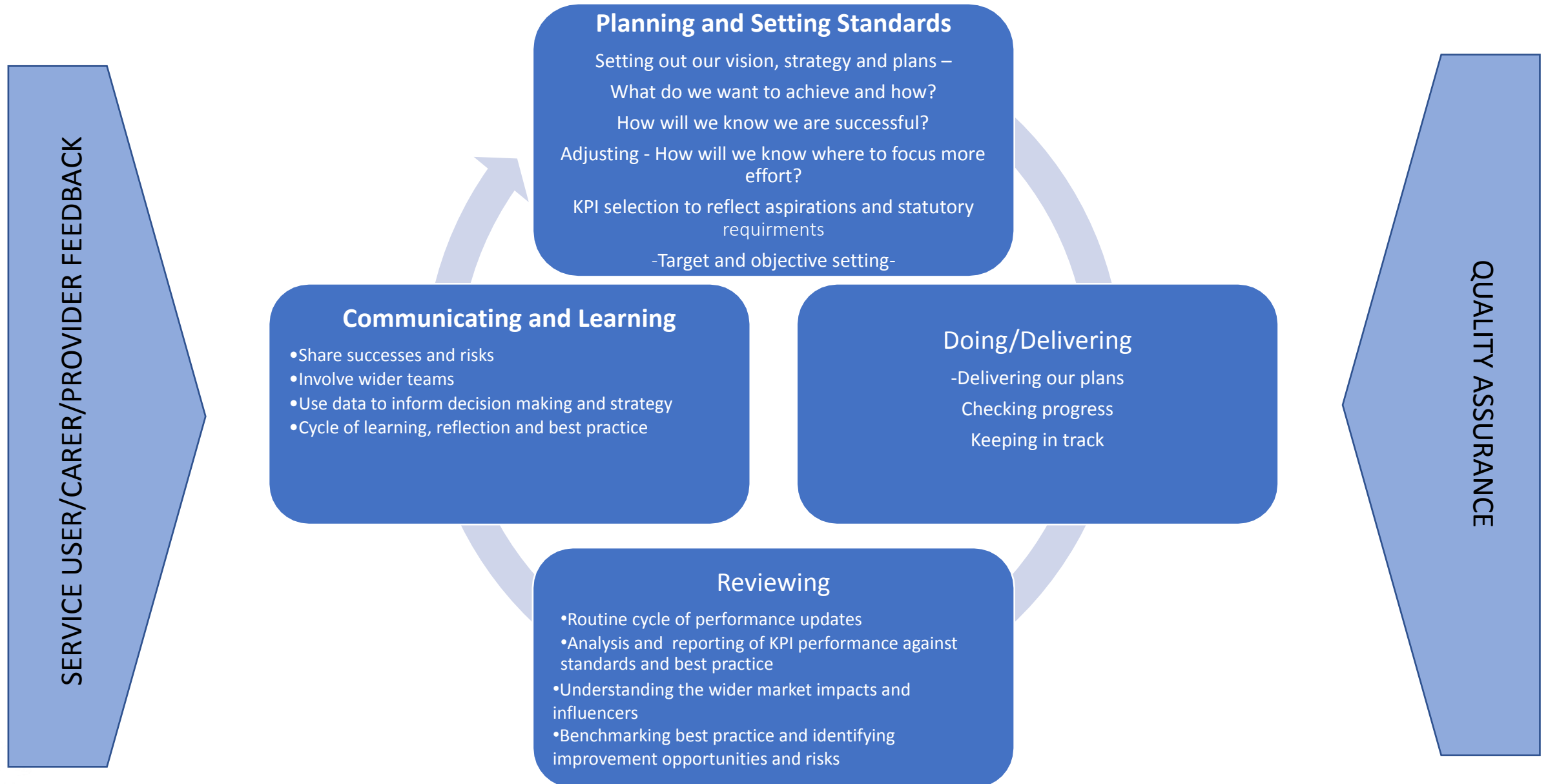


ASC PERFORMANCE 6 month Review

HCSC 2 Nov 2023



Performance Management – A cycle for improvement



Plans



Lewisham's priority objectives

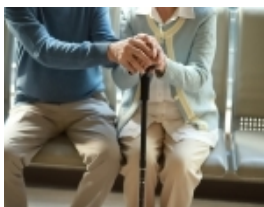
Our LSP priorities

The LSP has agreed four priorities. They are:

- Race and equality
- Opportunities and investment
- Cost of living
- Climate emergency

The priorities will be in place until spring 2024.

The LSP will work with communities to produce a new community strategy. The community strategy will set the LSP priorities from spring 2024.



A Vision and Strategy for Adult Social Care in Lewisham 2023

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

Lewisham Corporate Performance Report

Lewisham Borough Profile | Priorities | Corporate Health | Dashboard user guide

Health and Wellbeing Pg.1 Pg.2 2022/23 Q3

Admissions to res. & nurs. homes (65+) (£)
Permanent admissions to residential and nursing care home: Lower is better
Adults aged 65+ per 100,000 population (cumulative)
Target: 322.5-100,000 December 2022
403.48

% 65+ still at home after discharge (£)
% of adults aged 65+ still at home 31 days after discharge from hospital into rehabilitation services (left of the service): Higher is better
Target: 80.0% 1st Q3 September 2022
89.2%

Average sickness days per employee
Average of days lost to sickness absence per employee
Lower is better: 11.93
Target: 8.00
13.3%

Facilities
Facilities score for value for money (negative effect)
Higher is better: 13.3%



Power BI Reports

Project KPIs

Supervision and Appraisal

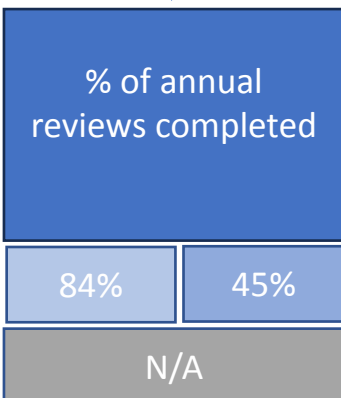
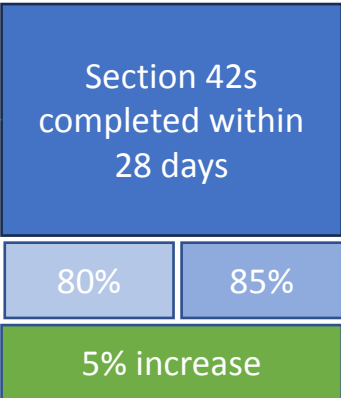
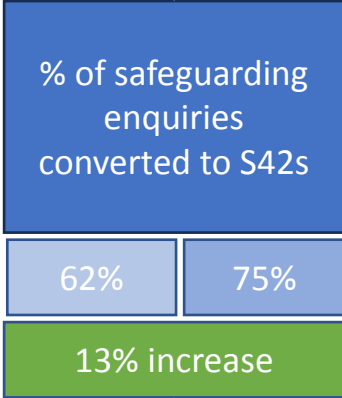
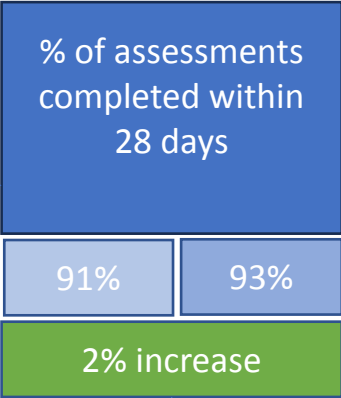
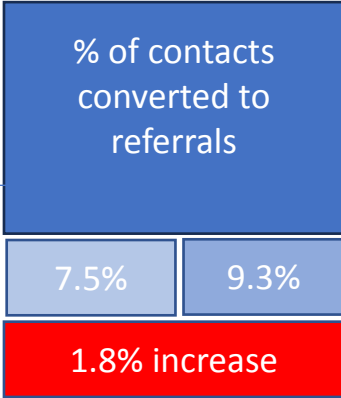
Team Plans

Project PIDs

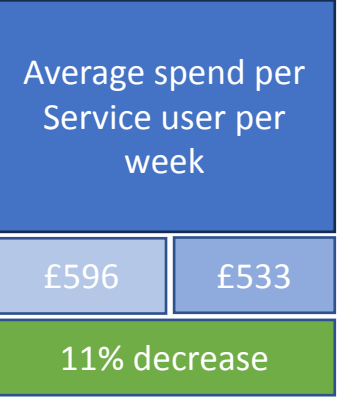
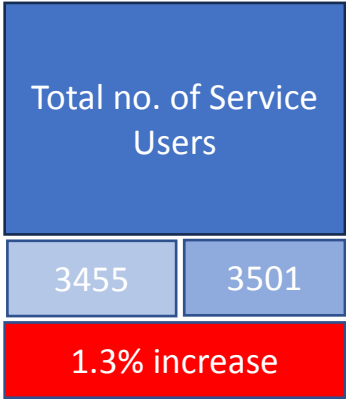
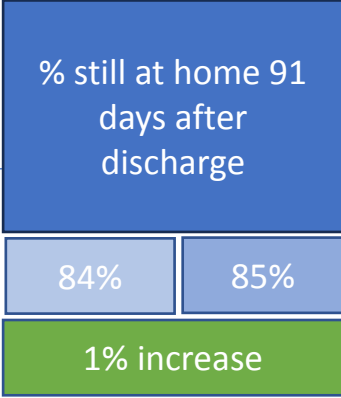
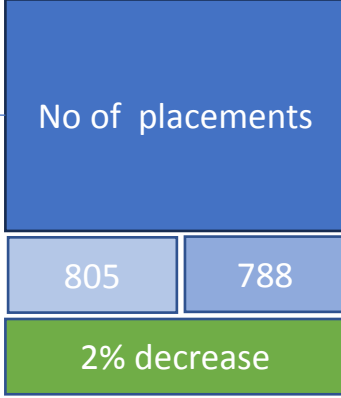
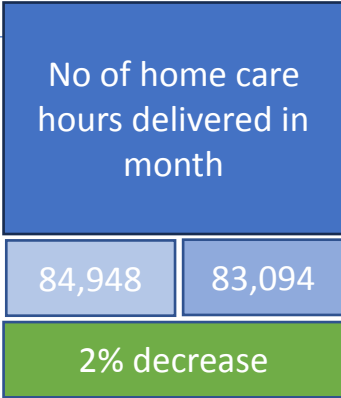
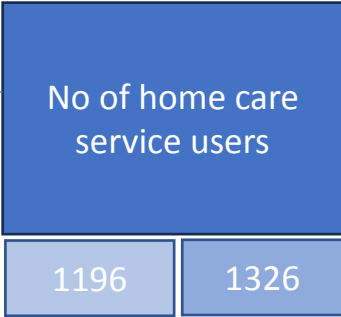
Appraisal

ASC CUSTOMER FLOW DATA

2022/23 year end and end of Sept 2023



DOLs waiting list = 0



Key

Measure	
2022/23 year end	End of Sept 2023
Change	

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)

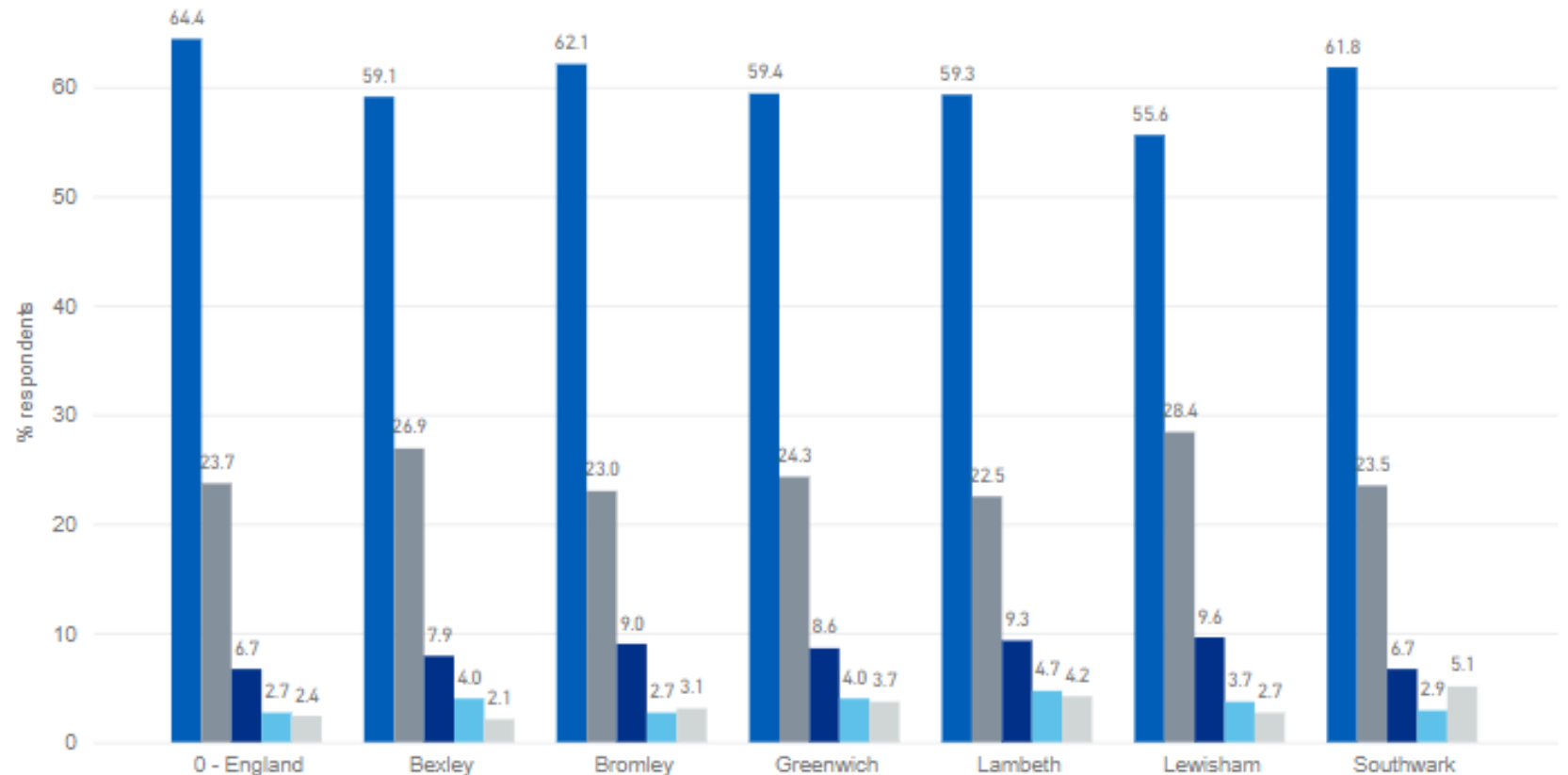
Multiple selections

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

Question response options 1 2 3 4 5



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%

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)

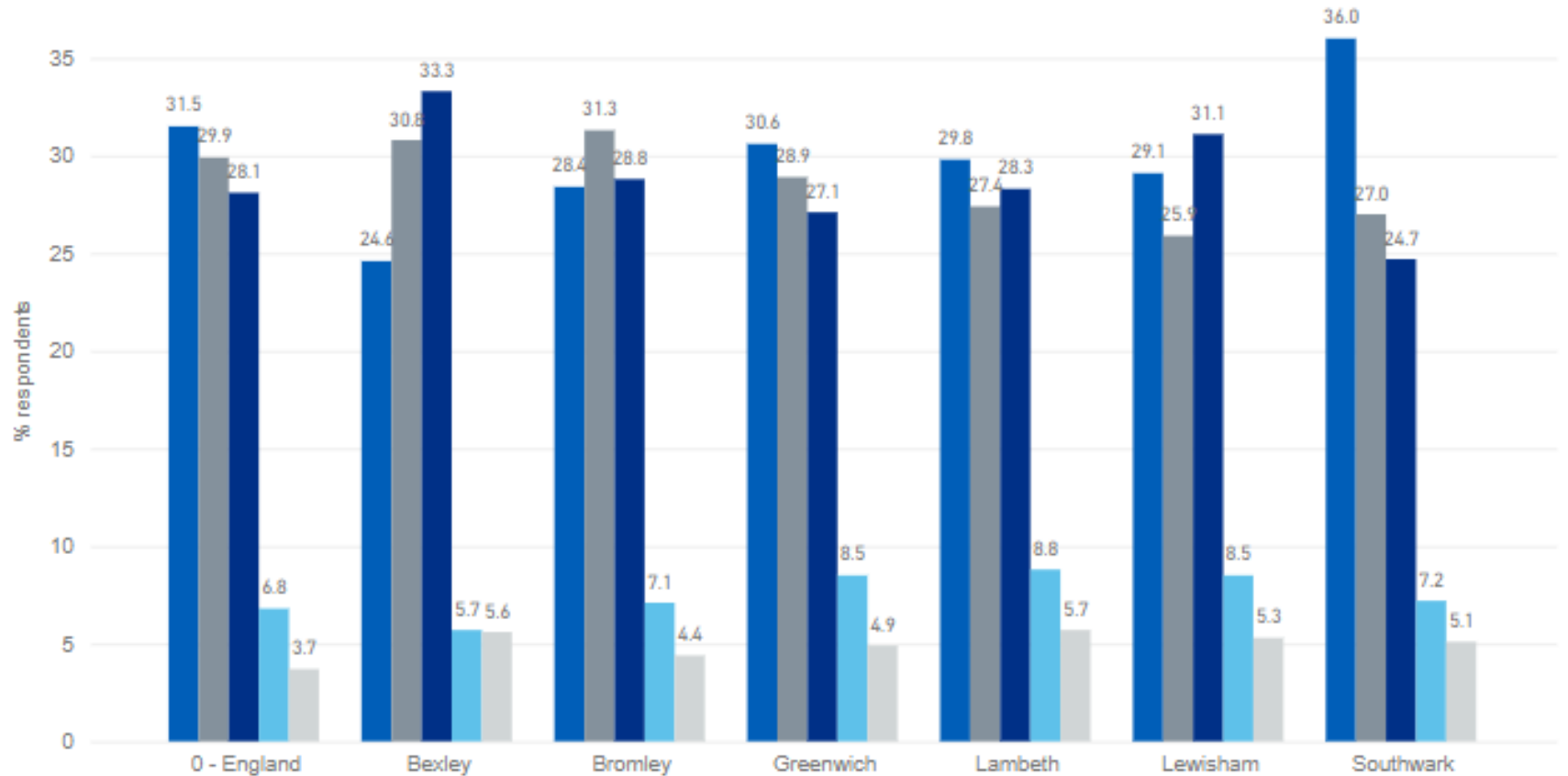
Multiple selections ▾

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

Question response options ● 1 ● 2 ● 3 ● 4 ● 5



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

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

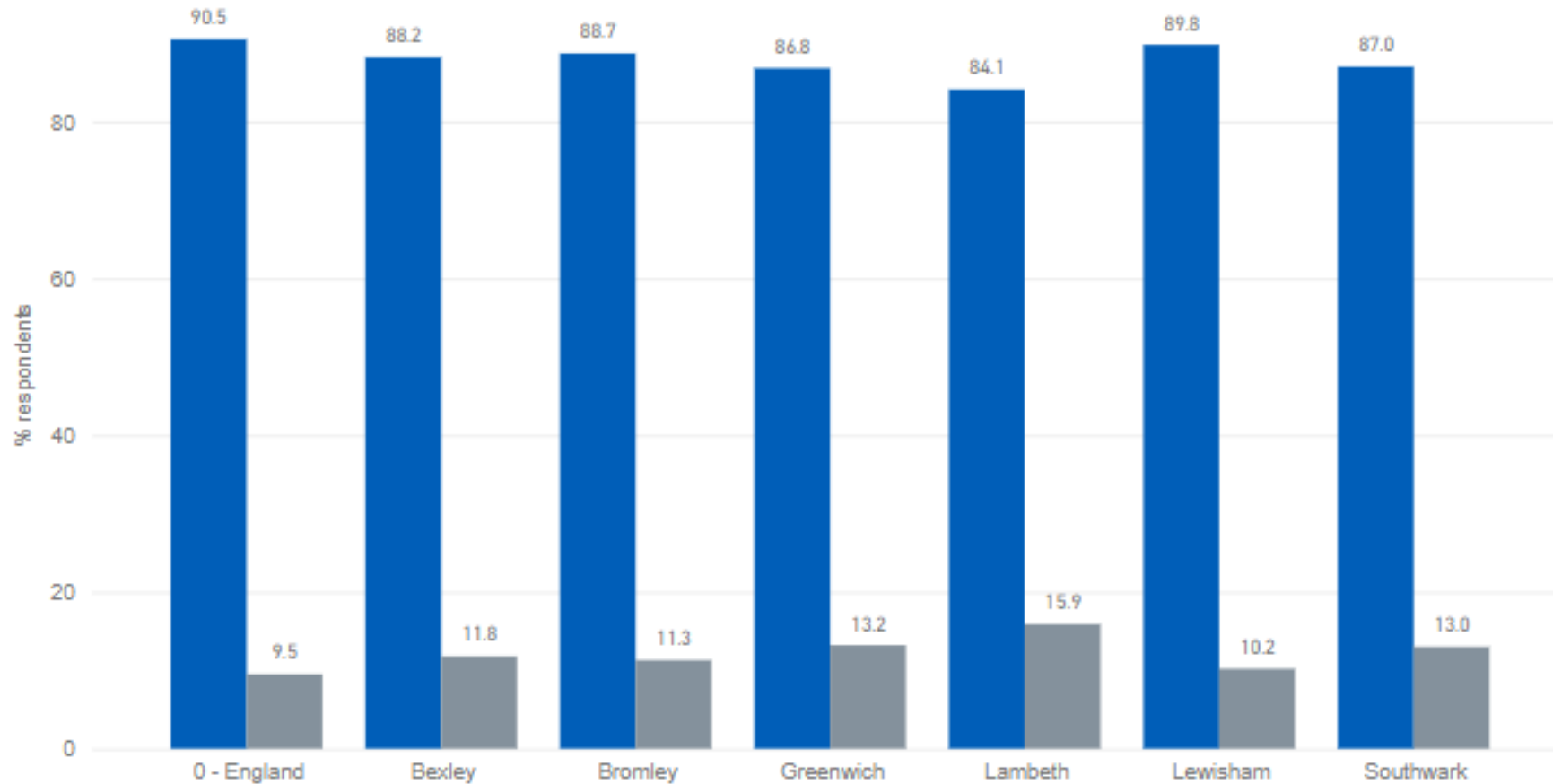
1 Yes

2 No

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

Question responses by council for selected region

Question response options ● 1 ● 2



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

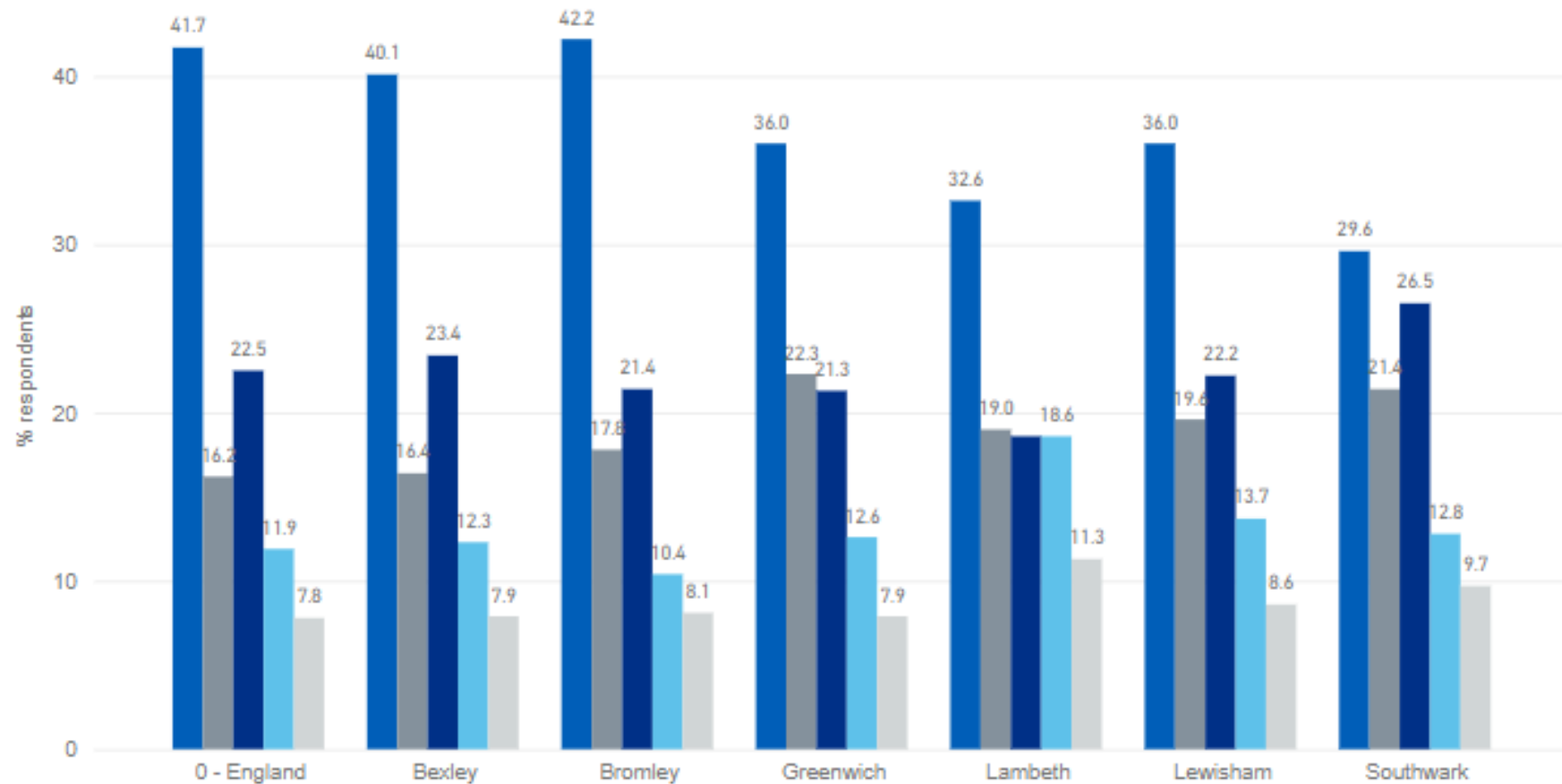
Question response options

- 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

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

Question responses by council for selected region

Question response options 1 2 3 4 5



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.

Question responses by council for selected region

Question response options ● 1 ● 2

