

Quality of Life Outcomes

The % of service users whose quality of life has improved as a result of their care package (Re-Assessments)

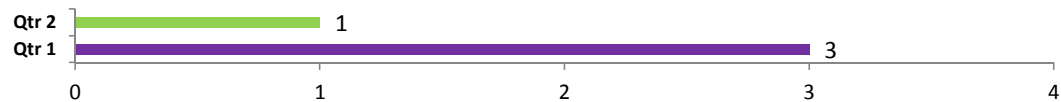


Help and support from ASC Services

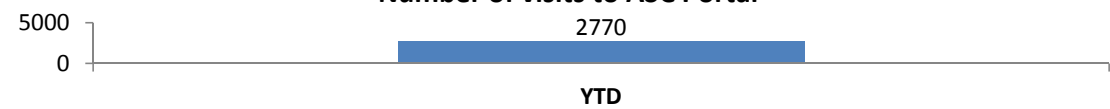
Number of complaints received by the department concerning challenging practice decisions



Number of complaints received concerning delay in receiving a service



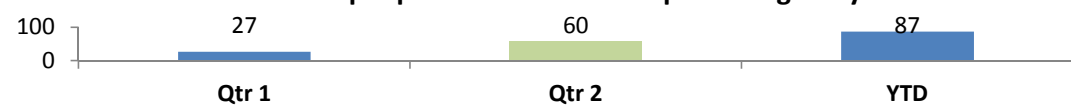
Number of visits to ASC Portal



Number of people who click on IAG links

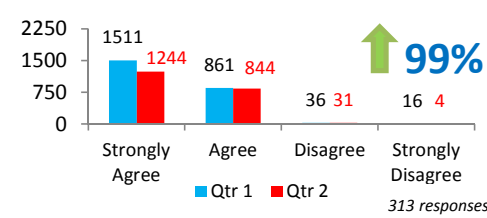
262/805

Number of people who submitted a portal eligibility form

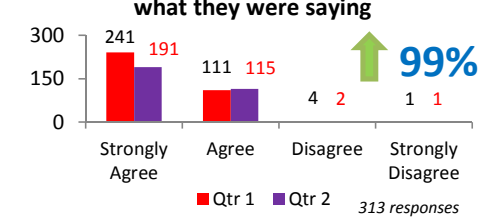


Quality of interaction with ASC Services and staff

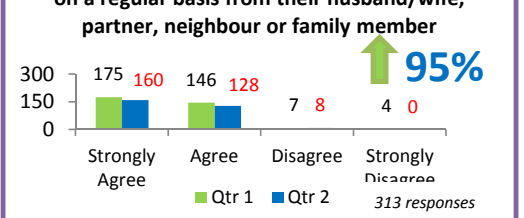
% of service users satisfied/ highly satisfied with quality of interaction with ASC staff



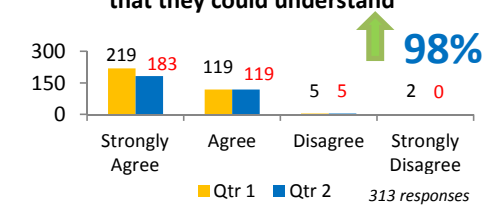
% of service users who felt that their social worker who spoke with them understood what they were saying



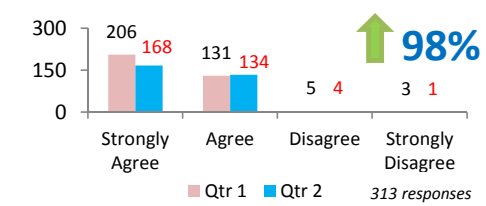
% of service users who felt that their social worker discussed any practical help they receive on a regular basis from their husband/wife, partner, neighbour or family member



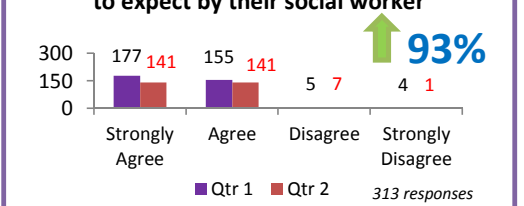
% of service users who felt that their social worker provided them with clear information that they could understand



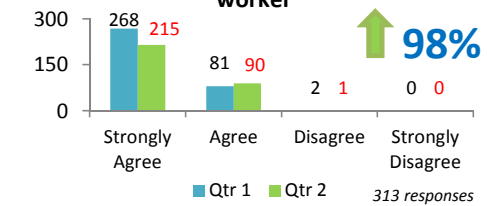
% of service users who felt their social worker explained what would happen next



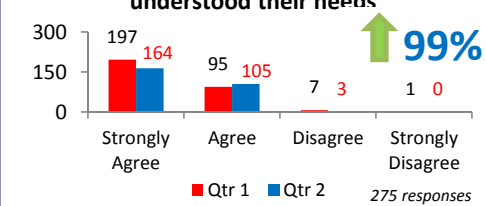
% of service users who felt their experience of the process matched what they were told to expect by their social worker



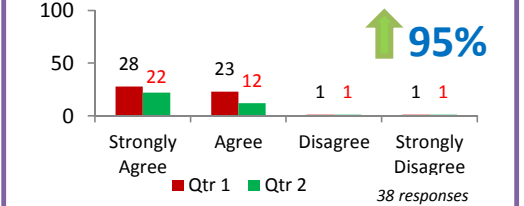
% of service users who felt they were treated with respect and dignity by their social worker



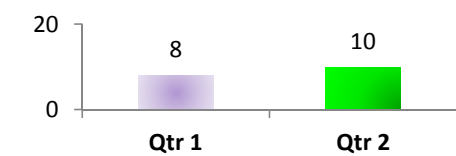
\*(A) % of service users who felt that their social worker was knowledgeable and understood their needs



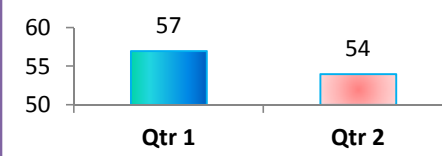
\*(B) % of service users who would not have changed anything in the process



Number of complaints received regarding staff attitudes/behaviour



Number of commendations received



\*(A) User experience of ASC services

(B) User experience of ASC via contact & response team