Adult Social Care

Performance Report Quarter Two 2017/18

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 2017-18 Delivery Plan outlines a major programme of service changes designed to promote prevention and recovery. 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 Integration Joint Board (IJB) produced and published its first Annual Report, including a summarised version, in August 2017. Work is underway to develop a Property Strategy working closely with NHS Lothian and Midlothian Council. A partnership Workforce Framework has been developed and approved in principle by the IJB. At a service level the Wellbeing Service is now fully established in 8 Health Centres and is subject to full evaluation supported by Healthcare Improvement Scotland. A new project is underway, supported by the national Collaborative Leadership programme, to develop stronger locality working. This is taking place in Penicuik focussing upon services to people who are housebound.

2. Older People: The Ageing Well project continues to provide a broad range of health promoting activities through having a committed and diverse volunteer pool who are active within the community. The publication of Scotland's third dementia strategy and publication of the Scottish Governments findings from the independent evaluation from testing the 8 pillars model of community support for people with dementia has resulted in the establishing of a Dementia Steering group to provide strategic oversight and direction to the delivery of dementia care within Midlothian. The shift in the balance of care towards providing more care at home has experienced success and failures over the past year. Projects which aim to improve the coordination care across primary and social care are set up. The lack of capacity to provide care at home is impacting on those people delayed in hospital. Newbyres has seen the introduction of nurses and has developed two dementia wings totalling 24 beds. There are plans to increase the amount of extra care housing in Midlothian following the success of Cowan Court. Improving the quality of care in care homes continues to be supported by a Care Home Nurse advisor and the introduction of Video conferencing to support training across care home staff that has already provided training to over 300 staff.

3. Learning Disabilities: A Day Services Policy and Strategy has been approved by Council and work is commencing on its implementation. As part of this work a number of 'expert panels' will be held which will allow a full range of stakeholders to help shape Day Service provision going forward. Teviot Court, the development of 12 houses for people with complex care needs in Penicuik, is complete and being occupied in a phased approach.

4. Physical Disabilities/Sensory Loss: The JPDPG (Joint Physical Disability Planning Group) continues to focus on improving the availability of information and effective communication. A communications group has been formed to ensure a brief newsletter follows each planning group meeting. This will be shared with a wide audience, keeping them updated on the work being undertaken and encouraging input and exchange of ideas. Social media is now also being utilised through the Council Facebook page. The proposed training of volunteers by Audiology took place on 4th May and 15th August, with around 15 people attending to be shown how to do basic maintenance and repair on hearing aids. Repair and maintenance is now however also being provided as part of the Adult Audiology Clinic at the Community Hospital in Bonnyrigg which commenced on the 25th September. Awareness training sessions are ongoing, having recently been delivered to Midlothian Firefighters. This highlighted the risks associated with sensory loss to be considered and recorded during home safety visits. It is also the first step to encourage increased referrals between our two organisations. The consultation on the British Sign Language National Plan closed at the end of May with publication due shortly.

5. Self Directed Support: Work is continuing to embed Self Directed Support into a 'business as usual' activity. Ongoing service development is taking into consideration the requirements of Self Directed Support. Work is being progressed to help individuals to make use of direct payments by making it easier to identify and employ perspective personal assistants.

6. Substance Misuse: Funding for the development of a Recovery Hub which will bring together mental health, substance misuse and criminal justice services, including third sector partners, has been approved by Council. The hub reflects the wishes of people with lived experience to have better co-ordinated, easily accessible services that reduce the need to repeat their stories. The Hub will strengthen the partnership's core priorities which is to develop a more effective Recovery Integrated System of Care (ROSC). Peer support through peer workers, volunteers and mentors will be an integral part of the Recovery Hub. The Care Inspectorate report on the work of the partnership noted 30 strengths, one of which was, *'It was evident that service users were offered high quality, evidence informed treatment, care and support interventions'.*

7. Criminal Justice/Community Justice: An additional social worker as been appointed to Criminal Justice Social Work providing team capacity to work with domestic abuse perpetrators on a voluntary basis. This will coincide with the introduction of Safe and Together in Midlothian early next year. Safe and Together provides a framework for partnering with domestic violence survivors and interviewing with domestic violence perpetrators in order to enhance the safety and wellbeing of children. In Edinburgh Safe and Together works in partnership with the Safer Families service which picks up the work with perpetrators identified by Children and Families staff. The Midlothian perpetrator work will be based on the interventions used by Safer Families in Edinburgh. Community Justice Scotland representatives visited Midlothian on the 7th August 2017. They attended the Community Justice Working Group and then held a separate meeting to provide feedback on the Midlothian Community Justice Outcomes Improvement Plan. The feedback was positive and improvement recommendations incorporated into the plan when it is refreshed for 2018/19.

8. Mental Health: Attendance at the two Mental Health Access Points in Penicuik and Bonnyrigg has exceeded expectation and continues to grow. Around 2% of the adult population of Midlothian used the service in its first year of operation. Staff at the Access Points guide people to access the support they need to increase their mental wellbeing; reducing low mood and feelings of stress. 71 Community Services and resources have been signposted/referred into and over half of those who have attended have been offered assessment for psychological therapies. The Wellbeing Service in 8 GP practices is assisting many people to access self-help resources and quicker access to psychological therapies. 80% of the referrals made by GPs have a strong Mental Health component. A Triage project with Police has been introduced to ensure that people in crisis get quick access to the right type of support, including a place of safety.

Emerging Challenges and Risks

Funding Pressures
1. There is a continuing requirement to seek major efficiencies despite the growing demand, particularly in relation to older people and those with complex needs. The service was overspent primarily as a result of some very high care packages and work is being undertaken to find more cost effective ways of providing care. The move towards an integrated budget through the establishment of the Integration Joint Board provides an opportunity to make better use of collective resources.

Capacity and Quality of Services
1. MELDAP face the significant challenge of managing a 23% reduction in Scottish Government funding. Its Strategic Group was clear that priority was given to sustaining the Recovery Orientated System of Care (ROSC) which meant that funding reductions to recovery orientated services were kept to a minimum with no reduction in funding for peer support workers.

2. The ongoing shortfall in care at home capacity has been difficult to manage and has had a knock-on impact on the Reablement Service as the limited capacity of external providers has impacted the ability to move people following their period of reablement. The longer term viability of services in both care homes and care at home services requires a long term approach to workforce planning and the promotion of social care as a career, and this work is being undertaken on a multi-agency basis involving NHS Lothian and the Third Sector. The decision to fund the Living Wage in the care sector also provides an opportunity to create a more sustainable and stable workforce. Two care homes remain under large scale investigation.

3. Aspire has ceased its care at home contract with Midlothian Council and from November 2017 the service provided by Aspire will transfer to one of our other contracted service providers. We are working closely with Aspire and our existing service providers to put new care arrangements in place and minimise the impact on service delivery.

Adult, Social Care PI summary 2017/18

Outcomes and Customer Feedback

Priority	Indicator	2016/17 Value	Q2 2016/17 Value	Q1 2017/18 Value	Q2 2017/18 Value	Q2 2017/18 Status	Q2 2017/18 Note	Q2 2017/18 Short Trend	Annual Target 2017/18	Feeder Data	Value
01. Provide an efficient complaints service	Number of complaints received (cumulative)	38	18	11	19	📈	**Q2 17/18**: Data Only	⬆			
	Average time in working days to respond to complaints at stage 1	0.12	24	22.17	12.55	🛑	**Q2 17/18**: Off Target Service continues to address issues and identify and progress complaints within timelines.	⬆	5	Number of complaints complete at Stage 1	11
										Number of working days for Stage 1 complaints completed on target	138
	Average time in working days to respond to complaints at stage 2	4.42	54.5	11.2	12.63	✅	**Q2 17/18**: On Target	⬇	20	Number of complaints complete at Stage 2	8
										Number of working days for Stage 2 complaints to be Completed	101
	Percentage of complaints at stage 1 complete within 5 working days	17.65%	66.67%	0%	9.09%	🛑	**Q2 17/18**: Off Target Service continues to address issues and identify and progress complaints within timelines.	⬆	95%	Number of complaints complete at Stage 1	11
										Number of complaints at stage 1 responded to within 5 working days	1
	Percentage of complaints at stage 2 complete within 20 working days	52.63%	50%	100%	100%	✅	**Q2 17/18**: On Target	▬	95%	Number of complaints complete at Stage 2	8
										Number of complaints at stage 2 responded to within 40 working days	8

Making the Best Use of our Resources

Priority	Indicator	2016/17 Value	Q2 2016/17 Value	Q1 2017/18 Value	Q2 2017/18 Value	Q2 2017/18 Status	Q2 2017/18 Note	Q2 2017/18 Short Trend	Annual Target 2017/18	Feeder Data	Value
02. Manage budget effectively	Performance against revenue budget	£38.237 m	£40.015 m	£39.864 m	£39.592 m	🛑	**Q2 17/18**: Off Target Actions are in place to address overspend.	⬆	Half yearly target is £38.717m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	11.61	6.45	2.95	5.44	✅	**Q2 17/18**: On Target	⬆	11.61	Number of days lost (cumulative)	2,530.48
										Average number of FTE in service (year to date)	465.03

Corporate Health

Priority	Indicator	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service priorities on target / completed, of the total number	80.95%	80.95%	92.1%	97.37%	✅	**Q2 17/18**: On Target	⬆	90%	Number of service & corporate priority actions	38
										Number of service & corporate priority actions on tgt/completed	37
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	89%	93%	97%	96%	🛑	**Q2 17/18**: Off Target Slight dip in performance this quarter. Service continues to work to identify and address reasons for delayed invoice payment.	⬇	97%	Number received (cumulative)	18,985
										Number paid within 30 days (cumulative)	18,174
06. Improve PI performance	% of PIs that are on target/ have reached their target.	66.67%	70%	80%	75%	🛑	**Q2 17/18**: Off Target 6 out of 8 PIs on target. Measures also include an additional 22 data only indicators.	⬇	90%	Number of PI's on tgt/ tgt achieved	6
										Number of PI's	8
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	✅	**Q2 17/18**: On Target	➖	100%	Number of high risks reviewed in the last quarter	2
										Number of high risks	2

Improving for the Future

Priority	Indicator	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Feeder Data	Value
		Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions progressing on target.	0%	97.37%	0%	33.33%	🛑	**Q2 17/18**: Off Target Service continues to progress outstanding audit actions.	⬆	90%	Number of on target actions	3
										Number of outstanding actions	9

Adult Social Care Action report

Midlothian

				Service Priority			

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.01.01	01. Health Inequalities	The Adults & Social Care Service will participate in and contribute to the area targeting projects	31-Mar-2018	▶	30%	**Q2 17/18**: On Target Range of small projects to address inequalities in place in all three areas. Multiagency area targeting group reconvened.
ASC.S.01.02		Social care staff will be trained on inequalities and poverty	31-Mar-2018	▶	50%	**Q2 17/18**: On Target 65 staff trained to date.
ASC.S.01.03		The Social Care Service will establish links with new local services e.g. Community Health Inequalities Team and the Thistle Project	31-Mar-2018	▶	75%	**Q2 17/18**: On Target Link established between Social Work practitioners and the different elements of House of Care, which is the health umbrella for a variety of local services. Notable progress is being made in building service knowledge, communication links, offering referral advice and providing contact information.
ASC.S.02.01	02. Review the model of care management	Reduce the waiting times for occupational therapy and social work services	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Significant improvement across all waiting lists evident. Work continues to address the challenges within the context of high service demand and further reduce waiting times.
ASC.S.02.02		Address the lack of capacity to undertake care package reviews	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Review team fully in place who are working through the priority list care package reviews. Work continues to address challenges in the context of high service demand.
ASC.S.02.03		Strengthen joint working with health colleagues	31-Mar-2018	▶	50%	**Q2 17/18**: On Target New Penicuik Housebound Project underway strengthening joint working with both health and voluntary sector organisations. Care at Home review which includes improved links with community nursing is now at the consultation stage.
ASC.S.02.04		Social Care staff will have more involvement in anticipatory care planning	31-Mar-2018	▶	25%	**Q2 17/18**: On Target Planning meetings for Anticipatory Care Planning (ACP) have taken place. Pilot of the updated national ACP tool taking place in Newbyres care home and Penicuik Leadership Collaborative. Working group taking forward Penicuik project with external support.
ASC.S.02.05		Fully implement the uptake of Self Directed Support	31-Mar-2018	▶	50%	**Q2 17/18**: On Target

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.03.01	03. Supporting service users through the use of technology	Introduce community frailty assessments	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Being developed through the Strategic Primary Care Programme. GP Practise software now offers the ability to assess Frailty based on GP coded interaction. We now need to determine what the purchase of the aggregate view software will allow us to do in terms of planning and awareness. Two funding bids being progressed to offer clinical time to develop acting on the new knowledge.
ASC.S.04.01		Continue to work with voluntary organisations to seek to identify hidden carers	31-Mar-2018	▶	35%	**Q2 17/18**: On Target The Carer Strategy and Carer Strategy Action Plan finalised for approval in November. Strategy and Action Plan encourages self identification and the promoting of carer awareness across services.
ASC.S.04.02	04. Carers	Review the carer assessment process in light of new legislation	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Undertaking Scottish Government pilot work using tests of change in relation to different provisions within the Carers Act, focussing on Adult Carer Support Pans and Emergency Planning. Initial findings reported to the Scottish Government.
ASC.S.04.03		Develop a more structured and comprehensive approach to the provision of emergency planning for carers	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Initiated emergency planning toolkit as part of the Scottish Government pilot project. Well received by both Carers and Services. Next steps include expanding the programme of staff training and further develop the toolkit.
ASC.S.05.01		Develop and expand the MERRIT service to provide increased support and enable quicker discharge from hospital	31-Mar-2018	▶	40%	**Q2 17/18**: On Target Winter Planning money has been agreed. A plan will be formulated to look at the best way to support early discharge and reduce hospital admissions over the winter period, by increasing OT/PT resource. Work is underway with AMU at the RIE. Increased physiotherapy capacity has also been agreed. A Band 6 physiotherapist will be recruited to support and increase capacity of the Midlothian Community Respiratory Service.
ASC.S.05.02	05. Older people	Increase the range of intermediate care options within the community	31-Mar-2018	▶	50%	**Q2 17/18**: On Target The hospital at home service now fully operational. This new way of working puts in place a virtual ward environment. 15 patients currently receiving an enhanced package of healthcare in their own home.
ASC.S.05.03		Expand the 7 day working capacity of the Hospital at Home Team to manage 10 people at any one time	31-Mar-2018	✅	100%	**Q2 17/18**: Complete
ASC.S.05.04		Develop a business case for the reprovision of Highbank care home to become a purpose built intermediate care home	31-Mar-2018	▶	75%	**Q2 17/18**: On Target Business Case proposal developed for the reprovision of service.
ASC.S.05.05		Develop Inreach Hospital Discharge Team	31-Mar-2018	✅	100%	**Q2 17/18**: Complete Inreach Hospital Discharge Team fully operational.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.05.06		Refresh and Implement the Falls Strategy	31-Mar-2018	❌	15%	**Q2 17/18**: Off Target Progress dependent on approval to recruit.
ASC.S.05.07		Development of the Joint Dementia Service to manage crisis referrals for people with dementia and their families	31-Mar-2018	✅	100%	**Q2 17/18**: Complete Joint Dementia Services developed. Duty service operational and embedded in team operation. Close liaison with Duty Social Work team is working well and helping to determine appropriate response to crisis referrals for which Dementia is a significant contributing factor.
ASC.S.05.08		Develop Day Support services to older people focussing on community hubs and a day support referral panel	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Day Support Opportunities Sub Group works in partnership with Community Councils to identify and progress opportunities to develop day support services.
ASC.S.05.09		Reprovision Gore Avenue extra care housing	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Preferred contractor for the site has been appointed and the first design team meeting with the contractor will take place on the 1st November 2017.
ASC.S.05.10		Deliver a series of clinical training sessions to care homes	31-Mar-2018	▶	50%	**Q2 17/18**: On Target
ASC.S.06.01		Improve access to early intervention including through mental health access point	31-Mar-2018	▶	90%	**Q2 17/18**: On Target Access point is well established. The focus of the Project team is now to identify the optimum location for the service based on usage.
ASC.S.06.02	06. Adults - Mental Health	Address the physical health needs by providing drop in sessions in the community hospital.	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Drop-in health and wellbeing assessments continue to be available from the CHIT (Community Health Inequalities Team) for people in touch with mental health services.
ASC.S.06.03		Address the physical health needs through the Community Inequalities Team	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Drop-in health and wellbeing assessments continue to be available from the CHIT (Community Health Inequalities Team) for people in touch with local services.
ASC.S.06.04		Strengthen self-management through peer support and House of Care services	31-Mar-2018	▶	25%	**Q2 17/18**: On Target A comprehensive evaluation process now underway supported by Health Care Improvement Scotland and National Services Scotland. An event reviewing progress with peer support is planned for October.
ASC.S.07.01	07. Adults - Learning Disability	Develop and implement 12 new homes specifically to meet the housing needs for people with complex learning disabilities	31-Mar-2018	✅	100%	**Q2 17/18**: Complete Teviot Court in Penicuik now complete. First residents have moved in.
ASC.S.07.02		Seek to invest in the development of a service to support families and paid care staff working with people with challenging behaviour	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Work continues Lothian-wide to disaggregate Challenging Behaviour Team, which will strengthen services locally in conjunction with staff at Cherry Road and Teviot Court. Work has commenced to develop a local positive support strategy.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
ASC.S.08.01	08. Adults - Substance Misuse	Reshape local services following reduction in funding	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Council has agreed a business case to support the redesign of treatment/recovery services to develop a Recovery Hub. Savings from central and local services have been made for 2017/18 with further work being developed for implementation in 2018/19.
ASC.S.08.02		Shift our use of resources to services which support recovery including peer support such as the Recovery Cafe and Health Centre pilot work	31-Mar-2018	✅	100%	**Q1 17/18**: Complete
ASC.S.09.01	09. Adults - Offenders	Continue and expand the SPRING service provision in line with funding	31-Mar-2018	▶	50%	**Q2 17/18**: On Target 2 year fixed term arrangement now in place for Team Leader and Social Worker posts.
ASC.S.09.02		The new service to be provided by the Communities Health Inequalities Team will include specific targeting of people who have offended	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Wellbeing sessions at the Spring Service progressing well. Women actively encouraged to attend the Midlothian Community Hospital drop-in service for 1:1 support.
ASC.S.09.03		Extend Multi-Agency arrangements to include violent offenders	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Process in place. First case has provided good evidence of multiagency working.
ASC.S.10.04	10. Adults with long term conditions, disability and sensory impairment	Maintain service funded by MacMillan to support individuals following cancer treatment to address lifestyle issues including employment, exercise, diet, counselling and social activities	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Service continues to work effectively.
ASC.S.10.05		Evaluate the need and most appropriate service response to the needs of people under 65yrs, learning from the experience of such facilities in Highbank for older people.	31-Mar-2018	✅	100%	**Q2 17/18**: Complete Evaluation exercise undertaken. Further exploration to follow.
ASC.S.10.08		Coordinate the provision of hearing aid maintenance and repair clinics in libraries including the recruitment of volunteers	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Training by Audiology took place on the 4th May and 15th August showing volunteers basic maintenance and repair of hearing aids.
ASC.S.10.09		Arrange and deliver training to all health and social care staff working with NHS Lothian partners to ensure the implementation of a system to flag up sensory impairment on medical records	31-Mar-2018	▶	50%	**Q2 17/18**: On Target Awareness training sessions are ongoing.
ASC.S.10.10		Wellbeing Services will be extended to a further 6 GP practices	31-Mar-2018	▶	50%	**Q2 17/18**: On Target The Wellbeing Service is now available in 8 GP practices. An evaluation of the service is currently being carried out and the findings will be reported in November.

Adult, Social Care PI Report 2017/18

Midlothian

						Service Priority					
PI Code	Priority	PI	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
ASC.S.01.02a	01. Health Inequalities	Increase the number of staff trained in inequalities & poverty (cumulative)	233	123	22	65		⬇	**Q2 17/18**: Data Only 65 people trained to date.		
ASC.S.02.01a		Average waiting time for occupational therapy services	7 weeks	10 weeks	7 weeks	9.5 weeks	🛑	⬆	**Q2 17/18**: Off Target Improvements in the numbers and length of wait is now evident, however work continues to address underlying issues.	6 weeks	
ASC.S.02.01b		Average waiting time for social work services	13 weeks	22 weeks	13 weeks	9 weeks	🛑	⬆	**Q2 17/18**: Off Target Improvements in the numbers and length of wait is now evident, however work continues to address underlying issues.	6 weeks	
ASC.S.02.02a	02. Review the model of care management	Maximise the proportion of care packages that are reviewed within timescales	New for 17/18	N/A	47%	60%		▬	**Q2 17/18**: Data Only Improvement in the number of care packages reviewed within timescale evident.		
ASC.S.02.05a		Improved reported outcomes by service users	86.6%	86.4%	89.6%	83%	✅	⬇	**Q2 17/18**: 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 Q2 106 out of 127 people responded positively.	75%	

PI Code	Priority	PI	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
ASC.S.02.05c		Increase the % of people who said that the care and support they received had a positive impact on their quality of life	89%	89%	89%	89%	✅	▬	**Q2 17/18**: On Target Responses over four user survey (2016) questions were averaged. These questions were that social work services have helped them in the following ways: a. "to feel safer" (94%); b. "to lead a more independent life" (95%); c. "to feel part of my community" (79%); d. "feel healthier" (86%). Results refer to those who expressed an opinion, and have been calculated by excluding the "neither agree nor disagree" response to ensure consistency with previous reporting.	85%	
ASC.S.02.05d		Increase the % of people who feel they are participating more in activities of their choice	90.48%	90.48%	87.88%	85%	✅	⬇	**Q2 17/18**: On Target 98 out of 115 people stated during review that their ability to participate in activities of their choice had not deteriorated.	75%	
ASC.S.02.05e		The proportion of people choosing SDS option 1	6.02%	5.9%	6.05%	6.6%	📈	⬆	**Q2 17/18**: 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. This refers to 131 individuals choosing option 1, and includes those under the age of 18.		
ASC.S.02.05f		The proportion of people choosing SDS option 2	4.73%	4.5%	4.28%	4.7%	📈	⬆	**Q2 17/18**: 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. This refers to 94 individuals choosing option 2, and includes those under the age of 18.		

PI Code	Priority	PI	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
ASC.S.02.05g		The proportion of people choosing SDS option 3	93.35%	93.3%	93.4%	96%		⬇	**Q2 17/18**: 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. This refers to 1,917 individuals choosing option 3, and includes those under the age of 18.		
ASC.S.02.05h		The proportion of people choosing SDS option 4	4.11%	3.7%	3.82%	6.6%		⬆	**Q2 17/18**: 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. This refers to 131 individuals choosing option 4, and includes those under the age of 18.		
ASC.S.03.01a	03. Supporting service users through the use of technology	Number of Community Frailty Assessments Undertaken	New for 17/18	N/A	N/A	N/A		▬	**Q2 17/18**: Data Only Frailty tool in development through the Strategic Primary Care Programme.		
ASC.S.04.02a		Increase the number of people receiving an assessment of their care needs (Carer Conversations)	111	66	28	62	✅	⬆	**Q2 17/18**: On Target Q2 Value - 34	111	
ASC.S.04.02b	04. Carers	The ratio of workflow which is a Carer's Conversation	3.92%	4.5%	3.41%	4.6%		⬆	**Q2 17/18**: Data Only Workflow in this measure refers to assessments, reviews and carer's conversations completed during April - September 2017.		
ASC.S.05.02a	05. Older people	Increase the percentage of Intermediate Care at Home clients who returned home with no package of care	0.75%	0%	37.5%	26.7%	✅	⬇	**Q2 17/18**: On Target 71 clients admitted during Q2. 19 clients returned home with no package of care.	5%	Baseline 8.7% 2014/15

PI Code	Priority	PI	2016/17	Q2 2016/17	Q1 2017/18	Q2 2017/18				Annual Target 2017/18	Benchmark
			Value	Value	Value	Value	Status	Short Trend	Note		
ASC.S.05.02b		Decrease the percentage of Intermediate Care at Home Clients who were admitted to a care home	14.29%	0%	0%	25%			**Q2 17/18**: Data Only 16 Intermediate admissions with 4 clients admitted to a care home.		Baseline of 15.2% identified at end of 14/15.
ASC.S.05.02c		Decrease the percentage of Intermediate Care at Home Clients who returned to hospital	11.3%	0%	0%	0%			**Q2 17/18**: Data Only No clients returned to hospital following intermediate care.	15%	Baseline of 39% identified at end of 14/15.
ASC.S.05.03a		Increase the number of patients supported through Hospital at Home	New for 17/18	N/A	307	118			**Q2 17/18**: On Target	360	
ASC.S.05.05a		Reduce the rate of per 1,000 population emergency admissions for people aged 75+	314	346	353				**Q2 17/18**: Data Only Data not yet available. Provided by ISD in a few months time.		
ASC.S.05.05b		Reduce the number of patients delayed in hospital for more than 72 hours at census date	20	9	10	22			**Q2 17/18**: Data Only		
ASC.S.05.08a		Increase the number of older people attending day centres	182	203	169	153			**Q2 17/18**: Data Only Woodburn Day Centre has closed, with some users relocating to Highbank, and others using the new Grassy Riggs Centre to access more day opportunities within the community, rather than a traditional day centre setting.		
ASC.S.06.02a	06. Adults - Mental Health	Increase the number of people accessing the Communities Inequalities Team (cumulative)	New for 17/18	N/A	59	102			**Q2 17/18**: Data Only 43 CHIT referrals this quarter.		

PI Code	Priority	PI	2016/17 Value	Q2 2016/17 Value	Q1 2017/18 Value	Q2 2017/18 Value	Status	Short Trend	Note	Annual Target 2017/18	Benchmark
M.AHC.ASC.04.01a		Increase the number of people accessing the "Mental Health Access Point"	281	72	252	238		⬆	**Q2 17/18**: Data Only		
ASC.S.08.02a	08. Adults - Substance Misuse	Increase the number of people accessing peer support services	59	N/A	88	44		▬	**Q2 17/18**: Data Only Peer Support Worker at CLEAR saw 44 people in Q2 and the Horizons Cafe also has approx 60 customers weekly.		
ASC.S.09.01a	09. Adults - Offenders	Numbers accessing SPRING service (cumulative)	42	15	14	45		⬆	**Q2 17/18**: Data Only 31 women engaged in the service during Q2		
ASC.S.09.03a		Monitor the number of violent offenders with MAPPA involvement	0	0	0	1		⬇	**Q2 17/18**: Data Only		
ASC.S.10.04a	10. Adults with long term conditions, disability and sensory impairment	The number of people attending the Transforming Care after Treatment drop in centre in Lasswade (cumulative)	27	13	13	34		⬆	**Q2 17/18**: Data Only		
ASC.S.10.04b		The number of people receiving an holistic needs assessment (cumulative)	24	10	22	55		⬆	**Q2 17/18**: Data Only 55 Holistic Needs Assessment 94 Referrals		
ASC.S.10.09a		Number of people receiving training (cumulative)	233	123	22	27		⬇	**Q2 17/18**: Data Only This data relates hearing and vision loss impairment training by RNIB & Deaf Action training. The training was carried out over two half day sessions. This contracted element of the training is now complete for this financial year.		
ASC.S.10.10a		Increase the number of people seen by the wellbeing service (cumulative)	New for 17/18	N/A	264	589		▬	**Q2 17/18**: Data Only		

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	External Comparison
SW1	Corporate Indicator - Older Persons Home Care Costs per Hour (Over 65) (LGBF)	£16.23	£16.98	£12.46	£23.81	£28.22	£25.90	15/16 Rank 23 (Third 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%	2.39%	2.73%	2.62%	3.85%	15/16 Rank 15 (Second Quartile). 14/15 Rank 18 (Third Quartile).
SW3	Percentage of service users 65+ with intensive needs receiving care at home. (LGBF)	36.3%	38.4%	53.6%	38.8%	30.72%	37%	15/16 Rank 12 (Second Quartile). 14/15 Rank 22 (Third Quartile).
SW4	Corporate Indicator - Percentage of adults satisfied with social care and social work services (LGBF)	51.7%		57%	42%	43%	37%	15/16 Rank 31 (Bottom Quartile). 14/15 Rank 29 (Bottom Quartile).
SW4a	Percentage of adults receiving any care or support who rate it as excellent or good. (LGBF)	New for 2014/15				82%	73%	15/16 Rank 32 (Bottom Quartile) 14/15 Rank 28 (Bottom 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)	New for 2014/15				86%	86%	15/16 Rank 15 (Second Quartile) 14/15 Rank 12 (Second 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	15/16 Rank 22 (Third Quartile). 14/15 Rank 14 (Second Quartile).