

Summary of Adult Services Targets

Aim		MTP*	Target	Traffic Light
1b	Deliver services that are equally accessible and meet the differing needs of our communities		80% of enquiries answered at first contact by 2008	Amber
1b			Increase customer satisfaction with Council performance to 60% by 2007	Green
4a	In partnership, help adults and older people to maintain their independence and quality of life	Adult Social Care	Ave 88% clients provided with community based services by 2008	Amber
4a		Adult Social Care	94% of new clients supported with community based services by 2008	Green
4a			85% of equipment and adaptations delivered within 7 working days by 2008	Green
4b	Assist those who need our support to have greater choice and control of their lives	Adult Social Care	76% clients receive an annual review	Green
4b			460 clients arrange own care through Direct Payments by 2008	Green
4c	Improve access to learning and jobs by encouraging people to develop and improve their knowledge and skills		1550 adults achieve level 2 qualifications by 2008	Green
4c			1000 adults completing level 2 qualifications in care and retail by 2008	Green
4d	Widen access to library services, culture, lifelong learning and healthier lifestyles for all		Achieve level 3 national service standards for our libraries by 2008	Annual
4d			Support at least 2,200 adults to achieve basic skills qualifications by 2008	Green
5b	Provide support to help families cope with their responsibilities	Adult Social Care	Increase support for carers and families including opportunities for respite care	No measure
5c			Supporting parents in later life	No measure
6d	Identify and remove barriers, both real and perceived, to Council services and foster strong relationships with our diverse communities		Identify communities where voluntary sector capacity needs to be enhanced and implement actions to support this	No measure
6d			Develop and implement codes of practice on funding, volunteering and consultation by 2008	Green
6d			Develop and deliver a support service providing training and advice to voluntary organisations by 2007	Green

* Identified as an area for financial investment or protection