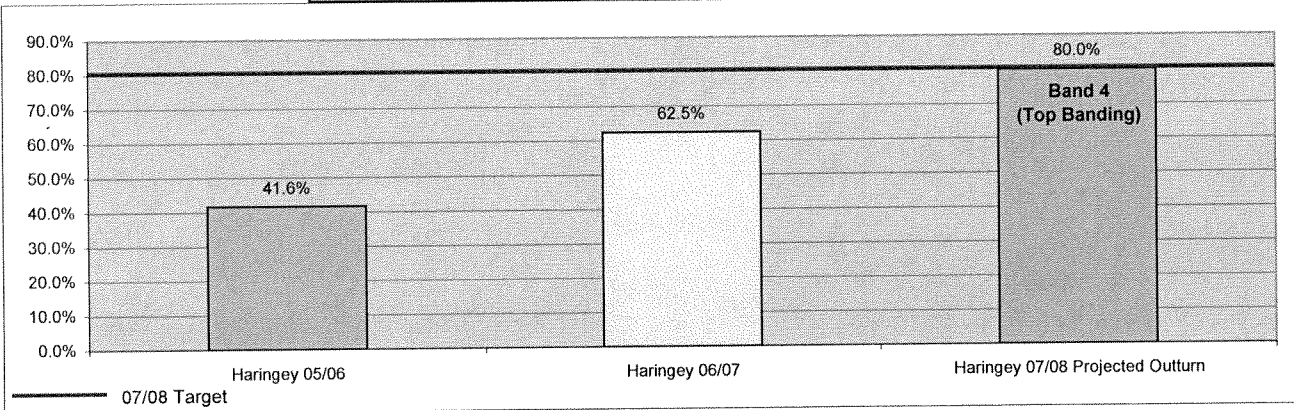


Outcome 1 - Improved health and emotional wellbeing

PAF D40 clients receiving a review

| 06-07 Banding | | | 07-08 Banding | | |
|---------------|--------|-------|---------------|--------|-------|
| •• | Band 2 | 0>60 | •• | Band 2 | 0>60 |
| ••• | Band 3 | 60>90 | ••• | Band 3 | 60>75 |
| | | | •••• | Band 4 | 75+ |

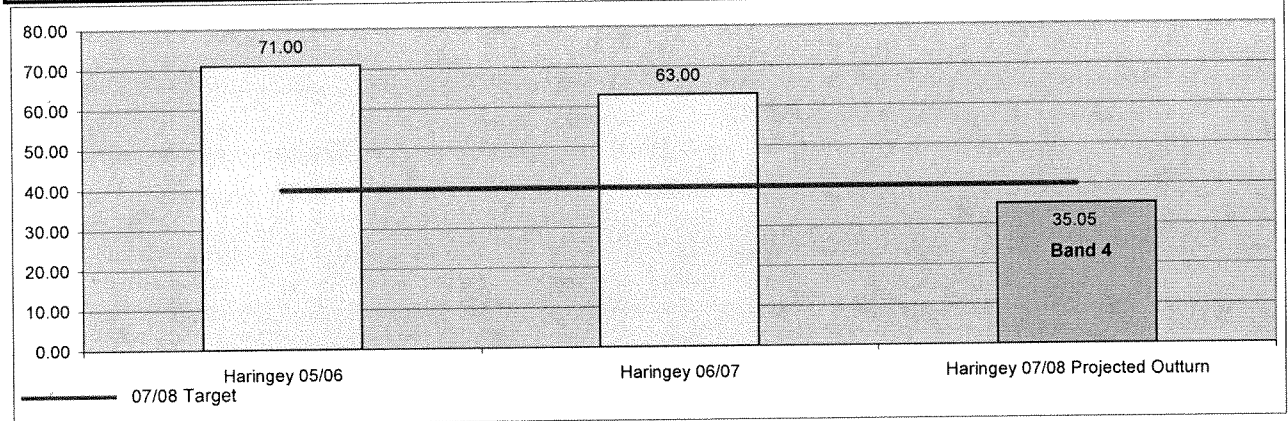


The number of clients receiving a review of their care package has significantly improved between 05/06 and 06/07 with a 25.4% increase. The direction of travel for this indicator is very positive, and we are currently exceeding our quarter two target of 40%. Performance for 06/07 was in top banding, however for 07/08 the banding and the status of the indicator have changed. D40 is now a key threshold indicator and the service is confident it will achieve the 80% target, placing us in top banding once again for 07/08.

Outcome 1 - Improved health and emotional wellbeing

PAF D41 delayed transfers of care (joint indicator with PCT)

| | | |
|-------|--------|--------------|
| • | Band 1 | 106.48+ |
| •• | Band 2 | 73.28<106.48 |
| ••• | Band 3 | 39.78<73.28 |
| •••• | Band 4 | 20.21<39.78 |
| ••••• | Band 5 | 0<20.12 |



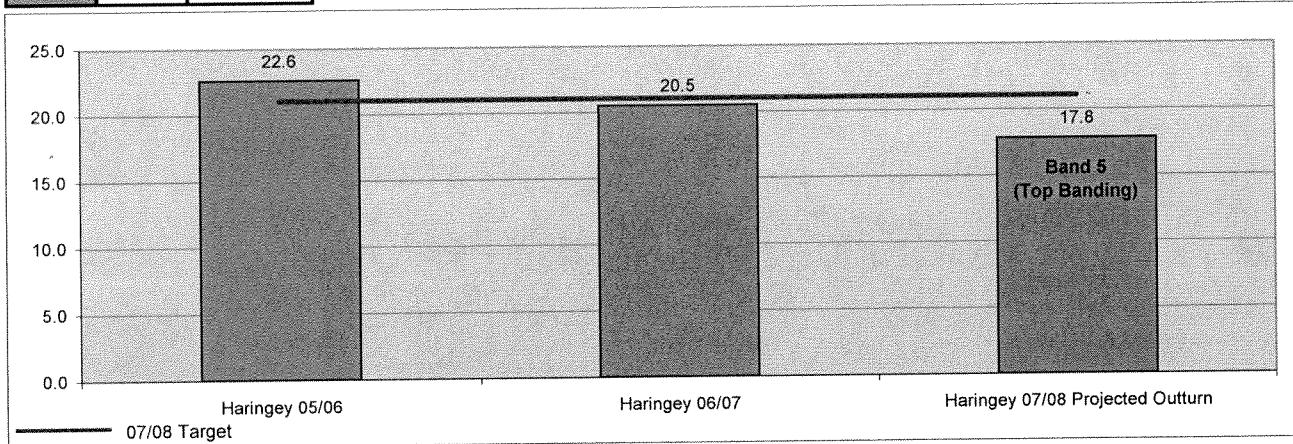
NB: Low figure indicates good performance.

The improvements seen in this area are largely due to the authority actively working with the local hospitals to reduce delays in client transfer. Haringey now has social workers present at hospital multi-disciplinary team meetings, more dementia beds have been made available, and there is a funded social work post at North Middlesex hospital. All of these initiatives have helped to improve the delayed transfer of care rate. The opening of Osborne Grove is imminent, and this should help to reduce delays in clients waiting for a nursing placement. The 07/08 target of 39.78 is ambitious however, we are dedicated to reducing delays, and are positive the steps outlined above will support us in achieving this.

**Outcome 2 - Improved quality of life
PAF C28 intensive home care**



| | | |
|-------|--------|-------|
| • | Band 1 | 0<4 |
| •• | Band 2 | 4<8 |
| ••• | Band 3 | 8<12 |
| •••• | Band 4 | 12<16 |
| ••••• | Band 5 | 16+ |

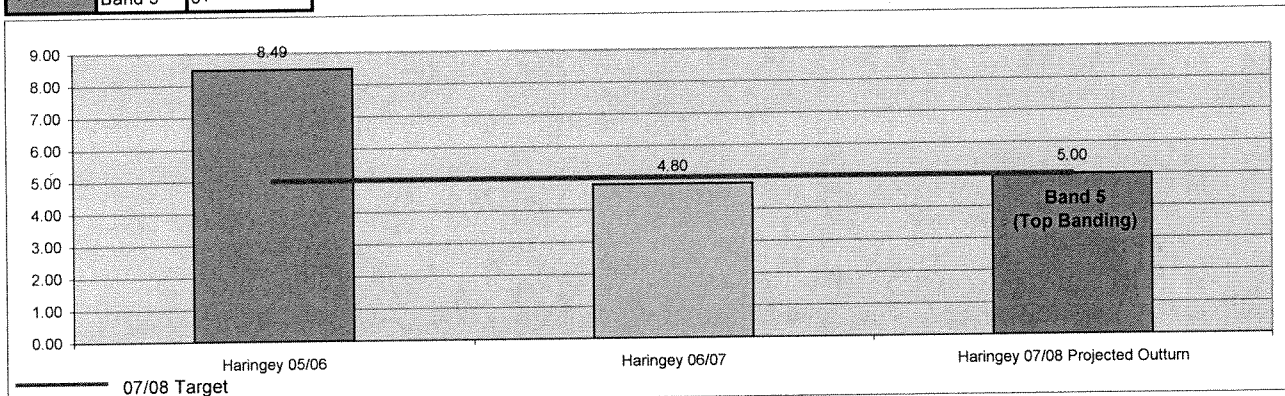


Performance will remain in top banding however due to the decrease of the number of clients receiving an intensive homecare service from 2006-2007, we will not reach our local target in this area. The reasons for the reduction in the number of clients in receipt of intensive homecare is due to the ongoing drive within the service to promote direct payments, and the successful rehabilitation services that Haringey offer.

**Outcome 2 - Improved quality of life
PAF C29 adults aged 18-64 with physical disabilities helped to live at home**



| | | |
|-------|--------|---------|
| • | Band 1 | 0<1.7 |
| •• | Band 2 | 1.7<3.4 |
| ••• | Band 3 | 3.4<4.2 |
| •••• | Band 4 | 4.2<5 |
| ••••• | Band 5 | 5+ |



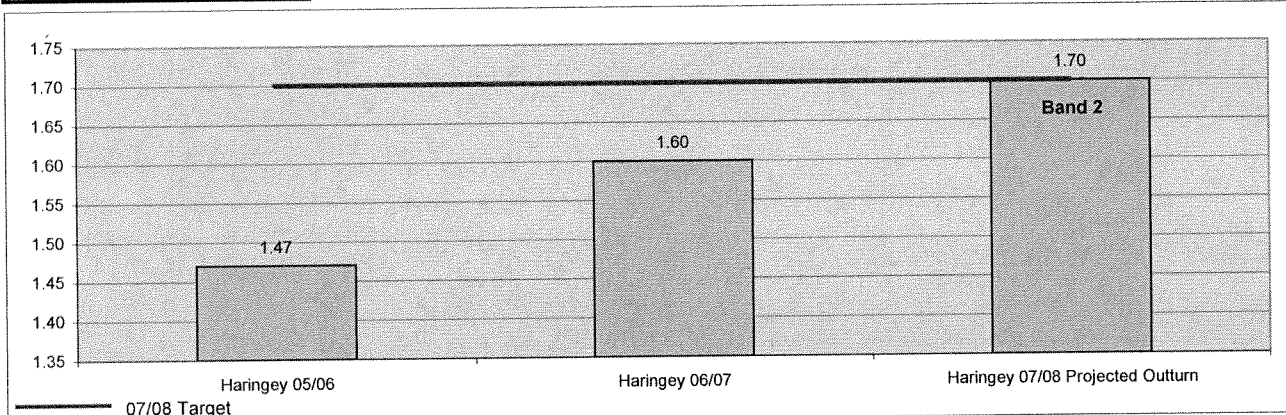
In 2005/2006 Social Care updated their electronic record system to Framework-I. During the data migration process some cases that were pending, came over as live. To preserve data integrity, all incorrect cases were closed, as is reflected in the drop in outturn between 05/06 and 06/07. Our successful SP program impacts on this figure but are not permitted to be included in the return. In 06/07 an additional 146 clients with PD were supported to live in the community, and if permitted to be included, we could have reported a 5.77 outturn, which would have been top banding. The service is now prioritising this area, and is currently developing processes with the voluntary sector, to oversee and include clients who may access services through this pathway. As the service need an additional 35 clients by the 31st March, we feel confident that this will be achieved.

Outcome 2 - Improved quality of life

PAF C30 adults aged 18-64 with learning disabilities helped to live at home



| | | |
|-------|--------|-------|
| • | Band 1 | 0<1 |
| •• | Band 2 | 1<2 |
| ••• | Band 3 | 2<2.5 |
| •••• | Band 4 | 2.5<3 |
| ••••• | Band 5 | 3+ |



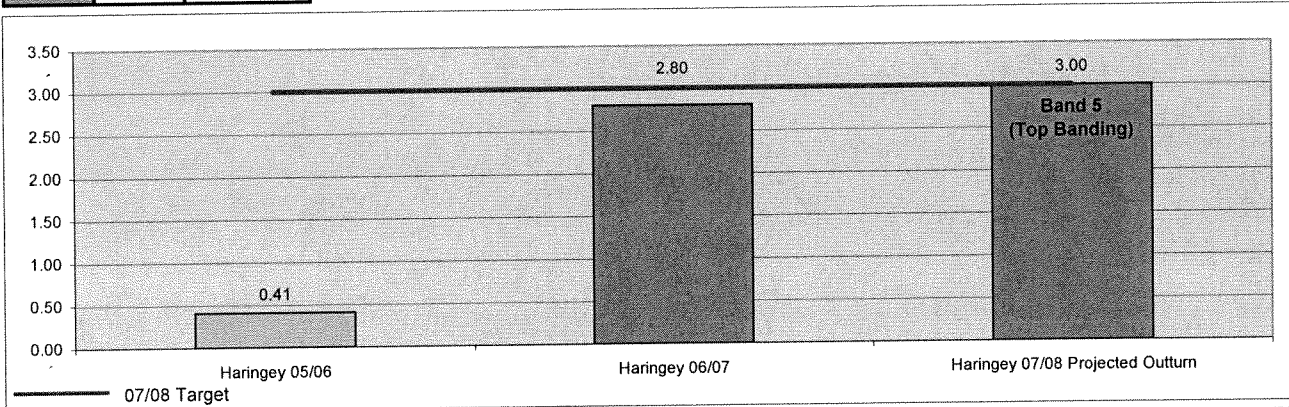
A historical over use of residential care has restricted developments in this area. We have a number of long term clients over 65 who are settled in their residential accommodation and it is unlikely that they will be moved. The performance team is actively working with the service in this area and it is a key priority for 07/08. As with other help to live at home indicators, the Supporting People programme assisted an additional 22 clients with LD to live in the community during 06/07, and if these could have been included, would have resulted in a 1.75 outturn.

Outcome 2 - Improved quality of life

PAF C31 adults aged 18-64 with mental health problems helped to live at home



| | | |
|-------|--------|---------|
| • | Band 1 | 0<0.3 |
| •• | Band 2 | 0.3<1.3 |
| ••• | Band 3 | 1.3<1.8 |
| •••• | Band 4 | 1.8<2.3 |
| ••••• | Band 5 | 2.3+ |

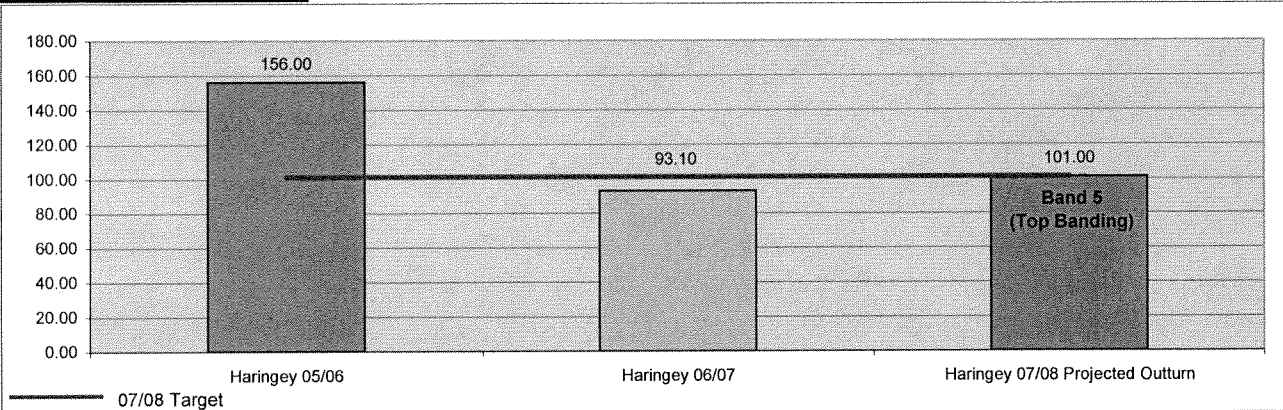


Strong improvements have been made in this area, and the increase of 3.39 between 05/06 and 06/07 was achieved through a special project, set up to ensure that all clients attending day centres were being recorded on Framework-I. An additional 198 clients were supported through Supporting People for 06/07, and if included would have resulted in a 4.12 outturn.

Outcome 2 - Improved quality of life
PAF C32 older people helped to live at home



| | | |
|-------|--------|--------|
| • | Band 1 | 0<55 |
| •• | Band 2 | 55<80 |
| ••• | Band 3 | 80<90 |
| •••• | Band 4 | 90<100 |
| ••••• | Band 5 | 100+ |

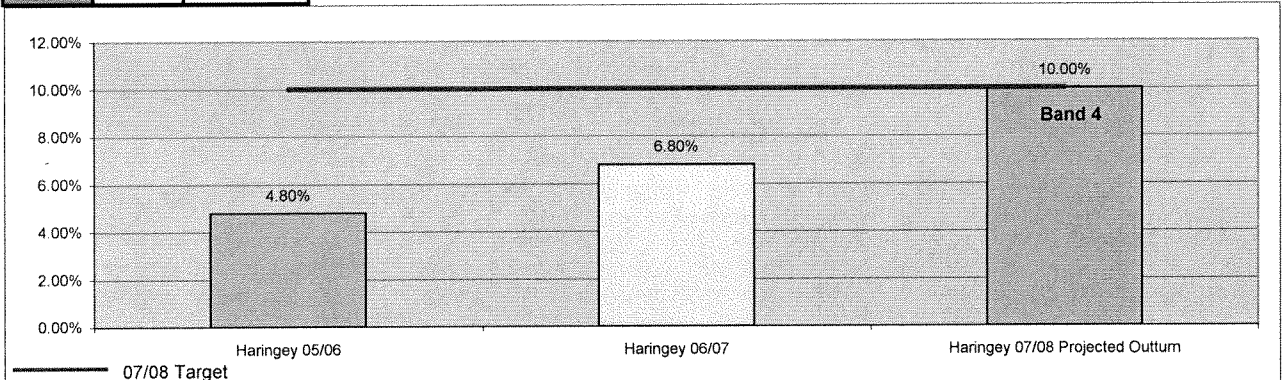


In a similar instance to Physical Disabilities, data migration also effected the Older Peoples service. Once again, to ensure the integrity of our data, these cases were closed down as soon as possible, resulting in the drop in outturn between 05/06 and 06/07. In 06/07 the Supporting People programme assisted a further 514 clients to live within the community, and if these could have been included, an outturn of 117.43 would have been achieved (band 5). Currently, the service is working well in this area, and a project being run by the performance team to include telecare and assistive equipment services into this indicator is having a very positive impact. The project is still ongoing, and we are confident that the target in this area will be comfortably achieved.

Outcome 2 - Improved quality of life
PAF C62 the number of carers receiving a specific carers service as a percentage of clients receiving community based services



| | | |
|-------|--------|------|
| • | Band 1 | 0<3 |
| •• | Band 2 | 3<6 |
| ••• | Band 3 | 6<9 |
| •••• | Band 4 | 9<12 |
| ••••• | Band 5 | 12+ |

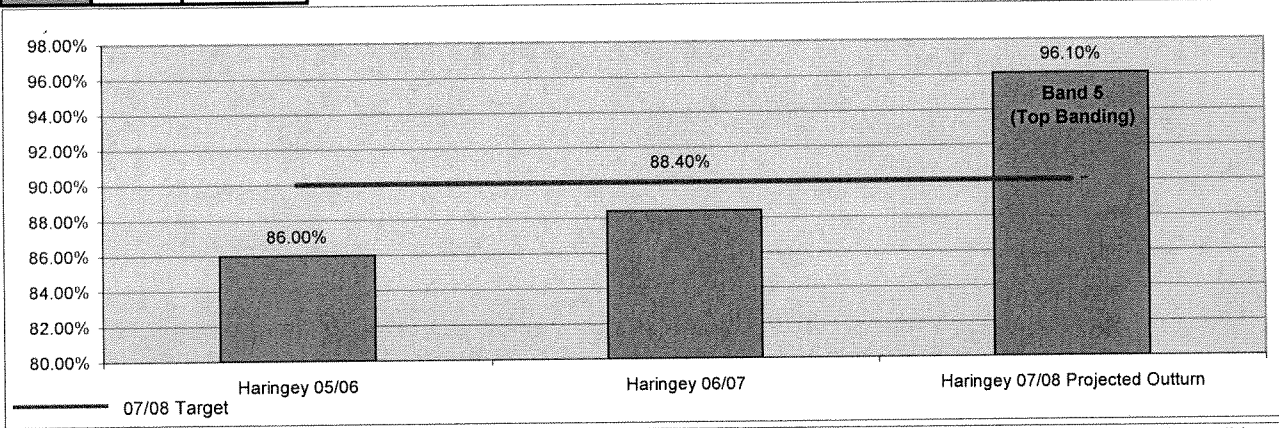


This has been a key development area for the service during 07/08, with amendments made to Framework-I to streamline and assist in the carers processes. In addition to this, flexible carers services were introduced in August 07, allowing carers a greater choice and flexibility in the types of services they can access. Carers assessments and service provision are monitored closely on a monthly basis through business reporting and one to one performance sessions with service managers. At mid-year point are on target to achieve the end of year outturn.

Outcome 4 - Increased choice and control

PAF D54 percentage of items of equipment and adaptations delivered within 7 working days

| | | |
|-------|--------|---------|
| ••••• | Band 1 | 0<55 |
| •• | Band 2 | 55<65 |
| ••• | Band 3 | 65<75 |
| •••• | Band 4 | 75<85 |
| ••••• | Band 5 | 85<=100 |

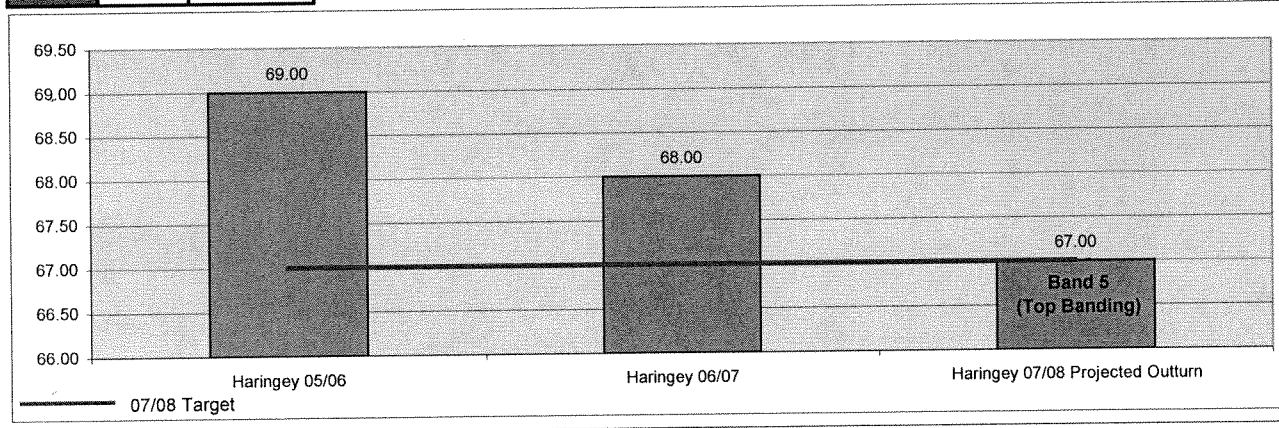


Excellent performance in this area continues and has secured top banding, with continual improvements being made. The solid performance of the service is evident and we are currently projected to exceed target.

Outcome 4 - Increased choice and control

PAF C72 supported admissions of older people to residential and nursing care

| | | |
|-------|--------|---------|
| ••••• | Band 5 | 0<90 |
| •••• | Band 4 | 90<100 |
| ••• | Band 3 | 100<110 |
| •• | Band 2 | 110<120 |
| • | Band 1 | 120+ |

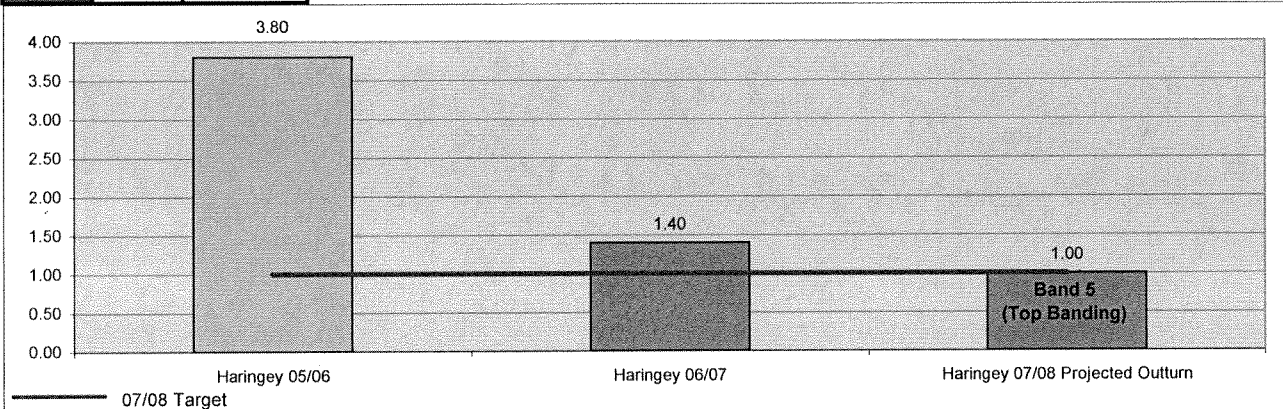


NB: Low figure indicates good performance.
 We are confident that we will remain in top banding, however, in the face of unpredictability during the winter months, we appreciate that hitting our target may be challenging. The number of people, overall, in care homes continues to fall, and has reduced by 200 in the last 3 years. The performance team, in unison with the service manager, review all new admissions on a month by month basis to ensure data accuracy.

Outcome 4 - Increased choice and control

PAF C73 supported admissions of adults aged 18-64 to residential and nursing care

| | | |
|-------|--------|---------|
| ••••• | Band 5 | 0<1.5 |
| •••• | Band 4 | 1.5<2.5 |
| ••• | Band 3 | 2.5<3.5 |
| •• | Band 2 | 3.5<4.5 |
| • | Band 1 | 4.5+ |



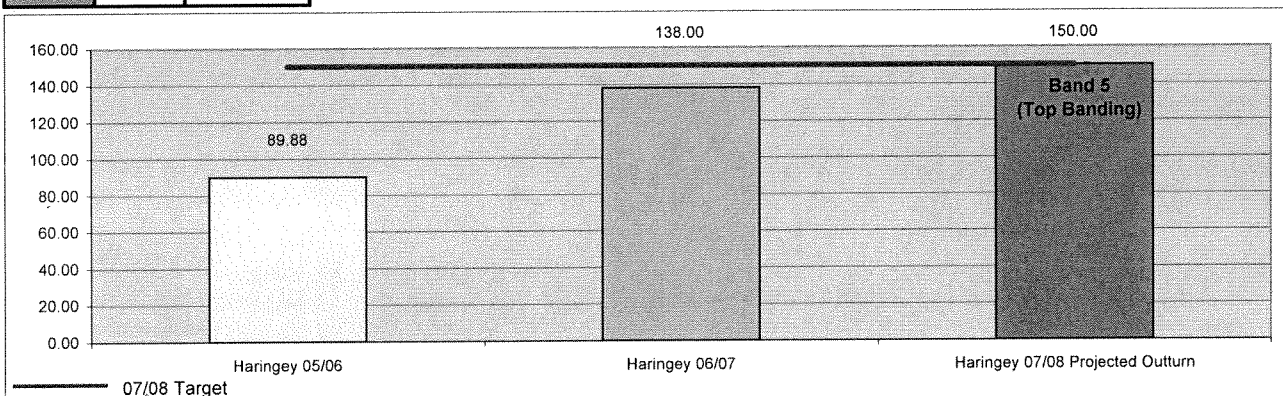
NB: Low figure indicates good performance.

Performance in 06/07 placed us in the second highest banding for this indicator, and improvements continue to be made. The service makes every effort to support clients to live in the community, and where possible, clients will be considered for an adult placement scheme before a permanent residential care placement. The performance team also closely monitor new admissions and ask services for a verification report on any new clients on a month by month basis.

Outcome 4 - Increased choice and control

PAF C51 direct payments

| | | |
|-------|--------|--------|
| • | Band 1 | 0<15 |
| •• | Band 2 | 15<30 |
| ••• | Band 3 | 30<90 |
| •••• | Band 4 | 90<150 |
| ••••• | Band 5 | 150+ |

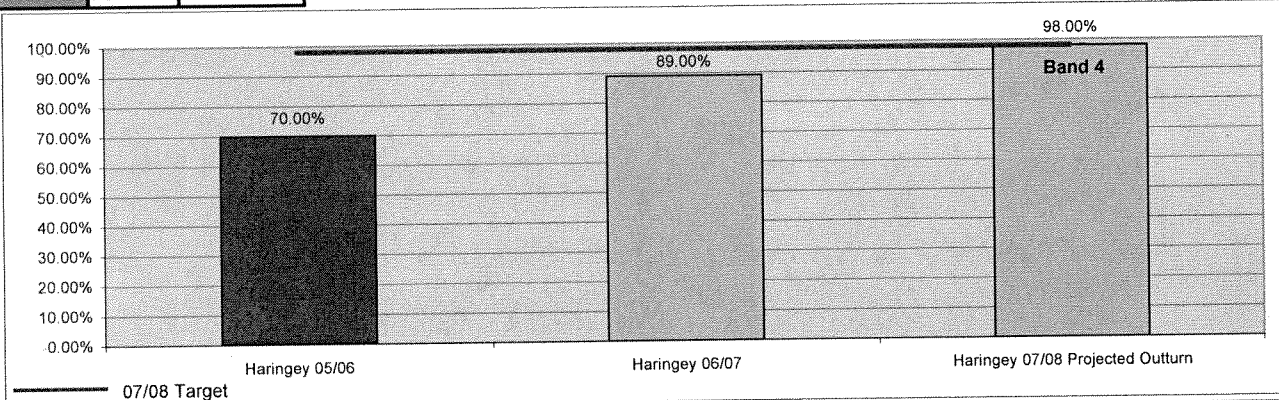


Performance in this area has continued to strengthen over the past two years. The Learning Disability service are piloting a scheme, whereby, they will only consider an alternative care package if one can not be delivered through direct payments. In addition to this the Physical Disability service are switching all clients who are supported with their telephone line rental, over to Direct Payments which should further assist in achieving the target.

Outcome 4 - Increased choice and control

PAF D39 percentage of people receiving a statement of their needs and how they will be met

| | | |
|-------|--------|----------|
| • | Band 1 | 0<80 |
| •• | Band 2 | 80<90.85 |
| ••• | Band 3 | 90.85<96 |
| •••• | Band 4 | 96<100 |
| ••••• | Band 5 | 100 |

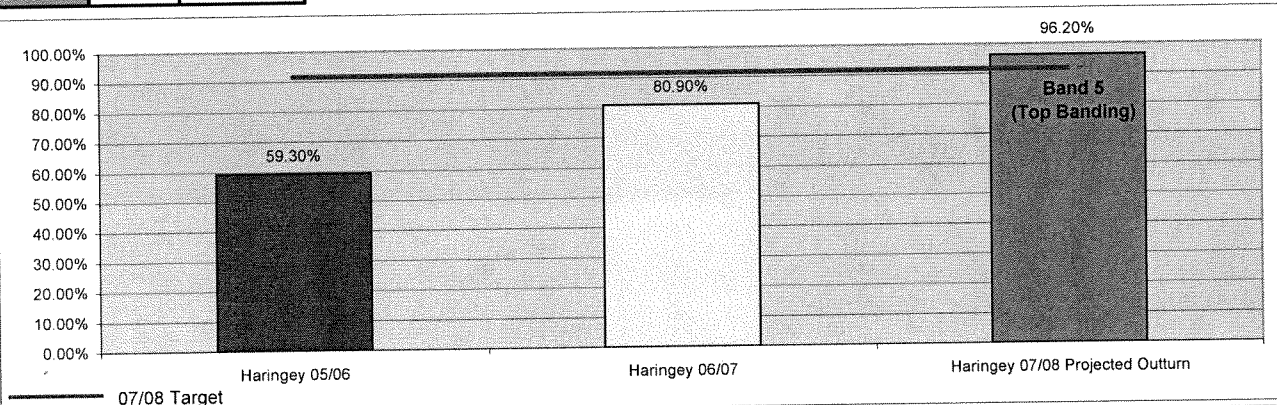


Continued monitoring by the performance team ensures that clients receiving a new care plan as a result of an assessment or review are provided with a statement of need (SoN). We are also confident that through the review process, clients who may not have received a SoN in the past will do so. Framework-I is being developed to prompt workers to select an outcome in this area, further insuring that all activity relating to this indicator is accurately recorded. After checking against our London comparator group we have found out that none of the boroughs have achieved band 5 for 06/07.

Outcome 4 - Increased choice and control

PAF D55 acceptable waiting times for assessments

| | | |
|-------|--------|--------|
| • | Band 1 | 0<70 |
| •• | Band 2 | 70<80 |
| ••• | Band 3 | 80<85 |
| •••• | Band 4 | 85<90 |
| ••••• | Band 5 | 90<100 |

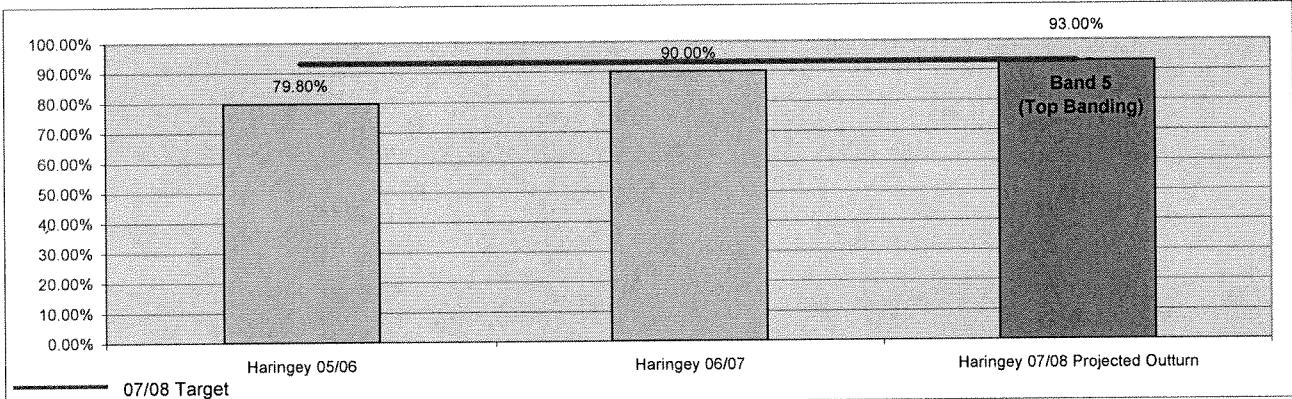


Strong progress has been made in this area between 05/06 and 06/07, with performance moving from band 1 to band 3. All staff have been briefed on the respective timescales in relation to this indicator, and the introduction of the contact assessment episode in Framework -I has assisted in more accurate data recording. This indicator is monitored by performance on a monthly basis, with the service providing an exception report for any cases that miss timescales. We are confident that target will be achieved.

Outcome 4 - Increased choice and control
PAF D56 acceptable waiting times for care packages



| | | |
|-------|--------|--------|
| • | Band 1 | 0<70 |
| •• | Band 2 | 70<80 |
| ••• | Band 3 | 80<85 |
| •••• | Band 4 | 85<90 |
| ••••• | Band 5 | 90<100 |

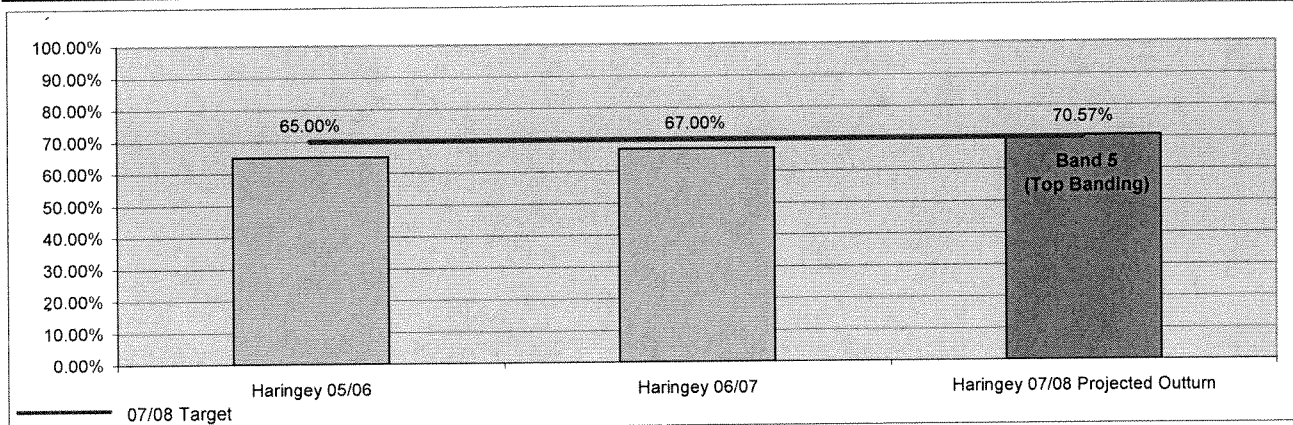


Once again, this has been a key priority area for performance and the service, and this is reflected in the shift from band 2 in 05/06 to band 5 in 06/07. In a similar way to D55, the indicator is monitored on a monthly basis, with exception reporting in place. Current performance is in top banding and we are confident this will continue, and the target will be achieved.

Outcome 4 - Increased choice and control
PAF E82 assessments of adults and older people leading to a provision of service



| | | | |
|-------|--------|-------|-------|
| •• | Band 2 | <58 | 87+ |
| ••• | Band 3 | 58<63 | 82<87 |
| •••• | Band 4 | 63<68 | 77<82 |
| ••••• | Band 5 | 68>77 | |



This indicator was newly banded for 06/07, and the service was 1% off top banding. A great deal of work has gone into the contact assessment episode on Framework-1, ensuring that all referrals are thoroughly screened, and only those who meet the criteria are put forward for a community care assessment. As displayed, we are on target with this indicator, which takes us into top banding.

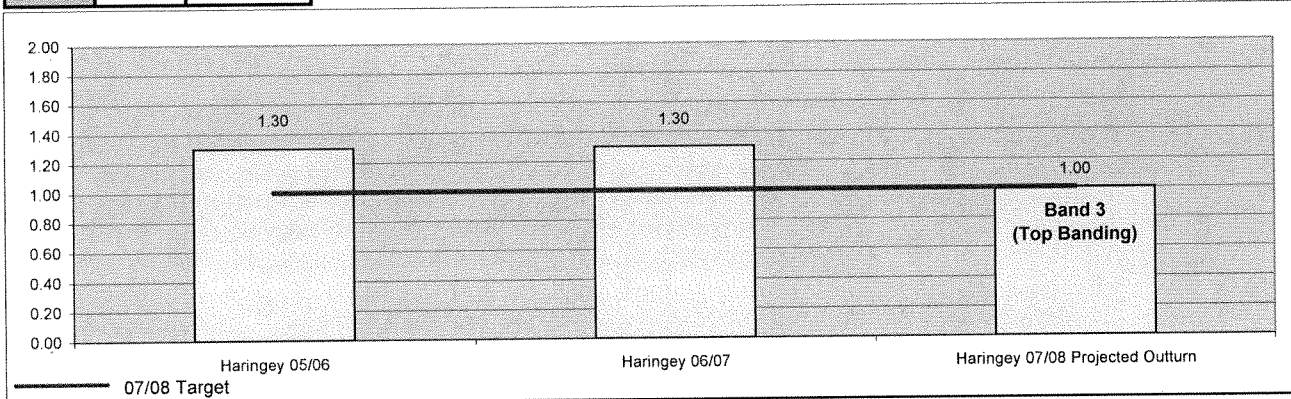
Ethnicity indicators rationale; The two ethnicity indicators (E47 and E48) are calculated on a ratio basis, where the percentage of clients receiving an assessment (E47) or a service (E48) from an ethnic minority background should match the percentage of people in the borough from an ethnic minority background using the latest census figures, with 1 being the best outcome.

Outcome 5 - Freedom from discrimination and harassment

PAF E47 Ethnicity of older people receiving an assessment



| | | |
|-----|--------|-----|
| •• | Band 2 | 0<1 |
| ••• | Band 3 | 1<2 |
| •• | Band 2 | 2+ |



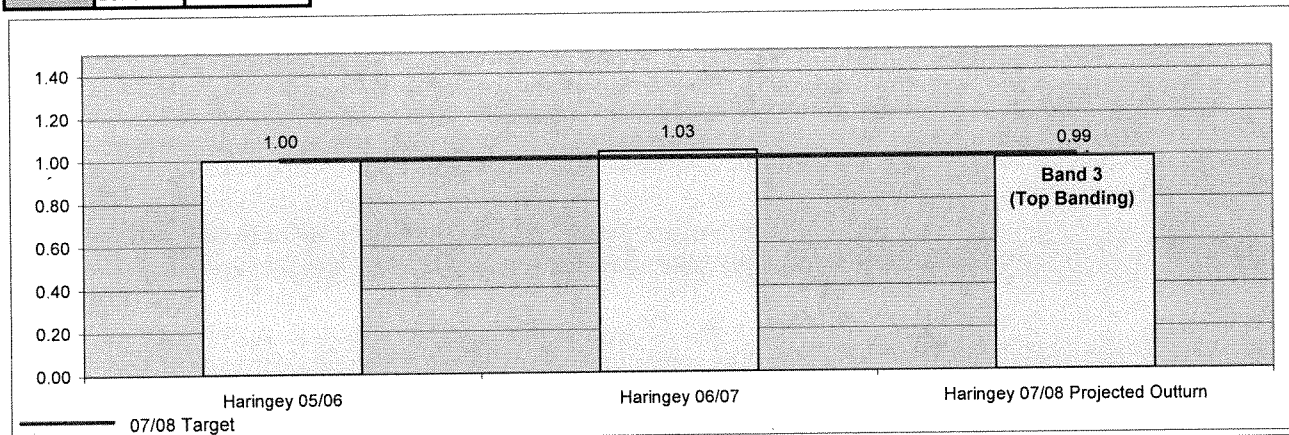
Performance in this area has consistently remained in top banding. The performance team is currently working with the services to ensure accurate data recording of clients ethnicity information, and a clean up project has been undertaken to update any missing data. With the completion of the project due in mid November, we are confident that performance will fall closer to target, but remain in top banding, none the less.

Outcome 5 - Freedom from discrimination and harassment

PAF E48 ethnicity of older people receiving services following an assessment



| | | |
|-----|--------|---------|
| •• | Band 2 | 0<0.9 |
| ••• | Band 3 | 0.9<1.1 |
| •• | Band 2 | 1.1+ |

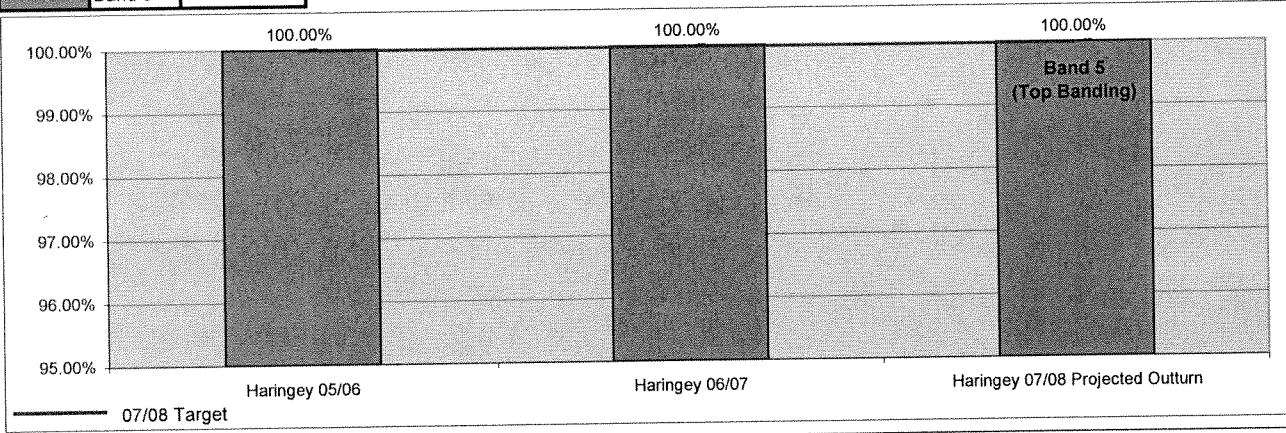


Performance in this area has consistently remained in top banding. The performance team is currently working with the services to ensure accurate data recording of clients ethnicity information, and a clean up project has been undertaken to update any missing data. With the completion of the project due in mid November, we are confident that performance will hit target.

**Outcome 7 - maintaining personal dignity and respect
PAF D37 availability of single rooms**



| | | |
|-------|--------|---------|
| • | Band 1 | 0<80 |
| •• | Band 2 | 80<85 |
| ••• | Band 3 | 85<90 |
| •••• | Band 4 | 90<95 |
| ••••• | Band 5 | 95<=100 |

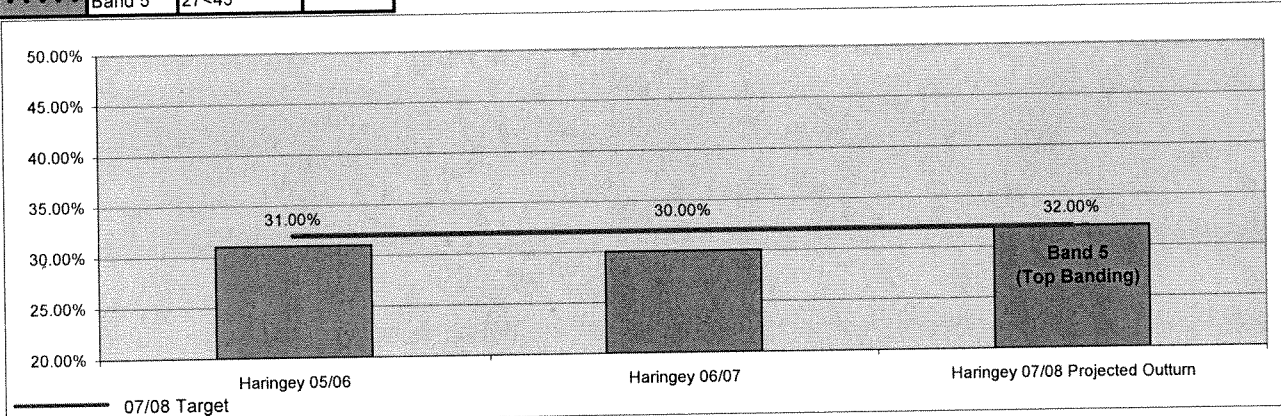


The service will always offer and provide service users with a single room unless they express otherwise. Performance in this area has been, and will continue to be in top banding.

**Outcome 9 - commissioning and use of resources
PAF B11 intensive homecare as a percentage of intensive home and residential care**



| | | | |
|-------|--------|-------|---------|
| • | Band 1 | 0<10 | |
| •• | Band 2 | 10<16 | 73<=100 |
| ••• | Band 3 | 16<20 | 59<73 |
| •••• | Band 4 | 20<27 | 45<59 |
| ••••• | Band 5 | 27<45 | |

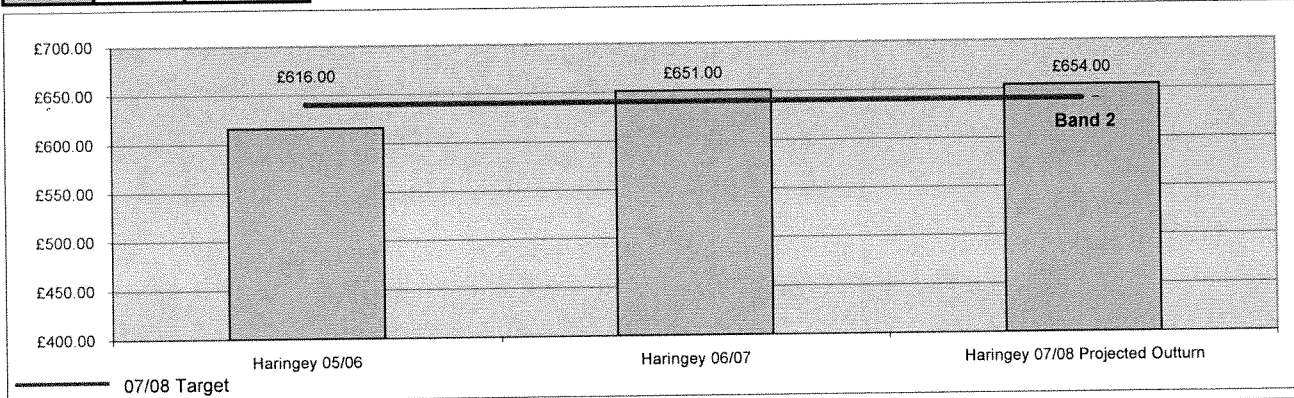


Excellent performance on this PI means the ratio of intensive home care as a percentage of intensive home care and residential care remains in Band 5 performance

Outcome 9 - commissioning and use of resources
PAF B12 cost of intensive social care for adults older people



| | | |
|------|--------|-----------|
| •• | Band 1 | £0<391 |
| ••• | Band 2 | £391<£418 |
| •••• | Band 3 | £418<£558 |
| ••• | Band 4 | £558<£583 |
| •• | Band 5 | >=£611 |

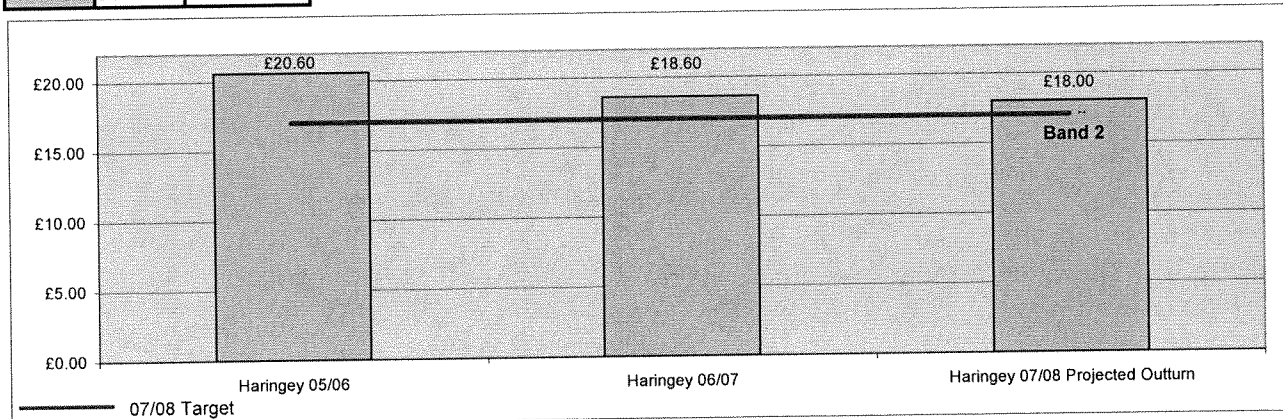


This is a measurement of the average cost of residential, nursing and intensive domiciliary care. It does not include non-intensive services such as day-care. It is not always easy to compare with other authorities as the levels of costs will be dependent upon such factors as the eligibility criteria that an authority is working to and level of services jointly provided with health.

Outcome 9 - commissioning and use of resources
PAF B17 unit costs of home care for adults older people



| | | |
|------|--------|---------------|
| •• | Band 2 | £0<£10.97 |
| ••• | Band 3 | £10.97<£11.75 |
| •••• | Band 4 | £11.75<£15.67 |
| ••• | Band 3 | £15.67<£17.81 |
| •• | Band 2 | >=£17.81 |



The cost of home care per hour has reduced as a result of the implementation of the value for money review. This is an average across both internal and external home care. We are continuing to increase contact hours and further reduce costs, through further stages of implementation of the review findings. We plan to reduce costs further through increasing the size and usage of the home carer bank.