

INTRODUCTION:

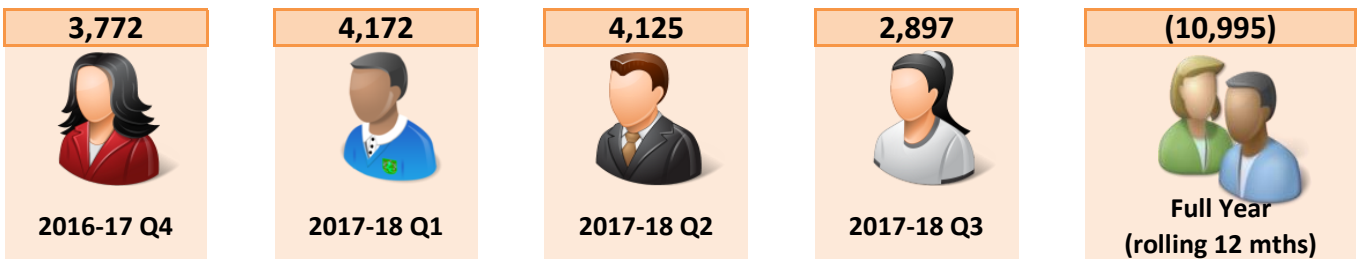
Issue: 1 Updated: 23/01/2018

This activity & data quality report is designed to accompany the quarterly IMS monitoring report. The information in this report is shown for each service and as a total for the local authority area. The sections of this report show both the consistency in the number of clients and volume of activity that is entered into IMS each quarter, and the number and data quality of assessments that are completed for the clients that are seen.

If you have any questions about your data, need help or more information please do contact us <https://ims.ljmu.ac.uk/contact>

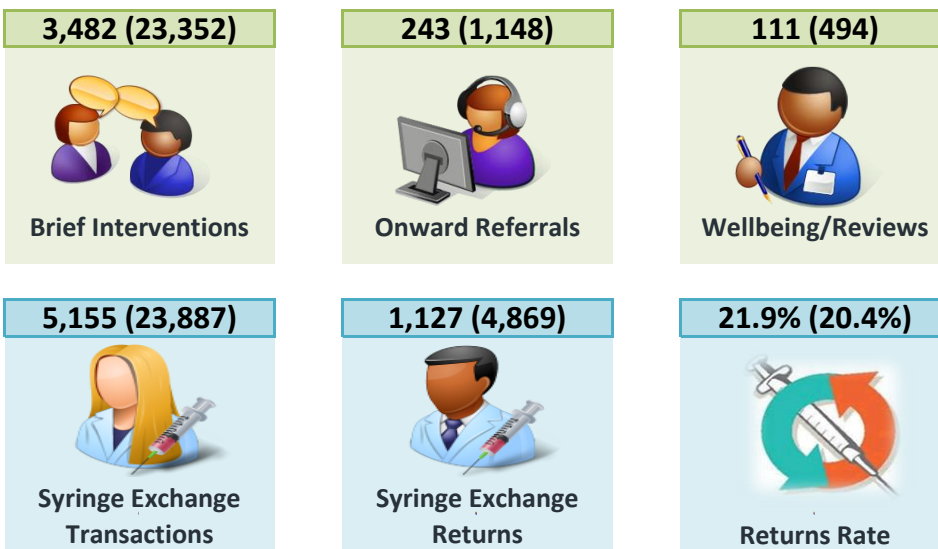
Contents			
Count of individuals	p.2	Clients with assessment	p.5
Count of activity recorded	p.3	Assessment data items	p.6
		Data notes & methodology	p.8

TOTAL CLIENTS SEEN: LIVERPOOL



* Summary figures where shown in brackets are for a full year / 12 month period

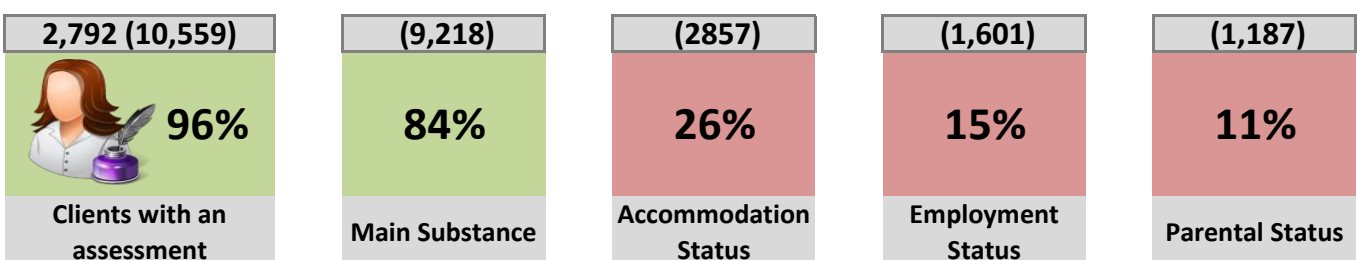
ACTIVITY RECORDED: LIVERPOOL



In the most recent quarter 3,482 brief interventions were delivered to 2,897 clients in the Liverpool local authority area. This equates to an average of 1.2 interventions per person.

There were 1,127 equipment returns recorded during 2017-18 Q3 a ratio of 1 return to every 4.6 syringe exchange visits, (or 21.9% of visits).

ASSESSMENT DATA ITEMS: IMS DATA QUALITY REPORT

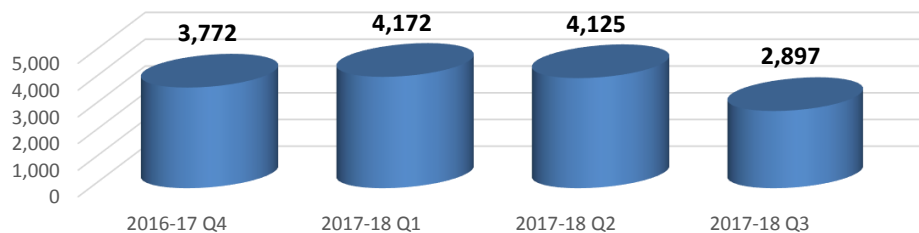


CLIENTS SUMMARY: BY AGENCY

NUMBER OF INDIVIDUALS RECORDED QUARTERLY:

The number of individuals reported by each agency quarterly, and the total number of individuals seen over the last four quarters (rolling 12 months). The local authority figures are the total unique individuals.

IMS	Agencies	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Full Year (rolling 12 mths)
LIV10002	Armistead City	***	***	***	0	***
LIV10003	Community Voice	32	22	33	9	45
LIV10005	Armistead Street	53	85	88	73	165
LIV10007	Whitechapel Centre	0	0	0	0	0
LIV10009	Action on Addiction - SHARP	205	209	195	174	439
LIV10014	Aintree Hospital	380	384	292	0	917
LIV10018	Brownlow Practice	87	84	57	79	174
LIV10020	Royal Liverpool Hospital LCAS	385	261	***	0	581
LIV10050	Young Addaction Liverpool	41	160	588	302	1,057
LIV10071	North ARC - Addaction Recovery Centre	134	148	114	119	371
LIV10072	Central ARC - Addaction Recovery Centre	64	67	58	45	166
LIV10073	South ARC - Addaction Recovery Centre	***	0	0	0	***
LIV10076	Addaction COAST	***	14	30	19	54
LIV10081	Addaction Pre Treatment	7	14	8	22	45
LIV10085	Addaction Whitechapel Outreach	0	63	25	38	95
LIV10084	Addaction REST Centre	0	19	47	20	60
LIV10060	Transforming Choice	29	42	6	9	54
LIV30054	Addaction YMCA - Needle Exchange	0	0	14	16	21
LIV58343	Belle Vale Pharmacy	33	24	22	25	69
LIV58350	Boots - Long Lane	0	12	12	***	24
LIV58351	Boots - Boaler St	114	223	107	65	441
LIV58353	Boots - London Rd	824	994	1,124	883	2,760
LIV58394	Lloyds - Prospect Point	715	802	642	569	2,111
LIV58398	Lloyds - West Derby Road	130	111	163	148	404
LIV58403	Lloyds - Muirhead Ave East	44	50	47	17	114
LIV58406	Lloyds - Townsend Lane	332	216	240	109	638
LIV58409	Lloyds - St Oswald St	112	144	140	127	391
LIV58415	Melwood Pharmacy, Deysbrook Lane	5	11	8	***	17
LIV58416	Norman Pharmacy, Walton Rd	203	271	305	249	730
LIV58421	Rowlands - Speke Health Centre	34	48	32	31	104
LIV58422	Rowlands - Somerfield, Garston	91	99	91	53	220
LIV58437	Rowlands - Lodge Lane	87	***	12	0	91
LIV58574	Riverside Pharmacy	16	19	18	16	41
LIV	Liverpool Local Authority	3,772	4,172	4,125	2,897	10,995



Number of individuals recorded by services in the Liverpool Local Authority area during the last four quarterly periods.

ACTIVITY SUMMARY: BY AGENCY

Total activity by type delivered by each agency quarterly and as a total for the full year (rolling 12 month period).

IMS	Brief Interventions					Onward Referrals					Wellbeing/Reviews				
	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)
LIV10002	***	***	***	0	***	0	0	0	0	0	0	0	0	0	0
LIV10003	51	35	41	9	136	0	0	0	0	0	16	***	23	5	48
LIV10005	157	243	239	214	853	***	***	0	***	6	0	0	***	0	***
LIV10007	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV10009	2,311	2,413	1,964	2,077	8,765	294	181	211	173	859	97	81	83	82	343
LIV10014	444	463	336	0	1,243	0	0	19	0	19	0	0	0	0	0
LIV10018	204	221	194	199	818	36	21	17	26	100	0	0	0	0	0
LIV10020	613	361	***	0	977	0	9	0	0	9	0	0	0	0	0
LIV10050	83	269	624	327	1,303	***	***	***	***	8	***	0	0	***	***
LIV10071	177	215	248	121	761	***	***	11	6	22	8	7	16	8	39
LIV10072	105	155	123	99	482	12	***	5	5	24	11	8	6	5	30
LIV10073	***	0	0	0	***	0	0	0	0	0	0	0	0	0	0
LIV10076	***	24	52	42	119	0	***	0	5	7	***	5	***	***	12
LIV10081	7	23	19	68	117	0	0	***	20	21	0	***	***	7	11
LIV10085	0	76	27	48	151	0	0	0	0	0	0	5	0	0	5
LIV10084	0	32	196	47	275	0	5	49	6	60	0	0	0	0	0
LIV10060	3,779	3,213	76	158	7,226	13	0	0	0	13	0	0	0	0	0
LIV30054	0	0	48	73	121	0	0	0	0	0	0	0	0	0	0
LIV58343	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58350	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58351	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58353	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58394	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58398	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58403	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58406	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58409	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58415	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58416	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58421	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58422	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58437	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV58574	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LIV	7,935	7,744	4,191	3,482	23,352	360	230	315	243	1,148	136	111	136	111	494



23,352

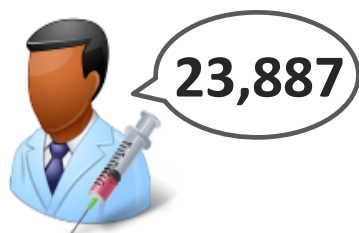
Number of brief interventions delivered to clients in the Liverpool Local Authority area this year

That equates to an average of 2.12 interventions per person

ACTIVITY SUMMARY: BY AGENCY

Total activity by type delivered by each agency quarterly and as a total for the current year to date.

IMS	Syringe Exchange Transactions					Syringe Exchange Returns					Returns Rate				
	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)	2016-17 Q4	2017-18 Q1	2017-18 Q2	2017-18 Q3	Year (12 mths)
LIV10002	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10003	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10005	0	0	175	169	344	0	0	***	0	***	-	-	1%	0%	0%
LIV10007	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10009	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10014	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10018	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10020	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10050	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10071	173	126	119	117	535	69	39	50	23	181	40%	31%	42%	20%	34%
LIV10072	63	72	54	45	234	22	26	14	10	72	35%	36%	26%	22%	31%
LIV10073	***	0	0	0	***	0	0	0	0	0	0%	-	-	-	0%
LIV10076	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10081	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10085	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV10084	0	0	***	***	***	0	0	0	***	***	-	-	0%	100%	33%
LIV10060	0	0	0	0	0	0	0	0	0	0	-	-	-	-	-
LIV30054	0	0	48	74	122	0	0	21	32	53	-	-	44%	43%	43%
LIV58343	67	76	49	58	250	***	0	***	0	***	1%	0%	4%	0%	1%
LIV58350	0	21	22	***	46	0	***	0	0	***	-	5%	0%	0%	2%
LIV58351	143	350	133	77	703	13	47	30	13	103	9%	13%	23%	17%	15%
LIV58353	1,980	2,313	2,732	2,197	9,222	429	450	508	417	1,804	22%	19%	19%	19%	20%
LIV58394	1,378	1,302	965	982	4,627	150	254	138	155	697	11%	20%	14%	16%	15%
LIV58398	319	310	351	284	1,264	47	72	66	71	256	15%	23%	19%	25%	20%
LIV58403	75	75	78	21	249	34	23	31	7	95	45%	31%	40%	33%	38%
LIV58406	692	346	438	197	1,673	43	42	75	82	242	6%	12%	17%	42%	14%
LIV58409	218	241	211	204	874	60	60	66	78	264	28%	25%	31%	38%	30%
LIV58415	42	35	28	21	126	***	***	5	***	16	10%	9%	18%	19%	13%
LIV58416	443	596	694	474	2,207	123	157	234	136	650	28%	26%	34%	29%	29%
LIV58421	87	103	62	80	332	62	75	50	61	248	71%	73%	81%	76%	75%
LIV58422	159	159	145	69	532	18	29	21	17	85	11%	18%	14%	25%	16%
LIV58437	210	***	15	0	228	37	***	***	0	42	18%	67%	20%	-	18%
LIV58574	79	74	78	82	313	10	14	11	20	55	13%	19%	14%	24%	18%
LIV	6,129	6,204	6,399	5,155	23,887	1,122	1,294	1,326	1,127	4,869	18%	21%	21%	22%	20%



23,887

Number of syringe exchange transactions by clients in the Liverpool Local Authority area this year

**There were 4,869 equipment returns were recorded
A ratio of 1 return to every 4.9 syringe exchange visits**

CLIENT REVIEW DATA: BY AGENCY

CLIENTS WITH ASSESSMENT COMPLETED:

The number and percentage of individuals who have any of the assessment data items completed, shown for each of the last four quarters and for the full year (rolling 12 month period).

IMS	Agencies	2016-17 Q4		2017-18 Q1		2017-18 Q2		2017-18 Q3		Full Year (rolling 12 mths)	
		n	%	n	%	n	%	n	%	n	%
LIV10002	Armistead City	***	100%	***	100%	***	100%	0	-	***	100%
LIV10003	Community Voice	32	100%	22	100%	33	100%	9	100%	45	100%
LIV10005	Armistead Street	49	92%	62	73%	66	75%	53	73%	108	65%
LIV10007	Whitechapel Centre	0	-	0	-	0	-	0	-	0	-
LIV10009	Action on Addiction - SHARP	204	100%	206	99%	191	98%	169	97%	430	98%
LIV10014	Aintree Hospital	378	99%	368	96%	289	99%	0	-	896	98%
LIV10018	Brownlow Practice	87	100%	84	100%	57	100%	68	86%	163	94%
LIV10020	Royal Liverpool Hospital LCAS	385	100%	260	100%	***	100%	0	-	580	100%
LIV10050	Young Addaction Liverpool	40	98%	155	97%	315	54%	239	79%	715	68%
LIV10071	North ARC - Addaction Recovery Centre	132	99%	145	98%	105	92%	111	93%	351	95%
LIV10072	Central ARC - Addaction Recovery Centre	62	97%	67	100%	58	100%	42	93%	161	97%
LIV10073	South ARC - Addaction Recovery Centre	***	100%	0	-	0	-	0	-	***	100%
LIV10076	Addaction COAST	***	100%	14	100%	30	100%	14	74%	49	91%
LIV10081	Addaction Pre Treatment	7	100%	14	100%	8	100%	22	100%	45	100%
LIV10085	Addaction Whitechapel Outreach	0	-	62	98%	25	100%	38	100%	94	99%
LIV10084	Addaction REST Centre	0	-	19	100%	47	100%	20	100%	60	100%
LIV10060	Transforming Choice	29	100%	42	100%	6	100%	9	100%	54	100%
LIV30054	Addaction YMCA - Needle Exchange	0	-	0	-	14	100%	15	94%	20	95%
LIV58343	Belle Vale Pharmacy	33	100%	24	100%	22	100%	25	100%	69	100%
LIV58350	Boots - Long Lane	0	-	12	100%	12	100%	***	100%	24	100%
LIV58351	Boots - Boaler St	114	100%	223	100%	107	100%	65	100%	441	100%
LIV58353	Boots - London Rd	824	100%	994	100%	1,124	100%	883	100%	2,760	100%
LIV58394	Lloyds - Prospect Point	715	100%	802	100%	642	100%	569	100%	2,111	100%
LIV58398	Lloyds - West Derby Road	130	100%	111	100%	163	100%	148	100%	404	100%
LIV58403	Lloyds - Muirhead Ave East	44	100%	50	100%	47	100%	17	100%	114	100%
LIV58406	Lloyds - Townsend Lane	332	100%	216	100%	240	100%	109	100%	638	100%
LIV58409	Lloyds - St Oswald St	112	100%	144	100%	140	100%	127	100%	391	100%
LIV58415	Melwood Pharmacy, Deysbrook Lane	5	100%	11	100%	8	100%	***	100%	17	100%
LIV58416	Norman Pharmacy, Walton Rd	203	100%	271	100%	305	100%	249	100%	730	100%
LIV58421	Rowlands - Speke Health Centre	34	100%	48	100%	32	100%	31	100%	104	100%
LIV58422	Rowlands - Somerfield, Garston	91	100%	99	100%	91	100%	53	100%	220	100%
LIV58437	Rowlands - Lodge Lane	87	100%	***	100%	12	100%	0	-	91	100%
LIV58574	Riverside Pharmacy	16	100%	19	100%	18	100%	16	100%	41	100%
LIV	Liverpool Local Authority	3,761	100%	4,128	99%	3,821	93%	2,792	96%	10,559	96%

CLIENT REVIEW DATA: BY AGENCY

CLIENTS WITH ASSESSMENT COMPLETED: (FULL YEAR)

The number and percentage of individuals who have the stated assessment data item completed, shown for the full year (rolling 12 month period).

IMS	Agencies	Main Substance		Accommodation Status		Employment Status		Parental Status		Disability		Postcode	
		n	%	n	%	n	%	n	%	n	%	n	%
LIV10002	Armistead City	***	75%	***	100%	***	100%	***	100%	***	25%	***	100%
LIV10003	Community Voice	45	100%	44	98%	44	98%	43	96%	27	60%	37	82%
LIV10005	Armistead Street	100	61%	50	30%	38	23%	35	21%	14	8%	36	22%
LIV10007	Whitechapel Centre	-	-	-	-	-	-	-	-	-	-	-	-
LIV10009	Action on Addiction - SHARP	430	98%	419	95%	417	95%	86	20%	52	12%	303	69%
LIV10014	Aintree Hospital	891	97%	167	18%	47	5%	138	15%	6	1%	748	82%
LIV10018	Brownlow Practice	163	94%	154	89%	143	82%	106	61%	17	10%	65	37%
LIV10020	Royal Liverpool Hospital LCAS	579	100%	91	16%	63	11%	63	11%	6	1%	539	93%
LIV10050	Young Addaction Liverpool	715	68%	350	33%	355	34%	302	29%	202	19%	647	61%
LIV10071	North ARC - Addaction Recovery Centre	350	94%	260	70%	226	61%	171	46%	190	51%	282	76%
LIV10072	Central ARC - Addaction Recovery Centre	161	97%	134	81%	83	50%	59	36%	65	39%	138	83%
LIV10073	South ARC - Addaction Recovery Centre	***	100%	***	100%	***	100%	-	-	***	100%	***	100%
LIV10076	Addaction COAST	49	91%	37	69%	37	69%	29	54%	28	52%	23	43%
LIV10081	Addaction Pre Treatment	45	100%	42	93%	39	87%	36	80%	26	58%	33	73%
LIV10085	Addaction Whitechapel Outreach	94	99%	93	98%	79	83%	65	68%	64	67%	***	2%
LIV10084	Addaction REST Centre	60	100%	52	87%	48	80%	47	78%	46	77%	14	23%
LIV10060	Transforming Choice	54	100%	54	100%	54	100%	47	87%	54	100%	44	81%
LIV30054	Addaction YMCA - Needle Exchange	20	95%	20	95%	20	95%	6	29%	18	86%	20	95%
LIV58343	Belle Vale Pharmacy	66	96%	-	-	-	-	-	-	-	-	69	100%
LIV58350	Boots - Long Lane	7	29%	-	-	-	-	-	-	-	-	24	100%
LIV58351	Boots - Boaler St	-	-	-	-	-	-	-	-	-	-	441	100%
LIV58353	Boots - London Rd	1,960	71%	859	31%	-	-	-	-	-	-	1,916	69%
LIV58394	Lloyds - Prospect Point	2,057	97%	205	10%	-	-	-	-	-	-	1,911	91%
LIV58398	Lloyds - West Derby Road	399	99%	***	0%	-	-	-	-	-	-	402	100%
LIV58403	Lloyds - Muirhead Ave East	112	98%	-	-	-	-	-	-	-	-	114	100%
LIV58406	Lloyds - Townsend Lane	568	89%	***	0%	-	-	-	-	-	-	635	100%
LIV58409	Lloyds - St Oswald St	311	80%	***	0%	-	-	-	-	-	-	390	100%
LIV58415	Melwood Pharmacy, Deysbrook Lane	15	88%	-	-	-	-	-	-	-	-	17	100%
LIV58416	Norman Pharmacy, Walton Rd	697	95%	***	0%	-	-	-	-	-	-	727	100%
LIV58421	Rowlands - Speke Health Centre	103	99%	-	-	-	-	-	-	-	-	104	100%
LIV58422	Rowlands - Somerfield, Garston	211	96%	-	-	-	-	-	-	-	-	220	100%
LIV58437	Rowlands - Lodge Lane	79	87%	-	-	-	-	-	-	-	-	91	100%
LIV58574	Riverside Pharmacy	41	100%	-	-	-	-	-	-	-	-	41	100%
LIV	Liverpool Local Authority	9,218	84%	2,857	26%	1,601	15%	1,187	11%	788	7%	9,031	82%

CLIENT REVIEW DATA: BY AGENCY

CLIENTS WITH ASSESSMENT COMPLETED: (LAST QUARTER)

The number and percentage of individuals seen in the last quarter (2017-18 Q3) who have the stated assessment data item completed.

IMS	Agencies	Main Substance		Accommodation Status		Employment Status		Parental Status		Disability		Postcode	
		n	%	n	%	n	%	n	%	n	%	n	%
LIV10002	Armistead City	-	-	-	-	-	-	-	-	-	-	-	-
LIV10003	Community Voice	9	100%	9	100%	9	100%	9	100%	7	78%	7	78%
LIV10005	Armistead Street	50	68%	26	36%	21	29%	16	22%	10	14%	16	22%
LIV10007	Whitechapel Centre	-	-	-	-	-	-	-	-	-	-	-	-
LIV10009	Action on Addiction - SHARP	169	97%	168	97%	167	96%	53	30%	32	18%	119	68%
LIV10014	Aintree Hospital	-	-	-	-	-	-	-	-	-	-	-	-
LIV10018	Brownlow Practice	68	86%	64	81%	60	76%	43	54%	11	14%	33	42%
LIV10020	Royal Liverpool Hospital LCAS	-	-	-	-	-	-	-	-	-	-	-	-
LIV10050	Young Addaction Liverpool	239	79%	145	48%	165	55%	156	52%	116	38%	229	76%
LIV10071	North ARC - Addaction Recovery Centre	111	93%	78	66%	64	54%	56	47%	57	48%	83	70%
LIV10072	Central ARC - Addaction Recovery Centre	42	93%	34	76%	18	40%	14	31%	13	29%	33	73%
LIV10073	South ARC - Addaction Recovery Centre	-	-	-	-	-	-	-	-	-	-	-	-
LIV10076	Addaction COAST	14	74%	14	74%	14	74%	10	53%	10	53%	10	53%
LIV10081	Addaction Pre Treatment	22	100%	22	100%	22	100%	22	100%	20	91%	20	91%
LIV10085	Addaction Whitechapel Outreach	38	100%	38	100%	36	95%	35	92%	35	92%	-	-
LIV10084	Addaction REST Centre	20	100%	15	75%	14	70%	13	65%	13	65%	6	30%
LIV10060	Transforming Choice	9	100%	9	100%	9	100%	8	89%	9	100%	9	100%
LIV30054	Addaction YMCA - Needle Exchange	15	94%	15	94%	15	94%	5	31%	13	81%	15	94%
LIV58343	Belle Vale Pharmacy	22	88%	-	-	-	-	-	-	-	-	25	100%
LIV58350	Boots - Long Lane	***	50%	-	-	-	-	-	-	-	-	***	100%
LIV58351	Boots - Boaler St	-	-	-	-	-	-	-	-	-	-	65	100%
LIV58353	Boots - London Rd	711	81%	178	20%	-	-	-	-	-	-	715	81%
LIV58394	Lloyds - Prospect Point	564	99%	59	10%	-	-	-	-	-	-	515	91%
LIV58398	Lloyds - West Derby Road	146	99%	-	-	-	-	-	-	-	-	148	100%
LIV58403	Lloyds - Muirhead Ave East	17	100%	-	-	-	-	-	-	-	-	17	100%
LIV58406	Lloyds - Townsend Lane	73	67%	-	-	-	-	-	-	-	-	109	100%
LIV58409	Lloyds - St Oswald St	122	96%	***	1%	-	-	-	-	-	-	126	99%
LIV58415	Melwood Pharmacy, Deysbrook Lane	***	100%	-	-	-	-	-	-	-	-	***	100%
LIV58416	Norman Pharmacy, Walton Rd	238	96%	-	-	-	-	-	-	-	-	247	99%
LIV58421	Rowlands - Speke Health Centre	31	100%	-	-	-	-	-	-	-	-	31	100%
LIV58422	Rowlands - Somerfield, Garston	50	94%	-	-	-	-	-	-	-	-	53	100%
LIV58437	Rowlands - Lodge Lane	-	-	-	-	-	-	-	-	-	-	-	-
LIV58574	Riverside Pharmacy	16	100%	-	-	-	-	-	-	-	-	16	100%
LIV	Liverpool Local Authority	2,520	87%	840	29%	602	21%	433	15%	341	12%	2,419	84%

Clients seen: a count of unique clients who have any one of the following activities recorded within the stated period – brief intervention, onward referral, wellbeing review, syringe exchange transaction, syringe return transaction.

Activity summary: a count of each activity recorded quarterly and for the last year (12 months).

Clients with assessment: the number and percentage of clients seen within the stated period who have ever had an assessment completed.

Assessment data items: the number and percentage of clients seen within the stated period who have ever had the specified data item recorded, this excludes any 'Not Known' responses.

Client and Activity Counts: Red less than ½ quarterly average, Green greater than 1½ times the quarterly average for the agency.

Returns rate: Red below 20% Green over 70%

Data items: Red below 40% Amber between 40 – 70% Green over 70%

The figures shown for Year /12 months are for the last 4 quarters, rather than the current year to date, this is to allow comparison of yearly figures between different reporting periods.

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