

RY OF CURRENT MEASURABLE NON-FINANCIAL BENEFITS – NOT SOLELY ATTRIBUTABLE TO TOM

	Workstream	Metric	Value pre-TOM	Value post-TOM	Notes
s by eam	Older Adults	Permanent Residential Admissions	81 admissions/month	67 admissions/month	17% reduction
		Residential Cohort	1940 SUs	1850	5% reduction
		Wait Time (Planned Trays)	80 days (Harborough)	17.5 days (all)	Significant reduction
	Locality Rollout	Wait List Length	573 cases	390 cases	32% reduction
		% Annual Reviews Completed	74%	72%	See commentary
	WAA (Disabilities)	% SUs on track to ideal outcome	40%	59%	48% increase
	WAA (Mental Health)	% SUs on track to ideal outcome	17%	28%	65% increase
	Accommodation Moves	Service Users Moved	0 SUs	45 SUs	-
	CSC	Time to Resolve Contact	10 days	3.5 days	65% reduction
		% Inappropriate Referrals	25%	6%	76% reduction
Reablement	# additional SUs made more independent	-	800 SUs	30% increase from pre-TOM	
nal ts	Absence Rates	Days lost per FTE (HART)	13.7 (March 2019)	11.3 (June 2020)	18% reduction
		Days lost per FTE (Care Pathway)	10.8 (March 2019)	11.6 (June 2020)	7% increase
	Data Usage	Monthly Dashboard Views	12,640 (March 2019)	23,942 (Jan '20 – post rollout)	89% increase
		Monthly Unique Tableau Users	695 (March 2019)	1,210 (Jan '20 – post rollout)	74% increase

view team resource reprioritised to deal with response mobilisation

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