

Report Key





This is the level of performance at 31st March 2010 or latest available during 2009/2010. A question mark means that information is not available

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The target is what we want to achieve. A question mark means that a target has not been set
? = target not set

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
Total number of enquiries (libraries) (LPI010)	159,052.00	169,147.00	✓	155,000.00	★	Performance output above target at end of year
Number of active borrowers per 1,000 population (LPI013)	181.00	167.30	✗	180.00	▲	There is an ongoing programme to encourage active borrowing and reading including continued development of reading groups, author visits and promotions such as World Book Day and National Children's Book Week.

This is a comparison of March 2010 performance against March 2011 performance. The symbols mean:

- Performance has improved 
- Performance is stable 
- Performance has declined 
- Information is not available 





The traffic light is a comparison of performance at 31st March 2011 against the target. The symbols mean:

- The target has been achieved 
- Performance is within 5% of the target 
- The target has not been achieved 
- Not applicable due to no target being set 

Adult Social Care

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
Percentage of items of equipment delivered within 7 working days (BV056).	91.56 %	91.80 %		93.00 %		Significant improvements in performance were not made in 2010/11 because of capacity issues in the service during the year which inhibited projected improvements. The Council is improving its delivery model for equipment and adaptations within the Over 65 Service Review.
The number of adults receiving direct payments (BV201)	301.70	302.00	n/a	337.00		One of the mechanisms by which customers can be supported to make choices about their lives is via "self-direction", which tailors their care needs to their own requirements through the provision of a Personal Plan and Budget, the latter representing the statement of direct payments.
The rate of adults per 100,000 population that are assisted directly through social services funded support to live independently. (NI136)	3,008.31	1,893.28		3,507.00		<p>Whilst increasing the number of people helped with daily living is recognised as an improvement area, it should be noted the seemingly dramatic decline in this figure was an administrative change of classification of what constitutes "living at home" rather than being a deterioration in the customer base as a result of the revised care management and assessment process introduced in Oct-10.</p> <p>In fact, the new process improved delivery and services to customers. Historically, social workers had to review those cases in which equipment needed to be maintained (e.g. bath-lifts), despite the fact that the review was often a technical one of the equipment. The revised model means such cases are reviewed by technical staff in the Council's Care & Support division, freeing up social workers time to focus on the cases of customers with more complex needs. However, historically the cases of people receiving maintained equipment were classed within the measure. These cases are now no longer included in the count of the number of people supported to live independently/helped to live at home - although they are still in receipt of this equipment.</p>
Older people (aged 65 or over) helped to live at home per 1,000 population (BV054).	96.38	49.71		100.00		As above.
The number of adults with physical disabilities helped to live at home per 1000 population (LPI031)	6.20	2.54		6.80		As above.
The number of adults with learning disabilities helped to live at home per 1000 population (LPI032)	3.49	3.53		4.50		As above.
The number of adults with mental health problems helped to live at home per 1000 population (LPI033)	3.09	2.70		3.60		Unfortunately, little progress was made against this measure in 2010/11. This was because of the need to consider the re-commissioning of housing-related solutions for people with mental illness and to improve supported accommodation pathways for people with mental illness, which was the subject of a needs assessment to inform commissioning. Performance is therefore expected to improve in 2011/12.
The percentage of carers receiving a specific carers service as a % of clients receiving community based services (LPI034).	18.08 %	14.74 %		22.00 %		Whilst performance against this indicator has not improved partly due to capacity issues in Fieldwork & Assessment Service (see PAF D40), the Council and Carers' Centre believed that the quality of interaction and engagement between the Council and carers improved in 2010/11 with the implementation of a new initiative to ensure all carers are offered separate carer assessments and emergency plans. Improving performance against this measure remains a priority in 2010/11.
The number of admissions of supported residents aged 65 or over to residential/nursing care per 10,000 population (LPI035)	80.99	76.20		80.00		Performance against this indicator improved and target has been met.

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
The number of admissions of supported residents aged 18-64 to residential/nursing care per 10,000 population (LPI036)	0.90	1.01		0.62		Performance against this indicator has deteriorated and has not meet its targets due to an unexpectedly high number of admissions of people with severe mental illness from long-stay hospitals in 2010/11. The Council is working with health partners to develop better accommodation pathways for these individuals.
The % of clients allocated a single room in nursing or residential care (LPI037)	100.00 %	100.00 %		100.00 %		Stable performance and target has been met.
The % of clients receiving a review (LPI038)	81.47 %	71.36 %		79.90 %		The decline in review rates is a reflection of the capacity issues within the Fieldwork & Assessment Service in the latter half of 2010/11. This is an area for improvement for the Council in 2011/12, and the Council has started to recruit additional social care practitioners, and refining the care management model to ensure that a greater number of staff are reviewing cases.
The % of ethnic clients receiving a review (LPI039)	1.66 %	1.03 %		1.25 %		Unfortunately, performance against this measure declined in 2010/11 and this was due to capacity issues in reaching out to these communities. However, the Council has now resolved these issues and improving engagement with black and ethnic minorities remains an objective for 2011/12.
The % of ethnic clients receiving services following an assessment (LPI040)	1.09 %	1.29 %		1.00 %		Performance against this indicator improved and target has been met.
The % of older people discharged from hospital and benefiting from intermediate care / rehabilitation still living at home 3 months after discharge (NI125).	72.90 %	77.08 %		85.00 %		This has been addressed in the revised Care Management & Assessment Model which included a review of the reablement services offered and full implementation of this service from 1 April 2011.
The % of adults, older people and carers who are social care clients receiving self-directed support. (NI130)	7.42 %	31.81 %		30.00 %		Performance against this indicator improved and target has been met.
The % of carers whose needs were assessed or reviewed by the council. (NI135)	56.50 %	54.09 %		61.50 %		There was a decline in the percentage of carers whose needs were assessed or reviewed by the Council from 56.5% to 54.1% in the 12 months ending Mar-10 and Mar-11 (NI 135). Therefore the target of 61.5% for 2010/11 has not been achieved, which is disappointing and an area for improvement. A new initiative was implemented in 2009/10 to ensure all carers are offered separate carer assessments and emergency plans; this has led to the number of separate carers assessment more than doubling in 2010/11.
The % of vulnerable people (i.e. people who are receiving a Supporting People Service) who have moved on from supported accommodation in a planned way. (NI141)	77.60 %	79.52 %		87.00 %		A number of accommodation contracts particularly aimed at supporting a greater number of vulnerable people with sometimes variable and difficult to change behaviours. Such individuals' pathways and recovery can be particularly difficult to manage within the definition of the indicator. We did not meet the target as some of our sheltered housing schemes had a number of clients moving into residential/nursing homes and also one of our learning disabilities services had a user that was taken into custody.
The % of vulnerable people (i.e. people who are receiving a Supporting People Service) who have established or are maintaining independent living. (NI142)	98.87 %	99.07 %		100.00 %		We did not meet the target due to two of our services having people taken into custody during this quarter. Some services also had a small number of clients that moved on in a planned way during the quarter. One service made a higher number of evictions than usual. We will be discussing these issues with providers in July in contract management sessions that we have arranged.
The percentage of adults with learning disabilities in settled accommodation at the time of their assessment or latest review. (NI145)	76.10 %	77.78 %		84.00 %		The Council is working with Community Interest Company to expand the training, volunteering and paid employment opportunities for people with learning disabilities in 2011/12.
The percentage of adults with learning disabilities in paid employment at the time of their assessment or latest review. (NI146)	4.10 %	4.37 %		7.00 %		Although the Council made progress, it did not achieve its target for 2010/11. In 2011/12, the Council is working with a Community Interest Company to expand training, volunteering and paid work opportunities and pathways for people with learning disability and more consistently ensuring that employment options are more consistently considered in individuals' person-centred plans.

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
The % of new clients where the time from first contact to completion of assessment is less than or equal to four weeks. (NI132)	76.80 %	87.88 %		93.30 %		There was an improvement in performance in 2010/11, but not to the extent to which the Council hoped. This is largely as a result of capacity issues in the Fieldwork & Assessment Service in the latter half of 2010/11. This is an area for improvement for the Council in 2011/12, and the Council has started to recruit additional social care practitioners, and refining the care management model to ensure that a greater number of staff reviewing cases.
The % of new clients for whom the time from completion of assessment to provision of services in the care package is less than or equal to 4 weeks. (NI133)	91.20 %	91.33 %		93.40 %		The implementation of the new care management and assessment model in 2010/11 has helped streamline the customers' journey through the assessment process, leading to an improvement in the timeliness of social care assessments.

Environmental Health

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
The percentage of satisfied customers with regulatory services. (trading standards, environmental health and licensing) (NI182)	77.70 %	78.10 %	✔	79.00 %	●	The performance figure has improved relative to the previous year. Given the necessarily small size of the sample set any slight change in the nature of responses leads to a disproportionate variation in the percentage figure. In the light of the improvement and the fact that the PI has been discontinued the service considers that there is no need for any further action.
The number of significant issues that the Trading Standards Service is called upon to deal with less the number that it is actually able to deal with (NI183).	3.21	2.22	✔	3.50	★	An improvement on the previous year and on target.
The percentage of food establishments within the local authority area which are broadly compliant with food law (NI184).	82.92 %	84.26 %	✔	89.00 %	▲	<p>This shows an ongoing improvement from last year i.e. progress is still being made toward the "target."</p> <p>The national Food Hygiene Rating System was launched in June 2011 and this may contribute to an effort by businesses to improve standards in the future.</p> <p>All businesses will be encouraged to display their rating on door stickers and this may motivate some improvement.</p> <p>Whilst we have already been contacted by good businesses seeking to improve to become "top rated", many businesses at the lower end are likely to be struggling to survive. There is a high level of turnover of these businesses and any good work by Officers to promote knowledge of hygiene and management standards disappears when the business closes.</p>

Health Inequalities

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we Improving?	Target	Have we achieved the target?	Commentary
The rate of alcohol related hospital admissions per 100,000 population (NI039).	2,659.00	2,177.00		2,251.00		Data relates to Dec 2010 as full year not yet available. The alcohol programme is being evaluated and this will show whether plans for reducing admissions quickly were over-ambitious but still achievable in the long term or whether services need changing to achieve the reductions.
The mortality rate per 100,000 population, from all causes at all ages - females (NI120f).	578.70	555.00		530.00		Helped by the national health inequalities support team, a comprehensive programme of targeted lifestyle change, prevention, and identification / management of high risk people is in place including NHS Health Checks, smoking, obesity & alcohol services. Evaluation and development of these services features in the 2011-2015 ISOP.
The mortality rate per 100,000 population, from all causes at all ages - males (NI120m).	851.00	758.00		720.00		As Above.
Mortality rates from all circulatory diseases per 100,000 population aged under 75 (NI121).	88.90	78.30		75.49		As Above.
Mortality rates from all cancers per 100,000 population aged under 75 (NI122)	141.14	147.00		117.03		As Above.
The rate of self-reported 4-week smoking quitters per 100,000 population aged 16 or over (NI123).	1,289.00	1,230.74		1,490.00		3,467 reported, although this is not a smoking prevalence figure it is a proxy measure that is being used until robust prevalence figures are available. This is the number of 4 week smoking quitters on a cumulative basis. $(3,467 \text{ divided by } 281,700) \times 100,000 = 1,230.74$
The % of women who have seen a midwife or a maternity healthcare professional, for health and social care assessment of needs, risks and choices by 12 completed weeks of pregnancy (NI126)	131.20 %	82.10 %		90.00 %		The City Hospitals performance team are working with the midwives to improve data capture, including an audit, communications work and review of processes.
The average weekly rate of delayed transfers of care from all NHS hospitals, per 100,000 population aged 18+. (NI131)	5.06	12.59		15.00		The PCT achieved it's target of an average rate of less than or equal to 15. Reporting of delayed discharges has changed which makes the figures less robust. The figure reported on the FT SITREP, is a snapshot of delayed discharges and the NIS figure is the average of these snapshots over the quarter. Before August 2010 this was a weekly snapshot so we quoted the average of 13 collections, but now it is only monthly, i.e. three snapshots only. Hence, there is potential for a single untypical snapshot to skew the figures. Significant improvements in performance against this joint health and social care indicators were not made in 2010/11 because of the underlying issues associated with urgent care services in the city. However, the Council, PCT and CHS are making progress within a joint project in 2011/12 to improve the joined-up pathways of support as both an alternative to hospitalisation and those on hospital discharge.
The number of emergency bed days (all ages). (NI134)	218,777.00	221,700.00		199,096.00		An increase over the previous year and also higher than the projected target.

Sport and Leisure

Performance Indicator	March 2010 Latest Data	March 2011 or Latest Data	Are we improving?	Target	Have we achieved the target?	Commentary
The % of the population (aged 16 plus) who participate in sport for at least 30 minutes on 3 or more times a week (NI008)	19.60 %	22.50 %		24.03 %		Under achieved, but Sunderland's performance is still higher than the average for Tyne & Wear, the North East and also England.
% of population volunteering in sport and active recreation for at least one hour per week (LPI018)	4.94 %	7.20 %		5.00 %		An improvement over previous place survey results and on target.
Total number of visits to leisure centres (LPI021)	2,265,877.00	2,265,159.00		2,281,244.00		Achieved 99.3% of overall target. Only 16,085 behind target mostly due to government cut backs and the removal of Free Swimming funding which ended 31 July 2010.
Total number of swims within leisure centres (LPI022)	657,016.00	667,214.00		759,815.00		Under achieved year target by 92,601 due to government cut backs of the Free Swimming Programme.
Total number of other visits to leisure centres (LPI023)	1,608,861.00	1,597,945.00		1,521,429.00		A decline on the previous year, although still above target.
% of Children & Young People with access to high quality play 1km (CYPP1) (LPI066)	49.00 %	70.00 %		65.00 %		The Play Pathfinder Programme now completed has seen the development of new or significantly refurbished 28 plays areas since 2009. In 2007, just 19% of children had access to high quality play 1km from their door. Currently, 70% of children have access to high quality play facilities, which was 5% above the projected target. New facilities and programmes have been developed to enhance local provision and to make a positive contribution to social inclusion.