Appendix 3 - Social Work Local Improvement Targets (LITs)

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PI Code & Name	Traffic Light	Long Term Trend	Short Term Trend	Note	2005/06 Value	2006/07 Value	2007/08 Value	2007/08 Target	2008/09 Target	2009/10 Target	2010/11 Target	2011/12 Target	Improvement Action Plan	Action Status	Action prog %
LITA001 Increase number of individulas accessing addiction services every year	🛑	⬇️	⬆️	We exceeded our target for 2007/08. Target to be reviewed prior to 2008/12	658	2,078	2,247	2,182	2,250	2,300	2,300	2,300			
LITA002 Reduce waiting times between referral and first appointment to increase number seen within 14 days	🛑	⬆️	⬆️	Target not met but to be kept for 2007/08 and 2008/12.	55.9%	61%	73.5%	90%	90%	90%	90%	90%			
LITA003 Improve access to integrated addiction services through increasing the number of single shared assessments by 10 in year one and increase by target value annually	🛑	⬆️	⬆️	Target not met in 2007/08. Target for 2007/08 = 133 and 10% increase over 2008/12	36	123	122	133	133	145	160	175			
LITA004 Focus groups and client surveys to be used to test perceptions of clients and range of service choice relative to client needs	❓	❓	❓				N/A								
LITABI001 Increase the number of people accessing the Acquired Brain Injury Service	🛑	⬇️	⬇️	The majority of people accessing the ABI service require long-term care management and on-going support. Target met in 2006/07. The service model is based on assessed need so will fluctuate. Retain target for 2007/08. Review process in order to set target for 2008/ 12	40	52	52	52							
LITABI002 Increase the number of completed Acquired Brain Injury Specialist Assessments	🛑	⬆️	⬆️	The specialist ABI SSA was ratified in September 2007. The Assistant Psychologist	14	16	35	35							

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				left post in September and the post will be refilled in April 2008.This has affected the levels of referral to the Service in 2007/08. Our Target for 2007/08 is to complete 35 specialist ABI SSA utilising the joint assessment format. Target to be set for 2008/12.											
LITC001 Increase the number of people receiving a short break.	🔴	⬇️	⬇️	Failed to achieved target for 2007/ 08. Review targets for 2008/12.	64	78	56	94							
LITC002 Sustain residential respite (Nights)	✅	⬆️	⬆️		4,304	4,711	4,341	4,711							
LITC003 Sustain respite at home (hours)	✅	⬆️	⬆️		18,959	20,754	20,383	20,754							
LITC004 Sustain respite day services at current levels (hours)	✅	⬆️	⬆️		66,509	104,082	133,483	104,082							
LITC005 Increase the number of carers support plans	🔴	⬆️	⬆️	Operational staff have reported that carers remain reluctant to complete a support plan either under the self assessment model or with a worker helping. Failed to achieve target for 2007/ 08. We have invested resources into the Carers Centre to increase assessment capacity and it is expected that this will lead to an increase in performance.	23	28	49	80							

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LITDD001 Reduce delayed discharges over 6 weeks in line with the national targets set by the Scottish Executive	✅	⬆	⬆	The number of delayed discharges over 6 weeks as at 15th April 2008 was 0 so we achieved out target.	25	26	0	0							
LITDD002 Reduce delayed discharges in short stay beds in line with the national targets set by the Scottish Government	✅	⬆	⬆	Target achieved for 2007/08.	18	5	2	3							
LITDD003 Increase the number of inappropriate hospital admissions averted	⚠	⬆	⬆		561	550	530	584							
LITDD004 Reduce the number of people aged 65-74 with 2 or more emergency in-patient admissions in a year	❓	❓	❓	Information not currently available from GGCHB	253	N/A	N/A	240							
LITDD005 Reduce the number of people aged 75-84 with 2 or more emergency in-patient admissions in a year	❓	❓	❓	Information not currently available from GGCHB	324	N/A	N/A	308							
LITDD006 Reduce the number of people aged 85+ with 2 or more emergency in-patient admissions in a year	❓	❓	❓	Information not currently available from GGCHB	146	N/A	N/A	139							
LITDD007 Reduce the number of people aged 65-74 admitted to hospital as urgent or emergency admissions	❓	❓	❓	Information not currently available from GGCHB	955	N/A	N/A	907							
LITDD008 Reduce the number of people aged 75-84 admitted to hospital as urgent or emergency admissions	❓	❓	❓	Information not currently available from GGCHB	1,024	N/A	N/A	973							
LITDD009 Reduce the number of people aged 85+ admitted to hospital as urgent or emergency admissions	❓	❓	❓	Information not currently available from GGCHB	527	N/A	N/A	501							
LITDD010 Increase the number of clients benefitting from early supported discharge	✅	⬆	⬆	Target not being met in 2007/08. Future targets may require	343	393	392	401							

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				to be revised subject to further guidance expected from Scottish Government. Early supported discharges redefined by Scottish Govenrment as those achieved within 48 hours. The total for Q3 2007/08 includes 70 early supported discharges and 40 supported discharges which took more than 48 hours to achieve.											
LITDD011 Reduce the number of people aged 65-74 admitted within 7 days of discharge	?	?	?	Information not currently available from GGCHB	121	N/A	N/A	119							
LITDD012 Reduce the number of people aged 75-84 admitted within 7 days of discharge	?	?	?	Information not currently available from GGCHB	131	N/A	N/A	128							
LITDD013 Reduce the number of people aged 85+ admitted within 7 days of discharge	?	?	?	Information not currently available from GGCHB	66	N/A	N/A	65							
LITEA001 Decrease the number of people aged 0-17 on the waiting list	✓	▪	▪	No clients aged 0 – 17 recorded in period – hence no figures recorded	0	0	0	0							
LITEA002 Decrease the number of people aged 18-64 on the waiting list	✓	⬆	⬆	New posts filled and waiting lst being substantially reduced. We will continue to monitor performance. Target acheieved for 2007 /08 and to increase to 10% for 2008/09	152	211	91	137							
LITEA003 Decrease the number of people aged 65+ on the waiting list	✓	⬆	⬆	New posts filled and waiting lst being substantially reduced. We will continue to monitor performance. Target acheieved	412	498	216	371							

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				for 2007 /08 and to increase to 10% for 2008/09											
LITEA004 Increase the number of people aged 0-17 receiving an assessment	✅	⬆	⬆	Target acheieved for 2007/08	13	35	43	14							
LITEA005 Increase the number of people aged 18-64 receiving an assessment	🛑	⬆	⬆	Target acheieved for 2007/08	571	435	742	630							
LITEA006 Increase the number of people aged 65+ receiving an assessment	🛑	⬆	⬆	Target acheieved for 2007/08	1,268	970	1,768	1,398							
LITLD001 Increase the number of clients with Personal Life Plans	✅	⬆	⬆	Target achieved and exceeded.	194	215	238	237							
LITLD002 Increase the number of people in paid employment by 5	✅	⬆	⬆	Target achieved and exceeded.	19	26	39	31							
LITLD003 Increase the total number of people with a learning disability who are being offered a health check.	✅	⬆	◼	Target achieved and exceeded.	119	0	155	144							
LITLD004 Increase the number of health logs being used by 8.	✅	⬆	⬆	Target achieved and exceeded.	25	40	190	48							
LITLD005 Increase the number of staff being trained to level one of Inclusive (Total) Communication training to assist in their contact with people with a learning disability	✅	⬆	⬆	Target achieved and exceeded Process to continue	79	148	190	183							
LITLD006 Implement Single Shared Assessment across Learning Disability Services	❓	⬆	⬆	Target achieved and exceeded.			40								
LITMH001 The number of working days between referral and assessment commencement should not exceed target	🔺	⬇	⬇	Below set target at 20 days. Target to be reviewed for 2008/ 12		13.25	31	20							

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LITMH002 Increase the number of Mental Health Specialist Assessments	✅	⬆	⬆	Ahead of set target at 20%. Target to be reviewed for 2008/ 12.	29	62	85	74							
LITMH003 Increase the number of Carers Support Plans for people with Mental Health problems	🛑	⬆	⬆	Failed to acheieve taregt for 2007/08. Process to be reviewed and revised in order to set target for 2008/09. Deadline for this work is December 2007	0	8	4	16							
LITMH004 Train consumers in committee skills	✅	❓	❓	Target met and exceeded. Plan to explore new indicator to show support for mental health service users/volunteers and activists. Target for 2007/ 08 is to sustain levels of consultation.		25		12							
LITOP001 Increase the number of home care service users aged 65+ receiving 10-20 visits per week	🛑	⬇	⬇	In 2006/07 we did not meet the target of 366. Our target for 2007/08 was 374 and we failed to achieve this but the number of people receiving 20+ interventions has increased substantially. There is at present no unmet assessed need in this category.	359	346	307	374							
LITOP002 Increase the number of home care service users aged 65+ receiving more than 20 visits per week	❓	⬆	⬆	We have exceeded our target of 449 for 2007/08 by over 100 clients. A degree of fluctuation must be expected due to the snapshot nature of the reporting. We are pleased to note a continuing increase in	427	440	551	449							

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				the number of people receiving this most intensive level of home care support.											
LITOP003 Increase the number of home care service users aged 65+ receiving weekend service	?	⬆	⬆	We have exceeded our target for 2007/08 of 815 people with 838 people receiving this service. It should be noted that the figure does not reflect the turnover of clients who require extended cover for a short period to regain a level of independence. We will sustain the 2% traget during 2007/08 and for the period 2008/12.	782	799	838	815							
LITOP004 Increase the number of homecare service users aged 65+ receiving evening service	?	⬆	⬆	Our target for 2007/08 was 539 and we have exceeded this with 547 clients. The Sheltered Housing Tenants receive two periods of support each evening – one in the evening and one at around midnight, therefore increasing the overnight figures. There is a reduction in the evening figure because the two visits were counted last year as both taking place in the evening. We will sustain the 2% traget during 2007/08 and for the period 2008/12.	485	528	644	539							
LITOP005 Increase the number of home care service users aged 65+ receiving overnight service	⚠	⬇	⬇	The Sheltered Housing Tenants receive two periods of support each	203	204	184	211							

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				evening – one in the evening and one at around midnight, therefore increasing the overnight figures. There is a reduction in the evening figure because the two visits were counted last year as both taking place in the evening. The number receiving an overnight service is based on a snapshot figure.											
LITOP006 Sustain SMART technology for up to 100 people	⚠️	⬆️	⬆️	Additional funding for Telecare has been awarded to the council and will have a significant impact on increasing the numbers for 2007. We will review the baseline once the Telecare pilot has been established. Our target for 2007/08 was 350 so we have exceeded out target.	100	153	352	350							
LITOP007 The number of working days between referral and assessmeent commencement should not exceed 5	❓	⬇️	⬇️	Target for 2007/08 for referral directly to home care is to reduce to 3 days and for other services the target will remain at 5. We have exceeded this target.	3.26	3.64	3.65	5							
LITOP008 The number of working days between start of assessment to first service start should not exceed 30	✅	⬆️	⬆️	Target for 2007/08 for referral directly to home care is to reduce to 5 days and for other services the target will remain is 20. We have exceeded this target.	16	17	20	30							

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							Value	Target							
LITOP009 Number of working days between start of assessment and completion should not exceed 28	✅	⬆	⬆	Target for 2007/08 for referral directly to home care is to reduce to 14 days. For all other service areas it is to sustain performance in 2007/08 and for 2008/12. We have exceeded this target.	24	25	19	28							
LITOP010 Increase the number of people aged 65+ who receive SSA	🔴	⬇	⬇	The Definitions for this are different than those used for JPIAF 6 as they exclude on-going service users and this LIT does not. Over time the number of SSAs will diminish as there is a finite population and if the majority have been assessed then orgoing increases in numbers will not be possible. We have failed to achieve this target. This target will be reviewed in the service plan 2008-2012. Target is to change to reflect practice - reduce the level of re-assessment by 5% in 2007/08. Further targets to be developed in line with National Standards for Assessment and Care Management for 2008/12.	1,494	979	1,383	2,151							
LITOP011 Increase the number of SSA completed by health and housing	🔴	⬆	⬆	The decrease in the number of SSA's completed by Health Workers appear to be a reflection in the	168	159	106	378							

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				overall decrease in the number of SSA's – this requires to be reviewed. We failed to achieve this target. Target is to change to reflect practice - reduce the level of re-assessment by 5% in 2007/08. Further targets to be developed in line with National Standards for Assessment and Care Management for 2008/12.											
LITOP012 Increase the number of peolpe aged 65+ receiving a care management service	✅	⬆️	⬆️	We have exceeded our target for 2007/08 Review Care Management Practice by January 2008 and review of targets in line with this for 2008/09. Further targets will be developed in line with National Standards for Assessment and Care Management.	1,229	1,194	1,649	1,279							
LITSI001 Increase the number of people receiving rehabilitation services for sight loss	🛑	⬇️	⬇️	Failed to achieve target for 2007/08 which was 36. Targets to be developed for 2008/12.	34	28	30	35							
LITSI002 Increase the number of users receiving a fast tracked service or outreach service	🛑	⬇️	⬇️	Failed to acheieve target for 2007/08 which was 396. Targets to be developed for 2008/12.	381	366	310	396							
LITSI003 Further implement Specialist Sensory Impairment Single Shared Assessment	🛑	⬇️	⬇️	Target achieved for 2007/ 08. Further targets to		49	73	50							

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				be developed for 2008/12.											
LITWR001 Increase the number of people given advice and support	🔴	⬆	⬆	Failed to achieve target for 2007/08. Review for 2008/12	3,889	4,150	3,689	4,233							
LITWR002 Increase the number of lone parents supported to return to work	🔴	⬇	⬇	Failed to achieve target for 2007/08. Review for 2008/12		480	443	490							
LITWR003 Increase the number of people given advice/support from Welfare Rights Department Money Advice Service	🔴	⬇	⬆	Failed to achieve target for 2007/08. Review for 2008/12	999	1,117	1,060	1,139							
LITWR004 Increase the number of people accessing the MacMillan Service	🔴	⬆	⬆	Failed to achieve target for 2007/08. Review for 2008/12	490	627	630	640							