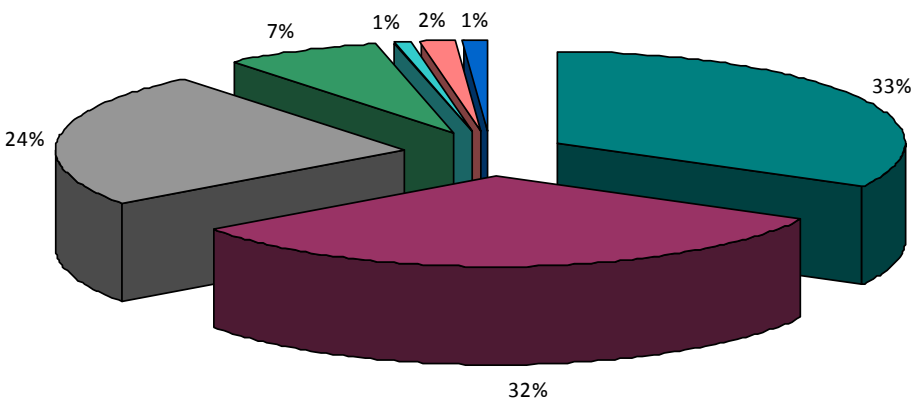


## PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target reported.

INDICATOR OVERVIEW	
Indicator Title	Overall satisfaction of people who use services with their care and support (ASCOF 3A)
Strategic Director Lead	Clare Fish
Departmental Lead	Chris Beyga
Target	70%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance																		
Performance this Period	63.0%	+ / - Target: -7% (11% variance)																
Non-compliance reason	<p>Following completion of the annual Adult Social Care Survey a total of 547 people responded to Question 1 of the survey "Overall how satisfied or dissatisfied are you with the care and support services you receive?".</p> <p>Of the respondents to the survey 63% of people reported high satisfaction levels with the care and support services they receive. A further 25% reported moderate levels of satisfaction with 4% of people stating they were dissatisfied with the care and support they receive.</p> <p style="text-align: center;"><b>Overall Satisfaction of People with their Care and Support Services</b></p>  <table border="1"> <thead> <tr> <th>Satisfaction Level</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I am extremely satisfied</td> <td>24%</td> </tr> <tr> <td>I am very satisfied</td> <td>32%</td> </tr> <tr> <td>I am neither satisfied nor dissatisfied</td> <td>33%</td> </tr> <tr> <td>I am quite satisfied</td> <td>7%</td> </tr> <tr> <td>I am very dissatisfied</td> <td>1%</td> </tr> <tr> <td>I am quite dissatisfied</td> <td>2%</td> </tr> <tr> <td>I am extremely dissatisfied</td> <td>1%</td> </tr> </tbody> </table> <p> <span style="color: #008080;">■</span> I am extremely satisfied                      <span style="color: #800080;">■</span> I am very satisfied  <span style="color: #808080;">■</span> I am quite satisfied                              <span style="color: #008000;">■</span> I am neither satisfied nor dissatisfied  <span style="color: #00B0F0;">■</span> I am quite dissatisfied                              <span style="color: #FF0000;">■</span> I am very dissatisfied  <span style="color: #0000FF;">■</span> I am extremely dissatisfied </p> <p>Further analysis of the data indicates that the number of people reporting that they are neither satisfied nor dissatisfied has doubled from 2012/13 to 54 people. Of these 54 people a total of 28 (52%) are solely in receipt of equipment/adaptations.</p> <p>Of the 123 people reporting dissatisfaction with services 62 (50%) are solely in receipt of equipment/adaptations.</p>		Satisfaction Level	Percentage	I am extremely satisfied	24%	I am very satisfied	32%	I am neither satisfied nor dissatisfied	33%	I am quite satisfied	7%	I am very dissatisfied	1%	I am quite dissatisfied	2%	I am extremely dissatisfied	1%
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**ACTIONS:** This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it.

<p>What (is required)</p>	<p>Closer monitoring of service user satisfaction to have access to more timely evidence regarding service quality and impact. Satisfaction levels were previously only monitored through the Adult Social Care Survey giving a snapshot annually.</p> <p>By regularly monitoring service quality, achievement of outcomes for individuals and customer satisfaction we can closer monitor the performance of our contracts in achieving the desired outcomes and the performance of individual providers.</p> <p>In line with the analysis completed which indicated that people who receive just equipment/adaptations are generally more likely to be dissatisfied with their care and support this is an area for focus.</p>
<p>How (will it be achieved)</p>	<p>Through our ongoing commissioning cycle we have enhanced our contract monitoring processes by working with providers to develop monthly datasets underpinned by a performance framework which details Key Performance Indicators (KPIs).</p> <p>Provider performance against KPIs relevant to the service they provide will be monitored through monthly contract monitoring meetings. The Council will be able to further scrutinise performance by interrogating the monthly data submissions to add further value and intelligence.</p> <p>The KPIs are a mix of outcome based measures which have a commonality of focusing on outcomes for individuals and their satisfaction with the service they have received.</p> <p>Reviews are currently underway pertaining to Community Equipment Services and Assistive Technology with a view to re-commissioning these services in 2014/15.</p> <p>The current provider of Assistive Technology is implementing a quarterly customer satisfaction survey in 2014/15, the results of which will be shared with Adult Social Services to monitor satisfaction levels.</p>
<p>Who (will be responsible)</p>	<p>Jacqui Evans (Head of Transformation) Jayne Marshall (Senior Manager – Commissioning)</p>
<p>When (will results be realised)</p>	<p>We have now implemented an enhanced contract monitoring process against the following contracts:</p> <ul style="list-style-type: none"> <li>• Intermediate Care &amp; Transitional Care</li> <li>• Domiciliary Care &amp; Reablement</li> <li>• Early Intervention &amp; Prevention</li> </ul> <p>The first tranche of data has been received in June 2014 with contract monitoring meetings due to take place during June/July to discuss performance against agreed KPIs.</p> <p>Through closer monitoring and having the ability to quickly identify underperforming services/providers the overall quality of care and support in Wirral should increase during 2014/15.</p>