



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) - 2022/23

Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 2 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- **N/a or blank column** – no comparable data or no target set

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

PI Title	Qtr.2 Actual 20/21	Actual Qtr.2 21/22	Qtr.2 Actual 22/23	Qtr.2 Target 22/23	Perf. RAG
1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable					
SSHCS - PI/521 - AD/004 The number of new assessments completed for adults during the year		483	974		
<p>There has been a significant increase in the number of new assessments completed compared to the same period last year. The figure now includes assessments that are proportionate to the needs of those accessing the directorate's Single Point of Contact Service. <i>(It should be noted that this figure excludes double counting).</i></p> <p><i>(New PI from 1/04/21 hence why there is no data shown for 20/21).</i></p>					
SSHCS - PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year		38	134		
<p>The Carers Service continue to deliver a support service to carers. The increase in the number of carers assessments undertaken is higher when compared to the same period last year due to the absence of Covid-19 restrictions and the recruitment of additional staff. It is also important to note that all identified carers are provided with information and advice to help them in their caring role and that all identified carers are offered a carers assessment.</p> <p><i>(New PI from 1/04/21 hence why there is no data shown for 20/21).</i></p>					
SSHCS - Housing Options - CP/031 - Percentage of households successfully prevented from becoming homeless	72.80	65.61	58.40	60.00	 Amber
<p><i>(153 of 262)</i> Prevention work continues to be the focus of the service to reduce the need for temporary accommodation. However the current climate is making prevention increasingly difficult. Many landlords are now selling due to new legislation being implemented on December 1st and do not want to engage with any prevention work. This will have impacted on the target of 60% not being met at this point.</p>					
SSHCS - Housing Options - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant	317.00	344.89	295.18	230.00	 Red
<p><i>(27,452 days/93 grants delivered).</i></p> <p>The delivery of Disabled Facilities Grants continues to be disrupted by the effects of the Covid pandemic. The availability of contractors and in certain cases the supply of materials has continued to be an issue. There continues to be an improvement in the days taken to deliver the adaptation. The average for 2021/22 being 340 days for the year.</p>					