



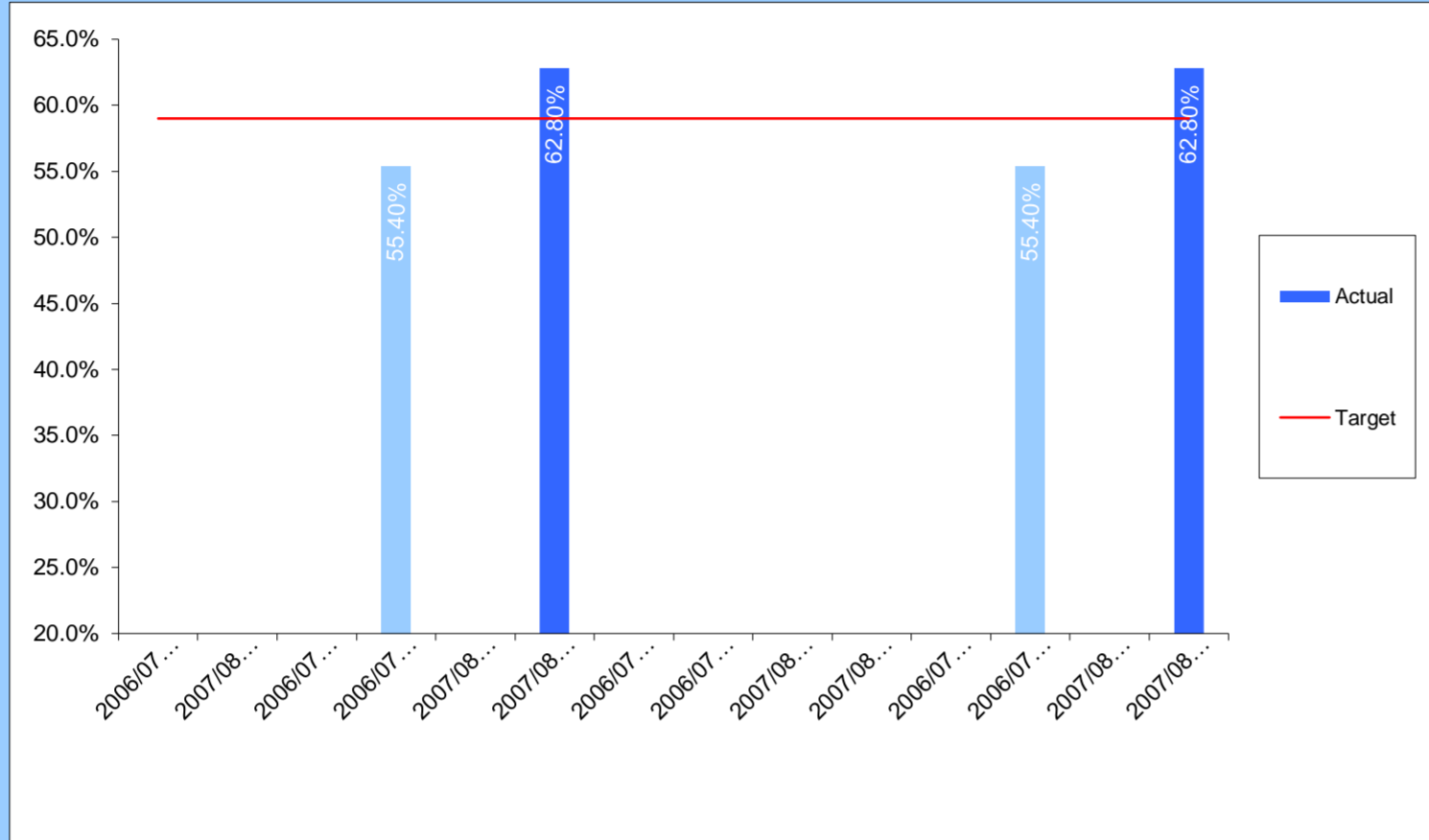
Healthier Communities & Adults  
Key Performance Indicators

Quarter 4 2007/08

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

HCA001  
(A007)

Adult literacy and numeracy - the number of adults during the period 1st August 2004 to 31st July 2007 who achieve qualifications at Level 1



Performance Comparisons

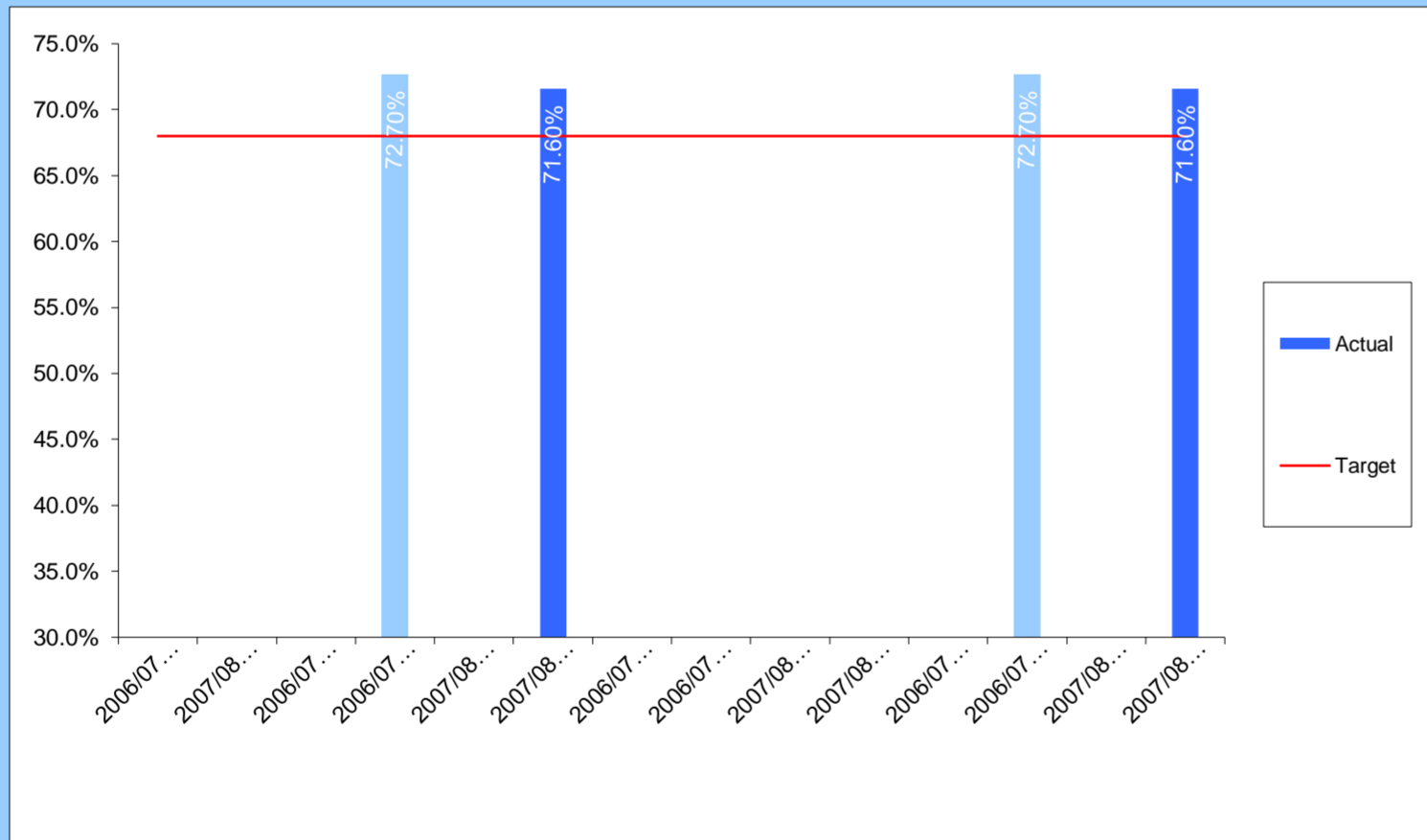
↑  
 2007/8 SBC Target 59.0%  
 2% Tolerance  
 Polarity ↑  
 Target  
★

Comments: A good level of improvement from 06-07 enabled the LPSA target to be achieved.

Head of Service: Ruth Hill (52)7055

HCA002  
(A008)

Adult literacy and numeracy - the number of adults during the period 1st August 2004 to 31st July 2007 who achieve qualifications at Level 2



Performance Comparisons

↔  
 2007/8 SBC Target 68.0%  
 2% Tolerance  
 Polarity ↑  
 Target  
★

Comments: Improvement, although slightly below the 06-07 level, was sufficient to achieve the LPSA target.

Head of Service: Ruth Hill (52)7055



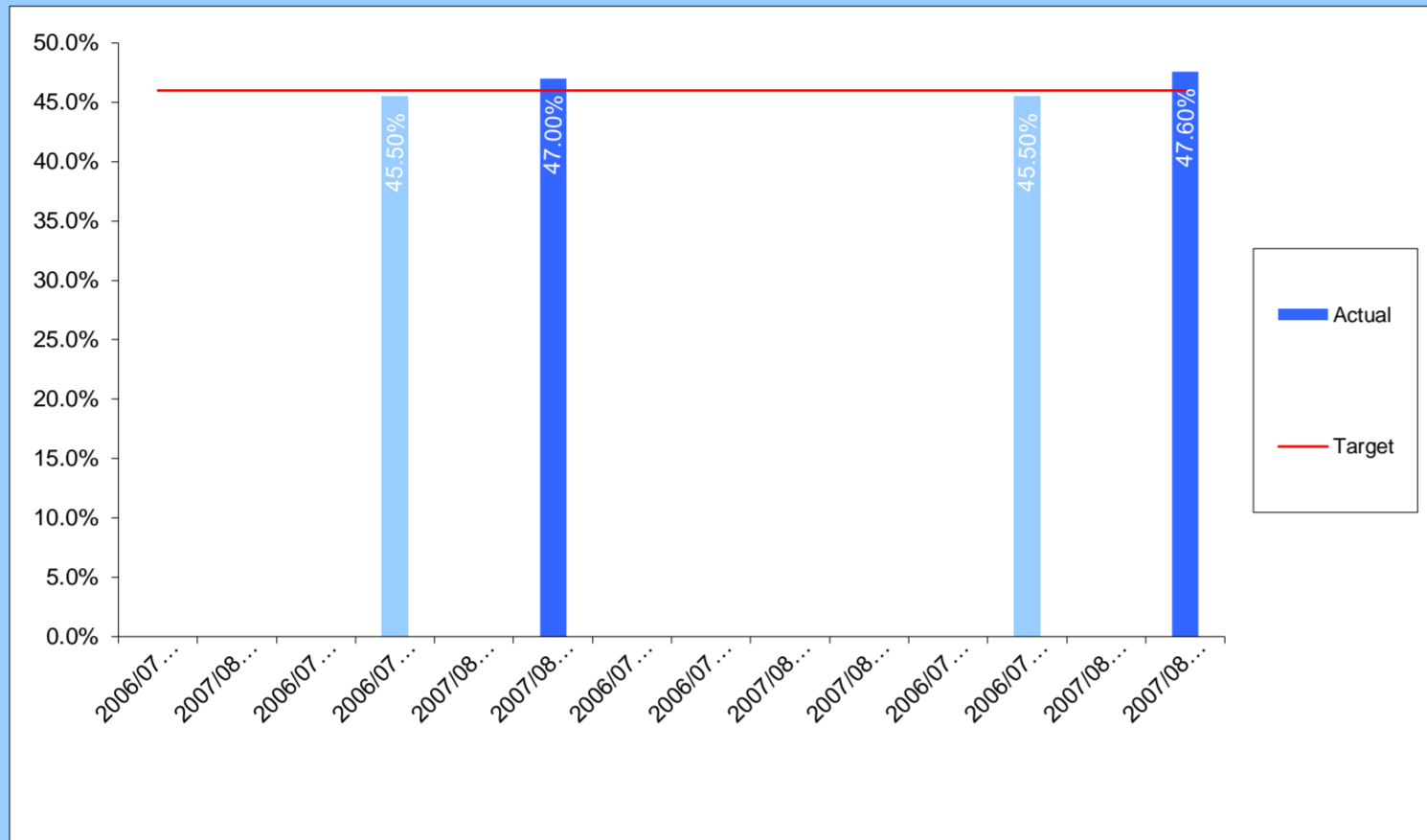
Healthier Communities & Adults  
Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

HCA003  
(A009)

Adult literacy and numeracy - the number of adults during the period 1st August 2004 to 31st July 2007 who achieve qualifications at entry levels 1, 2 or 3



Performance Comparisons

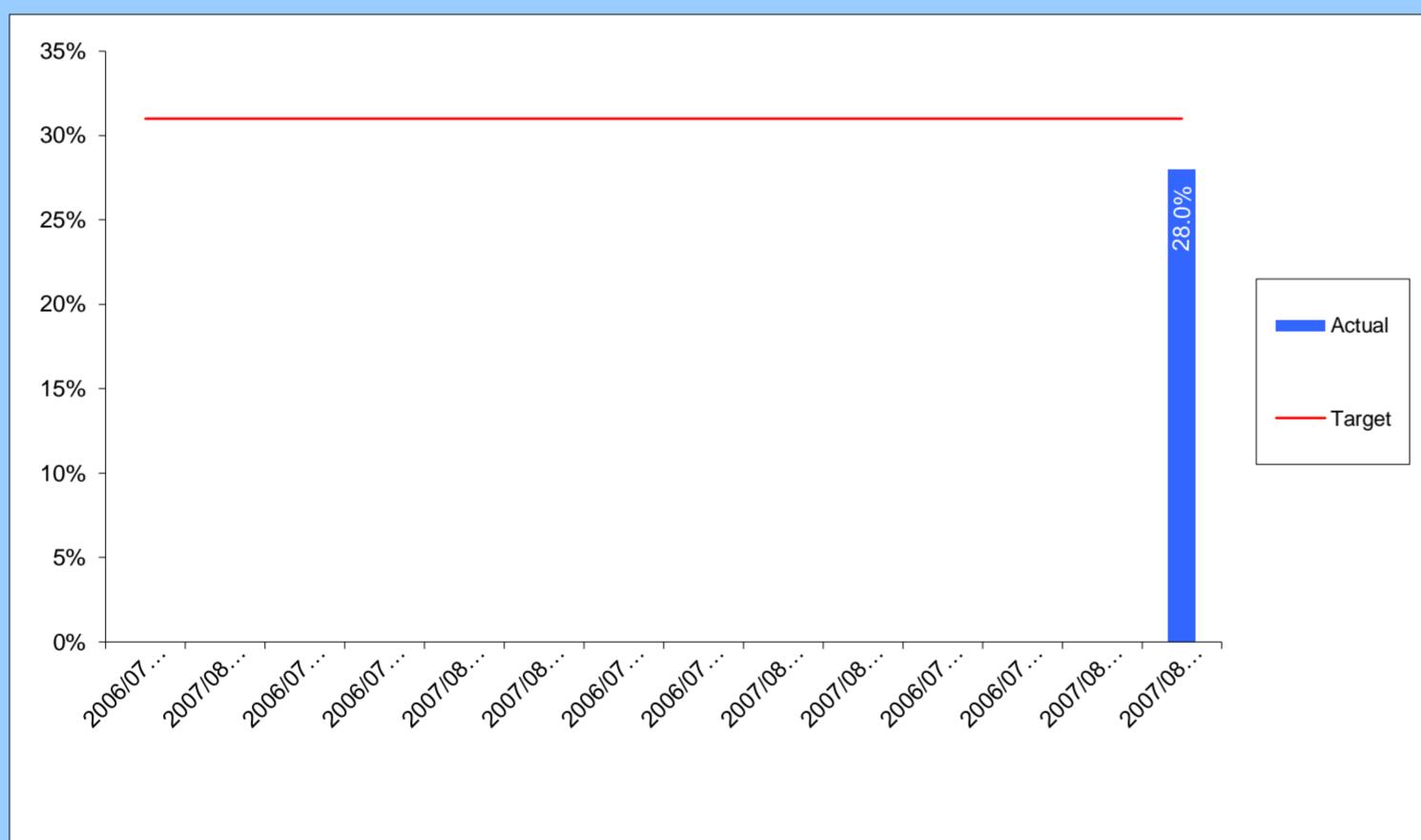
↑  
 2007/8 SBC Target 46.0%  
 2% Tolerance  
 Polarity ↑  
 Target  
★

Comments: Performance improved sufficiently to meet, and exceed, the target.

Head of Service: Ruth Hill (52)7055

HCA004  
(A014)

Percentage of adults participating in at least 30 minutes moderate physical exercise on 5+ days a week



Performance Comparisons

N/A  
 2007/8 SBC Target 31%  
 2% Tolerance  
 Polarity ↑  
 Target  
■

Comments: The LPSA stretch target of 31% was not achieved. Results from the Viewpoint survey carried out in Autumn 2007 showed 28% adult participation.

Head of Service: Steve Chaytor (52)7322

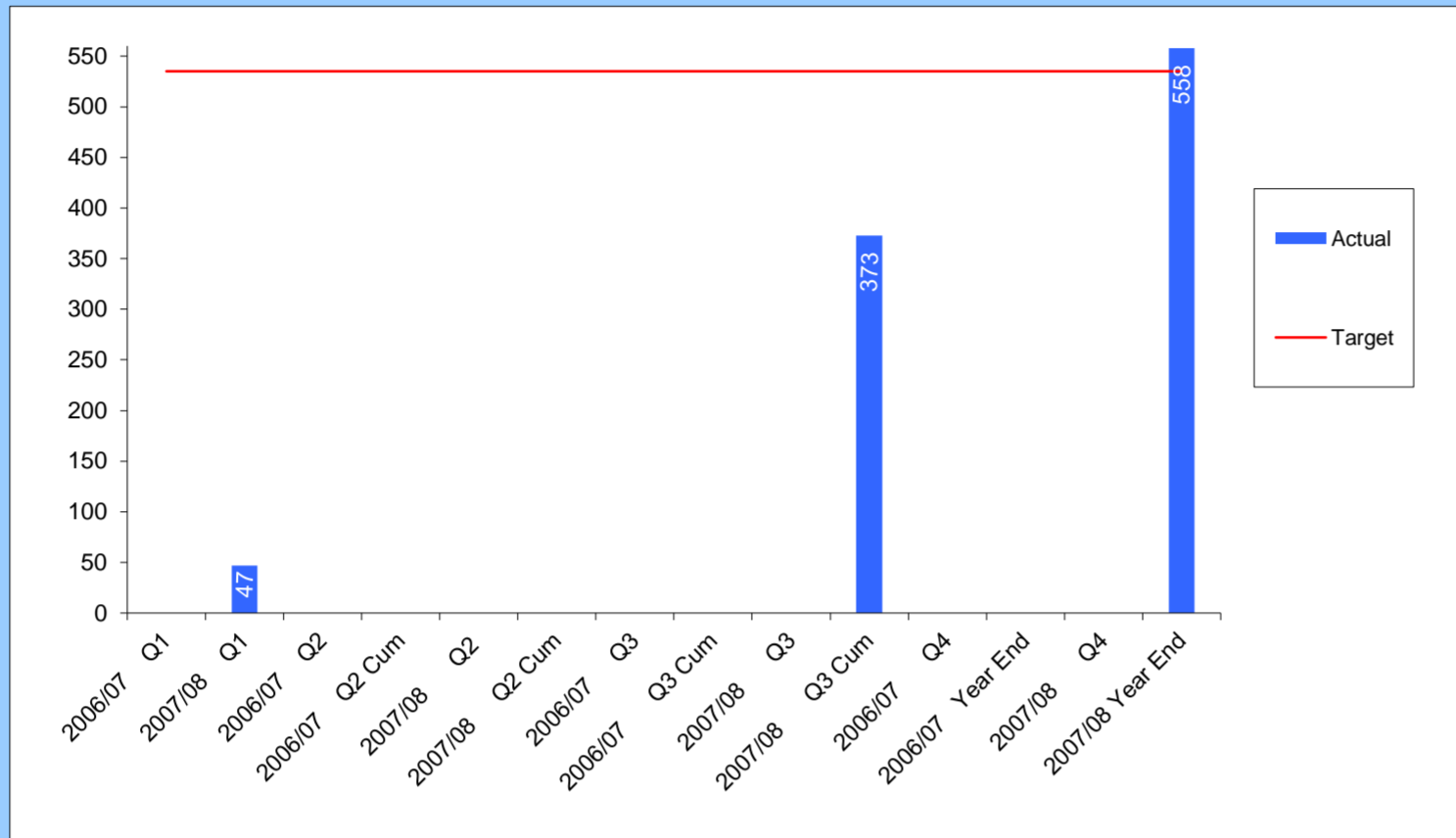


### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

**HCA005 (A015)**     Adult Learning - number of adults achieving 'Skills for Life' qualifications



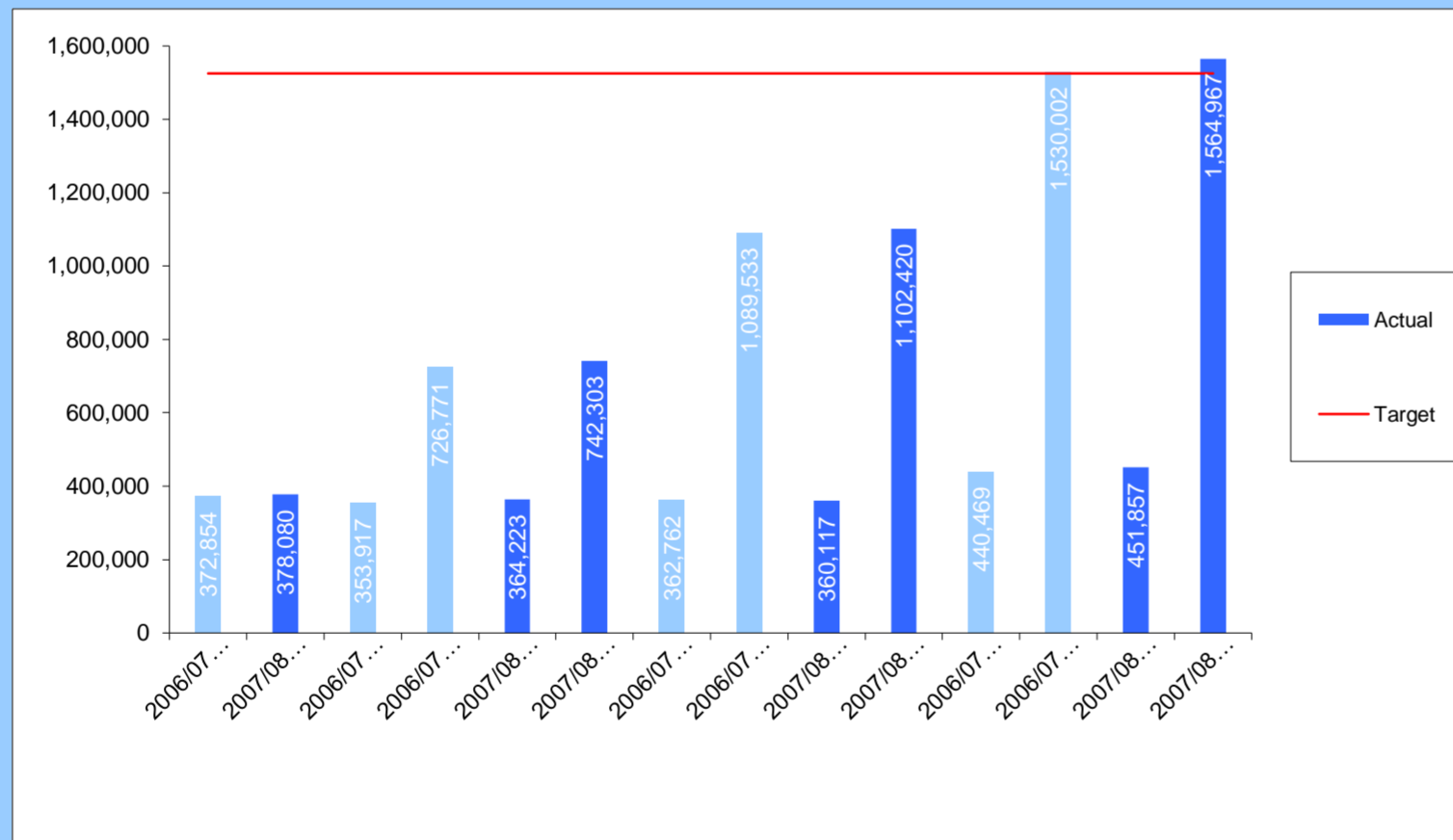
**Performance Comparisons**

↑  
 2007/8 SBC Target 535  
 2% Tolerance  
 Polarity ↑  
 Target  
★

**Comments:** The total number of adults achieving a Skills for Life qualification 558, which exceeds the 2007/08 annual target.

**Head of Service:** Ruth Hill (52)7055

**HCA006 (Le002)**     Number of swims / visits to pools and sports centres



**Performance Comparisons**

↑  
 2007/8 SBC Target 1,525,171  
 2% Tolerance  
 Polarity ↑  
 Target  
★

**Comments:** Figures for Q1, Q2 and Q3 have been updated to include 2007/08 Tees Active External Service Provision. The updated figures are as follows: Q1 - 382,016, Q2 - 366,170, Q2 cumulative - 748,186, Q3 - 364,924, Q3 cumulative - 1,113,110.

**Head of Service:** Steve Chaytor (52)7322

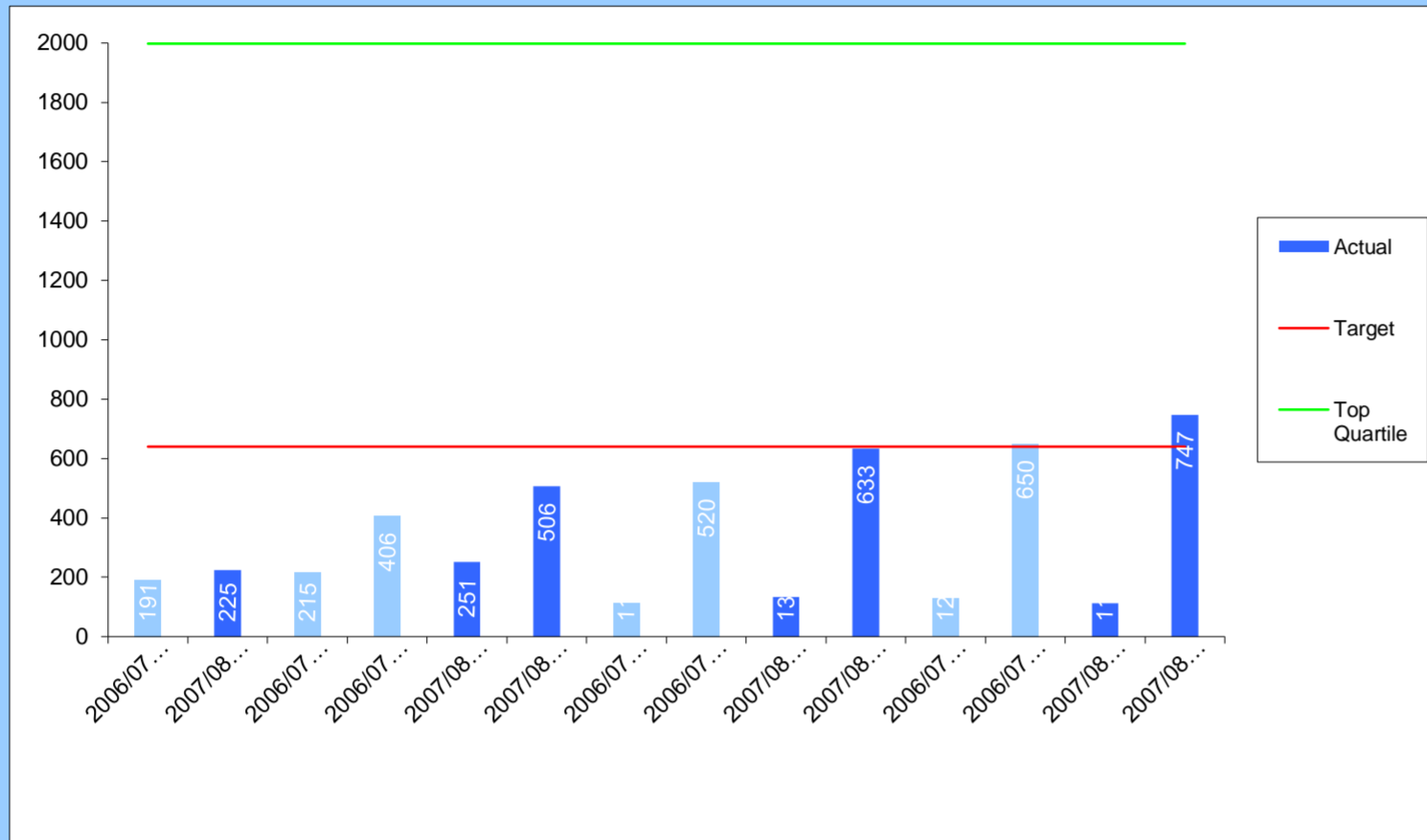


### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

**HCA007 (BV170a)**     Number of visits to and usage of museums per 1,000 population



**Performance Comparisons**

↑

2006/7 Top Quartile 1998

2007/8 SBC Target 640

Improvement

Polarity ↑

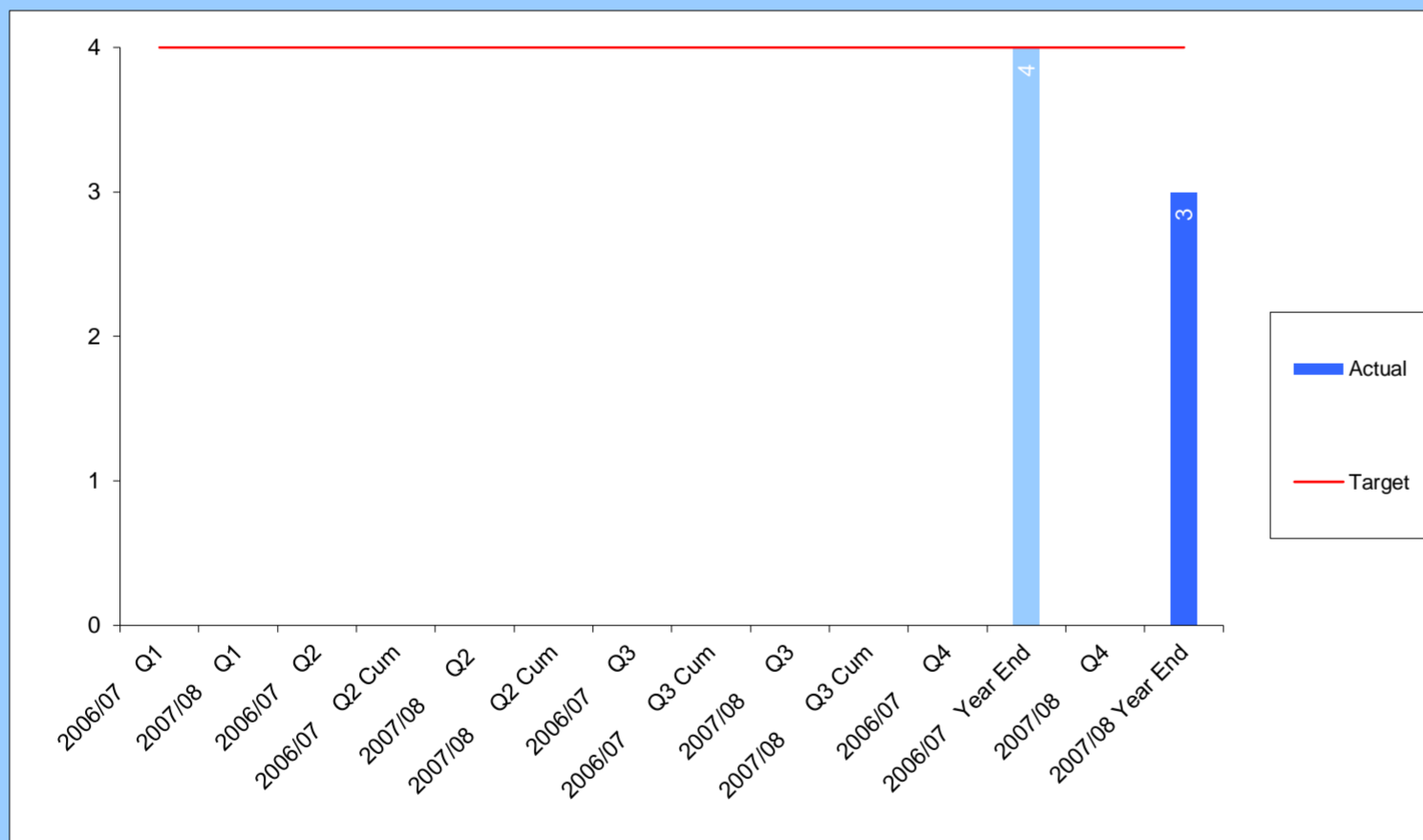
Target

★

**Comments:** Performance for the year was well above target, mainly due to an increase in Preston Hall visitors and a significant growth in the number of people attending presentations during the year.

Head of Service: Reuben Kench (52)7039

**HCA008 (BV220)**     Level of compliance against the Public Library Service Standards (points are scored according to the number of Public Library Service Standards that the authority complies with)



**Performance Comparisons**

↓

2007/8 SBC Target 4

No Tolerance

Polarity ↑

Target

■

**Comments:** • The change in score for performance against the Public Library Service Standards follows a change in the national benchmark for the standard relating to children's satisfaction with the library service overall. The benchmark for meeting that standard was set at the upper quartile value for all authorities, meaning that 75% of authorities were bound to fall outside the standard. For our Library Service, the satisfaction rating achieved for this standard improved and was within 3% of the upper quartile value; however, this was not quite sufficient to meet the revised standard. As a result, 8 out of 10 of the standards were met rather than the 9 which were achieved the previous year.

Head of Service: Reuben Kench (52)7039



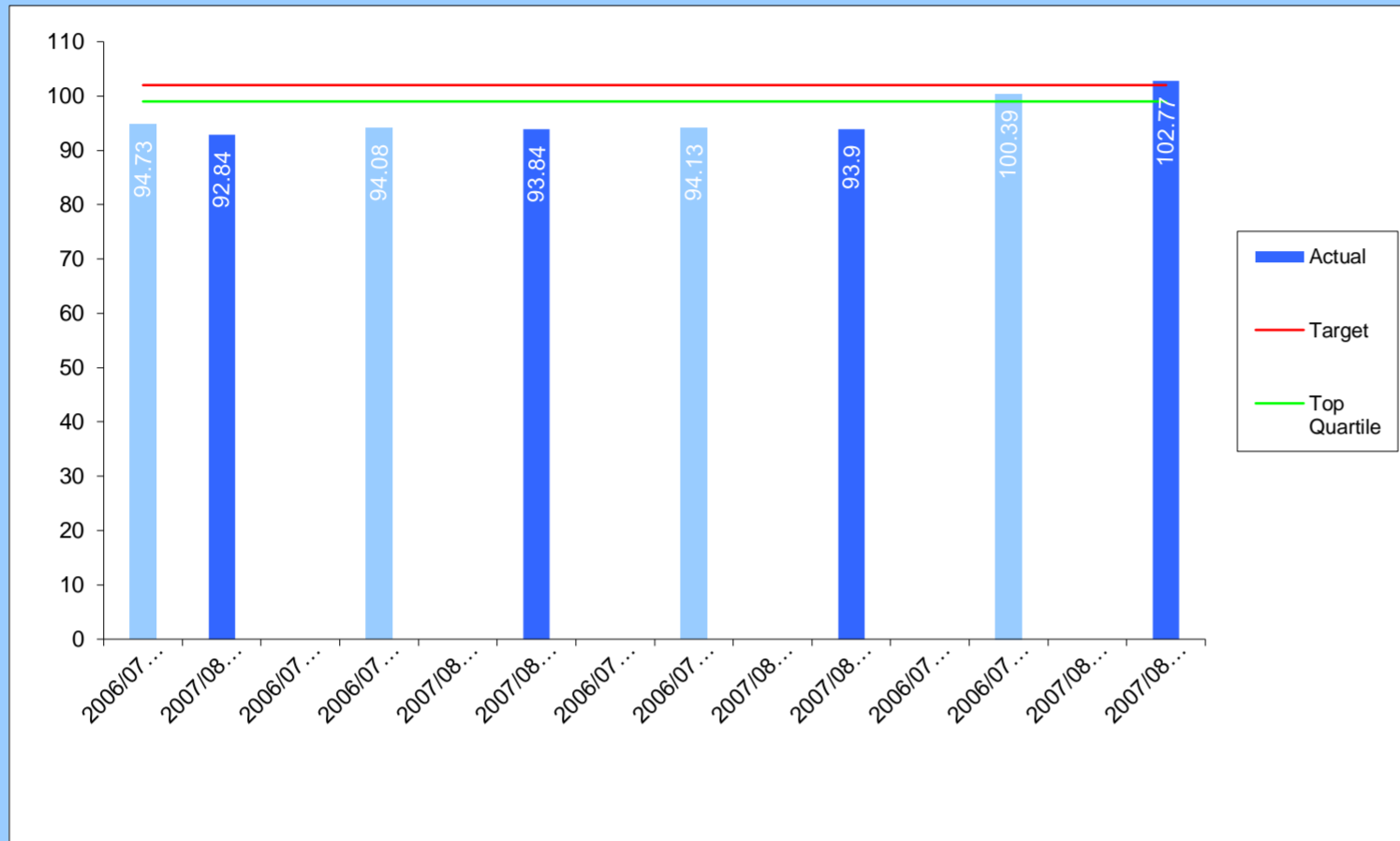
### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

HCA009  
(BV54)

The number of older people helped to live at home, per 1,000 population aged 65 or above



**Performance Comparisons**

↑

2006/7 Top Quartile 99.00

2007/8 SBC Target 102.00

Bandings

Polarity ↑

Target

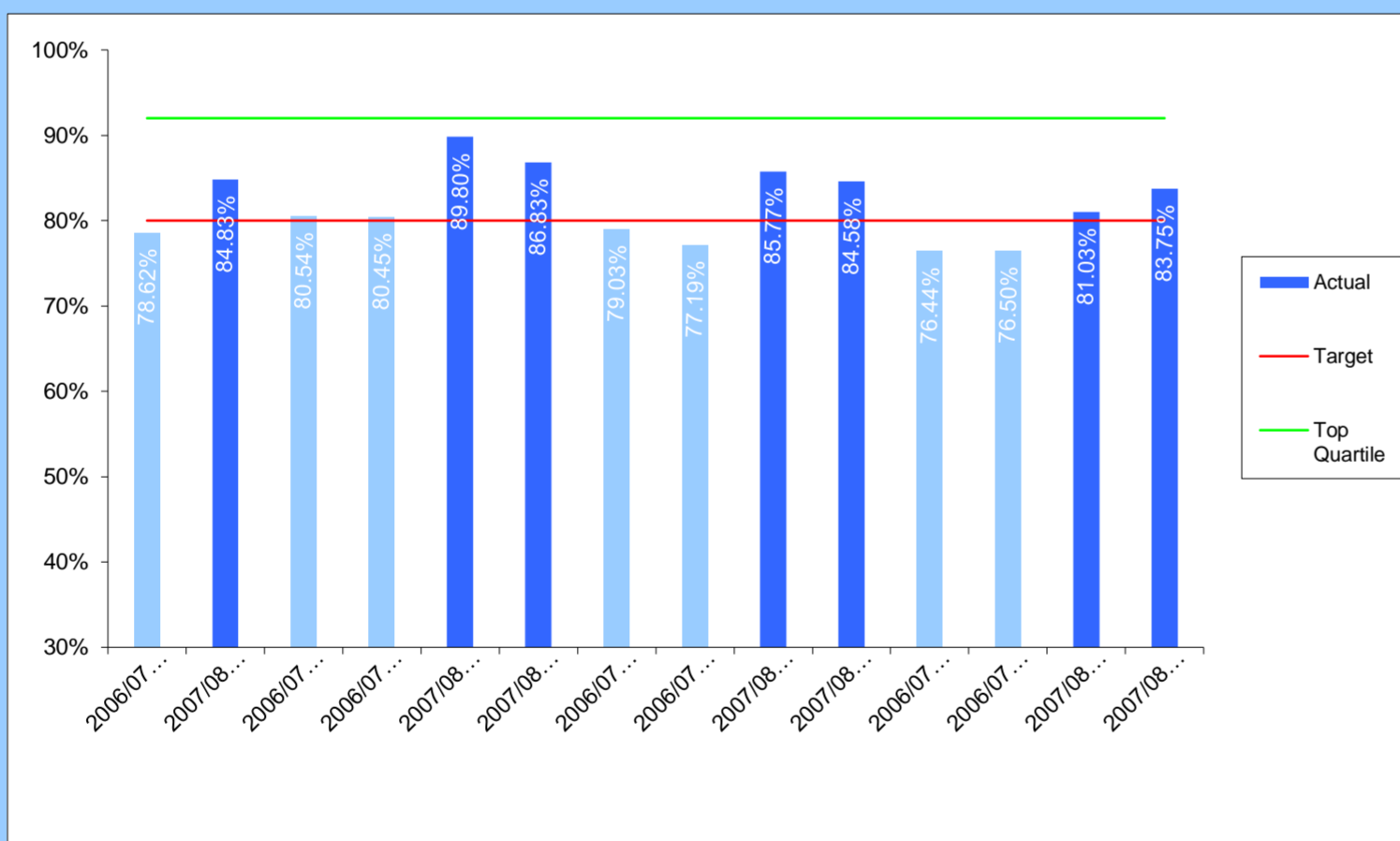
★

Comments: Improved in line with target, reflecting initiatives to support older people's independence.

Head of Service: Sean McEneaney (52)7045

HCA010  
(BV56)

Percentage of items of equipment delivered and adaptations made within 7 working days



**Performance Comparisons**

↑

2006/7 Top Quartile 92.00%

2007/8 SBC Target 80.00%

Bandings

Polarity ↑

Target

★

Comments: A pleasing level of improvement, beyond the target, reflects the priority given to this area of performance in 07-08. Improvement has been supported partly by some changes in care management processes, identified through the CSED (Care Services Efficiency Delivery) project, and by additional resources at Tees Community Equipment Stores.

Head of Service: Sean McEneaney (52)7045

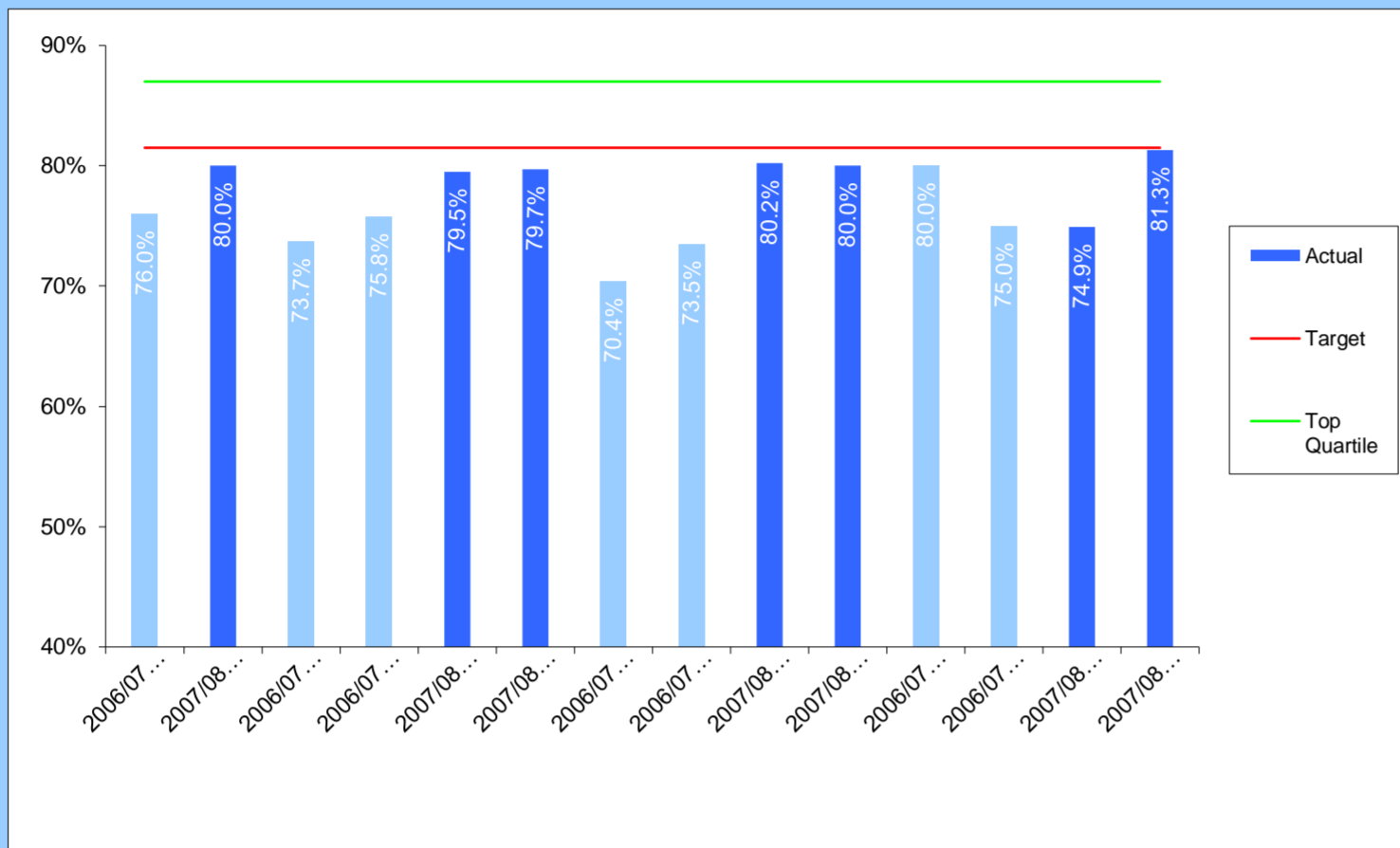


### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

**HCA011 (BV195)**     Percentage of assessments completed inside acceptable waiting times



**Performance Comparisons**

↑

2006/7 Top Quartile 87.0%

2007/8 SBC Target 81.5%

Bandings

Polarity ↑

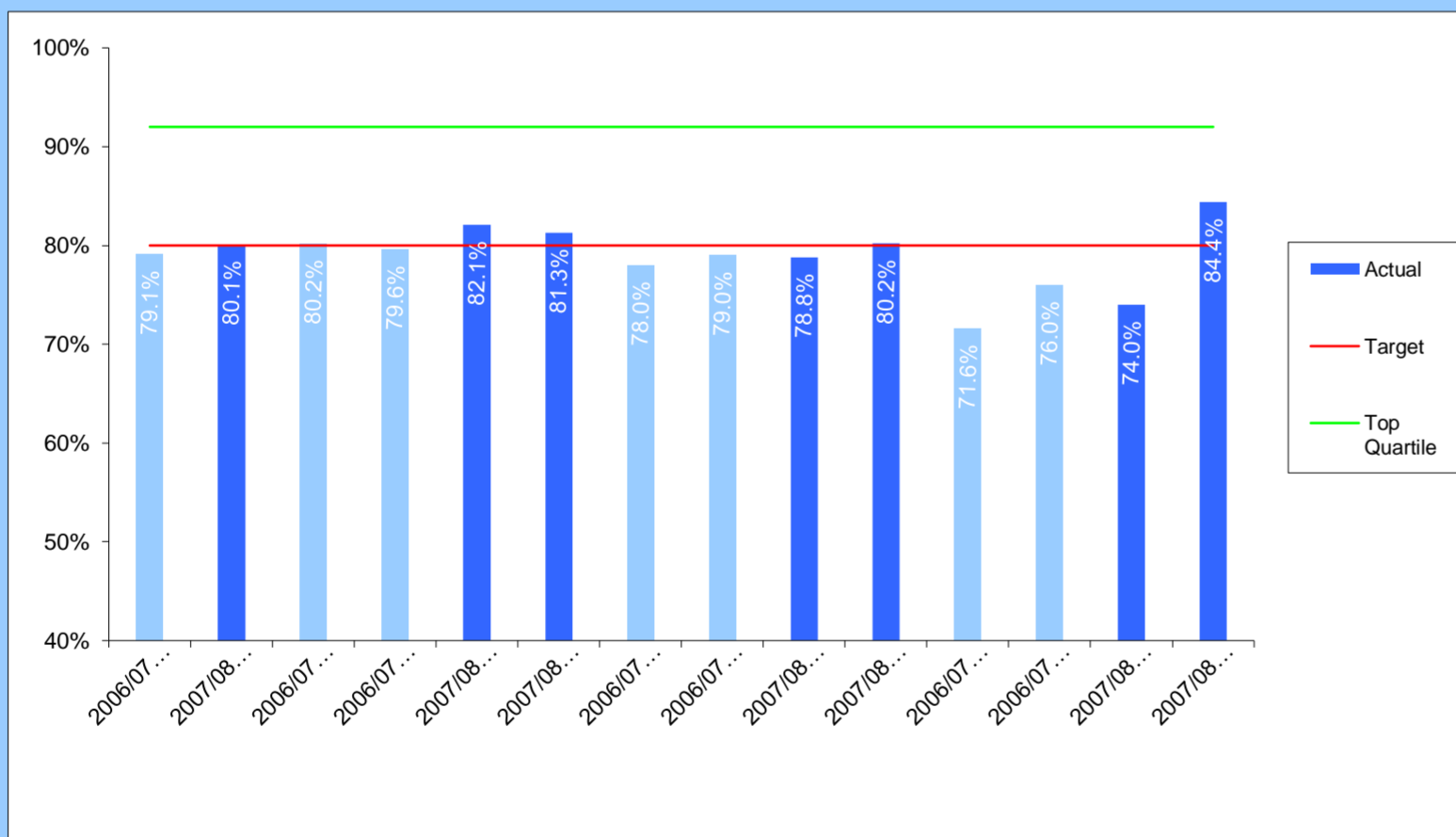
Target

★

**Comments:** Improvement in performance, in line with target, reflects the high priority given to tight monitoring and control of this indicator, supported by some further revision and streamlining of referral and assessment procedures.

Head of Service: Sean McEneaney (52)7045

**HCA012 (BV196)**     Percentage of clients where the time between completion of assessment to provision of all services is within four weeks



**Performance Comparisons**

↑

2006/7 Top Quartile 92.0%

2007/8 SBC Target 80.0%

Bandings

Polarity ↑

Target

★

**Comments:** Improvement in performance, exceeding target, reflects the high priority given to tight monitoring and control of this indicator, supported by some further revision and streamlining of procedures.

Head of Service: Sean McEneaney (52)7045



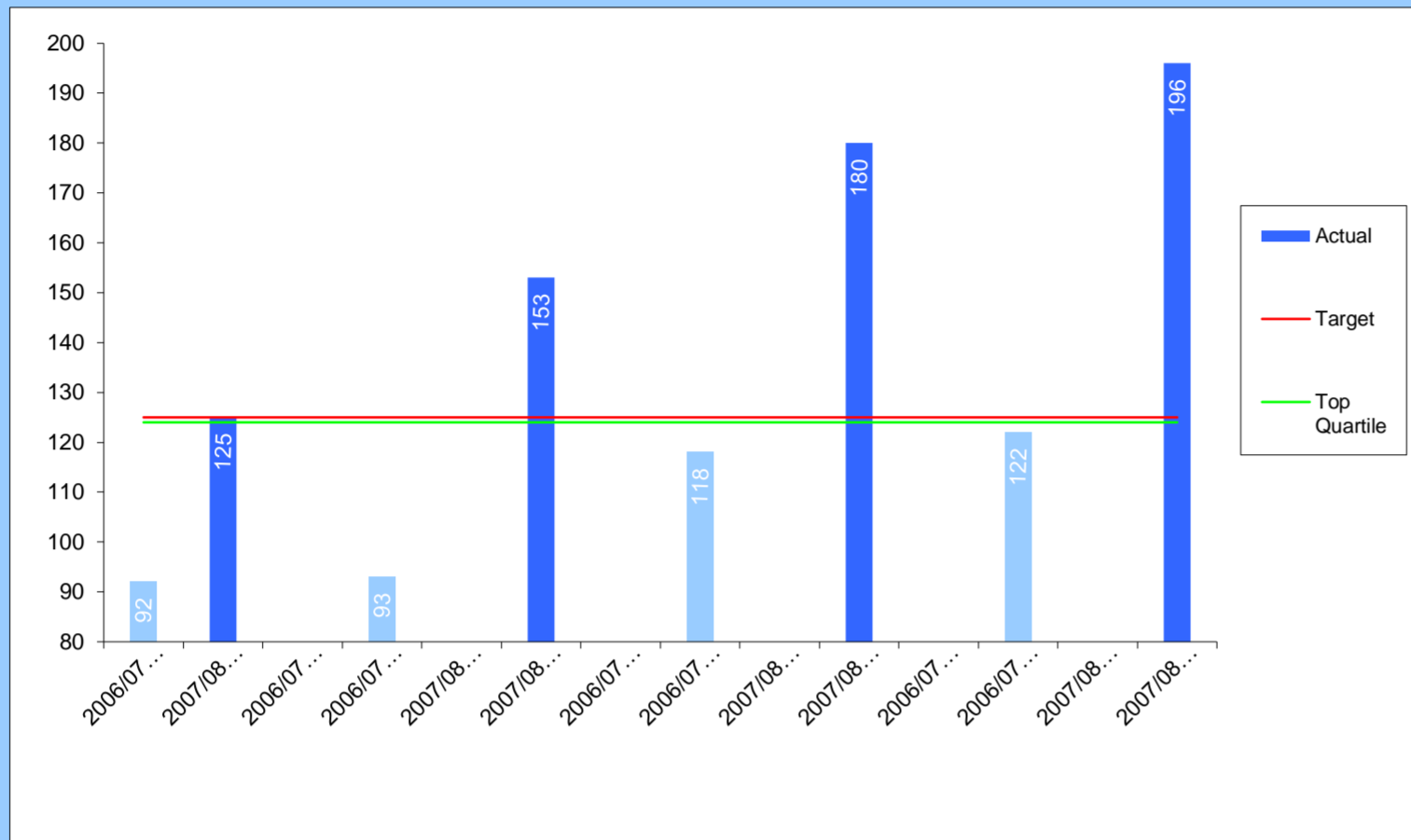
### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

HCA013  
(BV201)

Adults and older people receiving direct payments at 31 March per 100,000 population aged 18+ (age standardised)



**Performance Comparisons**

↑

2006/7 Top Quartile 124

2007/8 SBC Target 125

Bandings

Polarity ↑

Target

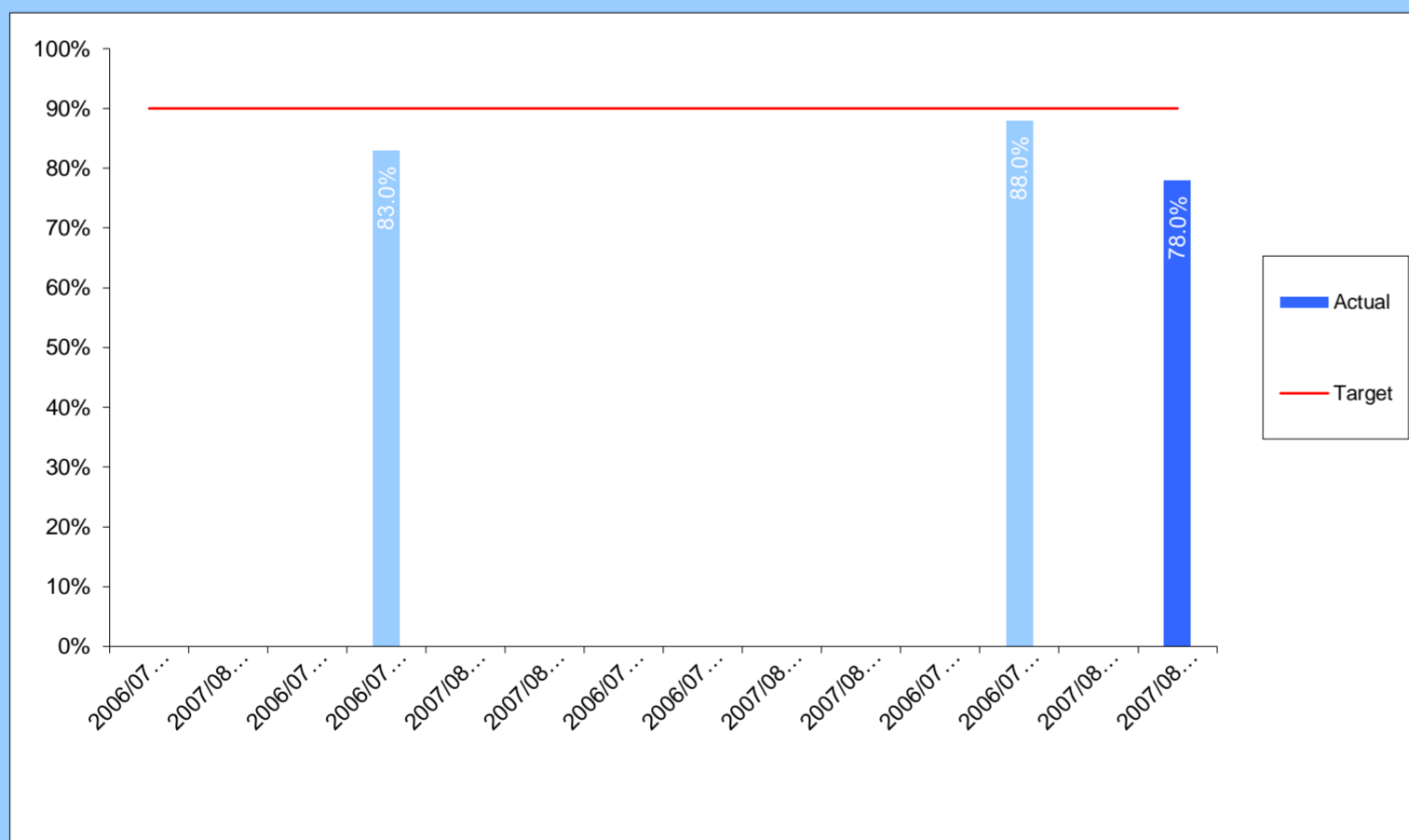
★

**Comments:** Further significant improvement has been achieved, exceeding target, with direct payments now being agreed for a wider range of categories of service user. DP for carers, and for BME groups, continue to be priorities for further development.

Head of Service: Sean McEneaney (52)7045

HCA014  
(PAF A80)

The proportion of drug misusers discharged after 12 weeks or who remain in treatment beyond 12 weeks (subject to final definition from Healthcare Commission)



**Performance Comparisons**

↓

2007/8 SBC Target 90.0%

Bandings

Polarity ↑

Target

■

**Comments:** The proportion is 78% for calendar year 2007. The fall off in performance for retention of drug misusers in treatment relates to practice in one of the local provider services, compounded by some problems with the recording of closed cases on the relevant national database system. As a result, the drop in performance was not identified sufficiently quickly to enable the issue to be remedied within the current reporting year. Discussions have now taken place with the service provider concerned, and actions have been taken to address the areas for improvement. These actions will impact on performance during the 08-09 reporting period.

Head of Service: Ruth Hill (52)7055

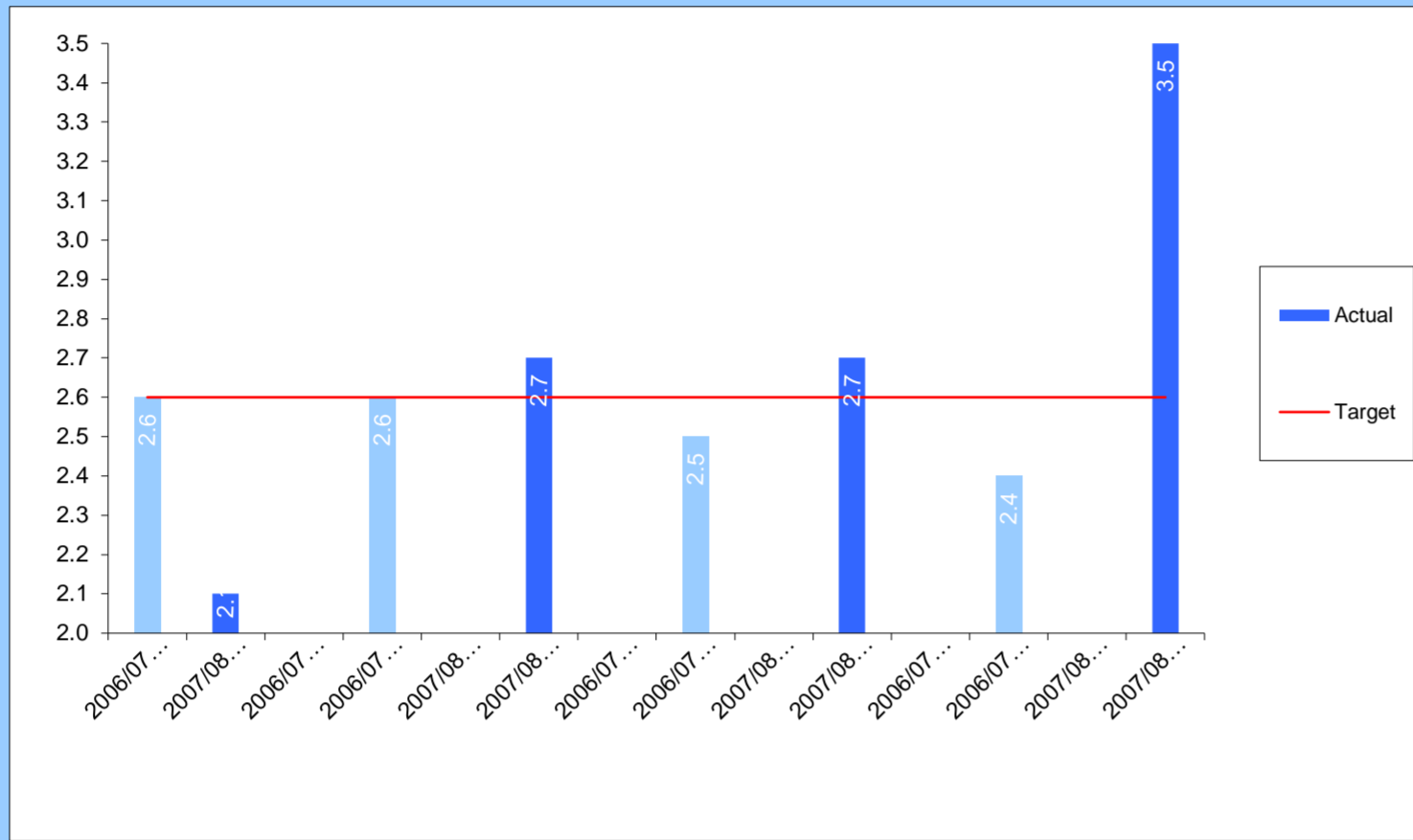


Healthier Communities & Adults  
Key Performance Indicators

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○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

HCA015 (PAF C31) Adults with mental health problems helped to live at home, per 1,000 population aged 18-64



**Performance Comparisons**

↑

2007/8 SBC Target 2.6

Bandings

Polarity ↑

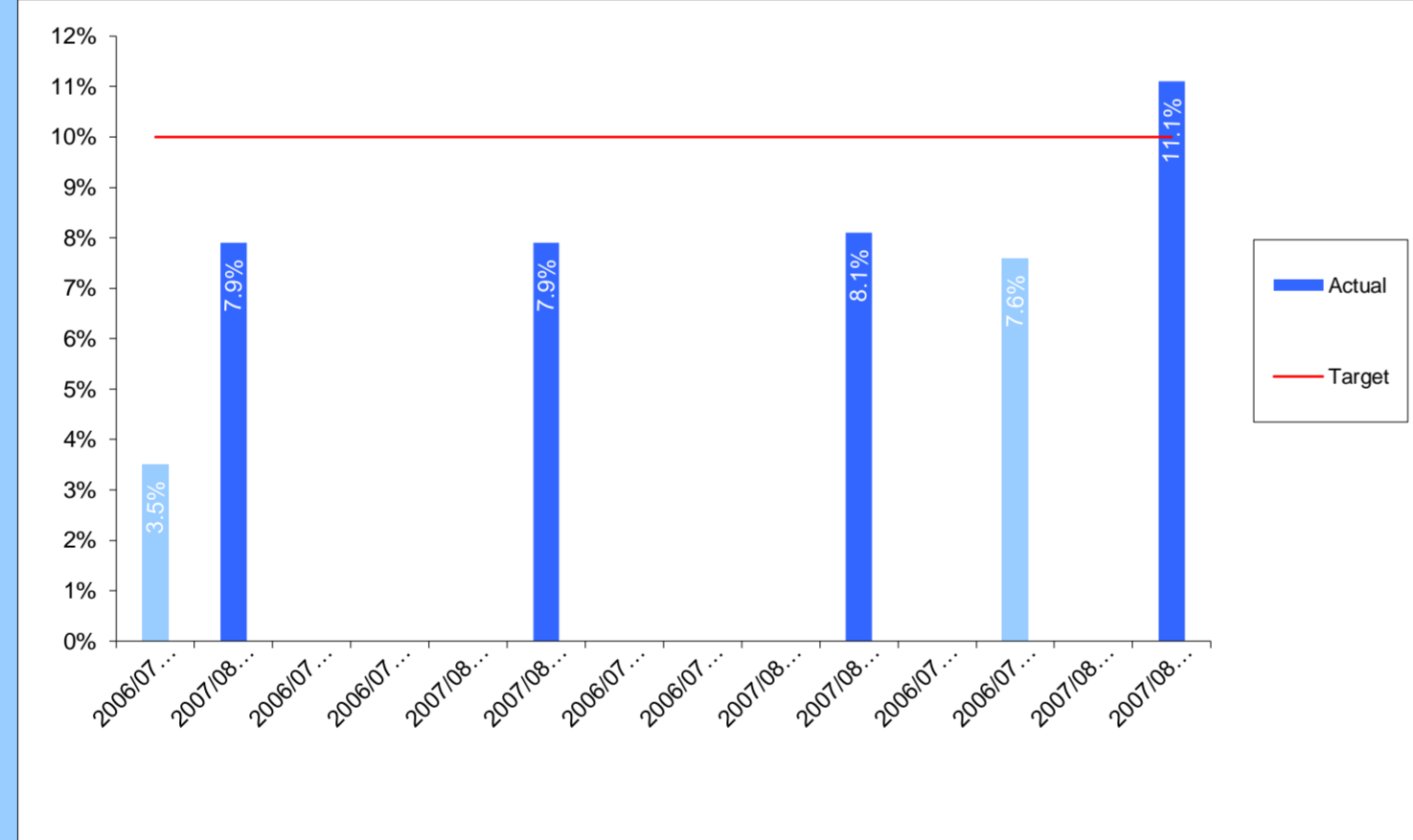
Target

★

**Comments:** Continued focus on supporting all service users to be independent has contributed to further improvement in this indicator.

**Head of Service:** Sean McEneaney (52)7045

HCA016 (PAF C62) Carers receiving services as a percentage of all clients receiving community based services



**Performance Comparisons**

↑

2007/8 SBC Target 10.0%

Bandings

Polarity ↑

Target

★

**Comments:** Carer services have been a priority for improvement, along with revision of the Carer Strategy, and 07-08 has seen performance improve beyond target. Increase in respite provision has been a particular feature of this improvement.

**Head of Service:** Sean McEneaney (52)7045



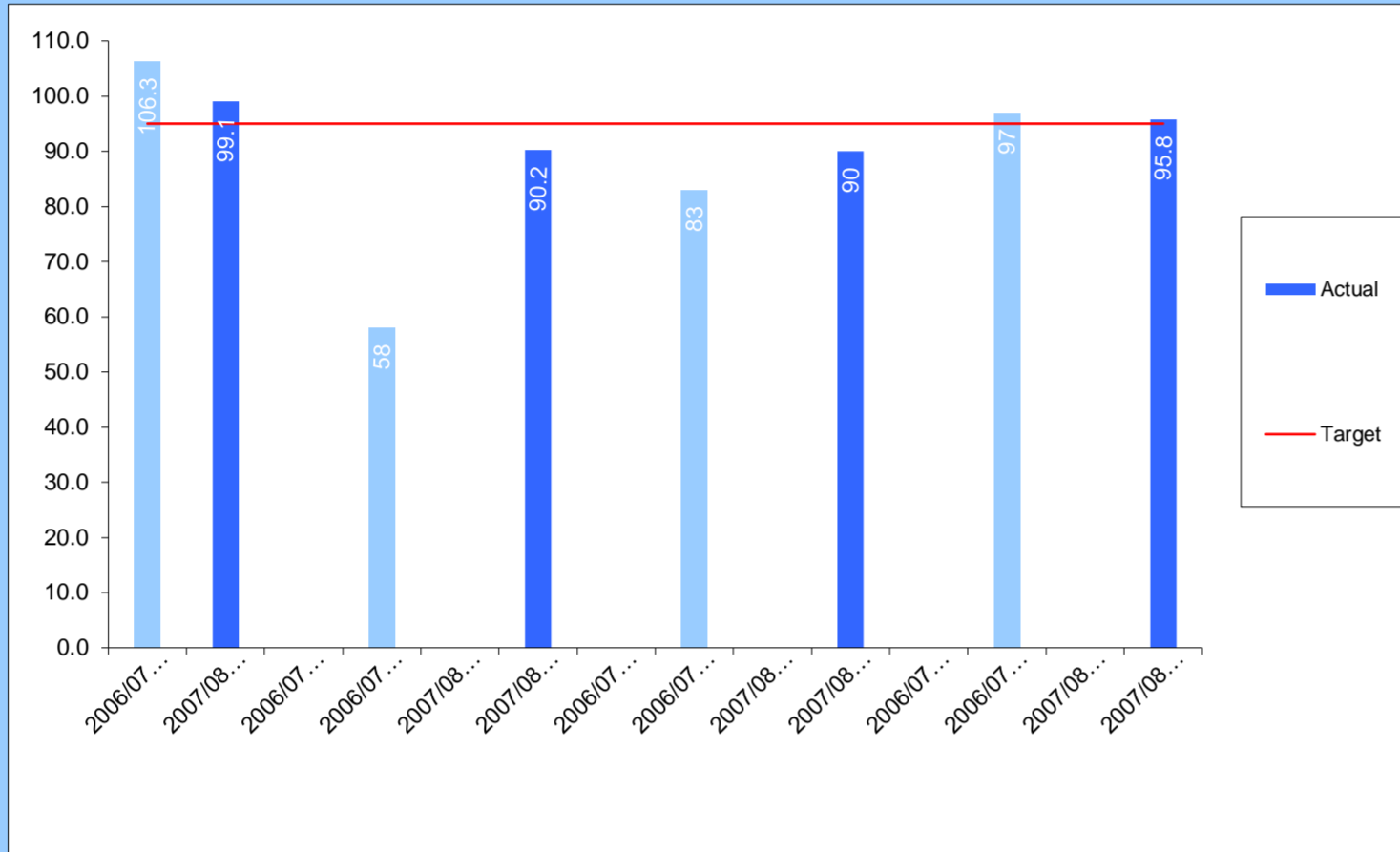


### Healthier Communities & Adults Key Performance Indicators

★ Achieved Target     ■ Missed Target  
○ Within Tolerance     Quartiles: 1st = Top; 4th = Bottom

Quarter 4 2007/08

**HCA017 (PAF C72)** Older people aged 65 or more admitted to supported permanent residential/nursing care per 1,000 population



**Performance Comparisons**

↑

2007/8 SBC Target 95.0

Bandings

Polarity ↓

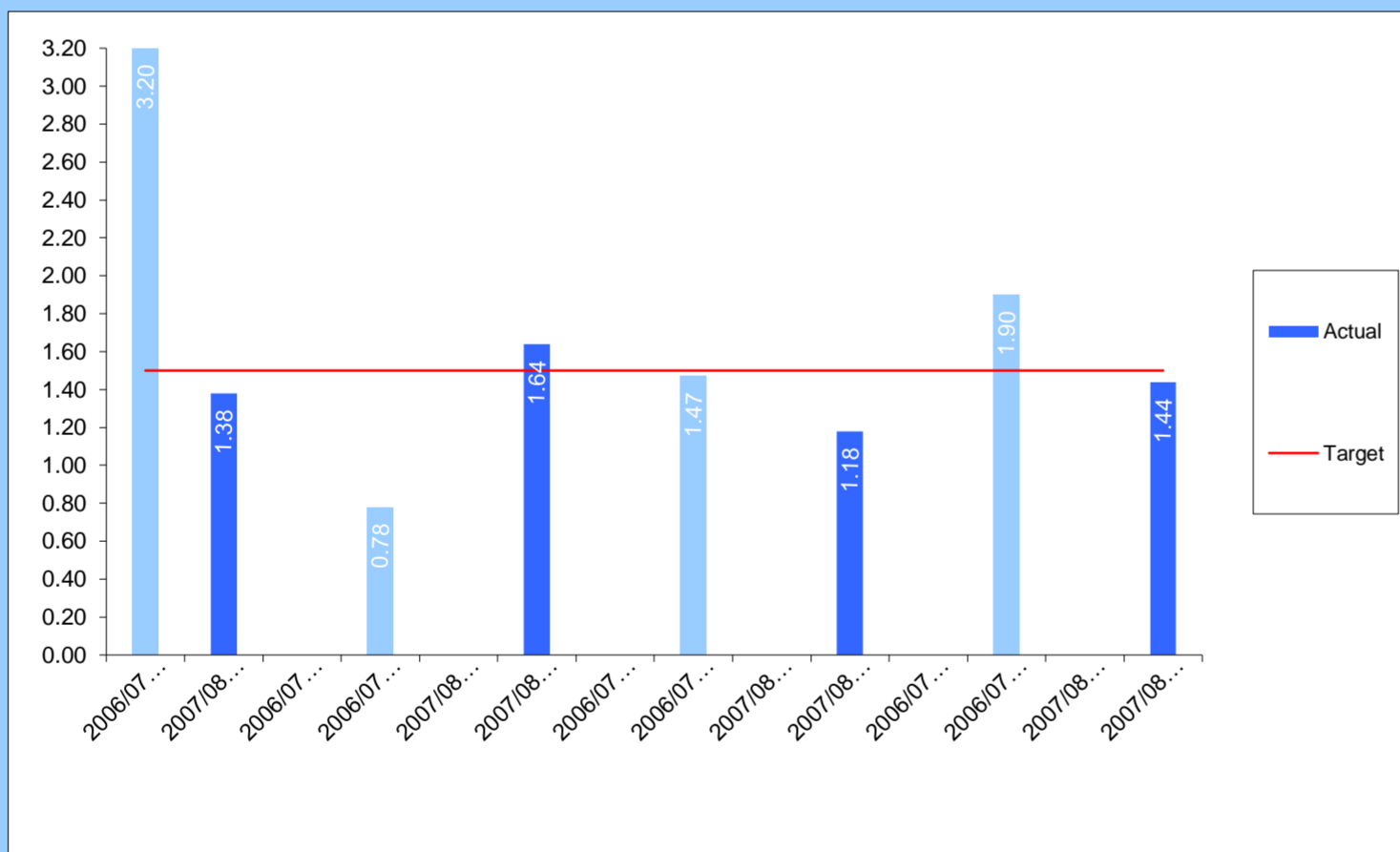
Target

★

**Comments:** Further improvement in this indicator reflects the continued development of services to support people to live at home and to assist rehabilitation following hospital stays.

Head of Service: Sean McEneaney (52)7045

**HCA018 (PAF C73)** Adults aged 18-64 admitted to supported permanent residential/nursing care per 1,000 population



**Performance Comparisons**

↑

2007/8 SBC Target 1.50

Bandings

Polarity ↓

Target

★

**Comments:** Performance has been sustained at the high levels of recent years, as a result of the continued development of services to support people to live at home and to assist rehabilitation following hospital stays.

Head of Service: Sean McEneaney (52)7045