Council X is a borough council and sets out to double the capacity of its reablement service by reducing the average weeks in service from 8 weeks to 5 weeks and improving performance from current 30% self caring to 42% self caring. They used this simple tracking sheet to track progress closely through the implementation. These were reviewed by the SMT lead on a two weekly basis initially (then moving to monthly). The meetings always started with this simple performance review sheet and the rest of the meeting focused on addressing the areas of concern. As you will see this discipline led to a steady increase in performance from 31% to target of 42%.

<table>
<thead>
<tr>
<th>Month</th>
<th>Referrals</th>
<th>Acceptances</th>
<th>Discharges</th>
<th>Blockages</th>
<th>Self Caring</th>
<th>Less</th>
<th>More</th>
<th>DNC</th>
<th>Average Weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr-10</td>
<td>41</td>
<td>36</td>
<td>36</td>
<td>16</td>
<td>31%</td>
<td>14%</td>
<td>8%</td>
<td>20%</td>
<td>5.5</td>
</tr>
<tr>
<td>May-10</td>
<td>30</td>
<td>29</td>
<td>36</td>
<td>16</td>
<td>36%</td>
<td>14%</td>
<td>0%</td>
<td>31%</td>
<td>4.5</td>
</tr>
<tr>
<td>Jun-10</td>
<td>26</td>
<td>16</td>
<td>26</td>
<td>16</td>
<td>27%</td>
<td>15%</td>
<td>12%</td>
<td>31%</td>
<td>5.25</td>
</tr>
<tr>
<td>Jul-10</td>
<td>53</td>
<td>50</td>
<td>29</td>
<td>0</td>
<td>38%</td>
<td>7%</td>
<td>0%</td>
<td>34%</td>
<td>3.5</td>
</tr>
<tr>
<td>Aug-10</td>
<td>46</td>
<td>41</td>
<td>36</td>
<td>5</td>
<td>39%</td>
<td>19%</td>
<td>0%</td>
<td>25%</td>
<td>5.0</td>
</tr>
<tr>
<td>Sep-10</td>
<td>47</td>
<td>44</td>
<td>51</td>
<td>0</td>
<td>31%</td>
<td>12%</td>
<td>0%</td>
<td>39%</td>
<td>4</td>
</tr>
<tr>
<td>Oct-10</td>
<td>54</td>
<td>53</td>
<td>44</td>
<td>0</td>
<td>34%</td>
<td>20%</td>
<td>2%</td>
<td>21%</td>
<td>3.5</td>
</tr>
<tr>
<td>Nov-10</td>
<td>55</td>
<td>54</td>
<td>49</td>
<td>0</td>
<td>47%</td>
<td>22%</td>
<td>0%</td>
<td>18%</td>
<td>5</td>
</tr>
<tr>
<td>Dec-10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jan-11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feb-11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar-11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>352</td>
<td>323</td>
<td>307</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average</td>
<td>44</td>
<td>40</td>
<td>38</td>
<td>7</td>
<td>35.38%</td>
<td>15.38%</td>
<td>3.14%</td>
<td>27.38%</td>
<td>4.5</td>
</tr>
<tr>
<td>Target</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>