



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Performance Indicators

Neath Port Talbot Council

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



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How will we know we are making a difference (01/04/2021 to 30/09/2021)?

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	51.19	72.80	65.61	60.00	 Green
103 of 157 for quarter 2 2021/22. Due to a funding increase the Housing Options service has been able to increase its staffing capacity to be able to manage the increased demand seen following the pandemic. This increased capacity also applies to prevention work and being able to start prevention work at an earlier stage.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	185.38	317.00	344.89	270.00	 Red
73 DFG's/25,177 days for quarter 2 2021/22. 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. The high levels of infection in the community is also detrimental to the delivery of the adaptations.					
PI/517 - PAM/025 - Measure 19 - Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	4.41			1.80	 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			483.00		
(New PI from 1/4/21) The teams are continuing to undertake assessments for adults in need of care and support. There has been an increase in number since the last quarter, however it has not been possible to draw a comparison to previous years, as this is a new metric.					
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			416.00		
(New PI from 01/04/21) The majority of adults who received an assessment, continue to be eligible for a care and support plan from the Local Authority. There has been an increase in number since the last quarter, however it has not been possible to draw a comparison to previous years as this is a new metric.					
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			57.00		
(New PI from 01/04/21) For a relatively small number of adults who were assessed, alternative ways of meeting their needs were identified. This was higher number in this quarter than in quarter one, however it has not been possible to draw a comparison to previous years as this is a new metric.					

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
PI/521c - AD/005c The number of new assessments completed for adults during the year where there were no eligible needs to be met			9.00		
(New PI from 01/04/21) Only a small number of people who had an assessment were identified as having no eligible needs.					
PI/522 - AD/010 The total number of packages of reablement completed during the year			108.00		
(New PI from 01/04/21) Capacity within the external domiciliary care market continues to affect flow out of the service.					
PI/522a - AD/011a The total number of packages of reablement completed during the year which reduced the need for support			20.00		
(New PI from 01/04/21) There are 20 clients who have completed the reablement service needing a reduced level of care and support.					
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			9.00		
(New PI from 01/04/21) Of the 108 clients who have completed reablement, only 9 have continued with the same level of care and support they received pre-reablement input.					
PI/522c - AD/011c The total number of packages of reablement completed during the year which mitigated the need for support			74.00		
(New PI from 01/04/21) There are 74 clients who have successfully completed their reablement packages and no longer require any further care or support.					
PI/523 - AD/020 The total number of reports of an adult suspected of being at risk received during the year			715.00		
(New PI from 01/04/21) Whilst it was anticipated that we might have seen a reduction in the number of reports over the quarter this trend in increased reports is currently being felt across the region and by other LAs and is likely a symptom of the other pressures currently being experienced across Adult Social Care currently.					
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			150.00		
(New PI from 01/04/21) The conversion rate from Report to enquiries remains constant albeit low at 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			104.00		
(New PI from 01/04/21) Only 69% of enquiries undertaken during this quarter were completed within 7 days. This is due to the complexity of some of those cases, coupled with the additional demands placed on the team and the team having two vacant posts.					
PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year			38.00		

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
(New PI from 01/04/21) The Carer's service continue to deliver a support service and whereas the increase in the number of carer's assessments taken up is relatively low in this quarter, all identified carer's are provided with information and advice to help them in their caring role.					