

**Social Services and Health - Older people's services**

<b>KST 1.1</b>	Improve the user and carer experience.						
	<b>Q4 comment</b> The work carried out in the Adults Social Services Department in 2004/05 has significantly improved the user and carer experience, and we will build on this work in 2005/06.						
<b>Performance Measure</b>				Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>1.1e Increase the number of informal carers receiving an assessment as a percentage of the total number of clients and carers receiving assessments from 5% in 2003/04 to 10% in 2004/05. (PAF D42 PSA 9)</b>				A	A	R	R
<b>Q4 comment</b>				<b>% Achievement for the year: 28%</b>			
Q4 Performance is 6.4%. The cumulative total of carers' assessments over the four quarters is 922, which means that the increased number of assessments seen in Q3 has been maintained and slightly increased and the total is significantly higher than the Q3 prediction of 800. As expected last quarter, the 10% target has not been met, but this should not detract from the considerable progress that has been made in this area over the past year. As described in previous commentaries, the 'problem' with the target figure has partly been due to an increase in the overall number of assessments and reviews (the 'denominator' for D42). We have separately been aiming to increase the number of reviews undertaken, so this denominator increase is to be welcomed insofar as it represents an increase in that area of our performance. D42 will cease to be a PAF in the near future, but it will be retained as a local PI and reported on internally, with a maintained target of 10% by mid year 05/06.							

<b>KST 1.2</b>	Support more people in their own homes whilst retaining the current low rate of admission to residential care and reducing delayed discharge from hospitals.							
	<b>Q4 comment</b> Despite continuing difficulties, the number of people offered intensive support ahs continued to rise, the rates of admission to residential care has been maintained and we are now very close to a costed and mutually agreed plan to reduce delayed discharges							
<b>Performance Measure</b>		BVPI	PSA Cost effectiveness target	PSA 5	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>1.2a Increase the number of older people helped to live at home per 1,000 population aged 65 or over, from 62 in 2003/04 to 67.5 in 2004/05. (PAF C32 BV54)</b>					R	R	R	R
<b>Q4 comment</b>								
Q4 performance is 57.4. Target will not be met, as previously reported. (A change in the way that this indicator is calculated meant that over 300 clients who were previously counted had to be excluded. This change affects all SSDs).								