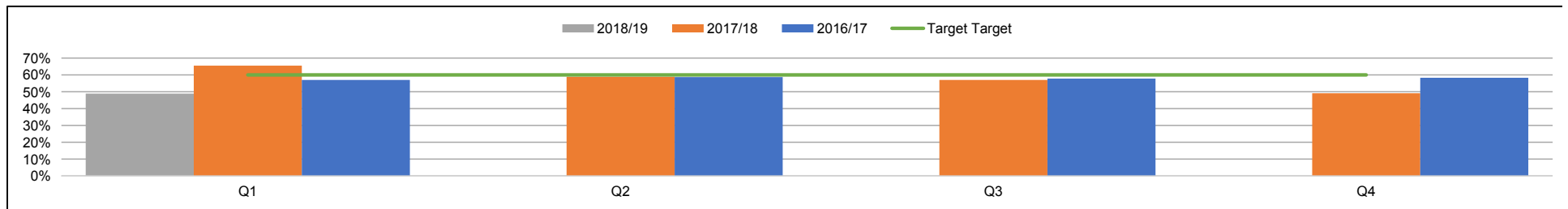


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| Back to summary page | The percentage of people using social care who receive services through direct payments | Health and Wellbeing Board Indicators | Q1 2019/20 |
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| Definition | Numerator | The number of adult social care services provided in the form of a direct payment. | How this indicator works | This is a measure of the packages service users receive as direct payments as a percentage of all services delivered in the community. |
| | Denominator | The total number of adult social care service users in receipt of community services. | | |
| Source | | Liquid Logic Adults System | Why is this indicator important? | Direct payments are cash payments given to service users in lieu of community care services they have been assessed as needing and are intended to give users greater choice in their care. |
| What does good performance look like? | | Good performance is above the target of 60% receiving direct payments in lieu of directly managed services. | | |

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| Quarterly data | | Q1 | Q2 | Q3 | Q4 |
| | 2019/20 | 48.9% | | | |
| | 2018/19 | 65.5% | 58.9% | 57.0% | 49.1% |
| | 2017/18 | 57.0% | 58.7% | 57.8% | 58.3% |
| | 2016/17 | 57.0% | 56.0% | 59.0% | 60.9% |
| | Target | 60.0% | 60.0% | 60.0% | 60.0% |



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|---|--|-----------------------------------|
| Performance overview | Actions to sustain or improve performance | Benchmarking |
| <p>Performance in Q1 (48.9%) remained at approximately the same level as the end of year position for 2018/19 (49.1%). Both Q4 2018/19 and Q1 2019/20 are the only quarters for which performance was more than 10% below the target of 60%. Therefore performance remains RAG-rated red.</p> <p>Since 2016/17 only two quarters have exceeded the 60% target: Q4 2016/17 (60.9%) and, more recently, Q1 2018/19 (65.5%).</p> | <p>As indicated over the past years since 2016/17, the strategy of providing choice and control in the form of direct payment packages was focussed on rapid roll-out with the 60% target in mind. This has proven difficult to sustain and would have been inappropriate to continue at the previous levels of performance, the current levels of receiving Direct Payments are more aligned with the level on clients needs.</p> | <p>This is a local indicator.</p> |

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| Responsible Director | Stefan Liebrecht | Status | |
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