

WIRRAL COUNCIL
Families and Wellbeing and Public Health Performance Report as at 31st January 2015



No.	Description	Data Source	Performance 2013/14	North West 2013/14	Target/Plan 2014/15	YTD Target 2014/15	YTD Performance	Forecast Outturn	Overall Status	Monthly Trend	Reporting Period	Accountable Officer (Head of Service)	Comments
Public Health - Tackling Health Inequalities													
Domain 2: Health Improvement													
1	Alcohol-related admissions to hospital: Rate of attendance at A & E for injury and assault where alcohol was a factor (Corporate Plan)	Trauma, Injury Intelligence Group (TIIG)	901.37	N/A	901.37	901.37	817.78	901.37	G	+	Jan 14 - Dec 14	J Webster	The data shows a further reduction in the rate of attendances to A&E, suggesting a continuing positive improvement in performance of the system. However it should be noted that, although this improvement is encouraging, the methodology we are using to track this target is new so it is important to keep a close watch on the data to ensure that this downward trend is a genuine improvement and not a function of the change in the methodology.
2	NHS Health Checks - Offered (Corporate Plan)	Integrated Performance Measures Monitoring Return	17.7%	18.5%	20.0%	15.0%	16.5%	20.0%	G	+	Apr - Dec	J Harvey	<p>Within year, individual practices have the flexibility to spread out their Health Check invitations in a way that best suits their practice. As a result, actual take-up of invitations can vary from quarter to quarter. We are therefore aiming to ensure that the overall full-year uptake figure is at least 50% (which was exceeded in 2013/14). In order to support practices to achieve this, the following is in place:</p> <p>Seconded Practice Nurses have also been visiting / liaising closely with GP practices who require further support to improve take-up rates.</p> <p>A promotional video and poster are under development to be used in all GP practices and also community settings.</p> <p>A proposal to pilot the impact of 'Point of Care Testing' within GP practices is being developed.</p>
3	NHS Health Checks - Take up (Corporate Plan)	Integrated Performance Measures Monitoring Return	53.1%	51.0%	50.0%	50.0%	42.1%	50.0%	A	+	Apr - Dec	J Harvey	<p>Practices will also shortly receive a personalised performance report, comparing their results to all other practices, with recommendations of where they need to improve.</p> <p>For invitations offered, performance is well on track to meet the 20% target for the full year. For uptake of Health Checks, Q3 activity has shown an increase of 5% compared to Q2 (giving an overall uptake of 43%). Given that this represents activity carried out over the Christmas period, when it is more difficult to get people to come into practices for a check, this is positive.</p>
4	Smoking quitters (4 weeks) (PHOF 2.14)	Stop Smoking Service	1727 (43%)	42879 (43%)	1,900	993	647	1,389	R	-	Apr - Sep	G Rickwood	Quarter two performance for this target has seen a 35% decrease in performance compared to Q2 activity in 2013/2014, this drop in performance is reflected both regionally and nationally. The Public Health team will be undertaking a review of the current stop smoking models delivered by all providers in Wirral to identify the most appropriate model for local needs and to take account of changing environmental factors e.g. use of e-cigarettes. The revised service model will be produced by the summer.
5	Smoking status at time of delivery: rate per 100 maternities (PHOF 2.3)	Integrated Performance Measures Monitoring Return	13.7%	12.8% Cheshire, Warrington & Wirral	11.0%	11.0%	11.7%	11.0%	A	-	Apr - Dec	G Rickwood	After an improvement in performance between quarter 1 and quarter 2, quarter 3 sees an increase in the %age again of women smoking at the time of delivery, going up from 11.2% to 11.7%. This gives an average rate for the 3 quarters of the year of 12%. The current programme of work that offers support to pregnant women to stop smoking is delivered by Solutions for Health and is a 12 week health and wellbeing course with a focus on 4&12 week quits. Referrals into this programme are predominantly from maternity services. Public Health is working with the wider set of services to increase referrals into smoking cessation from all health professionals who come into contact with pregnant women, and new work is planned to introduce more of a whole system approach to supporting women at the time of delivery to give up smoking, this to support the work currently being done by mid-wives.
6	Under 18 conceptions: rate per 1,000 population aged 15-17 (PHOF 2.4)	Office for National Statistics (ONS)	33.5 (2012 national)	31.6 (2012)	32.9	32.9	31.2	32.9	G	+	Jul - Sep 2013	J Graham	A reduction in rate was experienced for Q3 2013. This reduced from 32.9 in Q2 to 31.2 in Q3. This is also a reduction from the same point in 2012 when the rate was 35.6, however, Wirral's rate still remains higher than that of the North West and England. Teenage pregnancy prevention is currently being addressed through a new integrated approach by development of a risk and resilience strategy. In the interim, the teenage pregnancy sub-groups continue to sustain momentum around this agenda
7	Excess weight in 4-5 year olds: reception year classified as overweight or obese (PHOF 2.6i)	NCMP	22.3%	22.9%	24.0%	24.0%	23.1%	23.1%	G	-	2013-14	J Graham	These are the most up to date figures as published by Public Health England December, 2014. The Wirral model for delivering the National Child Measurement Programme goes beyond weighing and measuring and delivers key healthy lifestyle messages direct to the children as part of a structured lesson. Also, the service proactively follows up every very overweight child, giving telephone support and boosting referrals in to weight management services.
8	Excess weight in 10-11 year olds: year 6 classified as overweight or obese (PHOF 2.6ii)	NCMP	33.3%	33.4%	34.6%	34.6%	35.0%	35.0%	A	-	2013-14	J Graham	

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9	Proportion of opiate drug users that left drug treatment successfully who do not re-present to treatment within 6 months (PHOF 2.15i)	NDTMS	NYA	NYA	10.0%	#REF!	7.91% (Apr 13 - Mar 14)	10.0%	R		Apr - Mar 2014	G Rickwood	The National NDTMS database is still being upgraded by PHE but remains currently out of service, so up to date performance data for this indicator is not yet available. However the system is now being remobilised and is expected to be back on line before the end of February. No new performance analysis is therefore possible at this time but we are told that priority, in terms of activating the database, is being given to those areas that are in the process of implementing new services. The new Wirral service has now commenced and much work is being put into the full mobilisation. However the transition does create some considerable upheaval, involving staff and new premises, so it will be into the spring before the new system is beginning to approach its intended potential.
10	Proportion of non-opiate drug users that left treatment successfully who do not re-present to treatment within 6 months (PHOF 2.15ii)	NDTMS	NYA	NYA	53.0%	53.0%	52.58% (Apr 13 - Mar 14)	53.0%	G		Apr - Mar 2014	G Rickwood	This indicator, predominantly delivered by Arch Initiatives, has now achieved its performance target for a sustained period. However this is a volatile performance target sensitive to small changes in the number of completers and subject to fluctuation.
11	Cancer screening coverage – breast cancer (PHOF 2.20i)	Health and Social Care Information Centre /Public Health England	77.3% (2014)	73.4% (2014)	77%	77%	72.6%	77%	A		Jul	Anjana Sahu	The Director of Public Health has an assurance role with regard to cancer screening programmes. It is the responsibility of NHS England to commission and performance manage the programmes. It is important for Councilors to be aware of our performance against the programmes as they are key elements in our prevention activity to reduce death and disease from cancer. The 36 month coverage of women aged 50 to 70 was 72.6% at July 2014. This figure is above the minimum standard of 70%.
12	Cancer screening coverage – cervical cancer (PHOF 2.20ii)	Health and Social Care Information Centre /Public Health England	72.9% (2014)	73% (2014)	76%	76%	73.7%	76%	A		Jul	Anjana Sahu	A report on performance of the cervical cancer programme from NHS England (the commissioning body) shows that: the uptake of cytology by most GP practices in the Wirral did not meet national targets. However, most GP surgeries have increased in their uptake of cytology (up to June 2014). The Public Health team is working with NHS England and the CCG to improve the uptake of cancer screening programmes. The Director of Public Health is presenting an education event for GPs focusing on cancer screening programmes on the 25th February. This will enable discussions with local GPs around screening programmes for cancer.
Domain 3: Health protection													
13	Crude rate of chlamydia diagnoses per 100,000 young adults aged 15-24 years	Health Protection Agency (HPA)	2,309 per 100,000 (2013)	2,257 per 100,000 (2013: North of England)	2,300 per 100,000	2,300	2,606	2,300	G		Apr - Sep	J Graham	Public Health England published data for Qs1 and 2, 2014-15 indicate that Wirral is on track to achieve the chlamydia target.
14	% of eligible children who received 3 doses of Dtap / IPV / Hib vaccine at any time by their 1st birthday (PHOF 3.03iii)	Cover of Vaccination Evaluated Rapidly (COVER) data collected by Public Health England (PHE)	96.8% (2013/14)	95.7% (2013/14)	95%	95%	95.8%	95%	G		Jul 14 - Sep 14	Anjana Sahu	The Director of Public Health has an assurance role with regard to immunisation and vaccination programmes. It is the responsibility of NHS England to commission and performance manage the programmes. It is important for Councilors to be aware of our performance against the programmes as they are key elements in our prevention activity to reduce death and disease from communicable diseases e.g. measles, mumps. Local performance against this target is very good. Quarterly figures to be published by Public Health England, the data for quarter 2 shows that this indicator is performing slightly above trajectory. Performance of 95% is required to ensure herd immunity.

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15	% of eligible children who have received one dose of MMR vaccine on or after their 1st birthday and anytime up to their 2nd birthday (PHOF 3.03viii)	Cover of Vaccination Evaluated Rapidly (COVER) data collected by Public Health England (PHE)	95.1% (2013/14)	94.9% (2013/14)	95%	95%	96.6%	95%	G		Jul 14 - Sep 14	Anjana Sahu	Please see commentary above. Current performance is exceeding the 95% target to provide good population coverage.
Children are ready for school													
	Measures for this outcome are under development												
Children and young people are prepared for working life and adulthood													
16	The gap between the proportion of pupils achieving a Good Level of Development (in the Early Years Foundation Stage Profile)	Local Authority Interactive Tool	39.5	38.7	36.6	-	-	36.6	-	-	-	S Talbot	Annual Indicator
17	The achievement gap between pupils eligible for free school meals and their peers achieving at Key Stages 2 (Level 4 +Reading, Writing and Maths)	Local Authority Interactive Tool	20.9	19.0	16.0	-	-	16.0	-	-	-	S Talbot	Annual Indicator
18	The achievement gap between pupils eligible for free school meals and their peers achieving at Key Stages 4 (5 or more A*-C including English and maths)	Local Authority Interactive Tool	34.9	29.5	26.5	-	-	26.5	-	-	-	S Talbot	Annual Indicator
19	The % of Looked After Children achieving Key Stages 2 (Level 4 +Reading, Writing and Maths)	FFT Aspire	42.9	N/A	61.0	-	-	61.0	-	-	-	S Butcher	Annual Indicator
20	The % of Looked After Children achieving expected levels at Key Stages 4 (5 or more A*-C including English and maths)	Local Authority Interactive Tool	11.8	15.7	44.0	-	-	44.0	-	-	-	S Butcher	Annual Indicator
21	Inequality of achievement of a Level 2 qualification by the age of 19 (FSM)	Local Authority Interactive Tool	17.0	19.0	16.0	-	-	16.0	-	-	-	P Smith	Annual Indicator
22	Inequality of achievement of a Level 3 qualification by the age of 19 (FSM)	Local Authority Interactive Tool	36.0	28.0	31.0	-	-	31.0	-	-	-	P Smith	Annual Indicator
23	The % of young people aged 16-18 who are not in Employment, Education or Training. (NEET)	Local Authority Interactive Tool	5.7%	6.4%	5.5%	5.5%	4.3%	5.5%	G		Dec	P Smith	
24	The % of Care Leavers in Employment Education or Training	Local Authority Interactive Tool	66.0%	60.0%	70.0%	70.0%	67.5%	70.0%	G		Dec	P Smith	The anticipated number of young people who will be eligible for inclusion in this measure in 2014-15 is currently 51. To date there have been a total of 31 young people eligible to be included in the calculation of whom 25 are engaged in Education, Employment or Training
Children, young people and families have their needs met at the earliest opportunity													
25	Rate of Children in Need per 10,000		402.1	343.1 (2012-13)	375.0	381.0	385.8	380.0	G		Jan	S Butcher	The number of CIN have reduced despite a high number of referrals in the reporting period. The number of cases closed (1,306) have exceeded the number of new referrals (1,255). The referrals open to the Pathway and transition teams for young people over the age of 18 are no longer included in the formula as population based on ages of children 0-17.
26	Rate of Child Protection Plans (Per 10,00 population aged 0-17)	Local Authority Interactive Tool	41.2		37.9	37.9	32.3	29.3	G		Jan	S Butcher	The number of Child protection plans has decreased from 214 in November to 198 in December.
27	Rate of referrals to Social Care per 10,000		599.8		575.0	575.0	612.4	575.0	G		Jan	S Butcher	October has seen the highest number of referrals (458). The number of referrals in September and October is more than 50% higher than previous months. This is 11% lower than at the equivalent point in 2013-14.
28	Number of families achieving a positive outcome through the Payment by Results schedule		304.0		510.0	510.0	NYA	510.0	-	-	-	D Gornik	Currently awaiting data to enable calculation of this measure

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Children and young people feel safe and secure													
29	Rate of Child Protection Plans per 10,000	Local Authority Interactive Tool	41.2		37.8	37.9	32.3	29.3	G	↓	Jan	S Butcher	The number of Child protection plans has decreased from 214 in November to 198 in December.
30	Rate of Looked After Children per 10,000		100.1	-	95.8	97.0	102.6	95.8	A	↓	Jan	S Butcher	Looked after children (LAC) numbers continue to be higher than the national average and statistical neighbours. A LAC Task Group is now in operation which is ensuring a whole systems approach to addressing this issue. Emphasis is on detailed analysis of individual children and implementing strategies to safely reduce the LAC population and associated costs. The number of LAC has been relatively static since July with minor fluctuations month on month. The current number of LAC is 30 higher than the 2014/15 end of year target.
31	% of Children in Foster care having three or more placements	Local Authority Interactive Tool	6.8%		10.0%	10.0%	6.5%	8.0%	G	↓	Jan	S Butcher	The % of LAC who have had 3 or more placements has reduced from 7.5% in October to 6.6% in December.
32	% of Children in Foster care being in placement for two years or more		67.9%		70.0%	70.0%	73.7%	70.0%	G	↑	Jan	S Butcher	The percentage of CIC who are in placement over 2 years has marginally from 70.5% in October to 74.8% in December.
33	Percentage of children leaving care through SGO's / adoptions		23.1%	27.7%	28.0%	28.0%	32.6%	33.9%	G	↑	Jan	S Butcher	A total of 121 children have been discharged from care to date during 2014/15 of whom 22 have were discharged via a SGO and 19 have been adopted.
34	Percentage of children in care placed with parents		11.0%		8.0%	8.0%	11.9%	12.0%	G	↑	Jan	S Butcher	A total of 85 children were placed with parents as at 31st December.
35	Timeliness of Adoptions, within 12 months of decision date	Local Authority Interactive Tool	75.0%	-	80.0%	80.0%	63.2%	70.0%	R	↑	Jan	S Butcher	YTD Adoptions Quarter 1 = 5 Quarter 2 = 5 Quarter 3 = 9 Of the 19 adoptions to date 12 were completed within timescale. During November 3 out of 5 adoptions were completed within timescale. There were no adoptions in December. 3 Children adopted by their existing carer have now been included in the formula. These were previously excluded.
36	Became Looked After to Adoption Timescale in days	Local Authority Interactive Tool	744.0	-	547.0	547.0	527.7	480.0	G	↑	Jan	S Butcher	This measure has been recalculated in August to calculate the number of days between the Became Looked After date and the date of the adoption placement as opposed to the days between the BLA and the Adoption Order. This is line with the Adoption Scorecard calculation. 9 adoptions have exceeded the target with the longest timescale being 1336 days.
Universal and Infrastructure Services													
37	Percentage of on time admissions applications received online – F2		64.0		68.0	-	-	68.0	-	-	-	N Clarkson	Annual Indicator
38	Percentage of on time admissions applications received online –Year 7		58.0		62.0	-	-	62.0	-	-	-	N Clarkson	Annual Indicator

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FAMILIES AND WELLBEING - ADULTS													
Enhance the quality of life for people with care and support needs													
39	Proportion of people who use services who have control over their daily life (ASCOF 1B)	Adult Social Care Survey	79.9%	76.6%	80.0%	-	-	80.0%	-	-	-	C Beyga	Annual Indicator
40	Proportion of people using social care who receive self directed support, and those receiving direct payments (ASCOF 1C)	Local Data (Liquid Logic)	Approx. 63.8% as new measure for 2014/15	67.6%	66.0%	65.6%	93.7%	93.7%	G	↑	Jan	C Beyga	The calculation of this measure has changed for 2014/15 to only include those people in receipt of a long term service for whom self directed support is most relevant. The denominator also excludes those people in residential & nursing care whereas previously they were included, this limits the ability to make comparisons to previous years. Performance has continued to improve throughout the year which can be linked to the implementation of Liquid Logic as the system now enforces the need for individuals to have an agreed support plan. As people go through the annual review process performance against this measure should continue to rise.
Delay and reduce the need for care and support													
41	Permanent admissions of younger adults (aged 18-64) to residential and nursing care homes, per 100,000 population (ASCOF 2Ai)	Local Data (Liquid Logic)	18.1	14.5	17.0	17.2	15.6	16.0	G	↓	Jan	C Beyga	To date there have been a total of 6 permanent admissions to nursing care and 19 to residential care. 32% of placements are for people with a learning disability, 32% physical disability, 27% Mental Health issues and 9% for Substance/Alcohol misuse.
42	Permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population (ASCOF 2Aii)	Local Data (Liquid Logic)	835.9	777.8	759.3	772.1	742.5	759.3	G	↓	Jan	C Beyga	The average number of placements per month equates to 43 against a monthly target of 42. When compared with the same period in 2013-14 the number of admissions is 10% lower. The proportion of placements which can be linked directly back to hospital discharges is 60% which is consistent with 2013-14.
43	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (ASCOF 2Bj)	Local Data (Liquid Logic)	89.4%	83.6%	85.0%	85.0%	90.6%	90.6%	G	↓	Jan	C Beyga	Performance has been consistently around 90% throughout 2014-15. There was an expectation that there may be a slight reduction in performance during 2014-15 due to the transition to a new provider and the increased reablement offer, however this hasn't been the case as performance remains in line with 2013-14 with Wirral being one of the top performers in the North West.
44	Number of episodes of reablement or intermediate care intervention for clients aged 65 years and over, per 10,000 population (Links to ASCOF 2Bii)	Local Data (Liquid Logic)	311.5	354.8	390.7	373.0	482.7	482.7	G	↑	Jan	C Beyga	Performance remains above target as has been the case throughout 2014-15. December saw a 20% increase when compared to the average between April and November, January has seen a further increase of 23% when compared to December. Based on the current forecast the number of episodes of reablement / IMC will have increased by over 50% when compared with 2013-14.
45	Average monthly bed days lost due to delayed transfers of care per 100,000 (Better Care Fund)	NHS England Statistics	66.3	199.7	61.3	62.6	77.9	77.9	R	↓	Dec	J Evans	Whilst performance remains below targeted levels this is in the main due to Wirral having set an ambitious target for 2014/15. Wirral is currently the 3rd best performing authority in the North West with regards the average number of delayed discharges per month. The largest proportion of lost bed days continues to be attributable to NHS delays predominantly related to people waiting for further non acute NHS treatment which includes waiting for intermediate care. Weekend access to both intermediate care and transitional care beds has been put in place from December to facilitate weekend discharges. Alongside this the number of beds has also been increased to ensure quicker access to short stay beds. Specific delays are highlighted via a daily teleconference so that action can be taken to reduce delays and address any blockages; this is attended by staff from both the NHS and Social Care.
46	Total number of avoidable admissions per 100,000 population (Better Care Fund)	Local Data (Wirral CCG)	3,059.7		2,871.6	478.6	497.0		A	↔	May	J Evans	This indicator was originally included within the directorate plan as a measure linked to the Better Care Fund. Following further evaluation of the Better Care Fund metrics it was decided by the Department of Health that due to issues with the identification and definition of avoidable admissions that this metric would no longer be reported. As a result there is no data available to enable any further reporting of performance against this measure.

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47	Proportion of people who have received short term services to maximise independence requiring no ongoing support (ASCOF 2D)	Local Data (Liquid Logic)	N/A	N/A	50.0%	50.0%	75.7%	75.7%	G	↑	Jan	C Beyga	This is a new measure introduced as part of the 2014/15 Adult Social Care Outcomes Framework. Performance has consistently exceeded the target set with: 56% of people being completely independent 24% of people require an ongoing care package 17% of people require only ongoing low level support (Assistive Tech) 3% of people require short term support
Ensure that people have a positive experience of care and support													
48	Overall satisfaction of people who use services with their care and support (ASCOF 3A)	Adult Social Care Survey	63.0%	65.8%	67.0%	-	-	67.0%	-	-	-	C Beyga	Annual Indicator
49	Proportion of Social Work assessments completed within 28 days	Local Data (Liquid Logic)	97.4%	N/A	100.0%	100.0%	96.3%	96.3%	G	↑	Jan	C Beyga	The proportion of assessments completed within 28 days was 81% during September and October which is due to the implementation of Liquid Logic and the change in processes that workers have had to adapt to. This has been mitigated against by the use of 'floor walkers' who have supported staff to understand the new system processes.
50	Overall satisfaction of carers with social services (ASCOF 3B)	Carers Survey	Carers survey is biennial - not completed in 2013/14	45.4% 2012-13	46.0%	-	-	46.0%	-	-	-	J Evans	Annual Indicator
51	Proportion of people who use services who find it easy to find information about support (ASCOF 3Di)	Adult Social Care Survey	75.5%	75.0%	80.0%	-	-	80.0%	-	-	-	J Evans	Annual Indicator
52	Improving people's experience of integrated care (ASCOF 3E)	TBC	0.0%	N/A	-	-	-	-	-	-	-	C Beyga	This is a new measure for 2014/15 taken from the Adult Social Care Outcomes Framework. Local Authorities were initially advised to either develop a local measure or to wait for further national guidance regarding a nationally agreed measure. However subsequent analysis of potential existing measures identified a number of shortcomings, particularly in their ability to reflect experience across entire journeys of care and sectors. As a result Local Authorities were advised in August that no national metric would be agreed and it was down to each Local Authority to agree a measure. An intermediate care survey has been introduced this year to capture peoples experience of the service, a new question has recently been incorporated asking: "Did all the different people treating and caring for you work well together to give the best possible care and support?". This question will now also be included in the Adult Social Care Survey
Safeguard adults whose circumstances make them vulnerable and protecting them from harm													
53	Proportion of people who use services who say that those services have made them feel safe and secure (ASCOF 4B)	Adult Social Care Survey	71.7%	77.0%	80.0%	-	0.0%	80.0%	-	-	-	C Beyga	Annual Indicator
54	Proportion of Safeguarding Alerts actioned within 24hrs	Local Data (Liquid Logic)	98.4%	N/A	100.0%	100.0%	99.5%	99.5%	G	↑	Jan	J Evans	There have been 13 cases out of a total of 2,534 that have fallen outside of target and this is due to waiting for further information from either the referrer or the police. There had been recording issues previously that have been addressed by the design of the new client information system, Liquid Logic. Social workers now have to complete the section on what action is required following a safeguarding alert before they can complete the section on confirming that action has been completed. All safeguarding alerts received since October have been actioned within 24 hours.
55	Proportion of completed scheduled monitoring visits to residential homes	Local Data (QA Team)	100.0%	N/A	100.0%	83.3%	100.0%	100.0%	G	↑	Jan	J Evans	All homes have received a monitoring visit during 2014-15. 75% of homes are currently rated as green under the Quality Assurance Framework, 20% are Amber and 5% are Red.
Transform the business to be as efficient and effective as possible													

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56	Projected net expenditure for 2014-15 as a Proportion of the 2014-2015 net budget for Adult Social Services	Local Data (Finance)	100.0%	N/A	100.0%	100.0%	95.8%	100.0%	A		Dec	G Hodgkinson	Revised Budget = £74.33m Forecast Spend = £77.10m A potential overspend of £2.77 million is forecast at Month 9. This is made up of £2.4 million slippage against current year savings and £0.4 million demand pressures. The level of management actions required to contain budget issues is £3.0 million. Following implementation of the new care management system, financial data has been transferred and an in year reconciliation between old and new systems undertaken which will provide information to monitor future progress.
57	Proportion of care packages able to commence within 24 hours of initial contact with agency (Better Care Fund)	Local Data (CAT Team)	12.5%	N/A	95.0%	95.0%	91.4%	92.0%	G		Jan	J Evans	Data collated by the Care Arranging Team indicates that the availability of providers to commence packages within 24 hours remains within targeted levels. Performance against this measure has deteriorated in December and January with performance during these months at 86% and 84% respectively.

- Performance is improving
Lower is better
- Performance is improving
Higher is better
- Performance is deteriorating
Lower is better

- Performance is deteriorating
Higher is better
- Performance sustained
in line with targets set

- Performance within tolerance for target set.
- Performance target slightly missed (outside of tolerance).
- Performance not on track, action plan required.