

Performance Indicator and Outcome				Latest Adult Care Position				Benchmarking (Where Available)			
Strategic Outcome	Performance Indicator	Milestone 23/24	Delivery Lead	Direct ion of Travel	Current Position	Latest Period Available	21/22 Position Baseline	Core Cities Mean	Y & H	CIPFA/ OFLOG	England Average
Safe and Well (Priorities - Safeguarding, Quality of Care, Prevention of Admission/ Timely Discharge)	<b>Priority 1 - Safeguarding</b>										
	Safeguarding concerns per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor	CSWO AD Access, MH and Wellbeing	Decreased	1280	22/23	1354	England Measure available only			1313
	Safeguarding S42 Enquiries per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor		Decreased	291	22/23	342		387		
	Proportion of Safeguarding enquiries commenced that were Section 42 enquiries. (CQC – NHS Digital)	To Monitor		Increased	84%	22/23	81%		91%		
	DoLS Applications received per 100,000 Adults (NHS Digital)	To Monitor		Decreased	481	22/23	584		601		
	Safeguarding S42: Proportion of individuals lacking capacity who were supported by an advocate, family member or friend (CQC)	95%		Same	100%	22/23	100%	Benchmarking data to be confirmed			
	% referrers who received feedback about a safeguarding referral from Adult Care	85%		Increased	87%	Sept 23	74%				
	% Safeguarding Adults Outcomes Met: % expressed outcomes partially or fully met (S42 enquiries)	95%		Decreased	93%	Aug 23	95%				
	Safeguarding Adults Impact on Risk: % risk removed or reduced (S42 enquiries)	95%		Decreased	87%	Aug 23	93%				
	% of safeguarding referrals screened in one working day	90%		Decreased	71%	Aug 23	80%				
	Median number of days to complete S42 Safeguarding enquiries, noting exceptions where Making Safeguarding Personal principles and legal circumstances apply.	28		decreased	50	Aug 23	68				
	<b>Priority 2 – Quality, Continuity and Sustainability of Care</b>										
	ASCOF 1A: Social care-related quality of life score (based on several questions)	18.9	AD Commissioning	Increased	18.5	22/23	17.5	18.5	18.8	18.8	18.9
	ASCOF 1J: Adjusted 1A - Social care-related quality of life score - impact of social care services (excluding non-social care related factors) (OFLOG Measure)	0.4	And CSWO	Increased	0.4	22/23	0.32	0.4	0.4	0.4	0.4
	People who use services who feel safe. (ASCOF 4A)	75%		Increased	66.6%	22/23	56.9%	67.2%	69.3%	68.8%	69.2%
	People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	85%		Increased	85.9%	22/23	79.4%	85.6%	85.1%	85.6%	85.6%
	ASCOF 3A: Overall satisfaction of people who use services with their care and support	65%		Same	58.3%	22/23	58.7%	63.1%	65.1%	63.2%	63.9%
	% regulated adult social care providers assessed by CQC as good or outstanding under the Safe domain	80%		Increased	84.4%	Aug 23	82.7%	78.7%	78.2%	81.5%	81.5%
	% of Regulated Care – Care Homes - rated good or outstanding	85%		Same	86%	Sept 23	87%	80%	79%	82%	82%
	% of Regulated Care – Community based services – rated good or outstanding	85%		Increased	86%	Sept 23	84%	81%	84%	85%	86%
	% of domiciliary care staff with face-to-face contact absent due to Covid-19 (Capacity Tracker)	To Monitor		Decreased	0.4%	Q1 23	Q1 21 - 0.9%		0.3%		0.2%
	Number of domiciliary care staff with face-to-face contact employed (Capacity Tracker)	To Monitor		Increased	3,982	Q1 23	Q121 - 3,807		2,388		
	% of Care home staff absent due to Covid-19 (Capacity Tracker)	To Monitor		Decreased	0.2%	Q1 23	Q1 21 - 0.3%		0.3%		0.2%
	Number of directly employed care home staff (Capacity Tracker)	To Monitor		Increased	5283	Q1 23	Q1 21 - 4581		3,574		
	Home care waiting list (In People) (Based on daily referral rates)	15		Decreased	21	Aug 23	Mar 23=71	This measure is local to Sheffield and therefore not benchmarked			
	% Care Home Bed Occupancy	85%		Same	86%	July 23	85%				
	I deal with people I know and trust that are well trained and love their job, respect my expertise, and can make decisions with me.	New Measure		n/a	61.9%	22/23	n/a				
	<b>Priority 3 – Prevention of Admission and Hospital Discharge</b>										
	% acute hospital beds occupied by those medically fit for discharge for over 7 days	10%	Deputy DASS	Decreased	10.5%	03/09/23	19%		10.7%		11.9%
	Number of people awaiting support from Adult Care in Acute Hospital Beds (based on average daily referral rates)	10		Decreased	7	05/09/23	09/2022 = 140	This measure is local to Sheffield and therefore not benchmarked			
	Number of referrals for carers support from hospital services. (Rolling 12 month)	250		Increased	273	Jul 23	2022 = 88				
	Number of referrals to Home First service	To Monitor		Increased	462	2023 YTD	2022 = 579				
	Number of S42 enquires undertaken in hospital setting (rolling 12 month)	To Monitor		Increased	160	Aug 23	111				
	I only tell my story once unless there are changes to 'what matters to me'	New Measure		n/a	44.8%	22/23	n/a				

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Aspire and Achieve and Connected and Engaged – (Priorities – Unpaid Carers, Early Intervention & Community Resilience and Citizen Leadership & Personalisation)	<b>Priority 4 – Unpaid Carers</b>											
	ASCOF 1C(2B): The proportion of carers who receive direct payments	20%	Deputy Dass (Operations) and AD Adult Commissioning	Increased	36.9%	22/23	18.6%	78.6%	75.6%	76.6%	77.6%	
	ASCOF 1C(1B): The proportion of carers who receive self-directed support	100%		Same	100%	22/23	100%	97.2%	83.1%	92.2%	89.3%	
	ASCOF 1I(2): Proportion of carers who reported that they had as much social contact as they would	31%		Increased	30.9%	21/22	26.6%	26.7%	31.2%	27.5%	28.0%	
	ASCOF 3B: Overall satisfaction of carers with social services	37%		Increased	34.7%	21/22	26.6%	33.7%	37.7%	35.1%	36.3%	
	ASCOF 1D: Carer-reported quality of life (OFLOG)	7.4		Increased	7.3	21/22	7.0	7.0	7.4	7.2	7.3	
	ASCOF 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for	65%		Increased	62.4%	21/22	56.0%	60.8%	64.7%	65.0%	64.7%	
	ASCOF 3D (2): The proportion of carers who find it easy to find information about services. (OFLOG)	60%		Increased	53.3%	21/22	51.2%	52.3%	56.3%	56.5%	57.7%	
	New referrals to the Sheffield Carers Centre	To Monitor		Increased	532	In Q2 2023	2022=1828	These measures are local to Sheffield and not benchmarked at the moment				
	New referrals to the Sheffield Carers Centre made by adult social care	500		Increased	199	In Q2 2023	2022=458					
	No. Assessments by Carers Centre	500		Increased	252	In Q2 2023	2022=471					
	No Carers Support Plans in Place	To Monitor		Increased	142	June 23	Mar23:133					
	I have balance in my life, between being a parent, friend, partner, carer, employee.	New Measure		n/a	47.9%	22/23	n/a					
	<b>Priority 5 – Citizen Leadership, Involvement and Personalisation</b>											
	ASCOF 1B: The proportion of people who use services who have control over their daily life.	77%	AD's Living and Ageing Well Long Term Support	Increased	75.6%	22/23	68.1%	74.6%	77.2%	75.9%	76.9%	
	ASCOF 1C(2A): The proportion of people who use services who receive direct payments	33%	AD Access, Mental Health and Wellbeing	Decreased	31.9%	22/23	34.5%	25.0%	26.7%	23.6%	26.7%	
	ASCOF 1C(1A): The proportion of people who use services who receive self-directed support	100%		Same	100%	22/23	100%	94.7%	95.3%	92.0%	94.5%	
	ASCOF 1I (1): The proportion of people who use services who reported that they had as much social contact as they would like	40.2%	AD Adult Future Options	Increased	41.1%	22/23	36.5%	39.5%	40.2%	40.7%	40.6%	
	I feel that I have a purpose.	New Measure	AD Commissioning	n/a	54.0%	22/23	n/a	These are measures local to Sheffield and therefore not benchmarked				
	I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.	New Measure		n/a	57.8%	22/23	n/a					
	I am listened to and heard and treated as an individual.	New Measure		n/a	50.0%	22/23	n/a					
	I know that I have control over my life, which includes planning ahead.	New Measure		n/a	60.8%	22/23	n/a					
	I know that I have some control over my life and that I will be treated with respect	New Measure		n/a	70.7%	22/23	n/a					
	I can make a choice on whether I move into a care home, and where and with whom I live.	New Measure		n/a	65.5%	22/23	n/a					
	I can manage money easily and use it flexibly.	New Measure		n/a	47.2%	22/23	n/a					
	When I need support, it looks at my whole situation, not just the one that might be an issue at the time.	New Measure		n/a	52.5%	22/23	n/a					
	We start with a positive conversation, whatever my age.	New Measure		n/a	63.2%	22/23	n/a					
	I only tell my story once unless there are changes to 'what matters to me'	New Measure		n/a	44.8%	22/23	n/a					
	<b>Priority 6 – Early Intervention, Prevention and Community Resilience</b>											
	ASCOF 2D: The outcome of short-term services: % not resulting in long term support (OFLOG)	67%	AD Access, MH and Wellbeing	Increased	50.8%	22/23	48.1%	57.5%	70.5%	69.0%	77.6%	
	ASCOF 3D (1): The proportion of people who use services who find it easy to find information about support. (OFLOG)	64.6%	And	Increased	63.1%	22/23	60.1%	61.9%	64.6%	62.8%	64.6%	
	Number of contacts to First Contact (Rolling 12 Month Total)	To Monitor	AD Living and Ageing Well Short Term Support	Increased	21,971	To July 23	17,452	These are measures local to Sheffield and therefore not benchmarked				
	% increase in referrals to First Contact Annually	To Monitor		Increased	22%	22/23	27%					
	% of people referred to First Contact who did not require long term support	67%		Same	68.2%	Q1 23/24	22/23:68%					
	The system is easy to navigate. I know how and where I can get the support I need when I need it.	New Measure		n/a	26.3%	22/23	n/a					
	I know what services are available and can make informed decisions.	New Measure		n/a	36.4%	22/23	n/a					
	I know where to go and get help.	New Measure		n/a	51.1%	22/23	n/a					
	I know what services and opportunities are available in my area.	New Measure		n/a	43.4%	22/23	n/a					
	I can have fun, be active, and be healthy.	New Measure		n/a	42.5%	22/23	n/a					
	I am confident to engage with friends/support services.	New Measure		n/a	36.4%	22/23	n/a					

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Active and Independent – (Priorities – Living & Ageing Well, Disability Friendly City, Mental Health)	<b>Priority 7 - Living and Ageing Well</b>											
	ASCOF 2A (2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population.	710	AD's Living and Ageing Well Long Term Support and Short Term Support	Increased	707	22/23	659	741	611	682	539	
	ASCOF 2B(1): The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	82%	AD Commissioning	Increased	85.0%	22/23	80.5%	81.5%	80.4%	82.6%	81.8%	
	ASCOF 2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital.	6%		n/a	Not yet available	22/23	6.1%	3.9%	2.2%	3.4%	2.8%	
	The proportion of adults 65 + receiving services who are living at home.	70%		Increased	69%	Aug 23	68%	63%	59%	63%	62%	
	People receiving Community Support per 100,000 65+ population	3200		Increased	3201	22/23	3109	3000	2037	2641	2132	
	Number of people referred for equipment and adaptations (Occupational Therapy). Rolling 12 months.	To Monitor		Increased	5182	Aug 23	3968	These are measures local to Sheffield and therefore not benchmarked				
	% equipment provided within timescale once assessment completed (Emergency = same day, Urgent = next day, standard = 5 day)	98%		Increased	99.7%	Aug 23	98.6%					
	Number of people awaiting an Occupational Therapy Assessment (Based on average referral rate per month and aim that assessment completed within 28 days)	300		Decreased	1391	Aug 23	2115					
	% adults 65 + receiving long term support who had an annual review.	80%		Increased	63%	Aug 23	42%					
	Number of Reviews Adults 65 + Completed (rolling 12 months)	4300		Increased	4063	Aug 23	2786					
	Median no. of days to determine if support needed for Adults 65 +. noting exceptions where personal circumstances or legal requirements apply.	28		Increased	28	Aug 23	22					
	Median no. of days to put support in place for Adults 65 +.	28		Decreased	6	Aug 23	13					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month) for Adult's 65 +	250		Decreased	354	Aug 23	719					
	<b>Priority 8 - Wellbeing, Mental Health and Future Options</b>											
	ASCOF 1E: The proportion of adults with a learning disability in paid employment	4.8%		AD Access, Mental Health and Wellbeing	Decreased	3.3%	22/23	3.6%	3.5%	4.9%	4.1%	4.8%
	ASCOF 1G: The proportion of adults with a learning disability who live in their own home or with their family. (Note Dedicated Adult Future Options Services Initiated 1/4/23)	78%	AD Adult Future Options	Decreased	68.9%	22/23	72.9%	78.1%	79.9%	81.3%	78.8%	
	ASCOF 1H: The proportion of adults in contact with secondary mental health services living independently, with or without support. (Note Mental Health Returned 1/4/23)	NA		Decreased	9%	22/23	12%	24%	32%	30%	26%	
	ASCOF 1F: The proportion of adults in contact with secondary mental health services in paid employment. (Note Mental Health Returned 1/4/23)	NA	AD Commissioning	Same	4%	22/23	4%	5%	8%	5%	6%	
	ASCOF 2A (1): Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population.	17		Increased	18.8	22/23	17.0	15.4%	17.5	17.7	13.9	
	People receiving Community Support per 100,000 18 - 64 population	666		Increased	716	22/23	695	666	625	696	631	
	% adults 18 - 64 receiving long term support who had an annual review.	80%		Increased	70%	Aug 23	44%	These are measures local to Sheffield and therefore not benchmarked				
	Number of Reviews Completed (rolling 12 months) for Adults 18 - 64	2250		Increased	2130	Aug 23	1245					
	Median no. of days to determine if support needed for Adult's 18 - 64 noting exceptions where personal circumstances or legal requirements apply.	28		Increased	42	Aug 23	34					
	Median no. of days to put support in place for Adult's 18 - 64	28		Increased	30	Aug 23	28					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month) for Adult's 18 - 64	250		Decreased	338	Aug 23	493					
	<b>Priority 9 – Valued Workforce</b>											
ASC Staff Turnover Rate – Sector Wide	25%	CSWO	n/a	32.6%	21/22	32.6%		28.1%		30%		
ASC Sickness Days Lost – Sector Wide	8	AD Commissioning	n/a	9.9	21/22	9.9		8.7				
Number of Posts in Adult Care Across Sector	To Monitor		n/a	16.500	21/22	16.500		10, 646		1.79m		
% of Posts in Independent Sector Providers	To Monitor		n/a	80%	21/22	80%						
% of Posts working for direct payment recipients	To Monitor		n/a	12%	21/22	12%						
Proportion of workforce on zero-hour contracts	15%		n/a	25%	21/22	25%		19%		24%		
% workforce Black, Asian, Minority Ethnic Adult Care Workforce – Workforce reflection of population of Sheffield	16%		n/a	16%	21/22	16%		10%		23%		
Economic Contribution of Adult Care Workforce (Gross Value Added)	To Monitor		n/a	£480m	21/22	£480m		£331m		£51.5 billion		
<b>Priority 10 – Effective Governance &amp; Financial Resilience</b>												
Gross current expenditure on long- and short-term care for adults aged 65 and over	£1120		AD Care Governance	Lower	£1044	22/23	£1129	£1162				
Gross expenditure (long term care £000s) per 100,000 18+ population	n/a			Same	£41,716	22/23	£41,895	£38,724	£36,370	£37,579	£37,264	
Gross current expenditure on long- and short-term care for adults aged 18-64	£265	Higher		£277	22/23	£260	£265					

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