

**AGENDA MANAGEMENT SHEET**

**Name of Committee**                      **Adult and Community Services Overview and Scrutiny Committee**

**Date of Committee**                      **29<sup>th</sup> July 2009**

**Report Title**                                **Quarter 4 Directorate Report Card 2008/09 (April – March 2009)**

**Summary**                                      This report provides an analysis of the [Adult, Health and Community Services](#) Directorate’s performance at the year end point for 2008/09. It reports on performance against the key performance indicators as set out in the Directorate Report Card.

**For further information please contact:**

Dr Graeme Betts Strategic Director of Adult, Health and Community Services Tel: 01926 742967 <a href="mailto:graemebetts@warwickshire.gov.uk">graemebetts@warwickshire.gov.uk</a>	Andrew Sharp Business, Performance and Information Service Manager Tel: 01926 745610 <a href="mailto:andrewsharp@warwickshire.gov.uk">andrewsharp@warwickshire.gov.uk</a>
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**Would the recommended decision be contrary to the Budget and Policy Framework?**                      No.

**Background papers**                      None.

**CONSULTATION ALREADY UNDERTAKEN:-**                      Details to be specified

- Other Committees                       .....
- Local Member(s)                       Not Applicable
- Other Elected Members               Councillor L Caborn, Councillor T May, Councillor F McCarney, Councillor R Dodd
- Cabinet Member                       Councillor C Hayfield
- Chief Executive                       .....
- Legal                                       Alison Hallworth, Adult and Community Team Leader
- Finance                                   Chris Norton, Strategic Finance Manager
- Other Chief Officers                     .....

- District Councils  .....
- Health Authority  .....
- Police  .....
- Other Bodies/Individuals  Louise Denton, Overview and Scrutiny Officer

**FINAL DECISION YES**

**SUGGESTED NEXT STEPS:**

Details to be specified

- Further consideration by this Committee  .....
- To Council  .....
- To Cabinet  .....
- To an O & S Committee  .....
- To an Area Committee  .....
- Further Consultation  .....

**Adult and Community Services Overview and Scrutiny  
Committee – 29<sup>th</sup> July 2009**

**Quarter 4 Directorate Report Card 2008/09**

**Report of the Strategic Director of Adult, Health and  
Community Services**

**Recommendations**

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on both the summary and detail of the performance indicators within the Directorate Report Card at Quarter 4 of 2008/09 (Appendix A).

**1. Background**

- 1.1 This report presents Adult and Community Services Overview & Scrutiny Committee with the year end update on the performance of the Directorate Report Card for **Adult, Health and Community Services** and is intrinsically linked to the Corporate Report Card which is considered by Cabinet.
- 1.2 All Directorate Report Cards provide the specialist service based information which support the Council-wide position considered by Cabinet in the Corporate Report card.
- 1.3 After a year of operation the Report Card system has been enhanced and all Directorates now provide an update on the performance of their Directorate Report Cards to the respective Overview & Scrutiny Committee on a quarterly basis.
- 1.4 The objective of the system is to provide Members with a detailed update on the key performance measures relating to the Directorate, from which Members can be signposted to more detailed reports and information if required.
- 1.5 This detail and a summary of content are set out in the following sections.

**2. Content of the Directorate Report Card**

- 2.1 As a minimum requirement the Directorate Report Card includes any indicators which are in the Corporate Report Card and are the responsibility of this

Directorate either on the basis of our specific service areas or as contributions to a corporate total.

2.2 Recognising the increased role which partnership plays in the delivery of County Council services, all LAA measures relevant to the Committee have been incorporated into the Directorate Report Card, In addition to the relevant measures from the Corporate Report Card all Directorate Report Cards will be made up of other 'local' indicators' which they feel are relevant to their services.

2.3 Directorate Report Cards will therefore potentially comprise the following four 'types' of measures:




<b>Type 1</b>	Specialist areas, clearly led by one Directorate which appear in the Corporate Report Card <i>eg. Environment CPA score</i>
<b>Type 2</b>	The Directorate's contribution to the cumulative Corporate figure which appears in the Corporate Report Card <i>eg. Sickness absence</i>
<b>Type 3</b>	Measures specific to the Directorate, as taken from the Directorate Business Plan (Directorate Report Card only)
<b>Type 4</b>	Measures related to the effectiveness of services delivered within the relevant Directorate (Directorate Report Card only)

2.4 The content of the Directorate Report Card has been agreed by the Directorate Leadership Team in consultation with Portfolio holders and Members.

### 3. Overall Summary of Full Year Performance

3.1 There are 45 measures within the Directorate Report Card and at the 4<sup>th</sup> quarter point for 2008/09; performance is reported for all of these. Of the total number reported there are 12 National Indicators.

3.2 The performance at Quarter 4 for 2008/09 is presented in full in Appendix A and summarised in the table below.

	Quarter 4 Outturn compared to 2007/08 target								Total
	Q4 outturn exceeding target		Q4 outturn meeting target		Q4 outturn missed target		New indicator, forecast not available		
									
	Total no. of measures	%	Total no. of measures	%	Total no. of measures	%	Total no. of measures	%	Total no. of measures
Performance Results	10	33%	3	10%	9	30%	8	27%	30

Customer Results	1	33%	1	33%	1	33%	0	0%	3
Corporate Health	0	0%	4	100%	0	0%	0	0%	4
People measures	3	38%	3	38%	1	13%	1	13%	8
<b>OVERALL TOTAL</b>	14	31%	11	24%	11	24%	9	20%	45

#### 4. Remedial action

- 4.1 In response to Member concerns this year a great emphasis has been placed on the need for robust remedial action in relation to measures which are forecast not to meet target.
- 4.2 The table below summarises the key remedial action which will address underperforming areas and take place between now and the next reporting period, as taken from the table in Appendix A.

Ref	Measure	Responsible Head of Service	Summary of remedial action
LI337a	No. Working days/ shifts lost due to sickness absence per FTE	Ron Williamson	Over the course of the past year we have had in place a range of proactive measures to manage performance in relation to this indicator within a challenging economic environment. We have taken a revised action plan to DLT in May this year, which has now been approved and refocuses activity to work towards meeting future targets. A follow up meeting with DLT is set for July to review progress and ensure outstanding actions remain fit for purpose. The action plan is owned by DLT and supported by HR, but there is clear recognition that this also requires ownership from managers at all levels across the Directorate.
LI120a	All age all cause mortality - Males Nuneaton & Bedworth (Rate	PCT responsibility	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the

	per 100,000)		full effect of the improvements. Remedial action will include directing the limited resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
LI402b	Improve emotional health in the workplace - Training Managers	PCT responsibility	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI402c	Improve emotional health in the workplace – Awareness	PCT responsibility	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI406	Carers receiving a carers service as a % of clients receiving community based services	Kim Harlock	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 accepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches. This indicator is replaced for 09/10 with NI135.
LI407	No. Adults receiving direct payments at 31/3/08, per 100,000 of people aged 18 +	Kim Harlock	This indicator has now been superseded by NI130 which measures Individual Budgets and Direct Payments for both clients and carers. In order to report against this new indicator we

			<p>have undertaken significant data quality work, which has improved the accuracy of recording. As a result of this work we identified a number of customers who had been included in this indicator that should have been excluded. As a result although our outturn figures show a reduction in performance actual performance on the ground for our customers has not reduced. This indicator has been deleted for 09/10 and replaced with NI130.</p>
LI409	% users satisfied with the Home Care Service	Kim Harlock	<p>Results from other surveys, such as the Place Survey and Public Satisfaction Survey, and benchmarking with other authorities show there is an overall trend for reducing satisfaction with Council services. A provider workshop was held on 1st June to discuss ways of increasing satisfaction. An improvement plan is being prepared for DLT and a strengthened quality assurance team is being recruited.</p>
NI120m	All-age all cause mortality rate - countywide male (Rate per 100,000)	PCT responsibility	<p>This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the limited resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.</p>
NI135	Carers receiving needs assessment or review and a specific carer's service or advice and information (%)	Kim Harlock	<p>The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to</p>

			live at home in 08/09 accepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches.
NI141	Vulnerable people achieving independent living - Supporting People (%)	Kim Harlock	This information is for the last 4 quarters up to quarter 3. New targets for 2009/10 and 2010/11 have been agreed with Government Office West Midlands after it was agreed that the previous targets were too stretching when compared to appropriate benchmarks. The target for 2009/10 is 65%

## 5. Recommendations

It is recommended that the Adult and Community Services Overview and Scrutiny Committee consider and comment on both the summary and detail of the performance indicators within the Directorate Report Card at the Fourth Quarter point of 2008/09 (Appendix A).

DR GRAEME BETTS  
Strategic Director of Adult,  
Health and Community  
Services

Shire Hall  
Warwick

July 2009




Warwickshire County Council AHCS Scorecard 2008 - 2009


Customers								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI316a	% Achievement of WCC customer care standards	Bigger is Better	Quarterly	N/A	87.00	86.00	★	
LI317a	% Satisfaction with Mystery Shopping experience rating	Bigger is Better	Annually	N/A	83.00	87.00	▲	
LI321a	Number of adverse Ombudsman complaints	Smaller is Better	Quarterly	0	0.00	0.00	●	


★	Year End forecast to exceed target	●	Year End forecast to meet target	▲	Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

People								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI334a	% Satisfaction that the County Council is a good employer	Bigger is Better	Annually	N/A	74.00	74.00	●	
LI335a	% Staff satisfaction that Appraisal was of benefit	Bigger is Better	Annually	N/A	51.00	51.00	●	
LI336a	% of all benchmarkable staff satisfaction questions in the top quartile of all local authorities (ORC Benchmark)	Bigger is Better	Annually	N/A	52.00	52.00	●	

 Year End forecast to exceed target

 Year End forecast to meet target

 Year End forecast to miss target (see remedial action)


Warwickshire County Council AHCS Scorecard 2008 - 2009


People								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI337a	No. Working days/ shifts lost due to sickness absence per FTE	Smaller is Better	Quarterly	14.46	14.99	13.05	▲	Over the course of the past year we have had in place a range of proactive measures to manage performance in relation to this indicator within a challenging economic environment. We have taken a revised action plan to DLT in May this year, which has now been approved and refocuses activity to work towards meeting future targets. A follow up meeting with DLT is set for July to review progress and ensure outstanding actions remain fit for purpose. The action plan is owned by DLT and supported by HR, but there is clear recognition that this also requires ownership from managers at all levels across the Directorate.
LI338a	% Employees who are disabled	Bigger is Better	Quarterly	1.98	2.38	2.00	★	
LI339a	% Employees from BME communities	Bigger is Better	Quarterly	5.6	6.27	6.00	★	
LI340a	Top 5% of earners (senior management posts) that are women	Bigger is Better	Quarterly	60.42	63.83	62.75	★	


	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

People								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI418	% staff receiving an appraisal (Directorates Only)	Bigger is Better	Annually	N/A	77.00	-	-	

 Year End forecast to exceed target

 Year End forecast to meet target

 Year End forecast to miss target (see remedial action)

Warwickshire County Council AHCS Scorecard 2008 - 2009

Corporate Health								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI324	Social Care (Adults) CPA Score	Bigger is Better	Annually	3	3.00	3.00	●	
LI326	Culture CPA Score	Bigger is Better	Annually	2	2.00	2.00	●	
LI329a	% End year variance from budget - Please Note: The target for this indicator is +/- 1% variance	Plan is Best	Quarterly	N/A	-0.07	0.00	●	This is the projected Q4 figure going to Cabinet on 28 May 2009. The Final Outturn Report is going to Cabinet on 9 July. However,
LI331a	% Compliance with Directorate Governance action plan	Bigger is Better	Quarterly	N/A	80.00	80.00	●	

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI120a	All age all cause mortality - Males Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	832	753.00	750.00	▲	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
LI120b	All age all cause mortality - Females Nuneaton & Bedworth (Rate per 100,000)	Smaller is Better	Annually	590	525.00	560.00	★	
LI120e	All age all cause mortality - Disparity within deprivation quintiles of Warwickshire	Smaller is Better	Annually	7.5	4.90	7.30	★	


★ Year End forecast to exceed target


● Year End forecast to meet target


▲ Year End forecast to miss target (see remedial action)

Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI400	Increase the consumption of fruit & vegetables to at least 5 a day (%)	Bigger is Better	Annually	26.5	27.50	27.50	●	No data available, this data has traditionally been collected through corporate satisfaction surveys but due to changes related to the place survey these questions were not included in the 08/09 survey. Based on 5 year trends up to 07/08 data suggests that performance related to this indicator is on target. In order to insure that we are able to report outturn data for 09/10 this question will need to be included in the local corporate satisfaction survey.
LI401	% Increase in 5 week physical activity	Bigger is Better	Annually	30.7	31.50	31.50	●	No data available, this data has traditionally been collected through corporate satisfaction surveys but due to changes related to the place survey these questions were not included in the 08/09 survey. Based on 5 year trends up to 07/08 data suggests that performance related to this indicator is on target. In order to insure that we are able to report outturn data for 09/10 this question will need to be included in the local corporate satisfaction survey.

 Year End forecast to exceed target

 Year End forecast to meet target

 Year End forecast to miss target (see remedial action)

Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI402a	Improve emotional health in the workplace - Policy	Bigger is Better	Annually	69	100.00	90.00	★	
LI402b	Improve emotional health in the workplace - Training Managers	Bigger is Better	Annually	31	0.00	65.00	▲	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI402c	Improve emotional health in the workplace - Awareness	Bigger is Better	Annually	15	0	20	▲	Training schedule is back on track and has started. Target last year moved forward to this year due to slippage on staff vacancies.
LI403	Reduce the number of people that fall - People 65+ with fractured neck or femur (per 100,000)	Smaller is Better	Annually	470.4	403.5	456.3	★	This figure is based on a one year outturn so may be subject to big fluctuations year on year.
LI404	No. Older people helped to live at home per 1,000 aged 65+	Bigger is Better	Quarterly	71	102.05	76	★	
LI405	No. Households receiving intensive home care per 1,000 of people aged 65+	Bigger is Better	Quarterly	10.4	11.8	11.5	★	

★ Year End forecast to exceed target




● Year End forecast to meet target

▲ Year End forecast to miss target (see remedial action)



Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI406	Carers receiving a carers service as a % of clients receiving community based services	Bigger is Better	Quarterly	17	14.45	20	▲	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 excepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches. This indicator is replaced for 09/10 with NI135.

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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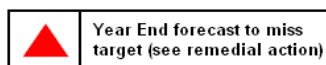
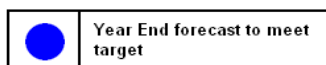
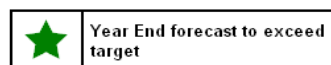
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				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI407	No. Adults receiving direct payments at 31/3/08, per 100,000 of people aged 18 +	Bigger is Better	Quarterly	143	151.19	170	▲	This indicator has now been superseded by NI130 which measures Individual Budgets and Direct Payments for both clients and carers. In order to report against this new indicator we have undertaken significant data quality work, which has improved the accuracy of recording. As a result of this work we identified a number of customers who had been included in this indicator that should have been excluded. As a result although our outturn figures show a reduction in performance actual performance on the ground for our customers has not reduced. This indicator has been deleted for 09/10 and replaced with NI130.
LI408	% of adults accommodated in single rooms	Bigger is Better	Quarterly	94	99.7	95	★	

	Year End forecast to exceed target		Year End forecast to meet target		Year End forecast to miss target (see remedial action)
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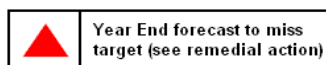
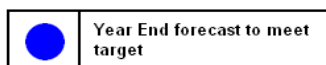
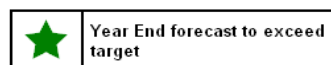
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Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
LI409	% users satisfied with the Home Care Service	Bigger is Better	Annually	64.5	62.7	69.5	▲	Results from other surveys, such as the Place Survey and Public Satisfaction Survey, and benchmarking with other authorities show there is an overall trend for reducing satisfaction with Council services. A provider workshop was held on 1st June to discuss ways of increasing satisfaction. An improvement plan is being prepared for DLT and a strengthened quality assurance team is being recruited.
LI410	No. admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population	Smaller is Better	Quarterly	60	56.67	57	★	
LI411	Working in partnership to reduce deaths from circulatory diseases in the area of highest mortality – Nuneaton & Bedworth (per 100,000 population)	Smaller is Better	Annually	N/A	96	104	★	
LI412	% residents satisfied that WCC cares for older people	Bigger is Better	Annually	N/A	38	-	-	
LI413	% Satisfaction of businesses with recorded non-compliance with LA regulation services	Bigger is Better	Quarterly	N/A	41	-	-	This figure is a forecast based on surveys already received. The final figure will be available by 30th June



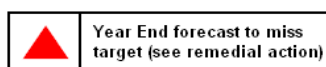
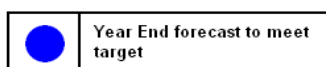
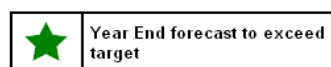
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				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI009	Use of public libraries (%)	Bigger is Better	Annual	N/A	54.7	-	-	The 2008/09 figure is the baseline
NI010	Visits to museums or galleries (%)	Bigger is Better	Annual	N/A	55.2	-	-	The 2008/09 figure is the baseline
NI011	Engagement in the arts at local level (%)	Bigger is Better	Annual	N/A	45.5	-	-	The 2008/09 figure is the baseline
NI120f	All-age all cause mortality rate - countywide female (Rate per 100,000)	Smaller is Better	Annually	517	477	486	★	
NI120m	All-age all cause mortality rate - countywide male (Rate per 100,000)	Smaller is Better	Annually	719	666	648	▲	This is the full year outturn, using information from 2007. As the information has an inbuilt 2 year delay we have not yet seen the full effect of the improvements. Remedial action will include directing the resources available to target particular at risk and vulnerable groups and by the implementation of the Warwickshire Health Inequality Strategy.
NI123	16+ current smoking rate prevalence (number of 4 week quitters)	Bigger is Better	Quarterly	2981	3102	3102	●	This figure is a forecast based on data from April - February
NI124	People with a long-term condition supported to be independent and in control of their condition (%)	Bigger is Better	Annually	N/A	76	-	-	The 2008/09 figure is the baseline



Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI135	Carers receiving needs assessment or review and a specific carer's service or advice and information (%)	Bigger is Better	Annually	42	34.6	44.5	▲	The number of carers receiving a service has increased from 2382 to 2659. However the denominator for this indicator is people helped to live independently at home, which has increased by 3650, resulting in a lower percentage. It has been a deliberate policy decision to focus on improving performance around helped to live at home in 08/09 excepting that this will affect performance against this indicator in the short term. In 2009/10 we will be separating prevention services from helped to live at home which will resolve this issue by changing data sources to focus on performance against this and other measures accepting that performance against the helped to live at home indicator will reduce. This is inline with responses to national approaches.
NI139	The extent to which older people feel they receive the support they need to live independently (%)	Bigger is Better	Biennial	0	30.7	-	-	No target was set in year 1 of the LAA. The refreshed LAA assumes a baseline of 307, with subsequent improvement in year 2 and 3 of the refreshed LAA



Warwickshire County Council AHCS Scorecard 2008 - 2009

Performance Results								
Indicators				Baseline (2007-2008 Year End Actual )	2008 - 2009			
Ref	Description	Aim	Collection Frequency		Current Performance			SMART Remedial Action (To be carried out by Next Reporting Stage) and/or Comments
				Year End Actual (A)	End of Year Target (B)	Year End Actual against End of Year Target (A) vs (B)		
NI141	Vulnerable people achieving independent living - Supporting People (%)	Bigger is Better	Quarterly	63.91	65.85	70.29	▲	This information is for the last 4 quarters up to quarter 3. New targets for 2009/10 and 2010/11 have been agreed with Government Office West Midlands after it was agreed that the previous targets were too stretching when compared to appropriate benchmarks. The target for 2009/10 is 65%, we are currently exceeding this target.
NI183	Impact of local authority regulatory services on the fair trading environment (number)	Smaller is Better	Annually	N/A	1.1	-	-	This is a provisional figure. As it is the first year of the indicator we are awaiting clarification on how the outturn should be calculated.

