

Performance Indicator and Outcome				Latest Adult Care Position				Benchmarking (Where Available)					
Strategic Outcome	Performance Indicator	Milestone	Delivery Lead	Direction of Travel	Current Position	Latest Period Available	21/22 Position Baseline	Core Cities Mean	Yorkshire & Humber	Peer Group	England Average		
Safe and Well (Priorities - Safeguarding, Quality of Care) Page 215 (Prevention of Admission/ Timely Discharge)	Priority 1 - Safeguarding			Assistant Director Access, Mental Health and Wellbeing	Decreased	1280	22/23	1354			1694	1415	1313
	Safeguarding concerns per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor			Decreased	291	22/23	342			550	642	387
	Safeguarding S42 Enquiries per 100,000 adults commenced by the local authority (CQC – NHS Digital)	To Monitor			Increased	84%	22/23	81%			95%	95%	91%
	Proportion of Safeguarding enquiries commenced that were Section 42 enquiries. (CQC – NHS Digital)	To Monitor			Decreased	481	22/23	584					601
	DoLS Applications received per 100,000 Adults (NHS Digital)	To Monitor			Decreased	850	22/23	Mar 22: 1365			717	791	829
	Number of DoLS applications not completed at end of reporting year	To Monitor			Increased	810	Feb-24	745					
	Number of S117 aftercare arrangements (SCC Data)	To Monitor			n/a	0	Feb-24	New measure					
	Number of Guardianship Orders (SCC Data)	To Monitor			n/a	63	Feb-24	New measure					
	Number of Community Treatment Orders (SCC Data)	To Monitor			Same	0	Feb-24	0					
	Number of Regulation 28 (Prevention of Future Deaths) Reports (SCC Data) (Rolling 12 months)	To Monitor			Increased	15	Feb-24	6					
	Number of SARs (Rolling 12 months) (SCC Data)	To Monitor			Increased	1351	Feb-24	1079					
	Number of DoLS awaiting allocation (new and renewal) (SCC Data)	0			Same	100%	Feb-24	100%					
	Safeguarding S42: Proportion of individuals lacking capacity who were supported by an advocate, family member or friend (SCC Data)	95%			Increased	92%	Feb-24	74%					
	% referrers who received feedback about a safeguarding referral from Adult Care (SCC Data)	95%			Increased	96%	Feb-24	95%					
	% Safeguarding Adults Outcomes Met: % expressed outcomes partially or fully met (S42 enquiries)	95%			Decreased	91%	Feb-24	93%					
	Safeguarding Adults Impact on Risk: % risk removed or reduced (S42 enquiries)	95%		Increased	1	Feb-24	0						
	Median number of days to complete Safeguarding initial response	1		Same	70	Feb-24	68						
	Median number of days to complete S42 Safeguarding enquiries, noting exceptions where Making Safeguarding Personal principles and circumstances apply.	28											
	Priority 2 – Quality, Continuity and Sustainability of Care				Assistant Director Commissioning (Quality) and Chief Social Work Officer	Increased	18.5	22/23	17.5	18.8	19.2	18.7	19
	ASCOF 1A: Social care-related quality of life score (based on several questions)	20		Increased		0.40	22/23	0.32		0.4	0.4	0.4	0.4
	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		Increased		66.6%	22/23	56.9%		68.1%	71.9%	68.3%	70.0%
	People who use services who feel safe. (ASCOF 4A)	85%		Increased		85.9%	22/23	79.4%		88.3%	88.7%	87.9%	86.7%
	People who use services who say that those services have made them feel safe and secure. (ASCOF 4B)	85%		Same		58.3%	22/23	58.7%		61.3%	65.8%	61.5%	64.3%
	ASCOF 3A: Overall satisfaction of people who use services with their care and support	85%		Increased		85%	Feb-24	83%		77%	77%	77%	80%
	% regulated adult social care providers assessed by CQC as good or outstanding under the Safe domain	100%		Decreased		84%	Feb-24	87%		77%	78%	78%	80%
	% of Regulated Care – Care Homes - rated good or outstanding (SCC Data)	100%		Increased		86%	Feb-24	80%		80%	83%	81%	85%
	% of Regulated Care – Community based services – rated good or outstanding (SCC Data)	100%		Increased		89%	Feb-24	86%			88%		89%
	% Care Home Bed Occupancy	85%		Decreased		52	03/03/2024	Mar 21 = 71					
	Home care waiting list (people) (Based on daily referral rates) (SCC Data)	10		Increased		78%	Feb-24	43%					
	% adults receiving long term support who had an annual review.	80%		Increased		30	Feb-24	23					
	Median number of days to determine if support is needed (Rolling 12 month)	28		Decreased		7	Feb-24	14					
	Median number of days to put support in place (Rolling 12 month)	28		Increased		72.4%	23/24	61.9% 22/23					
	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		72.4%	23/24	New measure					
	I feel safe and well.	New Measure		Decreased		0.7%	Jan-24	Oct 21 0.8%			0.5%		0.4%
	% of domiciliary care staff with face-to-face contact absent due to Covid-19 – Capacity Tracker	To Monitor		Increased		4803	Jan-24	Oct 21 - 3232					
	Number of domiciliary care staff with face-to-face contact employed – Capacity Tracker	To Monitor		Decreased		0.1%	Jan-24	Oct 21 - 0.5%			0.1%		0.2%
	% of Care home staff absent due to Covid-19 - Capacity Tracker	To Monitor		Increased		5408	Jan-24	Oct 21 - 4049					
	Number of directly employed care home staff - Capacity Tracker	To Monitor		n/a		4	Feb-24	New measure					
	Contracts handed back early to the local authority by providers (Rolling 12 months) (SCC Data)	To Monitor		n/a	2	Feb-24	New measure						
	Number of Providers decommissioned within contract term (Rolling 12 months) (SCC Data)	To Monitor		n/a	10	Jan-24	New measure						
	Local authority commissioning embargoes (Rolling 12 months) (SCC Data)	To Monitor											

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Safe and Well (Priorities - Safeguarding, Quality of Care, Prevention of Admission/ Timely Discharge)	Priority 3 – Prevention of Admission and Hospital Discharge											
	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	85%	Operations Director and Assistant Directors Living and Ageing Well	Increased	85.2%	Q3 23/24	80.5%	81.80%	83.00%	81.20%	82.90%	
	ASCOF 2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital.	6%		n/a	6.4%	22/23	6.1%	5.2%	2.1%	4.6%	3.3%	
	% acute hospital beds occupied by those medically fit for discharge for over 7 days (NHS England Data)	10%		Decreased	12.4%	03/03/2024	19.0%		11.8%		12.9%	
	Number of referrals for unpaid carers support by hospital services (STIT/ Social Work). (Rolling 12 month)	250		Increased	423	Jan-24	2022 = 88	These measures are local to Sheffield and not benchmarked at this time				
	Number of referrals to Home First service (rolling 12 month)	To Monitor		Increased	807	Feb-24	2022 = 579					
	Number of S42 enquires undertaken in hospital setting (rolling 12 month)	To Monitor		Increased	166	Feb-24	111					
	Proportion of individuals lacking capacity who were supported by an advocate, family member or friend in a hospital setting only (CQC)	100%		Same	100%	Feb-24	100%					
Aspirations and Engaged – (Priorities – Unpaid Carers, Early Intervention & Community Resilience and Citizen Leadership & Personalisation)	Priority 4 – Unpaid Carers											
	ASCOF 1C(2B): The proportion of carers who receive direct payments	To Monitor	Deputy DASS (Operations) and Assistant Director Adult Commissioning (Quality)	Increased	36.9%	22/23	18.6%	81.2%	81.6%	78.2%	79.5%	
	ASCOF 1C(1B): The proportion of carers who receive self-directed support	100%		Same	100%	22/23	100%	97.6%	89.7%	98.8%	91.6%	
	ASCOF 1I(2): Proportion of carers who reported that they had as much social contact as they would like	50%		Increased	33.1%	23/24	30.9%	26.7%	31.2%	27.5%	28.0%	
	ASCOF 3B: Overall satisfaction of carers with social services	85%		Decreased	31.2%	23/24	34.7%	33.7%	37.7%	35.1%	36.3%	
	ASCOF 1D: Carer-reported quality of life (OFLOG)	7.5		Increased	7.4	23/24	7.3	7	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	85%		Increased	66.7%	23/24	62.4%	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)	80%		Increased	56.0%	23/24	53.3%	52.3%	56.3%	56.5%	57.7%	
	New referrals to the Sheffield Carers Centre	To Monitor		Increased	554	In Q3 2023	2022=1828	These measures are local to Sheffield and not benchmarked at this time				
	New referrals to the Sheffield Carers Centre made by adult social care	500		Increased	182	In Q3 2023	2022=458					
	No. Assessments by Carers Centre- Tier 1	500		Increased	171	In Q3 2023	2022=442					
	No. Assessments by Carers Centre- Tier 2	40		Increased	17	In Q3 2023	2022=29					
	No Carers Support Plans in Place	To Monitor		Increased	155	Sep-23	Mar23:133					
	I am connected and engaged with my community	New Measure		n/a	41.3%	23/24	New Measure					
	I have aspirations in my life and achieve my goals	New Measure		n/a	39.5%	23/24	New Measure					
	I have balance in my life, between being a parent, friend, partner, carer, employee.	New Measure		Increased	51.2%	23/24	47.9% 22/23					
Intervention & Community Resilience and Citizen Leadership & Personalisation)	Priority 5 – Citizen Leadership, Involvement and Personalisation											
	ASCOF 1B: The proportion of people who use services who have control over their daily life.	85%	Assistant Directors Living and Ageing Well Long-Term Support Assistant Director Access, Mental Health and Wellbeing Assistant Director Adult Future Options Assistant Director Commissioning	Increased	75.6%	22/23	68.1%	75.7%	77.6%	74.8%	77.2%	
	ASCOF 1C(2A): The proportion of people who use services who receive direct payments	33%		Decreased	31.9%	22/23	34.5%	24.7%	26.7%	26.1%	25.9%	
	ASCOF 1C(1A): The proportion of people who use services who receive self-directed support	100%		Same	100%	22/23	100%	88.0%	97.1%	91.3%	93.9%	
	ASCOF 1I (1): The proportion of people who use services who reported that they had as much social contact as they would like	40.6%		Increased	41.1%	22/23	36.5%	44.0%	46.3%	42.9%	44.2%	
	I feel that I have a purpose.	New Measure		Increased	56.3%	23/24	54.0% 22/23	These measures are local to Sheffield and not benchmarked at this time				
	I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.	New Measure		Increased	66.7%	23/24	57.8% 22/23					
	I am listened to and heard and treated as an individual.	New Measure		Increased	71.8%	23/24	66.5% 22/23					
	I know that I have control over my life, which includes planning ahead.	New Measure		Increased	61.8%	23/24	60.8% 22/23					
	I know that I have some control over my life and that I will be treated with respect	New Measure		Increased	79.2%	23/24	70.7% 22/23					
	I can make a choice on whether I move into a care home, and where and with whom I live.	New Measure		Decreased	64.3%	23/24	65.5% 22/23					
	I can manage money easily and use it flexibly.	New Measure		Increased	48.9%	23/24	47.2% 22/23					
	When I need support, it looks at my whole situation, not just the one that might be an issue at the time.	New Measure		Increased	61.9%	23/24	52.5% 22/23					
We start with a positive conversation, whatever my age.	New Measure	Increased		72.4%	23/24	63.2% 22/23						
I only tell my story once unless there are changes to 'what matters to me'	New Measure	Increased	55.6%	23/24	44.8% 22/23							

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Page 217 Aspire and Achieve and Connected and Engaged – (Priorities – Unpaid Carers, Earh) Mental Health	Priority 6 – Early Intervention, Prevention and Community Resilience											
	ASCOF 2D: The outcome of short-term services: % not resulting in long term support (OFLOG)	67%	Assistant Director Access, Mental Health and Wellbeing and Assistant Director Living and Ageing Well Short-Term Support	Increased	50.8%	22/23	48.1%	63.8%	68.9%	69.4%	75.8%	
	ASCOF 3D (1): The proportion of people who use services who find it easy to find information about support. (OFLOG)	64.60%		Increased	63.1%	22/23	60.1%	64.5%	69.2%	65.5%	67.6%	
	Number of contacts to First Contact (Rolling 12 Month Total)	To Monitor		Increased	22,351	Feb-24	17,452	These measures are local to Sheffield and not benchmarked at this time				
	% increase in referrals to First Contact (Rolling 12 month)	To Monitor		n/a	6%	Feb-24	27%					
	% of people referred to First Contact who did not require long term support	67%		Decreased	52%	Feb-24	58%					
	% of people referred back to Adult Social Care within 3 months (First Contact)	To Monitor		Increased	38%	Feb-24	28%					
	% of people referred back to Adult Social Care within 6 months (First Contact)	To Monitor		Increased	40%	Feb-24	36%					
	Number of people awaiting an Occupational Therapy Assessment (Based on average referral rate per month and aim that assessment completed within 28 days)	250		Decreased	1087	Feb-24	2115					
	Number of referrals to Occupational Therapy (Rolling 12-month total)	To Monitor		Increased	8195	Feb-24	3852					
	% Increase in referrals to Occupational Therapy Annually	To Monitor		Increased	102%	Feb-24	11% 22/23					
	% equipment provided within timescale once assessment completed (Emergency = same day, Urgent = next day, standard = 5 day)	98%		Increased	99.95%	Feb-24	98.6%					
	The system is easy to navigate. I know how and where I can get the support I need when I need it.	New Measure		Increased	28.3%	23/24	26.3% 22/23					
	I know what services are available and can make informed decisions.	New Measure		Increased	49.6%	23/24	36.4% 22/23					
	I know where to go and get help.	New Measure		Increased	61.6%	23/24	51.1% 22/23					
	I know what services and opportunities are available in my area.	New Measure		Increased	47.4%	23/24	43.4% 22/23					
	I can have fun, be active, and be healthy.	New Measure		Increased	55.6%	23/24	42.5% 22/23					
	I am confident to engage with friends/support services.	New Measure		Increased	66.8%	23/24	64.8% 22/23					
	Priority 7 - Living and Ageing Well (Support to Adults Aged Over 65)											
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.	683	Assistant Director Living and Ageing Well Long Term Support		Increased	684	Rolling 12 month to Jan 24	659	754	644	647	571	
% Adults aged over 65 receiving services who are living at home.	85%		Same	70%	Jan-24	70%	63%	59%	63%	62%		
Adults aged over 65 receiving Community Support per 100,000	3000		Increased	3201	22/23	3109	3000	2037	2641	2132		
I am active and independent	New Measure		n/a	45.7%	23/24	n/a	These measures are local to Sheffield and not benchmarked at this time					
% adults receiving long term support who had an annual review.	80%		Increased	84%	Feb-24	42%						
Number of Reviews Completed (rolling 12 months)	4300		Increased	5598	Feb-24	2664						
Median no. of days to determine if support needed for Adult's aged over 65 noting exceptions where personal circumstances apply. (Rolling 12 month)	28		Increased	27	Feb-24	22						
Median no. of days to put support in place for Adult's aged over 65. (Rolling 12 month)	28		Decreased	6	Feb-24	13						
Number of people awaiting an assessment for long term support (Based on average referral rate per month) for Adults aged over 65	150		Decreased	286	Feb-24	454						
Number of people aged over 65 waiting over 6 months for an assessment	0		Decreased	2	Feb-24	7						
Number of people aged over 65 waiting over 3 months for an assessment	0		Decreased	4	Feb-24	74						
Number of out of area placements (out of South Yorkshire and Derbyshire)	To Monitor		Decreased	15	Feb-24	16						
Number of out of area placements (out of Sheffield)	To Monitor		Decreased	47	Feb-24	58						

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Active Independent – (Priorities – Living & Ageing Well, Disability Friendly City)	Priority 8 - Wellbeing, Mental Health and Recovery (Support to Adults Aged 18 – 64 with a Mental Health Condition)											
	ASCOF 1H: The proportion of adults in contact with secondary mental health services living independently, with or without support.	32%	Assistant Director Access, Mental Health and Wellbeing	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	6%		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.	13.5		Increased	22.4	Rolling 12 month to Jan 24	17	18	16.8	17.7	14.8	
	% adults receiving services who are living at home.	85%		Increased	79%	Feb-24	76%	These measures are local to Sheffield and not benchmarked at this time				
	% adults receiving long term support who had an Annual Review.	80%		tbc	New Measure	Feb-24	New Measure					
	Number of Reviews Completed (rolling 12 months)	New Measure		tbc	New Measure	Feb-24	New Measure					
	Median no. of days to determine if support needed noting exceptions where personal circumstances apply (Rolling 12 month)	28		n/a	56	Feb-24	New Measure					
	Median no. of days to put support in place (Rolling 12 month)	28		n/a	28	Feb-24	New Measure					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month)	50		n/a	40	Feb-24	New Measure					
	Number of people waiting over 6 months for an assessment	0		n/a	19	Feb-24	New Measure					
	Number of people waiting over 3 months for an assessment	0		n/a	28	Feb-24	New Measure					
	Number of out of area placements (out of South Yorkshire and Derbyshire)	To Monitor		Decreased	14	Feb-24	21					
	Number of out of area placements (out of Sheffield)	To Monitor		Decreased	36	Feb-24	40					
	Priority 8 – Adult Future Options/ Disability Friendly City (Support to Adults with a Disability aged 18 – 64)											
	ASCOF 1E: The proportion of adults with a learning disability in paid employment	4.80%	Assistant Director Adult Future Options	Decreased	3.3%	22/23	3.6%	3.3%	4.8%	4.4%	4.9%	
	ASCOF 1G: The proportion of adults with a learning disability who live in their own home or with their family.	78%		Decreased	68.9%	22/23	72.9%	78.0%	80.3%	80.2%	81.4%	
	% adults receiving long term support who had an annual review.	80%		Increased	78%	Feb-24	43%	These measures are local to Sheffield and not benchmarked at this time				
	Number of Reviews Completed (rolling 12 months)	2000		Increased	2340	Feb-24	1367					
	Median no. of days to determine if support needed noting exceptions where personal circumstances apply. (Rolling 12 month)	28		Increased	42	Feb-24	34					
	Median no. of days to put support in place (Rolling 12 month)	28		Increased	28	Feb-24	22					
	Number of people awaiting an assessment for long term support (Based on average referral rate per month)	150		Increased	321	Feb-24	279					
% adults receiving services who are living at home.	85%	Increased		91%	Feb-24	89%						
Number of people waiting over 6 months for an assessment	0	Decreased		1	Feb-24	2						
Number of people waiting over 3 months for an assessment	0	Decreased		9	Feb-24	47						
Number of Out of Area Placements (out of South Yorkshire and Derbyshire)	To Monitor	Decreased		51	Feb-24	55						
Number of Out of Area Placements (out of Sheffield)	To Monitor	Increased		159	Feb-24	157						
Priority 9 – Valued Workforce												
ASC Staff Turnover Rate – Sector Wide	25%	Chief Social Work Officer and Assistant Director Commissioning	Increased	37.0%	22/23	32.6%		29.9%		28.3%		
ASC Sickness Days Lost – Sector Wide	6		Decreased	8	22/23	9.9		6.9		5.9		
Number of Posts in Adult Care Across Sector	To Monitor		Increased	17.5	22/23	16.5				1.79m		
% of Posts in Independent Sector Providers	To Monitor		Decreased	77%	22/23	80%						
% of Posts working for direct payment recipients	To Monitor		Decreased	11%	22/23	12%						
Proportion of workforce on zero-hour contracts	20%		Same	25%	22/23	25%		18%		22%		
% workforce Black, Asian, Minority Ethnic Adult Care Workforce – Workforce reflection of population of Sheffield	26%		Increased	25%	22/23	16%		12%		26%		
Economic Contribution of Adult Care Workforce (Gross Value Added)	To Monitor		n/a	NA	22/23	£480m		£331m		£51.5 billion		
Priority 10 – Effective Governance & Financial Resilience												
Gross current expenditure on long- and short-term care for adults aged 65 and over, per adult aged 65 and over	£1,120		Assistant Director Care Governance	Lower	£1,044	22/23	£1,129	£1,162				
Gross expenditure (long term care £000s) per 100,000 18+ population	To Monitor	Higher		£43,772	22/23	£41,895	£41,810	£40,252	£35,196	£40,747		
Gross current expenditure on long- and short-term care for adults aged 18-64, per adult aged 18-64	£265	higher		£277	22/23	£260	£265					