

Adults' Services Performance Data

This table outlines the breadth of data which is regularly reviewed and considered by Adults' Services senior management and quality assurance groups, to pinpoint areas of focus, learning and improvement.

Measure	Qualitative	Quantitative
Annual Social Care Outcomes Framework (ASCOF) Customer & Carer Surveys	✓	
Assessments <ul style="list-style-type: none"> • Timeliness • Volume • Team comparison 		✓
Audit Performance & Moderation	✓	✓
CarePoint 2 <ul style="list-style-type: none"> • Volume of work • Next actions and assignments 		✓
Complaints Data	✓	✓
Demand Analysis <ul style="list-style-type: none"> • CarePoint 1 demand • Incoming work • All open work • Assessments, reviews and reassessments • Incoming, completed and working 		✓
Deprivation of Liberty Safeguards <ul style="list-style-type: none"> • Open work and activity • Priority assessments • Completions 		✓
Learning from Lives & Deaths - People with a Learning Disability & Autistic People (LeDeR) Reviews	✓	✓
Local Government Ombudsman Decisions	✓	✓
Number of Reviews Completed		✓
Occupational Therapy Teams <ul style="list-style-type: none"> • Incoming work • Completed work • Open assessments 		✓
Prevention Assessment Team Assessments <ul style="list-style-type: none"> • Contacts • Caseloads and completions 		✓
Reviews <ul style="list-style-type: none"> • Overall performance • Team comparison • Planning 		✓
Safeguarding <ul style="list-style-type: none"> • Overall performance • Timescales • Team comparisons and trends 		✓
Safeguarding Adults' Reviews	✓	
Safeguarding Customer Feedback Survey	✓	