












The following scorecards are enclosed:

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This report has been prepared by the Performance & Improvement Team using data up to 30/09/2017

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 15/16	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
ASCOF 1C pt1 Social care clients receiving self directed support	Bigger is Better	Snapshot	85.8 %	93.2 %	93.2 %	99.2 %	98.1 %	97.1 %	90.0 %	★

By Provider - Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis		Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17
ASCOF 1C pt1 - 2Gether (Mental Health)	Bigger is Better	Snapshot		96.9 %	99.1 %	103.6 %	91.8 %	92.8 %	
ASCOF 1C pt1 - GCC Learning Disabilities	Bigger is Better	Snapshot		99.4 %	99.6 %	99.8 %	99.8 %	99.8 %	
ASCOF 1C pt1 - GCC Older People	Bigger is Better	Snapshot		88.4 %	87.7 %	98.1 %	97.3 %	95.2 %	
ASCOF 1C pt1 - GCC Physical Disabilities	Bigger is Better	Snapshot		95.1 %	95.5 %	99.6 %	98.9 %	98.6 %	

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
ASCOF 1C pt2 People in receipt of direct payments	Bigger is Better	Snapshot	31.2 %	32.5 %	33.1 %	35.1 %	34.6 %	34.0 %	30.0 %	★

By Provider - Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis		Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17
ASCOF 1C pt2 - 2Gether (Mental Health)	Bigger is Better	Snapshot		19.9 %	18.7 %	17.9 %	20.5 %	20.3 %	
ASCOF 1C Pt2 - GCC Learning Disabilities	Bigger is Better	Snapshot		18.1 %	18.5 %	18.3 %	18.0 %	17.6 %	
ASCOF 1C pt2 - GCC Older People	Bigger is Better	Snapshot		25.6 %	26.3 %	29.9 %	29.6 %	28.9 %	
ASCOF 1C pt2 - GCC Physical Disabilities	Bigger is Better	Snapshot		65.0 %	65.6 %	68.0 %	67.0 %	66.8 %	

Annual Trend Analysis - No Target

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

Employment & Settled Accommodation

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep/17
LPIAS322 Adults with learning disabilities in employment (Local Definition)	Bigger is Better	Monthly	n/a	18.4 %	19.0 %	13.4 %	15.1 %	15.7 %	15.0 %	★
ASCOF 1F Adults (aged 18-69) receiving secondary mental health services in employment	Bigger is Better	Quarterly	9.4 %	15.0 %	15.0 %	16.0 %	15.0 %	15.0 %	13.0 %	★
ASCOF 1H Adults (18 - 69) contact with secondary mental health services in settled accommodation	Bigger is Better	Quarterly	55.0 %	87.0 %	87.0 %	89.0 %	88.0 %	88.0 %	80.0 %	★
ASCOF 1G Adults with learning disabilities in settled accommodation	Bigger is Better	Monthly	73.3 %	79.5 %	79.6 %	70.6 %	79.7 %	79.5 %	75.0 %	★

Annual Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	2014/15	2015/16	Comments
ASCOF 1E Adults with Learning Disabilities in Employment	Bigger is Better	Annual		6.0 %	8.3 %	8.7 %

Reablement & Preventative

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17
BOC1 Number of Reablement/Enablement Services	Bigger is Better	Snapshot	351	319	373	352	392	
BOC5 Number of Other care services (i.e Preventative)	Bigger is Better	Snapshot	390	471	462	417	328	

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

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	2012/13	2013/14	2014/15	2015/16	Comments 2015/16
ASCOF 2B pt1 Proportion of older people still at home 91 days after discharge	Bigger is Better	Annual	83.5 %	71.6 %	70.4 %	74.7 %	81.4 %	
ASCOF 2B pt2 Proportion of people aged 65+ offered reablement services after hospital discharge	Bigger is Better	Annual	2.4 %	3.9 %	3.7 %	3.0 %	3.4 %	
ASCOF 2D % of new clients receiving a lower level or no ongoing support after a short term service	Bigger is Better	Annual	76.4 %			90.2 %	89.2 %	

Admissions & Transfers

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
ASCOF 2A pt1 Permanent admissions 18-64 to residential & nursing care homes per 100,000 pop	Smaller is Better	Rolling Year	12.80	18.33	17.24	18.88	16.69	15.25	15.00	●

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17
ASCOF 2A pt1 - 2Gether (Mental Health)	Smaller is Better	Rolling Year	1.09	1.09	1.92	1.64	1.36	
ASCOF 2A pt1 - GCC Learning Disabilities	Smaller is Better	Rolling Year	4.4	4.1	4.9	3.6	2.5	
ASCOF 2A pt1 - GCC Physical Disabilities	Smaller is Better	Rolling Year	12.86	12.04	12.04	11.49	11.44	

Quarterly Trend Analysis - Against a Target

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
ASCOF 2A pt2 Permanent admissions aged 65+ to residential & nursing care homes per 100,000 pop	Smaller is Better	Rolling Year	563.30	799.41	794.68	808.08	854.59	806.96	700.00	▲ Lead Commissioner has met with Operational Lead and ISCMs to raise the issue and seek understanding. Latest quarter data improving and analysis continues into reasons for earlier increase. Initial discussions suggest a link to domiciliary care provision in some areas.

Quarterly Trend Analysis - No Target

	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17
ASCOF 2A pt2 - 2Gether (Mental Health)	Smaller is Better	Rolling Year	1.58	1.58	2.37	3.15	3.86	
ASCOF 2A pt2 - GCC Learning Disabilities	Smaller is Better	Rolling Year	0	2	3	3	3	
ASCOF 2A pt2 - GCC Older People	Smaller is Better	Rolling Year	797.83	791.52	802.56	848.29	806.96	

Quarterly Trend Analysis - Against a Target (In Arrears)

	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	2013/14	2014/15	2015/16	Target 2015/16	Comments (2015/16)
OLD: ASCOF 2C pt 1 Delayed transfers of care per 100,000 pop	Smaller is Better	Rolling Year		14.10	3.40	3.11	3.91	10.00 ★
OLD: ASCOF 2C pt 2 Delayed transfers of care from hospital due to Adult Social Care per 100,000 pop	Smaller is Better	Rolling Year		5.70	1.28	0.91	1.04	4.00 ★

Quarterly Trend Analysis - Against a Target (In Arrears)

	Good Performance High/Low	Reporting Basis		2016/17	Target 2016/17	Comments (2016/17)
ASCOF 2C pt 1 Delayed transfers of care per 100,000 pop	Smaller is Better	Rolling Year	This new calculation of 'Bed Days' takes the number of delayed days in the month and multiplies by calendar days. This replaces the old methodology.	9.85	10.00	★
ASCOF 2C pt 2 Delayed transfers of care from hospital due to Adult Social Care per 100,000 pop	Smaller is Better	Rolling Year	This new calculation of 'Bed Days' takes the number of delayed days in the month and multiplies by calendar days. This replaces the old methodology.	2.85	4.00	★

Long Term Care

Quarterly Trend Analysis - No Target									
	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17	
⊕ BOC2 Number of Community Care Services	Plan is Best	Snapshot	3,477	3,489	3,496	3,361	3,097		
⊕ BOC3 Number of Residential Care Services	Smaller is Better	Snapshot	1,403	1,372	1,350	1,337	1,316		
⊕ BOC4 Number of Nursing Care Services	Smaller is Better	Snapshot	553	515	478	513	467		

Quarterly Trend Analysis - Against a Target									
	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
⊕ ASC16a % of service users who have been asked at their last assessment whether they have carer	Bigger is Better	Snapshot	99.8 %	99.8 %	99.8 %	99.8 %	99.7 %	100.0 %	●
⊕ 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 %	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 %	100.0 %	●

Quarterly Trend Analysis - Against a Target									
	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Target Sep-17	Comments Sep-17
⊕ ASC1% of ongoing service users who have had a full re-assessment of their needs in the last 12months	Bigger is Better	Snapshot	80.6 %	76.5 %	71.1 %	64.6 %	57.2 %	80.0 %	▲
⊕ ASC1b - 2Gether	Bigger is Better	Snapshot	94.2 %	93.3 %	97.7 %	97.2 %	93.0 %	95.0 %	▲
⊕ ASC1b - LD	Bigger is Better	Snapshot	96.1 %	94.2 %	87.8 %	79.0 %	69.5 %	80.0 %	▲
⊕ ASC1b - OP	Bigger is Better	Snapshot	70.6 %	64.9 %	59.4 %	53.2 %	46.3 %	70.0 %	▲
⊕ ASC1b - PD	Bigger is Better	Snapshot	74.9 %	69.3 %	61.6 %	57.4 %	51.6 %	80.0 %	▲

Safeguarding Adults

Quarterly Trend Analysis - No Target									
	Good Performance High/Low	Reporting Basis	Qtr Sep-16	Qtr Dec-16	Qtr Mar-17	Qtr Jun-17	Qtr Sep-17	Comments Sep-17	
⊕ CDS SAR01 No. of Safeguarding adults concerns raised	Bigger is Better	Year to Date	453	363	453	436	459		
⊕ CDS SAR02 No. of concerns that led to a safeguarding (S42) Care Act enquiry	Smaller is Better	Year to Date	276	274	265	215	204		
⊕ CDS SAR03 % of total concerns that progressed to a safeguarding enquiry	Smaller is Better	Year to Date	60.9 %	75.5 %	58.5 %	49.3 %	44.4 %		
⊕ CDS SAR05 % of enquiries where the risk was removed	Bigger is Better	Year to Date	15.5 %	12.2 %	11.0 %	9.6 %	13.1 %		
⊕ CDS SAR06 % of enquiries where the risk was reduced	Bigger is Better	Year to Date	3.2 %	3.8 %	4.6 %	4.2 %	4.6 %		
⊕ CDS SAR07 % of enquiries where the risk remains	Smaller is Better	Year to Date	27.3 %	25.6 %	12.4 %	16.6 %	22.2 %		

Annual Survey

Annual Trend Analysis - No Target (2 Quarters in Arrears)								
	Good Performance High/Low	Reporting Basis	Comparator Group 15/16	2012/13	2013/14	2014/15	2015/16	Comments 2015/16
ASCOF 1A Social care reported quality of life	Bigger is Better	Annual	19.1	19.5	19.5	19.3	19.4	
ASCOF 1B The proportion of those using services who have control over their daily lives	Bigger is Better	Annual	77.2 %	79.2 %	80.7 %	78.0 %	79.2 %	
ASCOF 1I1 % of people who use services reporting they had as much social contact as they would like	Bigger is Better	Annual	44.5 %			47.2 %	48.2 %	
ASCOF 3A Overall satisfaction of people who use services	Bigger is Better	Annual	64.3 %	63.8 %	67.1 %	66.9 %	65.7 %	
ASCOF 3D1 The proportion of people who find it easy to find information about services	Bigger is Better	Annual	72.6 %	73.6 %	81.7 %	77.3 %	77.3 %	
ASCOF 4A Proportion of people who use services who feel safe	Bigger is Better	Annual	68.6 %	73.6 %	66.5 %	67.7 %	71.4 %	
ASCOF 4B Proportion of people using services saying those services have made them feel safe & secure	Bigger is Better	Annual	86.0 %	90.6 %	82.6 %	90.9 %	91.1 %	

Strategic Risk Summary - Adult Social Care

Strategic Risk 7: Safeguarding Children & Young People and Adults

Ref.	Risk	Owner	Inherent Risk	Residual Risk Dec-16	Residual Risk Mar-17	Residual Risk Jun-17	Residual Risk Sep-17	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	Moderate 10	Moderate 10	Moderate 10	?	?	