

# Adult Social Care quarterly performance management report **2021-2022**

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Quarter 2 (1<sup>st</sup> July to 30<sup>th</sup> September 2021)



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This Quarterly Performance Management Report for Adult Social Care highlights performance for the period 1<sup>st</sup> July 2021 to 30<sup>th</sup> September 2021. It provides specific information detailed in the Council Plan 2019-22, relating to performance indicators and key actions. Enabling us to monitor progress towards our vision.

### “Dudley Borough – Forging a Future for All”

We have a ‘One Council’ ethos to build an effective and dynamic organisation aligned to our three core priorities to:

- Grow the economy and create jobs
- Create a cleaner and greener place
- Support stronger and safer communities

The main body of the report focuses on the four priorities contained in the Council Action Plan and provides a detailed review of the progress of the key performance indicators within the plan.

The scorecards show performance for the:

- Reporting Quarter
- The score symbol status denotes performance against set targets.
- The trend symbol status compares latest performance against previous reporting frequency.

The score status symbol employed for performance indicators as follows.

- ★ Where performance exceeds the target tolerance
- Where performance is on target and in the upper half tolerance
- ▲ Where performance is below the target tolerance

Short term trend status symbol employed as follows.

- ↗ Performance is improved against previous reporting frequency
- Performance is consistent against previous reporting frequency
- ↘ Performance is worse against previous reporting frequency




## Section 2.1: Performance Summary

The Quarter 2 report incorporates both quarterly and annual key performance measures which monitor the progress of delivery of the Council Plan 2019-22, overall, there are 12 measures reported for 2021-22 for Adult Social Care and Public Health and Wellbeing. Below summaries performance against short term targets and trends for both directorates. (Quarter 2 comparing Quarter 1)

**Overview:** Number of performance indicators due for reporting this quarter: **12**

**Performance Indicators status**  
(see Chart 1)

 **7**  
Exceeds target


 **3**  
On target upper tolerance

 **1**  
Below Target

**1 Delayed Data PI 2131**

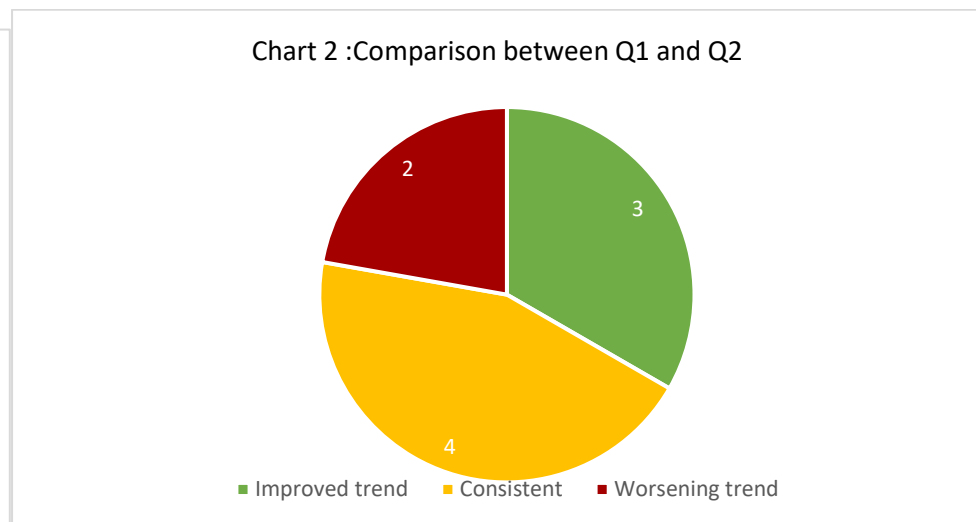
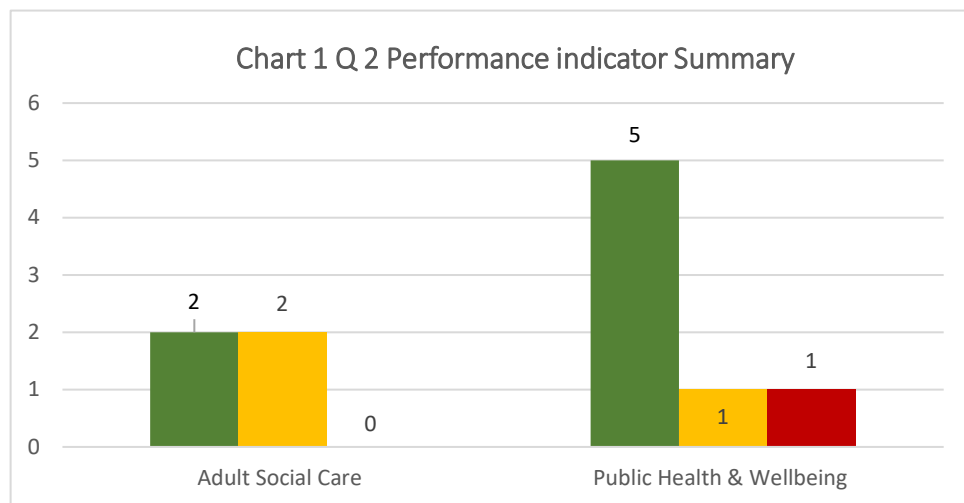
**Short Term Trend Status**  
(see Chart 2)

 **3**  
Improved

 **4**  
Consistent

 **2**  
Worsened







**0 measures are new with no comparable data**  
**0 measure target change significantly to reflect Covid**  
**1 Delayed Data**



## Section 3.1: Balanced Scorecard

The following section provides a detailed scorecard for each key performance measure aligned to the Council Plan priority and directorate service area. Where applicable the percentage and number outturn are shown for this specific reporting quarter.

Summary Status  2 Exceeds Target  2 On target upper tolerance  0 Below target

Performance Indicator	2020-2021 Financial Year				2021-2022 Financial Year					
	Qtr.1 Outturn	Qtr.2 Outturn	Qtr.3 Outturn	Qtr.4 Outturn	Qtr.1 Outturn	Qtr.2 Outturn	Target	Score	Short Tern Trend (Available Q2)	Benchmarking Comparable Data
<b>PI 501</b> ASCOF2B (P1) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	84.0%	90.0%	94.0%	88.6% (186/210)	<b>97%</b>	<b>93%</b>	<b>83%</b>			<b>82%</b> England 19/20
<b>PI.2131</b> % of Delayed transfers of care as percentage of occupied beds	Delay with Data (latest Feb 2020 at 3.9%)						<b>85</b>			4.9% (Feb 2020)
<b>PI.2132</b> % of contacts to adult social care with an outcome of information and advice/signposting	11.4%	9.8%	14.6%	13.5% (3310/24565)	<b>10.8%</b>	<b>10.6%</b>	<b>11</b>			Local Measure
<b>PI 2133</b> % of working age service users (18-64) with a primary support reason of learning disability support, who are living on their own or with their family	65.0%	66.0% (582/882)	40.0%	41% (293/712)	<b>49%</b>	<b>49.5%</b>	<b>50%</b>			<b>77.3%</b> England 19/20



<b>PI.2134</b> % of the conversion of safeguarding concerns to enquiry	11.0%	3.9% (56/1446)	3.0% (45/1482)	5.6% (87/1552)	<b>7.5%</b>	<b>8.4%</b>	<b>20%</b>			<b>37%</b> England 19/20
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### Section 3.3: Stronger and Safer Communities – Public Health & Wellbeing

#### Summary Status

5  
Exceeds Target

1  
On target upper tolerance

1  
Below target

Performance Indicator	2020-2021 Financial Year				2021-2022 Financial Year					
	Qtr.1 Outturn	Qtr.2 Outturn	Qtr.3 Outturn	Qtr.4 Outturn	Qtr.1 Outturn	Qtr.2 Outturn	Target	Score	Short Tern Trend (Available Q2)	Benchmarking Comparable Data
<b>PI 2074</b> Proportion of premises in the borough that are broadly complaint with food hygiene law (star rating of 3 or more).	86.7%	86.6%	84.0%	85%	<b>81.06%</b>	<b>86.6%</b>	<b>90%</b>			
includes unrated new businesses which were registered last year and which we were advised by the FSA were not a priority for inspection. These unrated businesses are now being prioritized for inspection.										
<b>PI 1441</b> Air Quality completed in actions in accordance with the timetable in the approved Air Quality action plan.	New Measure				<b>100%</b>	<b>100%</b>	<b>75%</b>			
<b>PI 2257</b> Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	New Measure				<b>£123,6100</b>	<b>£410400</b>	<b>£125,000</b>			
<b>PI 1798</b> To reduce the absolute percentage gap in NHS Health checks coverage	0.0%	6% (267)	22.0%	39.5%	<b>1%</b>	<b>-2.2%</b>	<b>1%</b>			
<b>The NHS health checks service, delivered by GPs, has been suspended due to covid.</b>										
<b>PI 2258</b> Increase the uptake of Covid vaccinations in all hard to reach communities.	New Measure				<b>80%</b>	<b>80%</b>	<b>72%</b>			
<b>PI 2259</b> % of Local Covid cases that are followed up within 24 hours	New Measure				<b>97%</b>	<b>98%</b>	<b>90%</b>			
<b>PI 2260</b> % reduction in smoking during pregnancy	New Measure				<b>8.9%</b>	<b>6.8%</b>	<b>11%</b>			



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## Section 4.1 Directorate Service Summaries

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Public Health and Wellbeing Performance Report on Business Plan Objectives Attached as appendix



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