

# Adult Social Care

## Monthly Directorate Level Scorecard



## September 2024



Working as One Council in  
the historic capital of the Black Country



Group	Indicator	Name	Current Value		Target	Nat/Loc	Success	Reporting Period	Analyst	Comments
A&I	AI01	Number of new people aged over 65 into residential care or nursing care	59	↑	31	Local	Smaller is better	Latest Month	AS	
A&I	AI02	Number of new people aged over 65 receiving a long term care package (home care) in the community	101	↑	75.5	Local	Bigger is better	Latest Month	AS	
A&I	AI03	Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago	887	↑	832	Local	Smaller is better	Latest Month	AS	
A&I	AI04	Number of new Care Act assessments carried out for people aged over 65	71		n/a	Local	Neutral	Latest Month	SM	
A&I	AI05	Number of home care hours being provided for people aged 65 and over	21441		n/a	Local	Neutral	Rolling Year	AS	
A&I	AI06	Number of new reablement packages in month	139		n/a	Local	Neutral	Latest Month	AS	
A&I	AI07	% packages ended completely (no ongoing care) post reablement	65	↑	56.9	Local	Bigger is better	Latest Month	AS	
A&I	AI08	% of people remaining in pathway 1 / 2 or 3 over 6 weeks	29	↓	40	Local	Smaller is better	Latest Month	SM	
A&P	AP01a	Number of new contacts over the age of 18	2443	↓	n/a	Local	Bigger is better	Latest Month	SM	
A&P	AP01b	Number of contacts from existing service users over the age of 18	608	↓	n/a	Local	Bigger is better	Latest Month	SM	As of Apr 24, all data now sourced from LAS
A&P	AP02	% of new contacts diverted from formal Care Act Assessment	37.9	↑	5	Local	Bigger is better	Latest Month	SM	
A&P	AP03b	Awaiting Financial Assessment – Awaiting allocation over 4 weeks	3	↑	10	Local	Smaller is better	Latest Month	SM	
A&P	AP04	Total number of carers assessments completed by Carers Network	16	↑	19	Local	Bigger is better	Rolling Average	SM	
A&P	AP04b	% of assessments meeting eligibility criteria for carers and unpaid carers by Carers Network	75		n/a	Local	Neutral	Latest Month	SM	
A&P	AP04c	Total number of carers assessments completed across ASC	20	↓	30	Local	Bigger is better	Latest Month	SM	
A&P	AP04d	% of assessments meeting eligibility criteria for carers and unpaid carers completed across ASC	85		n/a	Local	Neutral	Latest Month	SM	



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	Group	Indicator	Name	Current Value		Target	Nat/Loc	Success	Reporting Period	Analyst	Comments
	A&P	AP05	Number of people receiving telecare devices distributed / installed (month)	76	↓	65	Local	Bigger is better	Latest Month	NBH	
	A&P	AP06	Number of new Direct Payment arrangements	9	→	9	Local	Bigger is better	Calendar Month	AS	
	A&P	AP07	Number of new CARERS Direct Payment arrangements	16	↑	n/a	Local	Bigger is better	Calendar Month	AS	
	OT	OT01	Number of new OT assessments (18+)	219	↑	200	Local	Bigger is better	Rolling Average	SM	
	OT	OT02	Number of people awaiting an OT assessment (18+)	376	↑	349	Local	Smaller is better	Latest Month	SM	
	DDS	DDS02	Number of people aged 18 - 64 in residential or nursing care	170	↓	178	Local	Smaller is better	Latest Month	AS	
	DDS	DDS03	Number of people aged 18 - 64 in supported living and living in the community with care	472	↑	n/a	Local	Bigger is better	Latest Month	AS	
	DDS	DDS04	No. of people awaiting a Care Act review where the last review or assessment was over 12 months ago	404	↑	365	Local	Smaller is better	Latest Month	AS	
	DDS	DDS05	Number of Care Act needs assessments carried out	41		n/a	Local	Neutral	Rolling Year	SM	
	DDS	DDS06	Number of reviews completed	85		n/a	Local	Neutral	Latest Month	AS	
	Adult Safeguarding	AS01a	Safeguarding concerns logged	629		n/a	Local	Neutral	Rolling Average	SM	
	Adult Safeguarding	AS01b	Safeguarding enquiries logged	53	↑	54	Local	Bigger is better	Rolling Average	SM	Data reported 2 months in arrears
	Adult Safeguarding	AS02	DOLS Referrals in month	89		n/a	National	Neutral	Calendar Month	AS	
	Adult Safeguarding	AS03	DOLS Assessments Completed in month	87		n/a	Local	Neutral	Latest Month	AS	
	Adult Safeguarding	AS04	No of S42's completed	55	↑	52	Local	Bigger is better	Rolling Average	SM	Data reported 2 months in arrears



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	Group	Indicator	Name	Current Value		Target	Nat/Loc	Success	Reporting Period	Analyst	Comments
	Adult Safeguarding	AS06a	% of S42 individuals with outcomes expressed, fully achieving their outcomes	57.8	↑	61	Local	Bigger is better	Rolling Year	SM	Data reported 2 months in arrears
	Adult Safeguarding	AS06b	% of S42 individuals with outcomes expressed, fully and partially achieving their outcomes	92.8	↑	94.5	Local	Bigger is better	Rolling Year	SM	Data reported 2 months in arrears
	Adult Safeguarding	AS07	Initial Screening – 2 days from receipt of concern	93.8	↓	n/a	Local	Bigger is better	Latest Month	TBC	
	Adult Safeguarding	AS08	Threshold Decision - 5 days from receipt of concern	64.4	↑	n/a	Local	Bigger is better	Latest Month	SM	
	Adult Safeguarding	AS09	Return of Caused Enquiries from External Partners – % within 28 days	0	↓	n/a	Local	Bigger is better	Latest Month	SM	
	Adult Safeguarding	AS10	Maximum Length of Worker Enquiry – % within 10 weeks	44	↑	n/a	Local	Bigger is better	Latest Month	SM	
	Adult Commissioning	AC01	% of care homes compliant with national tracker	8700	↑	n/a	National	Bigger is better	Latest Month	PS	Data relates to the previous month
	Adult Commissioning	AC02	No. of Adult Social Care Commissioned Providers currently under suspension	5	↓	n/a	Local	Smaller is better	Rolling Year	PS	
	Adult Commissioning	AC04	% of Adult Social Care Providers with a CQC rating of Inadequate	1	↑	n/a	National	Smaller is better	Latest Month	PS	
	Adult Commissioning	AC05	% of Adult Social Care Providers with a CQC rating of Requires Improvement	0.33	↑	n/a	National	Smaller is better	Rolling Year	PS	
	Adult Commissioning	AC06	% of Adult Social Care Providers with a CQC rating of Good or Outstanding	0.65	↓	n/a	National	Bigger is better	Latest Month	PS	
	Adult Commissioning	AC07	Average weekly cost of an older person residential placement	see charts		n/a	Local	Smaller is better	Latest Month	PS	
	Adult Commissioning	AC08	Average weekly cost of an older person nursing placement	see charts		n/a	Local	Smaller is better	Latest Month	PS	
	Adult Commissioning	AC09	Average weekly cost of a working age residential placement	see charts		n/a	Local	Smaller is better	Latest Month	PS	
	Adult Commissioning	AC10	Average weekly cost of a working age nursing placement	see charts		n/a	Local	Smaller is better	Latest Month	PS	
	Adult Commissioning	AC11	Home Care average hours per person per week	16	—	n/a	Local	Smaller is better	Latest Month	PS	



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	Group	Indicator	Name	Current Value		Target	Nat/Loc	Success	Reporting Period	Analyst	Comments
	Adult Commissioning	AC12	Supported Living average hours per person per week	81	↑	n/a	Local	Smaller is better	Latest Month	PS	
	Accountancy	ACC01	Average cost of residential care for older people	699.42	↑	n/a	National	Smaller is better	Bi-Monthly	AS	
	Accountancy	ACC05	Average cost of nursing care for older people	1084.81	↑	n/a	National	Smaller is better	Bi-Monthly	AS	
	Mental Health	MH02	Number of new people into residential care	2	↑	3	Local	Smaller is better	Rolling Year	AS	
	Mental Health	MH03	Number of new people into Supported Living	2	↓	3	Local	Smaller is better	Rolling Year	AS	
	Mental Health	MH04	Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago	115	↓	137	Local	Smaller is better	Rolling Year	AS	
	Mental Health	MH05	Number of Care Act assessments carried out for all clients	28	↓	27	Local	Bigger is better	Rolling Average	SM	Reported one month in arrears
	Mental Health	MH06	Number of Adults on S117	929	↓	n/a	Local	Smaller is better	Latest Month	SM	
	Mental Health	MH07	Number of reviews completed	36	↓	26	Local	Bigger is better	Latest Month	AS	
	Approved MH Practice	AMHP01	No. Referrals to the Advanced Mental Health Practitioner team	47		tbc	Local	Neutral	Rolling Average	TBC	
	Approved MH Practice	AMHP02	No. of Mental Health Act assessments completed	20		tbc	Local	Neutral	Latest Month	TBC	
	Approved MH Practice	AMHP03	% of MHA assessments where outcome involved admission to hospital	35.48	↑	tbc	Local	Smaller is better	Latest Month	TBC	
	Approved MH Practice	AMHP04	% of MHA assessments where outcome was a section 140	0	—	tbc	Local	Smaller is better	Latest Month	TBC	
	Service-wide	ALL01	No. on a waiting list for an assessment of ANY kind (DoLS, Ots, Carers, Care Needs assessments)	1163	↓	1130	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL01a	No. on a waiting list awaiting a DoLS assessment	590	↓	598	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL01b	No. on a waiting list awaiting a carers assessment	36	↓	42	National	Smaller is better	Latest Month	SM	



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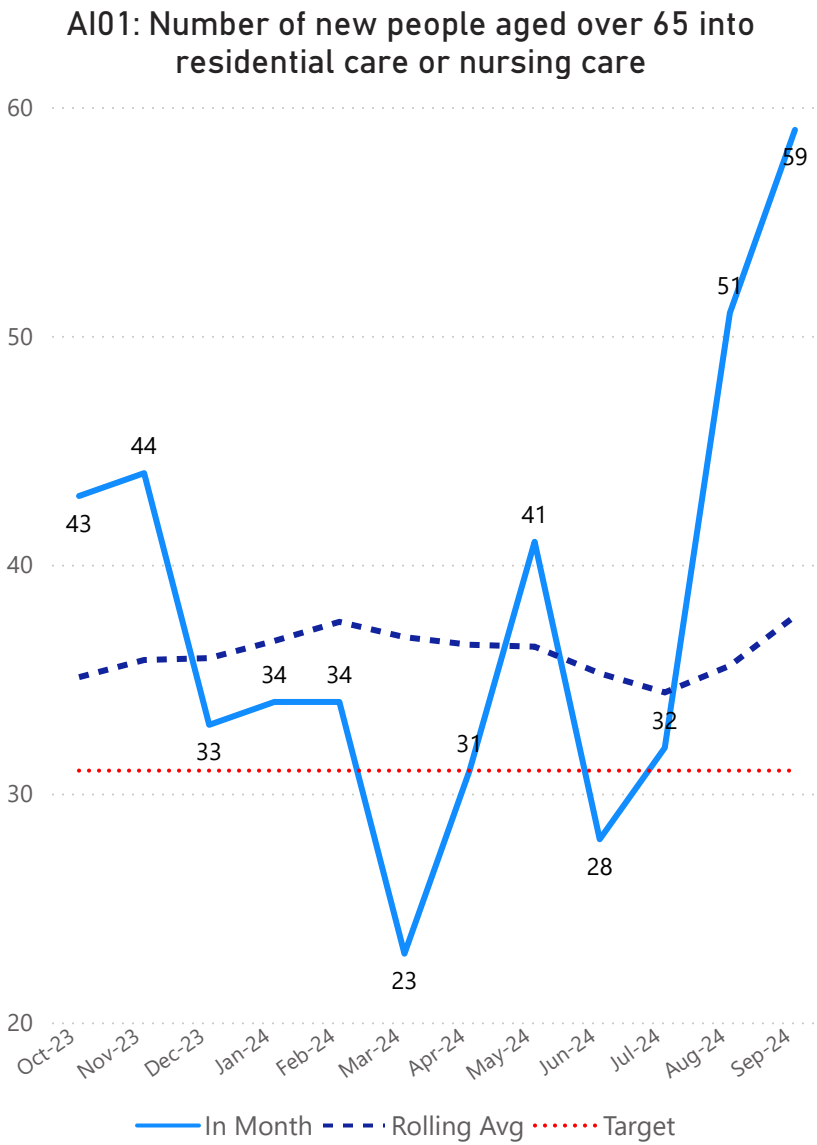
	Group	Indicator	Name	Current Value		Target	Nat/Loc	Success	Reporting Period	Analyst	Comments
▲	Service-wide	ALL01c	No. on a waiting list awaiting a needs assessment	153	↓	139	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL02	No. waited over 6 months for ANY assessment	209	↓	207	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL03	No. had an assessment and are now waiting for care and support or for a direct payment to be made	91	↑	88	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL04	Number of overdue reviews of care plans (over 12 months as stipulated in the Care Act)	1331	↑	1241	National	Smaller is better	Latest Month	SM	
	Service-wide	ALL05	% Needs Assessments completed within timescales	19	↑	n/a	Local	Bigger is better	Latest Month	LS	
	Service-wide	ALL06	Average caseload across ASC	9	↓	n/a	Local	Smaller is better	Latest Month	LS	



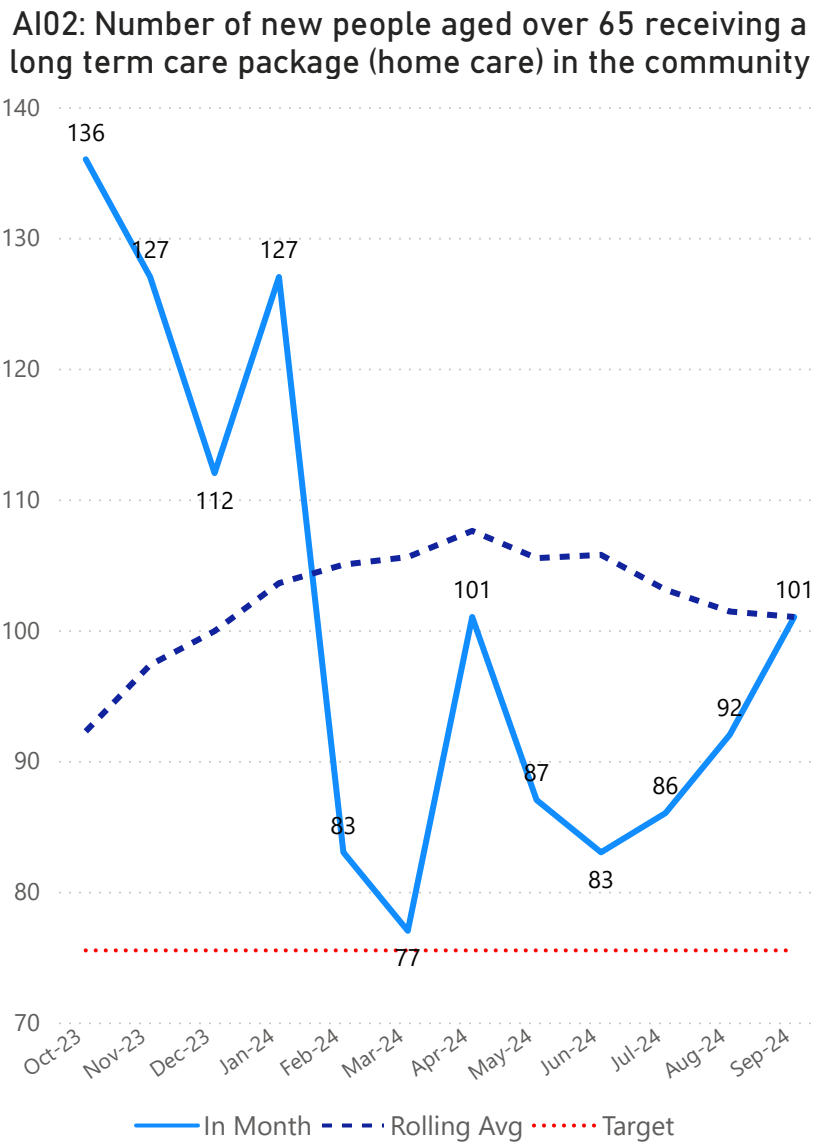
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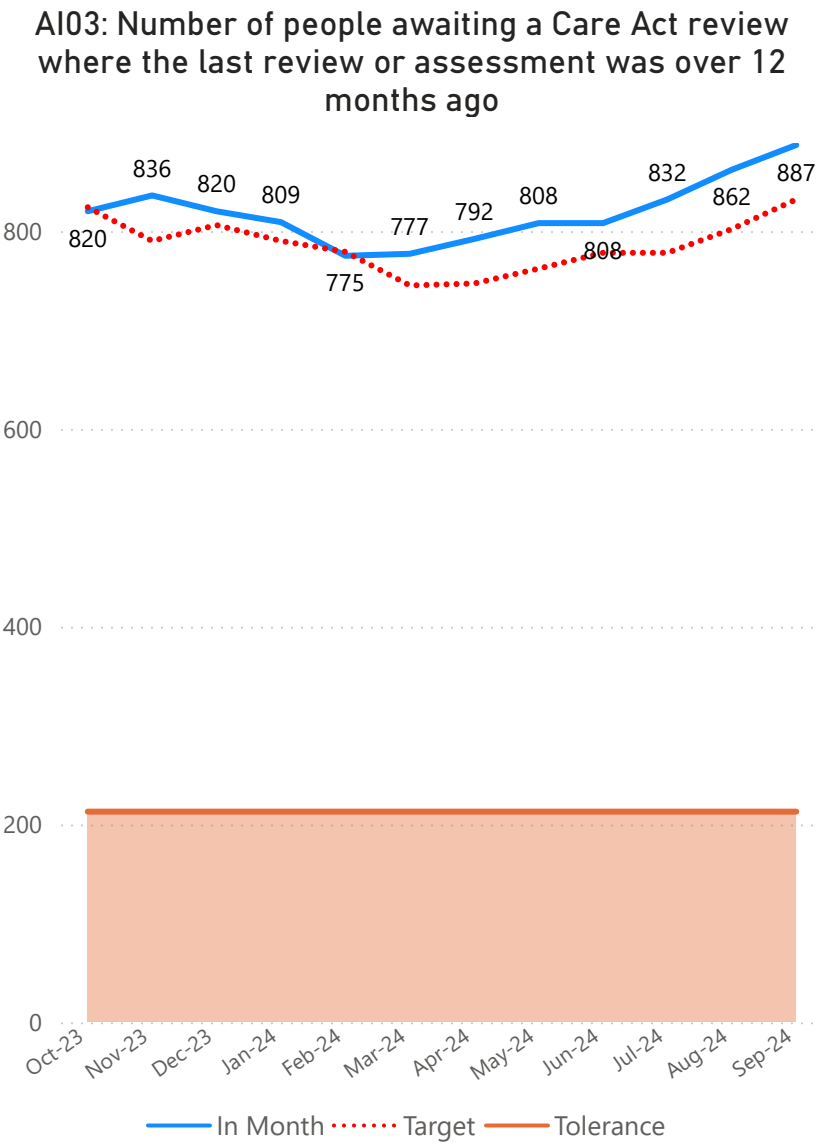
# Assessment & Independence



Current Value	Target	Nat Average	Success	Reporting Period
59	31	tbc	Smaller is better	Latest Month



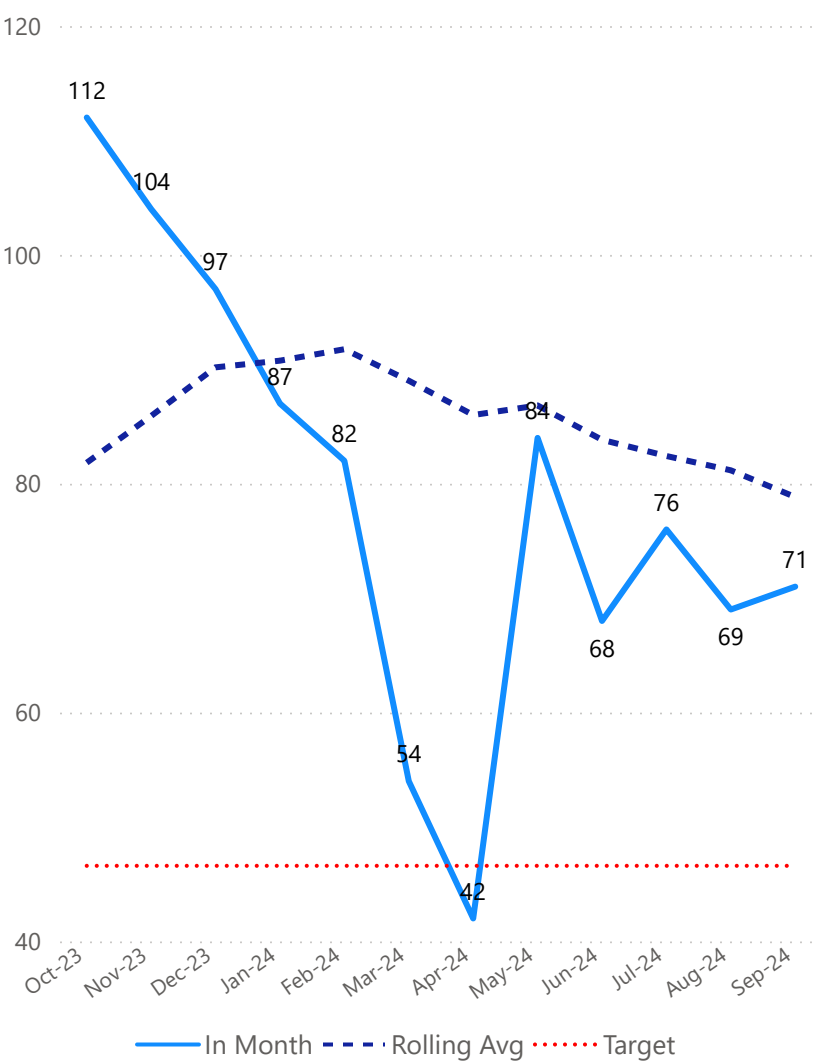
Current Value	Target	Nat Average	Success	Reporting Period
101	75.5	tbc	Bigger is better	Latest Month



Current Value	Target	Tolerance	Success	Reporting Period
887	832	213	Smaller is better	Latest Month

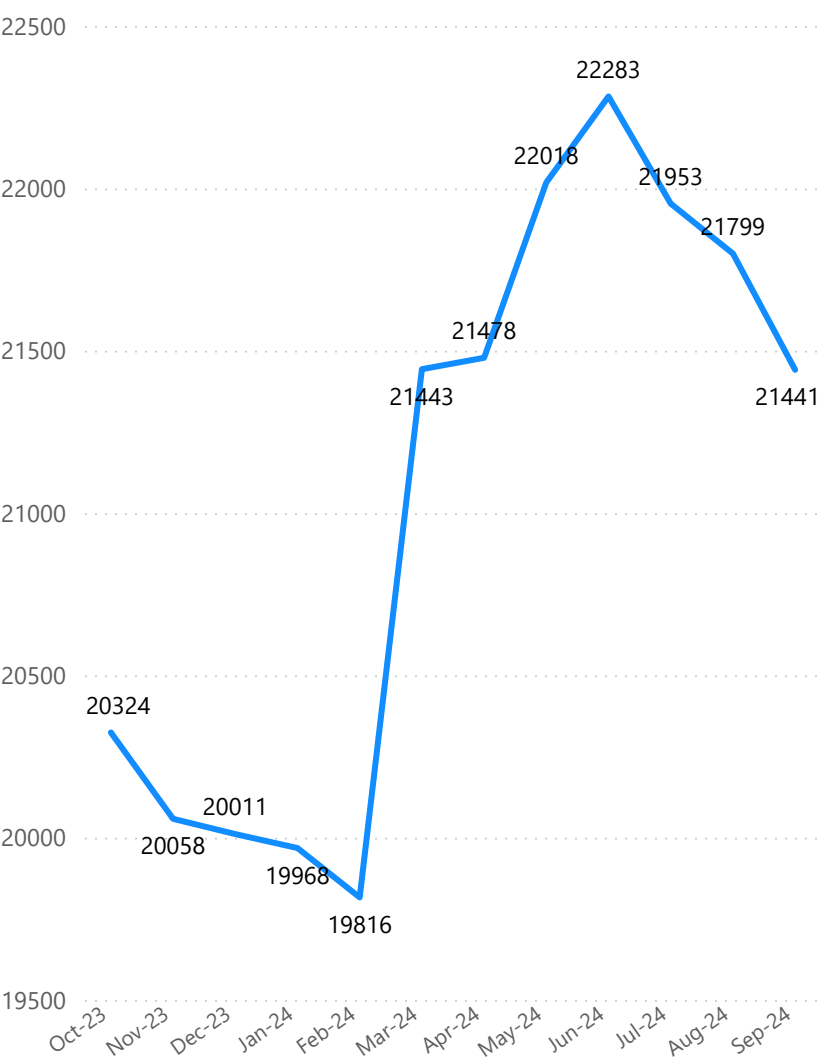
# Assessment & Independence

AI04: Number of new Care Act assessments carried out for people aged over 65



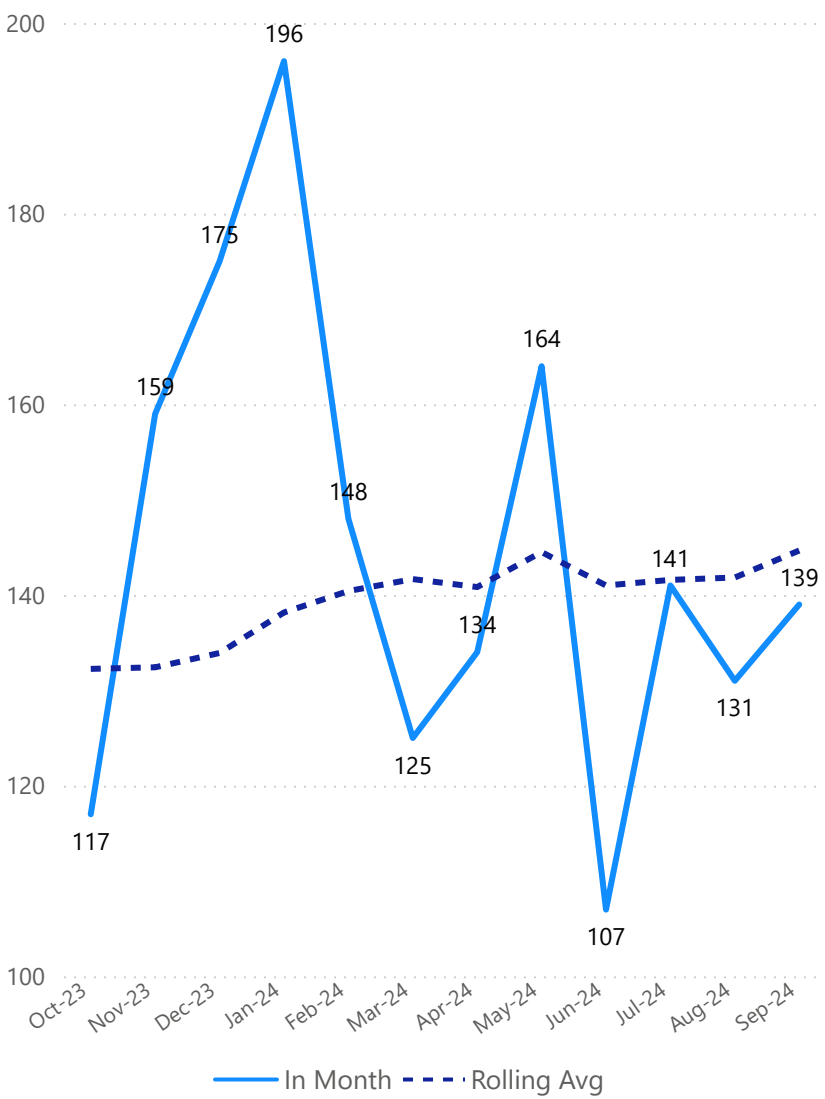
Current Value	Target	Nat Average	Success	Reporting Period
71	n/a	tbc	Neutral	Latest Month

AI05: Number of home care hours being provided for people aged 65 and over



Current Value	Target	Nat Average	Success	Reporting Period
21441	n/a	tbc	Neutral	Rolling Year

AI06: Number of new reablement packages in month

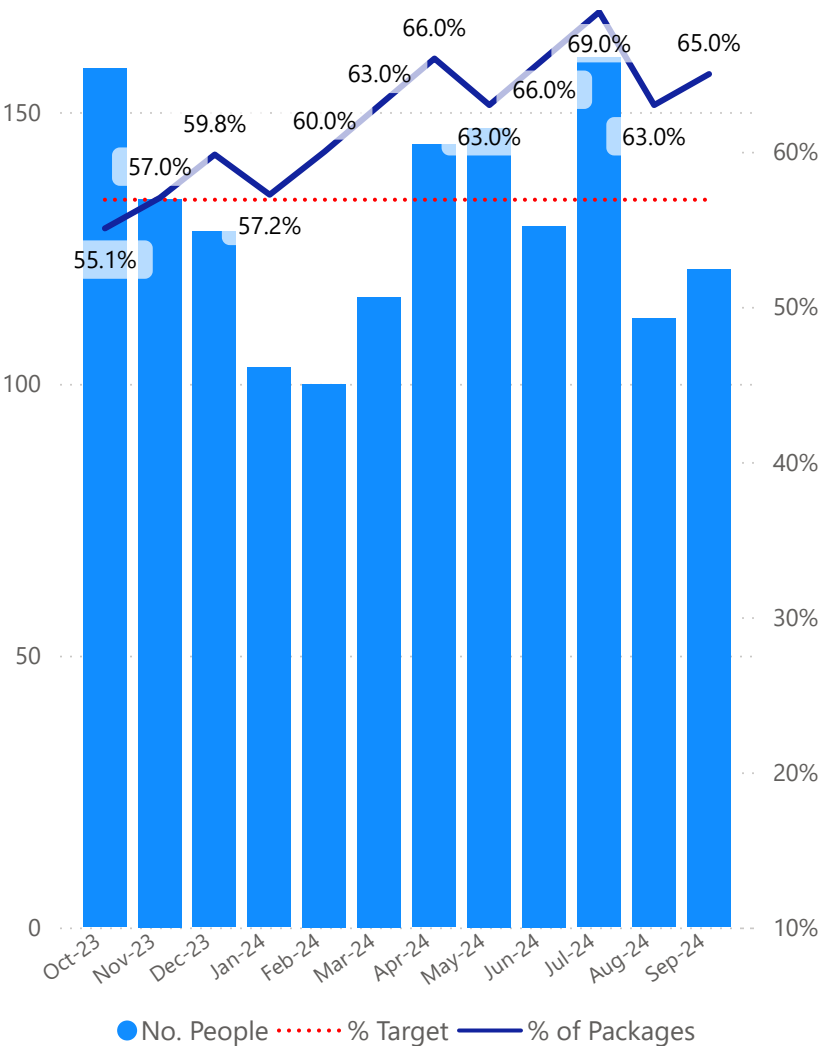


Current Value	Target	Nat Average	Success	Reporting Period
139	n/a	tbc	Neutral	Latest Month



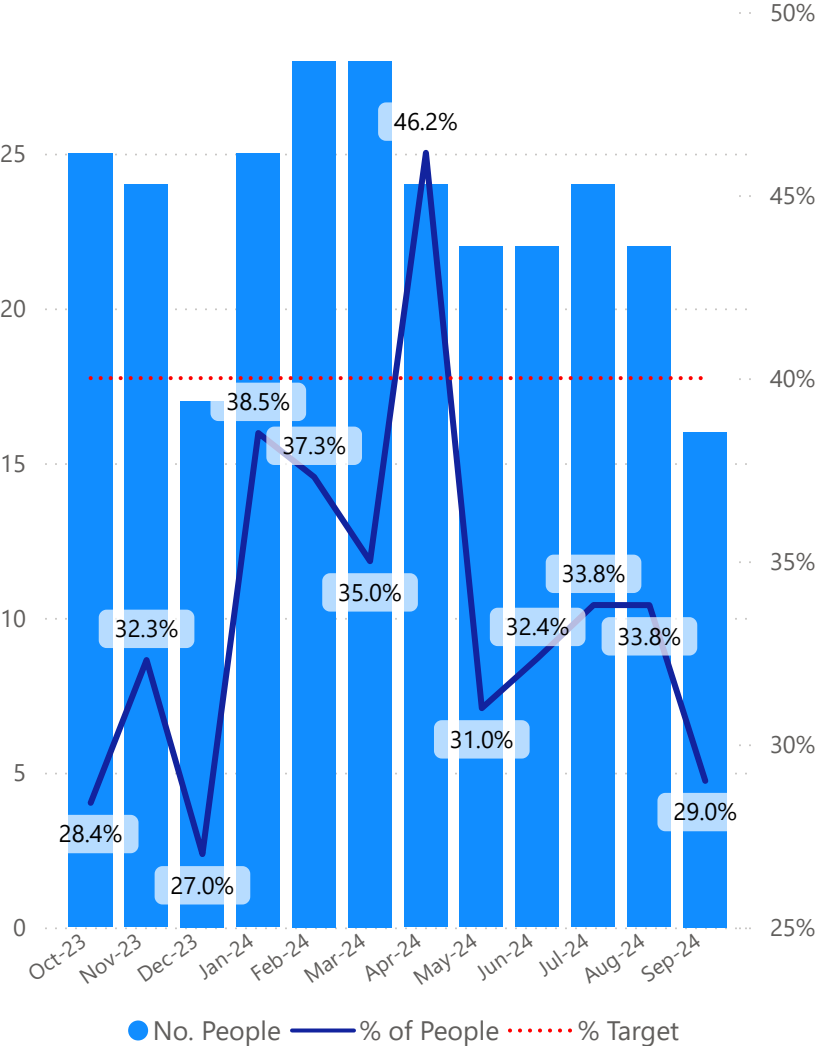
# Assessment & Independence

AI07: % packages ended completely (no ongoing care) post reablement



Current Value	Target	Nat Average	Success	Reporting Period
65	56.9	tbc	Bigger is better	Latest Month

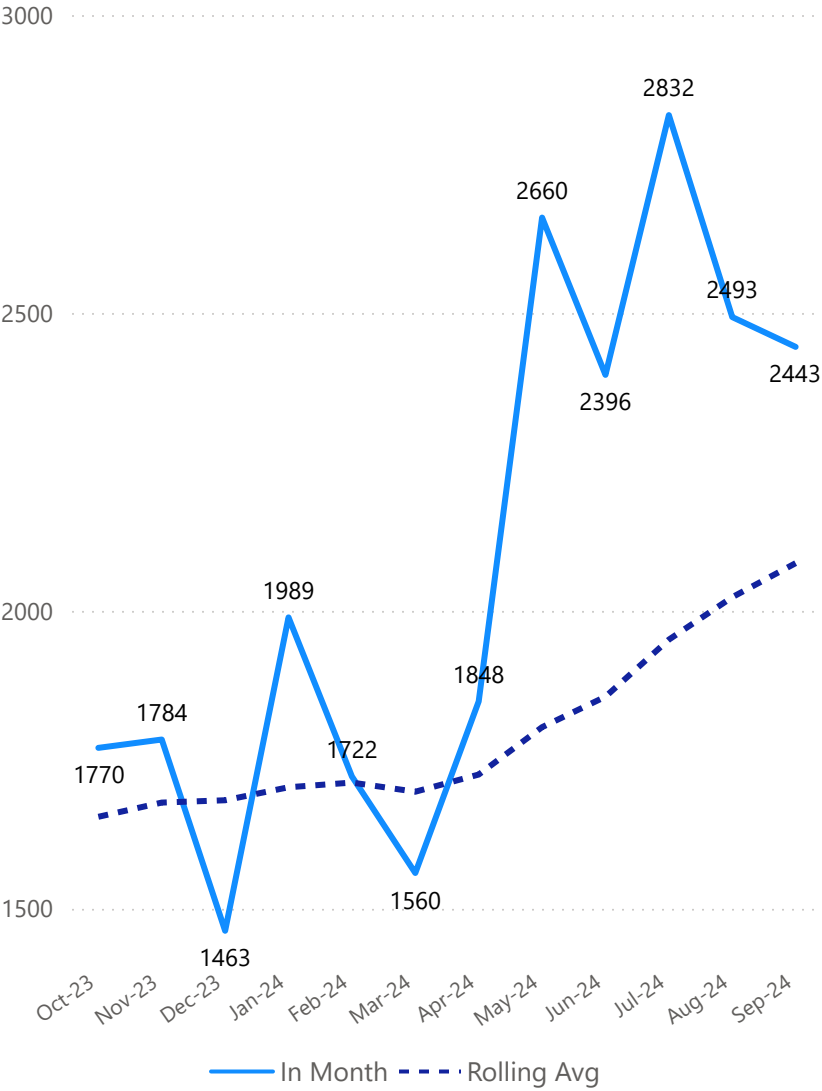
AI08: % of people remaining in pathway 1 / 2 or 3 over 6 weeks



Current Value	Target	Nat Average	Success	Reporting Period
29	40	tbc	Smaller is better	Latest Month

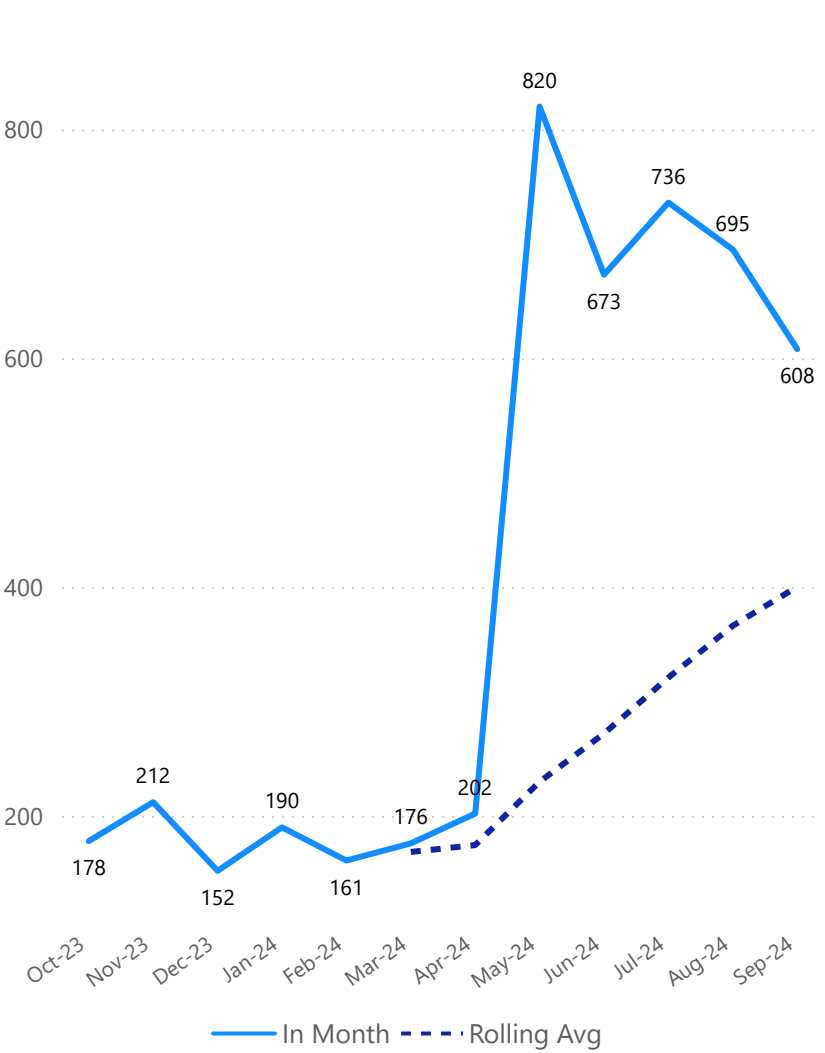
# Access & Prevention

AP01a: Number of new contacts over the age of 18



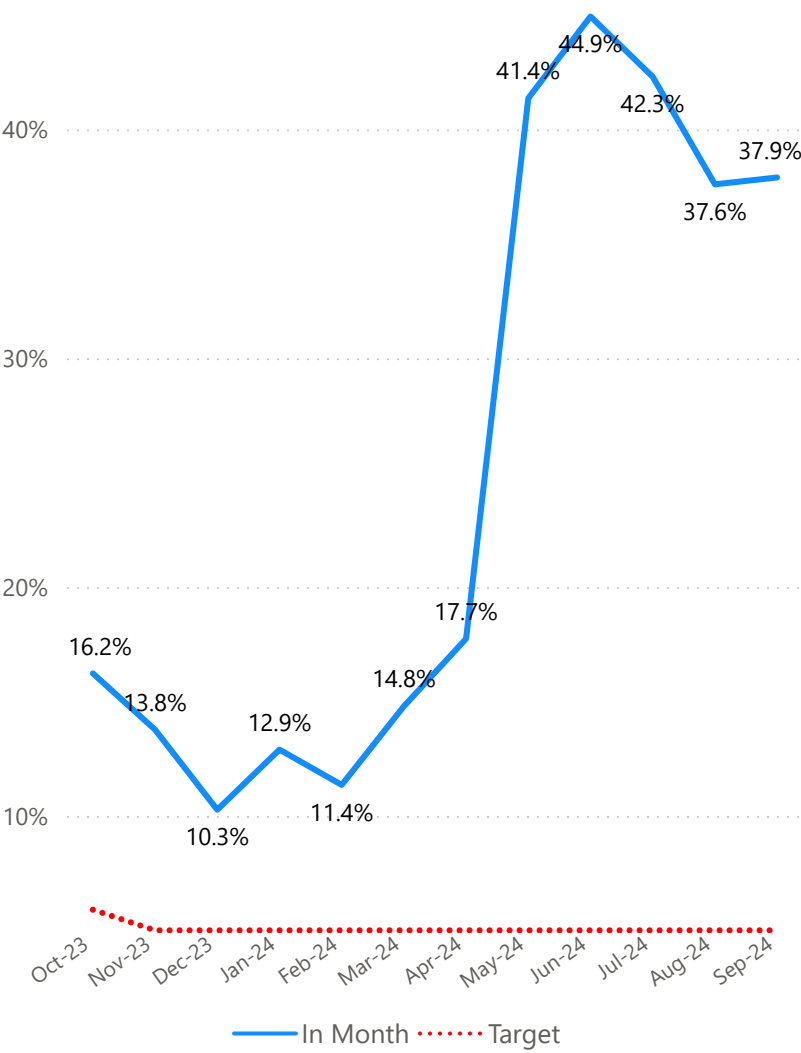
Current Value	Target	Nat Average	Success	Reporting Period
2443	n/a	tbc	Bigger is better	Latest Month

AP01b: Number of contacts from existing service users over the age of 18



Current Value	Target	Nat Average	Success	Reporting Period
608	n/a	tbc	Bigger is better	Latest Month

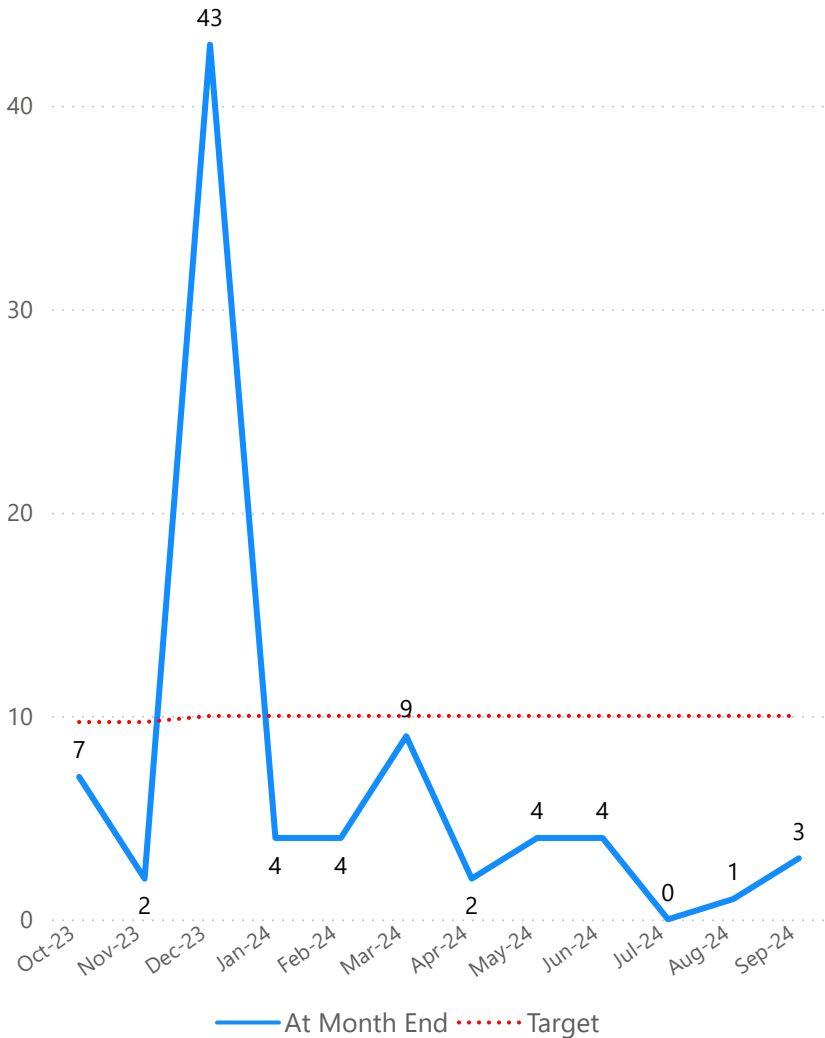
AP02: % of new contacts diverted from formal Care Act Assessment



Current Value	Target	Nat Average	Success	Reporting Period
37.9	5	tbc	Bigger is better	Latest Month

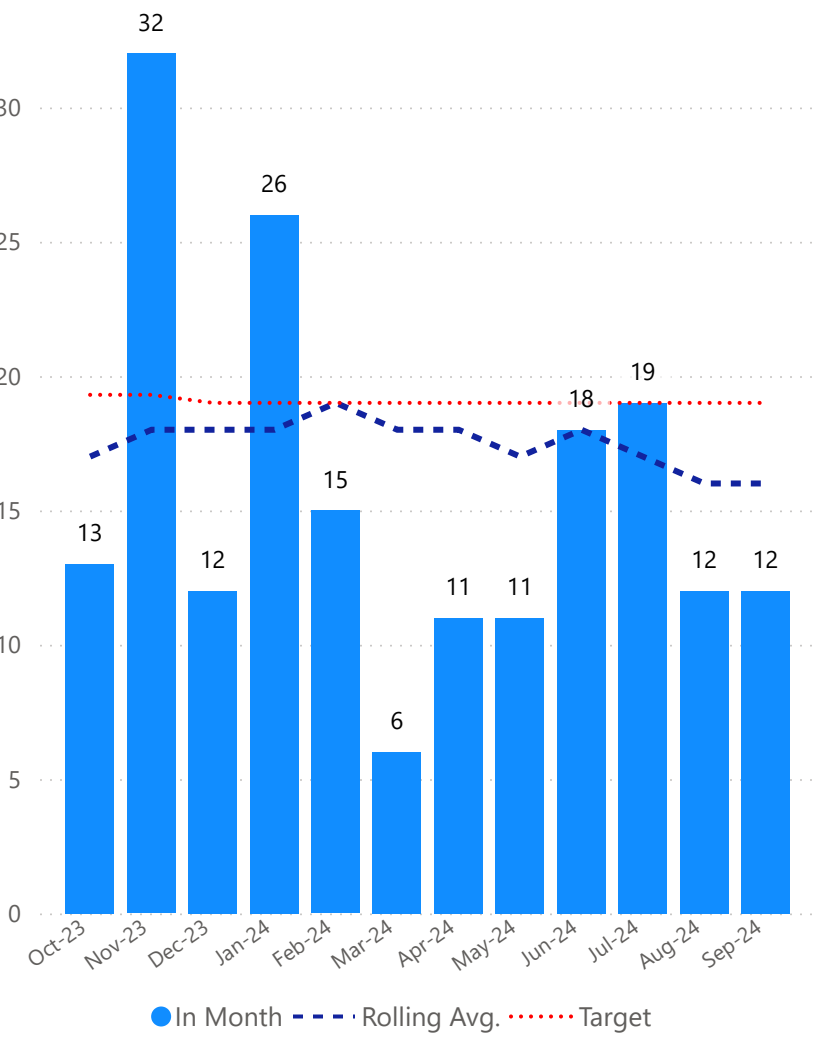
# Access & Prevention

AP03b: Awaiting Financial Assessment – Awaiting allocation over 4 weeks



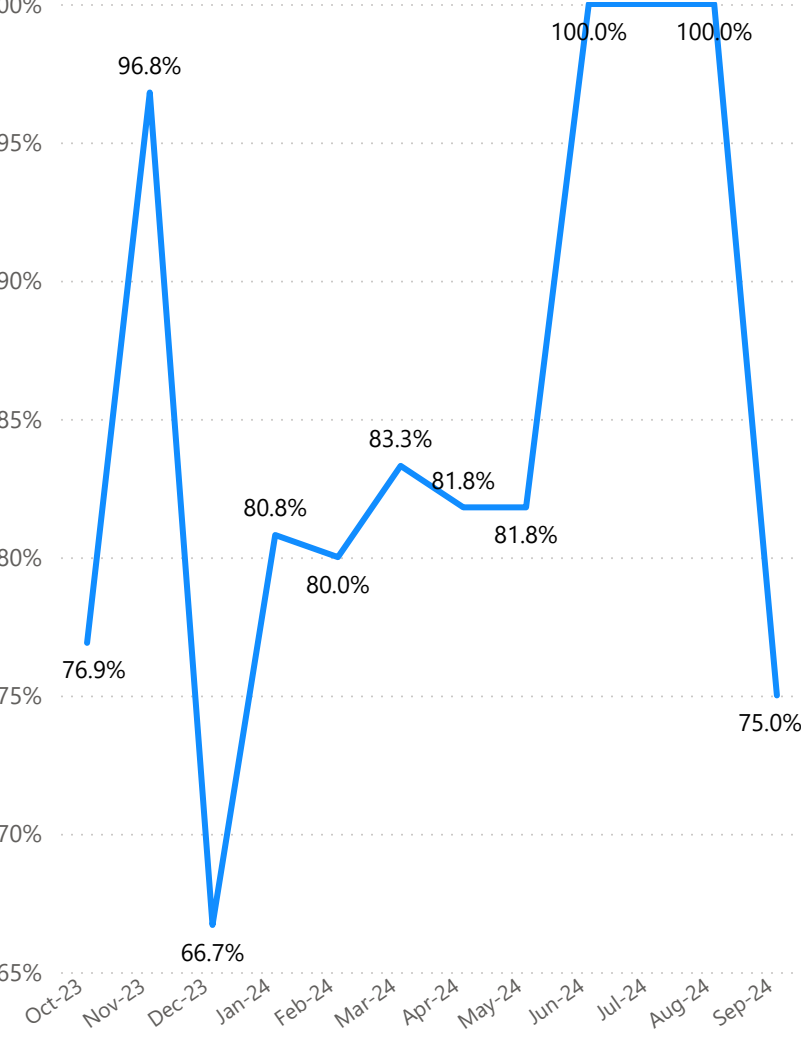
Current Value	Target	Nat Average	Success	Reporting Period
3	10	tbc	Smaller is better	Latest Month

AP04: Total number of carers assessments completed by Carers Network



Current Value	Target	Nat Average	Success	Reporting Period
16	19	tbc	Bigger is better	Rolling Average

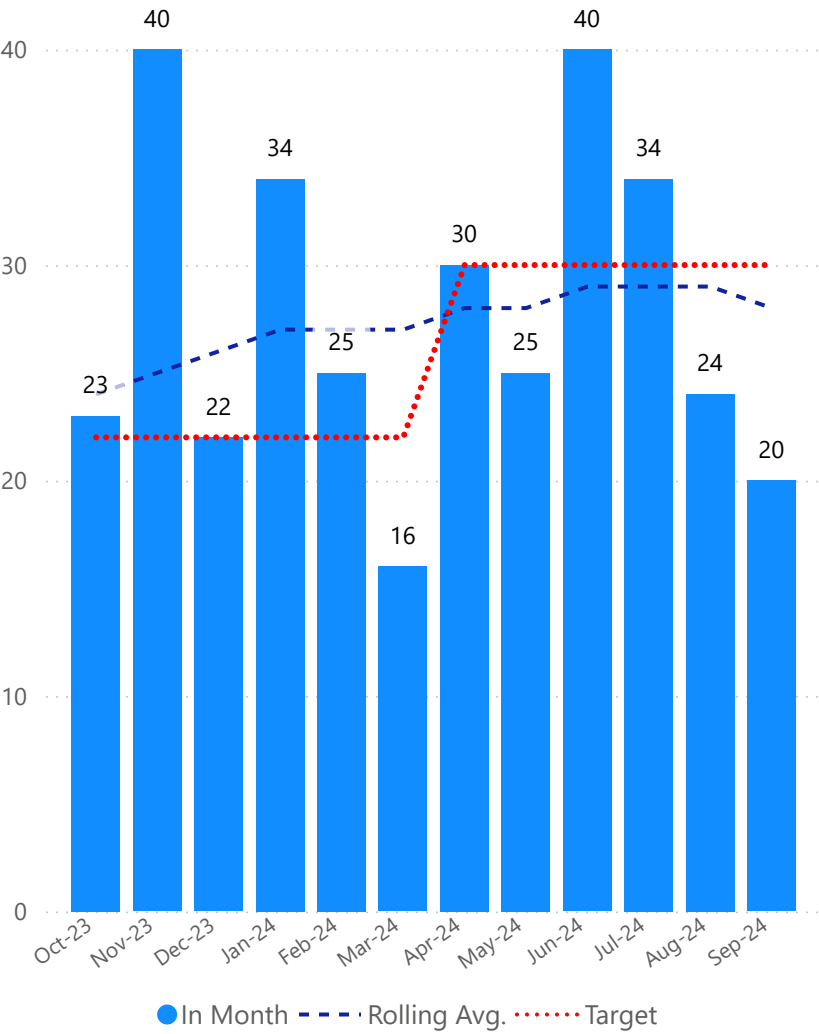
AP04b: % of assessments meeting eligibility criteria for carers and unpaid carers by Carers Network



Current Value	Target	Nat Average	Success	Reporting Period
75	n/a	tbc	Neutral	Latest Month

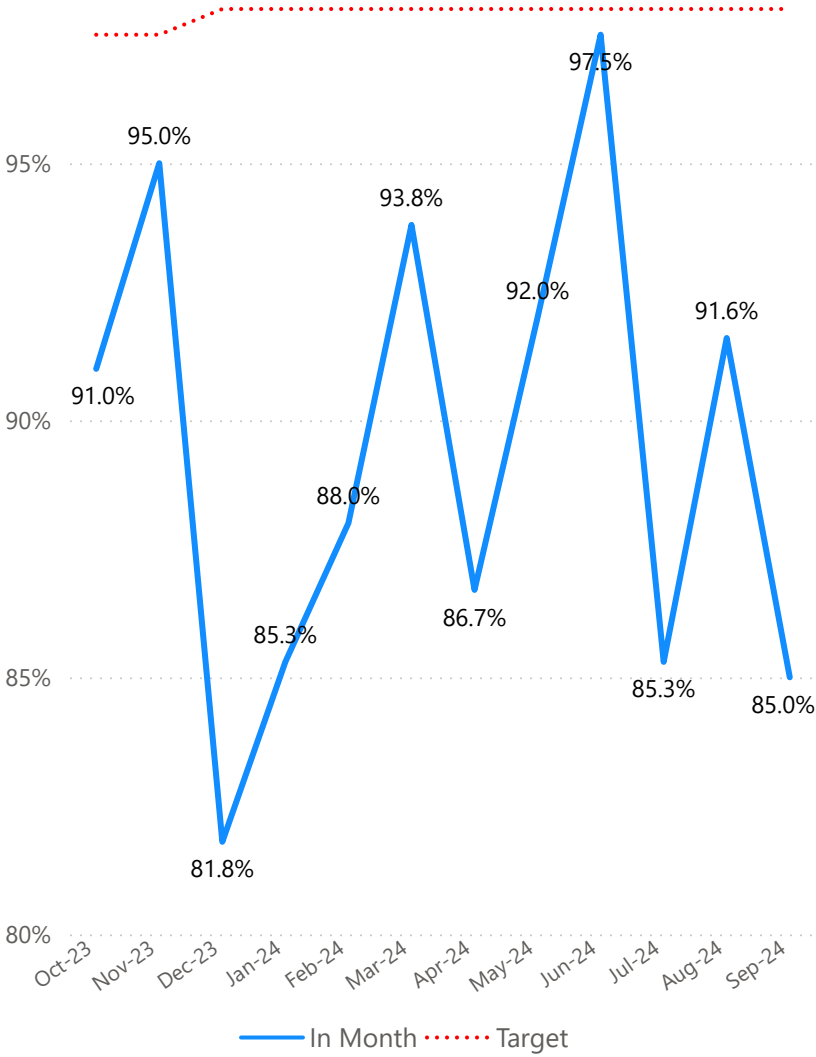
# Access & Prevention

AP04c: Total number of carers assessments completed across ASC



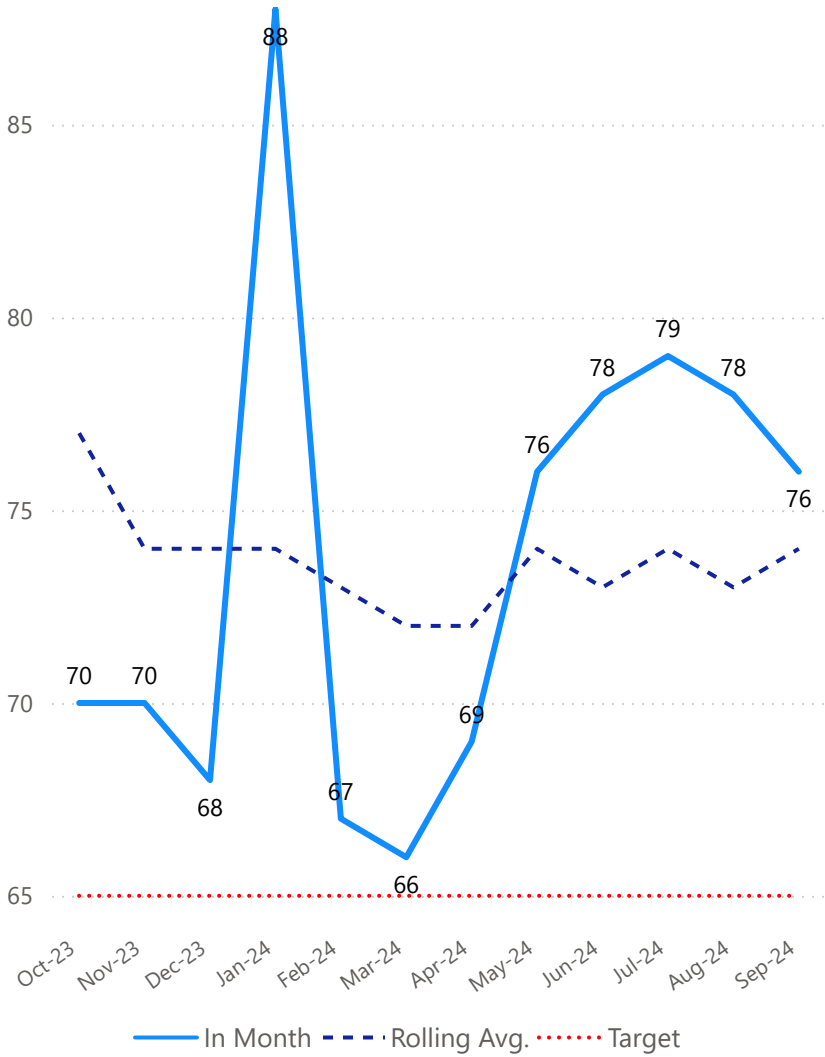
Current Value	Target	Nat Average	Success	Reporting Period
20	30	tbc	Bigger is better	Latest Month

AP04d: % of assessments meeting eligibility criteria for carers and unpaid carers completed across ASC



Current Value	Target	Nat Average	Success	Reporting Period
85	n/a	tbc	Neutral	Latest Month

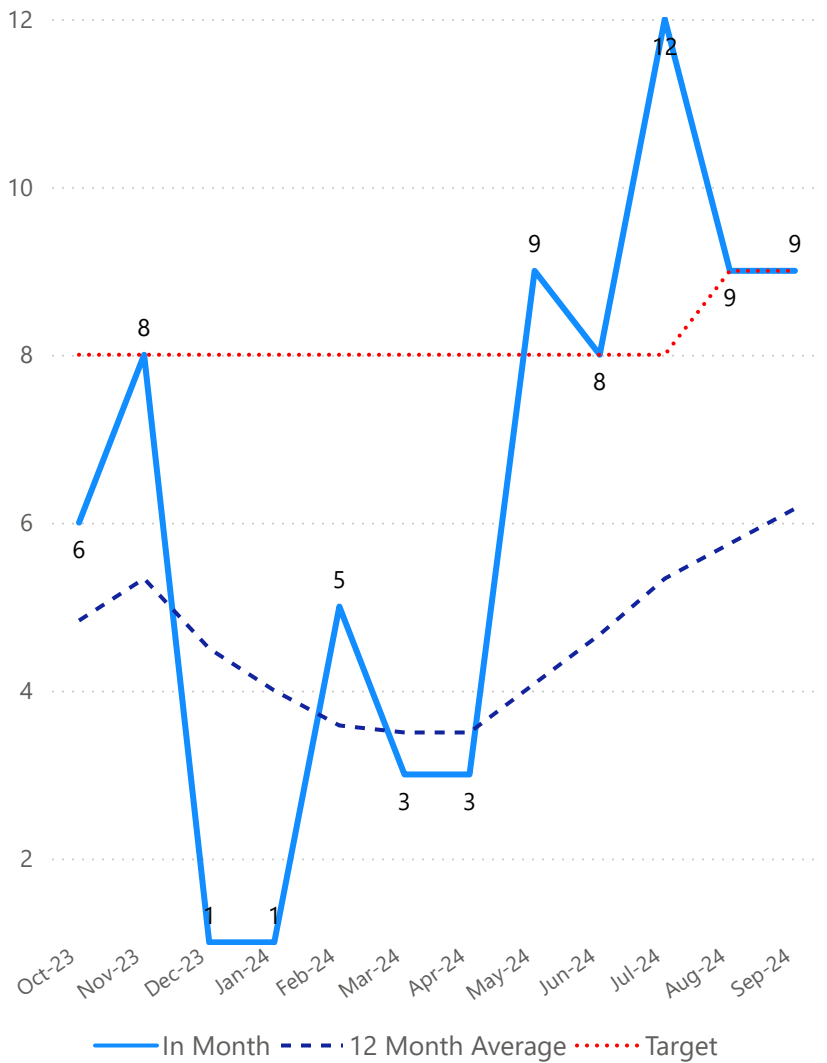
AP05: Number of people receiving telecare devices distributed / installed (month)



Current Value	Target	Nat Average	Success	Reporting Period
76	65	tbc	Bigger is better	Latest Month

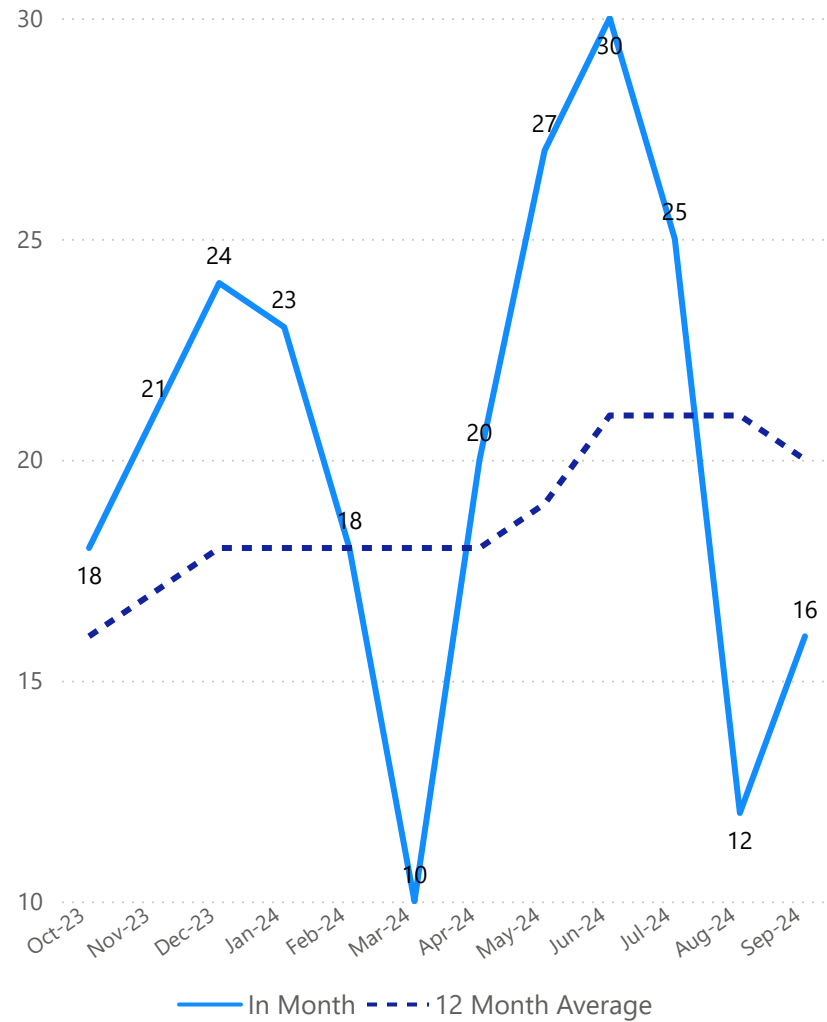
# Access & Prevention

AP06: Number of new Direct Payment arrangements



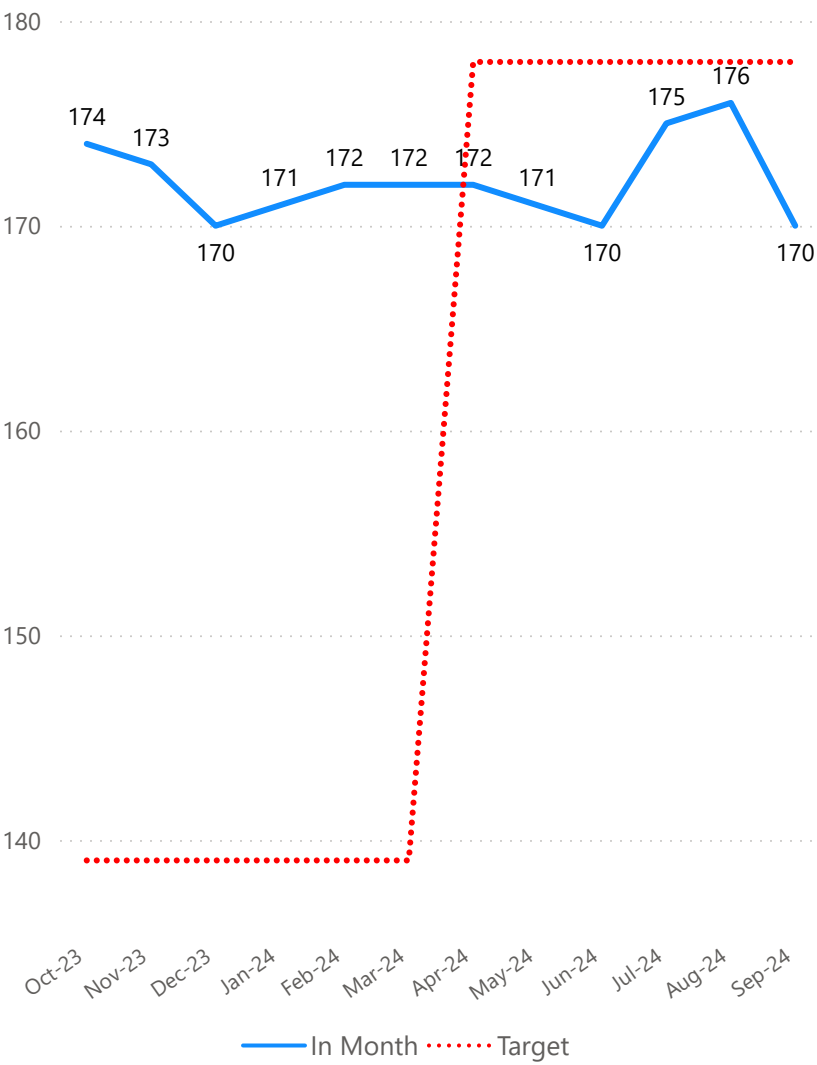
Current Value	Target	Nat Average	Success	Reporting Period
9	9	tbc	Bigger is better	Calendar Month

AP07: Number of new CARERS Direct Payment arrangements



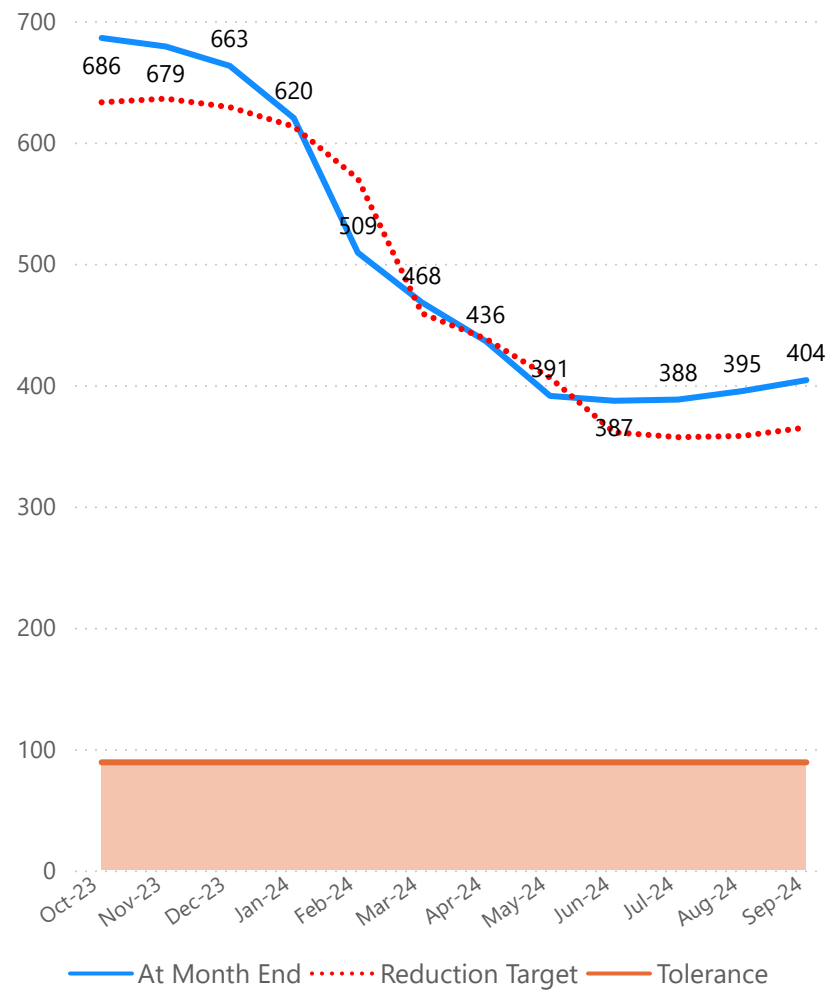
Current Value	Target	Nat Average	Success	Reporting Period
16	n/a	tbc	Bigger is better	Calendar Month

DDS02: Number of people aged 18 - 64 in residential or nursing care



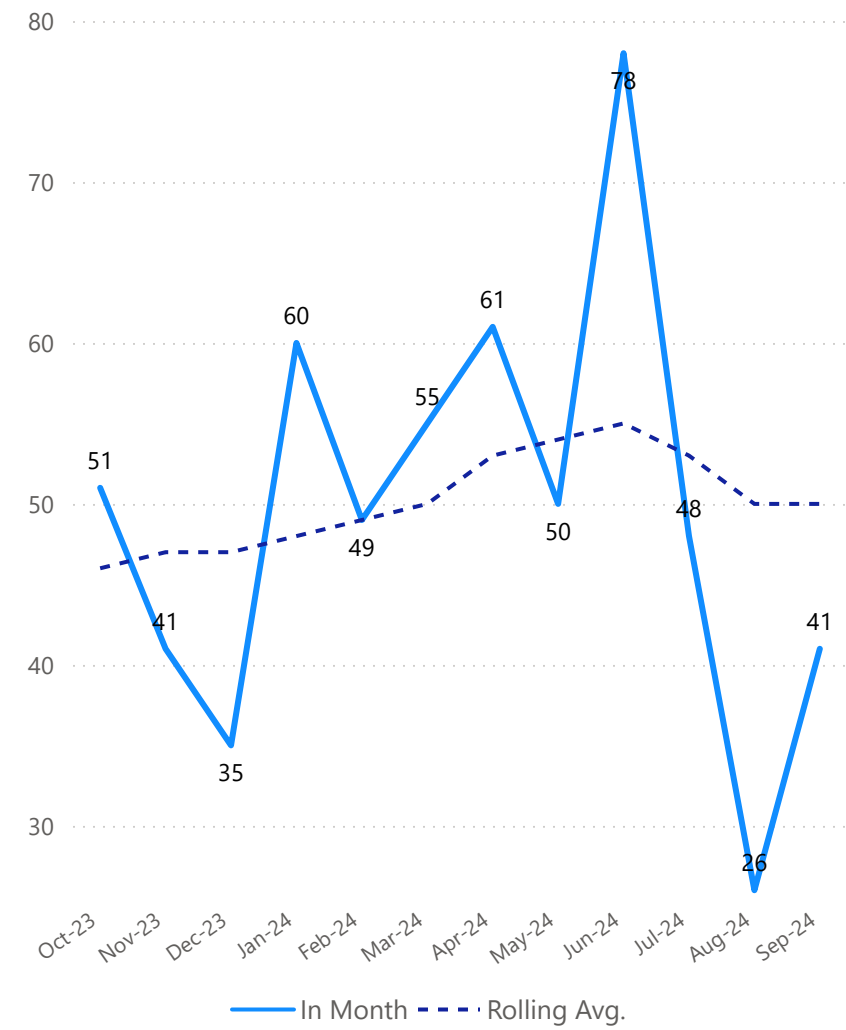
Current Value	Target	Nat Average	Success	Reporting Period
170	178	tbc	Smaller is better	Latest Month

DDS04: No. of people awaiting a Care Act review where the last review or assessment was over 12 months ago



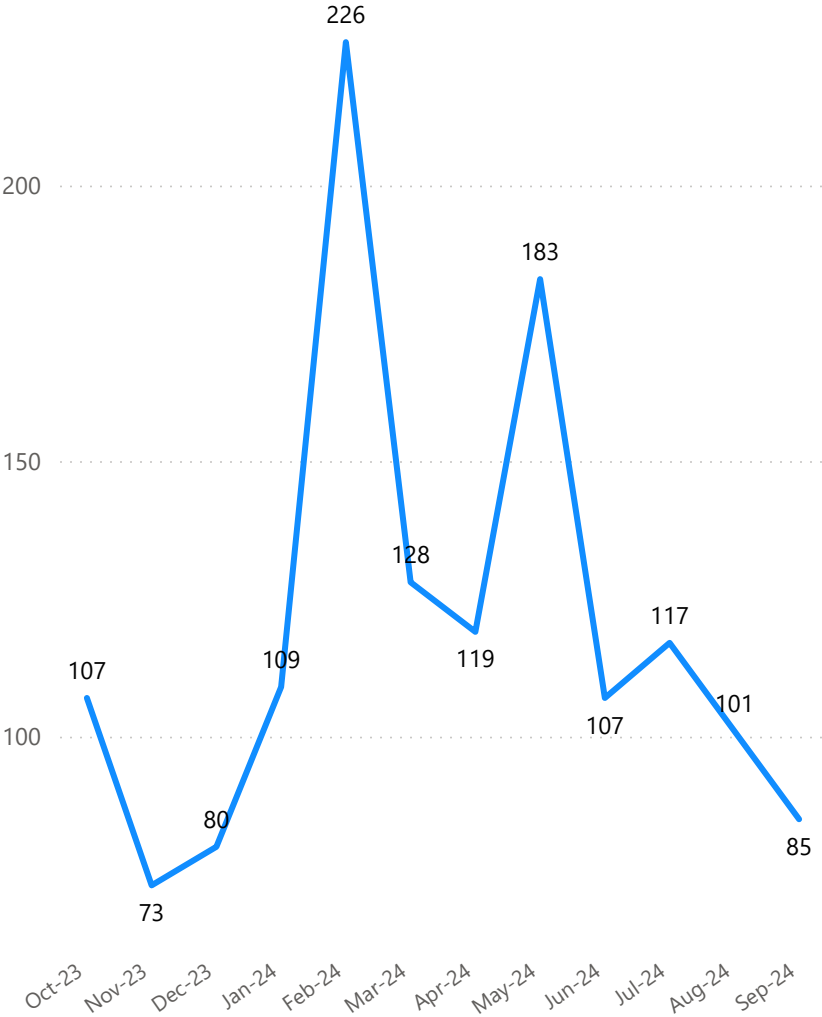
Current Value	Target	Tolerance	Success	Reporting Period
404	365	89	Smaller is better	Latest Month

DDS05: Number of Care Act needs assessments carried out



Current Value	Target	Nat Average	Success	Reporting Period
41	n/a	tbc	Neutral	Rolling Year

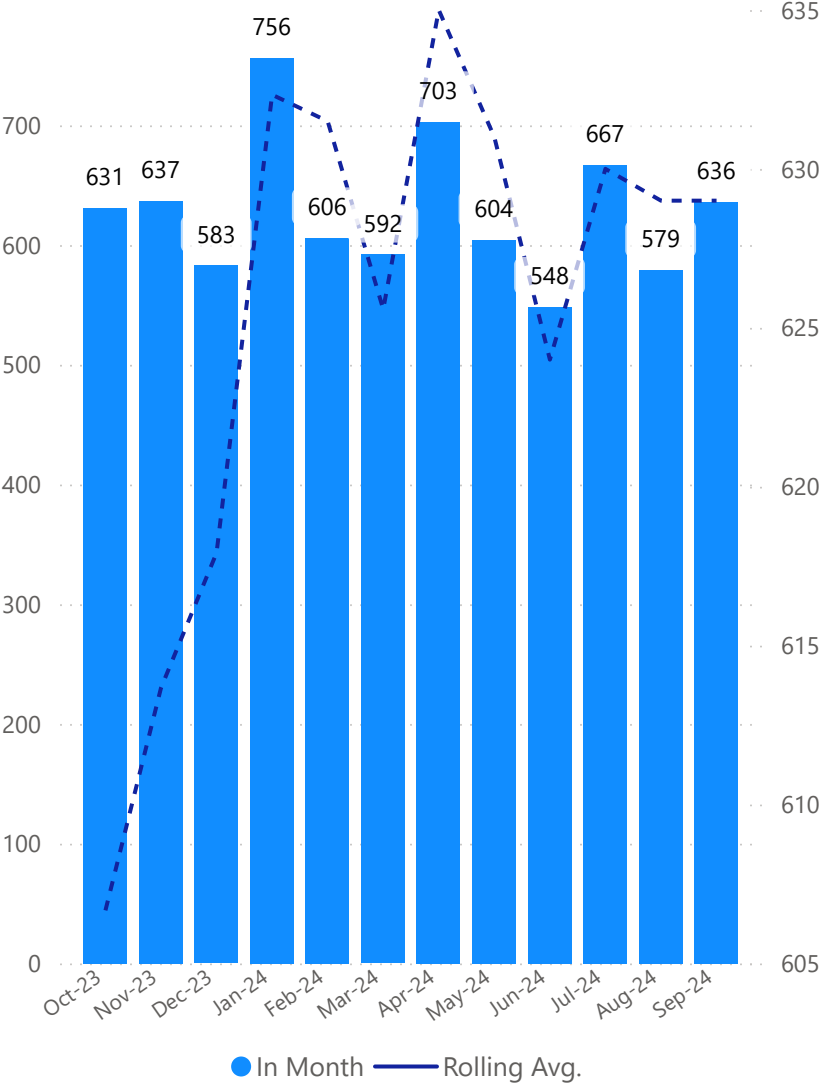
DDS06: Number of reviews completed



Current Value	Target	Nat Average	Success	Reporting Period
85	n/a	tbc	Neutral	Latest Month

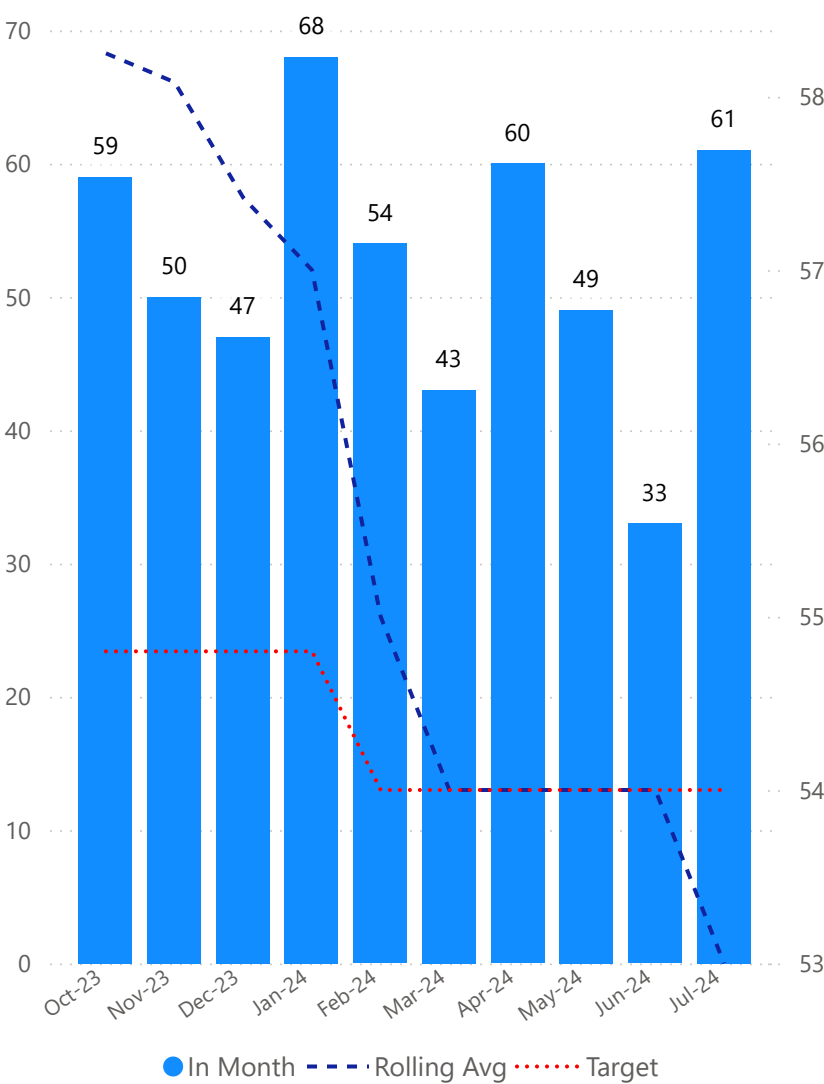
# Adult Safeguarding

AS01a: Safeguarding concerns logged



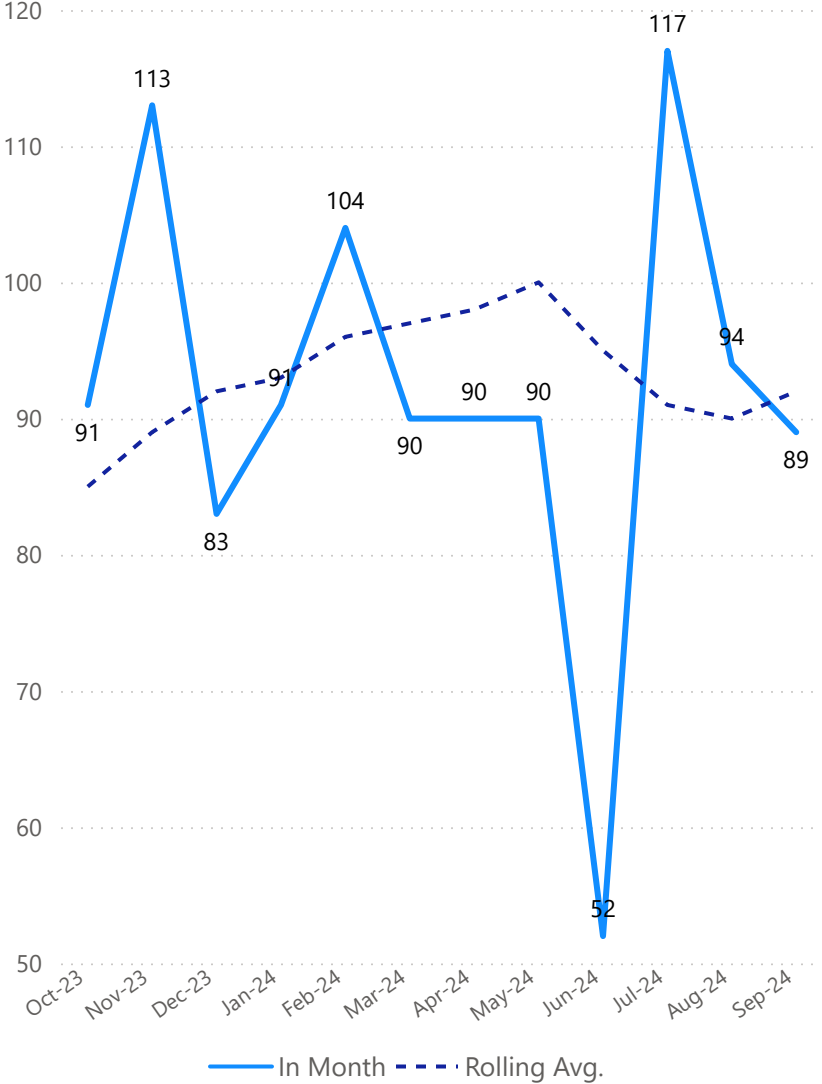
Current Value	Target	Nat Average	Success	Reporting Period
629	n/a	tbc	Neutral	Rolling Average

AS01b: Safeguarding enquiries logged



Current Value	Target	Nat Average	Success	Reporting Period
53	54	tbc	Bigger is better	Rolling Average

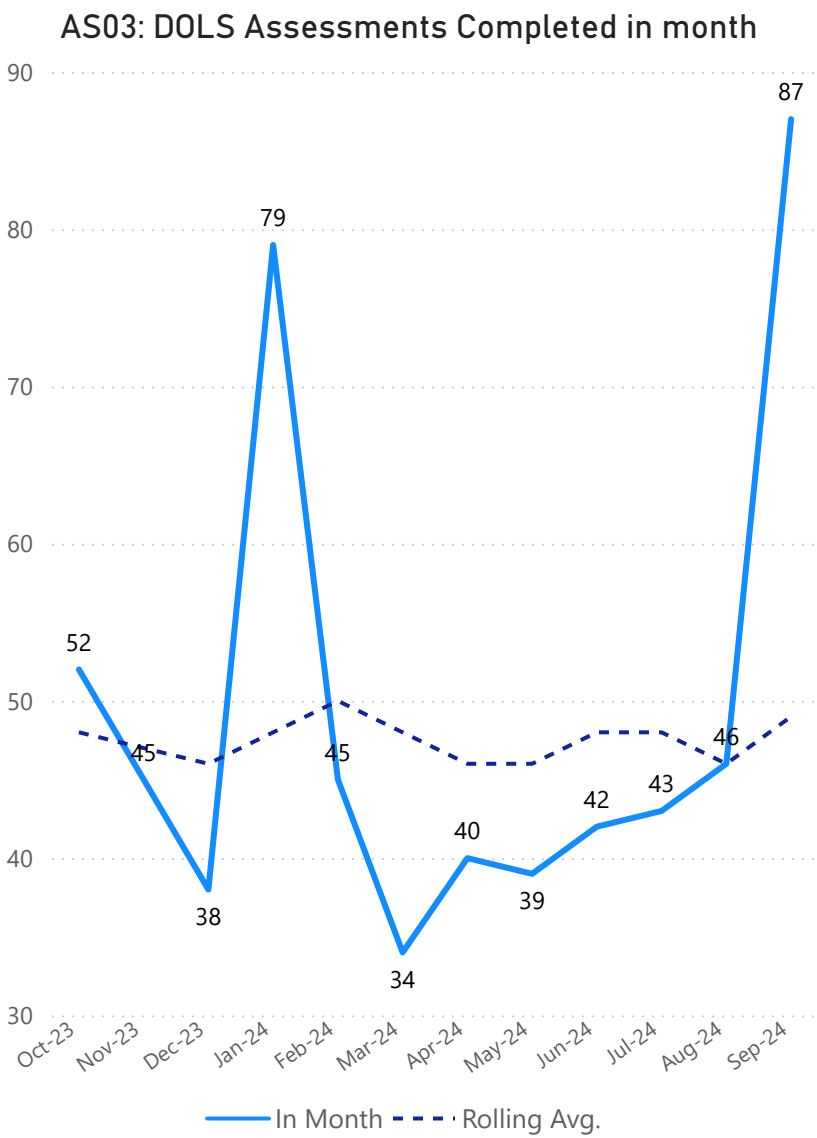
AS02: DOLS Referrals in month



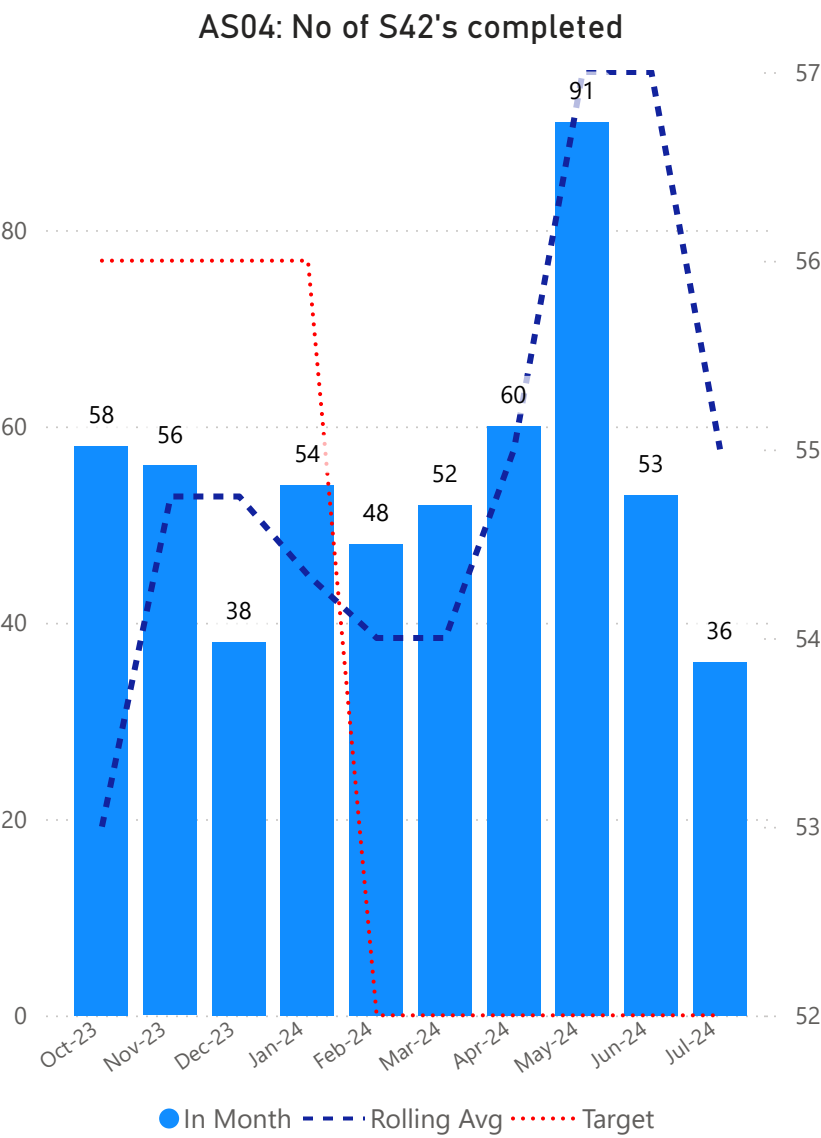
Current Value	Target	Nat Average	Success	Reporting Period
89	n/a	tbc	Neutral	Calendar Month



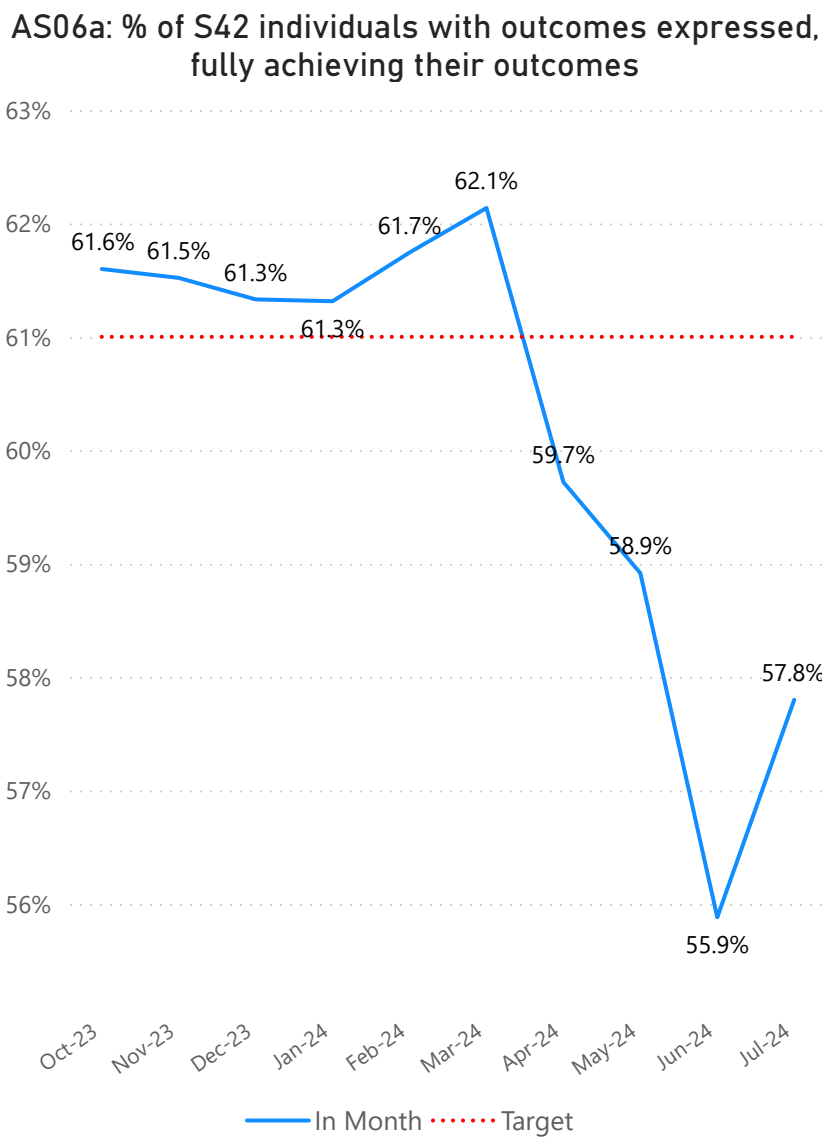
# Adult Safeguarding



Current Value	Target	Nat Average	Success	Reporting Period
87	n/a	tbc	Neutral	Latest Month



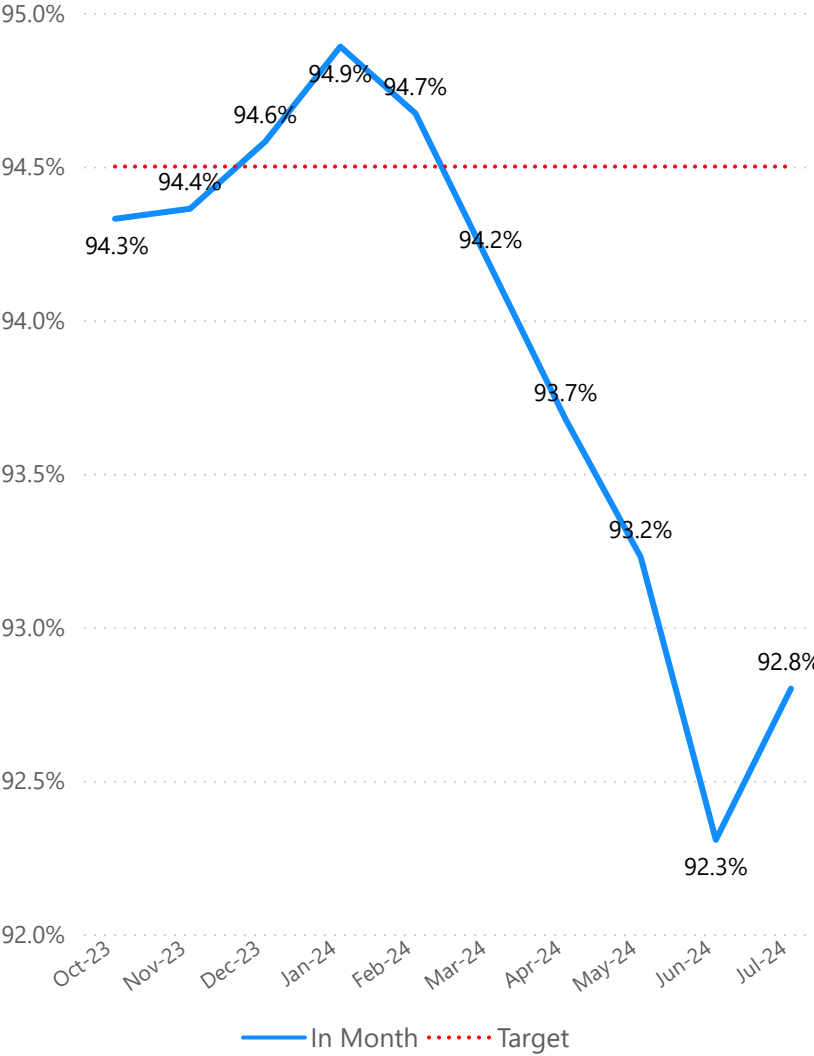
Current Value	Target	Nat Average	Success	Reporting Period
55	52	tbc	Bigger is better	Rolling Average



Current Value	Target	Nat Average	Success	Reporting Period
57.8	61	tbc	Bigger is better	Rolling Year

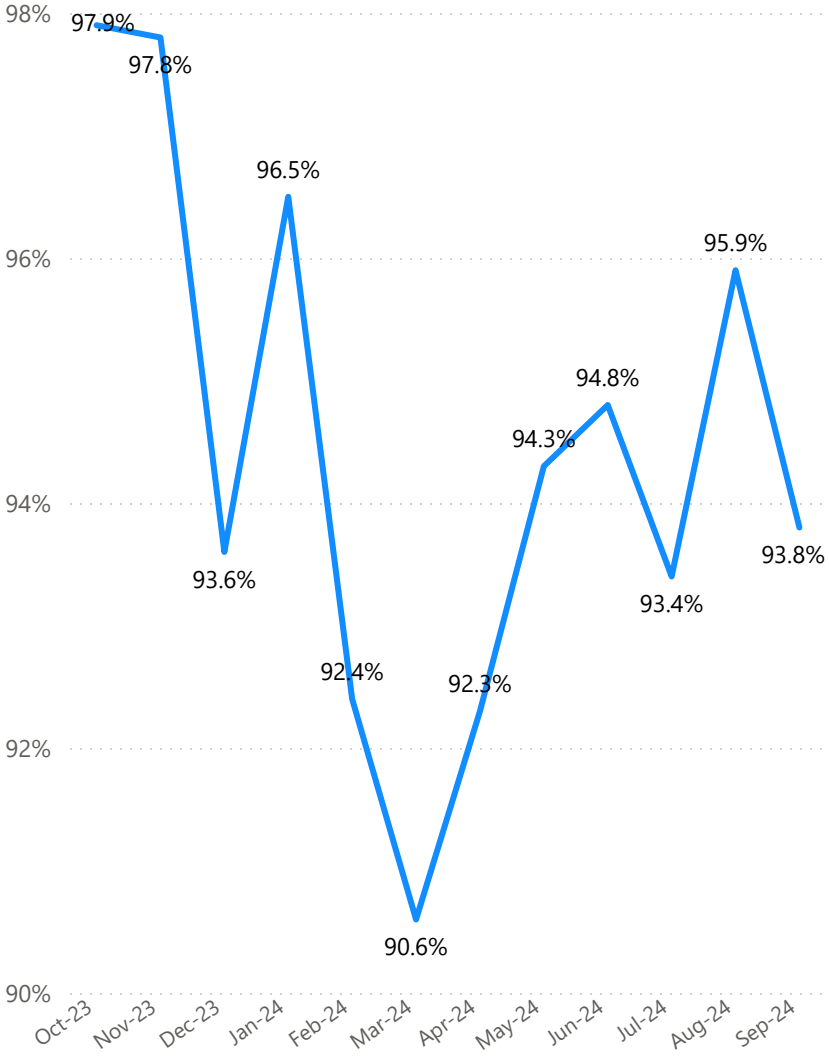
# Adult Safeguarding

AS06b: % of S42 individuals with outcomes expressed, fully and partially achieving their outcomes



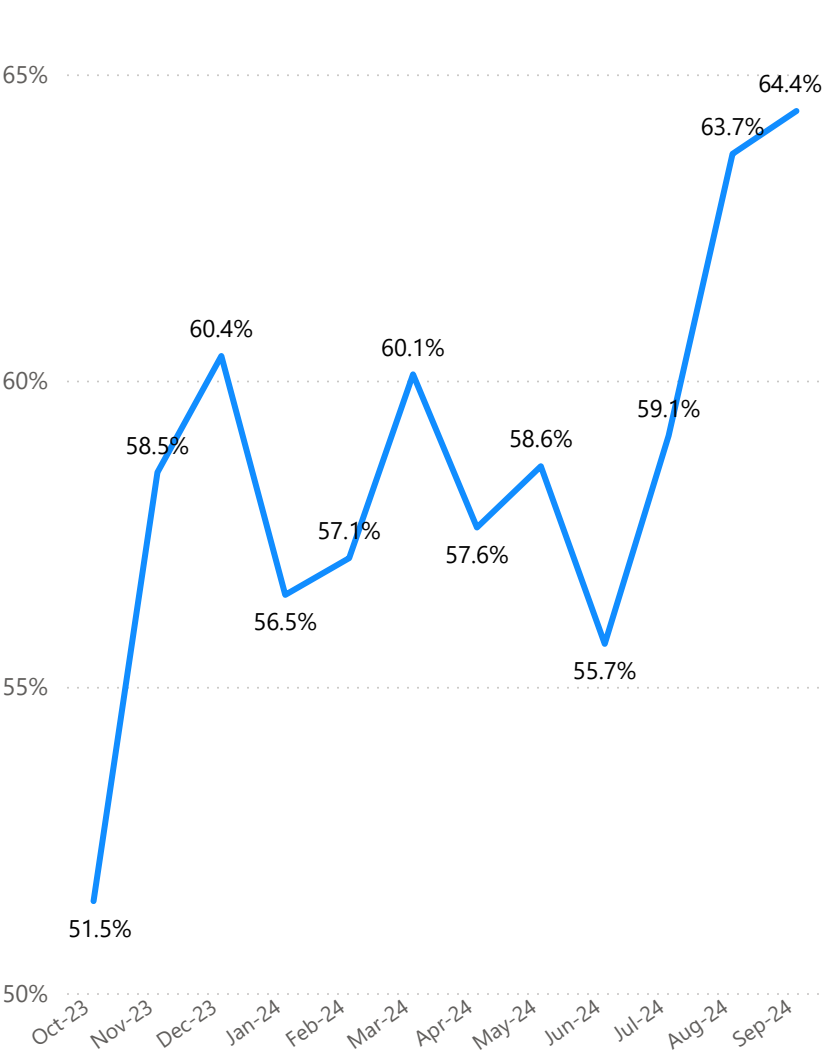
Current Value	Target	Nat Average	Success	Reporting Period
92.8	94.5	tbc	Bigger is better	Rolling Year

AS07: Initial Screening – 2 days from receipt of concern



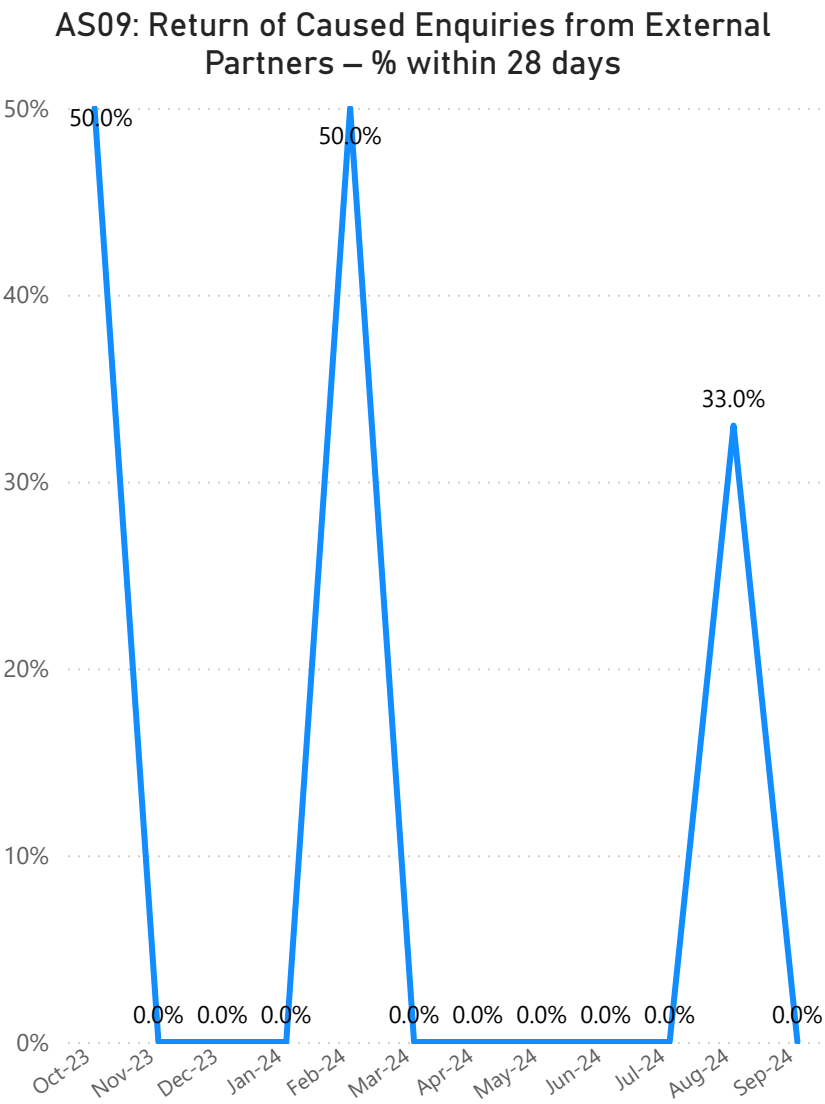
Current Value	Target	Nat Average	Success	Reporting Period
92.8	94.5	tbc	Bigger is better	Rolling Year

AS08: Threshold Decision - 5 days from receipt of concern

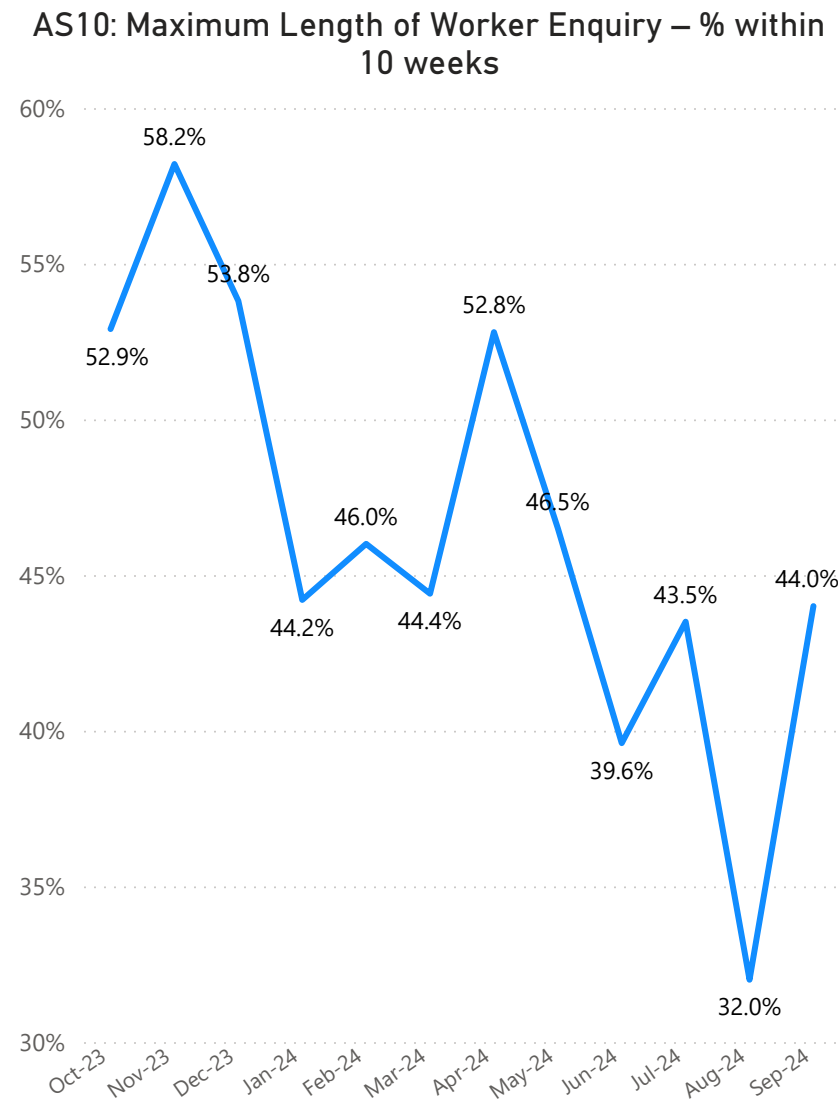


Current Value	Target	Nat Average	Success	Reporting Period
92.8	94.5	tbc	Bigger is better	Rolling Year

# Adult Safeguarding



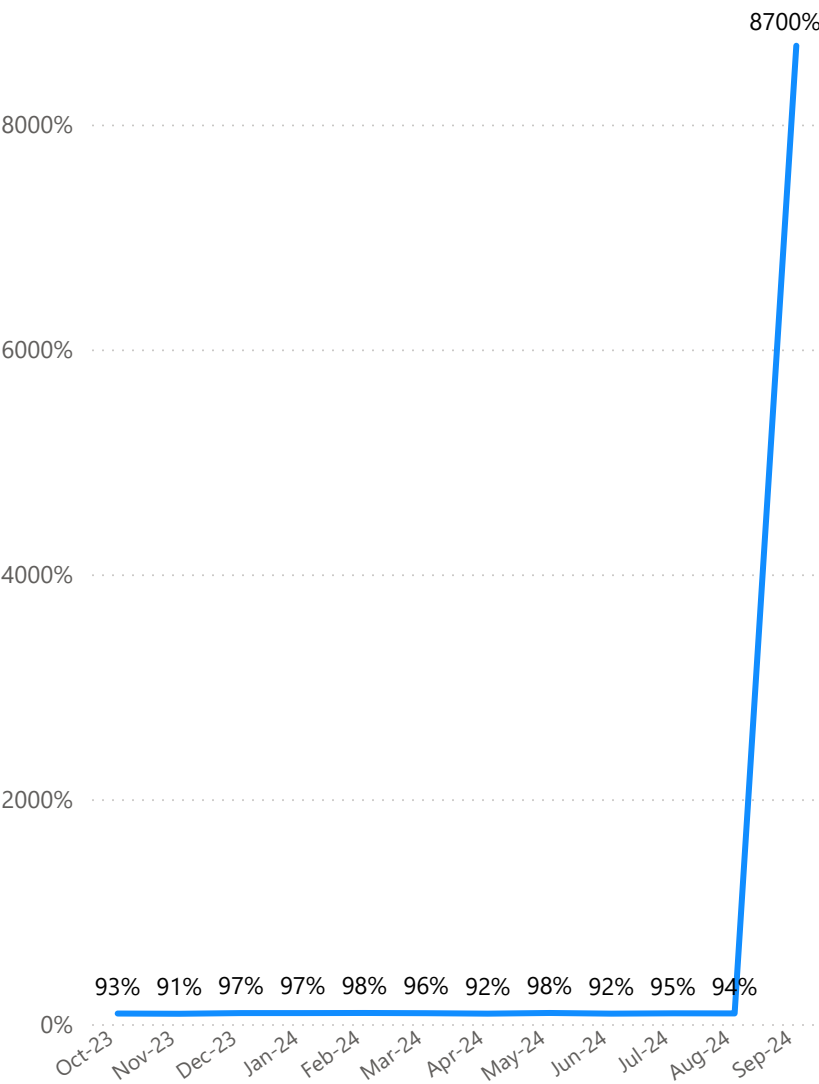
Current Value	Target	Nat Average	Success	Reporting Period
92.8	94.5	tbc	Bigger is better	Rolling Year



Current Value	Target	Nat Average	Success	Reporting Period
92.8	94.5	tbc	Bigger is better	Rolling Year

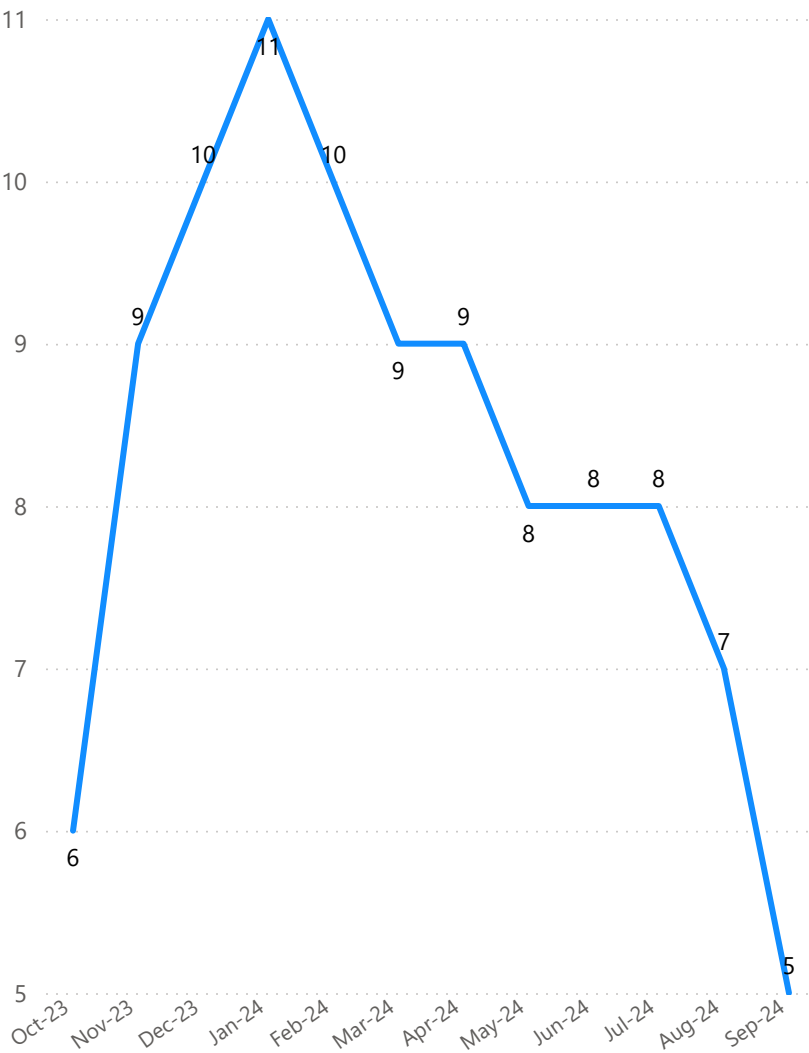
# Adult Commissioning

AC01: % of care homes compliant with national tracker



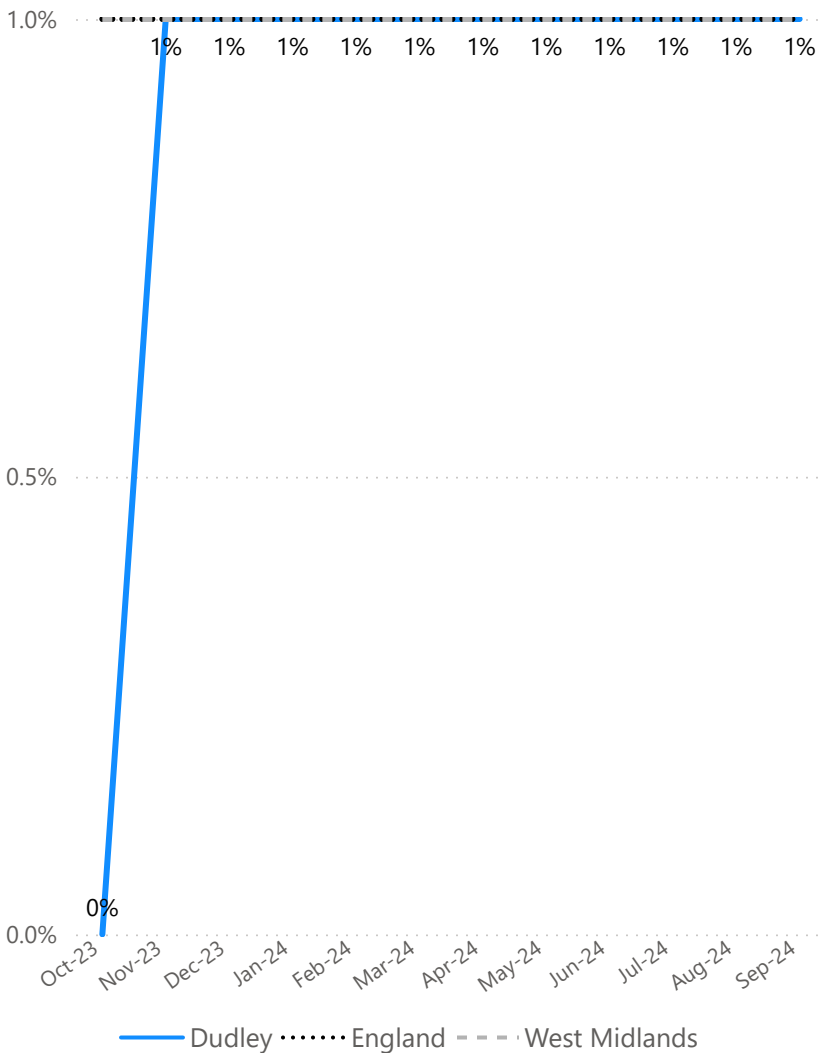
Current Value	Target	Nat Average	Success	Reporting Period
8700	n/a	tbc	Bigger is better	Latest Month

AC02: No. of Adult Social Care Commissioned Providers currently under suspension



Current Value	Target	Nat Average	Success	Reporting Period
5	n/a	tbc	Smaller is better	Rolling Year

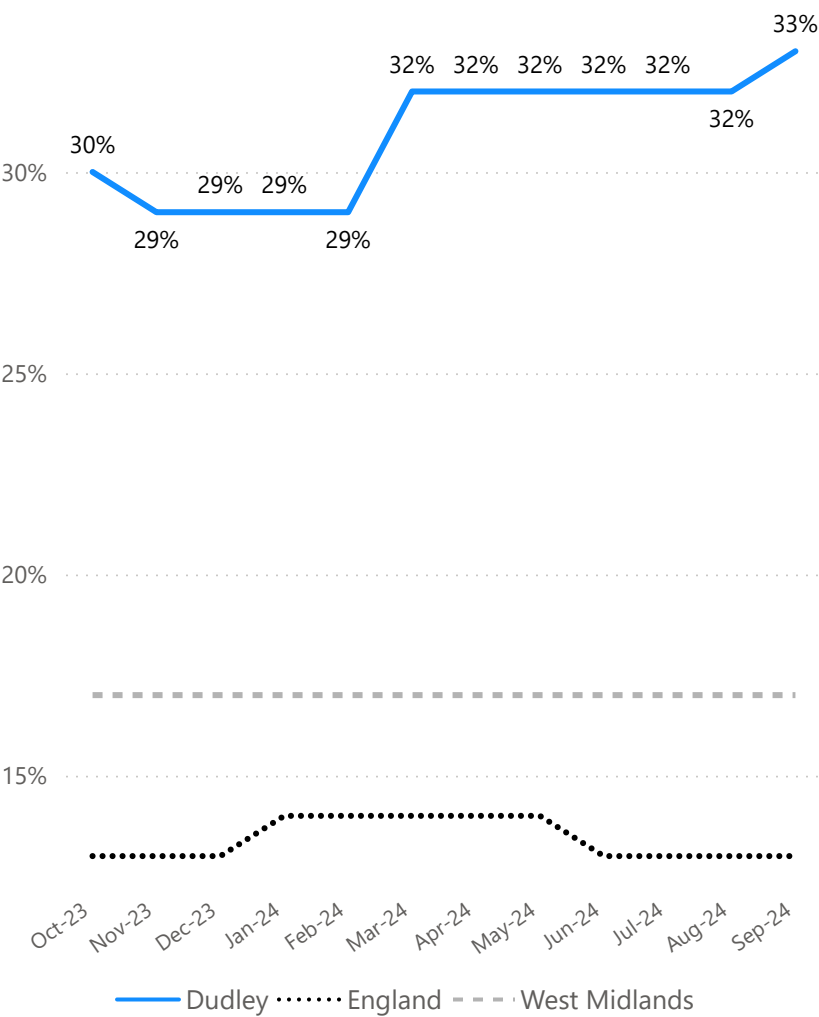
AC04: % of Adult Social Care Providers with a CQC rating of Inadequate



Current Value	Target	Nat Average	Success	Reporting Period
1	n/a	tbc	Smaller is better	Latest Month

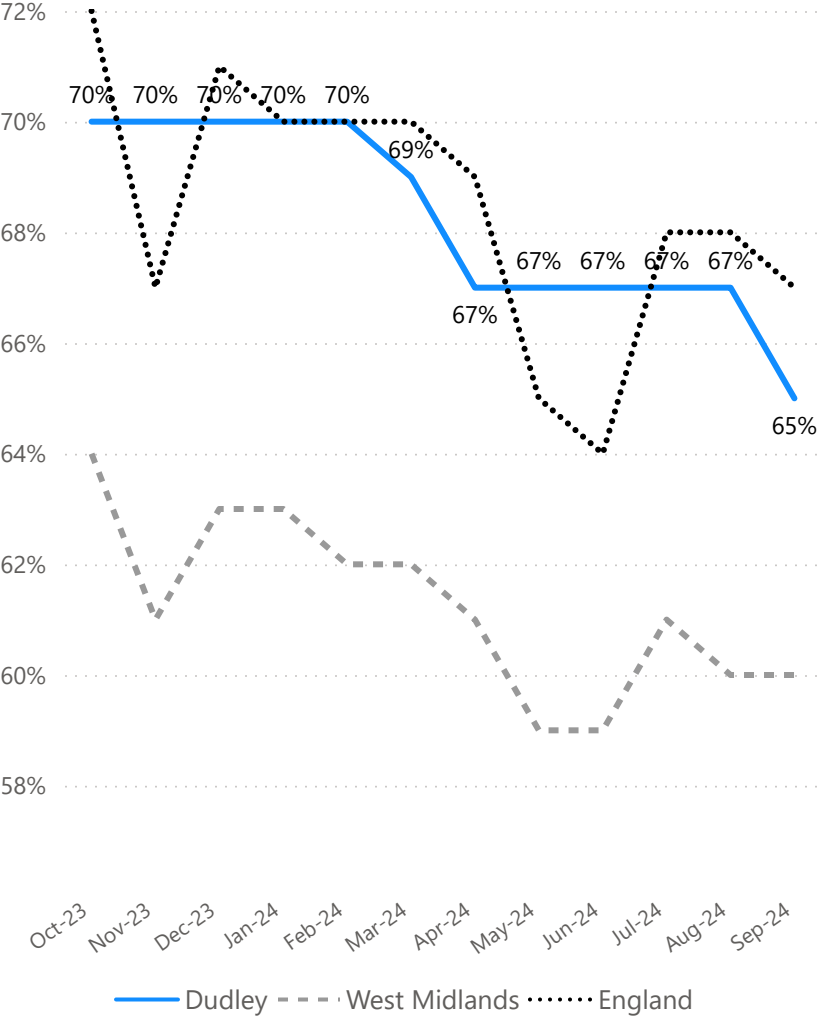
# Adult Commissioning

AC05: % of Adult Social Care Providers with a CQC rating of Requires Improvement



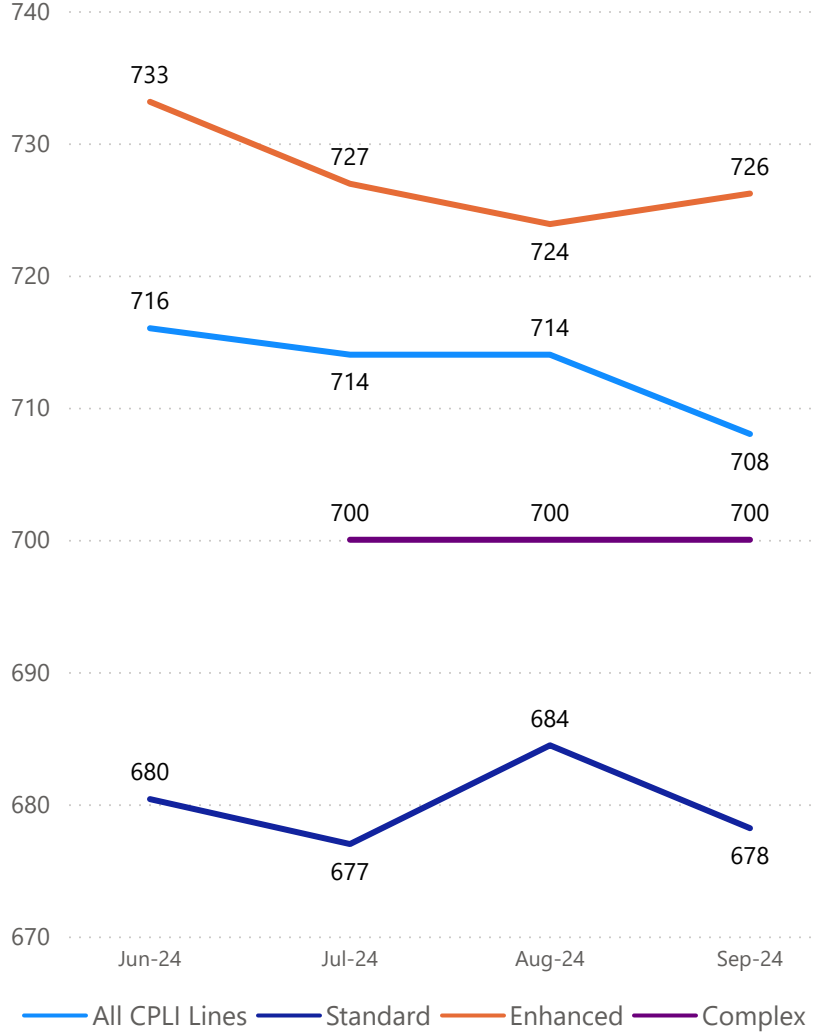
Current Value	Target	Nat Average	Success	Reporting Period
0.33	n/a	tbc	Smaller is better	Rolling Year

AC06: % of Adult Social Care Providers with a CQC rating of Good or Outstanding



Current Value	Target	Nat Average	Success	Reporting Period
0.65	n/a	tbc	Bigger is better	Latest Month

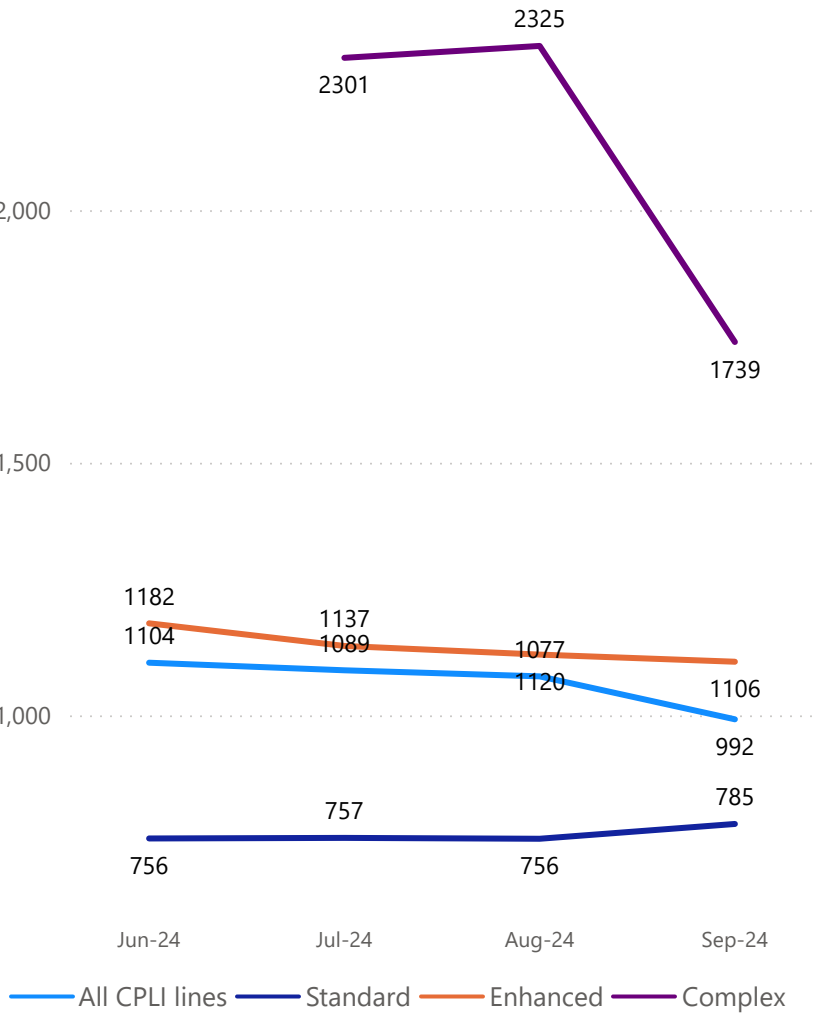
AC07: Average weekly cost of an older person residential placement



Current Value	Target	Nat Average	Success	Reporting Period
see charts	n/a	tbc	Smaller is better	Latest Month

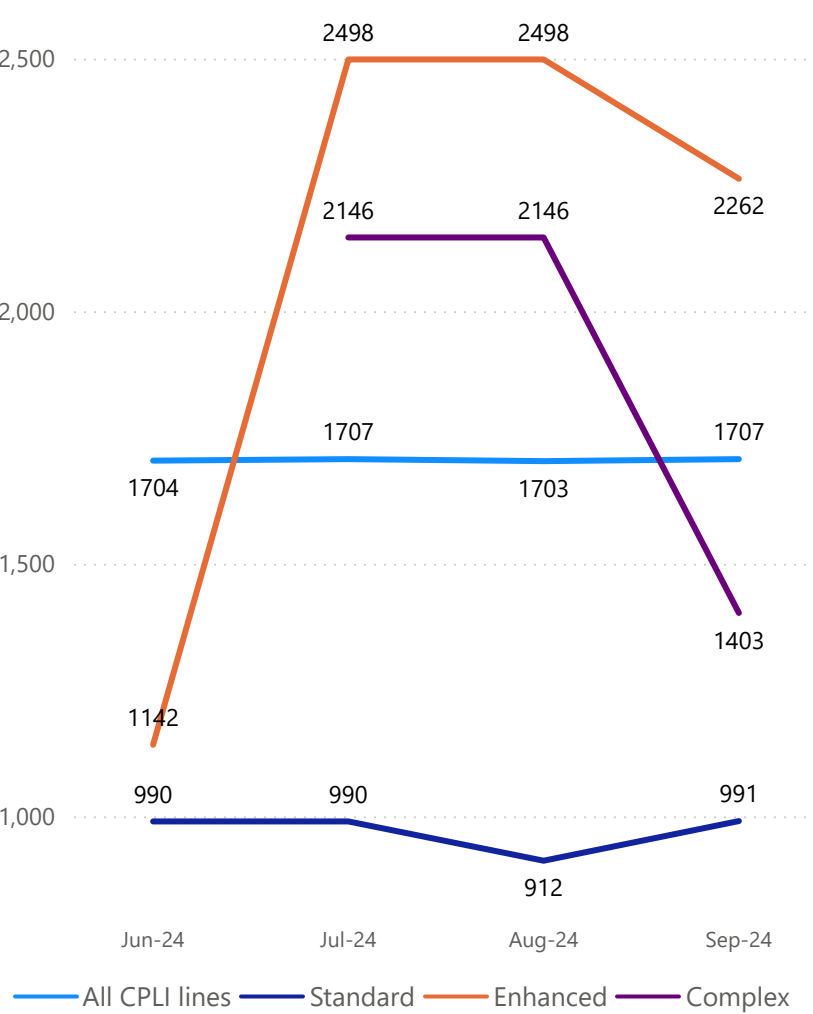
# Adult Commissioning

AC08: Average weekly cost of an older person nursing placement



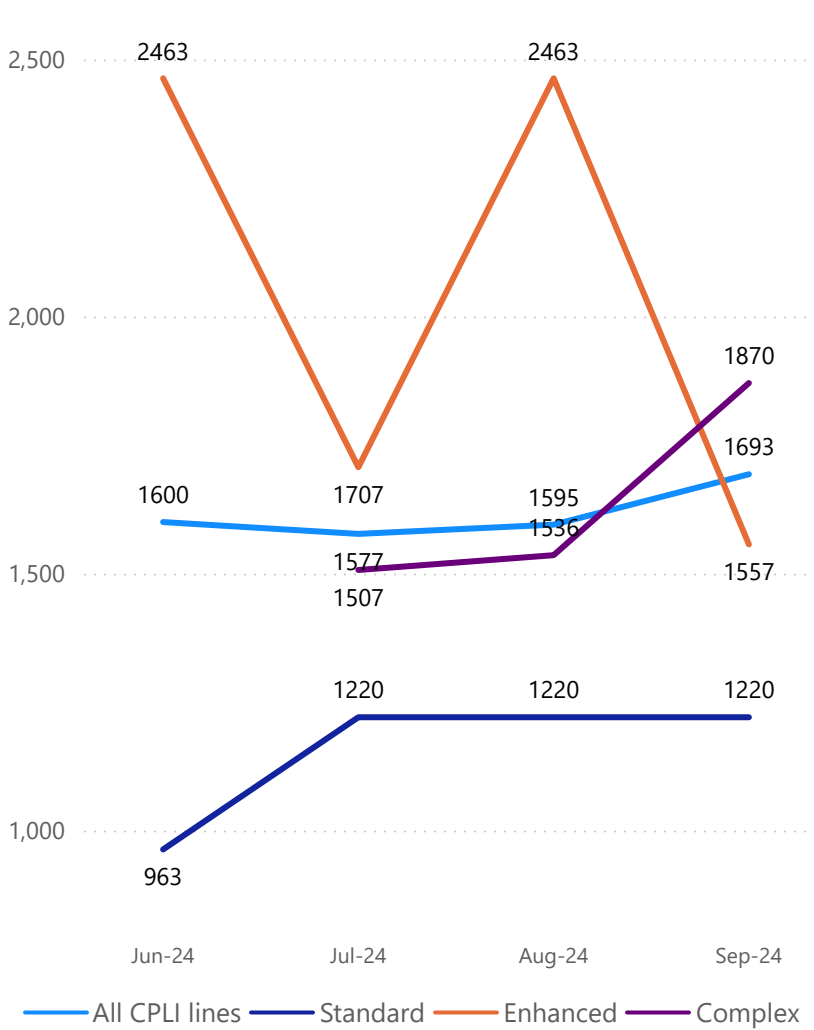
Current Value	Target	Nat Average	Success	Reporting Period
see charts	n/a	tbc	Smaller is better	Latest Month

AC09: Average weekly cost of a working age residential placement



Current Value	Target	Nat Average	Success	Reporting Period
see charts	n/a	tbc	Smaller is better	Latest Month

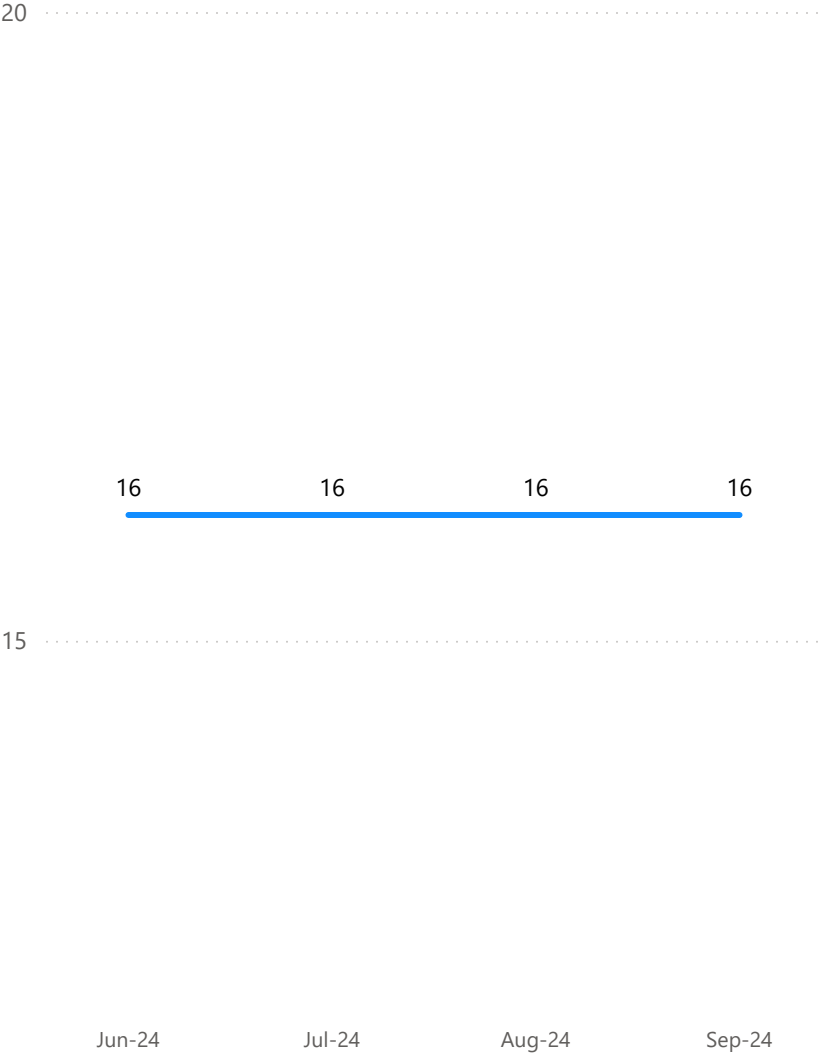
AC10: Average weekly cost of a working age nursing placement



Current Value	Target	Nat Average	Success	Reporting Period
see charts	n/a	tbc	Smaller is better	Latest Month

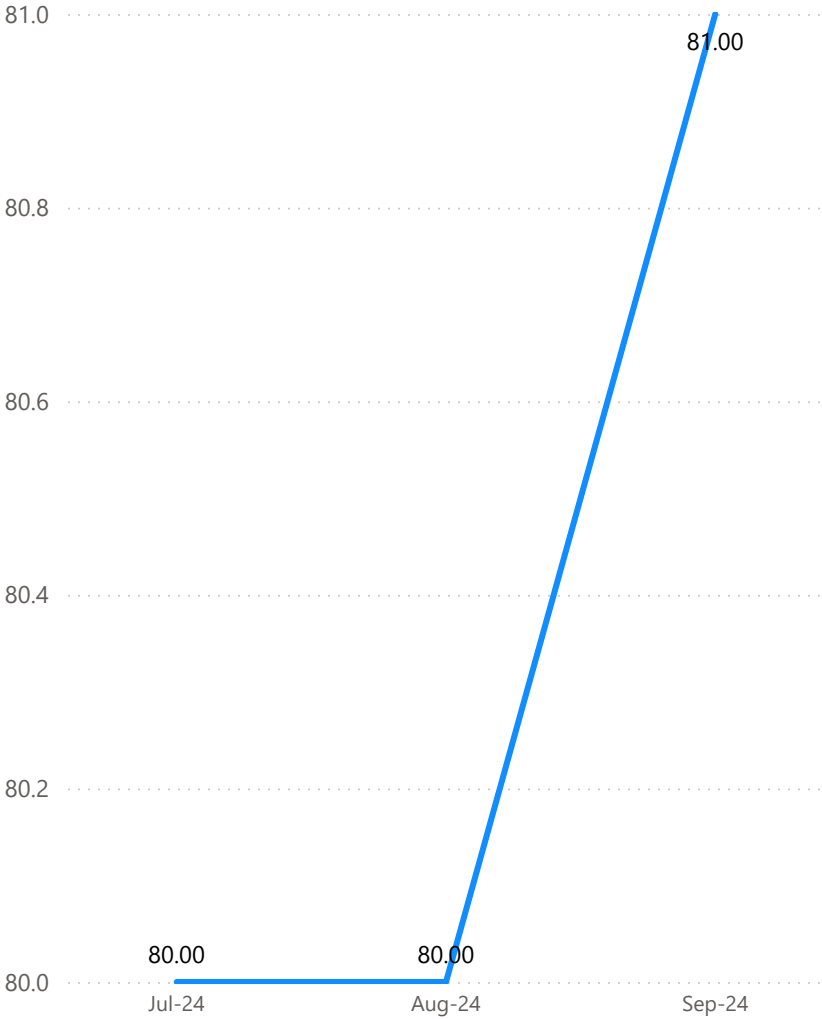
# Adult Commissioning

AC11: Home Care average hours per person per week



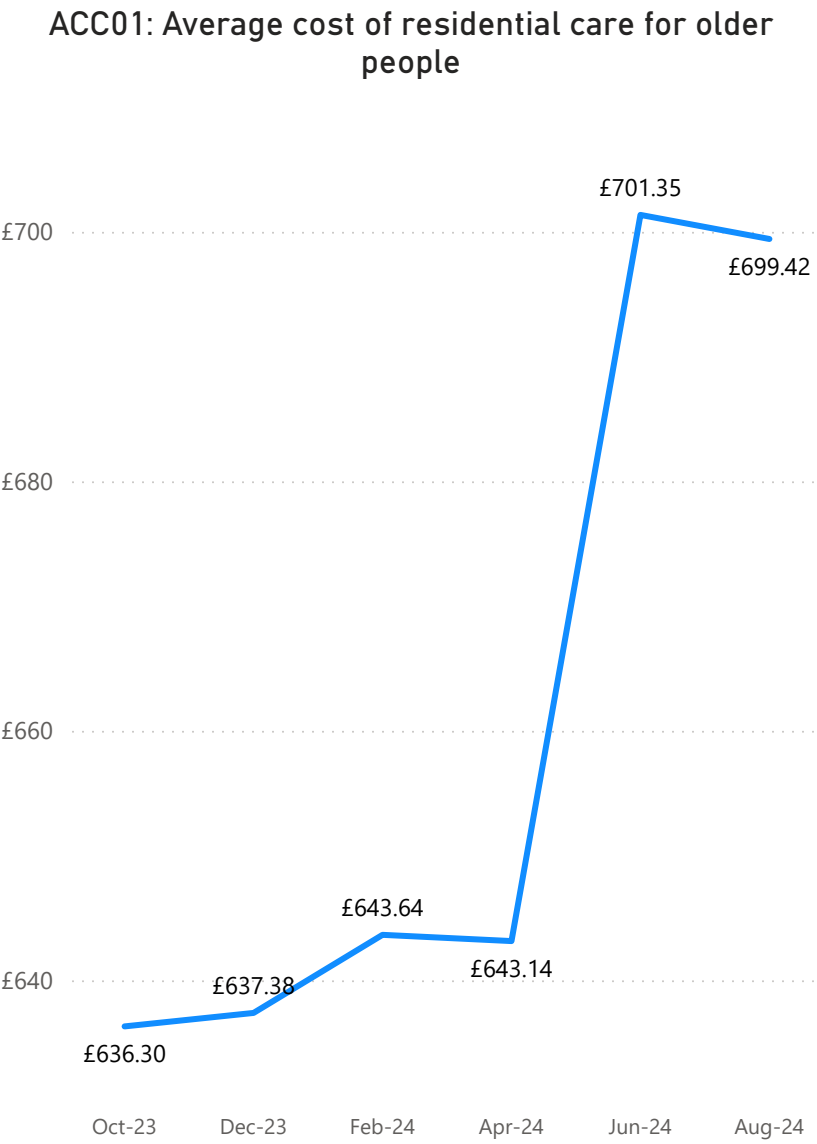
Current Value	Target	Nat Average	Success	Reporting Period
16	n/a	tbc	Smaller is better	Latest Month

AC12: Supported Living average hours per person per week



Current Value	Target	Nat Average	Success	Reporting Period
81	n/a	tbc	Smaller is better	Latest Month

# Accountancy



Current Value	Target	Nat Average	Success	Reporting Period
699.42	n/a	tbc	Smaller is better	Bi-Monthly

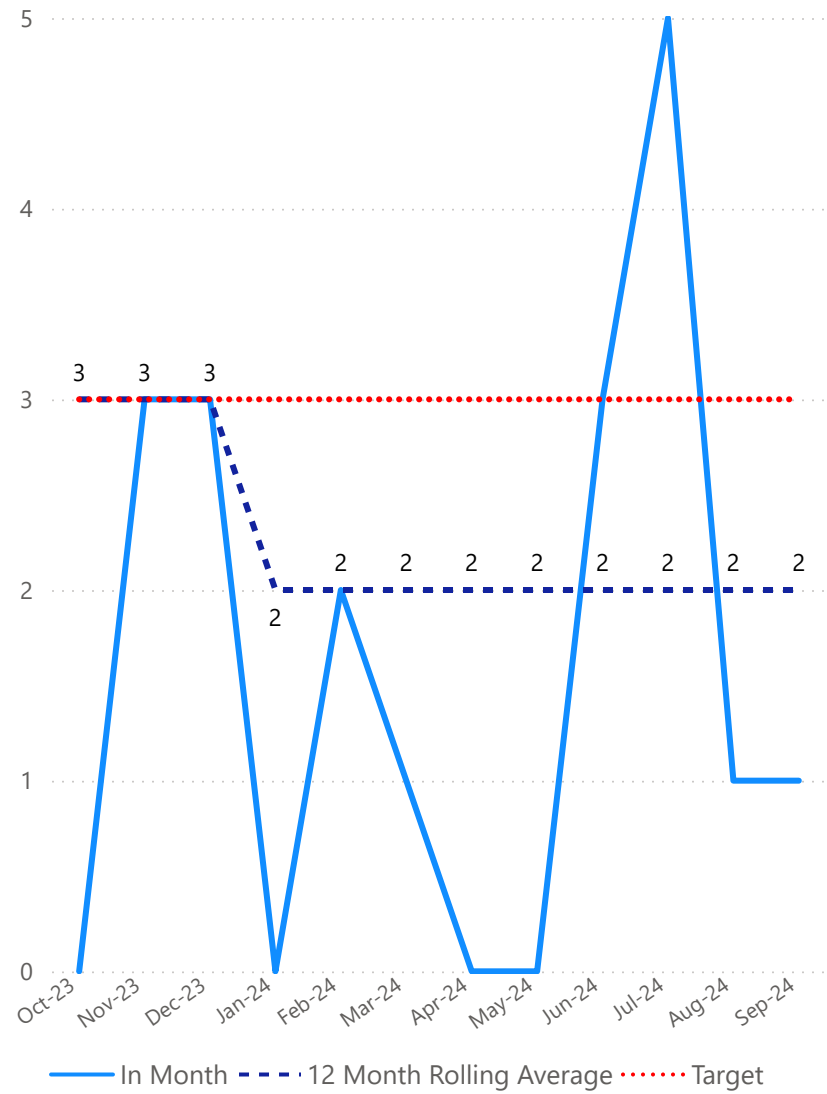


Current Value	Target	Nat Average	Success	Reporting Period
1084.81	n/a	tbc	Smaller is better	Bi-Monthly



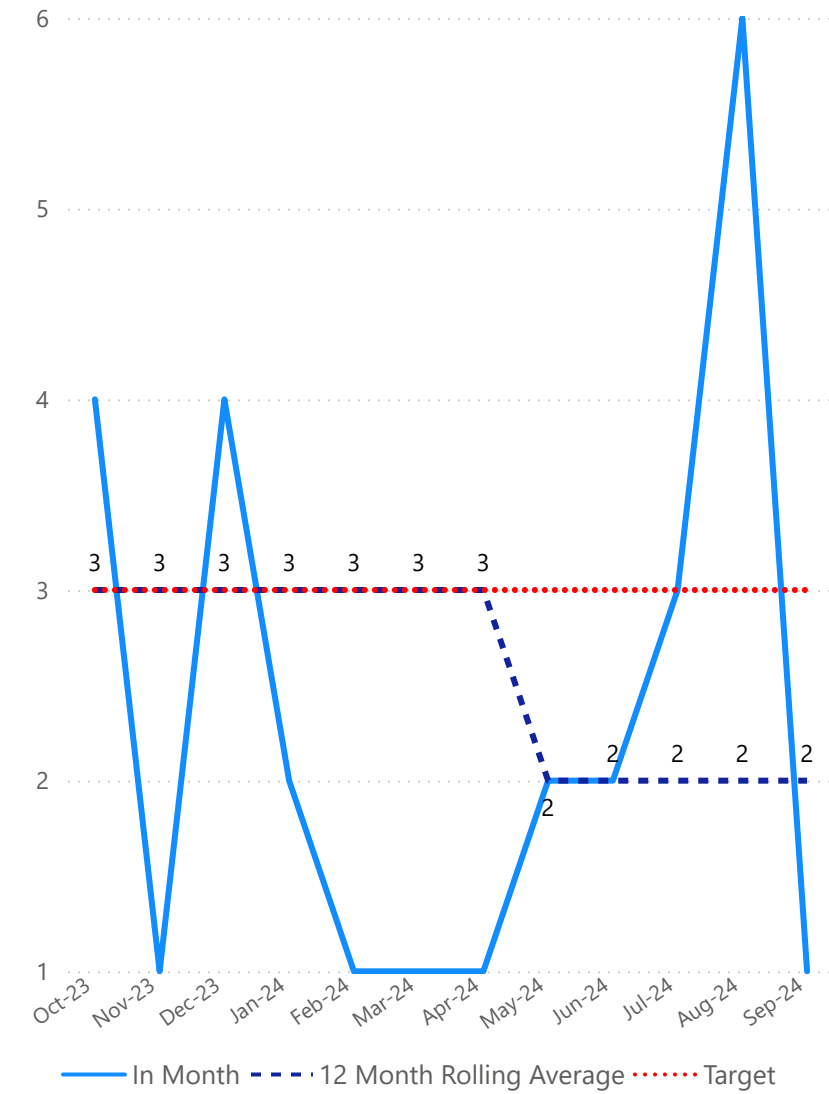
# Mental Health

MH02: Number of new people into residential care



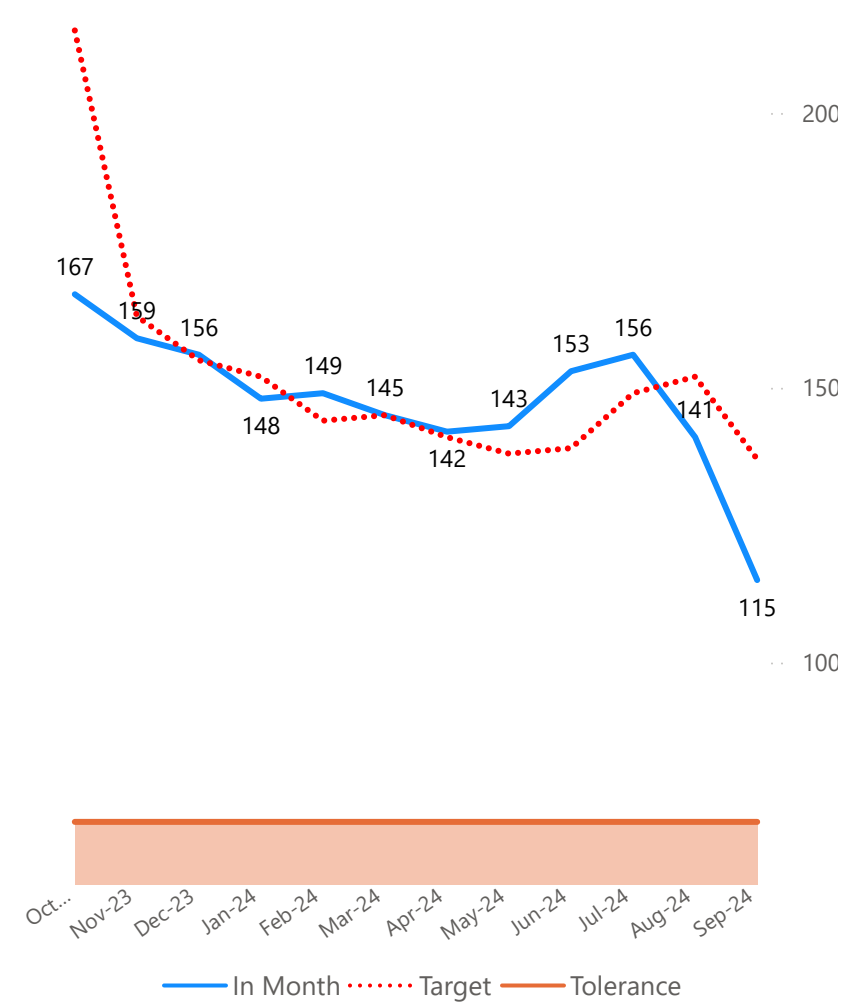
Current Value	Target	Nat Average	Success	Reporting Period
2	3	tbc	Smaller is better	Rolling Year

MH03: Number of new people into Supported Living



Current Value	Target	Nat Average	Success	Reporting Period
2	3	tbc	Smaller is better	Rolling Year

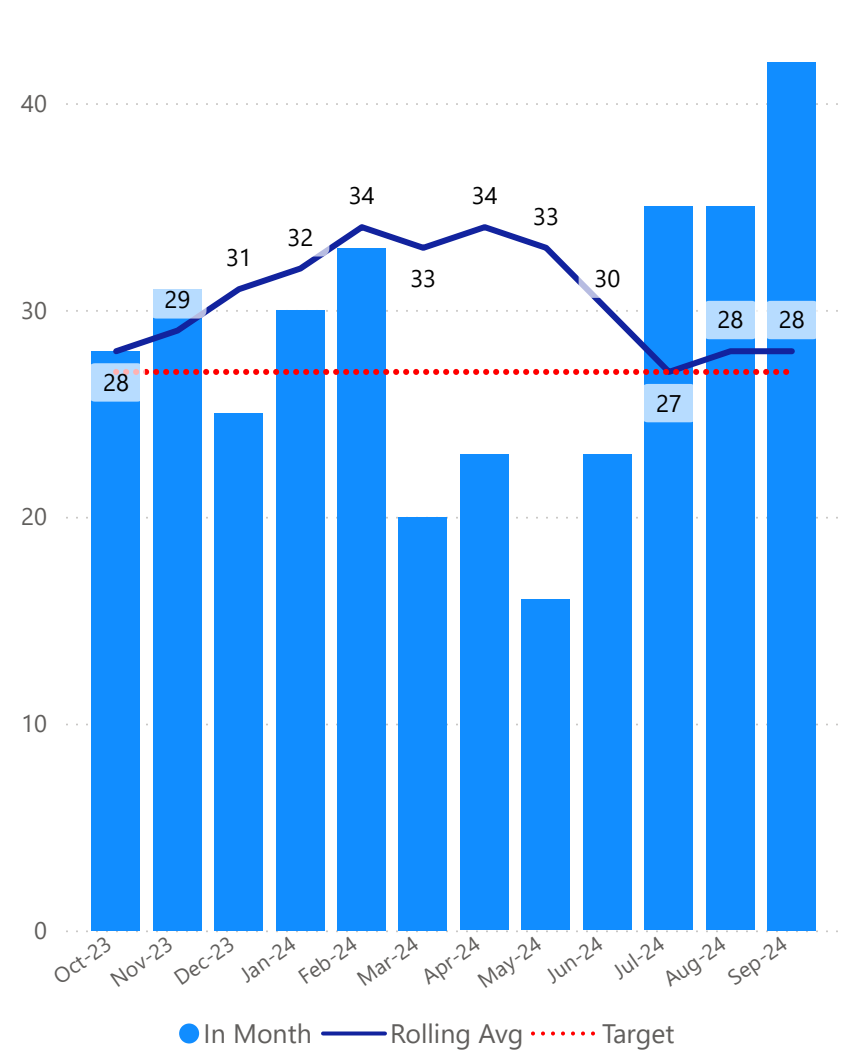
MH04: Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago



Current Value	Target	Tolerance	Success	Reporting Period
115	137	71	Smaller is better	Rolling Year

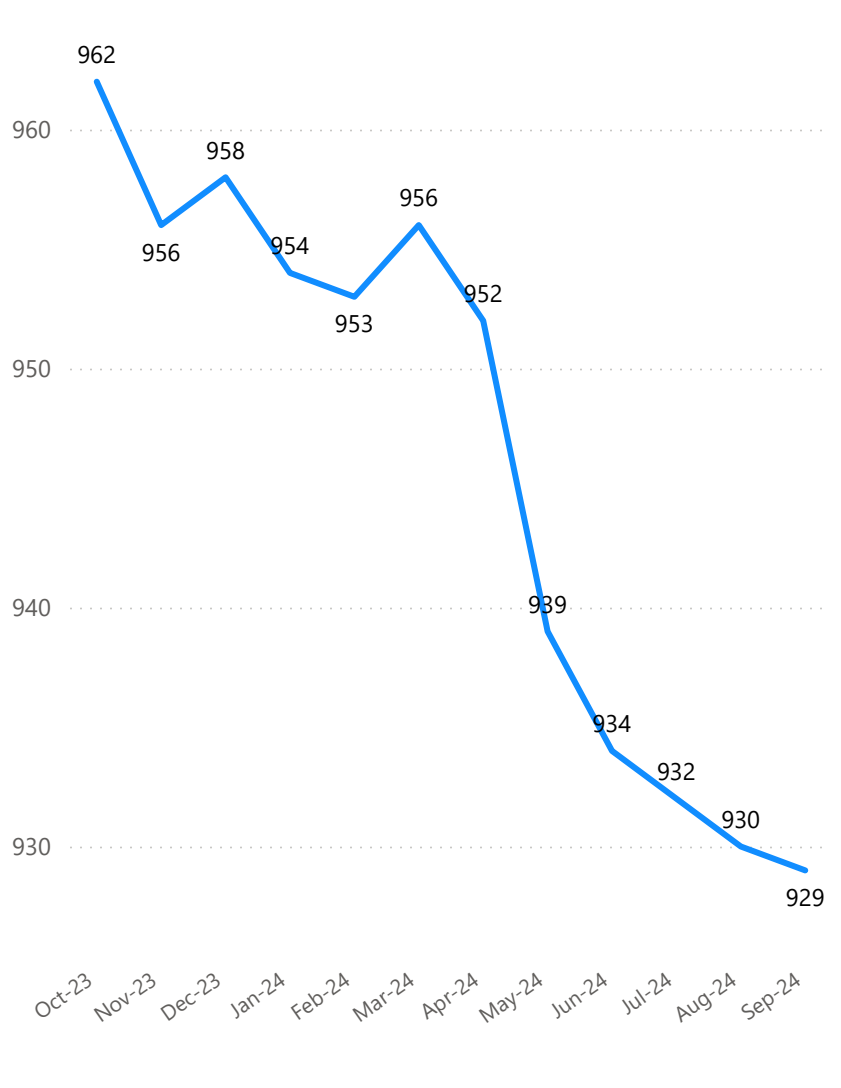
# Mental Health

MH05: Number of Care Act assessments carried out for all clients



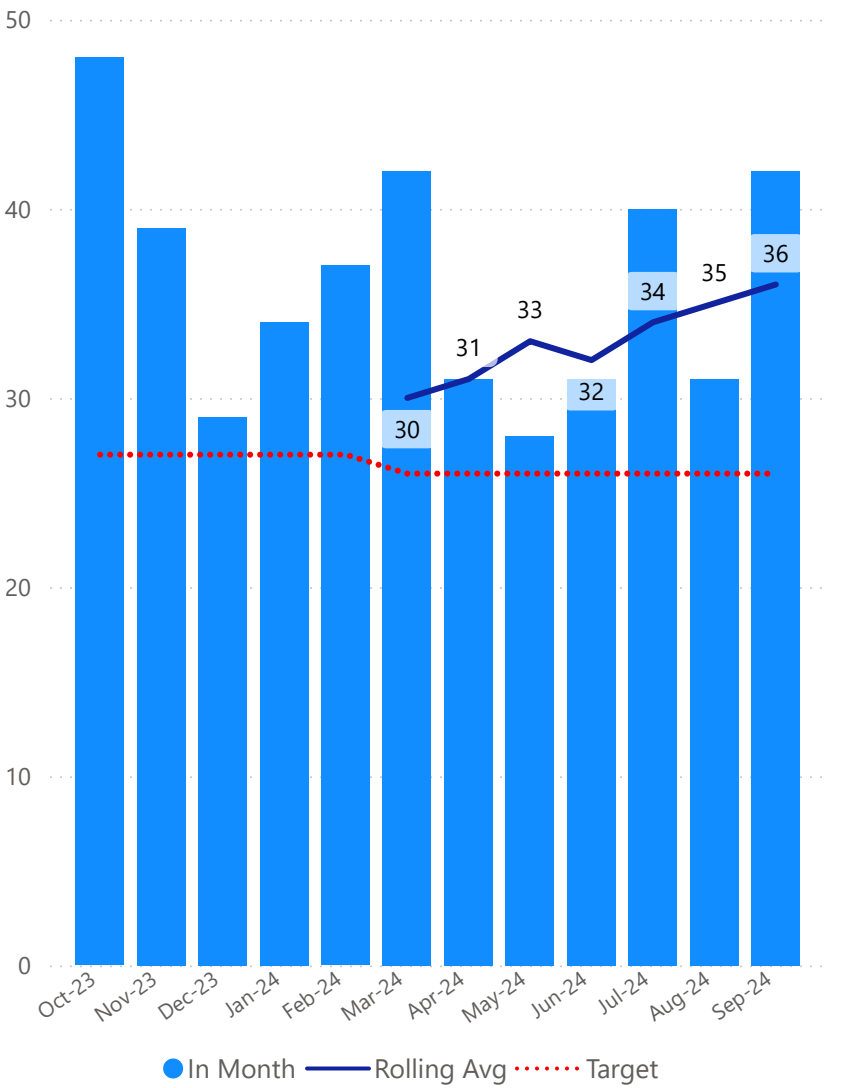
Current Value	Target	Nat Average	Success	Reporting Period
28	27	tbc	Bigger is better	Rolling Average

MH06: Number of Adults on S117



Current Value	Target	Nat Average	Success	Reporting Period
929	n/a	tbc	Smaller is better	Latest Month

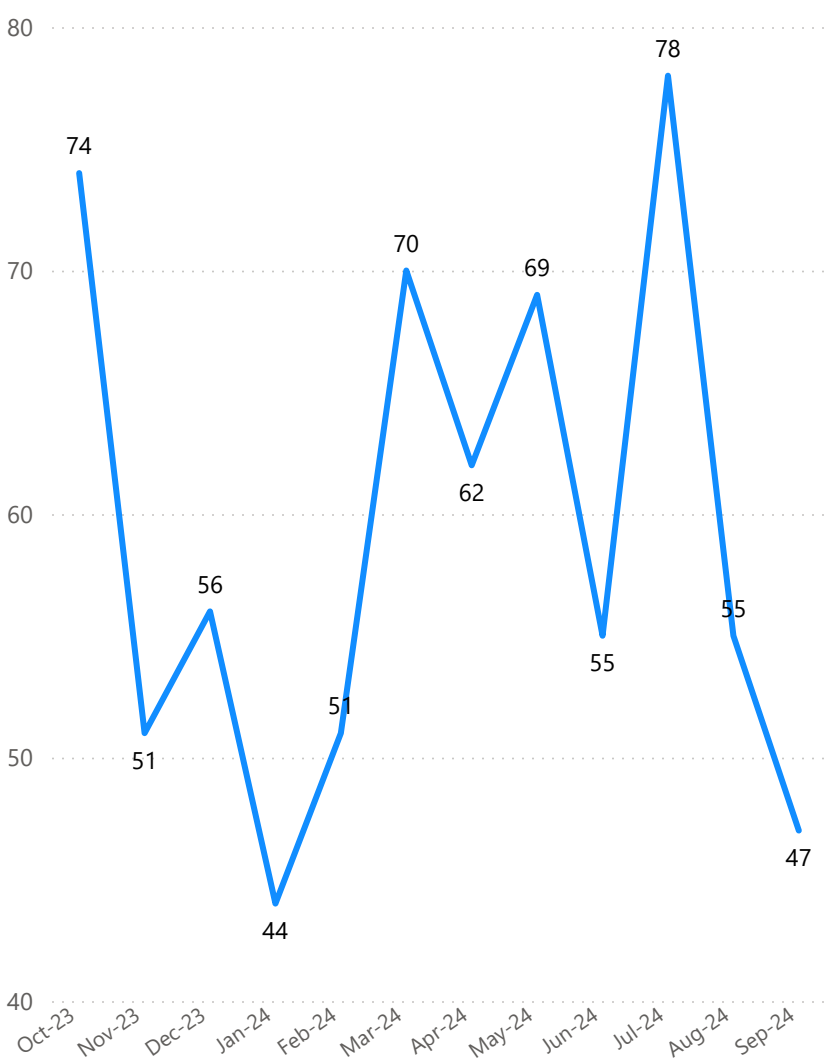
MH07: Number of reviews completed



Current Value	Target	Nat Average	Success	Reporting Period
36	26	tbc	Bigger is better	Latest Month

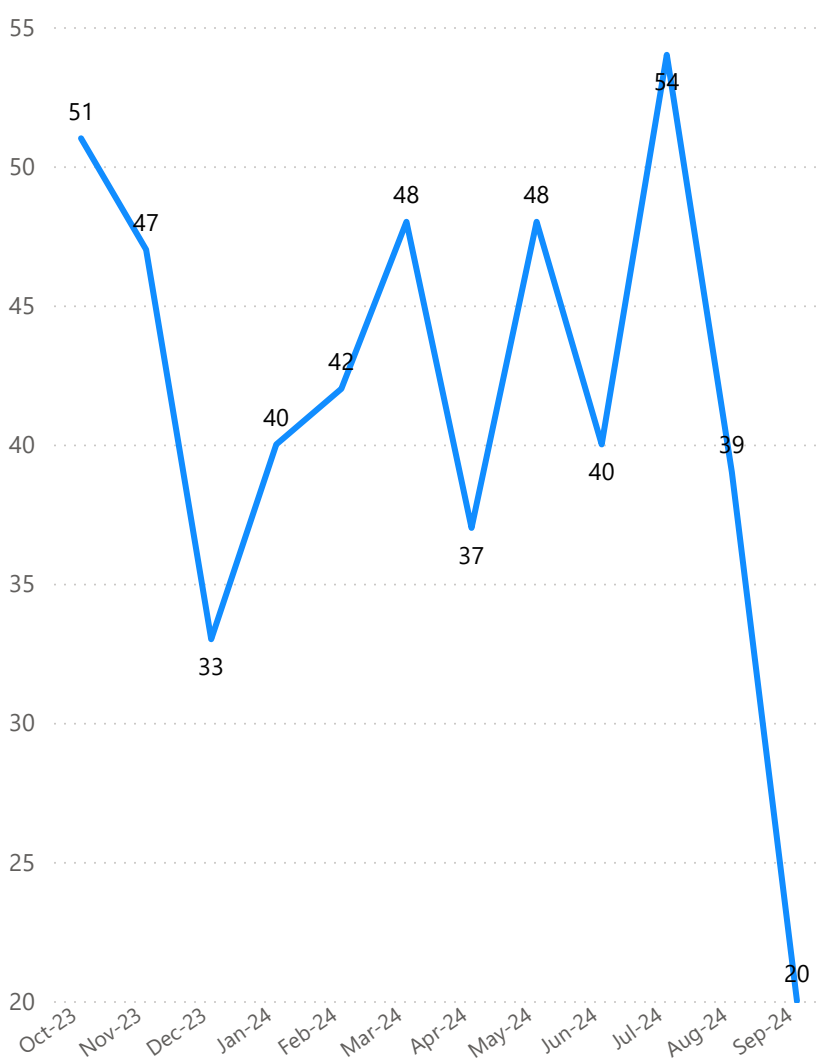
# Approved Mental Health Professionals

AMHP01: No. Referrals to the Advanced Mental Health Practitioner team



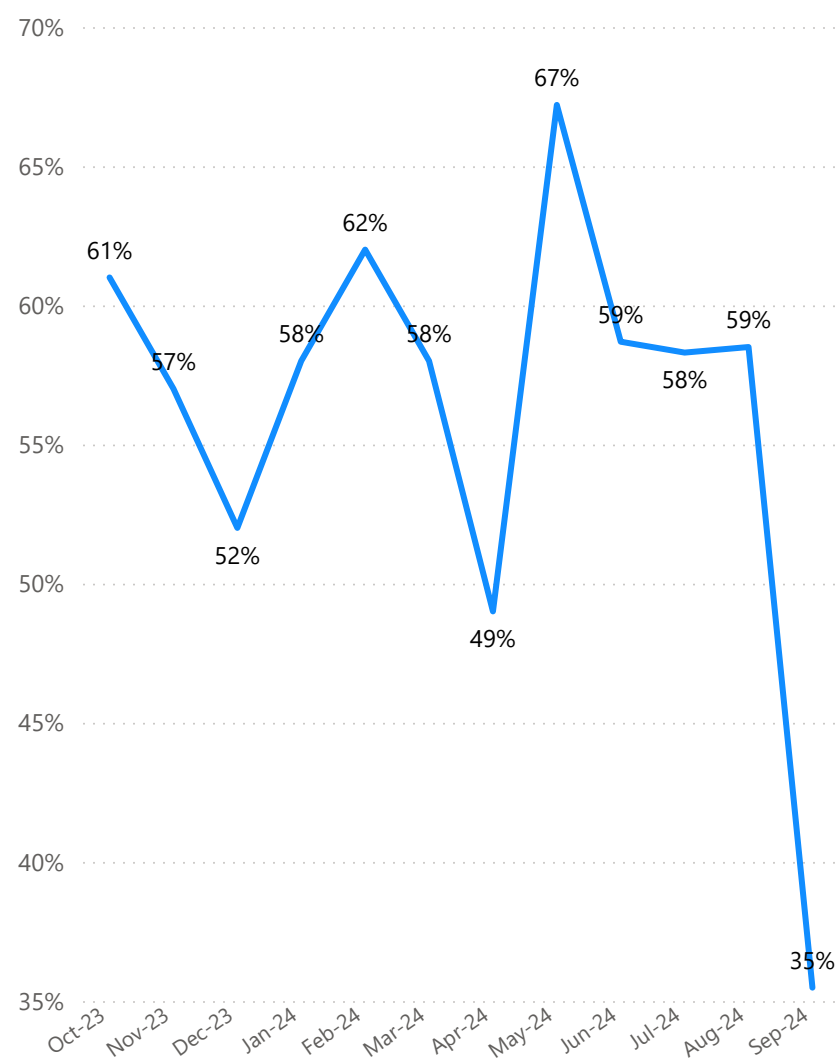
Current Value	Target	Nat Average	Success	Reporting Period
47	tbc	tbc	Neutral	Rolling Average

AMHP02: No. of Mental Health Act assessments completed



Current Value	Target	Nat Average	Success	Reporting Period
20	tbc	tbc	Neutral	Latest Month

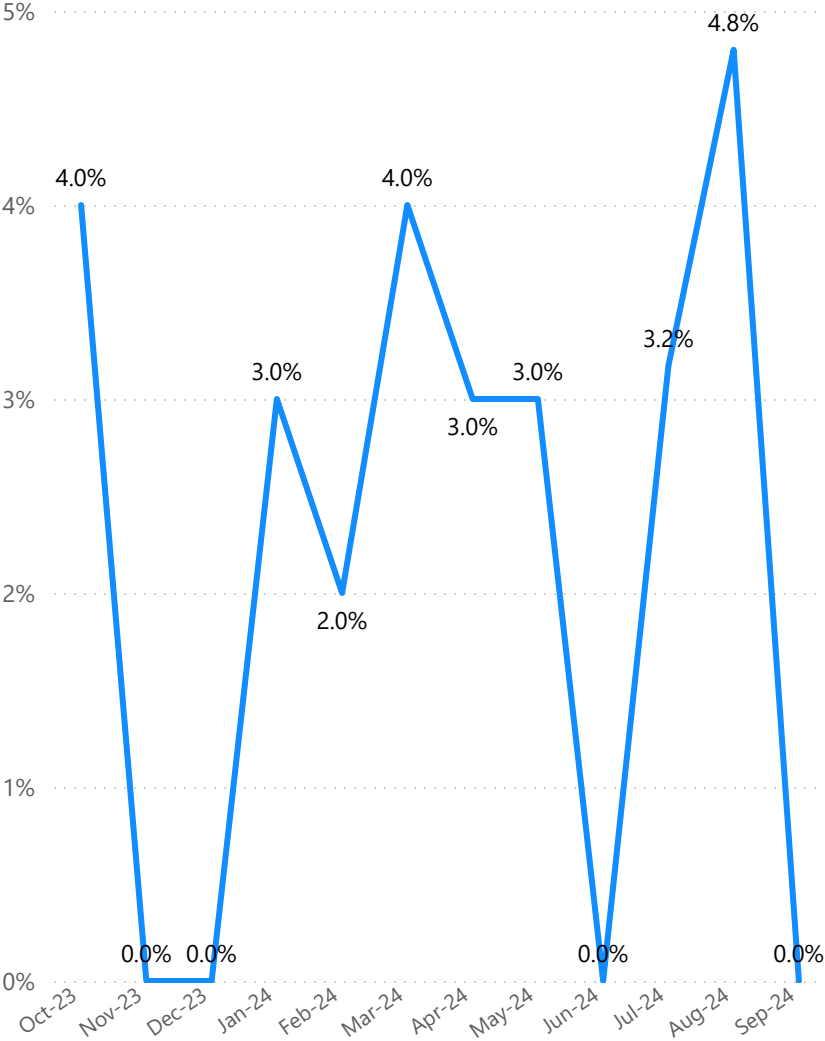
AMHP03: % of MHA assessments where outcome involved admission to hospital



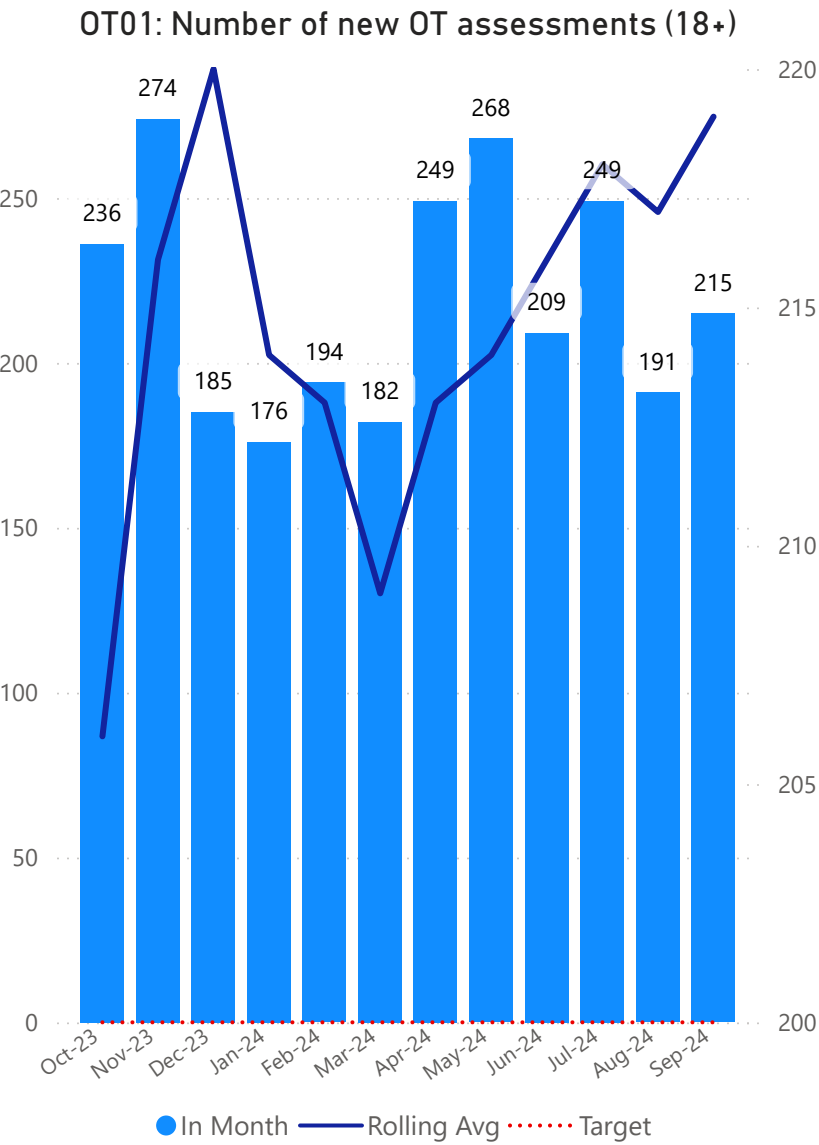
Current Value	Target	Nat Average	Success	Reporting Period
35.48	tbc	tbc	Smaller is better	Latest Month

# Approved Mental Health Professionals

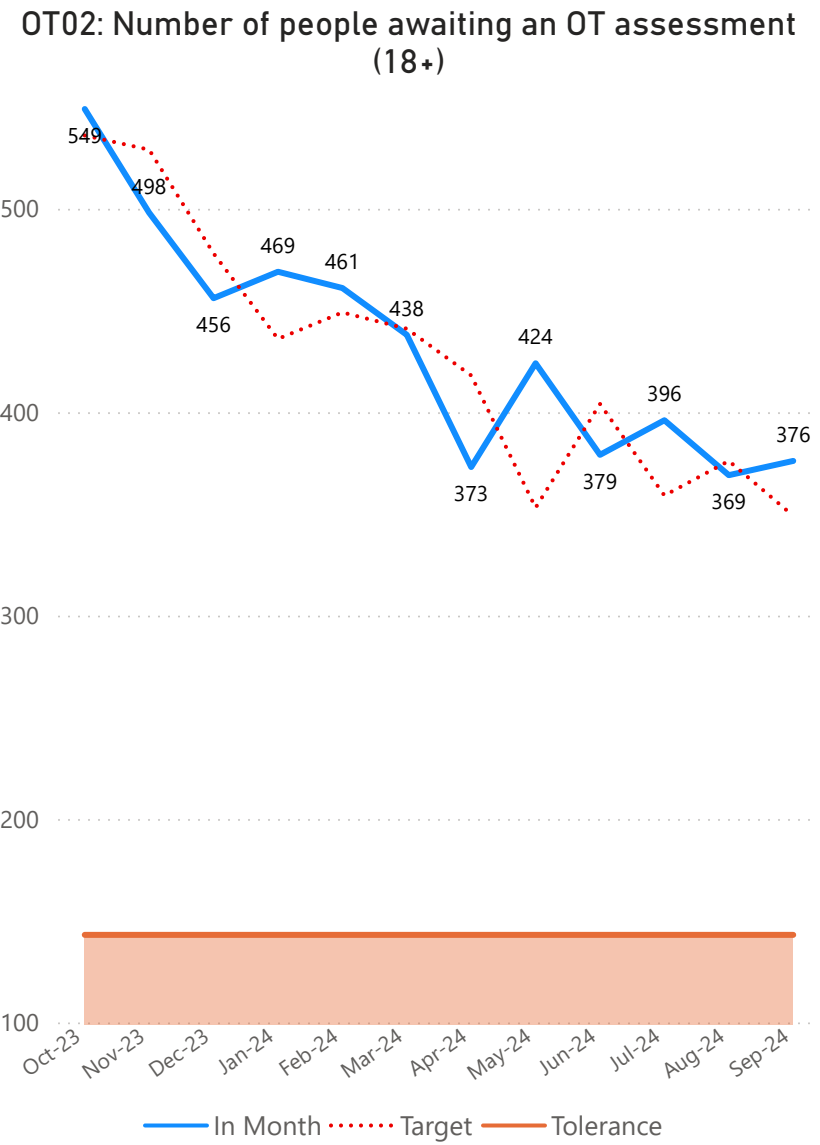
AMHP04: % of MHA assessments where outcome was a section 140



Current Value	Target	Nat Average	Success	Reporting Period
0	tbc	tbc	Smaller is better	Latest Month



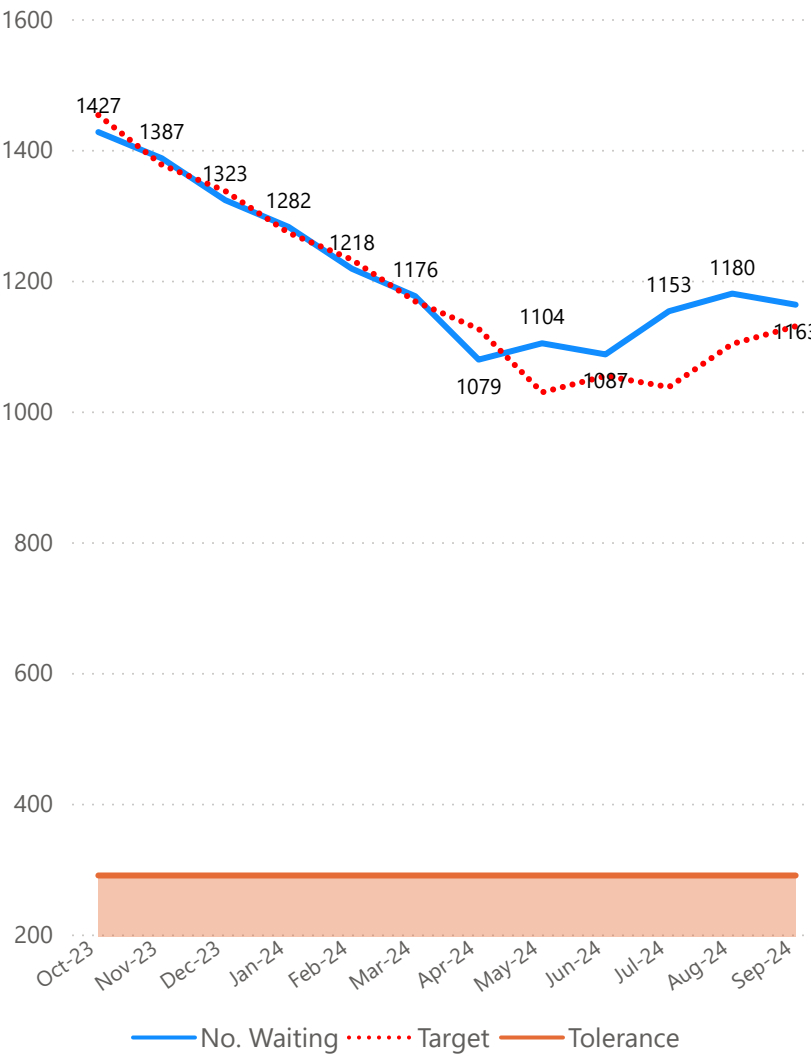
Current Value	Target	Nat Average	Success	Reporting Period
219	200	tbc	Bigger is better	Rolling Average



Current Value	Target	Tolerance	Success	Reporting Period
376	349	143	Smaller is better	Latest Month

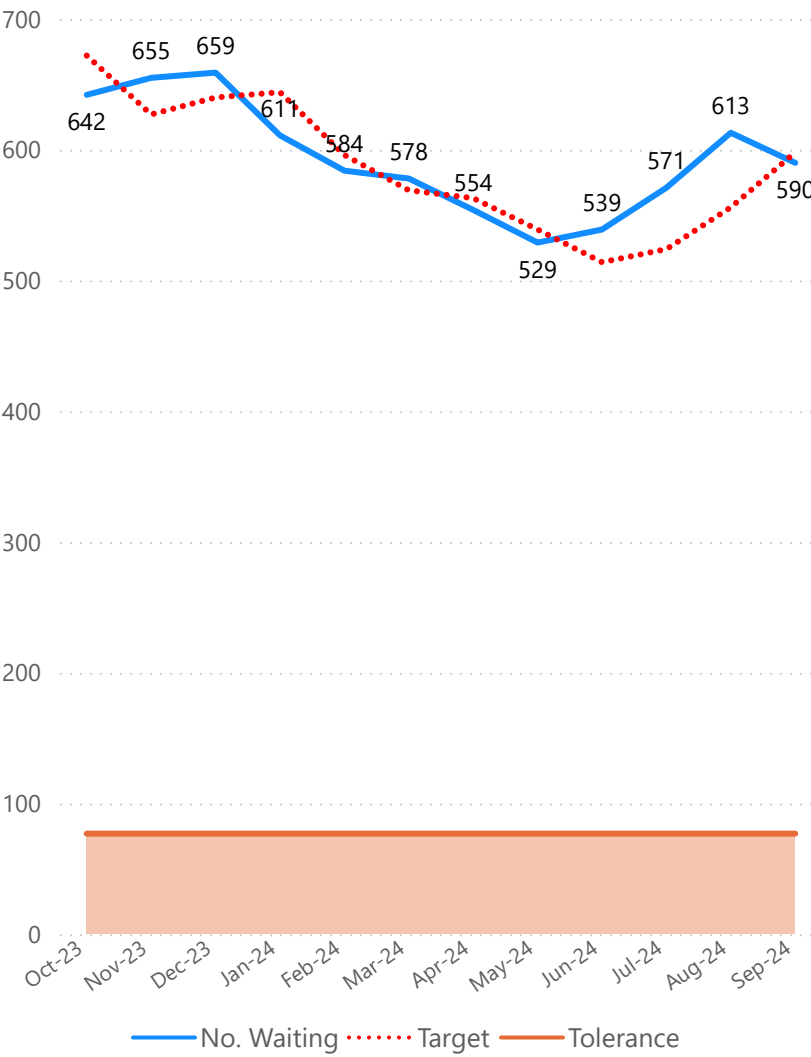
# ASC Cross Service Measures

ALL01: No. on a waiting list for an assessment of ANY kind (DoLS, Ots, Carers, Care Needs assessments)



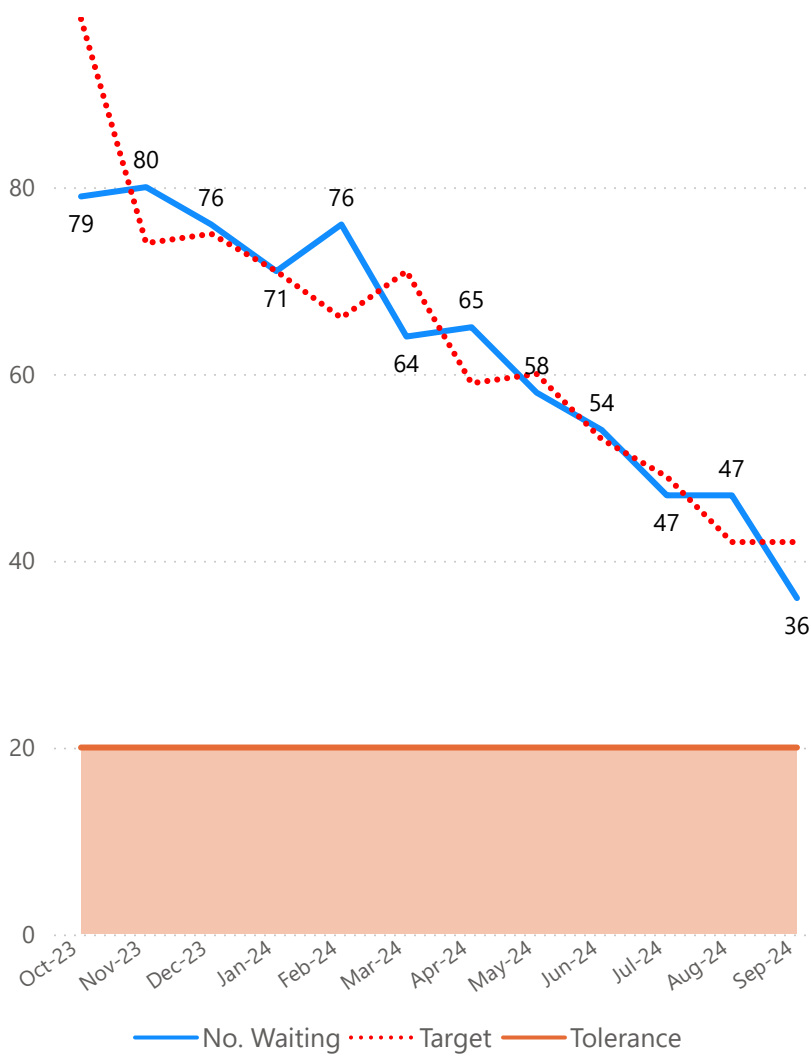
Current Value	Target	Tolerance	Success	Reporting Period
1163	1130	290	Smaller is better	Latest Month

ALL01a: No. on a waiting list awaiting a DoLS assessment



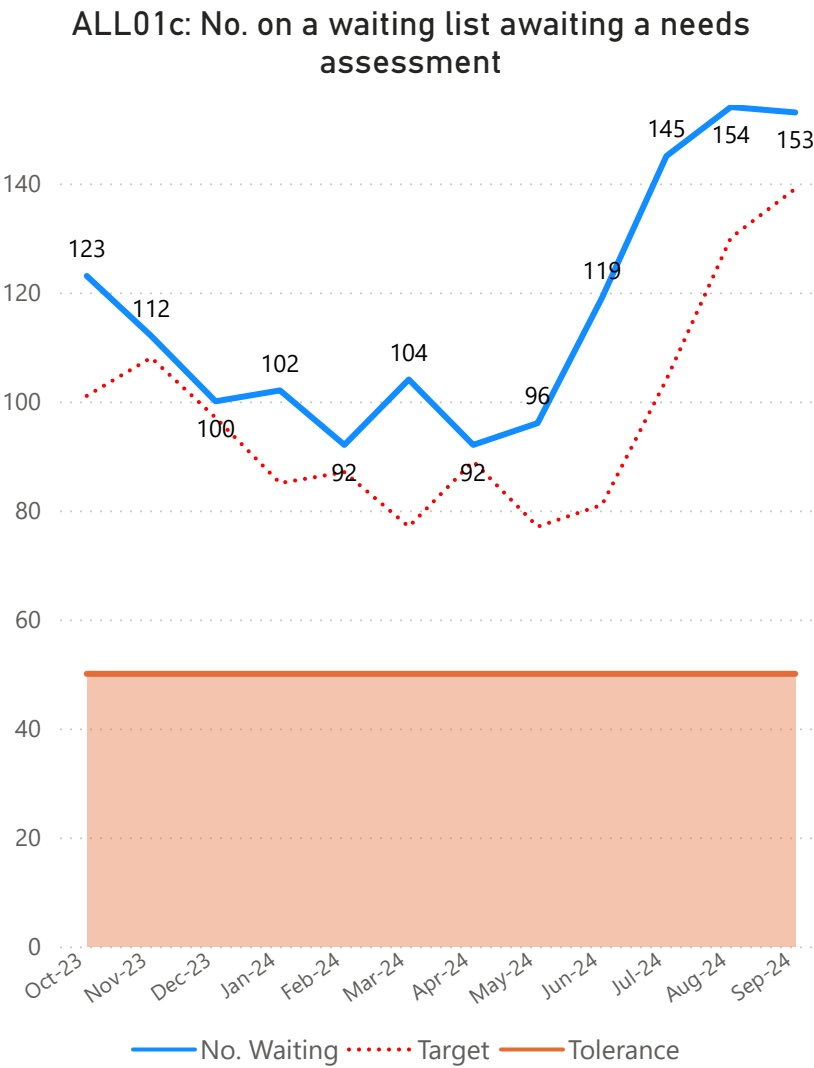
Current Value	Target	Tolerance	Success	Reporting Period
590	598	77	Smaller is better	Latest Month

ALL01b: No. on a waiting list awaiting a carers assessment

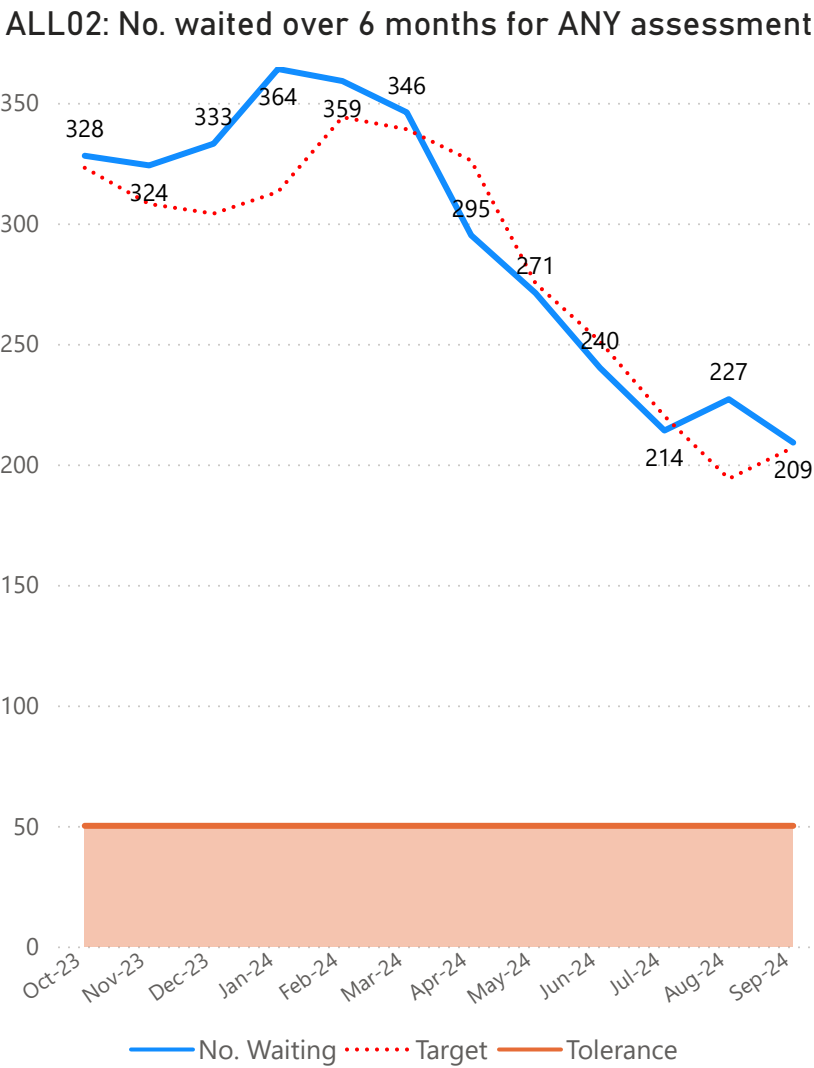


Current Value	Target	Tolerance	Success	Reporting Period
36	42	20	Smaller is better	Latest Month

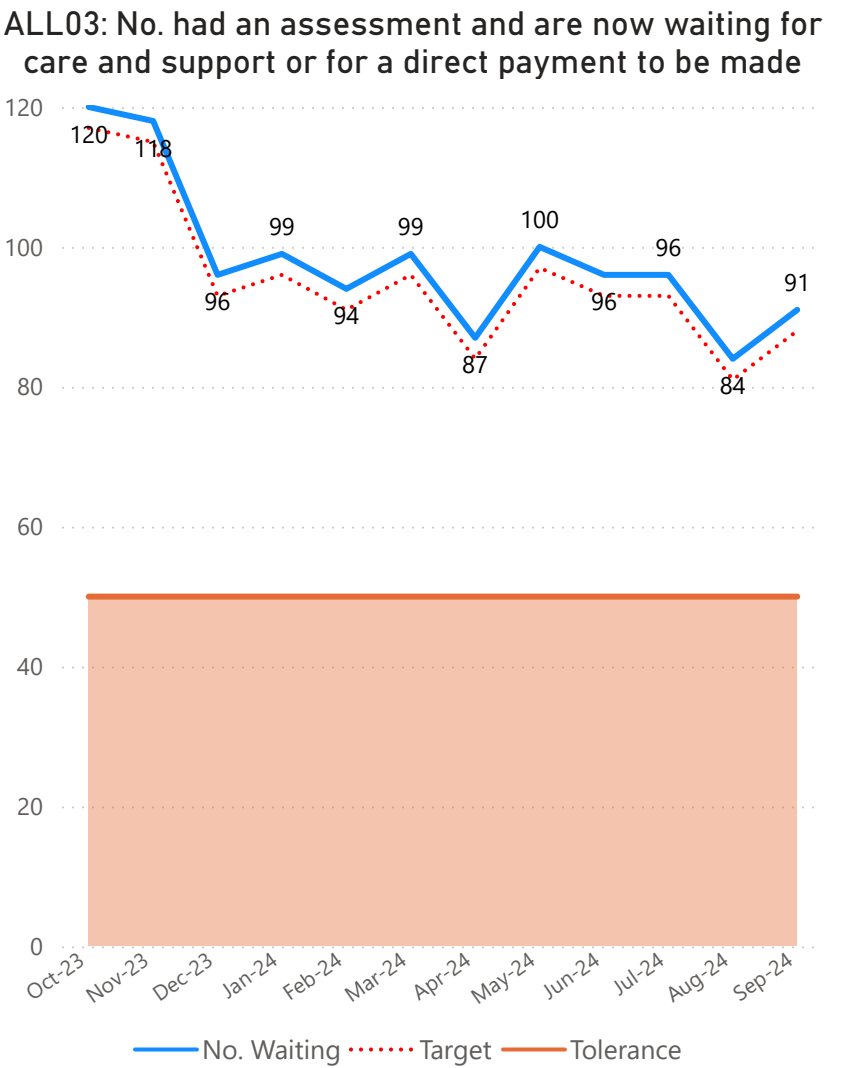
# ASC Cross Service Measures



Current Value	Target	Tolerance	Success	Reporting Period
153	139	50	Smaller is better	Latest Month



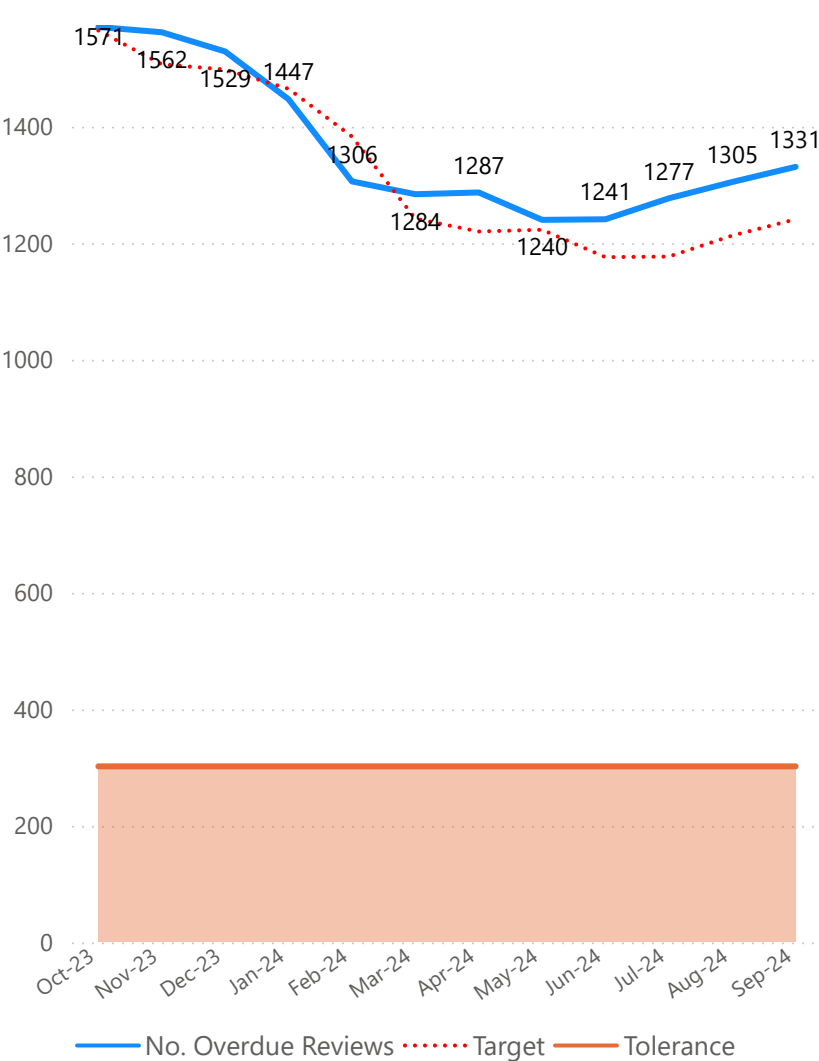
Current Value	Target	Tolerance	Success	Reporting Period
209	207	50	Smaller is better	Latest Month



Current Value	Target	Tolerance	Success	Reporting Period
91	88	50	Smaller is better	Latest Month

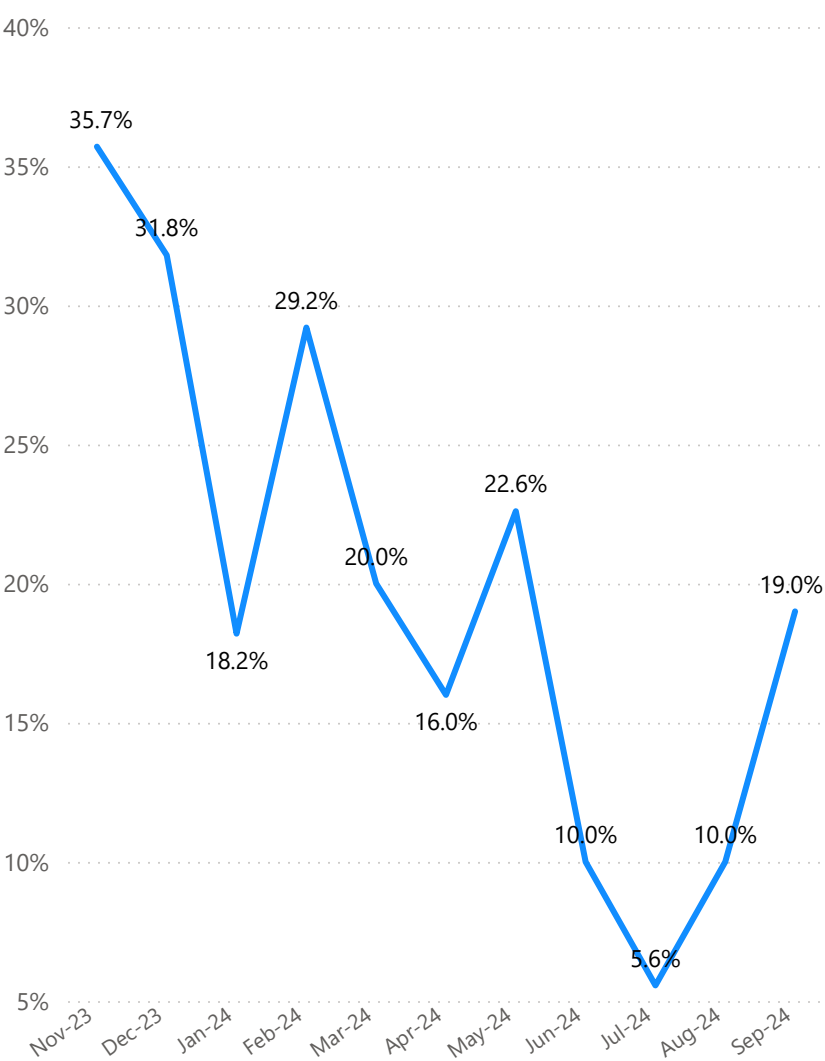
# ASC Cross Service Measures

ALL04: Number of overdue reviews of care plans (over 12 months as stipulated in the Care Act)



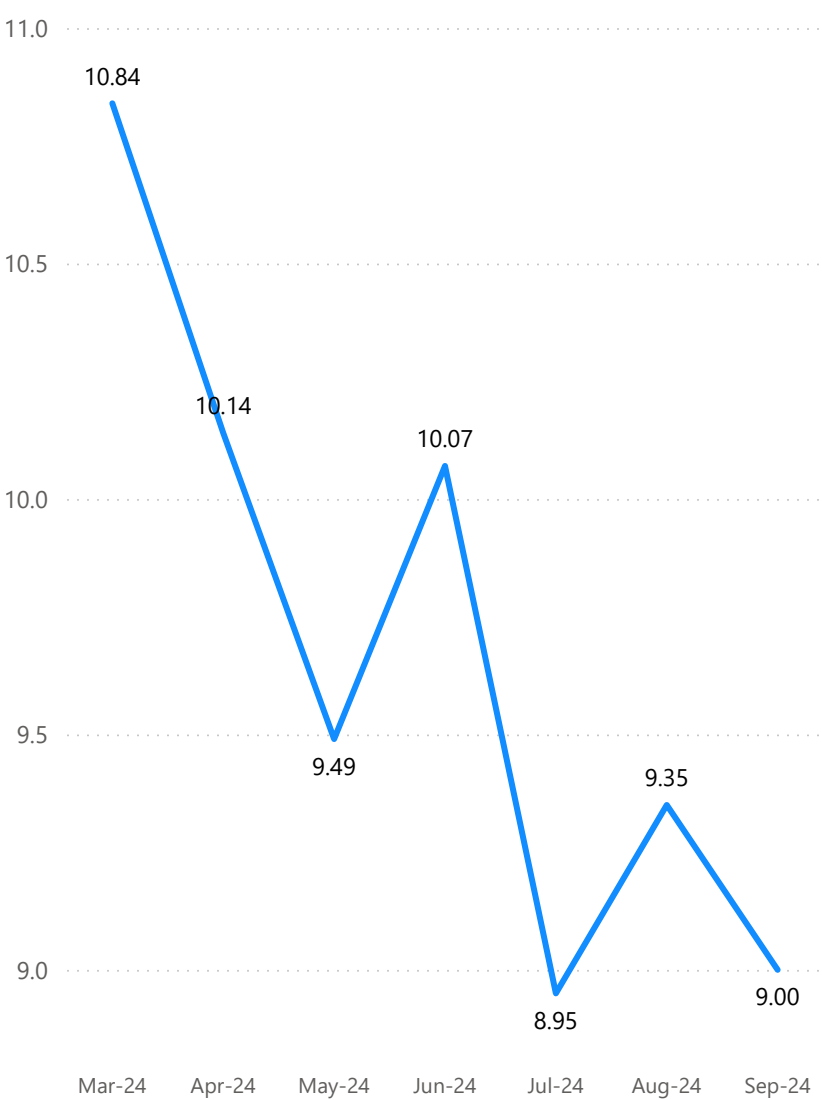
Current Value	Target	Tolerance	Success	Reporting Period
1331	1241	302	Smaller is better	Latest Month

ALL05: % Needs Assessments completed within timescales



Current Value	Target	Nat Average	Success	Reporting Period
19	n/a	tbc	Bigger is better	Latest Month

ALL06: Average caseload across ASC



Current Value	Target	Nat Average	Success	Reporting Period
9	n/a	tbc	Smaller is better	Latest Month