

**SUBJECT: Performance report 2016/17**

**MEETING: Adults Select Committee**

**DATE: Tuesday 25<sup>th</sup> July 2017**

**DIVISIONS/WARDS AFFECTED: All**

## **1. PURPOSE**

- 1.1 To ensure that members understand the Council's performance framework (appendix 1).
- 1.2 To present the 2016/17 performance information under the remit of Adults Select Committee, this includes:
  - Reporting back on how well we did against the objectives which the previous Council set for 2016/17 (appendix 2):
  - Information on how we performed against a range of nationally set measures for Adults Social services used by all councils in Wales (appendix 3).

## **2. RECOMMENDATIONS**

- 2.1 Members familiarise themselves with the council's performance framework to ensure that they understand the parts of the system that must work together to deliver improvement.
- 2.2 Members are invited to scrutinise how well the authority performed against the objectives it set for the previous financial year and scrutinise delivery measured using a range of nationally set measures that fall within the remit of the committee.
- 2.3 Members use this report to consider the appropriateness of targets set for Adults Social services in 2017/18 (appendix 3).

## **3. KEY ISSUES**

- 3.1 The council currently has an established performance framework, this is the way in which we translate our vision - *building sustainable and resilient communities* - into action and ensure sure that everyone is pulling in the same direction to deliver real and tangible outcomes. This is shown at appendix 1. Further information on the council's performance framework is available on [the hub](#).
- 3.2 Over the coming years the shape of public services in Wales is likely to change significantly influenced by two very significant pieces of Welsh legislation, The Well-being of Future Generations Act and The Social Services and Well-being Act as well as financial pressures, demographic changes, changes in customer needs and expectations and regulatory and policy changes. Services need to continue to think more about the long-term, work better with people and communities, look to prevent problems before they arise and take a more joined-up approach.
- 3.3 The council has recently completed two substantial assessments of need as a result of this legislation and these are available on [www.monmouthshire.gov.uk/our-monmouthshire](http://www.monmouthshire.gov.uk/our-monmouthshire). This information has provided a much deeper evidence base of well-being in the county and, as required by the Future Generations Act, this has been

used to produce the council's well-being objectives and statement 2017 available on [www.monmouthshire.gov.uk/improvement](http://www.monmouthshire.gov.uk/improvement).

- 3.4 The shift in focus in the well-being objectives means that activities will need to be focused on longer term challenges at a community level rather than some of the internal process issues and outputs that could sometimes be found in its predecessor, The Improvement Plan. When dealing with more complex societal challenges it will take longer for measurable change to come about and longer still to be able to evidence those changes in a meaningful way. In the short-term there will continue to be milestones that can be used to track our improvement journey. This will be supported by a range of performance reports select committee can request as part of their work programme and the structure of performance reports received by committee will be revised to reflect this emphasis.
- 3.5 Appendix 2 sets out performance achieved in 2016/17 against the actions and performance measures approved by Council in May 2016 as part of its Improvement Plan. As well as being presented to select committees the objectives will be included alongside a further evaluation of performance in 2016/17 that will be reported to Council and published by October. The Welsh Government have recently consulted on plans to repeal the Local Government (Wales) Measure 2009 which means this is likely to be the final plan and report in this format.
- 3.6 Appendix 3 provides a report card on Adults social services performance in 2016/17. This presents data from the new measurement framework introduced in 2016/17 as part of the Social Services and Well-being Act and sets it within the context of the requirements of the act and contribution to the Council's objectives. The performance measures are a blend of quantitative (numerical) data and qualitative data collected through questionnaires to service users and carers about their experience of social services and whether this has contributed to improving their well-being. A full list of the measures are provided at the end of the report card. Targets for 2016/17 were set where feasible and targets for 2017/18 have been included where available and applicable, these will be better informed when comparable local authority data is available in autumn 2017. Appendix 3 also sets out some further key national performance indicators from other service areas that are under the committee's remit.
- 3.7 Activity that contributes to the delivery of some objectives cross cuts select committee remits and these have also been reported to the other relevant committee(s). Therefore it is suggested members particularly focus their scrutiny on the activity relevant to the committee with consideration of its contribution to the objective as a whole. In some cases there may be duplication of indicators already included in other sections of the report. Where indicators relate to the performance of services that are under the remit of more than one committee these will also be reported to the other relevant committee(s).

#### **4. REASONS:**

- 4.1 To ensure that members have an understanding of performance in 2016/17 and the council's performance framework.

#### **5 RESOURCE IMPLICATIONS**

- 5.1 None

**6 EQUALITY, SUSTAINABLE DEVELOPMENT AND CORPORATE PARENTING IMPLICATIONS**

6.1 There are no specific implications identified as a result of this report

**7. AUTHORS:**

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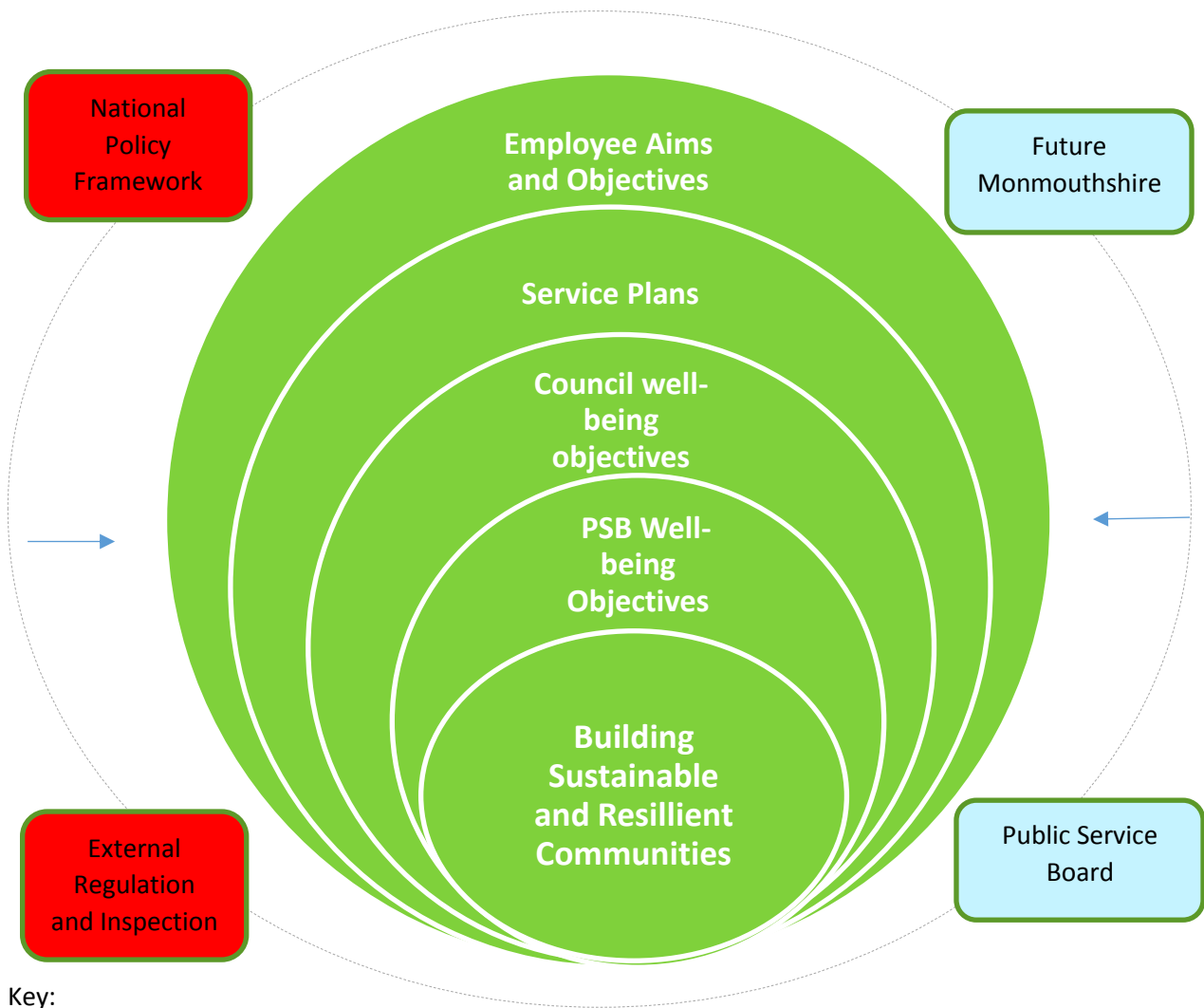
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# Our Performance Framework

In Monmouthshire it's even more than the place, it's the people. Not just those on the council's payroll but all of the people who work with us in delivering services and achieving value for money. Our Performance Framework makes sure that everyone is pulling in the same direction to deliver real and tangible outcomes.



Key:

- Performance Framework
- Improvement Activity
- External Influences

## Building Sustainable and Resilient Communities



We want to enable the building of sustainable and resilient communities that support the well-being of current and future generations.

This purpose is at the heart of everything we do to improve the economic, social, environmental and cultural well-being of Monmouthshire. We will consider sustainable development in how we plan and deliver our well-being objectives and contribute to the achievement of the seven national well-being goals for Wales.

## PSB Well-being Objectives



The Well-being of Future Generations Act also puts a well-being duty on specified public bodies to act jointly via Public Service Boards (PSB) to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of the well-being goals.

We are a partner in the PSB. The PSB has produced a Well-being Assessment for Monmouthshire and in 2018 will publish a well-being plan, including objectives for the county, which we will contribute to.

## Council well-being objectives



The Well-being of Future Generations Act requires the council to set and publish well-being objectives and a statement, take all reasonable steps to meet those objectives and make arrangements to publish an annual report of progress.

The well-being objectives bring together the latest evidence from the well-being assessment, policy and legislation to set out how we will deliver a public service that meets the needs of the present without compromising the ability of future generations to meet their own needs.

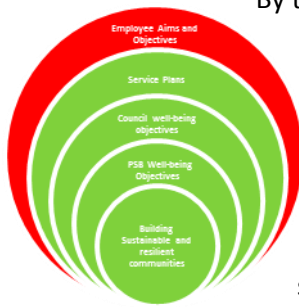
## Service Plans



Each of our teams has a service plan that aligns to the objectives we are striving to achieve. This describes what they are doing to deliver the outcomes of the council, contains measures that can be used to assess progress and whether people are better off because of our work and identifies and manages risks facing the service.

All our Service Plans are available on the council's Intranet, the hub.

## Employee aims and objectives



By their very nature, service and business plans contain standard measures and targets relating to employee performance. The responsibility for delivery of the plans and improvements rests with all employees. Our employee aims and objectives show the contributions that individual colleagues make to these objectives and delivering the organisations vision in accordance with our values.

We must involve and empower all employees to be the best they can be so that they can think differently and develop solutions to problems; and sustain 21st century public services.

<b>MCC Improvement Objective 2: We will safeguard people, whether young or old, while reducing peoples dependence on social care</b>					
<b>Why have we chosen this?</b>					
Protecting the vulnerable is one of our four priorities. In the current financial and demographic context if we don't find ways to support people to find better solutions we will end up rationing services and only intervening in crisis situations. The human cost of failing to have the right conversations at the right time includes young people placed in institutional placements away from home and older people experiencing isolation and loneliness in their communities					
<b>What will we do?</b>	<b>Timescale/ milestone</b>	<b>How we will Measure success</b>	<b>What have we done?</b>	<b>What difference has it made?</b>	<b>Progress</b>
Redesign traditional social care services, in-line with the new Social Services and Well-being (Wales) Act.	March 2017	<p>Milestone: We will have commissioned a new approach to care at home</p> <p>Milestone: We will have re-provided the council's residential care for older people with dementia through an innovative partnership arrangement</p>	<p>We introduced a relationship based approach to supporting people at home.</p> <p>All 110 members of the council's care at home teams are now salaried and working in smaller clusters. We are continuing to work with independent providers of care at home through a series of workshops as part of an approach called Turning the World Upside Down.</p> <p>Initial meetings took place to scope the potential to develop a new residential home.</p>	<p>A transactional approach based on task without a relationship will inevitable encourage dependency. The new approach focuses on consistency and knowing the person ordinarily. This relationship based approach plays a crucial role in managing complex situations and avoiding crisis as well as supporting the well-being of our teams.</p> <p>This is still at the planning stage. Early discussions have yet to result in an agreed option for residential care.</p>	On Target

		Milestone: Mardy Park will have been remodelling as an integrated community hub	Work on remodelling Mardy Park is complete. This has included capital investments, accommodation reviews, service developments and a staffing restructure.	Services have diversified to provide more choice and a hub that is better able to respond to what matters to the person. Staffing and leadership arrangements are proportionate and practice based. There is a clear platform for greater integration across health, social care and the 3 <sup>rd</sup> sector.	
Develop place based approaches to sustaining and developing social capital which promote individual and community well-being and develop a targeted, evidence based model of early intervention and prevention in children's services.	March 2017	Milestone: New approach to early intervention, prevention and well-being are in place.  Measure: Number of adults requiring traditional long term social care	We have worked with our partners to identify shared purpose, shared outcomes and to optimise the funding streams we can use to achieve these.  We have created an overview of the initial place-based team and how this will meet the principles of the Well-being of Future Generations and Social Services and Well-being Acts. We have recruited to all key posts	We now have a shared understanding of prevention and early intervention and the unifying feature of place. These will begin to impact on service users once the agreed changes are implemented and rolled-out.  The number of adults requiring a traditional long-term care is broadly unchanged suggesting a stable position while the number of older people in the county increases.	On-Target
Our whole authority safeguarding group will continue to provide leadership of safeguarding and ensure all parts of the council address the priority actions within	March 2017	Milestone: Safeguarding is a key strand of the council's service plans and contractual arrangements with other providers who care for children and adults	Safeguarding is now an explicit section within all service plans. The authority's safeguarding group has senior officers from council services which ensures a high level of	The authority has a clear understanding of what is important around safeguarding. We have an understanding of our strengths and our weak areas in ensuring safeguarding and	On-Target



<p>the latest internal audit report.</p>		<p>Milestone: An audit report which demonstrates positive progress</p>	<p>accountability. The scope has extended to include safeguarding of children and adults at risk. The revised Safeguarding Audit tool is launched to reflect this and will provide the council with a detailed quality assurance programme for each directorate covering safe recruitment, safeguarding training and operating practices in all settings. The work of the Whole Authority Safeguarding Group includes a comprehensive activity programme with schools, care professionals in the public and private sectors dealing with adults and children, volunteers and regional partners.</p> <p>In 2016-17 the council received a statutory recommendation from WAO relating to safeguarding arrangements in the Kerbcraft scheme</p>	<p>have set a path to address the concerns.</p> <p>The authority recognises the findings of the WAO report and actions to address the findings were agreed by council in March 2017.</p>	
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<p>Deliver practice improvements in Children's Services, stabilise and recruit a permanent workforce and develop a commissioning approach for looked after children</p>	<p>March 2018</p>	<p>Measure: A balanced budget in children's services</p> <p>Measure: A reduction in the use of agency staff</p> <p>Measure: Improved performance against new measures in the national performance framework.</p>	<p>Children's Services in a year into a three year practice centred improvement plan. An independent audit through IPC has indicated that the changes required are on track, but with a considerable programme of work ahead, together with some inherent vulnerabilities.</p> <p>We have developed an Admissions and Prevention Panel to ensure that any admission into care is appropriate and that an early return to family is facilitated where ever possible.</p> <p>We have developed a commissioning strategy which outlines our vision for children, young people and their families, while addressing key areas for development. This includes rebalancing towards families with more complex needs and edge of care services and expanding the availability of looked after</p>	<p>The Admissions and Prevention Panel ensures that children and their families receive the appropriate support they need at the right time, to help them make the changes contained within the care and support plan. There has been an increase in the looked after population during 2016-17 from 130 to 133. This is set against a sharp rise in child protection registrations from 33 to 91 over the period.</p> <p>The total spend in Children Services was £10.3m, over half of which relates to looked after children, in particular placements for looked after children. At year end Children's Services were £573k overspent.</p> <p>We now have greater clarity on our vision for children, young people and their families. This will enable us to commission</p>	<p>Behind original target</p>
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			<p>children placements to meet the wide range of children we have in Monmouthshire.</p> <p>The service has been restructured and permanent appointments made to key posts in early 2017. There has been a small reduction in the use of agency staff from 12 to 10 by the end of 2016-17.</p> <p>All measures in the new framework are now being reported and feature on the Select Committee agenda. This gives us a clear baseline against which to measure future progress.</p>	<p>and offer better, joined up early intervention and preventative services as well as expanding the availability of looked after children placements.</p> <p>76% of children that the service works with are happy with the care and support they receive.</p>	
<p>We will review access points for our services to ensure people can access the information and advice they need to make decisions about their own lives</p>	<p>Dec 2016</p>	<p>Milestone: Clear approach to Information, Advice and Assistance (IAA) presented to Select and Cabinet</p> <p>Measure: The percentage of people who received advice and assistance and who have not needed to contact the service again</p>	<p>We have undertaken a snapshot of the entry-points for Information, Advice and Assistance across the county. This is much broader than council services. The approach which was presented to Select Committee on 22nd November 2016.</p> <p>We are now measuring the impact of this approach</p>	<p>We now have greater clarity on our access points. This enables us to offer preventative information, advice and assistance which diverts people from statutory services.</p> <p>76.6% of the people who accessed information, advice and assistance at the front-door did not need to contact the organisation again within six months.</p>	<p>On-Target</p>

			using the national framework.			
<b>How will we know the difference it has made</b>			<b>2014-15</b>	<b>2015-16</b>	<b>2016-17 Target</b>	<b>2016-17 Actual</b>
Number of people aged 18 and over receiving a service (revised measure as existing measure has been dropped from national reporting framework)			2,838	2,836	Not set	2,696
Percentage of adults receiving social care who are satisfied with the service			93%	93%	95%	85% (revised question)
Percentage of reviews of children on the child protection register that were carried out on time			95.5%	93.0%	100%	97.0%
Percentage of referral decisions to children's services made within one day			99.6%	98%	99.2%	98.1%
The number of agency staff working in children's services			6	12	3	10

**Council Priority: Safeguarding vulnerable people** **Improvement Objective: We will safeguard people, whether young or old, while reducing peoples dependence on social care**

**Why we focus on this** Safeguarding vulnerable people is one of our council priorities. The Social Services and Well-being (Wales) Act 2014 came into force in April 2016 and is transforming the way care and support is delivered. The Act introduces a new performance measurement framework for local authorities in relation to their social services functions.

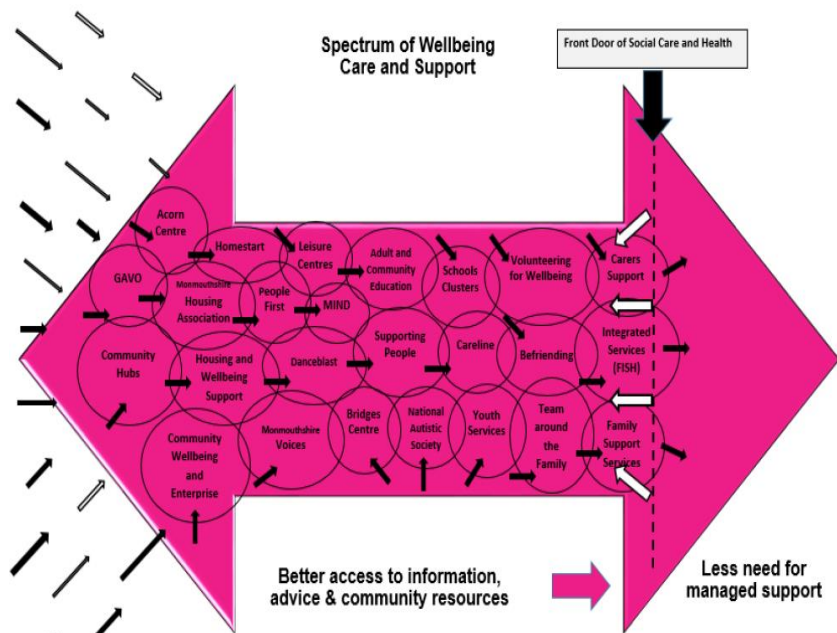


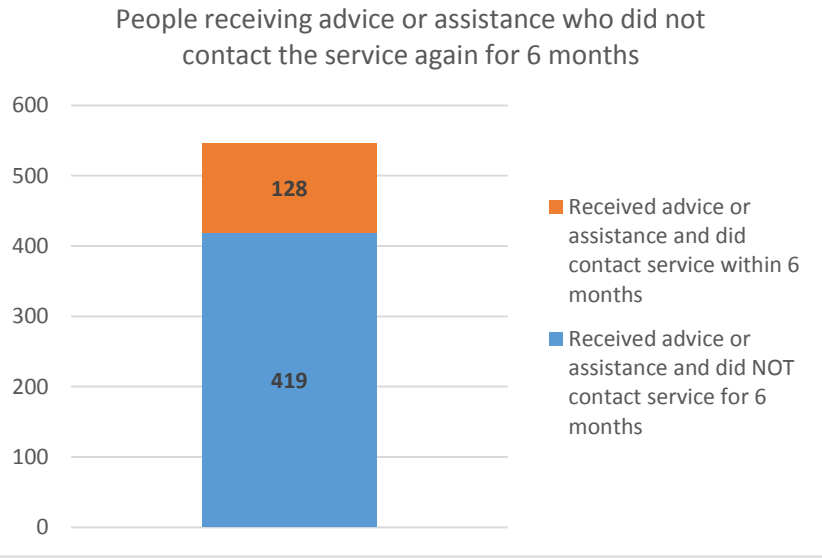
Chart 1: Spectrum of Wellbeing Care and Support

**Front Door**

The Act puts an emphasis on early intervention and prevention and states that local authorities must provide information and advice to people that need it. The provision of information, advice and assistance ensures voice, choice and control for people in meeting their personal wellbeing and remaining independent of statutory services for as long as possible.

Monmouthshire is developing a place based approach where advice and assistance will be delivered in people’s communities through a range of providers. The aim is for this to happen early and before people reach the front door of social services. In turn, early advice or assistance should help prevent, reduce or delay traditional care and support needs and promote independence.

Other approaches are being taken in other local authorities so it is unclear at this point how comparable services and measures of them will be. It may take some time to ascertain what good looks like in terms of Monmouthshire’s quantitative measures, particularly where comparisons are made with differing models of provision.



**Chart 2: People receiving advice or assistance who did not contact the service again for 6 months (measure 23)**

At the front door of adult social care and health, integrated teams of nurses, therapists and social workers provide a first point of response from hospital and community bases. During 2016/17 1196 people received advice or assistance from the front door of adult services, although this measure of advice and assistance delivered at the *statutory front door* of adult services is not a complete picture of activity.

Of those people receiving advice or assistance between April and September 2016, 76.6% did not contact the service again for 6 months (measure 23) see chart 2.

Responses to questionnaires tell us that 78% of adults and 75% of carers receiving care and support feel they have had the right information or advice when they needed it.

What progress are we making?

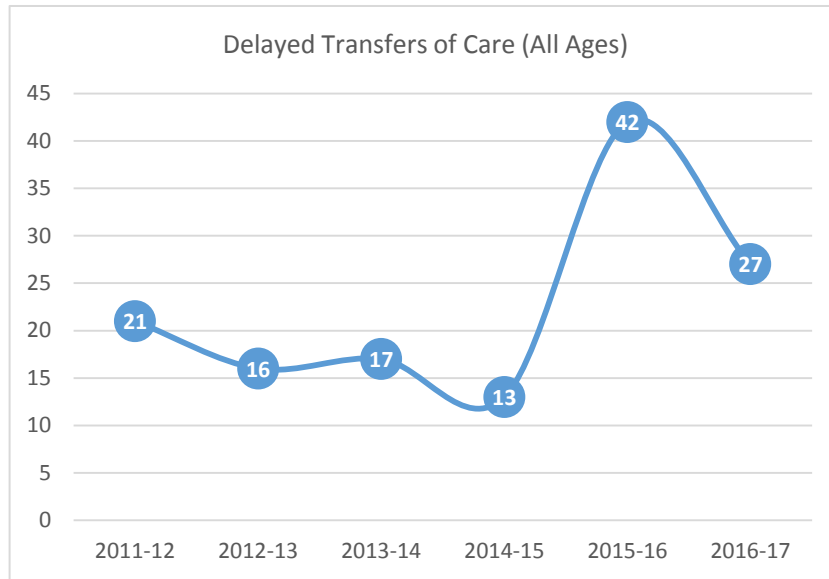


Chart 3: Total number of Monmouthshire Delayed transfers of care for social care reasons per year

### Adults and carers receiving care and support

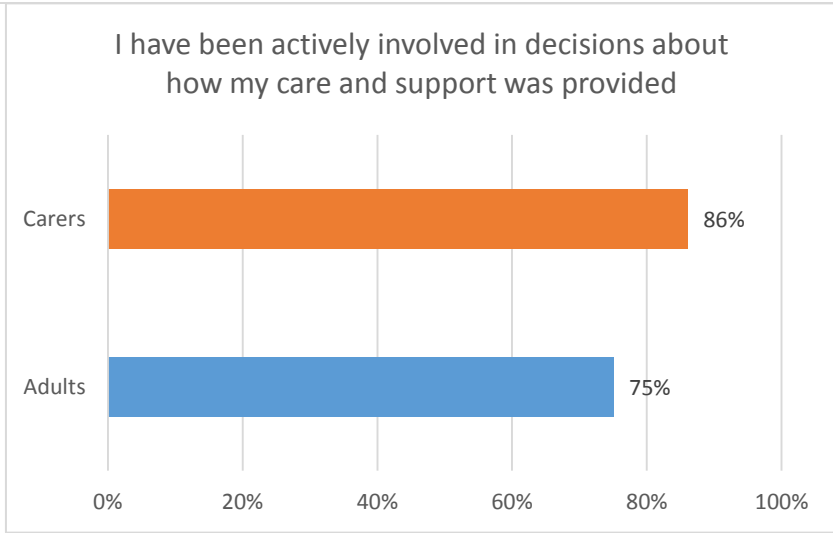
Reablement provides intensive short term interventions aiming to restore people to independence following a crisis. The intention is to avoid or reduce hospital admissions by intensively supporting people at home. At the end of the six week reablement period the goal is for people to be independent and not necessarily need long term services in the immediate future.

Between April and September 2016, 255 people completed a period of reablement. Of the 14 *existing service users* who completed a period of reablement 21.4% had a reduced package of care and support 6 months later (measure 20a). 73.3% of all reablement clients had no package of care and support 6 months later (measure 20b).

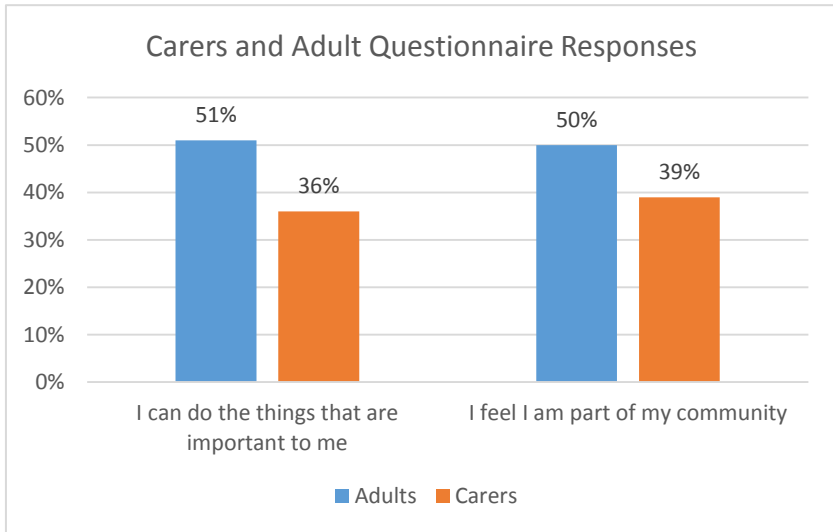
When people need to be treated in hospital, it is important they are able to return home as soon as they are determined well enough. Delayed transfers of care are delays in providing social care which result in longer than necessary hospital stays. During 2016/17 there were 22 such delays for patients aged 75 and over (measure 19).

In previous years the measure of delayed transfers included delays for patients of all ages and this measure shows an annual trend (Chart 3). During 2015/16 there was an increase in the number of delayed patients (42 during the year), although it was recognised by ABHB that some of these delays were incorrectly identified as Monmouthshire residents. During 2016/17, this number fell to 27 (see chart 3).

The average length of time Monmouthshire adults (aged 65 or over) are supported in residential care homes is 834 days (measure 21). The average age of Monmouthshire adults entering residential care homes (measure 22) is 79 years old.



**Chart 4: Percentage of adult and carers who agree “I have been actively involved in decisions about how my care and support was provided”**



**Chart 5: Percentage of adult and carers who can do the things that are important to them and feel part of their community**

It is not immediately apparent from these measures ‘what good looks like’ therefore the decision has been made not to set targets for these measures. The Act is clear that it is important that the right service is available to people at the right time and that people’s views are at the centre of decisions about their care and support.

Questionnaires have been sent to adults and carers receiving care and support. The responses to these questionnaires tell us that 75% of adult service users felt they had been actively involved in decisions about how their care and support was provided (see chart 4). 86% of carers felt they had been actively involved in decisions about how *their* care and support was provided and 86% felt they had been actively involved in decisions about how the care and support was provided for *the person they care for*.

From responses to the questionnaire, 85% of adult service users and 68% of carers are happy with the care and support they have had.

Questionnaire responses from carers and adults receiving care and support reveal some differences in their experiences. 36% of carers felt they could do the things that were important to them and 39% felt part of their community. The differences in responses between carers and adults receiving care and support are shown in Chart 5.



	<p>Percentage of adult protection enquiries completed within 7 working days</p> <p>Adult protection enquiries completed within 7 days 89%</p>	<p><b>Safeguarding</b></p> <p>The Act has introduced stronger powers for local authorities to ensure adults are kept safe from abuse or neglect. One of the principles of the act - cooperation and partnership working - are key in safeguarding adults.</p> <p>If a local authority suspects a person is an adult at risk, it must make whatever enquiries it deems necessary to decide if action should be taken. Enquires should include a screening, initial evaluation and determination phase and will normally be completed within 7 working days.</p> <p>The conclusion of an enquiry should include whether the person is an adult at risk and what action should be taken and by whom. 88.7% of adult protection enquiries were completed within 7 days (measure 18) during the year, see chart 5.</p> <p>76% of adults and 86% of carers receiving care and support who completed the questionnaire agree they feel safe.</p>
<p>Service Comments</p>	<p>Julie Boothroyd – We have entered a new phase of reporting under the Social Services and wellbeing Act and therefore we are developing understanding about the new measures, which will be further informed when comparable local authority data is available in autumn 2017. I am pleased to see that in all key areas we are making good progress but some areas require further analysis and understanding and further time travelled to understand more fully the changes and impacts.</p>	
<p>Collaboration/ Partners we are working with</p>	<p>South East Wales Emergency Duty Team, Aneurin Bevan Health Board, Gwent Police, Gwent Association of Voluntary Organisations, Gwent Wide Adult Safeguarding Board</p>	
<p>What we have spent on this objective</p>	<p>During 2016/17 the budget for Adult Services was £29.3m, of which, around 70% relates to community care. At year end Adult Services were £492k overspent.</p>	
<p>How do we compare other areas</p>	<p><b>National Performance Indicators – How we compare:</b> Comparable data for other local authorities for 2016/17 is unavailable until October 2017. When available, updates on how we compare will be included within a quarter 2 2017/18 report.</p>	

<b>Quantitative Performance Measures:</b>							
Performance Indicators	2013/14 Actual	2014/15 Actual	2015/16 Actual	2016/17 Actual	2016/17 Target	RAG	2017/18 Target
<b>How Much?</b>							
People provided a service during the year	2,482	2,838	2,836 Estimate	<b>2,696</b>	Not applicable	Not applicable	Not applicable
The number of adults who have contacted the IAA service	N/A	N/A	N/A	<b>1,196</b>	Not applicable	Not applicable	Not applicable
<b>How Well?</b>							
18: The percentage of adult protection enquiries completed within 7 days	N/A	N/A	N/A	<b>88.67%</b> <b>274/309</b>	Not applicable	Not applicable	90%
19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	N/A	N/A	N/A	<b>2.24</b> <b>22</b>	2.55 25		22
23: The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	N/A	N/A	N/A	<b>76.60%</b> <b>419/547</b>	Not applicable	Not applicable	77%
21: The average length of time adults (aged 65 or over) are supported in residential care homes	N/A	N/A	N/A	<b>834</b> <b>122,532/147</b>	Not applicable	Not applicable	Not applicable
22: Average age of adults entering residential care homes	N/A	N/A	N/A	<b>79</b> <b>8,238/104</b>	Not applicable	Not applicable	Not applicable
<b>Is anyone better off?</b>							
20: The percentage of adults ( <b>existing service users</b> ) who completed a period of reablement a) and have a reduced package of care and support 6 months later	N/A	N/A	N/A	<b>21.43%</b> <b>3/14</b>	25%		25%
20: The percentage of adults who completed a period of reablement b) have no package of care and support 6 months later	N/A	N/A	N/A	<b>73.33%</b> <b>187/255</b>	50%		50%

How are we performing?

## Qualitative Performance Measures:

### Adult and carers

Adult's responses are based on 420 questionnaire responses (25% response rate) and carers 44 responses (79% response rate):

Who did we ask?		Adults	Carers
Adults and carers	I live in a home that best supports my well-being	86%	82%
Adults and carers	I can do the things that are important to me	51%	36%
Adults and carers	I feel I am part of my community	50%	39%
Adults and carers	I am happy with the support from my family, friends and neighbours	83%	61%
Adults and carers	I feel safe	76%	86%
Adults and carers	I know who to contact about my care and support	82%	80%
Adults and carers	I have had the right information or advice when I needed it	78%	75%
Adults and carers	I have been actively involved in decisions about how my care and support was provided	75%	86%
Carers	I have been actively involved in decisions about how the care and support was provided for the person I care for	-	86%
Adults and carers	I was able to communicate in my preferred language	96%	98%
Adults and carers	I was treated with dignity and respect	93%	91%
Carers	I feel supported to continue in my caring role	-	64%
Adults and carers	I am happy with the care and support I have had	85%	68%
Adults	<i>If you live in a residential care home</i> : It was my choice to live in a residential care home	52%	-
Adults	<i>If you are aged 18-24 years old</i> : I have had advice, help and support that will prepare me for adulthood	63%	-

# Adults' Social Care in Numbers 2017

## The Context



We spent **£29.3 million** on delivering social care to adults

We employ the equivalent of **331** full-time staff



We expect **185%** more people age 85 and over living in Monmouthshire in 25 years

## How are we doing?

The average age of people entering residential care is **79**



**89%** of adult protection enquiries are completed within timescales

**22** people aged **75** and over were delayed in hospital because social care was unavailable



## Outcomes for adults



**36%** of carers can do the things that matter to them compared to **51%** of people we support



**73%** of people are independent 6 months after reablement



**85%** of adults are satisfied with their care and support



monmouthshire  
sir fynwy

For more information go to  
[www.monmouthshire.gov.uk/improvement](http://www.monmouthshire.gov.uk/improvement)

Index	
Improved or At maximum	Improvement >2.5% or at Maximum
Marginal Improvement	Improvement 0.1% - 2.4%
Unchanged	Unchanged - 0%
Marginal Decline	Marginal Decline - 0.1% - -2.4%
Declined	Declined - >-2.5%
N/A - Not applicable	Trend Not applicable

Below are further national performance indicators that are under the committee's remit. Benchmarking data compared to other Council's in Wales will be published in September 2017.

Ref	National Performance Indicator framework	2013/14	2014/15	2015/16	2016/17	Target 16/17	Target met? 16/17	Trend 15/16 - 16/17	Comment
THS/007	The percentage of adults aged 60 or over who hold a concessionary bus pass	77.5	79.2	79.2	81.3	80	✓	Improved	The percentage of adults aged 60 or over who hold a bus pass has increased.
PSR/002	The average number of calendar days taken to deliver a Disabled Facilities Grant.	186	213	251	356	180	✗	Declined	The average time taken to process completed Disabled Facilities Grants (DFG) has significantly increased and is mainly attributable to the availability of capital funding and more larger grants being completed. Further capital funding for 2017/18 has been allocated and should assist in reducing average processing times.