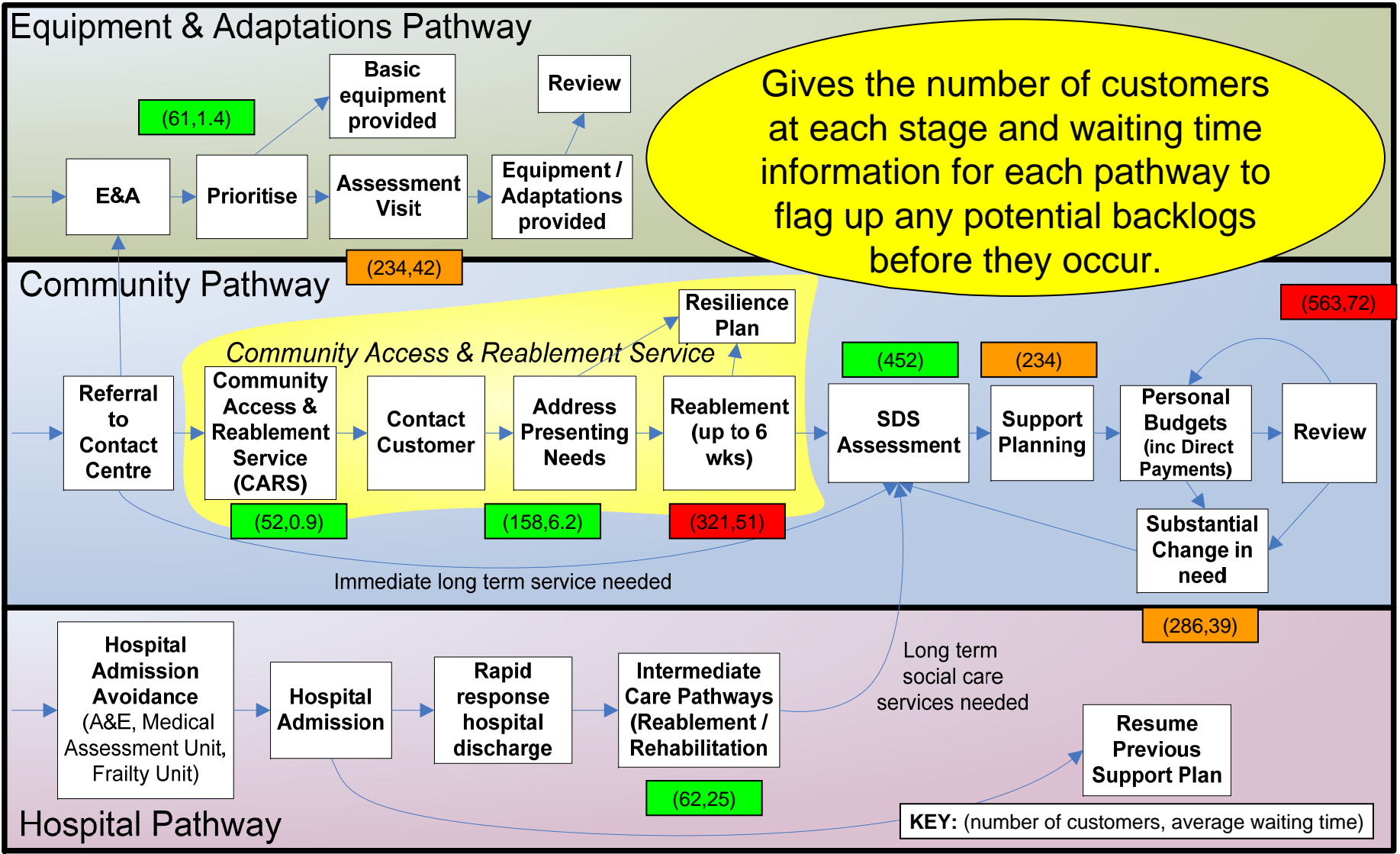
Immediate long term service needed



Long term social care services needed

Hospital Pathway

Backlog Early Warning System





Existing performance measures to remain

We will continue to ...

- Report on safeguarding using existing measures.
- Monitor the numbers of people using personal budgets and whether their outcomes are being met.
- Monitor the number of people living in care homes.
- Monitor the number of people with Learning Disabilities living at home and in employment.



Any Questions?