

Community Care and Criminal Justice Services Performance Reporting

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Status



Alert



Warning



OK



Unknown





Data Only

AS = Audit Scotland; SO = Service Outcome; SS = Service Standard.




Theme: Community Care and Criminal Justice
Objective: Community Mental Health

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08	2008/09	2009/10	Q2	Q3	Q4	Q1	Q2	Latest Note	Traffic Light Icon
				Value	Value	Value	2008/09 Value	2008/09 Value	2008/09 Value	2009/10 Value	2009/10 Value		
SO	SO - There will be an increase in the number of people who have improved mental health and a reduced prevalence of suicide, self harm and common mental health problems	CommS529 (New) Reduce suicide rates by 20% by 2013	20% Reduction or more	N/A	N/A		N/A	N/A	N/A	N/A	N/A	Annual New PI will commence from Q3	
SO	SO - There will be an increase in the number of people who have improved mental health and a reduced prevalence of suicide, self harm and common mental health problems	CommS530 (New) Reduce the annual rate of defined daily dose of anti-depressants by 10%	10% reduction or more	N/A	N/A		N/A	N/A	N/A	N/A	N/A	6 monthly New PI will commence from Q3	
SO	SO - There will be an improvement in the quality of life for those experiencing mental health problems and mental illness	CommS531 (New) Reduce the number of readmissions (within 1 year) for those that have had a hospital admission over 7 days by 10% by the end of December 2009 (Baseline 2003/04)	10% reduction or more	N/A	N/A		N/A	N/A	N/A	N/A	N/A	Annual New PI will commence from Q3	
SS	SS - All service users (18-64) referred to the service will be offered an assessment within 28 days	CommS488a 100% of mental health service users will be offered an assessment within 28 days: 18-64	100%	100%	100%		100%	100%	100%	100%	100%		
SS	SS - All service users (65+) referred to the service will be offered an assessment within 28 days	CommS489b 100% of mental health service users will be offered an assessment within 28 days: 65+	100%	100%	100%		100%	100%	100%	100%	100%		




Theme: Community Care and Criminal Justice
Objective: Domiciliary Care

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - Service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Domiciliary Care Services	CommS532 (New) 0% of Domiciliary Care service users will wait longer than the 28 day target time for a service following an assessment	0%	N/A	N/A		N/A	N/A	N/A	0%	0%	Quarterly New PI Commenced in Q1	
SO	SO - An increased number of elderly and vulnerable people will be able to sustain improved independence through support from the Moray Council Home Care Service.	CommS533 (New) Achieve a 1% budget reinvestment from institutional to home based care	1%	N/A	N/A	1%	N/A	N/A	N/A	N/A	N/A	Finance Annual	

Theme: Community Care and Criminal Justice
Objective: Drug and Alcohol

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - Service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Drug and Alcohol Services SS - All service users referred to the service will be offered an assessment within 28 days	CommS492 100% of service users referred to the service will be offered an assessment within 28 days	100%	100%	100%		100%	100%	100%	96%	90%	Total 104 individuals assessed. 10 assessments outwith 28 days.	
SO	SO - Service users will be listed to in the development of their Single Shared Assessment	CommS534 (New) 100% of users reporting involvement in the design of their care package	100%	N/A	N/A		N/A	N/A	N/A	N/A	N/A	New PI will commence from Q3	
SO SS	SO - Service users will experience better health through receiving a written personal plan that supports their recovery SS - All service users will have a care plan completed within 6 weeks of assessment	CommS361 100% service users will have a care plan completed within 6 weeks of assessment	100%	98.25%	99.25%		99%	100%	100%	94%	90%	Total 71 (7 outwith 6 weeks)	

Theme: Community Care and Criminal Justice
Objective: Learning Disability

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - All service users with a learning disability will have improved opportunities for social inclusion by having a care plan in place 6 months prior to the planned school leaving date SS - All care plans are in place for service users with confirmed learning disabilities, 6 months prior to their planned school leaving date	Comms332 100% of Care Plans in place for service users with confirmed learning disabilities, 6 months prior to planned school leaving date	100%	64%	29.41%		0%	50%	33%	100%	100%	Of the school leavers who left, all 6 had a care plan in place that had a planned school leaving date.	
SO	SO - All new carers will feel supported by being offered an assessment at their initial referral to the Learning Disability Service	Comms099aii (New) 100% of new LD carers will be offered an assessment	100%	N/A	N/A		N/A	N/A	N/A	New PI Started in Q2	100%		
SS	SS - All learning disability service users will have their care plans reviewed on an annual basis	Comms500 100% of learning disability services users have their care plans reviewed on an annual basis	100%	75.64%	100%		32.8%	78.5%	100%	5.8%	14.2%	Figures are accumulative for each quarter. Significant number done at end of last year so not due until Q4 of 09/10	

Theme: Community Care and Criminal Justice
Objective: Occupational Therapy Services

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - Service users will have improved independence through the support provided by the OT equipment service	Comms535 (New) 70% of service users reporting that they are satisfied with OT equipment provision	70% or more	N/A	N/A		N/A	N/A	N/A	N/A	N/A	Annually (Based on survey) New PI	
SO SS	SO - All service users will have an improved level of satisfaction by receiving a prompt response if they need OT Services for a high risk condition SS - All high risk OT service user referrals will be offered an assessment within 2 weeks	Comms342a 100% of high risk referrals offered an assessment within 2 weeks	100%	38.67%	81.75%		76%	67%	84%	100%	100%	Occupational Staff offered an assessment to all high risk referrals within the required timescale	
SO SS	SO - All service users will have an improved level of satisfaction by receiving a prompt response if they need OT Services for a medium risk condition SS - All medium risk OT service user referrals will be offered an assessment within 8 weeks	Comms093 100% of medium risk referrals offered an assessment within 8 weeks	100%	32.67%	92.5%		94%	87%	89%	100%	100%	Occupational Staff offered an assessment to all medium risk referrals within the required timescale	



Theme: Community Care and Criminal Justice
Objective: Services for Older People

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO	SO - There will be an increase in the number of service users 65+ -with intensive care needs - who will have improved independence by being supported to live at home.	Comms536 (New) 265 service users 65+ will receive 10+ hours of home care compared with 228 in 2007/08. (Based on a 16% increase on 2007/08 baseline)	265	228	287		281	272	308	288	318	Carefirst Quarterly 08/09 Figure taken from quarterly return sent to the Scottish Government – average over year	
SO	SO - There will be an increase in the number of service users 65+ -in need of personal care-who will have improved independence by being supported to live at home.	Comms537 (New) 820 of service users 65+ will receive personal care at home compared to 781 2008/09. (Based on a 5% increase on 08/09 baseline-average over 4 quarters)	831	N/A	781		806	794	753	781	789	Carefirst Quarterly 08/09 Figure taken from quarterly return sent to the Scottish Government – average over year.	


Theme: Community Care and Criminal Justice
Objective: Services for Older People

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SS	SS - All care plans for older people will be agreed within 28 days of assessment	Comms538 (New) 100% of Care Plans agreed within 28 days from the completion of the assessment	100%	N/A	N/A		N/A	N/A	N/A	N/A	N/A	New PI will commence from Q3	
SS	SS - All carers of older people (65+) will be offered an assessment	Comms360 100% of carers of older people (65+) offered an assessment	100%	49%	100%		100%	100%	100%	100%	100%		
SS	SS - All 65+ service users will receive an annual review within 12 months of their care plan being agreed	Comms539 (New) 100% of 65+ service users will receive an annual review within 12 months of their care plan being agreed (Cumulative)	100% Annually	N/A	N/A		N/A	N/A	N/A	343 15%	636 28%	293 Service users had an annual review in Q2.	
AS		Home Care / Home Helps a) The number of people age 65+ receiving homecare										Statutory PI Annual after financial year end	
AS		Home Care / Home Helps b) The number of homecare hours per 1,000 population age 65+										Statutory PI Annual after financial year end	
AS		Home Care / Home Helps c) As a proportion of home care clients age 65+, the number receiving: - personal care - a service during evenings/overnight - a service at weekends										Statutory PI Annual after financial year end	
LI		Comms230a 90% of carers satisfied with their involvement in the design of the care package	90%	New PI in Q4 of 2008/09	80%		N/A	N/A	90%	91%	94%	Of the 44 carer reviews completed for Q1, 40(91%) said they were satisfied. Of the 63 carer reviews completed for Q2, 59 (94%) said they were satisfied.	
LI		Comms230b 90% of carers who feel supported and capable to continue their role as a carer	90%	New PI in Q4 of 2008/09	71%		N/A	N/A	71%	93%	98%	For Q1, 93% of 41 carers and for Q2, 98% of 60 carers gave an affirmative response when surveyed.	


Theme: Community Care and Criminal Justice
Objective: Physical or Sensory Disabilities

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an assessment within 28 days	CommS540a (New) 100% of service users (physical) will be offered an assessment within 28 days.	100%	N/A	N/A		N/A	N/A	N/A	80%	100%	Carefirst Quarterly New PI 4 out of 5 clients were offered an assessment within 28 days in Q1 (this included both Physical and Sensory figures) and 5 out of 5 clients in Q2.	
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt response if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an assessment within 28 days	CommS540b (New) 100% of service users (sensory) will be offered an assessment within 28 days.	100%	N/A	N/A		N/A	N/A	N/A	N/A	100%	All clients of Grampian Society for the Blind (GSB) were offered an assessment within 28 days.	
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt service if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an service within 28 days from their assessment	CommS541a (New) 100% of service users (physical) will receive a service within 28 days of their assessment.	100%	N/A	N/A		N/A	N/A	N/A	100%	100%	Carefirst Quarterly New PI 3 clients were in receipt of a service after assessment. All within 28 days from assessment end date. 2 in Q1 and 1 in Q2.	
SO SS	SO - All service users will experience an improved level of satisfaction by receiving a prompt service if they need support from Physical & Sensory Disabilities Services. SS - All physical and sensory disability service users will be offered an service within 28 days from their assessment	CommS541 (New) 100% of service users (sensory) will receive a service within 28 days of their assessment.	100%	N/A	N/A		N/A	N/A	N/A	N/A	100%	All clients who required a service received this within 28 days.	

Theme: Community Care and Criminal Justice
Objective: Voluntary Grants & Contracts

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SO SS	SO - The public will have confidence in all commissioned services. SS - All commissioned services are reviewed and comply with regulations.	Comms542 (New) 100% of all commissioned services are reviewed annually and comply with regulations.	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	Annual New PI will commence from Q3	

Theme: Community Care and Criminal Justice
Objective: Criminal Justice

Cat	Service Outcome / Service Standard Statement	PI Code & Short Name	Current Target	2007/08 Value	2008/09 Value	2009/10 Value	Q2 2008/09 Value	Q3 2008/09 Value	Q4 2008/09 Value	Q1 2009/10 Value	Q2 2009/10 Value	Latest Note	Traffic Light Icon
SS	SS - Social Enquiry Reports submitted to courts during the reporting period, including pre-trial reports, Supplementary Social Enquiry Reports and Section 203 Reports and submitted by midday on the working day before the case is heard.	SAS6b % of social enquiry reports submitted to courts by the due date	100%	98.25%	100%		100%	100%	100%	100%	100%		
SS	SS - New probationers to be seen by a supervising officer within one week.	SAS7b % of new probationers seen by a supervising officer within one week	100%	55.5%	77.86%		95%	100%	95%	63.64%	80%	3 were out with the area. 12 were seen within 7 days.	