

Plan	Indicator Description	2018/19 Q4	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2019/20 Target	Direction of Travel	Status vs Target	Q4 commentary	Latest Bench marking Result	Bench marking Result for:
4	Reduce the number of Delayed Transfers of Care (DTC) from hospital for residents of CWaC (total number of days delayed, 6 week time lag on data)	10,159	2,866	5,933	8,242	13,098	8,667	Declining Performance	Red	Total delayed days As at February 2020 are 13,098, which is significantly above the 19/20 target of 8,667. At Cheshire West and Chester the main reason for delays over the past 12 months has been 'awaiting care package in own home' with an average of 45% of delays due to this reason. Delayed days have been above target for NHS, ASC and Joint attributable delays. There remain significant issues with capacity in the domiciliary market. This in turn has had a knock on effect on the council's reablement service and therefore creates pressures in relation to delayed transfers of care. In November 2019, an injection of investment into domiciliary homecare to assist hospital discharges saw improved ASC attributable results, but the impact of this investment was only short term. Domiciliary care is to be recommissioned with a go live date of July-September 2020	5,390	Published data for NW August 18

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4	Reduce the number of Delayed Transfers of Care (DTC) from hospital for residents of CWaC where the responsibility for the delay was social care only (total number of days delayed, 6 week time lag on data)	2,656	-	1,762	2,563	4,030	2,554	Declining Performance	Red	Total ASC attributable delayed days As At February 2020 are 4,030, which is significantly above the 19/20 ASC target of 2,554. At Cheshire West and Chester the main reason for delays over the past 12 months has been 'awaiting care package in own home'. There remain significant issues with capacity in the domiciliary market. This in turn has had a knock on effect on the council's reablement service and therefore creates pressures in relation to delayed transfers of care. In November 2019, an injection of investment into domiciliary homecare facilitated hospital discharges and improved ASC attributable results, but the impact of this investment was only seen for a short period as market pressures again came to bear on performance. The Council's domiciliary care contract is recommissioned in 2020-21, with a go live date of July-September 2020; with a view	2,093	Published data for NW August 18

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4	Increase the number of carers who are given information and advice and/or signposted to other universal services	291	91	211		339	400	Improving Performance	Red	The number of carers who have been provided with information and advice and/or signposted to other universal services has increased to 339 at 2019/20 year end, compared to 291 at 2018/19 year end. However, there is still considerable work to be done to be sure that this figure reflects the actual information, advice and signposting being delivered to our customers. Further training and support is required to ensure that all workers are recording these contact outcomes within Liquidlogic in order that they can be accurately reported upon.	Not possible to benchmark. No national or regional context is available.	Not possible to benchmark. No national or regional context is available.
4	Increase the Carer-reported quality of life score, reported via the Carers Survey (max score is 12, survey conducted every 2 years)	-	-	7.2	-	7.2	8.0	Maintained Performance	Red	A Carers Task and Finish Group has been established to respond to the feedback, including developing the Carers Joint Strategic Needs Assessment, a Carers Strategy and reviewing the governance of the current carers group	7.9	England
4	Reduce the number of older people who have a permanent admission to a residential or nursing care home	497	63	155		343	427	Improving Performance	Green		429.1	North West Region 17/18 Published
4	Increase the proportion of people receiving community-based social care services who receive self-directed support	99.9%	-	99.9%		99.9%	100%	Maintained Performance	Amber	Whilst this indicator is showing as maintained and Amber against target it should be noted that performance is being maintained at 99.9%	87%	England
4	Maintain the number of people receiving telecare	3,520	-	3,540		4,218	3520	Improving Performance	Green		-	-

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4	Reduce the number of injuries due to falls in people aged 65 and over (NHS data, 12 month time lag on publication)	1,720	-	-			1570	M	M	<b>Not reporting</b> Due to the focus of all Public Health staff on responding to the Covid-19 pandemic, no data is being reported this period.	-	-
4	Increase the proportion of new clients who received reablement where no request was made for ongoing support	68.2%	-	63.0%	60.0%	55.2%	72.0%	Declining Performance	Red	Following a period of reablement some users will require no additional support, some will require some level of domiciliary care and others will need further reablement or maintenance services through the reablement team. There remain significant issues with capacity in the domiciliary market at present. This means that those service users who would be ready to move from reablement into dom care are unable to do so and so they are continuing to receive support from reablement services. In turn, this is also limiting the number of new users being provided with reablement services.  Previous data quality issues have been addressed to ensure post reablement outcomes are being correctly recorded and this is being continuously monitored.	74.0%	North West
4	Increase the social care-related quality of life score, reported via the ASC Survey (max score is 24) (Time lag of 6 months on data)	19.4	-	-		19.4	19.4	Maintained Performance	Green	Note 2018/19 Q4 is a repeat of the Q2 submission in order to report an end of year position. The 2018/19 target compares to 2017/18 survey results.	19.1	England

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4	Increase the proportion of adults with a learning disability who live in their own home or with their family	88.70%	-	87.10%		88.40%	90.0%	Improving Performance	Amber	Performance is slightly below target but this does not include a small number of clients for whom information is not currently up to date. This is addressed annually through the statutory returns process which this year has been delayed by Government in light of the Covid-19 pandemic.	75.4%	England
4	Increase the proportion of adults in contact with secondary mental health services who live independently with or without support	59.90%	-	53.20%	52.20%	47.90%	80.0%	M	M	<b>Not reporting:</b> The cohort that this indicator includes has been widened to include all service providers that provide mental health services and not just the main provider "Cheshire and Wirral Partnership". As such whilst this presents a more accurate picture it is a wider cohort than it has previously reported on. Performance continues to fluctuate around 50% and will be taken up with Cheshire and Wirral Partnership management and an improvement plan for 2020 onwards will be agreed across the council and the National Health Service	57.0%	England 17/18 Published
4	Increase the proportion of adults with a learning disability who are in paid employment	5.9%	-	5.50%	5.4%	5.4%	6.0%	Maintained Performance	Red	Performance is 0.6 percentage points off target and has been through the year. This does not reflect a small number of clients for whom information is not currently up to date. This is addressed annually through the statutory returns process which this year has been delayed by Government in light of the Covid-19 pandemic.	5.8%	England

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4	Increase the proportion of adults in contact with secondary mental health services who are in paid employment	7.0%	-	9.1%		8.4%	6.7%	Declining Performance	Green		6.8%	England
4	Increase the number of interactions delivered through community/3rd sector providers	11,116	-	11,510		12,861	11,500	Improving Performance	green		-	-
4	Increase the number of visitors to the CWaC Local Offer website for adults and children (reported as total per year)	730,722	92,463.0	385,911	524,922	541,042	767,258	Declining Performance	Red	Performance which was on track at the mid-year point has been affected by the switchover from the existing Local Offer site to the Live Well site. The Local Offer website was closed down during quarter three, by which time it had received 524,922 visits.  The Live Well website relaunched in January receiving 3000 visits in both January and February, increasing to 10,000 visits in March. This will be the parameter which will be used going forward until the targets are reviewed.	-	-
4	Increase the number of people completing adult social care self-assessments online (to be reported at end of year)	-	-	-		-	Awaiting People Commissioning	M	M	<b>Not reporting:</b> The Liquidlogic Portals project is still in the implementation phase. Unfortunately, there have been a few technical blockers that have delayed the go-live. These are actively being worked through with Liquidlogic so we can agree a go-live as soon as possible.	-	-