Adult Social Care - Performance Report
Quarter One - 2018/19

Midlothian

Progress in delivery of strategic outcomes

"People in Midlothian will lead longer and healthier lives by getting the right advice, care, and support, in the right place, at the right time."

The Adult Health and Social Care service continues to undergo redesign as required by the Integration agenda. The 2016-19 Strategy and Delivery Plan outlines a major programme of service changes designed to promote prevention and recovery. Service priorities for the year ahead include reducing avoidable admissions and unnecessary delays in acute hospitals; supporting people with long term conditions and dementia; reshaping substance misuse services; and promoting wellbeing and recover. The enablers to achieve include improved partnership working, public engagement and working with communities. The three major programmes of redesign are Learning Disability Day Services, Care at Home, and Care Packages.

1. Integration: The 2018-19 Delivery Plan for Health and Social Care in Midlothian was produced and the key actions summarised in 2018-19 Directions to the Council and NHS Lothian. The financial challenges facing the Partnership led to the establishment of a Transformation Board and the development of 11 key Project Plans which include Unpaid Carers, Care at Home, Care Homes and Learning Disability Services. The Primary Care Improvement Plan was approved and the Wellbeing Service, based in GP Practices, has now been put out to tender for a three year contract. A new initiative to strengthen links with the Voluntary sector was launched through a Voluntary Sector Summit involving 70 representatives of Voluntary organisations and Health and Social Care. Work is now underway to develop a new three year strategic plan while more detailed plans are being developed and implemented in areas such as mental health and improving the cancer journey utilising Scottish Government funding.

2. Inequalities: Action is focused on addressing the unfair and avoidable differences in people's health across social groups and between different population groups. Local activity being progressed includes the Community Health Inequalities Team working in homeless units, with people misusing drugs and alcohol, with women involved with criminal justice services, with unpaid carers, and others. The SPRING Service offering a structured programme for women who could benefit from support with mental health, substance use and experience of past or current trauma and/or abuse, and who may be involved in or are at risk of offending, and a number of other health and homelessness developments.

3. Criminal Justice: We have made further progress with the new Unpaid Work Service recently recruiting three new Unpaid Work Supervisors and Manager. The team are finalists in a national competition to encourage environmentally aware projects organised by VIBES. The Unpaid Work team have reached the final of this competition with their use of recycled materials to create a range of items and improve children's play areas. The Spring Service is developing with the social worker undergoing Mentalisation Bases Therapy in London: a way of working with people who have experienced trauma. A series of 4 half-day briefing sessions have taken place to increase the awareness and understanding of Safe and Together, two of which focused on engaging with perpetrators. The next step is a pilot of three cases. The Midlothian Criminal Justice team are not currently supervising any MAPPA extension cases in the community. Several individuals in custody will be supervised under the new arrangements on release.

4. Substance Misuse: MELDAP undertook a series of consultation events with services users as to what features they wanted to see included in the Recovery Hub. The most requested features were peer supporters/volunteers to meet and greet, improved access at evenings and weekend for activities, a welcoming environment and a fully fitted kitchen. A layout and facilities plan has been approved for the Hub which will include many of the features service user's requested. In November 2017 the Scottish government announced an additional £20 million pounds for services to tackle issues around alcohol and drug misuse. Since that announcement there had been no further information as to how the new monies will be disbursed to ADPs. The consequence of this is that work continued between MELDAP Service Managers to achieve a balanced budget with the priority of protecting service delivery. The refresh of the previous national strategies for drugs and for alcohol is due to be published in the summer/autumn of 2018.

5. Technology: The importance of technology in supporting and transforming work done by the Partnership is becoming increasingly apparent to the extent of exploring a "digital first" approach to redesign and development efforts. A Technology Enabled Care (TEC)/Digital Health and Social Care strategy group has been established and this has highlighted a gap in capacity and demand for 'innovation'. We need to explore digital maturity and align our efforts with national strategic direction but to secure the right enabling framework provided by Digital Services and eHealth we must articulate these developments appropriately (i.e. format and timeously) within a transformation roadmap if we are to secure the resources and commitment to Partnership goals.

6. Learning Disabilities: Key areas of work are the development of new day service provision within Midlothian and the programme of reviews of existing care packages. Work has been undertaken to understand the future housing needs for individuals affected by disability and ensure this is embedded into Midlothian Council's housing strategy and plans.

7. Self-Directed Support: Current focus of activities to support the implementation of Self Directed Support are: Enhancing support planning processes (including option2), updating eligibility criteria and budget allocation tools; continue to develop practice to embed principles of choice and control in the provision of support.

8. Older People: Older peoples services continue to develop and offer a range of health and Wellbeing services to support people with self-management and keeping themselves well at home such as the wellbeing service, Volunteer centre, Ageing well projects as well as statutory front line services supporting those with more complex needs such as Care at home, Primary care services and Care homes. Midlothian Older Peoples Assembly (MOPA) held one of its meetings in June that was well attended with around 70 people. The topics were around primary care and access to GP appointments and advising what other services and supports are available across the GP practices in Midlothian including pharmacy and physiotherapy. We have seen the introduction of the e-frailty work and the Red Cross taking on referrals from GP's for those who have moderate frailty and identifying what other supports can be in place to prevent hospital admissions and promote self-management and wellbeing. Other front line services continue to see the demand on their services grow with MERRIT referrals higher than they have even been and responding to over 125 falls every month. Dementia services also have a continual increase on referrals and real challenges in identifying care home placement for people living with dementia in Midlothian.

9. Carers: The new Carers (Scotland) Act 2016 was implemented on 1st April 2018. During the last quarter work focussed on ensuring duties and responsibilities under the legislation were in place for implementation. Areas of significant change developing from this include the establishment of a tool and processes for Emergency Planning, and the sharing of statutory responsibilities for the completion of Adult Carer Support Plans (ACSPs) with VOCAL Midlothian. Emergency Planning is in the early stages of use and sharing with Primary Care colleagues, and will be informed by feedback and review in due course. There is near agreement as to the arrangement and processes attached to VOCAL sharing responsibilities for the completion of ACSPs. This responsibility will also involve the requirement to provide Carer Census reporting to the Scottish Government. Progression of the Midlothian Carers Strategy and Action Plan 2017/19 has been impacted by implementation of the new Act. The Carers Strategic Planning group have re-formed to take stock of progress, and there is a plan to hold a review/consultation event in October 2018 to inform that process.

10. Mental Health: Attendance and demand at the Mental Health Access Points continues to grow, the overall trend of 61% of people who attend MAP are referred for Psychological Therapies assessment is fairly constant. SIMD data illustrates that MAP is reaching people in areas with higher levels of deprivation. Expansion and development of the model to include access into to all mental health services is being considered as part of Action 15 monies from Scottish Government's national Mental Health Strategy. Work is ongoing with a Health in Mind on of the main service providers to move away from place based delivery of services and support to more activities and groups happening in the community, fewer in the Orchard Centre - reaching out to people and communities; delivering in community settings & buildings offering people choice and accessibility, and contributing to breaking down stigma/barriers.

11. Adults with Long Term Conditions, Disability and Impairment: The Joint Physical Disability Planning Group's PD Action Plan has entered its third and final year. Many of the original actions have been achieved, others are ongoing and some new ones have been introduced to reflect emerging issues. Ongoing communication and sharing of information by Forward Mid through the Disabled Peoples Directory and quarterly newsletters is raising the profile of Disabled Peoples issues, while supporting those affected by PD. Café Connect continues to run as a successful peer support group. Audiology are now running Hearing Aid repair Clinics at Bonnyrigg Community Hospital on Mondays. Funding is still being sought to facilitate a sound proof booth for the Hospital, to allow full Audiology assessments to be carried out. Hearing Aid Maintenance Clinics are now also being run once a month in Dalkeith Library, supported by Audiology and volunteers. Initial meetings have taken place to plan for a public consultation to guide the creation of a local BSL (British Sign Language) plan.

Challenges and Risks
Funding pressures There is a continuing requirement to deliver a balanced budget by achieving major efficiencies despite the growing demand, particularly in relation to older people and those with complex needs. **Capacity and Quality of Services** Increasing demand on Care at Home services continues to be a major challenge to deliver the care and support needed. This is heavily impacting on assisting hospital discharges and supporting people at home in the community who require increased care and support. However, a number of service reviews and development work is underway to attempt to manage the challenges and respond in time to hospital discharges.

Suggested changes to priorities in Service Plan
18/19: No changes

Adult, Social Care PI summary - Quarter One 2018/19

Outcomes and Customer Feedback

Priority	Indicator	2017/18 Value	Q1 2017/18 Value	Q1 2018/19 Value	Q1 2018/19 Status	Q1 2018/19 Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
01. Provide an efficient complaints service	Number of complaints received (cumulative)	54	11	10	(graph icon)	**Q1 18/19**: Data Only	(down arrow)		Number of complaints received (cumulative)	19
	Average time in working days to respond to complaints at stage 1	17.88	22.17	9.25	(red icon)	**Q1 18/19**: Off Target The timescale for responding to Stage 1 complaints within 5 days continues to be a challenge, however, improvement this quarter.	(up arrow)	5	Number of complaints complete at Stage 1	4
									Number of working days for Stage 1 complaints to be Completed	37
	Average time in working days to respond to complaints at stage 2	18.63	11.2	21	(red icon)	**Q1 18/19**: Off Target Service addressing issues.	(down arrow)	20	Number of complaints complete at Stage 2	3
									Number of working days for Stage 2 complaints to be Completed	63
	Percentage of complaints at stage 1 complete within 5 working days	20.59%	0%	25%	(red icon)	**Q1 18/19**: Off Target Service continues to address issues and identify and progress complaints within timelines.	(up arrow)	95%	Number of complaints complete at Stage 1	4
									Number of complaints at stage 1 responded to within 5 working days	1
	Percentage of complaints at stage 2 complete within 20 working days	57.89%	100%	33.33%	(red icon)	**Q1 18/19**: Off Target Service continues to address issues and identify and progress complaints within timelines.	(down arrow)	95%	Number of complaints complete at Stage 2	3
									Number of complaints at stage 2 responded to within 20 working days	1

Making the Best Use of our Resources

Priority	Indicator	2017/18 Value	Q1 2017/18 Value	Q1 2018/19 Value	Q1 2018/19 Status	Q1 2018/19 Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
02. Manage budget effectively	Performance against revenue budget	£38.805m	£39.864m	£40.919m	(red icon)	**Q1 18/19**: Off Target Recovery plan to address the projected overspend is being developed with additional regular monitoring to track delivery of this plan.	(down arrow)	£39.722m		

Priority	Indicator	2017/18 Value	Q1 2017/18 Value	Q1 2018/19 Value	Status	Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	10.53	2.95	4.17	🛑	**Q1 18/19**: Off Target Absence in some areas remains higher than target. Significant progress has been made previously with Newbyres Care Home, and work continues with the team in Highbank Intermediate Care facility, with improvements being achieved. Care at Home is a current focus. Performance review and monitoring is in place to ensure improvement and practice sustained.	⬆️	10.53	Number of days lost (cumulative)	1,971.8
									Average number of FTE in service (year to date)	472.92

Corporate Health

Priority	Indicator	2017/18 Value	Q1 2017/18 Value	Q1 2018/19 Value	Status	Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
04. Complete all service priorities	% of service priorities on target / completed, of the total number	89.47%	100%	100%	✅	**Q1 18/19**: On Target	⬆️	90%	Number of service & corporate priority actions	34
									Number of service & corporate priority actions on tgt/completed	34
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	95%	97%	94%	🛑	**Q1 18/19**: Off Target Continues to remain off target, but Service continues to work to address delayed invoice payment.	⬇️	97%	Number received (cumulative)	5,803
									Number paid within 30 days (cumulative)	5,482
06. Improve PI performance	% of PIs that are on target/ have reached their target.	86.49%	80%	50%	🛑	**Q1 18/19**: Off Target 2 out of 4 priority indicators on target. The performance report also includes a further 11 data only indicators.	⬇️	90%	Number on tgt/complete	2
									Total number of PI's	4
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	✅	**Q1 18/19**: On Target	➖	100%	Number of high risks reviewed in the last quarter	2
									Number of high risks	2

Improving for the Future

Priority	Indicator	2017/18 Value	Q1 2017/18 Value	Q1 2018/19 Value	Status	Note	Short Trend	Annual Target 2018/19	Feeder Data	Value
08. Implement improvement plans	% of internal/external audit actions progressing on target.	52.17%	0%	17.65%	🛑	**Q1 18/19**: Off Target It has been difficult to progress a number of audit actions, particular in the service area of Care at Home, due to the ongoing staff management review. Progress over the next 6 months should be evident as the new structure is embedded. A number of internal audit actions are cross	⬇️	90%	Number of internal/external audit actions on target or complete	3
									Number of internal/external audit actions in progress	17

					divisional, therefore, progress is reliant on progress in other areas.				

Adult, Social Care Action report Q1 - 2018/19

Midlothian

	Service Priority Actions					

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.P.1.1	01. Health Inequalities	Secure funding to maintain the Wellbeing Service and the Community Health Inequalities Team and expand service to 12 GP Practices.	31-Mar-2019	✅	100%	**Q1 18/19**: Complete Funding has been secured for 3 years. The service specification is currently advertised on the procurement portal. The service will expand to all 12 Midlothian Medical Practices on 1st November 2018.
ASC.P.1.2		Health and Homelessness action plan to be developed and approved.	31-Mar-2019	▶	50%	**Q1 18/19**: On Target Consultation with people living in homeless accommodation complete and report available. Planning event to take place on 30th November 2018.
ASC.P.1.3		Develop plan to support people engaged with the Criminal Justice System in their access to health information/services.	31-Mar-2019	▶	60%	**Q1 18/19**: On Target Multi-agency workshop took place on 29th May 2018 to consider the pathway for people leaving prison (with a focus on health and wellbeing). Various recommendations collated and areas of good practice identified. This will now be shared with both the East and Midlothian local planning groups.
ASC.P.2.1	02. Assessment and Care Management	Reduce the waiting times for occupational therapy and social work services	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Funding secured for 12 month fixed term OT post. Recruitment underway. Improvement in social work waiting lists evident.
ASC.P.2.2		Strengthen joint working with Health colleagues	31-Mar-2019	▶	10%	**Q1 18/19**: On Target Work in Penicuik continues in terms of multidisciplinary working and strengthening the participation of voluntary sector services. The approach will be rolled out to another area of Midlothian with continued support from the independent consultant.
ASC.P.2.3		Contribute to the development of Anticipatory Care Plans, including through the involvement of unpaid carers.	31-Mar-2019	▶	75%	**Q1 18/19**: On Target Allied to emergency planning. Established system in place. Early stages of utilising information to improve client outcomes. Testing and review next step.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.P.3.1	03. Supporting Service Users Through the Use of Technology	Agree the viability of switching the current telecare provision from an analogue based system to a digital service.	31-Mar-2019		5%	**Q1 18/19**: On Target The technical specifications and details for this are still being developed at a national level workstream with the TEC programme and Local Digital Government Office. Local discussions with are scheduled to discuss known factors with East Lothian (who we contract our Alarm Receiving Centre from) and Digital Services.
ASC.P.3.2	03. Supporting Service Users Through the Use of Technology	Explore the use of assistive technology, such as telecare monitoring, for supporting people with learning disabilities in need of overnight support.	31-Mar-2019		25%	**Q1 18/19**: On Target Review work ongoing
ASC.P.3.3		Extend the care home video conferencing programme to pilot Out of Hours GP telehealth assessment at Drummond Grange for 6 months to evaluate the benefits to patients and services.	31-Mar-2019		10%	**Q1 18/19**: On Target Currently stalled due to an issue arising with NHS Out of Hours services regarding how calls are passed to them from NHS 24. Awaiting clarification of options to progress.
ASC.P.4.1	04. Carers	Demonstrate a strengthened approach to early identification and awareness raising of carers, including self-identification.	31-Mar-2019		25%	**Q1 18/19**: On Target Adult Carer Support Plans are now being progressed as a shared responsibility with VOCAL.
ASC.P.4.2		Monitor response to demand for completion of adult carer support plans to inform future service delivery.	31-Mar-2019		25%	**Q1 18/19**: On Target Practice processes being developed. Fast tracking referrals to VOCAL.
ASC.P.4.3		Progress implementation of the Carer's Emergency Planning toolkit.	31-Mar-2019		75%	**Q1 18/19**: On Target ENABLE toolkit adapted for use in Midlothian. Developed protocols in place. The methodology for Primary Care to access information being progressed.
ASC.P.5.1	05. Older People	Establish an integrated approach to discharge access pathways for intermediate care.	31-Mar-2019		25%	**Q1 18/19**: On Target Development of improved Pathways in progress with a project team identifying key areas.
ASC.P.5.2		Development of a project plan to progress the re-provision of Highbank Care Home into a purpose built intermediate care home.	31-Mar-2019		25%	**Q1 18/19**: On Target Proposal has now been approved by council to move forward with formal plan.
ASC.P.5.3		Encourage and support staff to consider suitable pathways as an alternative to care at home to prevent hospital admissions.	31-Mar-2019		25%	**Q1 18/19**: On Target Reablement working with the Volunteer centre passing referral to encourage individuals to access volunteers. SW's and OTs referring to alternative when undertaking assessments.
ASC.P.5.4		Develop detailed plans for the expansion of extra care housing in areas such as Dalkeith and Bonnyrigg.	31-Mar-2019		25%	**Q1 18/19**: On Target Plans are under way.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.P.5.5		Install a continuous improvement approach with the Care at Home in-house services and partnership approach with external providers.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Plans are underway and focussing on localities and sheltered housing. Also improved management information systems with in house services.
ASC.P.6.1		Recruit volunteer and peer support in the future development of the Mental Health Access Point.	31-Mar-2019	▶	20%	**Q1 18/19**: On Target Volunteers have been identified through the community development element of MAP. Processes and Standard Operating procedures are being developed to ensure safe and effective practice.
ASC.P.6.2	06. Mental Health	Develop new specialist employment project for people with mental health issues.	31-Mar-2019	▶	20%	**Q1 18/19**: On Target An Individual Placement and Support model has been agreed. Next steps are to secure funding to implement this model within the Joint Mental Health Team.
ASC.P.6.3		Develop a collaborative model of service delivery for the Recovery Hub which will bring together Mental Health, Substance Misuse and Criminal Justice Services, including third sector partners, together.	31-Mar-2019	▶	40%	**Q1 18/19**: On Target Operational Managers have met on a regular basis to discuss ways of achieving the required savings. Details of how the £20 million will be disbursed has still not been made clear, requiring further contingency planning to make the required savings if necessary. The refresh of the national strategy has been delayed which means that the links between national priorities, outcomes and funding is still not clear.
ASC.P.7.1		Establish plans for local provision of positive behavioural support service in Midlothian.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Working group established and options appraisal being undertaken.
ASC.P.7.2	07. Learning Disability	Baseline the number of care packages without assessment or review in agreed timescale and put in place an implementation plan to reduce the number outside timescale.	31-Mar-2019	▶	10%	**Q1 18/19**: On Target Initial work being undertaken to establish baseline figures. Further work ongoing.
ASC.P.7.3		Commissioning of new and existing day services to increase range of day service options available within Midlothian.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Plans in place for additional day services to be delivered in Midlothian from Q3 18/19.
ASC.P.7.4		Continue the programme of reviews of all high packages of care.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Work on reviews ongoing.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.P.8.1	08. Adults Offenders	Review the functions of Community Justice and Community Safety to develop an integrated service approach.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Currently recruiting for a Community Safety and Justice Manager to develop and manage the new service.
ASC.P.8.2		Develop interventions to non-Court mandated domestic abuse perpetrators referred through the Safe and Together approach.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Four briefing sessions on Safe and Together have been held, with the second two focusing on perpetrator work. Criminal Justice Social Work staff were involved in delivering the briefings. The plan is to test the Safe and Together/perpetrator work link by identifying 3 cases for a pilot.
ASC.P.8.3		Continue to implement and expand the Spring Service provision in line with funding.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Spring now has a waiting list and has probably expanded as much as it can give the funding arrangements and the fact that it is a one day a week service. However, we are continuing to develop what is offered at Spring with the Spring Social Worker recently attending MBT training and an Occupational Therapist now employed to work within the service.
ASC.P.8.4		Continue to develop multi-agency arrangements to include violent offenders.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Arrangements are in place but no MAPPA extension offenders are currently being managed in the community.
ASC.P.9.1	09. Adults with Long Term Conditions, Disability and Sensory Impairment	Develop the Midlothian Obesity and Type 2 Diabetes Strategy.	31-Mar-2019	▶	50%	**Q1 18/19**: On Target Contributing to national framework. Midlothian also represented on East of Scotland Regional Planning Group around diabetes and obesity prevention and reversal. Locally work continues to increase referrals to the Weight Management Service and to a pre-diabetes lifestyle programme. There has also been Community Planning Partnership Board agreement for the development of a local Type 2 Diabetes Prevention Strategy.
ASC.P.9.2		Continued provision of sensory impairment awareness raising sessions.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Training sessions continuing on an ongoing basis.
ASC.P.9.3		Contribute to the development of a plan for the new British Sign Language legislation.	31-Mar-2019	▶	10%	**Q1 18/19**: On Target Initial discussions have taken place but a draft plan still being awaited and consultation event requires to be organised.
ASC.P.9.4		Evaluate the success of the revised Adaptation Policy for people with physical disabilities and collaborative working between Occupational Therapy and Housing.	31-Mar-2019	▶	25%	**Q1 18/19**: On Target Ongoing, Bi-monthly meetings taking place between Housing and OTs to evaluate and monitor progress.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.P.10.1	10. Adults Substance Misuse	Reshape local services to reflect changes in funding and emerging National priorities.	31-Mar-2019	▶	40%	**Q1 18/19**: On Target Operational Managers have met on a regular basis to discuss ways of achieving the required savings. Details of how the £20 million will be disbursed has still not been made clear, requiring further contingency planning to make the required savings if necessary. The refresh of the national strategy has been delayed which means that the links between national priorities, outcomes and funding is still not clear.

Adult, Social Care PI Report 2018/19

Midlothian

				Service Priority Performance Indicators						

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19				Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
ASC.S.01.02a	01. Health Inequalities	Increase the number of staff trained in inequalities & poverty (cumulative)	88	22	27	📈	⬇	**Q1 18/19**: Data only Data for Q1		
ASC.P.2.1a	02. Assessment and Care Management	Average waiting time for occupational therapy services	15 weeks	7 weeks	18 weeks	🛑	⬇	**Q1 18/19**: Off Target There continues to be significant demand for services. A full system's review is planned to help reduce waiting times within the coming year. This is in addition to funding that has been secured for a 12 month fixed term Occupational Therapy post which will increase internal staff capacity.	6 weeks	
ASC.P.2.1b		Average waiting time for social work services	11 weeks	13 weeks	7 weeks	🛑	⬆	**Q1 18/19**: Off Target There continues to be significant demand for services. Improvement in social work waiting lists.	6 weeks	
ASC.P.2.4a		Improved reported outcomes by service users	94%	89.6%	94%	✅	▬	**Q1 18/19**: On Target Reviews include nine outcomes focussed questions. Not all questions are asked at each review. This measures the proportion of people who responded positively to at least 66% of the questions they were asked. For Q1 45 out of 48 people responded positively.	75%	
ASC.P.2.4b		Increase the % of people who feel they are participating more in activities of their choice	94%	87.88%	91%	✅	⬇	**Q1 18/19**: On Target 41 out of 45 people stated during review that their ability to participate in activities of their choice had not deteriorated.	75%	

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19					Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note			
ASC.P.2.4c	02. Assessment and Care Management	The proportion of people choosing SDS option 1	5.8%	6.05%	6.38%		⬆	**Q1 18/19**: Data Only There is no target for self-directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. Includes those under the age of 18.			
ASC.P.2.4d		The proportion of people choosing SDS option 2	3.1%	4.28%	2.98%		⬇	**Q1 18/19**: Data Only There is no target for self-directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. Includes those under the age of 18.			
ASC.P.2.4e		The proportion of people choosing SDS option 3	85%	93.4%	84%		⬆	**Q1 18/19**: Data Only There is no target for self-directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. Includes those under the age of 18.			
ASC.P.2.4f		The proportion of people choosing SDS option 4	6.1%	3.82%	6.9%		⬆	**Q1 18/19**: Data Only There is no target for self-directed support options, as this is included in order to monitor the spread of uptake, which is determined by service user choice. Includes those under the age of 18.			
ASC.P.4.2a	04. Carers	Monitor the number of carers receiving an adult carer support plan of their care needs	New for 2018/19		37		▬	**Q1 18/19**: Data Only			
ASC.P.5.5a	05. Older People	Number of Individuals receiving care at home	New for 2018/19		1,144		▬	**Q1 18/19**: Data Only			

PI Code	Priority	PI	2017/18	Q1 2017/18	Q1 2018/19					Annual Target 2018/19	Benchmark
			Value	Value	Value	Status	Short Trend	Note			
ASC.P.5.5b	05. Older People	Number of Individuals waiting for a 'Care at Home' package of care	New for 2018/19		104	📈	▬	**Q1 18/19**: Data Only At 30th June 2018 there were 104 clients waiting on a Care at Home package of care. 87 were new clients and 18 were waiting on a change to their existing package.			
ASC.P.5.5c		Reduce the number of patients delayed in hospital for more than 72 hours at census date	21	10	32	📈	⬇	**Q1 18/19**: Data Only			
ASC.P.8.3a	08. Adults Offenders	Numbers accessing SPRING service (cumulative)	77	14	17	📈	⬇	**Q1 18/19**: Data Only			
ASC.P.8.4a		Monitor the number of violent offenders with MAPPA involvement	0	0	0	📈	▬	**Q1 18/19**: Data Only Arrangements are in place but no MAPPA extension offenders are currently being managed in the community.			

Published Local Government Benchmarking Framework - Adult Social Care

Midlothian

Adult, Social Care

Code	Title	2010/11 Value	2011/12 Value	2012/13 Value	2013/14 Value	2014/15 Value	2015/16 Value	2016/17 Value	External Comparison
SW1	Corporate Indicator - Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£16.23	£16.99	£12.46	£23.81	£28.22	£25.90	£24.19	16/17 Rank 21 (Third Quartile). 15/16 Rank 25 (Bottom Quartile). 14/15 Rank 30 (Bottom Quartile).
SW2	Corporate Indicator - SDS spend on adults 18+ as a % of total social work spend on adults 18+(LGBF)	2.76%	2.18%	2.4%	2.78%	2.69%	3.95%	6.11%	16/17 Rank 9 (Second Quartile) 15/16 Rank 13 (Second Quartile). 14/15 Rank 17 (Third Quartile).
SW3	Percentage of service users 65+ with intensive needs receiving care at home. (LGBF)	36.34%	38.37%	53.57%	38.8%	32.24%	37.92%	39.45%	16/17 Rank 10 (Second Quartile) 15/16 Rank 10 (Second Quartile). 14/15 Rank 20 (Third Quartile).
SW4a	Percentage of adults receiving any care or support who rate it as excellent or good. (LGBF)	New measures for 2014/15				85.78%	73%	N/A	15/16 Rank 32 (Bottom Quartile) 14/15 Rank 12 (Second Quartile)
SW4b	Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life. (LGBF)					81.73%	85.7%	N/A	15/16 Rank 15 (Second Quartile) 14/15 Rank 28 (Bottom Quartile)
SW5	Corporate Indicator - The Net Cost of Residential Care Services per Older Adult (+65) per Week (LGBF)	£351.30	£382.20	£390.84	£392.51	£377.86	£392.00	£356.66	16/17 Rank 12 (Second Quartile). 15/16 Rank 19 (Third Quartile). 14/15 Rank 14 (Second Quartile).