



Performance Indicators






Neath Port Talbot Council








Appendix 2 - Adult Services - Key Performance Indicators - Quarter 2 - 2018/19













Print Date: 26-Nov-2018







How will we know we are making a difference (01/04/2018 to 30/09/2018)?

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
SOCIAL SERVICES HEALTH & HOUSING					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless			53.97	41.00	 Green
(163 of 302) Prevention work continues to be carried out by liaising with RSL's and private landlords to enable tenants to remain in their properties with additional support to meet their needs. Quarter 2 2017-18 data was not reported at the time due to difficulties with the system used to capture this data.					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	3.56	1.26	2.67	1.26	 Red
(34 of 12,712) The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county.					
CP/049 - Number of carers assessments completed	173.00	153.00	136.00		
Carers assessments are undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
CP/050 - Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later		19.44	12.04	28.00	 Red
There has been a slight decrease since Q2 last year, however the number of re-ablement packages that have resulted in no need for a further package or support has significantly increased this quarter. (This data was reported from 2017-18)					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	2319.00	1204.00	635.00	0.00	 Green
Performance has seen an improvement since Q2 last year. This can be attributed to an increased number of enquiries being signposted to 3rd party/voluntary organisations via the Local Area Co-ordinators etc. (WG guidance amended in 2017-18 to only include those which went on to a proportionate assessment. Previous data included general enquiries and information only). No target has been set for this PI.					
PI/285 - PI/2 - Number of assessments of need for care and support undertaken during the year	364.00	584.00	831.00	0.00	 Red
Of those referrals that have entered the system, there has been an increase in assessment activity throughout teams. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI286 - PI/2(i) - Of which; the number of assessments that led to a care and support plan	303.00	500.00	757.00	0.00	 Red
Due to an increase in the number of new assessments completed in this quarter it has also resulted in an increased number of care and support plans being undertaken. No target has been set for this PI.					
PI287 - PI/3 - Number of assessments of need for support for carers undertaken during the year	173.00	153.00	136.00	0.00	 Green
Carers assessments are currently undertaken by the social work teams as well as Neath Port Talbot Carers Service on behalf of the Local Authority. Carers are offered an assessment and those who accept the offer do receive an assessment. For those carers who opt not to have an assessment they do still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	12.00	2.00	3.00	0.00	 Red
Although the figure has slightly increased it must be noted that all carer's who receive an assessment are given access to information, advice and guidance. No target has been set for this PI.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	42.00	28.00	40.00	0.00	 Red
Those carers who opt not to have an assessment still have access to information, advice and assistance as well as services provided by Neath Port Talbot Carers service. No target has been set for this PI.					
PI290 - PI/5 - Number of assessments of need for care and support for adults undertaken during the year whilst in the secure estate	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI291 - PI/5(i) - Of which; the number of assessments in the secure estate that led to a care and support plan	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI292 - PI/6(a) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year in the secure estate	0.00	0.00	0.00	0.00	 Green
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI293 - PI/6(b) - Number of requests for re-assessment of need for care and support and need for support and need for support made by an adult during the year (All other adults and carers)	0.00	0.00	0.00		

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
There were no requests for re-assessment received within this quarter. This can be seen as a positive as we can assume that all current care and support plans are meeting the needs of the individual. No target has been set for this PI.					
PI294 - PI/6(i)(a) - Of which; the number of re-assessments undertaken in the secure estate	0.00	0.00	0.00		
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI295 - PI/6(i)(b) - Of which; the number of re-assessments undertaken (All other adults and carers)	0.00	0.00	0.00		
There were no requests for re-assessment received within this quarter. No target has been set for this PI.					
PI296 - PI/6(ii)(a) - Of which; the number of re-assessments that led to a care and support plan in the secure estate	0.00		0.00		
We currently have no service users within a secure estate environment. No target has been set for this PI.					
PI297 - PI/6(ii)(b) - Of which; the number of re-assessments that led to a care and support plan (All other adults and carers)	0.00	0.00	0.00	0.00	 Green
There were no requests for re-assessment received within this quarter. No target has been set for this PI.					
PI298a - PI/7 - Number of care and support plans and support plans that were reviewed during the year	759.00	661.00	691.00	0.00	 Green
Plans are in the process of being developed throughout teams to ensure this improved performance continues. No target has been set for this PI.					
PI298b - PI/7(i) - Of which, the number of plans that were reviewed within timescale	352.00	406.00	393.00		
Plans are in the process of being developed throughout teams to ensure this improved performance continues. No target has been set for this PI.					
PI299 - PI/8 - Number of requests for review of care and support plans and support plans for carers before agreed timescales made by an adult during the year		0.00	0.00	0.00	 Green
We have not received any requests for early reviews this year, to date. (PI reported from 4th Qtr 2016-17). No target has been set for this PI.					
PI299b - PI/8(i) - Of which; the number of reviews undertaken		0.00	0.00	0.00	 Green
We have not received any requests for early reviews this year, to date. (PI reported from 4th Qtr 2016-17). No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI301 - PI/9 - Number of adults who received a service provided through a social enterprise, co-operative user led or third sector organisation during the year		0.00	0.00	0.00	 Green
Guidance states that we can only include those receiving services from these sectors if they are in receipt of a care and support plan. To date, there are no service users on record of this nature. (PI reported from 2017-18). No target has been set for this PI.					
PI302 - PI/10 - Number of adults who received care and support who were in employment during the year	10.00	15.00	2.00	0.00	 Red
This PI is not performance related as it simply states whether service users are in employment or not during the year. (Previous data included voluntary employment and training. WG guidance amended to only report those in paid employment). No target has been set for this PI.					
PI303 - PI/11 - Number of adults with a care and support plan who received adult social care during the year e.g. homecare, day care, respite, reablement, adaptations, adult care homes, telecare etc.	2937.00	2822.00	2348.00	0.00	 Green
The number of service users in receipt of adult services has fallen, with more people being diverted to third sector and early intervention/preventative services. (Data prior to January 2018 also counted those receiving a service regardless if they had a care plan or not. WG guidance amended to only report those service users with a care plan). No target has been set for this PI.					
PI304 - PI/12 - Number of adults who paid a flat rate charge for care and support or support for carers during the year	25.00	40.00	44.00	0.00	 Green
Although the figure reported shows an increase, it must be noted that financial data is reliant on when they invoice our service users which can be on an ad-hoc basis so is likely to fluctuate through the year. No target has been set for this PI.					
PI305 - PI/13 Number of adults who paid a flat rate charge for care and support or support for carers during the year	2794.00	1980.00	2129.00	0.00	 Green
Although the figure reported shows an increase, it must be noted that financial data is reliant on when they invoice our service users which can be on an ad-hoc basis so is likely to fluctuate through the year. No target has been set for this PI.					
PI306 - PI/14 - Number of adults who were charged for care and support or support for carers during the year	2527.00	2340.00	2077.00	0.00	 Green
The number of service users in receipt of adult services has fallen, with more people being diverted to alternative services, this therefore shows an improvement in performance. No target has been set for this PI.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		0.00	91.20		
(311 of 341) There is no comparable data as systems were being developed to capture this data during the same period last year. No target has been set for this PI.					

PI Title	Actual 16/17	Actual 17/18	Actual 18/19	Target 18/19	Perf. RAG
PI308 - Measure 19 - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	0.00	1.26	2.67	0.00	 Red
(34 of 12,712) The increase in the number of people waiting in hospital for social care reasons is linked in part to the difficulties the department is experiencing sourcing domiciliary care packages for some people. The commissioning team are working closely with independent domiciliary care providers and the Local Authority Homecare service to find solutions to address the demand for domiciliary care in certain parts of the county. (WG guidance amended to include only those over 75yrs). No target has been set for this PI.					
PI310 - Measure 21 - The average length of time, in calendar days, adults (aged 65 or over) are supported in residential care homes	783.72	774.26	786.07	0.00	 Red
(523 of 411,117) This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI311 - Measure 22 - Average age of adults entering residential care homes	82.93	82.62	86.51	0.00	 Green
This figure will fluctuate depending on the number of people which have been discharged/deceased within the timescale reported, therefore performance is difficult to monitor. (Data reported from Qtr 2 2016-17). No target has been set for this PI.					
PI313 - Measure 23 - The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months					
We are currently unable to report this measure due to IT systems not being able to capture the required data accurately. No target has been set for this PI.					
PI317 - HOS/003 (Local) - The percentage of households for which homelessness was successfully relieved	0.00		35.00	0.00	 Green
The outcome of relief duty is reliant on landlords (social and private) accepting tenants via Housing Options who have a poor tenancy history, financial issues, possible ASB history. Support will be put in place where required to maximise the chances of that tenancy being maintained long term. No target has been set for this PI.					
PI318 - HOS/004 (Local) - The percentage of those households for which a final duty was successfully discharged	0.00		100.00	0.00	 Green
Final duty cases have preferential banding with Tai Tarian and have access to priorities with other RSLs via the nominations procedure. This ensures that the people most in need have priority for allocations, therefore has a high percentage of positive outcomes. No target has been set for this PI.					
PI319 - HOS/005 (Local) - The overall percentage of successful outcomes for assisted households	0.00		46.94	0.00	 Green
Would be a combination of the above as applies to all duties. No target has been set for this PI.					