



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators




Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 3( 1st April - 31st December) - 2021/22



*Print Date: 11-Feb-2022*

## How will we know we are making a difference (01/04/2021 to 31/12/2021)?

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
<b>Organisation</b>					
CP/031 - PAM/012 - Percentage of households successfully prevented from becoming homeless	52.41	70.59	62.13	60.00	 Green
Due to the increased demand seen by the pandemic, prevention work continues to be the main focus to reduce the pressures on temporary accommodation. Some cases are not preventable but working with the households and their landlords to ensure they can remain at the property while sourcing alternative accommodation reduce pressure on temporary accommodation and less change for the families concerned.					
Of 272 households threatened with homelessness 169 were prevented in the period.					
CP/032 - PAM/015 - Average calendar days taken to deliver a Disabled Facilities Grant	190.50	346.71	332.48	270.00	 Red
(122 DFG's, 40,562 days for quarter 3 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+	7.50			2.70	 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			727.00		
(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			621.00		
(New PI from 1/4/21) The majority of adults who received an assessment, continue to be eligible for a care and support plan 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			85.00		
(New PI from 01/04/21) For a relatively small number of adults who were assessed, alternative ways of meeting their needs were identified.					
PI/521c - AD/005c The number of new assessments completed for adults during the year where there were no eligible needs to be met			14.00		

PI Title	Actual 19/20	Actual 20/21	Actual 21/22	Target 21/22	Perf. RAG
(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			147.00		
(New PI from 01/04/21) A number of cases are open to reablement awaiting a long term package of care but not receiving active reablement, however we are bridging the gap (these are not included in the data) Flow continues to be impacted by the External Domiciliary Care crisis.					
PI/522a - AD/011a The total number of packages of reablement completed during the year which reduced the need for support			24.00		
(New PI from 01/04/21) There are 24 clients who have successfully 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			15.00		
(New PI from 01/04/21) There has been a rise in the number of complex cases which is reflected in the increase of clients needing to continue with the same level of care and support.					
PI/522c - AD/011c The total number of packages of reablement completed during the year which mitigated the need for support			103.00		
(New PI from 01/04/21) There are 103 clients who no longer require further care and support following completion of a successful reablement package.					
PI/523 - AD/020 The total number of reports of an adult suspected of being at risk received during the year			1041.00		
(New PI from 01/04/21) As external agencies continue to feel the pressure from the pandemic it is unsurprising that reports have increased as professionals are more cautious in their reporting. AD/023 shows no significant increase in those cases reaching Section 126 criteria.					
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			187.00		
(New PI from 01/04/21) The conversion rate from Report to enquiries is holding at just under 20%.					
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			122.00		
(New PI from 01/04/21) Only 65% of enquiries were completed in 7 days. We continue to monitor the reasons for such and it remains that the predominant reason is complexity.					
PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year			110.00		
(New PI from 01/04/21) There has been an increase in this quarter in the number of people who received an assessment. The Carers service have now recruited additional staff.					