

9. PROGRESS

Older and vulnerable people helped to live independent lives.



making
excellence
our standard



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In our Corporate Plan we said you would know we had made progress because:

- More older people and those with disabilities will be supported at home and will be able to remain there, if they wish, for as long as possible.

During the past year we have:

- Continued the development of low-level support services for older people including handyman schemes, befriending schemes and lunch clubs.
- Developed Integrated Hospital Teams, with our health colleagues, and reduced the number of people whose discharge from hospital is delayed. The number of delayed discharges decreased from 52 (per 100,000 population) in 2002/03 to 35 in January 2004.
- Increased the number of 'Supported Living' options as an alternative to residential care.
- Opened a new carers unit that provides increased support for carers in Worcestershire and increased the number of people receiving 'direct payment' to arrange their own care.
- Seen the management team for the Older People/Physical Disability Service short listed and commended for the 'LGC Team of the Year' award in recognition of their work in this area.
- Increased the number of people receiving intensive home care from 4.55 per 1000 population to 5.92.
- Brought all of the County's pedestrian crossings with facilities for the disabled, up to the standard set by Government.

Key priorities for next year:

Aim to further increase the number of older people helped to live at home to 90 per 1000 population.

Increase the number of people receiving intensive home care to 7.38 per 1000 population.

Further reduce the number of delayed hospital discharges to 20 per 100,000 population.

Continue to work with our health partners to improve and develop a range of services that will enable more people to live independent lives at home.

The following table details the Best Value Performance Indicators that are linked to this corporate objective

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PI No.	PI Definition	2002/2003			All Counties Average
		Target	Outturn	English National Average	
BV 52	Cost of intensive social care for adults and older people by reference to the average gross weekly cost of providing care for adults and older people.	£408.00	£439.97	£440.00	£429.00
BV 53	Intensive home care per 1000 population aged 65 or over.	5	4.55	12.2	8
BV 54	Older people helped to live at home per 1000 population aged 65 or over.	65	81.27	91	74
BV 56 Up until 2002/03.	Percentage of items of equipment costing less than £1000 delivered within three weeks.	95.6%	97.89%	92%	91%
BV 56 Amended for 2003/04.	Percentage of items of equipment delivered within 7 working days.	N/A	N/A	N/A	N/A
BV 58	Percentage of people receiving a statement of their needs and how they will be met.	90.9%	90.89%	88%	86%
BV 165	The percentage of pedestrian crossings with facilities for disabled people.	85%	85%	78%	78%

2003/2004		2004/2005	Medium Target 2005/6 2006/7	Commentary	PI No.
Target	Outturn	Target			
£462.92	£441.00	£479.00	£491.00 £504.00		BV 52
5.56	5.92	7.38	7.57 8.00		BV 53
86	81.6	90	95 100		BV 54
N/A	N/A	See amended PI.	See amended PI.	Changed PI definition.	BV 56 Up until 2002/03.
95%	97.43	97.49%	98% 98%	Amended PI definition- targets relate to new definition.	BV 56 Amended for 2003/04.
96%	96.7%	97%	98% 100%		BV 58
100%	100%	100%	100% 100%	£30K allocated to bring crossings to required standard.	BV 165

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PI No.	PI Definition	2002/2003			All Counties Average
		Target	Outturn	English National Average	
BV 176	The number of domestic violence refuge places per 10,000 population, which are provided or supported by the authority.	0.46	0.46	0.49	0.2
BV 182 Triennial Survey.	Users who said they were satisfied with the help they received from social services.	N/A	62.71%	57%	60%
BV 190 Triennial Survey.	Users who said that if they asked for changes to services those changes were made.	N/A	67.43%	65%	65%
BV 195	Acceptable waiting time for assessment.	N/A	N/A	-	-
BV 196	Acceptable waiting time for care packages.	N/A	N/A	-	-
BV 198	The number of problem drug mis-users in treatment per thousand head of population aged 15-44.	N/A	N/A	-	-
BV 201 New for 2004/05.	The number of adults and older people receiving direct payments at 31 March per 100,000 population aged 18 years and over (age standardised by age groups).	N/A	N/A	N/A	N/A

2003/2004		2004/2005	Medium Target 2005/6 2006/7	Commentary	PI No.
Target	Outturn	Target			
0.46	0.90	0.93	0.92 0.92	Future targets based on existing levels of support.	BV176
N/A	N/A	N/A	65% (next survey) N/A	Not due to be reported on until end 2005/06.	BV 182 Triennial Survey.
N/A	N/A	N/A	70% (next survey) N/A	Not due to be reported on until end 2005/06.	BV 190 Triennial Survey.
60%	60.2%	70%	75% 78%		BV 195
60%	73.5%	83%	87% 90%		BV 196
2.99	4.69	5.21	5.79 6.42	This was a new PI for 2003/04. Targets set by South Worcestershire PCT. A target of 3.87 has been set for 2007/08.	BV 198
N/A	N/A	96	157 164	This Is a new PI for 2004/05 - monitoring commencing from April 2004. This PI is monitored under PAF C51 from which the outturn for 2003/04 is 56.	BV 201 New for 2004/05.