



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators




Neath Port Talbot Council

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



Print Date: 22-Nov-2019

How will we know we are making a difference (01/04/2019 to 30/09/2019)?

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		53.97	51.19	58.00	 Red
<p>172 of 336 successfully prevented. Of those successfully presented, 155 cases were supported to find alternative accommodation by way of a minimum 6 month tenancy or returning home/to friends and 17 cases were prevented due to negotiations with landlords or with financial assistance.</p> <p>Of the 164 not prevented, 64 were withdrawn applications or were closed for no contact. Of the remaining 100 not prevented, 59 are single people who are consistently the hardest group to source accommodation for due to supply of single person units and with benefit restrictions for under 35's. Officers are also feeding back that Registered Social Landlords (RSL) cases presenting with rent arrears are getting harder to prevent due to the RSL wanting the arrears cleared in full before action will be withdrawn as opposed to negotiating a payment of part of the arrears with support moving forward. Arrears levels are also becoming higher so harder to prevent. This could be for a variety of reasons such as tenants not being in receipt of full housing costs, chaotic lifestyle, working tenants having to constantly submit info for benefits which then become irregular (There were IT issues relating to the data collection of the statutory PI's during Q1 and Q2 of 2017/18 hence not being included).</p>					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	230.59	256.01	185.38	230.00	 Green
<p>(133 DFG's/24,656 calendar days taken). The time taken to deliver a Disabled Facilities Grant (DFG) is below the target of 230 days. This can be attributed to the reduced waiting time for a Community Occupational Therapy (COT) assessment.</p>					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	1.26	2.67	4.41	1.80	 Red
<p>(57 of 12,929). The increase in the number of people waiting in hospital is linked to the difficulties the department is experiencing sourcing sufficient domiciliary care packages. The commissioning team continue to work closely with providers to find solutions to address the demand for domiciliary care. The changes to the remit of the in-house domiciliary care service (Community Wellbeing Team), which includes providing domiciliary care for individuals that the Local Authority have challenges in sourcing support for, is also anticipated to improve performance.</p>					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	1204.00	1174.00	1356.00		
<p>The Local Authority continues to consider how we provide information, advice and assistance at the front door. Work continues with early intervention and prevention services to ensure that up to date information is provided.</p>					
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	19.44	12.04	11.76		
<p>(14 of 119) This fall likely represents the growing complexities of people's needs coming through the service and needs to be considered within the context of the whole Community Resource Team (CRT).</p>					

PI Title	Actual 17/18	Actual 18/19	Actual 19/20	Target 19/20	Perf. RAG
PI286 - PI/3 - Number of assessments of need for support for carers undertaken during the year	153.00	136.00	124.00		
Carers are routinely offered an assessment, however it is the decision of the individual carer whether they wish to take up the offer of this assessment. The majority of carers assessments are undertaken by NPT Carers Service who undertake assessments on behalf of the Local Authority. Even if a person declines a Carers assessment they are still offered information and are able to access services delivered by the Carers service.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	2.00	3.00	0.00		
This number relates to the number of carers who have an eligible need for support that is to be met through the Local Authority arranging the support. Carers are still able to access support and services delivered within the community, including from NPT Carers Service.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	28.00	40.00	54.00		
Carers are routinely offered an assessment, however it is the decision of the individual carer whether they wish to take up the offer of this assessment. The majority of carers assessments are undertaken by NPT Carers Service who undertake assessments on behalf of the Local Authority. Even if a person declines a Carers assessment they are still offered information and are able to access services delivered by the Carers service.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		91.20	90.06		
(326 of 362) Where there are good reasons (i.e. complexity) to go over the seven days this is permissible. All seven day enquiries are signed off by a manager who ensures that the safeguarding co-ordinator has clearly documented a justification for going over the seven days. (This data was reported from Qtr. 4 2017/18)					
PI309 - Measure 20b - The percentage of adults who completed a period of reablement and have no package of support 6 months later	36.11	68.59	70.59		
(84 of 119) This increase represents the change to service delivery model where people are seen more quickly, before they become deconditioned due to a prolonged period of increased care. Also the proactive approach being taken by therapy and social work staff to explore options outside of statutory funding.					