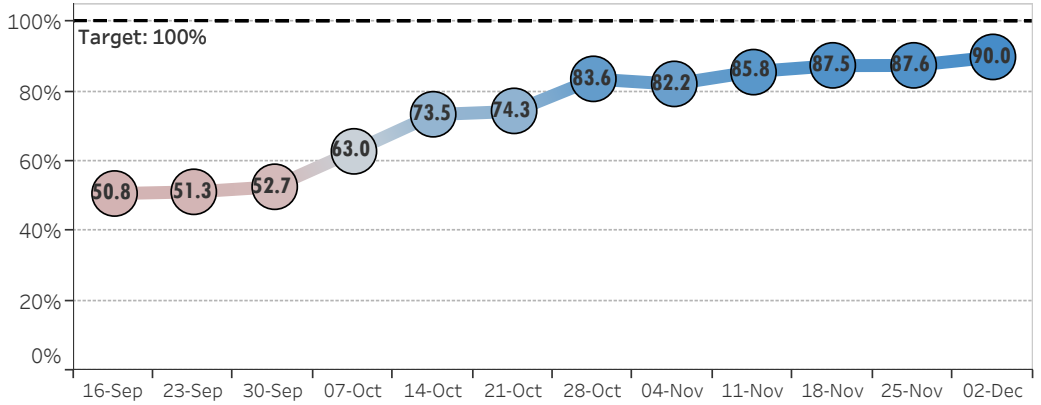


1. New Safeguarding concerns with Assurance Decision in 5 working days

**AMBER** Target: 100% Aim High

Current: **90.0%**

219 Safeguarding concerns received in the week ending 2-December, of which 197 (90.0%) had an assurance decision within 5 working days.

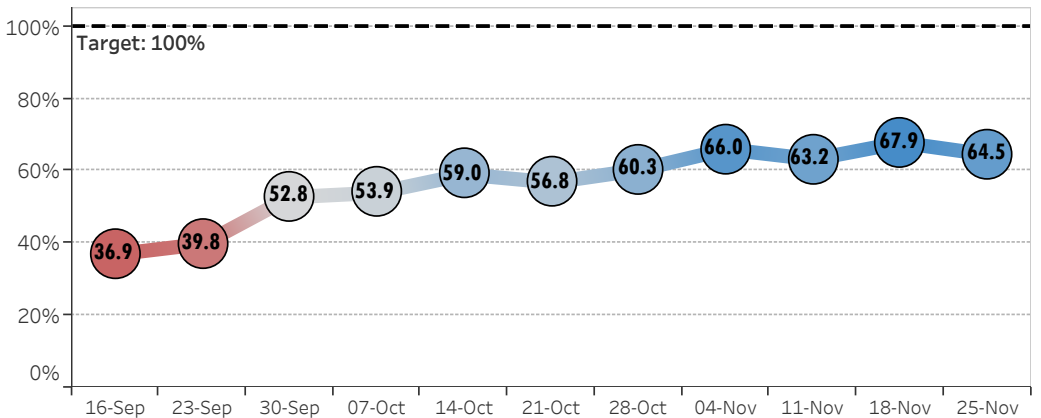


2. New Assessments started in 7 working days

**RED** Target: 100% Aim High

Current: **64.5%**

383 new Initial Assessments, Assessments and Conversations in the week ending 25-November, of which 247 (64.5%) were started in 7 working days.

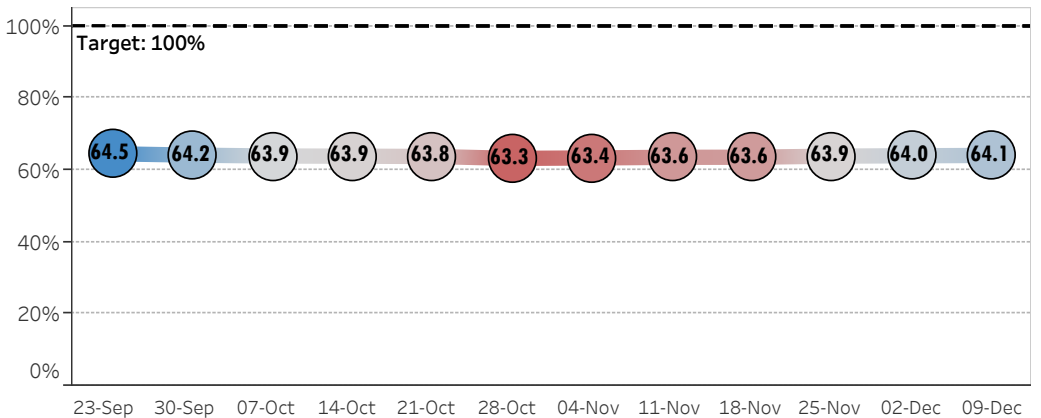


3. Long-Term customer Reviews completed in year

**RED** Target: 100% Aim High

Current: **64.1%**

6598 customers in long-term services continuously for at least 12 months as of 9-December, of which 4228 (64.1%) had received a review in the last 12 months.

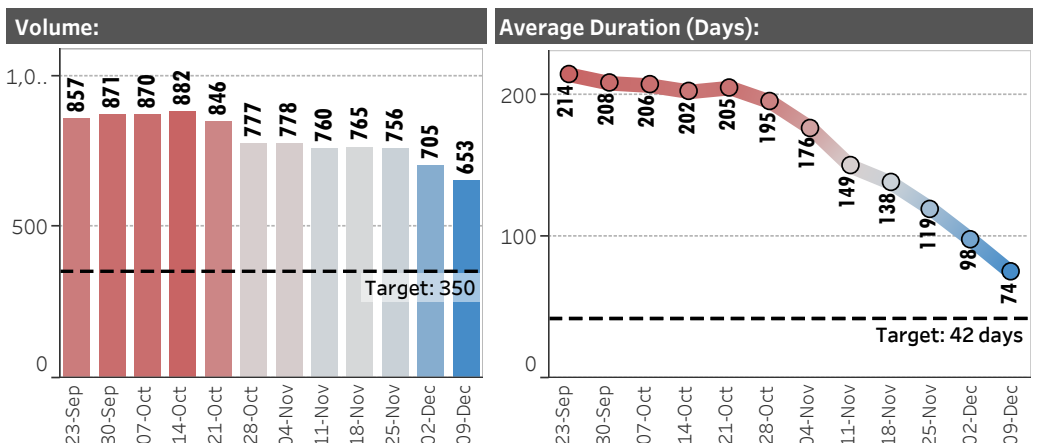


4. Open priority DoLS Assessments - Volume and Duration

**RED** Target: 350 (42 days)

Current: **653**  
(74.5 days)

653 open DoLS Assessments as of 9-December that came in as Priority 1, Priority 2, Short stay hospital or had no priority given following triage. The average length of time that these 653 DoLS Assessments were open was 74.5 days.



## Safe Indicator Definitions

### 1. New Safeguarding concerns with Assurance Decision in 5 working days

**Definition:** The proportion of new Safeguarding concerns received in each week with an Assurance Decision made within 5 working days. Number of days calculated from the date the concern is received (or if this is not provided, the date it is input to Mosaic) to the date the Assurance Decision is taken and the concern stage is completed.

**Why is this a safe KPI?** WSCC has a principle of “no delay” so that the safeguarding response is made in a timely fashion with due consideration to the level of presenting risk, with significant risk cases contacted within 24 hours. This gives assurance that the concern has been looked at and an appropriate decision has been made in a timely manner.

**How is the target calculated?** WSCC aim is that 100% of Safeguarding concerns should have an Assurance Decision made in 5 working days.

### 2. New Assessments started in 7 working days

**Definition:** The proportion of assessments requested in each week that were started within 7 working days. Excludes known customers in receipt of long-term services or transitioning from Children’s Social Care. Includes all Initial Assessment, Assessment and Conversation steps. Days are calculated from the trigger date of the initial assessment to the date the step is started.

**Why is this a safe KPI?** WSCC has a principle of initiating new customer assessments in a timely manner.

**How is the target calculated?** WSCC aim is that 100% of Assessments should be started in 7 working days.

### 3. Long-term customer Reviews completed in year

**Definition:** The proportion of long-term customers who had a planned or unplanned Review/Reassessment completed in the last year. Cohort includes only those customers who have been continuously in long-term services for at least 12 months as at the reported date. This can include short breaks (e.g. hospital admissions) of under a month. Mental Health customers are only included where they have a purchased service.

**Why is this a safe KPI?** Reviews should take place a minimum of once per year and this gives reassurance that it is happening.

**How is the target calculated?** WSCC aim is that 100% of long-term customers should receive a review at least once per year. The 2nd September 2018 base line was 64.7% therefore a proposal of short-term targets is 73% by Mar 2019, 81% by Sep 2019, 90% by Mar 2020 and 100% by Sep 2020.

### 4. Open priority DoLS Assessments - Volume and Duration

**Definition:** The volume and average days open for all open DoLS Assessments that were originally triaged as Priority 1, Priority 2 and Short Stay Respite Hospital, as well as any cases which were not triaged (no priority given). Priority 3, 4 and 5 assessments are excluded as the risk has been assessed as low. Days are calculated from the date the assessment is first incoming, which follows immediately after triaging of the DoLS Request.

**Why is this a safe KPI?** To ensure that priority work for DoLS Assessments is under control.

**How is the target calculated?** 6 week target for the DoLS Assessment does not include triaging of requests. It includes 1 week to allocate, 1 week for the Section 12 doctor’s report, 3 weeks for the BIA report and 1 week to be signed off. The volume target is the number of assessments expected to be received in 6 weeks (based on average received in the last 12 months).