



London Borough of Lewisham

Local Account 2014 - 2015

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Foreword

What is a Local Account?

In 2011, the Department of Health recommended that all local authorities publish an annual Local Account to tell people what their adult social care department is doing. The Local Account explains how much the Council spends, what it spends money on, what it is doing and how it plans to improve services in the future.

The Local Account gives people an opportunity to read about the Council's achievements through the year and priorities going forward.

It supports a regular cycle of self-assessment, consultation and review to enable the Council to deliver high quality services to residents who have care or support needs.



We are pleased to present Lewisham's Local Account which will help local residents, service users, carers and providers understand more about the adult social care services we provide to adults in Lewisham.

We are committed to delivering high quality services to residents with care or support needs and work closely with the NHS, mental health services, the voluntary sector and local providers of care services to provide joined up services.

Our aim is to transform adult social care services to support as many people as possible to remain living at home with improved choice, control and dignity. We aim to encourage people to be as independent as possible and work with people to meet their individual needs. A key priority for Lewisham is to make sure that adults who are at risk of harm, abuse or neglect are safe. As ever we have worked hard with all our partners to develop a range of services aimed at reducing or preventing the need for longer-term care and support.

Our work is of course set against a backdrop of significant change. Our budgets have been significantly reduced since 2010 and we will be required to make further savings in the years ahead. The Care Act represents a major reform of the law relating to care and support for adults and key changes take effect from April 2015.

Despite these challenges, we have an ambitious programme in place for 2014/15. We are building on our work with GPs, District Nurses, hospital teams and mental health teams to integrate health and care services. We are committed to improving efficiency, maximising value for money and increasing effectiveness. We will remain focused on delivering high quality care for our residents in need of support. Please do get in touch if you would like to see something developed or to provide feedback, as we welcome the views of and comments of local people, service users and carers. We are proud of Lewisham's adult social care services and we know what a difference care and support can make to people's lives.

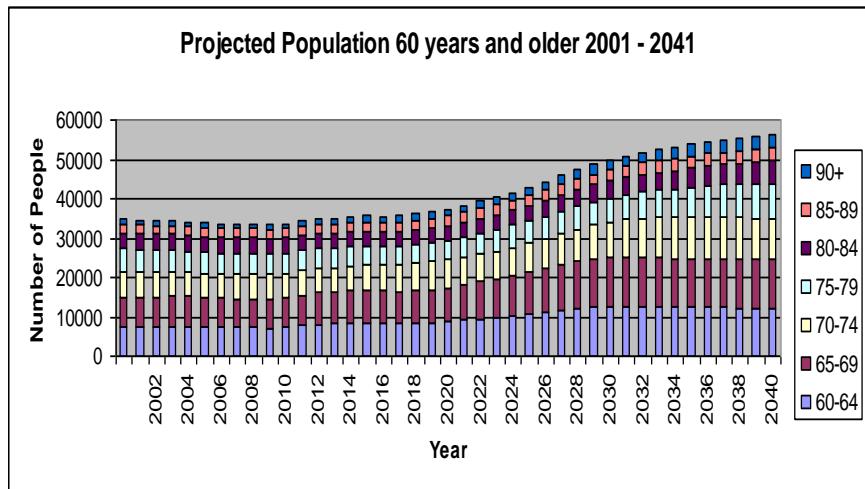
Cllr Chris Best, Cabinet Member for Health, Wellbeing and Older People

The National Picture

An Ageing Population

In the UK people are living longer lives; the chance of surviving from birth to the age of 85 has more than doubled for men in the last three decades. This increased survival is resulting in a rise in the number of older people in the population. Over 85 year olds are currently the fastest growing age group in the UK. Health and social care use increase with age – 80% of people over 65 years old will need social care in the later years of their lives.

Projected population of Lewisham residents aged 65 and over:



Amongst this growing population of older people are those that are more vulnerable; frail older people. This group are at greater risk of adverse outcomes, including disability, morbidity, mortality, hospitalisation and admission to care homes. Frailty also leads to loss of independence and impairs the quality of life and psychological well-being of older people.

The Care Act

The Care Act received Royal Assent on 14 May 2014. The Act is built around people, ensuring that people's well-being, and the outcomes which matter to them, will be at the heart of every decision that is made.

The Act provides for a single national threshold for eligibility to care and support. It recognises the importance of carers by strengthening their rights to assessment. It creates a new focus on preventing and delaying the need for care and support, rather than only intervening at crisis point. It also embeds the individual's right to choose their services through care plans and personal budgets.

The Act aims to make care and support clearer and fairer, and there will be a cap on how much a person would pay in their lifetime towards the costs of their eligible care and support needs of £72,000. The Council is preparing to implement the requirement for Care Accounts in 2016.

The Act supports people with information, advice and advocacy to understand their rights and responsibilities. It allows people to access care when they need it as well as plan for their future needs. The Act gives new guarantees to ensure continuity of care when people move between areas, to remove the fear that people will be left without the care they need; and includes new protections to ensure that no one goes without care if their provider fails, regardless of who pays for their care.

The Care Act core principles

- Promotes people's wellbeing
- Enables people to prevent and postpone the need for care and support
- Puts people in control of their lives so they can pursue opportunities to realise their potential

Easy read version available at www.gov.uk

An Overview of Adult Social Care in Lewisham

What is Adult Social Care?

Social care is the name given to the range of care and support services that help frail, disabled and socially isolated people remain independent, active and safe, for example helping with getting out of bed, washing and preparing meals. Support can be provided in someone's home, in a community setting or in a care home.

About Lewisham

Lewisham is a diverse inner London borough that contributes to the diversity and energy of the capital, supporting its growing economy whilst gaining significant benefits from being a part of a world class city. Lewisham is one of the greenest parts of south-east London. Over a fifth of the borough is parkland or open space. The borough has strong communities who take pride in their local areas and neighbourhoods. Lewisham's vitality and dynamism stem from the energy of its citizens and diverse communities.

Lewisham has a growing population, projected to increase from 286,000 to 318,000 by 2021, and is the 15th most ethnically diverse local authority in England - 46% of the population are from black and ethnic minority groups. Around 26,000 residents are above 65 years of age and over 3,400 are aged over 85 years. This latter group is often the most complex and therefore bears a very high proportion of care costs.

The Index of Multiple Deprivation 2010 ranks Lewisham 31st of 326 districts in England and 9th out of 33 London boroughs. People living in the most deprived areas have poorer health outcomes and lower life expectancy compared to the England average.

Social housing comprises just over a third of all households in the borough. The private rented sector, the fastest growing housing sector in the borough, comprises some 24% of all households. There are nearly 40,000 one person households in Lewisham.

Demand for adult social care is increasing, both in numbers and complexity. 14% of people in Lewisham identify themselves as having limitations in carrying out day-to-day activities. That is equivalent to around 38,000 people. Lewisham's over 60 population is projected to increase by around 15,000 by 2040 which will increase demand for the Council's adult social care services.

Lewisham has over 800 active voluntary and community sector organisations and more than 200 individual faith groups. All these groups and many others help to strengthen our communities by galvanising our citizens, addressing local concerns and advocating on behalf of some of the most vulnerable in society.

Adult Social Care in Lewisham

Lewisham is committed to having a structured and fair system of social care, which makes the best use of limited resources to offer residents access to high quality services to meet their care or support needs in a personalised way. Some of the key principles in achieving this are:

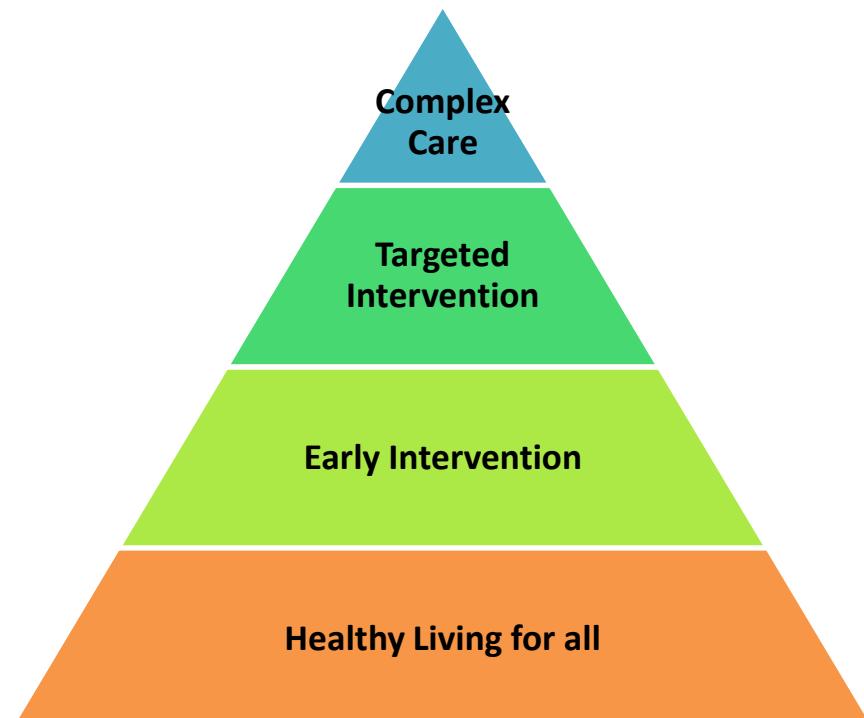
- Encouraging people to be as independent as possible, drawing on their personal, family and community resources
- Ensure value for money for all services, while maintaining service quality and a focus on achieving defined outcomes for the service user
- Ensuring fairness and equity across the range of needs or conditions
- Work in partnership with the NHS to ensure co-ordinated health and social care services which are person centred;
- Develop a range of services aimed at reducing or preventing the need for longer-term care and support.

Triangle of Care

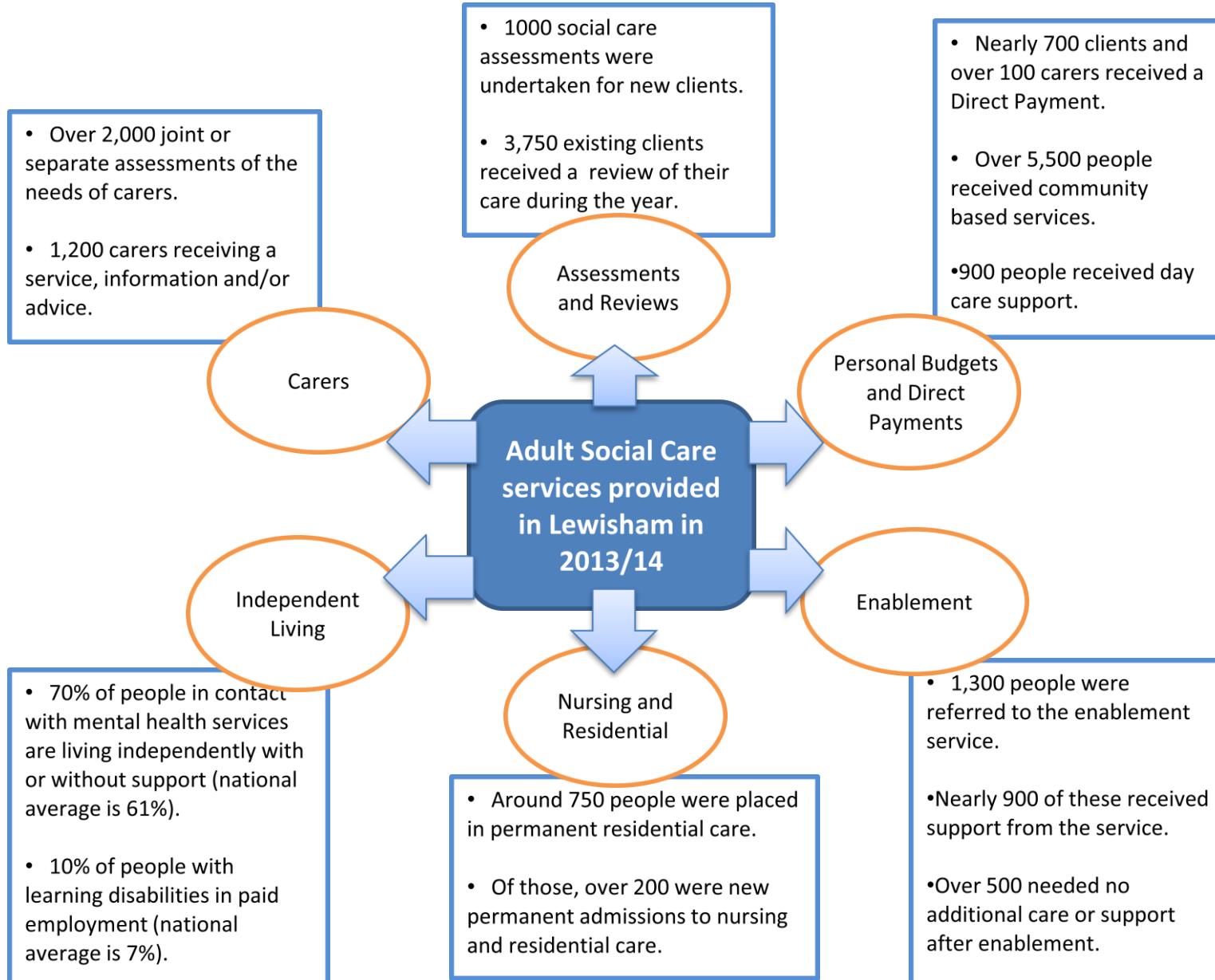
Lewisham Council is working with partners to join up our care and support services for all adults (see page 13).

The triangle of care below illustrates our approach. Those needing the most care at the top of the triangle make up a smaller percentage of the overall population than those needing targeted intervention or support to live a healthy lifestyle.

Our aim is to offer preventative support at all levels of the care triangle, to support people to remain independent for longer.



Key Facts and Figures



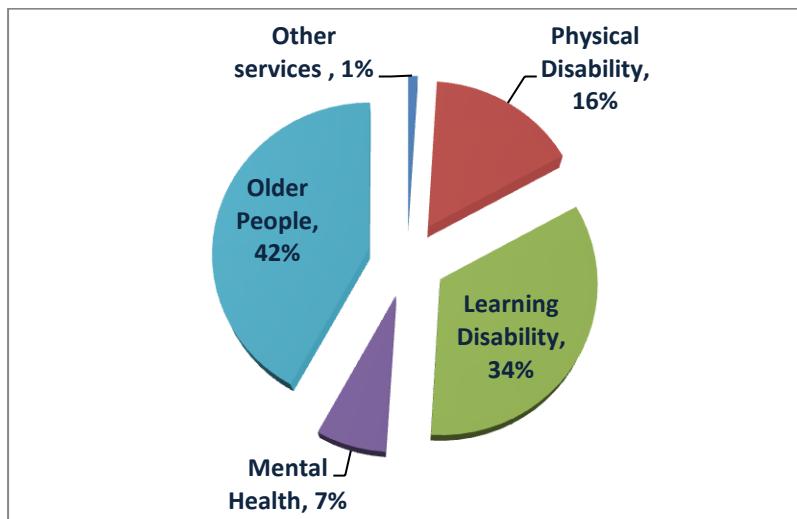
How We Spend Our Budget

Our total net budget for Adult Social Care in 2013/14 was £86.5million. This money supported over 6,500 residents to maintain an appropriate level of dignity and independence.

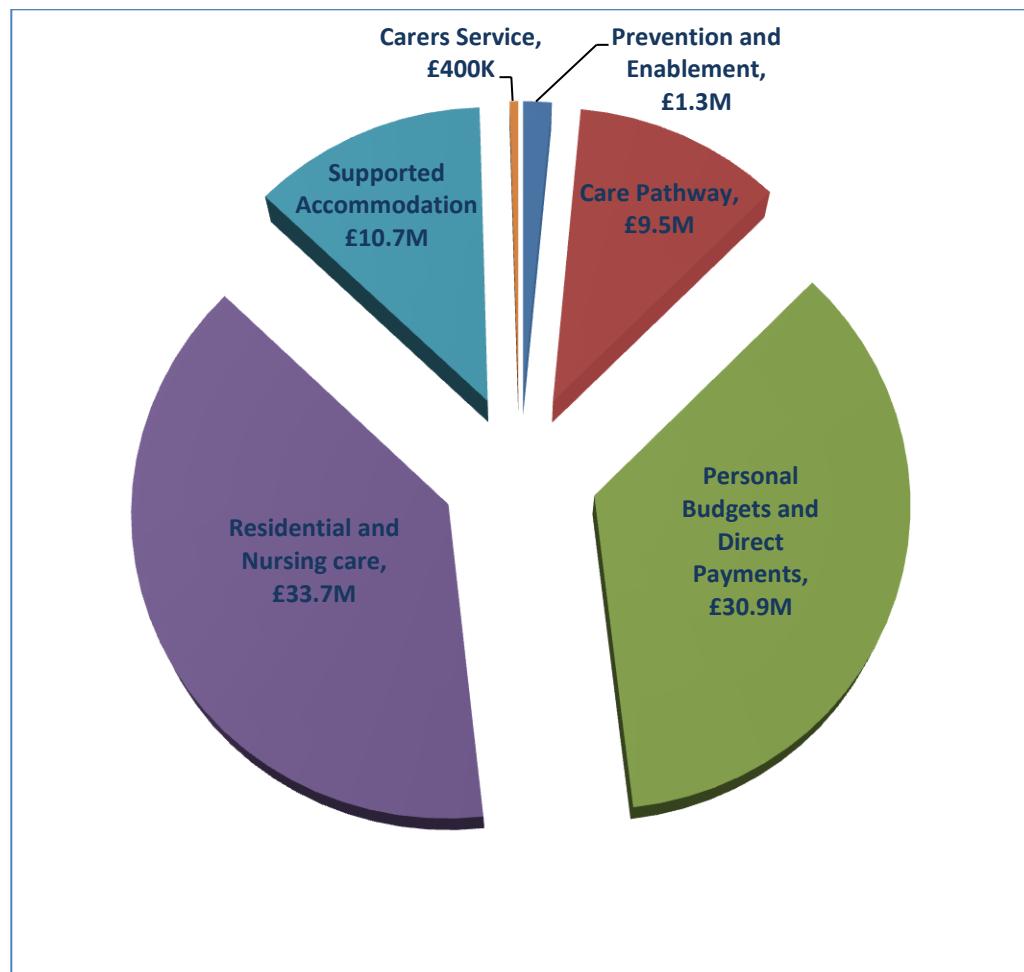
We have supported people to stay safe, dress, prepare meals in their own home. For people with very complex needs, we have provided support in a residential or nursing home setting.

Some people continue to contribute towards the cost of their services if they are able to.

The money was spent across the following Service User groups:



The budget is spent on the following 6 areas of care and support:



Managing Our Budget

The budget for delivering adult social care services has been reduced by £8.9 million in the last three years. We saved this through achieving better value for money when buying services, from meeting need in more cost effective ways and from increasing income.

With less resources available to us, the way we deliver adult social care has to change. We will continue to ensure value for money and manage future demand and changing needs more effectively.

The target for efficiency savings in 2014-15 is £6.83m.

We will achieve this target by:

- Changing the way we assess people so the most vulnerable are supported to remain independent for longer.
- Reducing staffing costs
- Encouraging more people to use direct payments
- Making better use of some of our contracts
- Working more closely with health
- Improving collection of income

The budget for delivering adult social care services will be reduced by a further £7.005 million in 2015-16. We are currently developing our plans which may include:

- More cost effective care packages
- Reprovision of day care
- Reducing the cost of the most expensive care contracts
- Increasing the charges for services
- Recouping more costs from health

Our Approach to Adult Social Care in Lewisham

Our priorities are to:

- Ensure everyone with ongoing use of social care services has a **personal budgets** and promote the use of **direct payments** to maximise the choice and control people have over managing their own care and support;
- Consider the **wider networks of support** or universal services which people access and optimise the use of these within the more formal support packages of care, e.g. the use of community groups, library services, and adult education.
- Continue to **develop a range of housing options** together with partners which offer care and support in the community and reduce the need for long-term residential care;
- Make effective use of **technological solutions**, such as Linkline, to maintain safe independent living and assist with the care-giving process
- Support younger adults into **work or employment**;
- Develop **commissioning plans** based on robust analysis of local need and understanding of our provider markets
- Apply a **means tested approach**, implementing eligibility and charging policies which reflect Central Government guidance.

Services in the community

We know that people want to remain in their own homes and neighbourhoods if they develop health or social care needs. We will endeavour to support people in these settings and, wherever safe or feasible, will seek to avoid admissions to hospital or residential care settings. We will ensure that assessments consider a range of things which impact on health and wellbeing including health, housing and other support, alongside social care.

Resources spent wisely

We are acutely aware of the need to balance meeting the growing need for services, with reduced resources available to the Council and its partners. We need to ensure resources are spent in a fair way, which gives value for money to the public, who fund these essential services.

This means that normally we will

- not pay more for a community package of care than we would pay for a residential or nursing package of care
- undertake a continuing healthcare check if we think someone might be eligible for free NHS care
- include all ongoing care services in someone's financial assessment
- not admit someone to residential care from a hospital bed
- not allow a care service put in place to resolve a crisis to continue as a normal service without careful review
- consider a range of housing options in seeking the most appropriate and affordable for each individual

Wherever possible, we will put short-term services in place that will aid recovery or recuperation and a return to independence, before considering long-term care or support. We will encourage creativity and innovation to meet identified outcomes, and encourage everyone involved to look for solutions that offer the best quality and value for money.

Assessments will ensure that the right level of support is identified according to a person's needs and choices. We recognise the value of wider support networks that many people have within their own families and communities and will look at all available resources when considering how to meet needs. Where family or other support networks do not exist, we will help people to build them through appropriate community networks.

Supporting and valuing carers

We recognise that most care and support is provided by family or friends.

Carers will be supported to recognise their own needs and access appropriate support to help ensure a longer and more manageable caring role for their family or support network. Carers will have the right to an assessment of their needs, separate to those of the cared for person, and regardless of eligibility for formal social care input.

Preventing and delaying the need for care

People are living longer with more complex health conditions, so there will be increasing need to spend the resources available to social care services, in a fair and equitable way.

Preventative services are as important as long-term services. We are committed to reducing the need for long term care and one way of doing this is to support people to be as independent as possible for as long as possible. Enablement services have been developed in partnership with health organisations to help to get people back to a level of independence after a hospital stay or illness.

Inevitably though, there will always be those who suffer illness or accidents which cannot be avoided. However, we will always look for ways to support people to delay further onset of needs and make the most of the assets they have.

A valued workforce

All staff working directly for Lewisham Council and those within provider agencies will understand our vision and commitment to maximise independence and quality of life. We will work with staff and partners to develop methods of sharing good practice, ensuring seamless, joined up services which empower service users and challenge staff and providers to meet needs in increasingly person-centred and creative ways.

Managing risks

Our aim is to balance risk management alongside delivery of services that promote independence and empower people to take control of their health and social care needs. We will ensure that we talk openly about possible risks in relation to decisions that service users may make, and that there is an understanding of these risks. Ultimately, decisions will be made by the service user and this may mean that some people make decisions we would not have made.

We will never take responsibility away from someone unless we have a court order which determines that the person does not have capacity to manage their own affairs.

Social care providers

We will work with social care and support providers, including in-house services, to ensure service focus on outcomes and meeting needs in a way which maximises independence.

We will develop and commission community-based services which meet needs flexibly and address issues relating to social isolation. We will always ensure that services deliver value for money and will develop appropriate performance measures, focussed on outcomes.

With personal budgets for all in place from April 2015 onwards, and direct payments used where possible, we will shape the provider market to ensure that providers offer their service users choice and flexibility.

We will encourage providers to offer creative, innovative services, focussed on meeting needs with the least amount of formal care and support, while delivering identified outcomes, whether this is a user-led organisation, social enterprise or private business.

Measuring success

We will know we are successful in delivering the commitments we have detailed in this statement, through the following measures:

- **A reduction in the number of people we are directly supporting** through formal social care services and an increase in the numbers of people being helped in their communities;
- **An increase in the number of people living in their own homes for longer,**
- **An increased number of people recovering from an episode of poor health or illness** through the use of intensive 'enablement' or recovery programmes;
- **An increase in independence**, with people taking increasing control of managing their own health and care needs, through the use of direct payments

Joined Up Care and Support

Our ambition is that by 2018 we will have joined up and coordinated health and social care services for all adults in Lewisham. We want to explore ways to prevent unnecessary admissions to hospital, support people to help themselves and develop more of the services that people want in their local communities.

Lewisham Council and the NHS are committed to working jointly to improve people's health and wellbeing and their experience of care and support. The work is being led by Lewisham Council and Lewisham Clinical Commissioning Group (GPs with responsibilities for commissioning and monitoring local health services). We are working in partnership with Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Foundation Trust and the voluntary sector.

Our goal is to make sure that people who use services are satisfied with the quality of care provided. Our work is on going with a range of providers and the Care Quality Commission, the regulator of care services, to ensure that we continue to improve the quality of care.

The Adult Integrated Care Programme builds on our success to date in joining up services across health and social care. For example, we have already brought together a number of services which support people to gain their independence following a hospital visit. The challenge now is to significantly increase the speed and scale at which we continue to join up health and social care, so more people benefit.

- We aim to provide:
- Better health and wellbeing outcomes and reduced health inequalities.
 - A positive experience of health and care for all adults in Lewisham
 - Support for people to help themselves
 - High quality and safe services
 - More preventative activity.

Our vision for joined up health and care in Lewisham:

'Better care, better health and stronger communities'

Over the next 4 years we will change the way that adult health and social care services are provided to deliver the following benefits:

What we are doing	What the benefit will be
Joining up health and social care services	You will find your way between services and support more easily, with a quicker response to your needs
Improving the quality of services	You will have a more positive experience and services will be safe
Sharing information between services in new and better ways	You will only need to tell your story once
Expanding the range of locally based services	You will have a greater choice of high quality services closer to your home
Delivering 7-day services	Services will be accessible and quick to respond to you when you need them
Helping people to find the right information and advice	You will be more able to help yourself
Making every pound count by reducing duplication and improving value for money	Money will be used to the best effect
Shifting the focus of services to early intervention	Your problems will be dealt with at an early stage to stop them from getting worse
Targeting support to vulnerable people, their families and carers	It will be easier for everyone to remain independent for longer

What do people think about the social care services they receive?

Every year we ask the people that use adult social care services to tell us what they think of the services we provide. Every two years we also ask carers to give us their views on our services.

Below is a summary of feedback received which continues to help us shape and improve our services.

People who use adult social care services	Carers
<ul style="list-style-type: none">64% of people receiving services said they were extremely or very satisfied with their services. Comparing our results against 32 other London boroughs, puts Lewisham service users as the fourth most satisfied with their services.	<ul style="list-style-type: none">A third of carers were satisfied with the support they and their cared for person received. This compared with 43% nationally.
<ul style="list-style-type: none">People in Lewisham find it easier to find information about health and social care support, on average, than the rest of London. 77.4% of service users found it easy to find information compared to 75% average for the rest of London.	<ul style="list-style-type: none">61% of carers found it easy to find information about health and social care compared with 90% nationally.
<ul style="list-style-type: none">74.1% of service users felt they had control over their daily life. This is slightly lower than the national average (77%).	<ul style="list-style-type: none">Only 25% of carers felt they had enough control over their daily life, compared with 29% nationally.
<ul style="list-style-type: none">85.1% of people said their services had helped them feel safe. This compares favourably with the national average of 79%.	<ul style="list-style-type: none">79% of carers had no worries about their personal safety, in line with the rest of London, but lower than the national average of 85%.
<ul style="list-style-type: none">44% of people have as much social contact with people as they want.	<ul style="list-style-type: none">37% of carers felt they had enough social contact, in line with the rest of London, but below the national average of 42%.
<ul style="list-style-type: none">When we asked people to rate their overall quality of life, 46% of people felt it was good or great and nearly 72% felt it was alright or better. This is up on 55% in 2011.	<ul style="list-style-type: none">20% of carers reported being able to spend their time as they wanted doing things they valued or enjoyed. This reflected the London and national average.

What have we achieved?

Area of support	What have we achieved?
Healthy living for all	<ul style="list-style-type: none">• Delivered a new programme of 'Active Ageing' activities, to improve health and wellbeing.• Undertaken targeted health campaigns and work with GPs to improve health screening and immunisation rates.• A promotional campaign aimed at carers to raise awareness of carers' benefits and services.
Early intervention	<ul style="list-style-type: none">• Joined together our information and advice service with the District Nurse Call Centre to build a single point of access for Health and Social Care.• Established joint Health and Social Care teams to deliver short term support to people to regain daily living skills and stay independent.• Introduced 'equipment prescriptions' which will give people choice on the type of small equipment they may need to achieve independence. People will be able to redeem equipment prescriptions locally through community pharmacies.• Established 'Community Connections' with voluntary sector partners to help reduce isolation and expand service available in the community. Over 500 people to date have been supported to access services in their local communities.• Supported innovative projects to engage people in new social activities, such as 'Meet me at the Albany'.

Targeted intervention	<ul style="list-style-type: none"> Created new multi-agency Neighbourhood Community Teams to work with GPs to support people close to home. Increased the use of direct payments which allow people to choose and purchase their own care. Worked with local providers to ensure that any care services that we purchase (like homecare), will be based on the needs and agreed outcomes of the service user. Created a carers' lead in each social care team to improve carer identification and assessments. Engaged with stakeholders including carers and the voluntary sector to shape future services for carers. Opened Conrad Court, a new, high quality Extra Care facility.
Complex care	<ul style="list-style-type: none"> Reduced the number of people moving permanently into a residential type accommodation, by offering complex care packages in their own homes through Direct Payments and Personal Health Budgets.
Safeguarding	<ul style="list-style-type: none"> Implemented an approach to safeguarding that puts the person at the centre of the process and recognises the importance of working towards the outcomes the person wishes to achieve. Strengthened the Adult Safeguarding Board to meet the requirements of the Care Act.

Our improvement plan

Area of support:	We will:
Healthy living for all	<ul style="list-style-type: none">• Develop an accessible and comprehensive website to improve access to information and advice.• Develop local health and social care providers to ensure people have a range of quality services to choose from, especially those arranging their own care via a direct payment.• Support more people to manage their care within their own homes. There are a variety of ways in which people can help to support themselves in their home environment; from simple adaptations that enable people to get around their house, such as rails and stair lifts, to more advanced equipment that helps meet complex needs.• Give people access to the information we hold on them – their support plans and statements of account and enable people to change or link up basic information such as addresses, GPs, family information and telephone numbers.• Support people who pay for their own care to access information including quality assurance information on providers of care.• Expand the Community Connections project to support more people to access activities and services in their local communities.• Improve outcomes for people receiving enablement, thus reducing the need for long term care.

Early intervention	<ul style="list-style-type: none"> Identify people at risk of developing more complex health and care needs at an early stage. Work with health partners to ensure clear and effective care pathways are in place for people with UTIs, falls and dementia. Expand the Neighbourhood Community teams to include mental health professionals. Ensure the Neighbourhood Community teams connect to community health services and wider primary care teams.
Targeted intervention	<ul style="list-style-type: none"> Carers' assessments and whole family assessments in place. Effective services to support discharge from hospital in place. Strengthen the Admission Avoidance Service.
Complex care	<ul style="list-style-type: none"> Establish new, quality extra care facilities. Develop an adequate supply of quality specialist housing. More people will be supported to control their end of life.
Safeguarding	<ul style="list-style-type: none"> Improved awareness across the partnership. Independent Chair for the safeguarding Board.

Further information

For more information on how you can help yourself or someone you care about to live a healthier life or manage a health condition, visit www.lewisham.gov.uk for a range of advice and information.

Lewisham Social Care Advice and Information Team (SCAIT) is the main way people can contact Lewisham Adult Social Care either about themselves or someone else.

At no charge to you, SCAIT can:

- provide information, advice and guidance on a broad range of services in your community;
- talk to you about your needs and tell you whether or not adult social care services can help you; and
- direct you to where you can find support to help you lead an independent and fulfilling life, for example:
 - intensive short-term support given in a person's home;
 - local voluntary and community organisations; and/or
 - equipment and minor adaptations such as raised toilet seats, grab rails and stair rails.

Business hours are: Monday to Friday 9am–5pm.

Telephone: 020 8314 7777

Email: SCAIT@lewisham.gov.uk

Fax: 020 8314 3012 or 020 8314 3014

For urgent enquiries outside of these times, please call the Council's main telephone number on 020 8314 6000.

AccessPoint is Lewisham Council's information point and is located in Laurence House, Catford, SE6 4RU. It can help you with a range of information, advice and help. You can get help to access a wide range of services including housing and council tax benefits, education, Blue Badges and Freedom Passes.

If you want to complain about a social care service in Lewisham you can feedback online to:

<https://feedback.lewisham.gov.uk/cus/servlet/auth.Login>
email: community.services@lewisham.gov.uk

call the manager of the service to discuss your concerns or 020 8314 8660.

Write to: Community Services Customer Relations Team

Fifth floor Laurence House
Catford
London
SE6 4RU

We welcome your feedback on how to improve our Local Account and make it as useful as possible. You can give us your views in a number of ways:

Email	AICP@lewisham.gov.uk
Write	Community Services Policy Team 5 th Floor, Laurence House Catford, SE6 4RU

Telephone	020 8314 9579
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Appendix 1: How do we compare nationally (key performance indicators)

Lewisham Adult Social Performance Measure	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	Target 2013-2014	Target 2014-2015	National 2013-2014	Comparator London Boroughs 2013-2014	Did we do better than last year?
Enhancing quality of life for people with care and support needs	N/A	17.7	17.9	18.3	18.6	19.0	19.0	19	18.4	
The percentage of people who use services who have control over their daily life	N/A	67.5	67.6	72.9	74.1	75.0	75.0	76.8	70.8	
The percentage of people using social care who receive self-directed support	10.6	35.2	32.6	55.5	69.4	70.0	70.0	61.9	70.4	
The percentage of people using social care who receive direct payments	10.6	13.5	18.6	17.9	15.9	19.0	19.0	19.1	21.6	
Carer-reported quality of life	N/A	N/A	N/A	7.6	N/A	N/A	8.0	N/A	N/A	
The percentage of adults with learning disabilities in paid employment	6.8	7.1	9.9	10.6	9.9	10.6	10.0	6.7	6.9	
The percentage of adults in contact with secondary mental health services in paid employment	4.1	5.3	4.8	4.0	3.7	5.0	5.0	7.0	5.2	
The percentage of adults with learning disabilities who live in their own home or with their family	73.9	56.4	78.1	79.4	79.4	80.0	80.0	74.9	71.4	
The percentage of adults in contact with secondary mental health services living independently with or without support	47.1	69.1	68.5	75.3	69.8	76.0	76.0	60.8	79.7	

Lewisham Adult Social Performance Measure	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	Target 2013-2014	Target 2014-2015	National 2013-2014	Comparator London Boroughs 2013-2014	Did we do better than last year?
The percentage of people reporting enough social contact	N/A	37.8	42.4	42.1	39.9	N/A	43.0	44.5	41.0	
Permanent admissions by younger adults to residential and nursing care homes, per 100,000 population	11.5	9.3	13.4	11.6	13.4	11.0	11.0	14.4	8.5	
Permanent admissions by older adults to residential and nursing care homes, per 100,000 population	931.2	854.3	560.7	612.9	519.8	550.0	549.4	650.6	486.5	
The percentage of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services.	88.2	88.6	89.4	86.5	86.9	87.0	88.0	82.5	88.8	
The percentage of older people (65+) still at home 91 days after discharge from hospital into reablement/rehabilitation services as The percentage of all hospital discharges 65+	N/A	N/A	2.6	3.4	4.1	4.5	4.5	3.3	4.6	
Delayed transfers of care from hospital per 100,000 population	4.6	3.1	3.0	4.8	4.6	4.0	4.5	9.6	6.8	
Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	1.0	0.7	0.5	1.5	2.1	0.7	1.5	3.1	2.2	
Overall satisfaction of people who use services with their care and support	N/A	54.9	56.9	64.9	63.5	65.0	65.0	64.8	59.2	
Overall satisfaction of carers with social services	N/A	N/A	N/A	33.5	N/A	N/A	36.0	N/A	N/A	

Lewisham Adult Social Performance Measure	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	Target 2013-2014	Target 2014-2015	National 2013-2014	Comparator London Boroughs 2013-2014	Did we do better than last year?
The percentage of carers who report that they have been included or consulted in discussion about the person they care for	N/A	N/A	N/A	66.1	N/A	N/A	70.0	N/A	N/A	
The percentage of people who use services and carers who find it easy to find information about services	N/A	71.9	73.7	68.3	77.4	71.0	71.0	74.5	71.8	
The percentage of people who use services who feel safe	N/A	52.7	55.6	59.8	64.5	65.0	65.0	66.0	63.3	
The percentage of people who use services who say that those services have made them feel safe and secure	N/A	N/A	86	83.3	85.1	85.0	85.0	79.1	78.1	
The percentage of people who received a service who were reviewed in the period	74.7	62.0	64.4	77.9	70.7	90.0	70.0	66.6	69.8	