










Council Plan Monitoring - Q1 2014/15







PI Status	Trend Arrows	Success is
 This PI is significantly below target	 The performance of this PI has improved	 Higher figures are better
 This PI is slightly below target	 The performance of this PI has worsened	 Lower figures are better
 This PI has met or exceeded the target	 The performance of this PI is static	N/A - Desired performance is neither too high nor too low
 This PI is data only. There is no target and is provided for reference only.	N/A – Rating not appropriate / possible	





2.1 We will work closely with our NHS and voluntary sector partners

Code	Short Name	Success Is	2012/13	2013/14	Q4 2013/14	Q1 2014/15			2014/15	Note		
			Value	Value	Value	Value	Target	Status	Short Trend		Long Trend	Target
ASC07	Number of acute delayed transfers of care (local monitoring)		472	681	189	194	186				745	11-Jul-2014 The number of acute delays in Q1 was 194. This represents an increase on the previous quarter of 2%. This is also an increase compared to Q1 in the last three years (113, 140, 146 respectively) with delays on an upward trajectory. No acute delays were attributable to social care in Q1.
ASC07ii	Number of acute delayed transfers of care attributable to Adult Social Care			1	0	0	3				10	11-Jul-2014 No delays were attributable to social care in Q1.
ASC13	Permanent admissions to residential and nursing care homes, per 100,000 population – 18-64					1.18	4		N/A	N/A	16	18-Jul-2014 In Q1 there were two permanent admissions to residential or nursing care for those aged 18-64 where ASC was responsible for funding. This equates to 1.18 admissions per 100,000 population (168,697). This is under the target of 7 admissions, or 4 per 100,000 population each quarter.
ASC14	Permanent admissions to residential and nursing care homes, per 100,000 population – 65+					162	179		N/A	N/A	716	18-Jul-2014 In Q1 there were 66 permanent admissions to residential or nursing care for those aged 65+ where ASC was responsible for funding. This equates to 162 admissions per 100,000 population (40,569). This is just under the target of 70 admissions, or 179 per 100,000 population each quarter.


2.2 We will ensure that people have choice & control in support

Code	Short Name	Success Is	2012/13	2013/14	Q4 2013/14	Q1 2014/15			2014/15	Note		
			Value	Value	Value	Value	Target	Status	Short Trend		Long Trend	Target
ASC06	Adult Social Care clients receiving Self Directed Support		56.4%	58.2%	58.2%	42.3%	42.5%				65.0%	15-Aug-2014 The Q1 outturn of 42.3% is marginally short of the Q1 target of 42.5%. This outturn represents 1,982 people accessing services through self directed support – an increase of 26% compared to the same period in 13-14 (1,567 people). The provisional comparator group average for 13-14 was 58.5% so the annual target of 65% is an ambitious target.

2.3 We will support carers in the valuable work they do

Code	Short Name	Success Is	2012/13	2013/14	Q4 2013/14	Q1 2014/15			2014/15	Note		
			Value	Value	Value	Value	Target	Status	Short Trend		Long Trend	Target
ASC10	Carers receiving an assessment or review		13.7%	26.5%	26.5%	5.2%	4.0%				20.0%	10-Jul-2014 The figure for Q1 is 5.2%, exceeding the 5% target. To reach 20% by the end of the year, an average of 75 carers assessments would need to be completed each month. In April there were only 54 assessments completed however, in June this shortfall was made up with 102 assessments completed.

2.4 We will ensure that disabled adults and older people are safe




Code	Short Name	Success Is	2012/13	2013/14	Q4 2013/14	Q1 2014/15			2014/15	Note		
			Value	Value	Value	Value	Target	Status	Short Trend		Long Trend	Target
ASC SVA 01	Number of safeguarding vulnerable adults (SVA) alerts	N/A				126	N/A		N/A	N/A	N/A	11-Jul-2014 In Q1, 126 alerts were raised. This refers to alerts and not referrals. This is the first report from the new system and






Code	Short Name	Success Is

2012/13	2013/14	Q4 2013/14	Q1 2014/15					2014/15
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
should be treated as provisional until further quality assurance work is carried out.




2.5 We will promote & encourage healthy lifestyles for adults

Code	Short Name	Success Is
PH10	Percentage of people completing an adult weight management service who have reduced their cardiovascular risk	
PH13	Rate per 100,000 of self-reported 4 week smoking quitters aged 16 or over	
PH9	Number of cardiovascular health checks completed	

2012/13	2013/14	Q4 2013/14	Q1 2014/15					2014/15
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
			76.9%	70.0%		N/A	N/A	70%
1075	868	868	N/A	93				868
			1,863	950		N/A	N/A	6,319

Note
10-Jul-2014 314 people have completed the exercise referral programme and 92 adults completed the weight management programme and reduced their cardiovascular risk (rolling average for last 12 months)
10-Jul-2014 Although the number of quits continue to decrease both locally and nationally, Medway stop smoking service are treating more and achieving more quitters per 100,000 population than the England average, and remain in the top quartile performance. It is thought that the reduction in numbers accessing the service is being driven by the increased use of electronic cigarettes. Please note status and trend is against Q4 2013/14 performance due to time lag in obtaining data. Q4 target = 1112
15-Jul-2014 Between April and June 2014, a total of 1,863 people in Medway received an NHS Health Check. The majority of these (1,314) were performed in general practices with the remainder (549), performed by the Outreach provider 'Solutions for Health' in April and May.

3.5 We will tackle and reduce the harm caused by alcohol and drugs


Code	Short Name	Success Is	2012/13	2013/14	Q4 2013/14	Q1 2014/15				2014/15	Note	
			Value	Value	Value	Value	Target	Status	Short Trend	Long Trend		Target
PH11	Number of users of opiates that left drug treatment successfully (free of drug dependence) who do not then represent to treatment again within 6 months as a percentage of the total number of opiate users in treatment					N/A	N/A		N/A	N/A	N/A	09-Jul-2014 Latest data is Q4 2013/14 which show a small improvement in the number of clients successfully completing and not re-presenting at treatment (6.3% compared to Q3 at 5.8%) this remains similar to the England average of 7.8%. This figure is small as it is calculated as a proportion of all in treatment. At a service level there has been a small decrease in the numbers who enter treatment as well as the percentage who successfully complete. The Medway Active Recovery programme delivered by Turning Point opens on 1 July 2014. Whilst this new service will promote successful completion of treatment and develop a recovery system that supports people to maintain recovery, there will be a significant period of change this year which is likely to impact negatively on successful outcomes in the first instance.
PH12	The percentage of alcohol users that were in treatment in the last 12 months who successfully complete treatment.					N/A	38.0%	N/A	N/A	N/A	35%	09-Jul-2014 Most recent data available is for Q4 2013/14 which shows successful Alcohol completion as 39.5%. Whilst the 2013/14 alcohol completion figures are lower in Q4 than in Q3, they remain above the national average of 37.5%. The Medway Active Recovery programme delivered by Turning Point opens on 1 July 2014. Whilst this new service will promote successful completion of treatment and develop a recovery system that supports people to maintain recovery, the service offers an integrated drug and alcohol service for the first time in Medway. There will be a significant period of change this year which is likely to impact negatively on


Code	Short Name	Success Is

2012/13	2013/14	Q4 2013/14	Q1 2014/15					2014/15
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target

Note
successful outcomes in the first instance.

5.1 Putting the customer at the centre of everything we do

Code	Short Name	Success Is
MCV1	How satisfied are residents with the way Medway Council runs its services	

2012/13	2013/14	Q4 2013/14	Q1 2014/15					2014/15
Value	Value	Value	Value	Target	Status	Short Trend	Long Trend	Target
			63.00	N/A		N/A	N/A	N/A

Note
<p>16-Jul-2014 Almost two thirds of all respondents were very/fairly satisfied with the way Medway Council runs its services (63%) – with 11% very satisfied. Only 8% were very/fairly dissatisfied with only 2% very dissatisfied; however almost a quarter of respondents were neither satisfied nor dissatisfied (23%). A further 3% answered 'don't know' and 4% gave no response to this question. Those respondents living in Rainham were more likely to be satisfied/very satisfied with the way Medway Council runs its services (74%); whereas those living in Gillingham and Strood were less likely to be satisfied (49% and 51% respectively compared to 63% of the group as a whole). There were no marked differences by gender, age, disability and socio economic group.</p> <p>This is a measurement only indicator as it is the first year that this measure has been recorded. Performance will be baselined over 2014/15, with a view to set a target for 2015/16.</p>