



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 3 - 2019/20



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How will we know we are making a difference (01/04/2019 to 31/12/2019)?

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	73.53	54.37	52.41	58.00	 Red
<p>250 out of 477 cases were successfully prevented. Of those successful cases, 33 have been able to remain in their home with the remaining being found alternative accommodation that is suitable and affordable, minimising the likelihood of a repeat threat of homelessness. Of the 227 unsuccessful cases, 87 were withdrawn due to no contact or at the request of the applicant. The remaining 140 were cases where the eviction could not be prevented for various reasons e.g. landlord may want to sell, property unaffordable with no means of increasing income, arrears too substantial and historical to arrange repayment with landlord. Of the 227 unsuccessful cases 80 were single people which is likely to be a reflection on welfare benefit restrictions for single people particularly under 35, and a lack of affordable one bedroom units of accommodation.</p> <p>Housing Options has secured one year funding for a dedicated prevention officer which will work with RSL's (Registered Social Landlords) and privately rented homes landlords to try and assist households at a much earlier stage than currently. If the prevention is successful then the number of applicants presenting to the service at the point of receiving notices, having substantial arrears should decrease. This post will be in place for 1st April, or as near as possible, allowing for the recruitment process.</p> <p>(2018-19 All Wales full year data is 67.8%)</p>					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	230.60	241.01	190.50	230.00	 Green
<p>(186 of 35,433) Reduction in time to deliver a Disabled Facility Grant can be largely attributed to a reduction in the waiting list for an Occupational Therapy assessment.</p> <p>(2018-19 All Wales full year data is 207).</p>					
CP/048 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	2.29	4.64	7.50	2.70	 Red
<p>(97 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> <p>(All Wales 2018-19 full year data is 4.9).</p>					
PI/284 - PI/1 - Number of adults who received advice or assistance from the information, advice and assistance service during the year	2243.00	1843.00	2018.00		
<p>There has been a slight increase in the number of people who received advice and assistance from the service compared to the same period last year. Our Multi Disciplinary Team (MDT) will scrutinise cases to ensure that all cases are dealt with appropriately and are receiving the correct information and advice as required.</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	25.53	10.26			
<p>In April 2019 the way in which reablement data was recorded changed, and information was merged with Homecare data. As a result of this we are unable to accurately report reablement information for this period.</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	220.00	211.00	175.00		
The Carers service undertake assessments on behalf of the LA, however many carers do not take up the offer of assessment. All identified carers will, however, receive information and advice from the service to support them in their role.					
PI288 - PI/3(i) - Of which; the number of carers assessments that led to a support plan	7.00	6.00	0.00		
The number of carers assessments which led to a support plan is zero compared to 6 in the same period 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, carers are provided with information, advice and assistance.					
PI289 - PI4 - Number of carer assessments that were refused by carers during the year	90.00	67.00	73.00		
The PI has slightly increased since last year, however all identified carers are given information and advice on the help and support they can receive if needed.					
PI307 - Measure 18 - The percentage of Adult at Risk enquiries completed within 7 days		89.57	89.91		
(508 of 565) 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 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	21.28	67.18			
In April 2019 the way in which Reablement data was recorded changed, and information was merged in with Homecare data. As a result of this we are unable to accurately report Reablement data for this period.					