

# Adult Social Care Services

## Service Statement 2018 - 2021

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# **Adult Social Care Services**

## **Service purpose and functions**

### **Purpose**

To promote the wellbeing of adults with care and support needs, and where possible to prevent, reduce or delay the onset of care and support needs.

### **Primary functions**

#### **Social Care services**

- A single public point of contact for all social care services
- Information and advice about relevant support and services
- Needs assessment
- Arranging care and support for vulnerable adults and older people
- Re-ablement – maximising independence after illness or accident
- Safe return from hospital to home
- Equipment loan and wheelchair services
- Occupational therapy
- Telecare services
- Learning disability day-care, independent living and specialist residential care.

#### **Commissioning and Safeguarding**

- Understanding and shaping the market in social care services
- Managing a market to enable choice, quality and sustainability
- Assessing the standards of commissioned services and supporting their improvement
- Adults' statutory safeguarding service.

#### **Business Support**

A range of technical and support services to underpin the functions above:

- finance
- estates
- IT
- governance
- performance
- involvement
- communications
- learning development
- welfare rights advice.

# Service parameters

## Key service facts and figures

Provisional data for 2017/18 show:

- Over 20,000 people received information, advice, support and services
- Our care management service met with on average 1,500 people each week
- Over 2,400 people were supported in care homes
- Over 4,600 people received care in their own homes
- The Social Care Single Point of Access handled on average over 1000 calls a day
- Over 4,500 clients benefit from our Telecare Service - 95% of calls are answered within one minute
- Over 5,000 people received information and advice from a Support Planner
- Over 7,000 people were helped by the Short Term Support Service
- 96% of equipment was delivered within 7 days of assessment
- 92% of older people were still living independently three months after being discharged from hospital into reablement services
- 99% of people eligible for a personal budget were offered one
- 80% of people who use services find it easy to find information about services
- 99.7% of people received a review of their care package within 1 year
- Over 1,000 people were accessing day services
- Over 640 people had a short break
- 42 people are part of the shared lives initiative
- There were 465 referrals to safeguarding that led to an investigation
- 60% of safeguarding referrals were about the possible abuse of women and 40% concerned men; 59% were aged 65 and over.

## Summary of service resources at 1 April 2018:

| Function                  | Number of FTE Posts | Staffing expenditure | Non-staffing expenditure | Income              |
|---------------------------|---------------------|----------------------|--------------------------|---------------------|
| Front-line Services       | 403.03              | £13,629,590          | £1,404,870               | -£1,049,440         |
| Commissioned Services     | -                   | £0                   | £137,991,740             | -£74,736,280        |
| In House Services         | 406.05              | £12,343,400          | £2,860,410               | -£6,426,110         |
| Support & Other Services  | 127.59              | £5,825,300           | £1,897,610               | -£4,078,500         |
| <b>Totals for Service</b> | <b>936.68</b>       | <b>£31,798,290</b>   | <b>£144,154,630</b>      | <b>-£86,290,330</b> |
| <b>Capital Investment</b> | -                   | -                    | £2,598,906               | -£2,598,906         |

## **Contribution to the Corporate Plan**

Adult social care services' principal contribution to the Corporate Plan is to help people in Northumberland feel safe, valued and part of the community – the “living” commitment.

Relevant outcomes which will evidence this improvement in the period of the plan are:

- a population which stays active, socially connected and mentally and physically healthy as it ages;
- a longer, healthier and more independent life at home in the community rather than in institutional forms of care;
- a stronger feeling of safety at home, in the surrounding neighbourhood and, where needed, when receiving care and support services.

This contribution will be delivered in a way that is consistent with the Corporate Plan's key themes of customer focus, innovation and involvement. It will also be characterised by the Plan's operating principles of financial prudence, resourcefulness, listening to views and empowering.

# External Validation

## Inspections

Northumberland County Council has nine locations registered with the statutory regulator of adult social care services, the Care Quality Commission (the “CQC”).

Of these, three locations are registered under the regulated activity ‘*Accommodation for persons who require nursing or personal care*’:

- Wansbeck Supportive Living Service
- Tynedale House (residential service)
- 10 Chibburn Court (residential service).

Six locations are registered under the regulated activity ‘*Personal Care*’

- Shared Lives (Adult Placement Scheme)
- Sea Lodge (supportive living service)
- Short Term Support Service, Alnwick (rehabilitation after illness or accident)
- Short Term Support Service, Berwick
- Short Term Support Service, South East
- Short Term Support Service, West.

All services have been inspected by the CQC and three locations have been rated as ‘Outstanding’ overall – Short Term Support Services for Berwick, South East/Central and West Northumberland; the other locations being rated as ‘Good’.

## Quality Assurance Visits

Over the last twelve months internal quality assurance visits have been carried out using modelling from the CQC’s assessment framework. Services have been encouraged to provide robust evidence from these visits to support the CQC Key Lines of Enquiry (“KLOEs”). This has enabled us to share innovative practice between services, to showcase services to their best advantage and to reframe our practice positively in response to feedback from a “critical friend”. This work also makes sure that evidencing the KLOEs in day to day practice is maintained and becomes part of custom and practice in the workplace.

## Adult Social Care Services Mock Inspection

In September 2017, adult social care services participated in a full week mock inspection based on the CQC KLoE framework. A number of impartial staff (i.e. not directly involved with adult social care) were trained and prepared to act as inspectors. Following an in-depth inspection process, formal feedback and a full report modelled on a formal CQC report, the service was rated outstanding. The

outcomes were shared with all staff working within adult social care services and a full and detailed action plan was created to help continue with future service improvements and development.

## **Customer insight**

A range of methods are used to understand people's experiences of the services and support available to them - including national and local surveys and feedback sessions, events and road shows. By determining levels of satisfaction and having deeper insight into people's views, experiences and use of services, we are able to monitor and improve areas of care. Key information is shared to inform strategic plans and service development.

## **Two Minutes Survey**

This survey is carried out in the Short Term Support Service during or immediately after a period of care and includes questions on: Dignity & Respect; Involvement; Staff Skills; Confidentiality; Accessibility and Information. Results and comments from quarter three of 2017/18 are extremely positive, highlighting excellent, professional services with skilled staff, and with 100% of people saying they would recommend the service to friends and family. These are shared quarterly with the service to inform its review and development.

## **The 2016-17 Northumberland Adult Social Care Survey**

This annual national survey is carried out by all local authorities in England using the government's *Adult Social Care Outcome Framework* ("ASCOF"). We sent out 1,398 surveys in February 2017 to a random sample of adult social care users and received 577 responses, giving a 41.3% response rate compared to 40.4% in the previous year. Results for this year show:

- Northumberland scores above the England average in **eight out of eight** measures and above the North East regional average in **six out of eight** ASCOF outcome measures.
- **81.8%** of survey respondents said that they had control over their daily life, our best result on record (up from 81.4% in 2016) and the third highest in the North East region.
- The proportion of service users who say that they are very or extremely satisfied with their care and support has increased by 2% to **70.3%** which is our best result on record and the 4th highest in the North East region; with **93.0%** saying they were quite, very or extremely satisfied.
- Northumberland was in the top three councils in the North East for **three out of eight** measures (Quality of Life; control over daily life; and services helping users to feel safe), and in the top four for six out of eight measures.
- Work on the 2017-18 survey is under way. 1,384 surveys were sent out in February 2018 and we have received 411 responses to date (as at 26th February 2018). We will be analysing the results in May 2018.

## The 2016-2017 Northumberland Carers Survey

This biennial national survey was mailed to 1,271 carers in Northumberland in October 2016, randomly chosen from a total of just over 3,200 carers known to social services teams across the county. A total of 506 carers responded to the survey (an overall response rate of 40%). Results show:

- The Northumberland Carers survey scores above the England average in **5 out of 5** ASCOF measures.
- **76%** of carers said they were extremely, very or quite satisfied with support received from Social Services.
- **72%** of carers find it easy to find information about services, compared to 69% in the previous survey in 2014-15.
- The majority of carers, **79%**, said they were involved in discussions about support for the person they care for.
- This is a link to the full report: <http://www.carersnorthumberland.org.uk/news-events/local-response-to-national-carers-survey/>.
- This is a biennial survey therefore the next survey will be sent out to a random sample of carers in October 2018.

### Carers of people with dementia

We analysed separately those responses to the Carers Survey from people who identified themselves as carers of people with dementia. Findings include:

- An overall level of satisfaction with the support or services received from Social Services in the last twelve months of 84%.
- In particular, carers were very positive about the practitioners/staff who work with them
- 79% of carers said that the information and advice provided was very or quite helpful.

### Complaints and compliments

- 24 complaints related to adult social care in 2017/18; key areas of concern related to the standard of service provision; finance and funding; and communication.
- 100% were acknowledged within three working days; 25% were upheld; 50% were partly upheld; and the remaining 25% were not upheld, not determined or withdrawn.
- 488 compliments were received including those self-reported by contracted providers; key services were the Short Term Support Service, in-house day services and Care Management.

## Benchmarking

### Annual User Survey and Biennial Carers Survey – Latest ASCOF results

This annual national survey measures Northumberland's performance in respect of the indicators used by the government's Annual Social Care Outcomes Framework ("ASCOF") and allows comparison with England and the North East.

| ASCOF Measure   | Source                     | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2016/17 actual better than or between the NE/England avgs | Latest published data |         | Trend Line |
|---|----------------------------|---------|---------|---------|---------|---------|---------|---------|---|-----------------------|---------|------------|
|   |                            |         |         |         |         |         |         |         |   | North East            | England |            |
| 1A - Social care-related quality of life  | Annual User Survey Results | 18.4    | 19.3    | 19.1    | 19.6    | 19.5    | 19.8    | 19.7    |   | 19.5                  | 19.1    |            |
| 1B - Proportion of people who use services who have control over their daily life   | Annual User Survey Results | 72.7    | 76.4    | 78.4    | 80.6    | 81.3    | 81.4    | 81.8    |   | 78.9                  | 77.7    |            |
| 1D - Carer-reported quality of life   | Biennial Carers Survey     | -       | -       | 8.5     | -       | 8.5     | -       | 8.5     |   | 8.3                   | 7.7     |            |
| 1(1) - Proportion of people who use services who reported that they had as much social contact as they would like           | Annual User Survey Results | -       | -       | -       | 50      | 45.4    | 51.5    | 47.8    |   | 49.2                  | 45.4    |            |
| 1(2) - Proportion of carers who reported that they had as much social contact as they would like                            | Biennial Carers Survey     | -       | -       | -       | -       | 46.9    | -       | 44.7    |   | 44.8                  | 35.5    |            |
| 1J - Adjusted Social-care related quality of life - impact of Adult Social Care services introduced in 2016-17              | Annual User Survey Results | -       | -       | -       | -       | -       | -       | 0.41    |   | 0.42                  | 0.4     |            |
| 3A - Overall satisfaction of people who use services with their care and support  | Annual User Survey Results | 63.3    | 66.9    | 65.6    | 69.7    | 69.1    | 68.3    | 70.3    |   | 66.9                  | 64.7    |            |
| 3B - Overall satisfaction of carers with social services  | Biennial Carers Survey     | -       | -       | 42.1    | -       | 43.6    | -       | 42.1    |   | 45.7                  | 39      |            |
| 3C - Proportion of carers who report that they have been included or consulted in discussion about the person they care for | Biennial Carers Survey     | -       | -       | 80.6    | -       | 73.7    | -       | 74.9    |   | 77.2                  | 70.6    |            |
| 3D(1) - Proportion of people who use services who find it easy to find information about services                           | Annual User Survey Results | -       | -       | -       | 85.2    | 77.9    | 80.6    | 79.9    |   | 77.7                  | 73.5    |            |
| 3D(2) - Proportion of carers who find it easy to find information about services  | Biennial Carers Survey     | -       | -       | -       | -       | 68.6    | -       | 72.1    |   | 70.2                  | 64.2    |            |
| 4A - Proportion of people who use services who feel safe  | Annual User Survey Results | 62.1    | 66.3    | 69.1    | 73.3    | 71.6    | 75.9    | 73.8    |   | 72.2                  | 70.1    |            |
| 4B - Proportion of people who use services who say that those services have made them feel safe and secure                  | Annual User Survey Results | -       | 87.6    | 89      | 88.8    | 92.2    | 94.6    | 93.1    |   | 89.2                  | 86.4    |            |

## Other ASCOF indicators – latest published outturns

| ASCOF Measure  | Source             | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2016/17 actual better than or between the NE/England avgs | Latest published data |         | Trend Line |
|--|--------------------|---------|---------|---------|---------|---------|---------|---------|---|-----------------------|---------|------------|
|  |                    |         |         |         |         |         |         |         |   | North East            | England |            |
| 1C(1A) - Proportion of adults receiving self-directed support  | SALT Return        | -       | -       | -       | -       | 95.7    | 99      | 99.7    | <span style="background-color: green;"> </span>           | 96.5                  | 89.4    |            |
| 1C(1B) - Proportion of carers receiving self-directed support  | SALT Return        | -       | -       | -       | -       | 89.5    | 99.1    | 99.7    | <span style="background-color: green;"> </span>           | 88                    | 83.1    |            |
| 1C(2A) - Proportion of adults receiving direct payments  | SALT Return        | -       | -       | -       | -       | 18.7    | 20.7    | 20.6    | <span style="background-color: red;"> </span>             | 24.6                  | 28.3    |            |
| 1C(2B) - Proportion of carers receiving direct payments for support direct to carer  | SALT Return        | -       | -       | -       | -       | 36.9    | 47.8    | 49.7    | <span style="background-color: red;"> </span>             | 52.7                  | 74.3    |            |
| 1E - Proportion of adults with learning disabilities in paid employment  | SALT Return        | 4.1     | 4.2     | 3.6     | 3.1     | 2.7     | 6.6     | 6.2     | <span style="background-color: green;"> </span>           | 5.3                   | 5.7     |            |
| 1G - Proportion of adults with learning disabilities who live in their own home or with their family   | SALT Return        | 74.2    | 76      | 79.8    | 80.2    | 78.2    | 81.8    | 82.4    | <span style="background-color: green;"> </span>           | 81.1                  | 76.2    |            |
| 2A(1) _1415 - Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population                                  | SALT Return        | -       | -       | -       | -       | 21.6    | 9.3     | 13.1    | <span style="background-color: green;"> </span>           | 16.8                  | 12.8    |            |
| 2A(2) _1415 - Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population                              | SALT Return        | -       | -       | -       | -       | 593.2   | 633.9   | 777     | <span style="background-color: green;"> </span>           | 837.9                 | 610.7   |            |
| 2B(1) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (effectiveness of the service) | SALT Return        | 90      | 92.8    | 90.8    | 92.2    | 90.5    | 94.4    | 91.5    | <span style="background-color: green;"> </span>           | 85.3                  | 82.5    |            |
| 2B(2) - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)          | HES published data | 2.1     | 4.1     | 4.7     | 4.4     | 3.2     | 3.7     | 3.6     | <span style="background-color: green;"> </span>           | 3.3                   | 2.7     |            |
| 2C(1) - Delayed transfers of care from hospital per 100,000 population   | SitRep publication | 7.1     | 4.6     | 5       | 4.5     | 3.4     | 2.6     | 3.3     | <span style="background-color: green;"> </span>           | 6.5                   | 14.9    |            |
| 2C(2) - Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population   | SitRep publication | 3.5     | 3.3     | 3.2     | 2.3     | 1.4     | 0.7     | 1.1     | <span style="background-color: green;"> </span>           | 2.1                   | 6.3     |            |
| 2D - Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level                    | SALT Return        | -       | -       | -       | -       | 84.7    | 89.5    | 90.2    | <span style="background-color: green;"> </span>           | 81.4                  | 77.8    |            |

Key:-

|                                       |
|---------------------------------------|
| Best result on record                 |
| Annual User Survey Results            |
| Biennial Carers Survey                |
| Sourced from the SALT Return          |
| Source from other published data      |
|                                       |
| Better than or between NE/England avg |
| Worse than the NE/England avg         |

## Priorities for 2018 - 2021

| Priority area   | Key milestones   |
|---|--|
| <p><b>1. Needs assessment</b><br/>Working to ensure that needs assessments and care and support planning for individuals consistently achieve the expectations set out in the Care Act.</p>   | <ul style="list-style-type: none"> <li>• Introduce systematic audit by Senior Practitioners of the quality of needs assessments (April 2018)</li> <li>• Implement the review, training and/or guidance needs identified (timetable to be confirmed).</li> </ul>  |
| <p><b>2. Housing to support independence</b><br/>Working with others to extend the range of housing options for older people and others in need of care and support across all sectors, with a focus on options which assist people to remain independent and socially connected regardless of changes in their health and mobility.</p>  | <ul style="list-style-type: none"> <li>• Agree a Supported Accommodation Strategy that supports continued independent community living (July 2018)</li> <li>• Work with planners to ensure that the policies in the Council's Local Plan promote the development of attractive housing options for older people which support them to remain independent as they age (2020)</li> <li>• Work with housing providers to ensure that other adults with care and support needs can access housing which maximises their independence (on-going)</li> </ul> |
| <p><b>3. Community provision for People with learning disability/autism and challenging behaviours</b><br/>Continuing to work with NHS bodies to develop community support systems which minimise the need for people with autism or a learning disability to be admitted to hospital because services cannot manage their behaviour.</p> | <ul style="list-style-type: none"> <li>• Continue to develop an integrated community support service for this group in partnership with Northumberland Tyne and Wear Mental Health Trust (June 2018)</li> <li>• Develop care and accommodation schemes to support up to 50 people across Northumberland to live independently by December 2018</li> <li>• Complete scheme offering accommodation for 4 people moving from long-stay hospital to their own tenancies (December 2018)</li> </ul>   |
| <p><b>4. Mental health integration</b><br/>Review the opportunities for more integrated working in mental health services</p>   | <ul style="list-style-type: none"> <li>• Work with the CCG and the mental health trust to improve after-care planning for people who have been detained in hospital (December 2018)</li> </ul>   |

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>Review opportunities for closer joint working with the mental health trust more widely (December 2018)</li> </ul>  |
| <p><b>5. Allocating and accessing support and services</b><br/>Supporting the on-going shift in NHS services towards community services which can provide appropriate alternatives to acute hospital care.</p> | <ul style="list-style-type: none"> <li>Work with community health services to set up the first Catch Team to coordinate urgent support for people in their own homes who would otherwise be in hospital (Summer 2018)</li> <li>Roll-out this initiative as required (timetable to be confirmed)</li> </ul>  |
| <p><b>6. Health and social care partnership working</b><br/>Maintaining and deepening organisational partnerships with NHS bodies during a period of change in the NHS.</p>                                    | <ul style="list-style-type: none"> <li>Plans will need to respond to developing policy in the NHS on Accountable Care Organisations (ACOs)/Integrated Care Systems (ICSs) or similar (timetable to be confirmed)</li> </ul>   |
| <p><b>7. Prevention</b><br/>Keeping older people active, health and well-connected.</p>  | <ul style="list-style-type: none"> <li>Recruit dedicated staffing resource to assist older people claiming Attendance Allowance (March 2018 – March 2019)</li> <li>Implement and evaluate a community-centred approach to health improvement (in partnership with public health) (Summer 2019)</li> <li>Work with Ageing Well on digital literacy, support for older workers and social isolation (March 2019)</li> </ul> |
| <p><b>8. Safeguarding adults at risk of abuse and neglect</b><br/>Strengthen a partnership approach to safeguarding through a Multi-Agency Safeguarding Hub (“MASH”)</p>                                       | <ul style="list-style-type: none"> <li>Integrate further partners from mental health, probation, education, fire and rescue in the MASH (December 2018)</li> <li>MASH model fully implemented, with proposed academic review, and audit programme (April 2019)</li> </ul>   |
| <p><b>9. Effective use of available resources</b><br/>Contribute to the Council’s strategy for managing pressures on its finances.</p>   | <ul style="list-style-type: none"> <li>Consultation on charging for social care (Autumn 2018)</li> <li>Review of in-house services (Autumn 2018)</li> <li>Identify further budget savings as required (Summer 2018)</li> </ul>  |

# Performance Framework

| FRONT LINE SERVICES - PERFORMANCE FRAMEWORK |  |                |                |                |                |                |                |
|---|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Code  | Indicator Description  | 2016/17 Actual | 2017/18 Target | 2017/18 Actual | 2018/19 Target | 2019/20 Target | 2020/21 Target |
| ASCOF 1C Part 1a                            | Proportion of people using social care who receive self directed support   | 99.7%          | 97.5%          | 99.7%          | 98.0%          | 98.5%          | 99.0%          |
| ASCOF 2A Part 1                             | Permanent admissions to residential and nursing care homes, per 100,000 population (18-64 younger people, including FULL PAYERS) | 13.1           | 16.2           | 11.5           | 12.5           | 12.0           | 11.5           |
| ASCOF 2A Part 2                             | Permanent admissions to residential and nursing care homes, per 100,000 population (65+ - older people, including FULL PAYERS)   | 777.0          | 843.0          | 806.5          | 746.2          | 746.2          | 746.2          |
| ASCOF 2C Part 1                             | Delayed transfers of care from hospital (total delayed transfers) per 100,000 population   | 3.3            | 5.0            | 4.0            | 3.3*           | 3.3*           | 3.3*           |
| ASCOF 2C Part 2<br>LOC(12) AD 03            | Delayed transfers of care from hospital (attributable to social care) per 100,000 population                                     | 1.1            | 2.0            | 0.6            | 0.5*           | 0.5*           | 0.5*           |
| ASCOF 2C Part 3                             | Delayed transfers of care from hospital (attributable jointly to NHS and social care) per 100,000 population                     | 1.1            | 2.0            | 0.5            | 0.5*           | 0.5*           | 0.5*           |
| ASCOF 4B<br>LOC(12) AD 05                   | Proportion of people who use services who say that those services have made them feel safe and secure                            | 93.1%          | 85.0%          | 92.9%          | 90.1%          | 90.1%          | 90.1%          |
| Local                                       | % of Carers receiving needs assessment or review and a specific carers service or advice and information                         | 43.3%          | 43%            | 46.5%          | 44%            | 44%            | 44%            |
| Local<br>LOC(12)AD 04                       | % of Care Plans reviewed within 1 year   | 98.6%          | 92%            | 99.6%          | 98%            | 98%            | 98%            |
| ASCOF 1E                                    | Proportion of adults with a learning disability in paid employment   | 6.2%           | 5.0%           | 5.1%           | 5.0%           | 5.5%           | 6.0%           |

| COMMISSIONING, SAFEGUARDING AND CONTRACTS - PERFORMANCE FRAMEWORK |   |                |                |                |                |                |                |
|---|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Code  | Indicator Description   | 2016/17 Actual | 2017/18 Target | 2017/18 Actual | 2018/19 Target | 2019/20 Target | 2020/21 Target |
| ASCOF 1G  | Proportion of adults with a learning disability who live in their own home or with their family | 82.4%          | 77.0%          | 83.5%          | 83.0%          | 83.5%          | 84.0%          |
| ASCOF 3A<br>LOC(12)AD 06  | Overall satisfaction of people who use services with their care and support                     | 70.3%          | 65.0%          | 69.6%          | 68.1%          | 68.6%          | 69.0%          |

| IN-HOUSE SERVICES - PERFORMANCE FRAMEWORK |  |                |                |                |                |                |                |
|---|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Code                                      | Indicator Description  | 2016/17 Actual | 2017/18 Target | 2017/18 Actual | 2018/19 Target | 2019/20 Target | 2020/21 Target |
| Local<br>LOC(10)AD 06                     | In-House Client Service Reviews - % of clients reviewed (CQC standard) | 98.5%          | 95.0%          | 97.4%          | 98.0%          | 98.0%          | 98.0%          |
| Local<br>LOC(09)AD 03                     | Mandatory training % of staff up to date                               | 96.0%          | 92.0%          | 97.5%          | 98.0%          | 98.0%          | 98.0%          |
| Local<br>LOC(12)AD 12                     | % of service users satisfied with their service                        | 100.0%         | 95.0%          | 100.0%         | 98.0%          | 98.0%          | 98.0%          |
| LOC(12) AD 13                             | CQC Registration Compliance  | 100.0%         | 100.0%         | 100.0%         | 100.0%         | 100.0%         | 100.0%         |

## Key

 National Indicator - Performance is in the top quartile

## Note\*

Targets for the Delayed Transfers of Care are agreed in line with the national BCF (Better Care Fund) Targets for Northumberland CCG.