

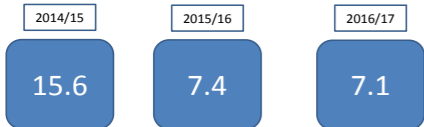
ADULTS AND COMMUNITIES SCORECARD 2016/17

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

HELPING PEOPLE TO STAY WELL AND INDEPENDENT

WORKING AGE ADULTS

Permanent admissions of service users aged 18-64 per 100k population

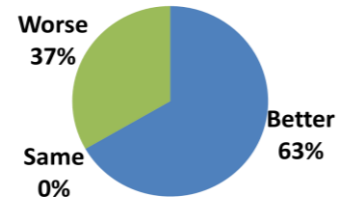


Numbers have continued to improve year on year ✓

ENABLING MAXIMUM CHOICE AND CONTROL

PERFORMANCE MEASURES VS. 2015/16

Of the available measures 15 outcomes were better than 2015/16, 9 were worse and zero stayed the same



16/17 results lower than previous year however this is due to results including Carer survey

ENSURING PEOPLE HAVE A POSITIVE EXPERIENCE

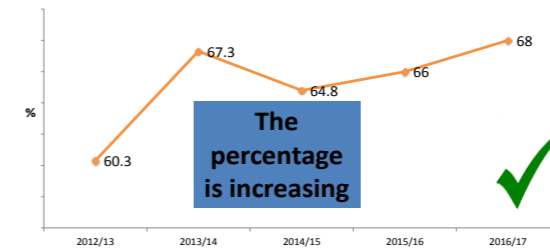
FINDING INFORMATION

Proportion of people who found it easier to find information rose from 67% in 2016 to 70% in 2017 ✓



KEEPING PEOPLE SAFE

PERCENTAGE OF SERVICE USER'S WHO FEEL SAFE



COMMISSIONING AND SERVICE CHANGE

REMODELLED LIBRARY SERVICE

Successful transfer of 30 libraries to local communities
Implementation of a pilot self-access to libraries at Syston ✓



OLDER PEOPLE

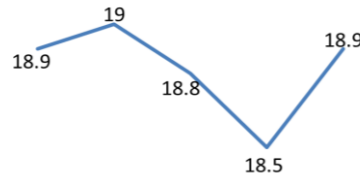
Percentage of older people discharged from hospital to reablement who are still at home 91 days later

86.5% ✓

(National average 15/16 84.6)

QUALITY OF LIFE SCORE

Social care related quality of life score from 2012/13 to 2016/17



Score is out of 24 ✓

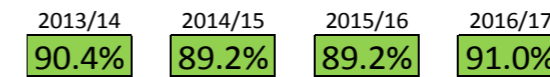
COMPLIMENTS AND COMPLAINTS IN 2016/17

We provided support to 10,118 people

178 complaints received
5% increase from previous year
141 compliments received
23% increase from previous year ✓

SOCIAL CARE SURVEY

The percentage of service users who say that services have made them feel safe



DOMICILIARY CARE

Help To Live At Home is delivering home care to over 1600 people (March 2017 figure) across health and social care ✓

DELAYED TRANSFERS OF CARE

Delays (from leaving hospital) caused by adult social care have increased from 1.0 to 1.8 per 100,000 population in a year, however remain top quartile compared to similar authorities ✗

CONTROL OVER DAILY LIFE

3/4

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

CO-ORDINATING PREVENTATIVE HELP

Through County wide projects, such as

- First Contact Plus ✓
- Lightbulb project – integrated housing support ✓
- 20 Local Area Coordinators ✓

DEPRIVATION OF LIBERTY SAFEGUARDS (DOLS)

In March 2017 Leicestershire had **615** (in March 2016 it was 1,699) unactioned Deprivation of Liberty cases ✗

SUPPORTING PEOPLE WITH EMPLOYMENT

Percentage of people with a Learning Disability in employment



Newly commissioned services such as supported Living and Community Life Choices (day services) are required to support users of the service to gain/regain employment ✓



TRANSFORMING CARE

We reduced the number of Assessment and treatment units from 16 to 12 ✓

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