

Merton Council
Health and Wellbeing Board
20 June 2017
Supplementary agenda

10 Local Account 2013-2017

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Committee: Health and Wellbeing Board

Date: 20/06/2017

Agenda item:

Wards: All

Subject: Adult Social Care (ASC) Local Account 2013-17

Lead officer: Simon Williams, Director Community & Housing

Lead member: Councillor Tobin Byers, Cabinet member for Adult Social Care and Health

Contact officer: Shamal Vincent, Business Intelligence Manager Adult Social Care

Recommendations:

For information and comment and for the HWBB to note.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

This is the fifth year Merton has produced an Adult Social Care 'Local Account' and it is for 2013 to 2017. There have been some changes to the format: as our capacity to produce this has reduced, we have focussed on the core performance data rather than add the examples of how our services support people. Our view is that it's the actual data that is most important to share transparently.

The report is a quality self-assessment published by the council and includes details about outcomes achieved for our service users, compares performance with other local authorities.

2. BACKGROUND

The coalition government of 2010-15 placed a different emphasis from the previous government on the way that performance management operates in Local Government. The Local Government Group has been lobbying for a sector led approach to assessment and peer review, and this has appeared in government thinking and policy. The coalition government in effect abolished these layers of inspection and indicators, replacing them with a new regime that is encapsulated within 'Transparency in outcomes: a framework for quality in adult social care'.

The revised performance framework includes peer reviews, and an annual statement on outcomes and priorities called a Local Account. The Director of Adult Social Care has asked that this Local Account be presented to the Health and Wellbeing board for comment.

3. DETAILS

There is an expectation that there will be user involvement, and although there are suggestions on what might constitute some core elements of a Local Account, there is no prescribed content or process. The local account is intended to let residents know how well adult social care has performed, and is an opportunity for Councils to make more information available to their residents on their successes, challenges and priorities. The local account is aimed at everyone who is interested

in the quality of adult social care including service users, carers, residents and people working in Merton.

4. ALTERNATIVE OPTIONS

N/A

5. CONSULTATION UNDERTAKEN OR PROPOSED

N/A

6. TIMETABLE

This Local Account will be published on intranet and internet from end of June 2017.

7. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

N/A

8. LEGAL AND STATUTORY IMPLICATIONS

N/A

9. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

N/A

10. CRIME AND DISORDER IMPLICATIONS

N/A

11. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

N/A

12. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

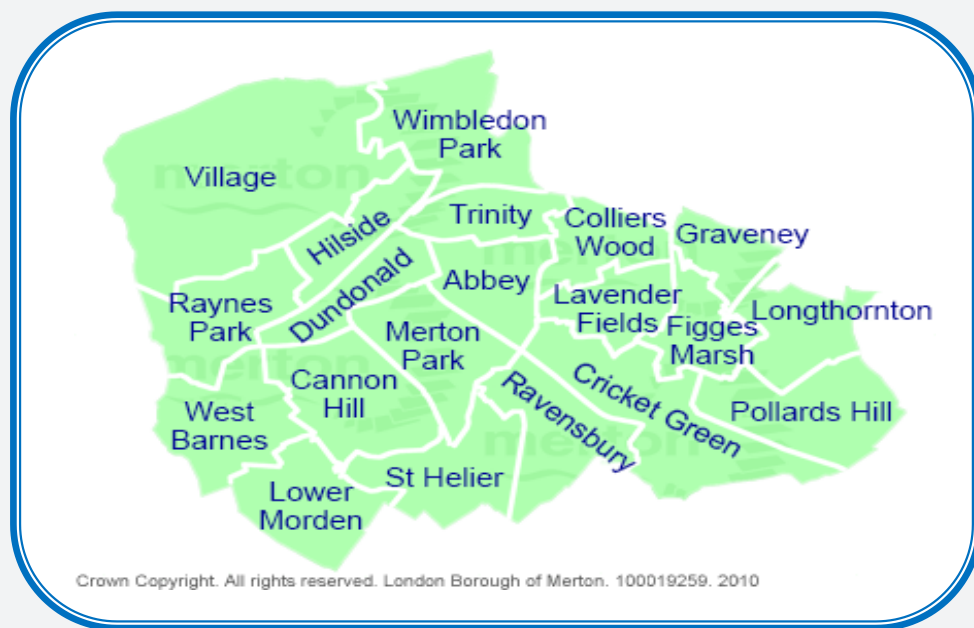
Adult Social Care Local Account 2013-17

13. BACKGROUND PAPERS N/A

Merton Council

Adult Social Care

Local Account



How we have delivered Adult Social Care Services During 2013 to 2017

London Borough of Merton
London Road
Morden
SM4 5DX

www.merton.gov.uk



Content

Foreword.....	3
Local Accounts Performance Data	4
About Merton.....	5
Summary of Performance from 2013 to 2017	6
Summary of Performance from 2013 to 2017 - Summary of Local Measures	7
National Benchmarking Data	8
Local Performance Report - Quarterly Monitoring data	13

Welcome to our Local Account



Director of Community and Housing **Simon Williams**

Welcome to this latest Local Account. There have been some changes to the format: as our capacity to produce this has reduced, we have focussed on the core performance data rather than add the examples of how our services support people. Our view is that it's the actual data that is most important to share transparently.

Despite the challenges that we face in common with all other councils, it is pleasing to see that in many areas there are comparatively good outcomes, such as still supporting older people at home rather than admitting to care homes, people being able to use direct payments to have control over their own support, and people with mental illness being supported into employment. Although our performance on enabling people to leave hospital is above average, we know that we and our partners need to do still more to support our local NHS. We want to do better in some key areas such as enabling working age adults to live in community settings and in increasing customer satisfaction. We are making progress in working with our NHS partners to deliver a more integrated service, but we know that we have some way to go before our customers experience a truly person centred and easy to navigate system.

This is my last opportunity to comment on our performance before as I retire as director. I would like to take this opportunity of thanking you for the chance to serve the Merton community, and of thanking my staff and our partners for all that they do.



Cabinet Member for Adult Social Care and Health **Councillor Tobin Byers**

In common with all other local authorities that are responsible for providing social care, Merton faces unprecedented challenges, with the number of people using our services increasing all the time and the funding we receive for providing those services being ever more squeezed. Merton has performed well against this backdrop, and I would like to place on record my thanks to Simon Williams and his team for the incredibly hard work they do each day to ensure the services we provide are as good as they possibly can be for our residents.

As this Local Account demonstrates, Merton has continued to perform well against its comparator authorities on a number of different measures, although we know that we can always do better and we are constantly striving to improve our services.

I would also like to thank all of our partners outside of the Council whose work contributes to the services we provide, whether they are in the voluntary sector or the local NHS. We know that integrated working will become increasingly important in the coming years as demand continues to outstrip resource, so I am pleased with the progress we are making to ensure our residents receive a seamless service whoever the provider is.

Local Account Performance Data

In Merton we see quality assurance as a fundamental part of the relationship between adult social care and its customers. We aim to provide a high quality and responsive service based on positive outcomes.

In order to understand quality, as defined by our customers , we have been working on implementing a quality assurance process that ensures that the views of our customers feed in to our process.

We also need to ensure that the process allows for internal challenge of ourselves and the organisations we work with. This will ensure that we continually improve and deliver better outcomes for our customers.

In 2014 we launched a new Performance and Quality Assurance Framework, with six key domains and overseen by a quality board. The aspiration is to get more feedback in real time from customers about their experience of support, alongside the usual performance metrics.

Enhancing Quality of Life for People with Care and Support Needs

Delaying and Reducing the Need for Care and Support

Ensuring that People have a Positive Experience of Care and Support

Safeguarding Adults At Risk

Prevention (Better Care Fund)

Local Measures

This local account covers national benchmarking and local performance data. We monitor activities and volumes of Adult Social Care data and local measures on a monthly, quarterly and yearly basis.

About Merton

Our Community

Merton is a borough within London.



207,000 people live in Merton, and we expect this to increase to 211,000 by 2020.

24,900 people who live in Merton are over the age of 65. This is expected to increase by 6.8% by 2020.

**English
Polish
Tamil**
are the 3 most spoken languages in Merton.

35% of Merton's total population are from Black, Asian and Minority Ethnic backgrounds. This is less than the London average.

Adult Social Care Support during 2015-16

3144 assessments and reviews were completed during the year

967 carers received an assessment, service and/or information and advice during the year.

447 episodes of reablement were offered during the year.

We supported almost 4000 adults aged 18 and over with their social care needs this year.

1589 adults aged 18+ received domiciliary care services during the year.

595 adults aged 18+ received direct payments during the year.

397 adults aged 18+ were in a residential care home placement during the year.

290 adults aged 18+ were in a nursing home placement during the year.

Adult Social Care Spending during 2015-16

£14.3 million was spent supporting older people, aged 65+

£16.8 million was spent supporting adults aged 18-64 with learning disabilities.

£5.5 million was spent supporting adults aged 18-64 with physical disabilities.

£3.5 million was spent supporting adults aged 18-64 with mental health needs.

Summary of Performance from 2013 to 2017

Key Achievements on Adults Social Care Outcome Framework (ASCOF)

Measures against our Comparator Group Average (CGA)

The proportion of people / carers using social care who receive self-directed support have significantly increased from 2013 to 2016 and we are well above our CGA.

Noticeable increases in direct payments for both carers and people since 2013 and we are significantly higher than our CGA.

2016 long-term admission to residential and nursing care homes figures for adults aged 65 and over shows that Merton is considerably lower than our CGA.

Delayed transfers of care from hospital are lower than our CGA.

The proportion of older people (65 and over) who were offered reablement services following discharge from hospital is considerably higher than our CGA.

The proportion of adults in contact with secondary mental health services in paid employment is noticeably higher than our comparators.

The proportion of adults in contact with secondary mental health services who live in their own home or with their family is higher than our CGA.

The proportion of adults with learning disabilities who live in their own home or with their family is higher than our CGA.

The proportion of people who use services who find it easy to find information about support is higher than our CGA.

The proportion of people who use services who feel safe is higher than our CGA.

Key Areas for Improvement on (ASCOF) measures against our Comparator Group Average (CGA)

The proportion of adults with learning disabilities in paid employment is significantly lower than our CGA.

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services is marginally lower than our CGA.

The proportion of people receiving short-term support to maximise independence during the year, where no further request was made for on-going support is slightly lower than our CGA .

Long-term admission to residential and nursing care homes figures for adults aged 18-64 is higher than our CGA.

We are marginally lower than our CGA on the following annual user survey measures:

'Overall satisfaction of people who use services with their care and support.'

'The proportion of people who use services who say that those services have made them feel safe and secure'.

'The proportion of people who use services who reported that they had as much social contact as they would like.'

Summary of Performance from 2013 to 2017

Summary of Local Measures

The number of adults aged 18+ receiving domiciliary care services during the year has steadily increased from 2014 to 2017.

The number of customers aged 18+ receiving a permanent residential or nursing home service during the year has significantly reduced.

On average the number of carers receiving an assessment and/or service has increased since 2015/16.

The percentage of adults receiving long term community based services is also steadily increasing.

During 2016/17 on average around 770 assessments and reviews were completed at each quarter, which is slightly lower than previous year.

On average around 90% of service agreements are completed and authorised within 5 days.

The number of safeguarding referrals has seen an increase since 2014 and the number of completed investigations has slightly increased from 2015 to 2017.

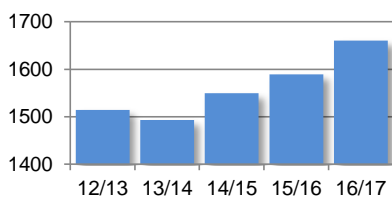
Local Performance Report

The local performance report forms part of our Performance and Quality Assurance Framework. We monitor activities and volumes of Adult Social Care data and local measures on a monthly, quarterly and yearly basis.

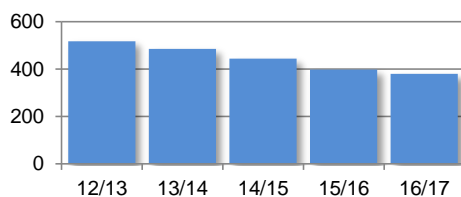
Yearly Monitoring Data

	12/13	13/14	14/15	15/16	16/17
The number of adults aged 18+ receiving Services*	4210	4161	4095	3991	3928
The number of adults aged 18+ receiving domiciliary care services during the year	1514	1493	1549	1589	1660
The number of adults aged 18+ receiving direct payments during the year	543	586	591	595	631
Total number of customers aged 18+ receiving Permanent Residential Home Placement during the year	517	485	443	397	380
Total number of customers aged 18+ receiving Permanent Nursing Home Placement during the year	331	320	307	290	287

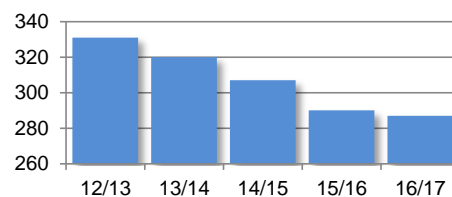
The number of adults aged 18+ receiving domiciliary care services during the year



Total number of customers aged 18+ receiving Permanent Residential Home Placement during the year



Total number of customers aged 18+ receiving Permanent Nursing Home Placement during the year



* The service types included in this table are: All residential and nursing placements, direct payments, homecare, day-care, equipment and transport.

National Benchmarking Data

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF
DOMAIN 1

Enhancing quality of life for people with care and support needs

People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs. People are able to find employment when they want, maintain a family and social life and contribute to community life and avoid loneliness or isolation. Carers can balance their caring roles and maintain their desired quality of life. To view the 'ASCOF: Handbook of Definitions' visit

<http://www.content.digital.nhs.uk/article/3695/Adult-Social-Care-Outcomes-Framework-ASCOF>

(HSCIC Survey)

	2012/13	2013/14	2014/15	2015/16
1A - Social care-related quality of life (Source: 'Personal Social Services Adult Social Care Survey', HSCIC)	17.9	18.8	18.7	18.6
	CGA 18.4	CGA 18.6	CGA 18.5	CGA 18.6

	2012/13	2013/14	2014/15	2015/16
1B - Proportion of people who use services who have control over their daily life (Source: 'Personal Social Services Adult Social Care Survey', HSCIC)	68.4	73.7	69.1	70.8
	CGA 71.7	CGA 73.1	CGA 70.8	CGA 71.0

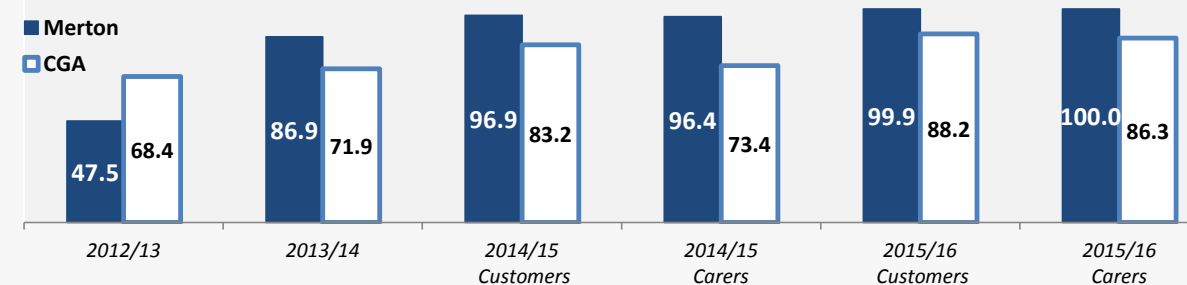
1C - (1a) Proportion of adults receiving self-directed support (Snapshot data at the year end March 31st)

2012/13	2013/14	2014/15	2015/16
47.5	86.9	96.9	99.9
CGA 68.4	CGA 71.9	CGA 83.2	CGA 88.2
		96.4	100.0
		CGA 73.4	CGA 86.3

1C - (1b) Proportion of carers receiving self-directed support (Data during the year to March 31st)

1C - Proportion of people using social care who receive self-directed support

(Snapshot data at the year end March 31st)



NOTE: This measure originally combined data for both adults and carers until 2013/14 when they were

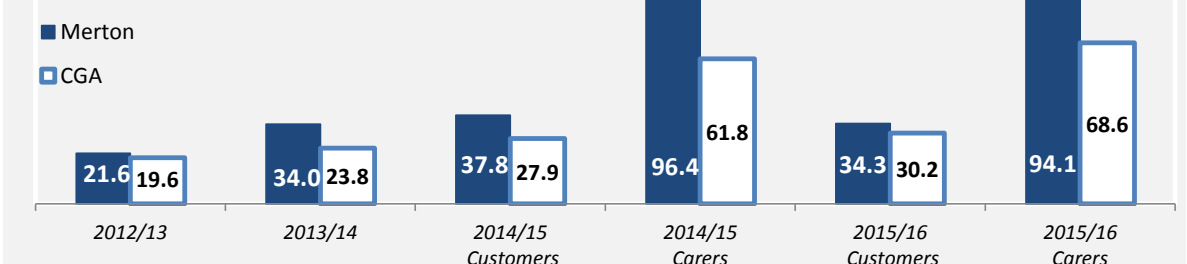
1C - (2a) Proportion of adults receiving direct payments (Snapshot data at the year end March 31st)

2012/13	2013/14	2014/15	2015/16
21.6	34.0	37.8	34.3
CGA 19.6	CGA 23.8	CGA 27.9	CGA 30.2
		96.4	94.1
		CGA 61.8	CGA 68.6

1C - (2b) Proportion of carers receiving direct payments for support direct to carer (Data during the year to March 31st)

1C(2) - Proportion of people using social care who receive direct payments

(Snapshot data at the year end March 31st)



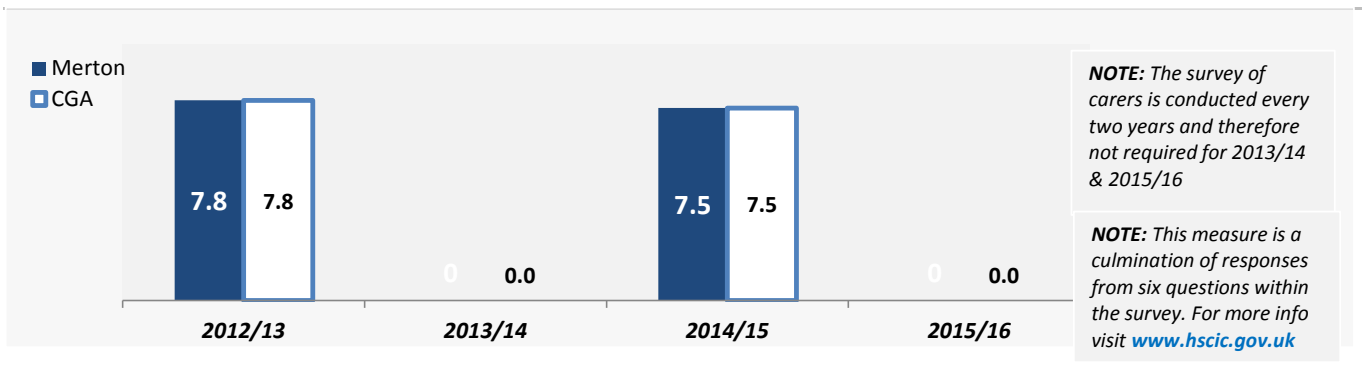
NOTE: This measure originally combined data for both adults and carers until 2013/14 when they were reported separately.

National Benchmarking Data

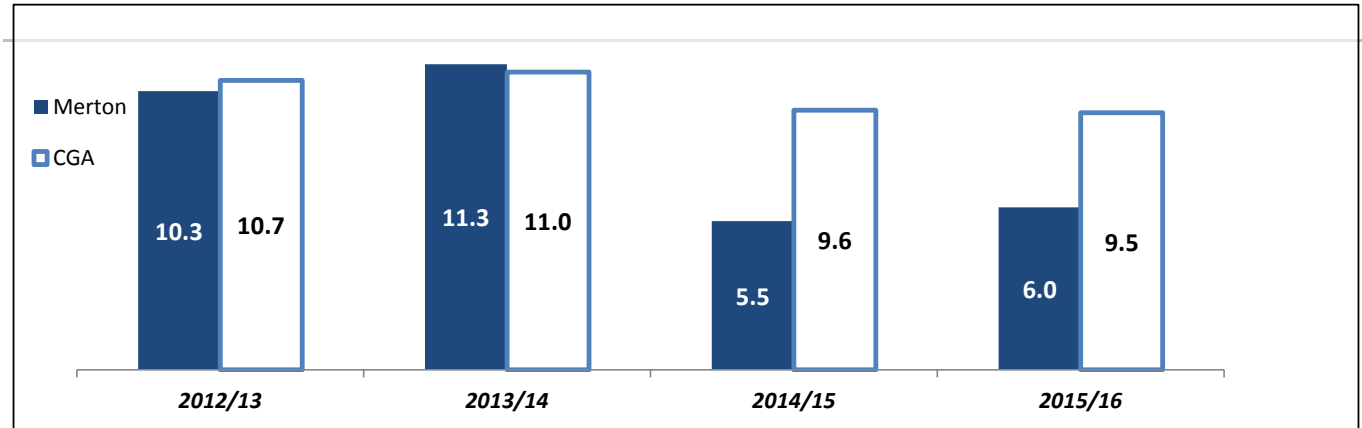
Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF DOMAIN 1	Enhancing quality of life for people with care and support needs
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1D - Carer-reported quality of life (Source: 'Personal Social Services Survey of Adult Carers in England', HSCIC)	2012/13	2013/14	2014/15	2015/16
	7.8 CGA 7.8	Not Available	7.5 CGA 7.5	Not Available



1E - Proportion of adults with learning disabilities in paid employment (Data during the year to March 31st)	2012/13	2013/14	2014/15	2015/16
	10.3 CGA 10.7	11.3 CGA 11.0	5.5 CGA 9.6	6.0 CGA 9.5



1F - Proportion of adults in contact with secondary mental health services in paid employment	2012/13	2013/14	2014/15	2015/16
	11.2 CGA 7.9	9.2 CGA 6.4	9.6 CGA 6.6	10.8 CGA 6.0

1G - Proportion of adults with learning disabilities who live in their own home or with their family (Data during the year to March 31st)	2012/13	2013/14	2014/15	2015/16
	73.4 CGA 69.8	70.4 CGA 71.6	74.5 CGA 67.5	76.6 CGA 71.3

1H - Proportion of adults in contact with secondary mental health services who live independently, with or without support	2012/13	2013/14	2014/15	2015/16
	76.9 CGA 79.7	82.1 CGA 78.9	86.9 CGA 79.7	85.7 CGA 73.2

1I - (1) Proportion of people who use services, who reported that they had as much social contact as they would like (Source: '... Survey of Adult Carers in England')	2012/13	2013/14	2014/15	2015/16
	Not Available	43.9 CGA 41.0	45.1 CGA 42.2	40.4 CGA 41.4

1I - (2) Proportion of carers, who reported that they had as much social contact as they would like (Source: 'Personal Social Services Survey of Adult Carers in England', HSCIC)	2012/13	2013/14	2014/15	2015/16
	Not Available	Not Available	31.5 CGA 34.6	Not Available

National Benchmarking Data

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

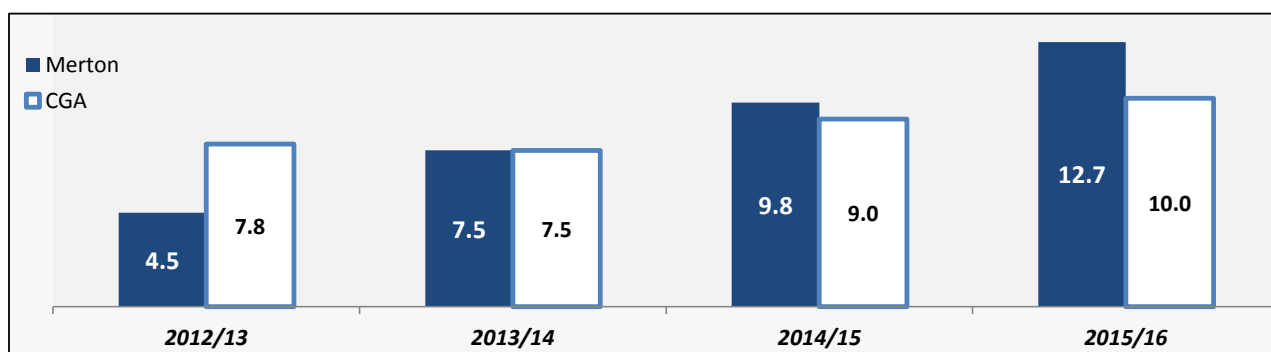
ASCOF
DOMAIN 2

Delaying and reducing the need for care and support

When people develop care needs, the support they receive takes place in the most appropriate setting and enables them to regain their independence. Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.

2A - (1) Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 (a lower figure is favourable)

2012/13	2013/14	2014/15	2015/16
4.5	7.5	9.8	12.7
CGA 7.8	CGA 7.5	CGA 9.0	CGA 10.0

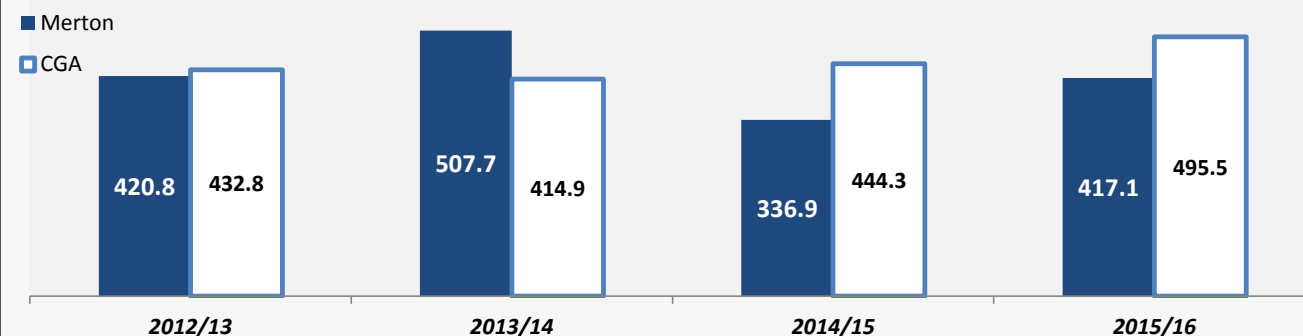


NOTE: The definition of this measure has changed for 2014/15.

NOTE: A lower figure is favourable.

2A - (2) Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 (a lower figure is favourable)

2012/13	2013/14	2014/15	2015/16
420.8	507.7	336.9	417.1
CGA 432.8	CGA 414.9	CGA 444.3	CGA 495.5



NOTE: The definition of this measure has changed for 2014/15.

NOTE: A lower figure is favourable.

2B - (1) Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement services (effectiveness of the service)

2012/13	2013/14	2014/15	2015/16
84.4	83.3	81.2	81.5
CGA 84.2	CGA 86.8	CGA 84.9	CGA 84.2

2B - (2) Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)

2012/13	2013/14	2014/15	2015/16
1.0	1.6	5.4	4.4
CGA 4.3	CGA 4.6	CGA 3.9	CGA 3.7

2C - (1) Delayed transfers of care from hospital per 100,000 population (a lower figure is favourable)

2012/13	2013/14	2014/15	2015/16
2.5	2.7	4.4	8.5
CGA 6.1	CGA 6.7	CGA 7.2	CGA 8.8

2C - (2) Delayed transfers of care from hospital, that are attributable to social care or jointly with the NHS, per 100,000 population (a lower figure is favourable)

2012/13	2013/14	2014/15	2015/16
0.7	0.0	0.7	3.6
CGA 1.9	CGA 2.0	CGA 2.3	CGA 3.6

2D Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level

2012/13	2013/14	2014/15	2015/16
Not Available	Not Available	73.7	66.6
		CGA 67.6	CGA 68.0

National Benchmarking Data

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

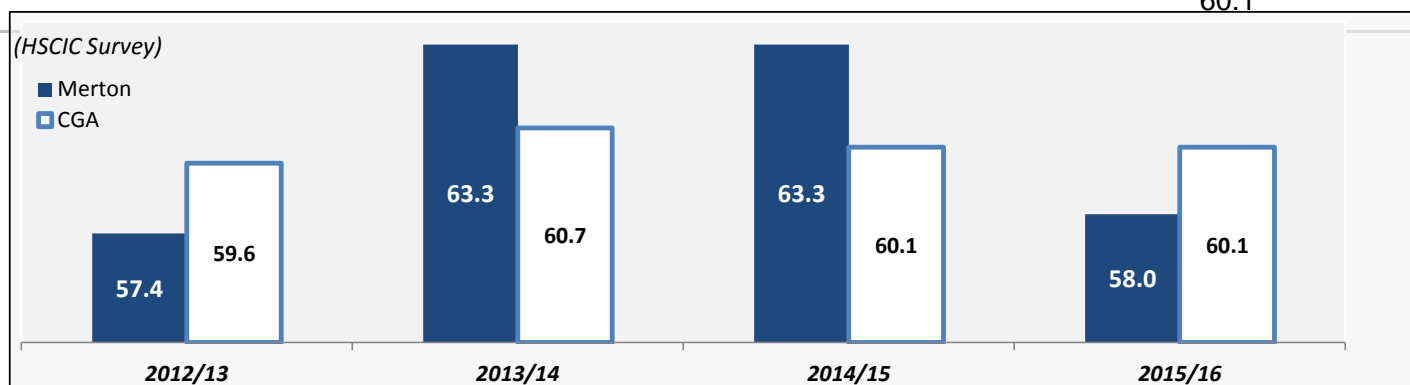
ASCOF
DOMAIN 3

Ensuring people have a positive experience of care and support

People who use social care and carers are satisfied with their experience of care and support services. Carers feel that they are respected as equal partners throughout the care process. People know what choices are available to them locally, what they are entitled to, and who to contact when they need help. To view the 'ASCOF: Handbook of Definitions' visit www.hscic.gov.uk

3A - Overall satisfaction of people who use services with their care and support (Source: 'Personal Social Services Adult Social Care Survey', HSCIC)

2012/13	2013/14	2014/15	2015/16
57.4	63.3	63.3	58.0
CGA 59.6	CGA 60.7	CGA 60.1	CGA 60.1



3B - Overall satisfaction of carers with social services (Source: 'Personal Social Services Survey of Adult Carers in England', HSCIC)

2012/13	2013/14	2014/15	2015/16
36.5	Not Available	35.7	Not Available
CGA 35.5	CGA 34.3	CGA 34.3	CGA 34.3

3C - Proportion of carers who report that they have been included or consulted in discussion about the person they care for (Source: 'Personal Social Services Survey of Adult Carers in England', HSCIC)

2012/13	2013/14	2014/15	2015/16
71.1	Not Available	58.1	Not Available
CGA 66.9	CGA 64.9	CGA 64.9	CGA 64.9

3D - (1) Proportion of people who use services, who find it easy to find information about support² (Source: 'Personal Social Services Adult Social Care Survey', HSCIC)

2012/13	2013/14	2014/15	2015/16
71.8	78.6	75.1	74.5
CGA 68.7	CGA 73.1	CGA 73.4	CGA 72.2

3D - (2) Proportion of carers who find it easy to find information about support² (Source: 'Personal Social Services Survey of Adult Carers in England', HSCIC)

2013/14	2013/14	2015/16
Not Available	71.4	Not Available
Not Available	CGA 62.4	Not Available

¹ Carer Survey conducted every two years therefore information not available for each year.

² From 2013/14 the ASCOF 3D measure was separated into services users and carers.

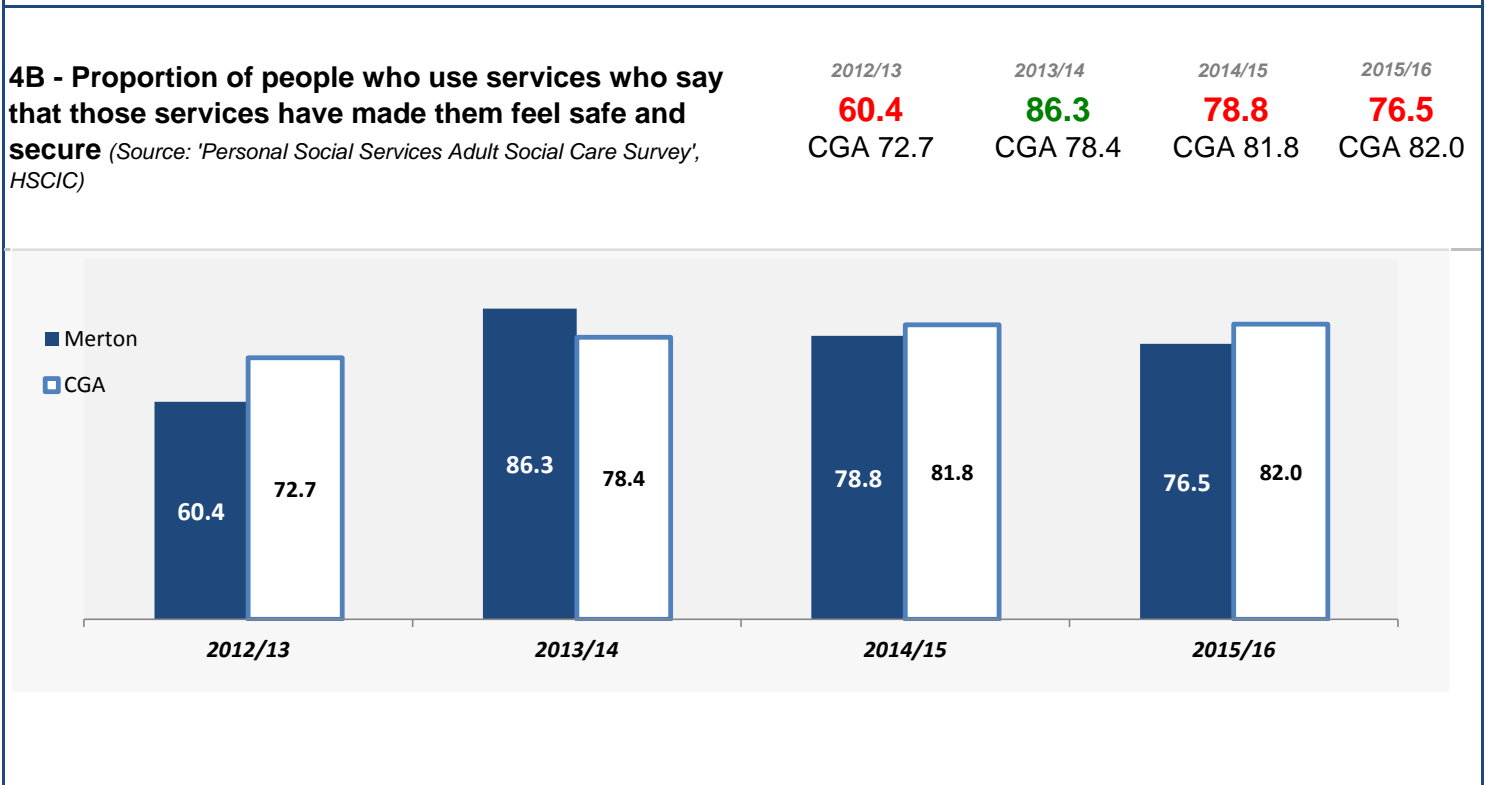
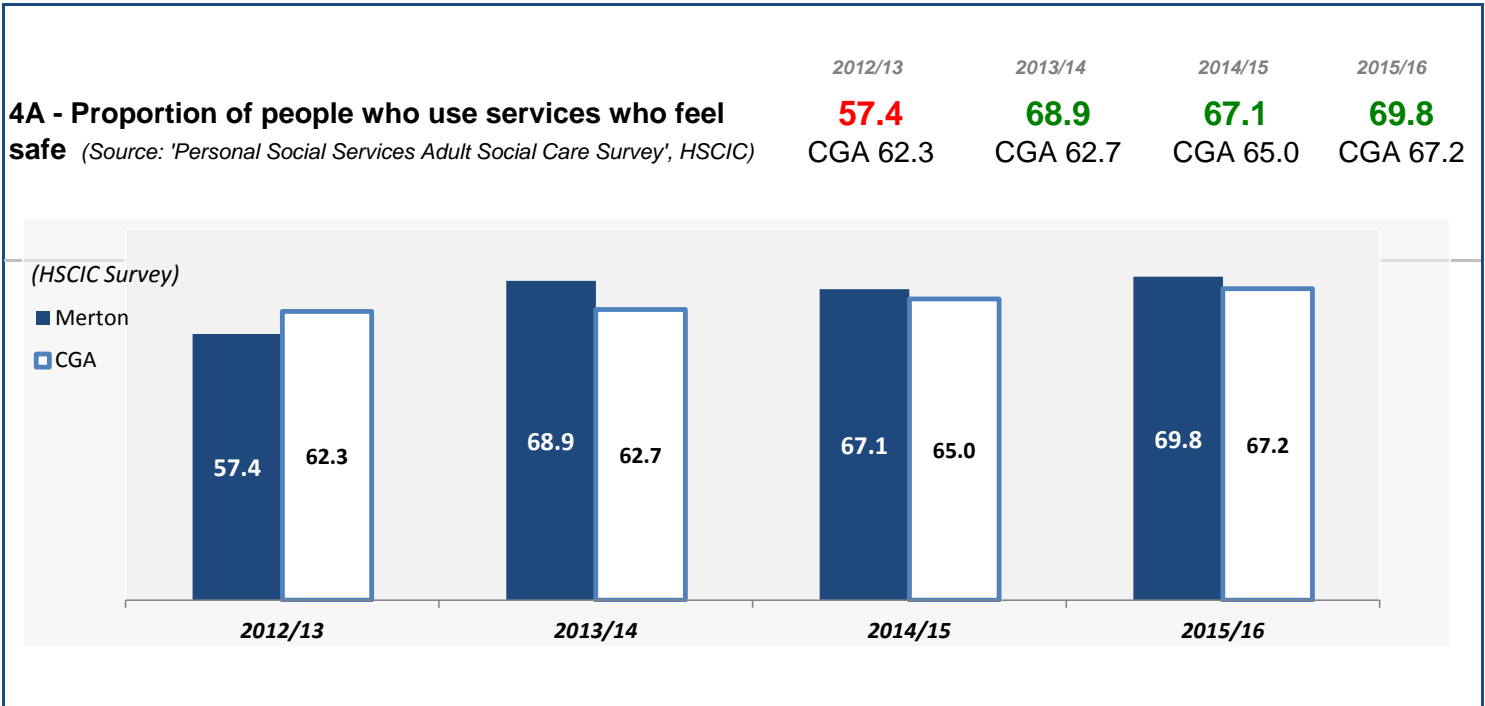
National Benchmarking Data

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF
DOMAIN 4

Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm

Everyone enjoys physical safety and feels secure. People are free from physical and emotional abuse, harassment, neglect and self-harm. People are protected as far as possible from avoidable harm, disease and injury. People are supported to plan ahead and have the freedom to manage risks in the way that they wish. To view the 'ASCOF: Handbook of Definitions' visit www.hscic.gov.uk

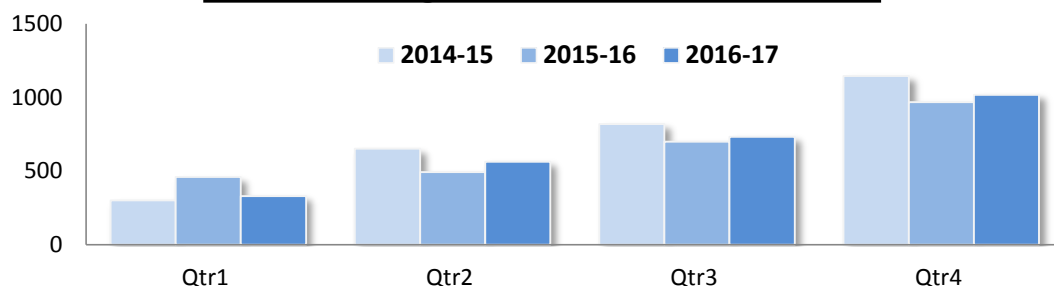


Local Performance Report - Quarterly Monitoring data

Number of carers receiving an assessment, services and/or information and advice (Year to date)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
301	651	819	1144	459	493	699	967	330	563	732	1016

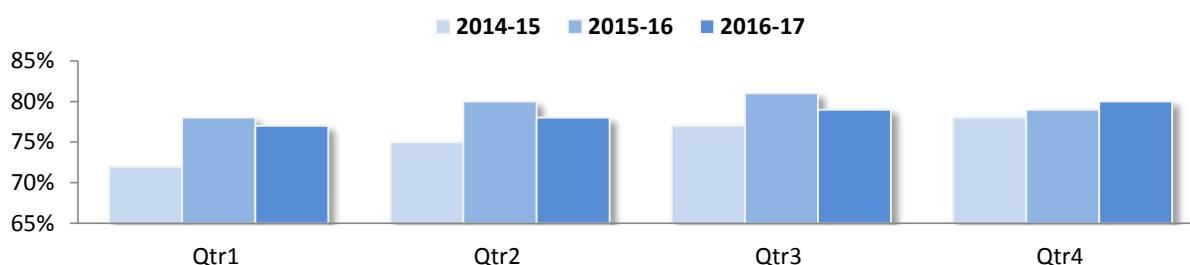
Carers receiving an assessment and/or service



Percentage of adults receiving long term community based services at the end of each quarter

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
72%	75%	77%	78%	78%	80%	81%	79%	77%	78%	79%	80%

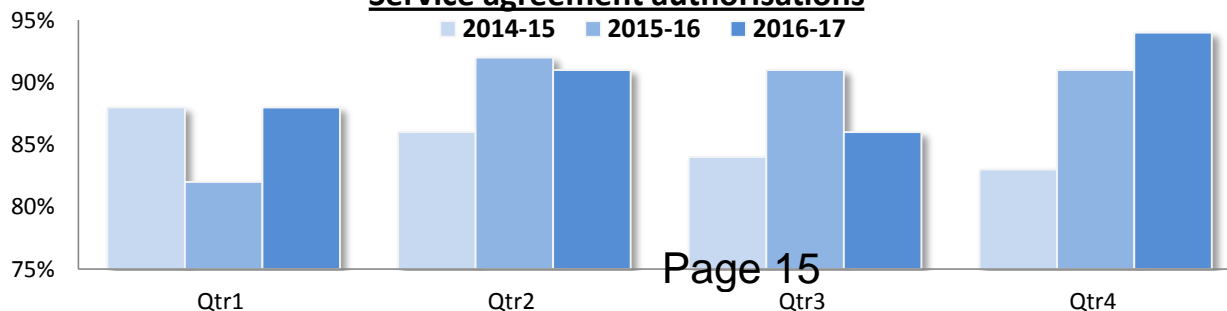
Adults receiving long-term community based services



Percentage of service agreement authorisations completed within five days as at the end of each quarter

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
88%	86%	84%	83%	82%	92%	91%	91%	88%	91%	86%	94%

Service agreement authorisations

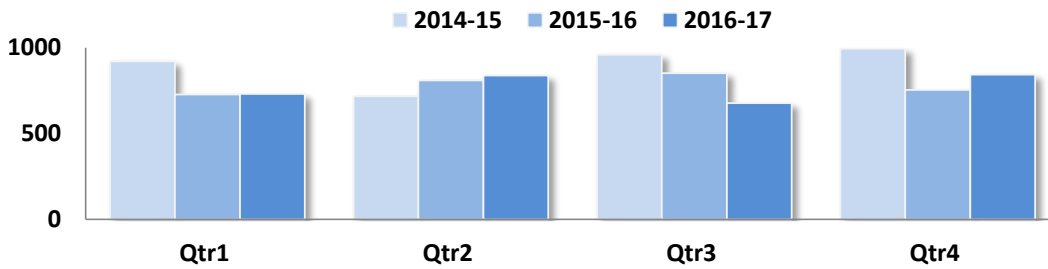


Local Performance Report - Quarterly Monitoring data

Number of Assessments and Reviews completed (quarterly snapshot)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
920	718	959	994	728	810	852	754	731	838	678	843

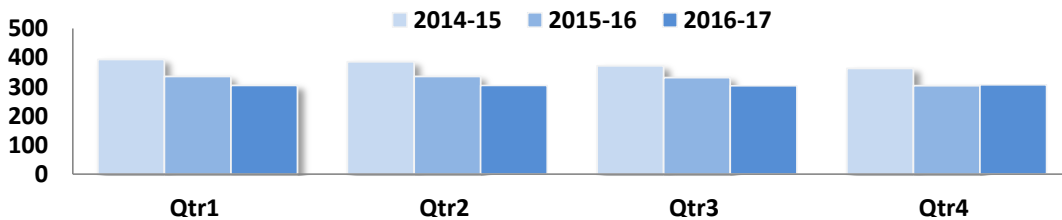
Number of Assessments and Reviews completed



The number of adults in a permanent residential placement as at each quarter (quarterly snapshot data)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
394	386	372	363	336	336	332	304	305	304	303	307

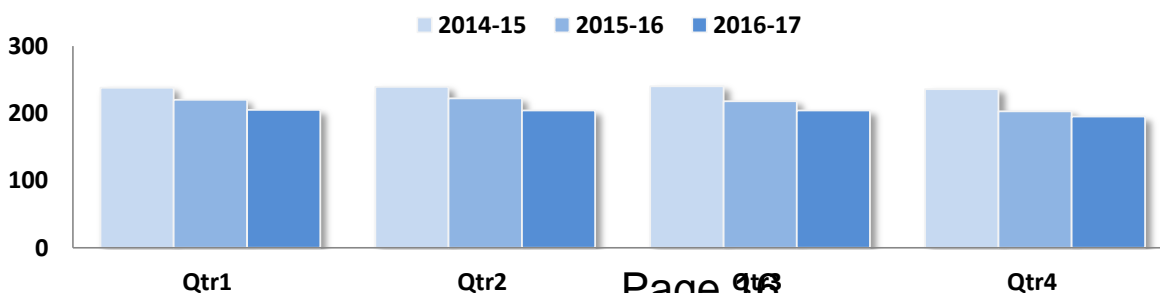
Total number of adults in a permanent residential placement



The number of adults in a permanent nursing placement as at each quarter (quarterly snapshot data)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
238	239	240	236	220	222	218	203	205	204	204	195

Total number of adults in a permanent nursing placement

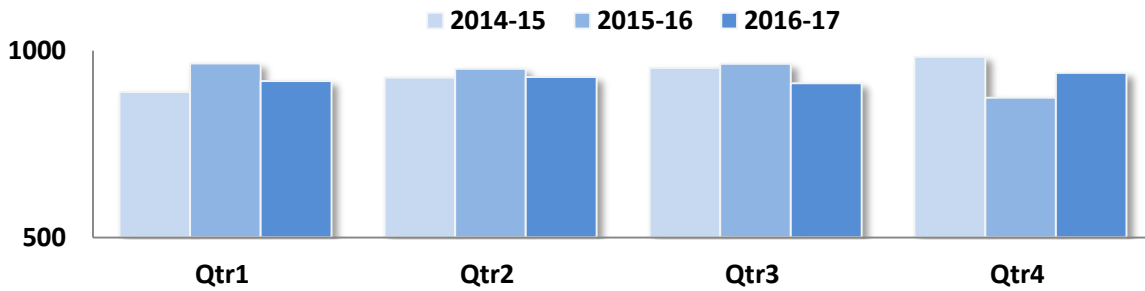


Local Performance Report - Quarterly Monitoring data

Total number of adults receiving home care services as at each quarter (quarterly snapshot data)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
889	927	953	983	965	951	964	874	918	929	912	940

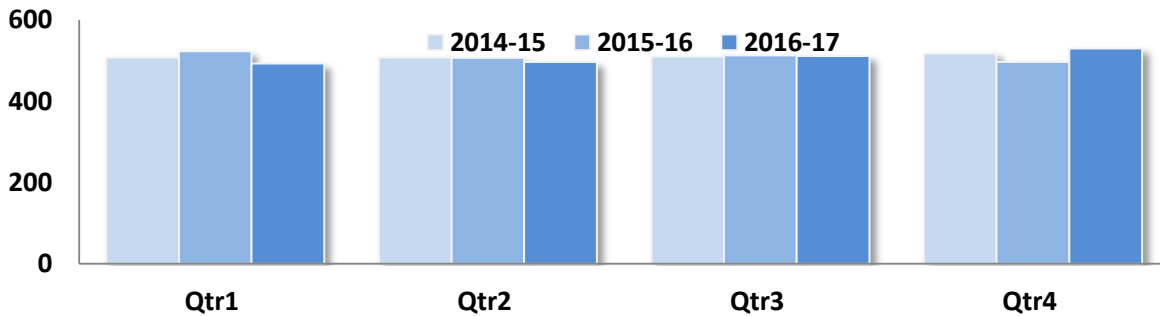
Total number of adults receiving home care



Total number of adults receiving a direct payment as at each quarter (quarterly snapshot data)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
508	508	510	518	523	507	513	497	493	497	512	530

Total number of adults receiving direct payment

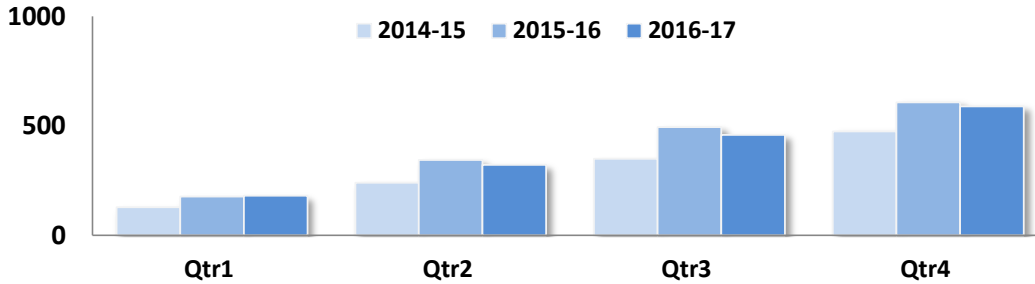


Local Performance Report - Quarterly Monitoring data

Total number of safeguarding referrals started in the year (Year to date)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
128	241	349	475	177	344	494	607	181	322	458	589

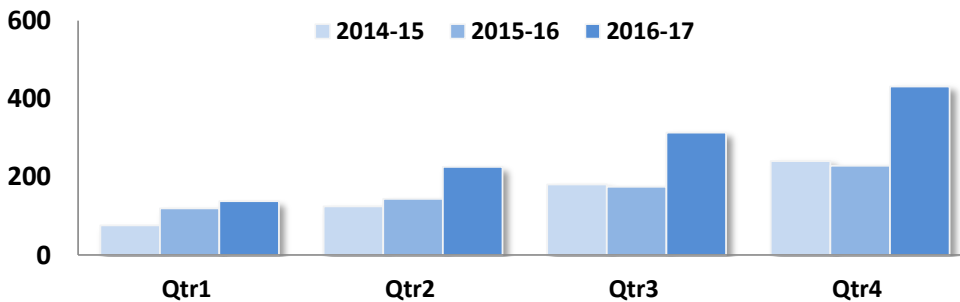
Safeguarding referrals started in the year



Number of safeguarding cases closed as an alert only. (Year to date)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
76	125	181	241	120	144	175	229	138	226	314	432

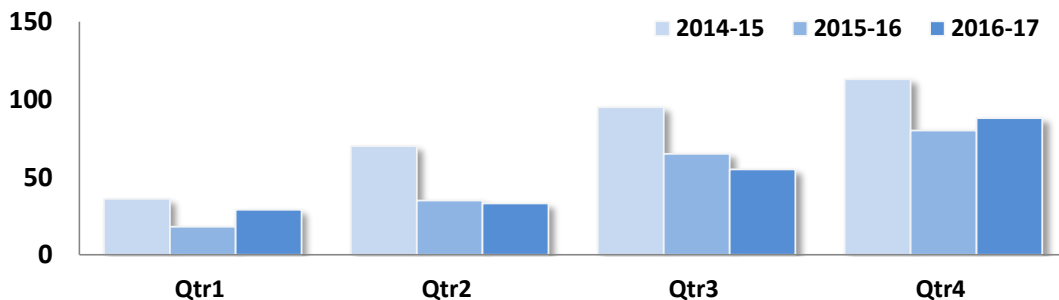
Safeguarding cases closed as an alert only



Number of safeguarding investigation cases closed during the year (Year to date)

2014-15				2015-16				2016-17			
Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
36	70	95	113	18	35	65	80	29	33	55	88

Safeguarding investigation cases closed during the year



Merton Council

Adult Social Care - Local Account 2013-2017

If you would prefer a paper copy to be sent to you please contact the Business Intelligence Team on email: communityperformanceteam@merton.gov.uk

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Adult Social Care Local Account 2013-2017

