



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 1 (1st April - 30th June) - 2021/22



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How will we know we are making a difference (01/04/2021 to 30/06/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
Organisation					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	57.49		61.04	60.00	 Green
(47 of 77) Prevention continues to be the focus particularly due to the substantial increase in demand seen by the service since March 2020 due to Covid-19 led changes in legislation. Additional funding for 21/22 has also enabled the service to expand the prevention team capacity to continue to work with applicants at an earlier stage to try to reduce applications at point of prevention duty being owed. (No data reported for the same period last year due to the Covid-19 Pandemic)					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	165.71		329.00	270.00	 Red
(32 DFG's/10,528 days) The delivery of Disabled Facilities Grants continues to be disrupted by the Covid-19 pandemic. The figures reflect the long periods of inactivity that resulted from the lockdowns. This coupled with a shortage of Contractors and disruptions in the supply chains for materials continue to have a bearing on the delivery of the adaptations. (No data reported for the same period last year due to the Covid-19 Pandemic)					
PI/517 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	1.57			0.90	 NA
Unable to calculate this Performance Indicator as no data has been provided by Welsh Government since March 2020 due to Covid-19.					
PI/521 - AD/004 The number of new assessments completed for adults during the year			230.00		
(New PI from 1/4/21) The teams are continuing to undertake assessments for adults in need of care and support.					
PI/521a - AD/005a The number of new assessments completed for adults during the year where needs were only able to be met with a care and support plan			201.00		
(New PI from 1/4/21) The majority of adults who received an assessment, were eligible for care and support from the Local Authority.					
PI/521b - AD/005b The number of new assessments completed for adults during the year where needs were able to be met by any other means			25.00		
(New PI from 1/4/21) For a small number of adults who were assessed, alternative ways of meeting their needs were identified.					
PI/521c - AD/005c The number of new assessments completed for adults during the year where there were no eligible needs to be met			4.00		
(New PI from 1/4/21) Only a very small number of people who had an assessment were identified as having no eligible needs.					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/522 - AD/010 The total number of packages of reablement completed during the year			45.00		
(New PI from 1/4/21) Pressures in the domiciliary care sector with retention and recruitment have affected the flow through the service compared to the same period in previous years.					
PI/522a - AD/011a The total number of packages of reablement completed during the year which reduced the need for support			9.00		
(New PI from 1/4/21) Clients have continued with a long-term package of care with reduced care needs.					
PI/522b - AD/011b The total number of packages of reablement completed during the year which maintained the need for the same level of support			4.00		
(New PI from 1/4/21) Clients have continued with the same level of support.					
PI/522c - AD/011c The total number of packages of reablement completed during the year which mitigated the need for support			32.00		
(New PI from 1/4/21) These clients have finished independent with no ongoing care needs.					
PI/523 - AD/020 The total number of reports of an adult suspected of being at risk received during the year			396.00		
(New PI from 1/4/21) Of the 396 reports, 159 were received for individuals not known to the LA, whilst 237 were received for individuals open to the Local Authority teams. It is anticipated that this number will decrease over the next quarter following work undertaken, internally and with partners, to ensure Adult at Risk (AAR) reports are appropriately completed.					
PI/524 - AD/023 The total number of reports of an adult suspect of being at risk where it was necessary for enquiries to be made			82.00		
(New PI from 1/4/21) As a result of the number of inappropriate reports received, the conversion rate from report to enquiry is low (21%).					
PI/525 - AD/024 The total number of AAR (Adult at Risk) enquiries completed within 7 days from the receipt of the reported alleged abuse			63.00		
(New PI from 1/4/21) 77% (n63) of the enquiries undertaken were completed in 7 days. Enquiries are permitted to go over the 7 days should the circumstances dictate. There is an expectation that reasons for going over the 7 days are clearly documented. It should be noted that safeguarding measures are put in place immediately when enquiries are triggered and the remainder of the 7 days is then taken up by gathering information from the individual, family and partners.					
PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year			21.00		

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
(New PI from 1/4/21) The Carers service has undergone a number of recent service delivery changes as a result of COVID and the appointment of a new manager. This, and the impact of COVID, has resulted in the recruitment of additional staff into the service which is envisaged to impact positively next quarter on the uptake of carers assessments.					