

List of 2021/22 Adult Services Performance Data for Cabinet

Corporate Plan (CP) & Public Accountability Measures (PAM's):

- **CP/031 - PAM/012** - *Percentage of households successfully prevented from becoming homeless*
- **CP/032 - PAM/015** - *Average calendar days taken to deliver a Disabled Facilities Grant*

High Level Measures (HLM's):

- **HLM 1** - *Social Work Services - Adults HR Data*
- **HLM 2** - *Summary of Agency Staff and Vacancies across the Service*
- **HLM 3** - *Percentage of Supervisions Completed within Timescale*
- **HLM 4** - *Service Users Awaiting a Social Care Assessment/Re-Assessment*

Compliments & Complaints Performance Measures:

- **PI/264** - *% of complaints at Stage 1 that were upheld/partially upheld*
- **PI/265** - *% of complaints at Stage 2 that were upheld/partially upheld*
- **PI/266** - *% of complaints dealt with by the Public Services Ombudsman that were upheld*
- **PI/267** - *No. of compliments received from the public*

Adult Services Performance Metrics:

- **AD/004** The number of new assessments completed for adults during the year

Of those, the total number where:

- **AD/005a** Needs were only able to be met with a care and support plan
- **AD/005b** Needs were able to be met by any other means
- **AD/005c** There were no eligible needs to meet

- **AD/010** The total number of packages of reablement completed during the year

Of those, the number that:

- **AD/011a** Reduced the need for support
 - **AD/011b** Maintained the need for the same level of support
 - **AD/011c** Mitigated the need for support
-
- **AD/020** The total number of reports of an adult suspected of being at risk received during the year
 - **AD/023** The total number of reports of an adult suspect of being at risk where it was necessary for enquiries to be made
 - **AD/024** The total number of AAR enquiries completed within 7 days from the receipt of the reported alleged abuse
 - **CA/004** The total number of carers needs assessments for adults undertaken during the year