



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 1 - 2019/20



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How will we know we are making a difference (01/04/2019 to 30/06/2019)?

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
Organisation					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless		61.02	57.49	58.00	 Amber
(96 of 167) The service continues to work with partner agencies to maximise the prevention outcomes. This could be additional support, advice or financial assistance. The current quarter is slightly short of the target but work will continue through the year to consider all options available to us, including via the Homeless Strategy. (There were IT issues relating to the data collection of the statutory PIs during Q1 and Q2 of 2017/18 hence not being included). All Wales data for 2018/19 (full year) is 67.8%. Neath Port Talbot Council ranked 20th across Wales.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	213.97	259.88	165.71	230.00	 Green
(9,611 Days/58 DFG's) 1st Quarter results are within the target. This can be attributed in part to a reduction in the waiting times for clients being assessed and the waiting times to make an application for the Grant being reduced. It can also be partly attributed to the nature of the works completed this quarter. It is expected that the figure will increase over the remaining periods as a result of the variation in demand. All Wales data for 2018/19 (full year) is 207 days. Neath Port Talbot Council ranked 15th across Wales					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	0.32	0.87	1.57	0.90	 Red
(20 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 continue to work closely with providers to find solutions to address the demand for domiciliary care in certain parts of the county. The changes to the remit of the in-house domiciliary care service (Community Wellbeing Team), that are underway, which will include providing domiciliary care for individuals that the Local Authority have challenges in sourcing support for, is also anticipated to improve performance. All Wales data for 2017/18 (full year) is 3.5 (latest available data).					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	727.00	539.00	480.00		
The reduction in this figure compared to last year can be attributed to diverting/signposting clients to external organisations and amended Welsh Government guidance which now excludes information only.					
PI/474 - Measure 20a - Percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	5.88	11.49	15.38		
(12 of 78) There has been a slight increase on previous years performance. (This PI is will fluctuate in accordance with the level of presenting need).					
PI286 - PI/3 - Number of assessments of need for support for carers undertaken during the year	78.00	72.00	63.00		
The number of carers assessments has reduced when compared to last year. However, all identified carers are offered an assessment, a large number of carers refuse this offer for various reasons but in all instances, carer's are provided with information, advice and assistance.					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	2.00	0.00	0.00		
The number of carers assessments which led to a support plan is the same as last year. However, all identified carers are offered an assessment, a large number of carers refuse this offer for various reasons but in all instances, carer's are provided with information, advice and assistance.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	15.00	21.00	34.00		
This PI has increased when compared to last year. However, carers refuse the offer of an assessment for various reasons but in all instances, carer's are provided with information, advice and assistance.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		84.47	97.97		
(145 of 148)This PI has increased when compared to last year. This is a reflection of the changes in practice and policies, also embedding the responsibilities of safeguarding across the spectrum of care homes and associated employees. (This data was reported from Q4 17/18)					
PI309 - Measure 20b - The percentage of adults who completed a period of reablement and have no package of support 6 months later	41.18	71.26	67.95		
(53 of 78)This has decreased slightly when compared to the same period last year. (This PI is will fluctuate in accordance with the level of presenting need).					