

HELPING PEOPLE TO STAY WELL AND INDEPENDENT	ENABLING MAXIMUM CHOICE AND CONTROL	ENSURING PEOPLE HAVE A POSITIVE EXPERIENCE	KEEPING PEOPLE SAFE	COMMISSIONING AND SERVICE CHANGE
WORKING AGE ADULTS	PERFORMANCE MEASURES VS. 2013/14	FINDING INFORMATION	PERCENTAGE OF SERVICE USER'S WHO FEEL SAFE	ADULT SOCIAL CARE STRATEGY AGREED

Residential and Nursing Care admissions aged 18-64 per 100k population

Numbers have greatly reduced during 2015/16 ✓

Of the available measures 12 outcomes were better than 2013/14, 6 were worse and zero stayed the same

✓

6% fewer people found it easier to find information than in the previous year

✗

The percentage is increasing ✓

Mission Statement 2016-2020

'Make the best use of the available resources to keep people in Leicestershire independent' ✓

OLDER PEOPLE

Percentage of older people discharged from hospital to reablement who are still at home 91 days later

87.5%
(Previous year was 83.5%) ✓

QUALITY OF LIFE SCORE

Social care related quality of life score from 2012/13 to 2015/16

Score is out of 24 ✗

ENGAGEMENT

A 'Co-Production Officer' has been employed to ensure people can have their say about the development of services ✓

SOCIAL CARE SURVEY

9 out of 10 respondents stated that the services they receive help them to feel safe

9/10 ✓

INTEGRATION OF LOCALITY TEAMS

Social care and health teams have been aligned with Community Health Services to support integration ✓

DELAYED TRANSFERS OF CARE

Delays (from leaving hospital) caused by adult social care have reduced from 2.2 to 1.0 per 100,000 population in a year ✓

CONTROL OVER DAILY LIFE

Three quarters of respondents to the adult social care survey stated that they had control over their daily lives ✓

3/4

COMPLIMENTS AND COMPLAINTS IN 2015/16

We provided support to 10,232 people

- 170 complaints received
- 43% upheld fully or partly
- 9% reduction from previous year
- 108 compliments received ✓

DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS)

In March 2016 Leicestershire had **1699** Deprivation of Liberty Safeguarding cases awaiting assessment due to a national recruitment crisis to appoint qualified staff ✗

REMODELLED LIBRARY SERVICE

- 16 libraries transferred to community management
- 1 library closed and a mobile library offered to reduce impact ✓

CARERS HEALTH AND WELLBEING SERVICE

Working with GP's the service offers support, advice and information to carers to remain mentally, emotionally and physically well. ✓

CO-ORDINATING PREVENTATIVE HELP

Through County wide projects, such as

- First Contact Plus
- Lightbulb project – integrated housing support
- Volunteering – Time banking ✓

TRANSFORMING CARE

In the County's Assessment and treatment unit 12 out of 16 beds were in use at the end of 2015/16

The future aim is to reduce this unit by 4 beds ✓

DEPARTMENTAL MANAGEMENT

David Houseman MBE CC
Cabinet Lead Member for Adult Social Care

RICHARD BLUNT CC
Cabinet Lead Member for Heritage, Leisure and Arts

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Director, Adults and Communities

KEY:

Reablement is a term used to describe active rehabilitation of people in their own homes to be as independent as possible

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