

# **Surrey Choices Performance Report**

October 2015

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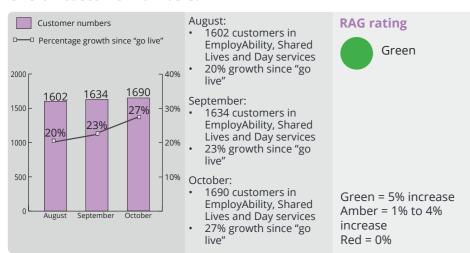


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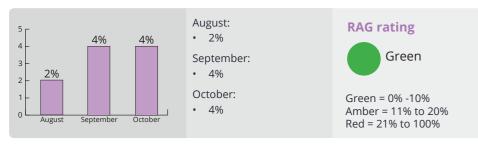
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# **Overall organisation performance for October 2015**

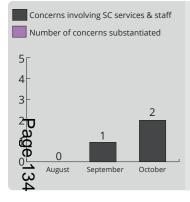
#### **Overall customer numbers:**



### **Workforce turnover rate:**



#### **Safeguarding notifications:**



August:
• No eve

No events involving SC services or staff recorded

September:

 One event recorded involving SC services or staff - not substantiated

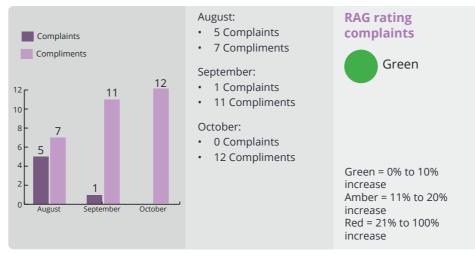
October:

 Two events recorded involving SC services or staff - not substantiated RAG rating



Green = 0 to 2 concerns raised Amber = 3 to 4 concerns raised Red = 5 plus concerns raised

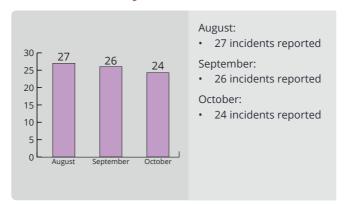
#### **Compliments and complaints:**



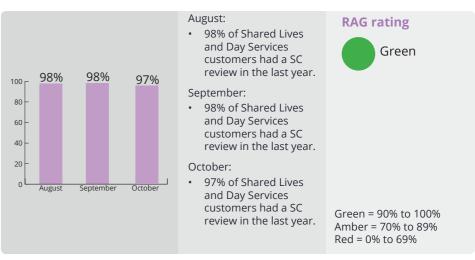
#### **Workforce sickness rate:**



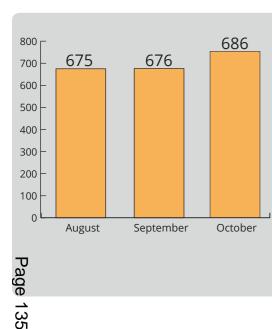
#### Health and safety incidents, accidents or near misses:



#### **Customer reviews**



### **SCC total customer numbers:**



# August:

• 675 customers

#### September:

• 676 customers - 4 starters and 3 leavers

#### October:

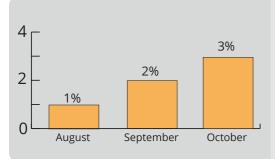
• 686 customers - 10 starters and 7 leavers.

# **RAG** rating



Green = volume maintained Amber = 1% to 9% drop in volume Red = 10% or more drop in volume

# **Workforce turnover rate:**



# August:

- 1%
- September:
- 2%
- October:
   3%

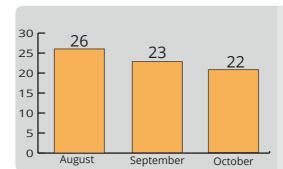
# **RAG** rating



Green

Green = 0% -10% Amber = 11% to 20% Red = 21% to 100%

# **Health and safety incidents, accidents or near misses:**



#### August:

• 26 incidents reported

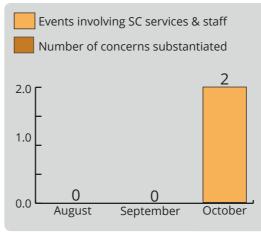
#### September:

• 23 incidents reported

#### October:

22 incidents reported

# **Safeguarding notifications:**



#### August:

No events involving SC services or staff recorded

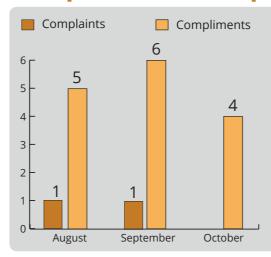
# September:

No events involving SC services or staff recorded

#### October:

 Two events recorded - not substantiated

# **Compliments and complaints:**



#### August:

- 1 Complaint
- 5 Compliments

## September:

- 1 Complaint
- 6 Compliments

#### October:

- 0 Complaints
- 4 Compliments

# **Integrated support**

## **Shared Lives**

#### **Total number of customers:**



#### **Total vacancies:**

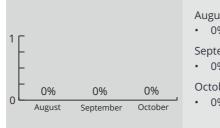


- 15 available placements • 75% capacity used
- September:
- 17 available placements
- 73% capacity used

#### October:

- 18 available placements
- 74% capacity used

#### Workforce turnover rate:





# **RAG** rating



Green = 0% -10% Amber = 11% to 20% Red = 21% to 100%

#### **Total Shared Lives active approved carers:**



August:

September:

- 26 active approved carers
- 27 active approved carers
- October:
- 29 active approved carers

### **RAG** rating



Green = 5 new carers per month Amber = 2 to 4 new carers per month Red = 0 to 1 new carers per month

#### Health and safety incidents, accidents or near misses:



August:

- 1 incident reported
- September:
- 2 incidents reported
- October:
- 1 incident reported

#### **Compliments and complaints:**



No compliments or complaints recorded in August, September or October.

#### **Safeguarding notifications:**

0

No events involving SC services or staff recorded in August, September or October.

# **Short Breaks Banstead**

#### **Capacity utilisation:**



# August:

- 71 nights used • 38% capacity
- September:
- 67 nights used • 37% capacity
- October:
- 42 nights used
- 23% capacity

# **RAG** rating

# Green = 100% Amber = 51% to 99%

Red = 0% to 50%

Red

#### **Workforce turnover rate:**

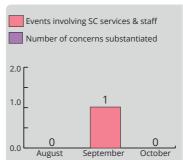


# **RAG** rating



Green = 0% -10% Amber = 11% to 20% Red = 21% to 100%

#### **Safeguarding notifications:**



#### August:

 No events involving SC services or staff recorded

#### September:

· One event recorded - not substantiated.

#### October:

No events involving SC services or staff recorded

#### **Compliments and complaints:**

No compliments or complaints recorded in 0 August, September or October.

#### Health and safety incidents, accidents or near misses:

No incidents recorded in August, September or October.



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# **EmployAbility**

#### **Total customer numbers:**



#### August:

885 customers

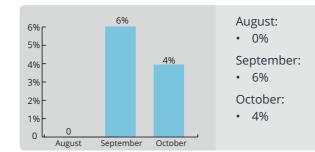
#### September:

• 915 customers

#### October:

957 customers

#### **Workforce:**

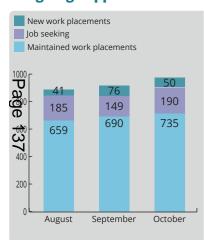


#### **RAG** rating



Green = 0% -10% Amber = 11% to 20% Red = 21% to 100%

#### **Ongoing support in work related activities:**



#### August:

- 166 Paid, over 16 hrs.
- 196 Paid under 16 hrs. 220 Paid under 16 hrs.
- 231 Voluntary
- 2 Self employed
- 53 Work experience
- 52 Training

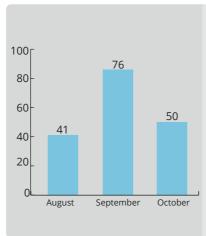
#### September:

- 177 Paid, over 16 hrs.
- 207 Paid under 16 hrs.
- 256 Voluntary
- 2 Self employed
- 82 Work experience
- 42 Training

#### October:

- 182 Paid, over 16 hrs.
- 274 Voluntary
- 2 Self employed
- 62 Work experience
- 45 Training

# **Number of work related outcomes:**



#### August:

- 2 Paid, over 16 hrs.
- 4 Paid under 16 hrs.
- 12 Voluntary
- 8 Work experience
- 15 Training

#### September:

- 12 Paid, over 16 hrs.
- 14 Paid under 16 hrs.
- 22 Voluntary
- 21 Work experience
- 7 Training

#### October:

- 6 Paid, over 16 hrs.
- 12 Paid under 16 hrs.
- 19 Voluntary
- 9 Work experience
- 4 Training

1.0

# August:

Health and safety incidents, accidents or near misses:

 No incidents reported

# September:

1 incident reported

#### October:

• 1 incident reported

#### **Compliments and complaints:**



#### August:

- 2 Complaints
- 0 Compliments

#### September:

- 0 Complaints
- 3 Compliments

#### October:

- 0 Complaints
- 5 Compliments

# **Waiting list:**



#### August:

- 35 days average wait
- 37 customers on list

#### September:

- 38 days average wait
- 34 customers on list

#### October:

- 35 days average wait
- 15 customers on list

#### **RAG** rating



Green

Percentage increases in waiting time: Green = 0% to 10% Amber = 11% to 20%

Red = 21% to 100%

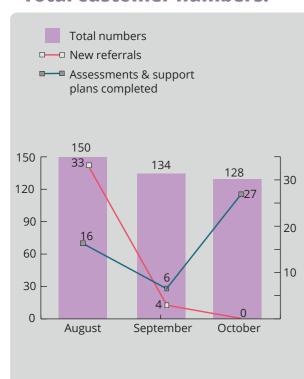
## **Safeguarding notifications:**

0

No events involving SC services or staff recorded in August, September or October.

# **Personalisation team**

#### **Total customer numbers:**



### August:

- 150 Customers
- 33 New referrals
- 16 Assessments and support plans completed

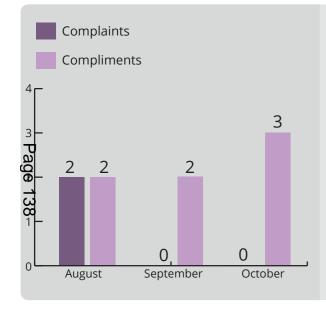
#### September:

- 134 Customers
- 4 New referrals
- 6 Assessments and support plans completed

#### October:

- 128 Customers
- 0 New referrals
- 27 Assessments and support plans completed

# **Compliments and Complaints**



#### August:

- 2 Complaints
- 2 Compliments

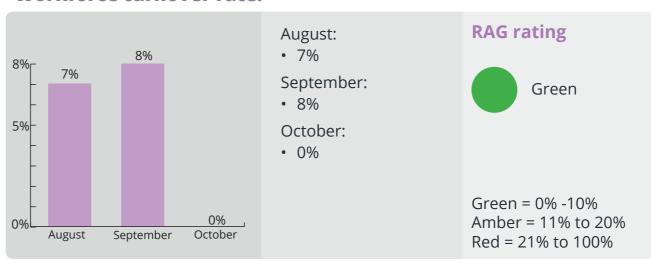
#### September:

- 0 Complaints
- 2 Compliments

#### October:

- 0 Complaints
- 3 Compliments

#### **Workforce turnover rate:**



# **Safeguarding notifications:**



# Health and safety incidents, accidents or near misses:

No incidents recorded in August, September or October.

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