












The following scorecards are enclosed:

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This report has been prepared by the Performance & Improvement Team using data up to 30/09/2018

Key to Symbols

Reporting Basis	
Year to Date	Performance accumulated over the year
Rolling Year	Average performance over a 12 month period
Annual	Performance measured once a year
Latest Quarter	Performance this quarter
Snapshot	Performance at a particular point in time
Forecast	Predicted position at the end of the year

	Performance better than tolerance
	Performance within tolerance
	Performance worse than tolerance
	No information
	Missing target
	No value
	Value Increasing (Smaller is Better)
	Value Decreasing (Smaller is Better)
	Value Increasing (Bigger is Better)
	Value Decreasing (Bigger is Better)
	No change
Bigger is better	A bigger value for this measure is good
Smaller is better	A smaller value for this measure is good
Plan is best	Where it is best for performance to be on target rather than above or below

Key to Symbols - Risk

The Gloucestershire Risk Matrix

Risk	Impact/Consequence				
	1 Insignificant	2 Minor	3 Moderate	4 Major	5 Critical
Almost certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Probable (3)	3	6	9	12	15
Possible (2)	2	4	6	8	10
Rare (1)	1	2	3	4	5

Risk Rating
(calculated by multiplying the Impact with the Likelihood of each risk)

Level of Risk	Score
Low	1 - 6
Moderate	7 - 12
High	13 - 25

Adult Social Care Performance

Cllr Kathy Williams
Cllr Roger Wilson

Self-directed Support

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep-18
ASCOF 1C pt1 Social care clients receiving self directed support	Bigger is Better	Snapshot	82.7 %	97.7 %	97.5 %	97.0 %	96.6 %	94.9 %	90.0 %	★

By Provider - Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
ASCOF 1C pt1 - 2Gether (Mental Health)	Bigger is Better	Snapshot	95.3 %	94.8 %	94.6 %	97.7 %	98.6 %	
ASCOF 1C pt1 - GCC Learning Disabilities	Bigger is Better	Snapshot	99.9 %	99.9 %	99.9 %	99.9 %	99.9 %	
ASCOF 1C pt1 - GCC Older People	Bigger is Better	Snapshot	96.1 %	95.7 %	94.9 %	93.9 %	90.1 %	
ASCOF 1C pt1 - GCC Physical Disabilities	Bigger is Better	Snapshot	98.9 %	98.7 %	98.5 %	98.0 %	97.6 %	

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep-18
ASCOF 1C pt2 People in receipt of direct payments	Bigger is Better	Snapshot	30.3 %	34.0 %	34.2 %	32.9 %	32.3 %	31.7 %	32.0 %	●

By Provider - Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
ASCOF 1C pt2 - 2Gether (Mental Health)	Bigger is Better	Snapshot	19.8 %	19.2 %	16.0 %	17.4 %	15.5 %	
ASCOF 1C Pt2 - GCC Learning Disabilities	Bigger is Better	Snapshot	17.3 %	17.3 %	17.0 %	17.2 %	16.7 %	
ASCOF 1C pt2 - GCC Older People	Bigger is Better	Snapshot	28.9 %	29.3 %	28.2 %	27.3 %	26.7 %	
ASCOF 1C pt2 - GCC Physical Disabilities	Bigger is Better	Snapshot	62.9 %	63.6 %	62.9 %	61.7 %	62.1 %	

Annual Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	2014/15	2015/16	2016/17	2017/18	Comments 2017/18
ASCOF 1C(1B): Proportion of carers receiving self-directed support	Bigger is Better	Annual		10.2 %	14.2 %	23.2 %	
ASCOF 1C(2B): Proportion of carers receiving direct payments for support direct to carer.	Bigger is Better	Annual		10.2 %	13.7 %	8.8 %	
LPIAS323 % of carers with flexible budgets (following assessment)	Bigger is Better	Annual	48.0 %	43.4 %	12.2 %	3.5 %	

Employment & Settled Accommodation

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep/18
LPIAS322 Adults with learning disabilities in employment (Local Definition)	Bigger is Better	Monthly	n/a	17.6 %	18.1 %	18.9 %	19.2 %	19.3 %	15.0 %	★
ASCOF 1F Adults (aged 18-69) receiving secondary mental health services in employment	Bigger is Better	Quarterly	9.4 %	15.0 %	17.0 %	16.0 %	18.0 %	16.0 %	13.0 %	★
ASCOF 1H Adults (18 - 69) contact with secondary mental health services in settled accommodation	Bigger is Better	Quarterly	55.0 %	88.0 %	88.0 %	96.0 %	87.0 %	87.0 %	80.0 %	★
ASCOF 1G Adults with learning disabilities in settled accommodation	Bigger is Better	Monthly	73.3 %	77.3 %	77.5 %	77.4 %	77.6 %	77.8 %	75.0 %	★

Annual Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	2015/16	2016/17	2017/18	Comments
ASCOF 1E Adults with Learning Disabilities in Employment	Bigger is Better	Annual		6.5 %	8.7 %	6.8 %	6.4 %

Reablement & Preventative

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
BOC1 Number of Reablement/Enablement Services	Bigger is Better	Snapshot	343	363	347	378	366	
BOC5 Number of Other care services (i.e Preventative)	Bigger is Better	Snapshot	449	462	493	468	330	

Annual Trend Analysis - No Target (2 Quarters in Arrears)

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	2014/15	2015/16	2016/17	2017/18	Comments 2017/18
ASCOF 2B pt1 Proportion of older people still at home 91 days after discharge	Bigger is Better	Annual	82.1 %	74.7 %	81.4 %	81.8 %	79.5 %	
ASCOF 2B pt2 Proportion of people aged 65+ offered reablement services after hospital discharge	Bigger is Better	Annual	2.2 %	3.0 %	3.4 %	2.9 %	2.2 %	
ASCOF 2D % of new clients receiving a lower level or no ongoing support after a short term service	Bigger is Better	Annual	82.8 %	90.2 %	89.2 %	90.1 %	89.6 %	

Admissions & Transfers

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep-18
ASCOF 2A pt1 Permanent admissions 18-64 to residential & nursing care homes per 100,000 pop	Smaller is Better	Rolling Year	15.20	10.89	10.62	9.80	11.98	11.66	12.00	●

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
ASCOF 2A pt1 - 2Gether (Mental Health)	Smaller is Better	Rolling Year	0.82	1.36	0.82	1.36	1.36	
ASCOF 2A pt1 - GCC Learning Disabilities	Smaller is Better	Rolling Year	3.27	2.72	2.18	2.72	2.17	
ASCOF 2A pt1 - GCC Physical Disabilities	Smaller is Better	Rolling Year	6.81	6.54	6.81	7.90	8.13	

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep-18
ASCOF 2A pt2 Permanent admissions aged 65+ to residential & nursing care homes per 100,000 pop	Smaller is Better	Rolling Year	555.90	477.54	492.20	513.80	499.91	427.34	550.00	★

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
ASCOF 2A pt2 - 2Gether (Mental Health)	Smaller is Better	Rolling Year	0.00	0.00	0.00	0.00	0.00	
ASCOF 2A pt2 - GCC Learning Disabilities	Smaller is Better	Rolling Year	2.31	3.86	3.86	3.86	3.78	
ASCOF 2A pt2 - GCC Older People	Smaller is Better	Rolling Year	475.22	488.34	509.94	496.05	423.56	

Quarterly Trend Analysis - Against a Target (In Arrears)

	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	Qtr Jun-17	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Comments Jun-18
ASCOF 2C pt 2 Delayed transfers of care from hospital due to Adult Social Care per 100,000 pop	Smaller is Better	Rolling Year	5.50	2.95	4.07	4.32	4.61	4.39	

Long Term Care

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
⊕ LCT1 Total number of Community Care Clients	Plan is Best	Snapshot	3,377	3,323	3,335	3,340	3,190	
⊕ LCT2 Total number of Residential Care Clients	Smaller is Better	Snapshot	1,382	1,358	1,291	1,299	1,259	
⊕ LCT3 Total number of Nursing Care Clients	Smaller is Better	Snapshot	670	647	624	632	604	
⊕ ASC16a % of service users who have been asked at their last assessment whether they have carer	Bigger is Better	Snapshot	99.9 %	99.9 %	99.9 %	99.9 %	99.9 %	
⊕ ASC16b % of carers identified who were then offered a carers assessment	Bigger is Better	Snapshot	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	
⊕ ASC16c % of carers offered a carers assessment who accepted the offer	Bigger is Better	Snapshot	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	

Quarterly Trend Analysis - Against a Target									
	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Target Sep-18	Comments Sep-18
⊕ ASC1% of ongoing service users who have had a full re-assessment of their needs in the last 12months	Bigger is Better	Snapshot	77.2 %	73.8 %	70.7 %	65.6 %	59.2 %	80.0 %	▲
⊕ ASC1b - 2Gether	Bigger is Better	Snapshot	96.3 %	97.2 %	95.4 %	96.7 %	96.8 %	95.0 %	★
⊕ ASC1b - LD	Bigger is Better	Snapshot	91.0 %	86.6 %	81.9 %	76.2 %	69.8 %	80.0 %	▲
⊕ ASC1b - OP	Bigger is Better	Snapshot	66.9 %	63.2 %	60.6 %	55.4 %	48.1 %	70.0 %	▲
⊕ ASC1b - PD	Bigger is Better	Snapshot	74.0 %	70.0 %	66.5 %	61.6 %	54.5 %	80.0 %	▲

Safeguarding Adults

Quarterly Trend Analysis - No Target								
	Good Performance High/Low	Reporting Basis	Qtr Sep-17	Qtr Dec-17	Qtr Mar-18	Qtr Jun-18	Qtr Sep-18	Comments Sep-18
⊕ CDS SAR01 No. of Safeguarding adults concerns raised	Bigger is Better	Year to Date	460	346	425	528	524	
GSAB1a Total - Advice Line Calls	Bigger is Better	Year to Date	854	842	954	1,181	1,061	
⊕ CDS SAR02 No. of concerns that led to a safeguarding (S42) Care Act enquiry	Smaller is Better	Year to Date	153	153	192	313	255	
⊕ GSAB5a % of total concerns leading to Section 42 enquiries	Smaller is Better	Year to Date	33.3 %	44.2 %	45.2 %	59.3 %	48.7 %	
⊕ GSAB6a % of Section 42 enquiries closed this quarter where risk was removed	Bigger is Better	Year to Date	30.0 %	29.0 %	40.0 %	45.8 %	37.8 %	
⊕ GSAB7a % of Section 42 enquiries closed this quarter where risk was reduced	Bigger is Better	Year to Date	44.0 %	50.0 %	43.0 %	41.9 %	43.6 %	
⊕ GSAB8a % of Section 42 enquiries closed this quarter where risk remains	Smaller is Better	Year to Date	9.0 %	11.0 %	12.0 %	11.8 %	15.4 %	
⊕ GSAB8b % of Section 42 enquiries closed this quarter where no risk identified	Bigger is Better	Year to Date	16.0 %	10.0 %	5.0 %	0.5 %	3.3 %	
⊕ GSAB8c % of Section 42 enquiries closed this quarter where risk not recorded	Bigger is Better	Year to Date	0.5 %	0.4 %	0.8 %	0.0 %	0.0 %	

Annual Survey

Annual Trend Analysis - No Target (2 Quarters in Arrears)								
	Good Performance High/Low	Reporting Basis	Comparator Group 17/18	2014/15	2015/16	2016/17	2017/18	Comments 2017/18
ASCOF 1A Social care reported quality of life	Bigger is Better	Annual	19.2	19.3	19.4	19.7	19.1	
ASCOF 1B The proportion of those using services who have control over their daily lives	Bigger is Better	Annual	78.1 %	78.0 %	79.2 %	81.9 %	77.5 %	
ASCOF 1I1 % of people who use services reporting they had as much social contact as they would like	Bigger is Better	Annual	46.3 %	47.2 %	48.2 %	52.8 %	49.2 %	
ASCOF 3A Overall satisfaction of people who use services	Bigger is Better	Annual	66.4 %	66.9 %	65.7 %	69.0 %	63.5 %	
ASCOF 3D1 The proportion of people who find it easy to find information about services	Bigger is Better	Annual	72.8 %	77.3 %	77.3 %	80.1 %	74.4 %	
ASCOF 4A Proportion of people who use services who feel safe	Bigger is Better	Annual	71.0 %	67.7 %	71.4 %	75.0 %	70.9 %	
ASCOF 4B Proportion of people using services saying those services have made them feel safe & secure	Bigger is Better	Annual	86.6 %	90.9 %	91.1 %	93.4 %	91.7 %	

Strategic Risk Summary - Adult Social Care

Strategic Risk 7: Safeguarding Children & Young People and Adults

Ref.	Risk	Owner	Inherent Risk	Residual Risk Dec-17	Residual Risk Mar-18	Residual Risk Jun-18	Residual Risk Sep-18	Direction of Travel	Mitigating Actions for High or Changed Residual Risks
+ SR7.1	Failure to protect vulnerable adults in Gloucestershire from abuse neglect in situations that potentially could have been predicted and prevented.	Willcox, Margaret	High 20	High 15	High 15	Moderate 10	Moderate 10	➔	
+ SR7.6	Unable to support all those who can, to live independently at home, because demand for home care services outstrips available capacity, resulting in us relying on temporary respite/alternative bed based care, in lieu of homecare.	Willcox, Margaret	High 20	?	?	High 15	High 15	➔	