

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**  
**SOCIAL CARE, HEALTH AND WELLBEING COMMITTEE**

**URGENT JOINT REPORT OF THE HEAD OF CHILDREN AND  
YOUNG PEOPLE SERVICES AND ADULT SOCIAL SERVICES AND  
THE HEAD OF COMMISSIONING AND SUPPORT SERVICES**

**A. JARRETT and A. THOMAS**

**30 November 2017**

**Matter for Decision**

**Wards Affected: All**

**SOCIAL SERVICES, HEALTH & HOUSING – PROPOSED 2017-18  
PERFORMANCE REPORTING ARRANGEMENTS**

**Purpose of the Report**

1. The purpose of the report covers the following:
  - a. To seek Members approval in the selection of Community Care Key High Level Measures for 2017-18.

**Executive Summary**

2. The report provides Members with information regarding Community Care revised performance reporting arrangements for 2017/18, namely: -
  - a. Revised selection of Key High level Measures for quarterly reporting to Social Care, Health & Wellbeing Committee.

**Background**

3. The Interim Head of Community Care Services set out key performance priorities for 2017/18 through a suite of High Level

Measures. These measures being introduced as a means of continuous improvement.

To evidence progress against the aforementioned measures, it is suggested that in conjunction with the Head of Children and Young People Services and Adult Services along with the Head of Commissioning and Support Services, members select approximately 8 to 10 of the 20 shortlisted High level Measures to be periodically reported to Social Care, Health and Wellbeing Committee throughout 2017/18. The list of the 20 potential High level Measures are detailed in **Appendix A**.

The Head of Children and Young People Services and Adult Services along with the Head of Commissioning and Support Services believe that the quarterly reporting of High level Measures along with the statutory key performance indicators will provide Members with a more balanced overview of performance within Community Care Services.

### **Financial Impact**

4. After consideration, this is not applicable.

### **Equality Impact assessment**

5. After consideration, this is not applicable.

### **Workforce Impacts**

6. After consideration, this is not applicable.

### **Legal Impacts**

7. This progress report is prepared under:
  - i) Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
  - ii) Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

## **Risk Management**

8. After consideration, this is not applicable.

## **Consultation**

9. No requirement to consult.

## **Recommendations**

10. The following recommendations are proposed for Members consideration:

- a) Members select a suite of approximately 8 to 10 Key High Level Measures (from the provided shortlist) to be reported to Social Care, Health & Wellbeing Cabinet Board throughout 2017/18.
- b) Members agree to the quarterly reporting of both Statutory and Key High Level Measures to the Social Care, Health & Wellbeing Cabinet Board throughout 2017/18.

## **Reasons for Proposed Decision**

11. The main reasons for the proposed decisions are as follows:

- a) To ensure an appropriate set of Key High Level Measures are selected, which evidence progress within Community Care Services.
- b) To ensure Members are provided with a more balanced overview of performance via the quarterly reporting of statutory indicators and key High Level Measures.

## **Implementation of Decision**

12. For immediate implementation

## **Appendices**

13. Appendices listed as follows:

**a) Appendix A – Suggested Key High level Measures for Selection**

**List of Background Papers**

14. None

**Officer Contact**

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## APPENDIX A

### Suggested Key High level Measures for Selection \*

<b>High Level Measures</b>	
<b>HLM 1</b>	<i>Total number of individual open cases as at the end of month</i>
<b>HLM 2</b>	<i>Number of unallocated cases at the end of the month (excluding reviews)</i>
<b>HLM 3</b>	<i>Number on caseloads at the end of month (excluding reviews)</i>
<b>HLM 4</b>	<i>Number of new referrals taken by Gateway during the month</i>
<b>HLM 5</b>	<i>Number of new referrals screened by Gateway during the month (excluding double counting)</i>
<b>HLM 6</b>	<i>Number of individual clients closed during the month (excluding double counting)</i>
<b>HLM 7</b>	<i>Number of clients receiving a commissioned service at the end of the month</i>
<b>HLM 8</b>	<i>Number of inactive cases of 2+ months at the end of the month</i>
<b>HLM 9</b>	<i>Percentage of supervisions completed within timescale at end of the month</i>
<b>HLM 10</b>	<i>Number of overdue reviews as at end of month</i>
<b>HLM 11</b>	<i>Number of DoLS Authorisations during the month</i>
<b>HLM 12</b>	<i>Number of DoLS unallocated cases at the end of the month</i>
<b>HLM 13</b>	<i>Number of DoLS Breaches during the month</i>
<b>HLM 14</b>	<i>Number of Adult at Risk cases open for 3+ months at the end of the month</i>
<b>HLM 15</b>	<i>Number of Adult at Risk referrals received during the month</i>
<b>HLM 16</b>	<i>Brand new Care Home admissions during the month</i>
<b>HLM 17</b>	<i>Brand new Out of County care home admissions during the month</i>
<b>HLM 18</b>	<i>Number of brand new domiciliary care starters during each month</i>
<b>HR1</b>	<i>The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service</i>
<b>HR2</b>	<i>Summary of Agency Staff across the Service October 2015 – September 2017</i>

*\* Members are free to suggest other potential Indicators, not contained in the above table, which they feel would merit being scrutinized during the coming year.*