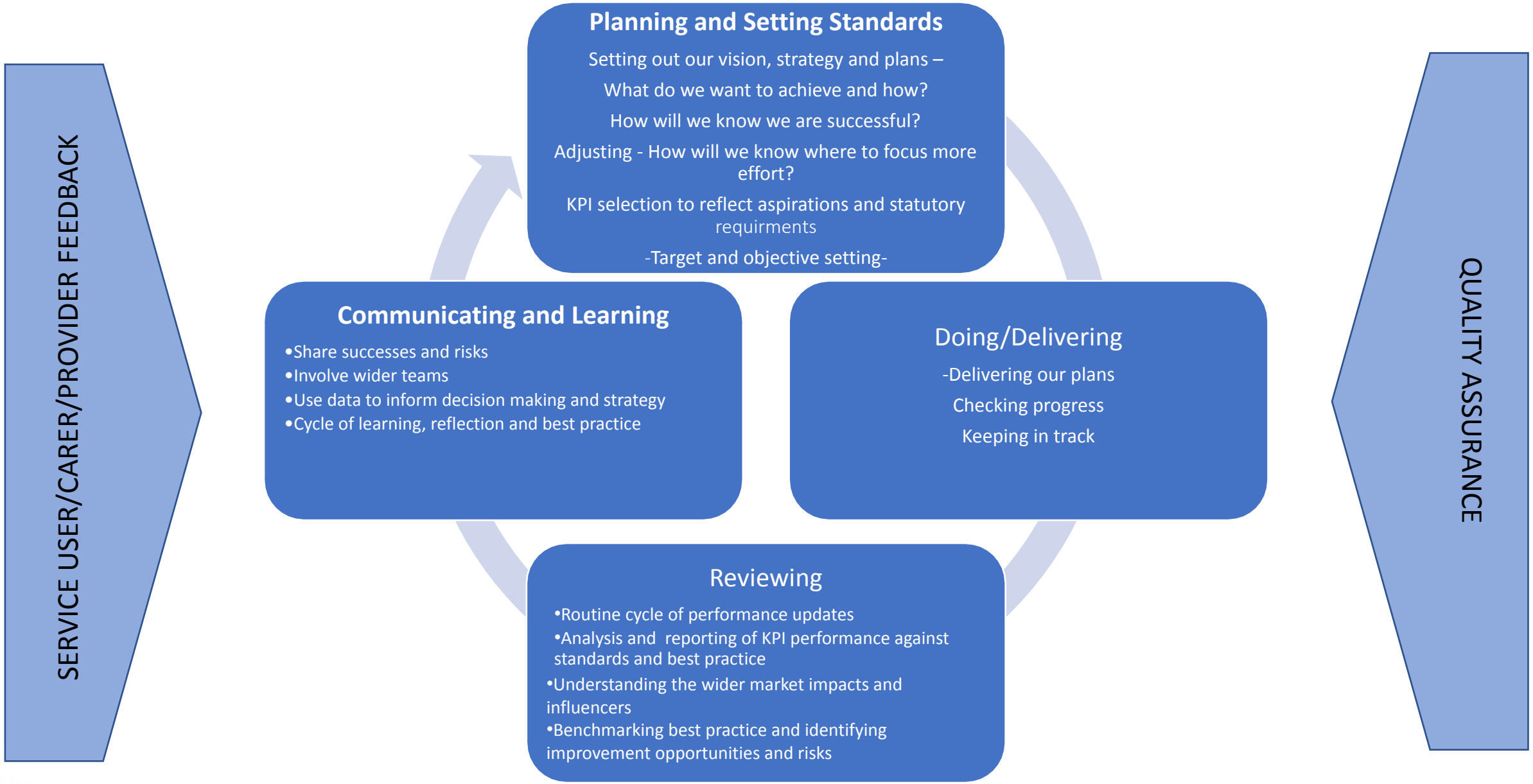
ASC PERFORMANCE
6 month Review

HCSC 2 Nov 2023

Performance Management – A cycle for improvement



Plans

CQC Programmes of Work

A Vision and Strategy for Adult Social Care in Lewisham 2023

Team Plans

Project PIDs

Appraisal

Hierarchy of Data

National Government

Regional & Wider System

LBL

The Councils corporate strategy sets out our 7 key priorities Cleaner & Greener, A strong local economy Quality Housing, Children and Young \people, Safer communities, Open Lewisham and health and Wellbeing

ASC

We have a vision, strategy and are developing our plans for ASC which shows what we want to achieve and our key priorities

Team, Project & Individual

Each member of staff contributes towards objectives in our plan

Performance Management

- SALT
- ASC-FR
- DOLs
- SAC
- SU and carer surveys
- SSDA702 guardianship return
- CLD
- OfLOG

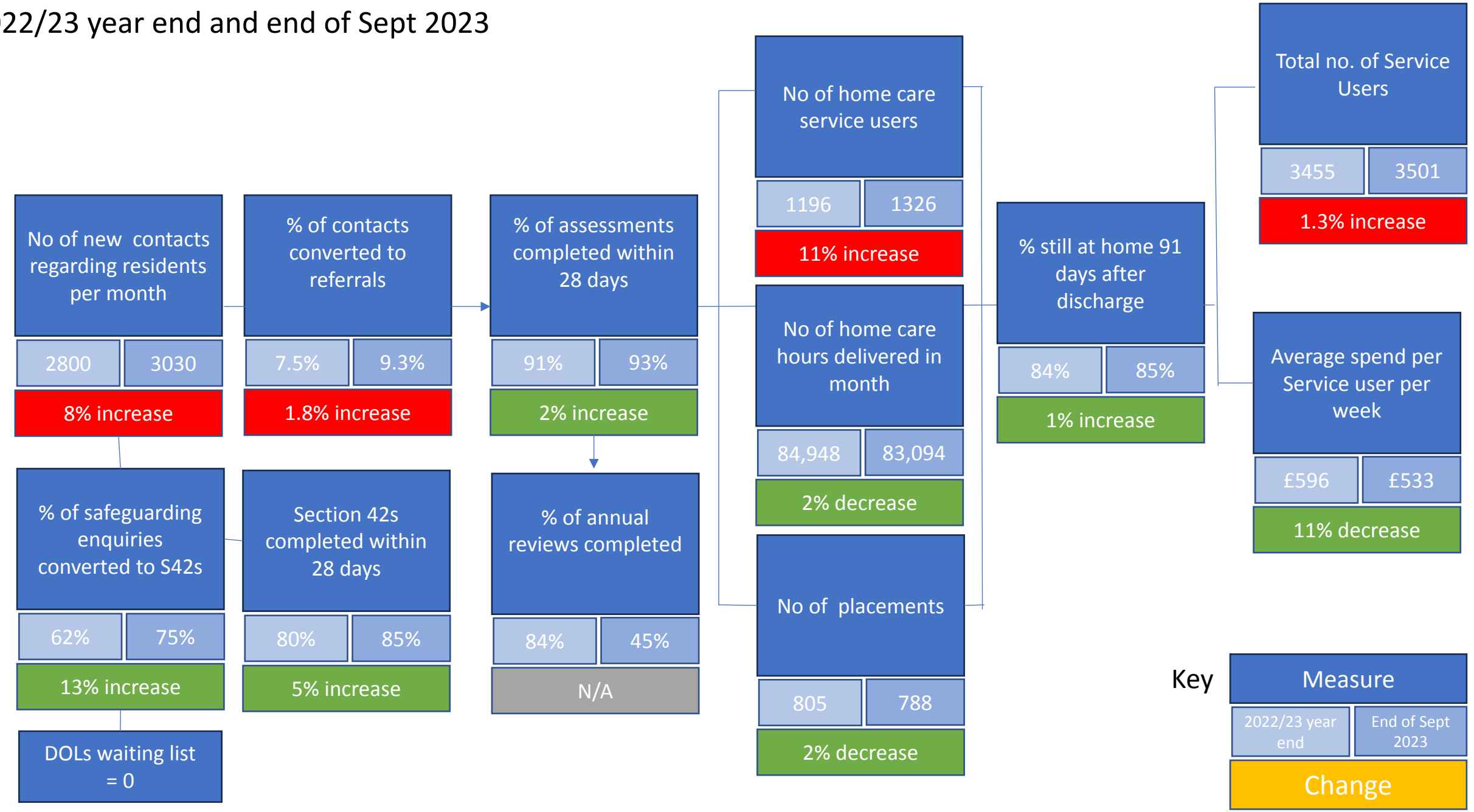
SEL; BCF; Home First

Power BI Reports

Project KPIs

Supervision and Appraisal

ASC CUSTOMER FLOW DATA
2022/23 year end and end of Sept 2023



ASC SURVEY 2022/23
Questionnaire sent Jan to March 2023
Published 19th October on NHS digital

Microsoft Power BI

Select question

Question 01 combined - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

Select region to compare council responses to the national value

0 - England	East Midlands
Eastern	London
North East	North West
South East	South West
West Midlands	Yorkshire and the Hu...

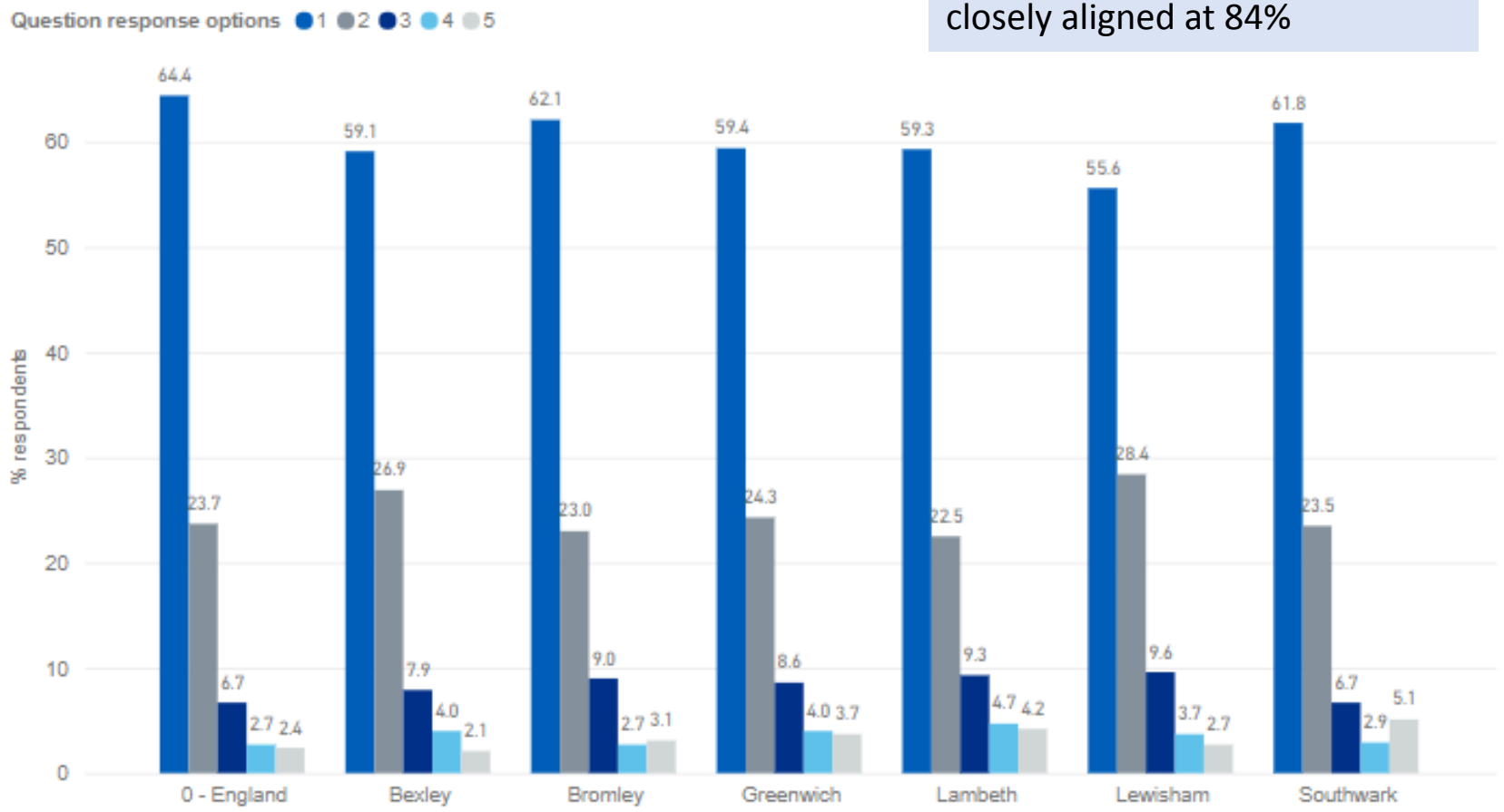
Select council(s)

Multiple selections

Question response options

1 Extremely or very satisfied
2 Quite satisfied
3 Neither satisfied or dissatisfied
4 Quite dissatisfied
5 Extremely or very dissatisfied

Question responses by council for selected region



Note: Whilst Lewisham scores lower than its neighbours on extremely satisfied with the care and support respondents received, combined extremely and quite satisfied is more closely aligned at 84%

Note: Around 57% of Lewisham's respondents rated their QofL as good or so good it could not be better, comparable to its SEL neighbours. Southwark's 'so good' QofL score at 36% of respondents is an outlier that should be investigated further. As should Lewisham's 13.8% of respondents whose QofL was bad or very bad.

Select question

Question 02 combined - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life a...

Select region to compare council responses to the national value

0 - England	East Midlands
Eastern	London
North East	North West
South East	South West
West Midlands	Yorkshire and the Hu...

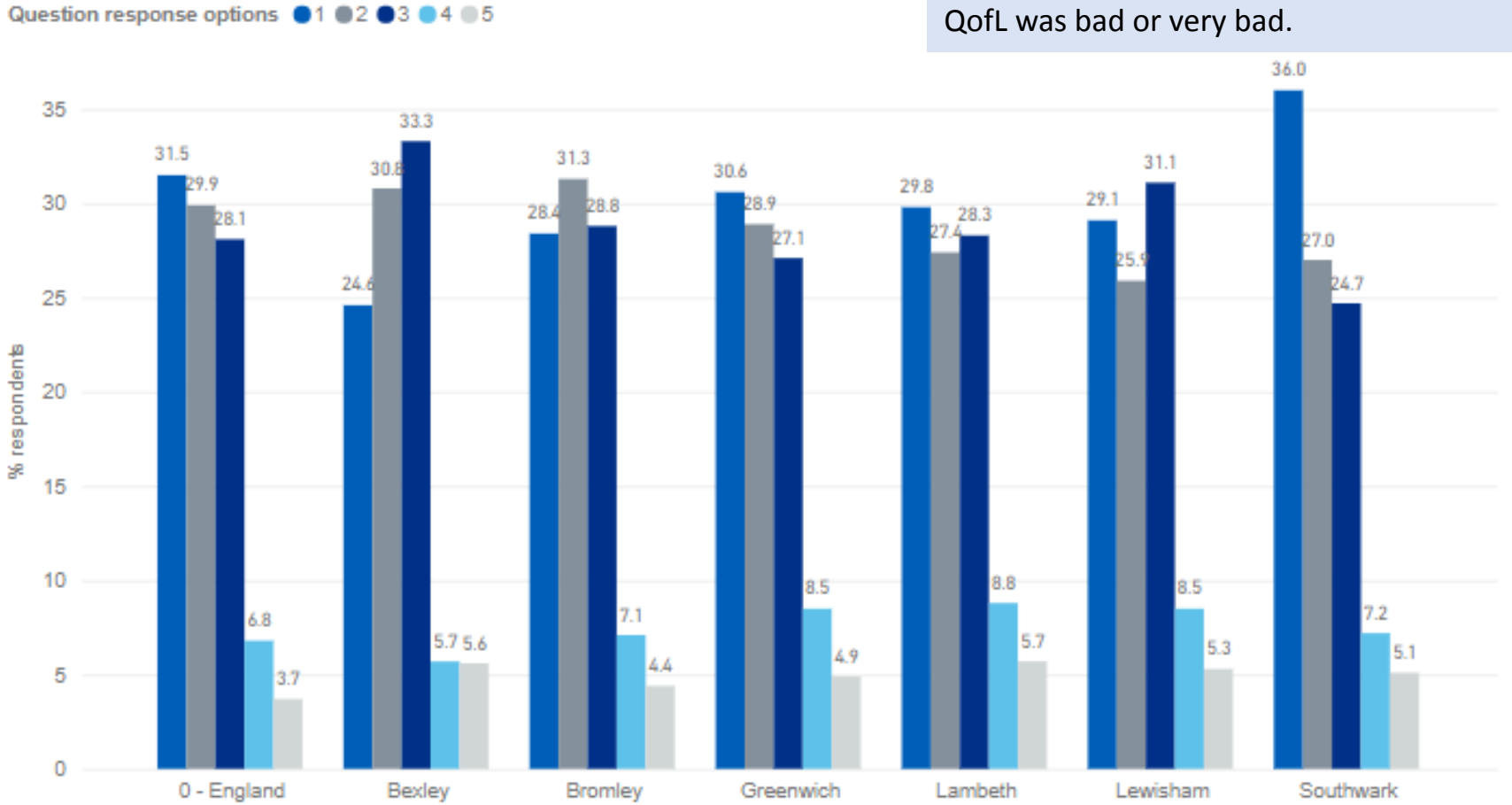
Select council(s)

Multiple selections

Question response options

1 So good, it could not be better or very good
2 Good
3 Alright
4 Bad
5 Very bad or so bad, it could not be worse

Question responses by council for selected region



Note:89.8% of respondents believed their care and support services helped them have a better QofL; Higher than any of our neighbours.

Select question

Question 02b - Do care and support services help you to have a better quality of life?

Select region to compare council responses to the national value

0 - England	East Midlands
Eastern	London
North East	North West
South East	South West
West Midlands	Yorkshire and the Hu...

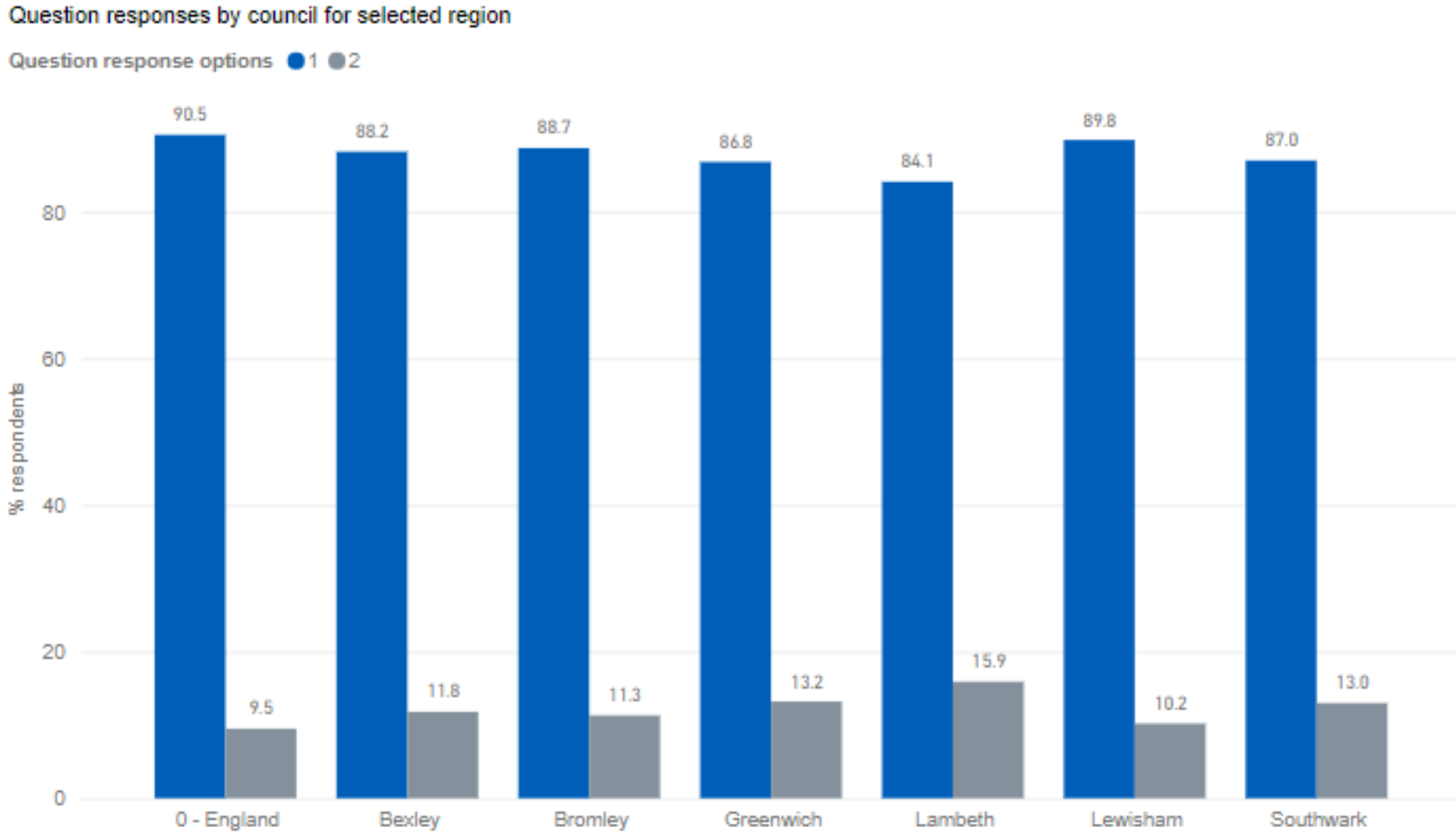
Select council(s)

Multiple selections

Question response options

1 Yes

2 No



Select question

Question 13 - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

Select region to compare council responses to the national value

0 - England	East Midlands
Eastern	London
North East	North West
South East	South West
West Midlands	Yorkshire and the Hu...

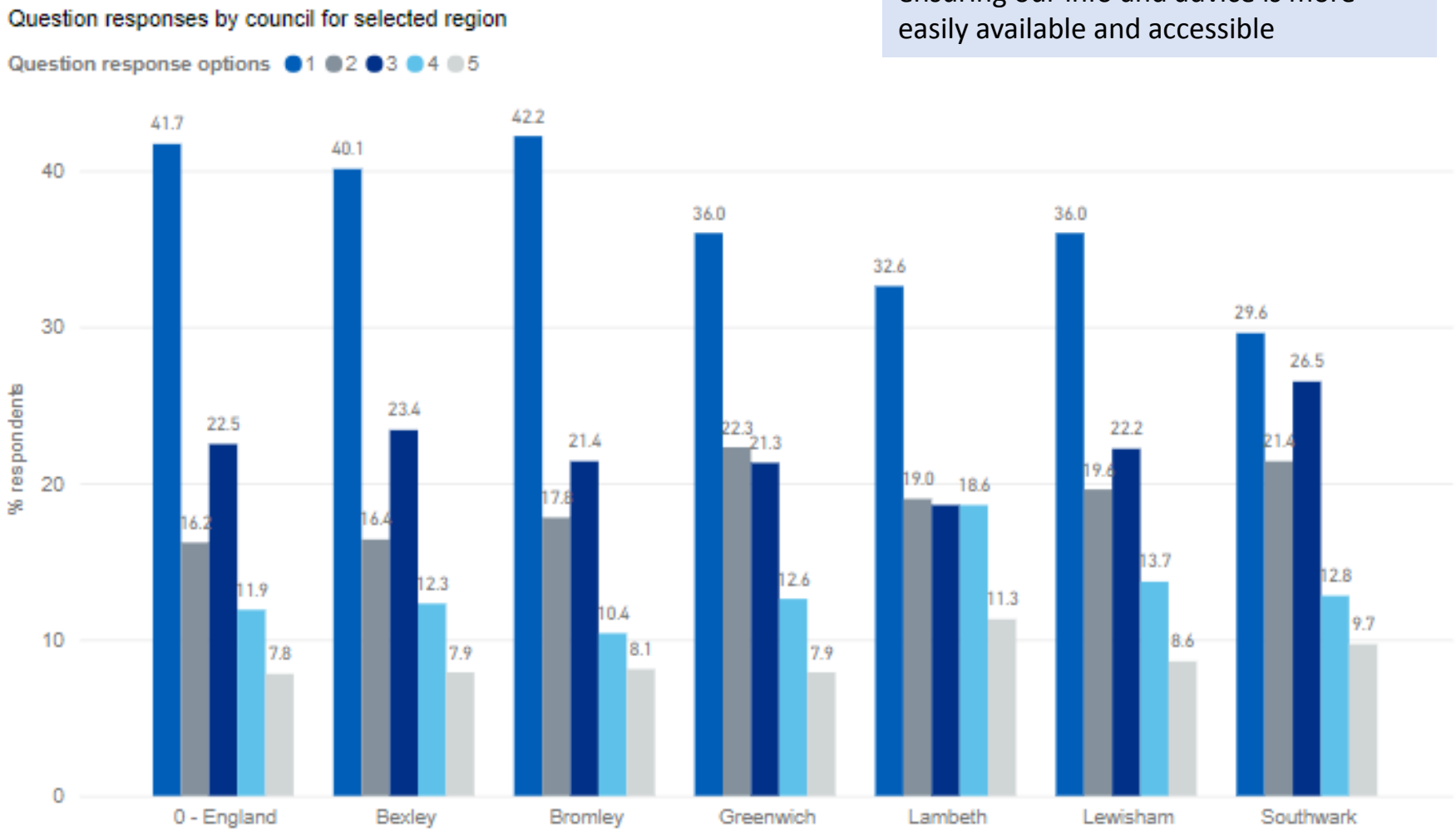
Select council(s)

Multiple selections

Question response options

1 I've never tried to find information or advice
2 Very easy to find
3 Fairly easy to find
4 Fairly difficult to find
5 Very difficult to find

Question responses by council for selected region



Note:22.3% of respondents found information fairly or very difficult to find with 41.8% saying it was very or fairly easy. We are doing further work on ensuring our info and advice is more easily available and accessible

Select question

Question 07c - Do care and support services help you in feeling safe?

Select region to compare council responses to the national value

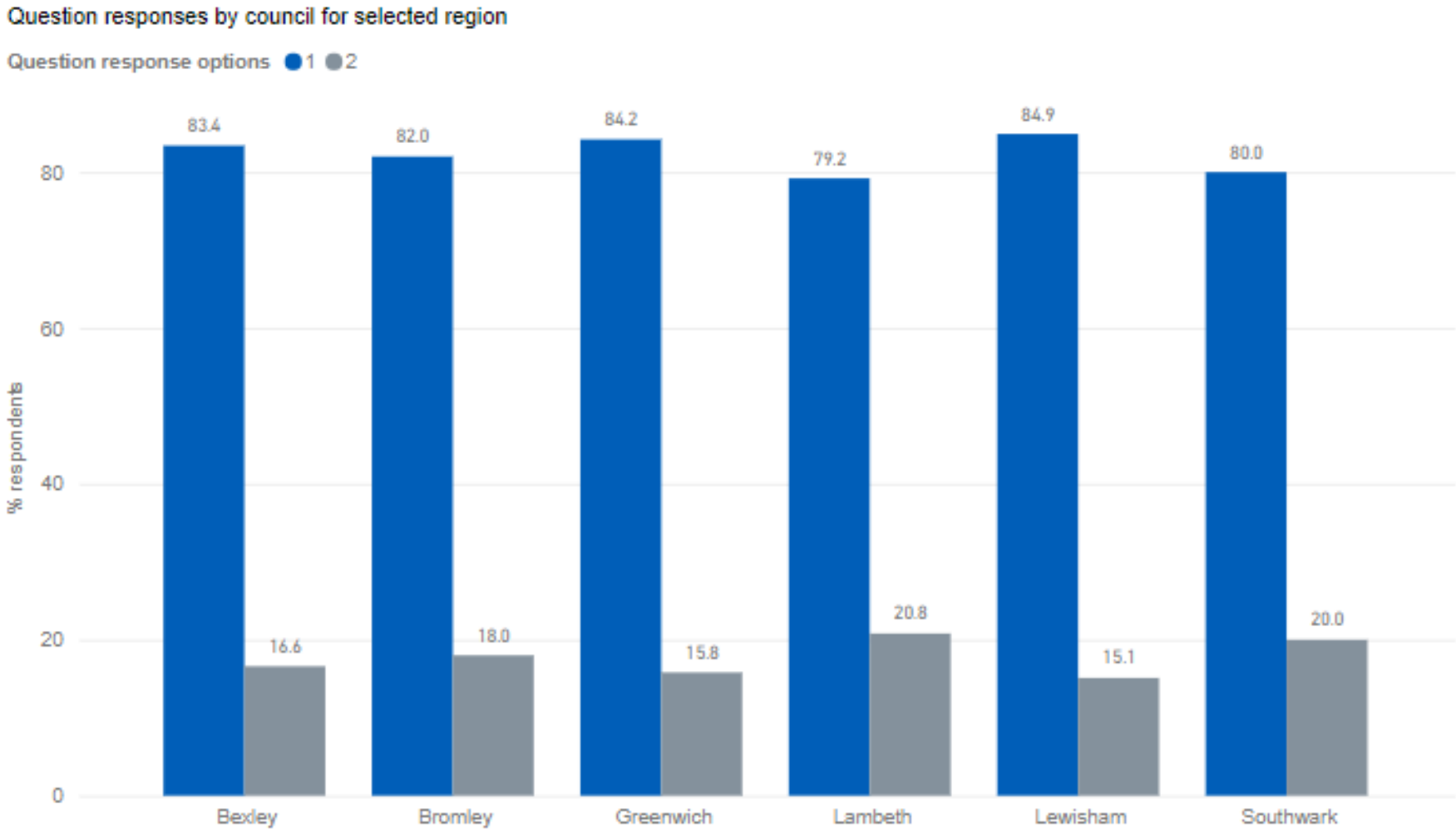
0 - England	East Midlands
Eastern	London
North East	North West
South East	South West
West Midlands	Yorkshire and the Hu...

Select council(s)

Multiple selections

Question response options

1 Yes

2 No

Note: Lewisham scores favourably against its neighbours when asking respondents if they felt that care and support services helped them feel safe.