

Appendix A 2023-24 Service Level Performance Indicators

Scrutiny Committee: Adults and Community Wellbeing					
PI Number	Performance Indicator	Directorate	If this PI is reported in Corporate Plan , PI number is given	Targets	
				2022-23 Q4 Outturn Trajectory is 'Bigger is better' unless stated otherwise	2023-24 target Targets have been approved unless stated otherwise
Service Area: Adult Care					
PI 60	Permanent admissions to residential and nursing care homes aged 65+ (Targeted)	ACCW	no	928 Admissions (Target 950) Smaller is better	950 Admissions
PI 63	Adults who receive a direct payment (Targeted)	ACCW	no	41.8% (target 42%)	42%
PI 65	People in receipt of long-term support who have been reviewed (Targeted)	ACCW	no	95.2% (Target 90%)	90%
PI 113	Emergency and urgent deliveries and collections completed on time (Targeted)	ACCW	no	99.8% (Target 98%)	98%
PI 122	Requests for support for new clients, where the outcome was no support or support of a lower level (Targeted)	ACCW	no	94.4% (Target 93%)	93%
PI 123	People who report that services help them have control over their daily life (Targeted)	ACCW	no	80.8% (Target 80%)	80%

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PI 124	Completed episodes of Reablement, where the outcome was no support or support of a lower level (Targeted)	ACCW	no	90.7% (target 95%)	95%
PI 158	For adults discharged from hospital, the percentage who remain at home 91 days after discharge (Targeted)	ACCW	PI 25	83.4% (Target 85%)	85%
Service Area: Specialist Adult Services					
PI 28	Safeguarding cases supported by an advocate (where appropriate) (Targeted)	ACCW	PI 72	100% (Target 100%)	100%
PI 116	Concluded enquiries where the desired outcomes were achieved (Targeted)	ACCW	PI 73	96.4% (Target 95%)	95%
PI 163	Percentage of people who were asked what outcomes they wanted to achieve during an Adult Safeguarding enquiry (Targeted)	ACCW	no	86.8% (Target 85%)	85%
New! PI 173	Proportion of adults with a learning disability who live in their own home or with their family (Contextual)	ACCW	no	n/a	Contextual
New! PI 174	Proportion of adults with a learning disability or a mental health need in receipt of long-term support who have been reviewed (Targeted)	ACCW	no	n/a	90%
Service Area: Public Health & Community Wellbeing					
PI 31	Number of alcohol users that left specialist treatment successfully (Targeted) NB. Minimum of 230 completions as per National Drug Treatment monitoring system reports on successful completions definition	ACCW	no	Q3 25.2% (Target 35%) 1 qtr lag	Changed from percentage to Number 230 Alcohol users

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PI 33	People aged 40 to 74 offered and received an NHS health check (Targeted)	ACCW	no	Q3 57.1% (Target 55%) 1 qtr lag	95%
PI 110	Percentage of people supported to improve their outcomes following Wellbeing intervention (Targeted)	ACCW	no	Q3 99% (Target 95%) 1 qtr lag	95%
PI 111	People supported to successfully quit smoking (Targeted)	ACCW	no	Q3 1853 people (Q3 target 2400) 1 qtr lag Annual target 3,200 people	TBC
PI 112	People supported to maintain their accommodation via Housing Related Support Service (HRSS) (Targeted)	ACCW	no	96.4% (Target 90%)	90%
PI 59	Carers supported in the last 12 months (Targeted)	ACCW	PI 76 New for 23-24	1613 Carers (Target 1730)	1730 carers
PI 120	Carers who said they had as much social contact as they would like (Targeted)	ACCW	PI 77 New for 23-24	Biennial - Not reported in 2022-23, 30.8% in 2021-22 (Target 35%)	36%
PI 121	Carers who have received a review of their needs (Targeted)	ACCW	PI 78 New for 23-24	80% (Target 85%)	85%

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