



**Wirral Council**  
**Commissioning, Performance & Business Intelligence**  
**Adult Social Care Performance Management Framework 2017/18 - Activity Monitoring**  
**Nov-17**

ID	Activity Measure Description	Reporting Links	Unit	Comparator	Green	Amber	Red	Baseline	Apr	May	Monthly Trend					Comments	
											M1	M2	M3	M4	M5		
AM 1	Length of time between contact and assessment start	Local Measure	Days	N/A	<=18	>18 <=19	>19	19.1 Days 2016-17	20.3	14.6	11.8	10.5	11.0	11.7	10.8	11.8	
AM 2	% of short term placements ended within 6 weeks of admission	Local Measure	%	N/A	>81%	<81% >=76%	<76%	68% 2016-17	61%	61%	54%	61%	42%	52%	55%	59%	Although the figures for short term care has improved for the last three months; timely access to care packages in the community, are having an adverse affect in this area.
AM 3	% of care packages activated (In Liquidlogic) in advance of service start date (exc. Block Services)	Local Measure	%	N/A	>=60%	<60% >=50%	<50%	51% 2016-17									
AM 4	% of contacts completed in Liquidlogic within 48 hours	Local Measure	%	N/A	>=72%	<72% >=60%	<60%	65% 2016-17	72%	73%	74%	75%	77%	75%	76%	79%	
AM 5	% of urgent contacts completed within 4 hours	Local Measure	%	N/A				-									
AM 6	% of DoLS allocated to WCFT completed within statutory timescales (Urgent)	Local Measure	%	N/A	>=17%	<17% >=14%	<14%	12% 2016-17									
AM 7	% of requests for support that are 'self-assessments'	Local Measure	%	N/A	>=3%	<3% >=2	<2%	1% 2016-17	1.5%	1.0%	0.3%	0.7%	0.9%	1.7%	1.1%	0.8%	Publicity campaign in development. Hospital leaflet developed which includes narrative around self assessment. Additional flyers and information are being printed so they can be distributed via health agencies and third sector partners. Furthermore we will be sending out information about self assessment via email to new referrals. This will be piloted over the Christmas period.
AM 8	% of care package brokerage requests circulated to providers within 4 hours	Local Measure	%	N/A	>=95%	<95% >=90%	<90%	97% 2016-17	97%	98%	95%	94%	96%	99%	99.5%	99%	
AM 9	CADT\Integrated Gateway will reduce call waiting times for a substantive response from 14 minutes to a maximum of 3 minutes	Local Measure	Numeric	N/A				-									
AM 10	% of Discharge Notices where a core assessment is completed within 24 hours of receipt (excludes re-starts)	Local Measure	%	N/A				-									
AM 11	% of Assessment Notices where a core assessment is completed within 72 hours of receipt (excludes re-starts)	Local Measure	%	N/A				-									
AM 12	Undertake an average of 6.5 new DOLs assessments per week	Local Measure	Numeric	N/A	>=6	<6 >=5.5	<5.5	-									
AM 13	Undertake an average of 3.5 DOLs authorisations per fortnight per Senior Manager	Local Measure	Numeric	N/A	>=3	<3 >=2.5	<2.5	-									
AM 14	% of Pre-service financial assessment requests made	Local Measure	%	N/A				-									
AM 15	% of Top Ups with signed agreement in place	Local Measure	%	N/A	100%	<100% >=99%	<99%	100% 2016-17	100%	100%	100%	100%	No new agreements	100%	No new agreements	100%	