



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 7

Adult Services – Full Year Performance & Improvement Framework Metrics 2022-23

Information, Advice and Assistance (Referrals)

The number of contacts received for adults by statutory adult services during the year

		2022-23	2021-22
AD/001a	The total number of contacts received for adults by statutory social services during the year	13,361	8,990
AD/001b	The number of new contacts received for adults by statutory social services during the year	9,265	-
AD/002	The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided	5,395	-

The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, received from:

		2022-23	2021-22
AD/003a	Self	725	-
AD/003b	Relative	1,073	-
AD/003c	Friend or neighbour	69	-
AD/003d	Early intervention prevention service (Step-up)	0	-
AD/003e	Health	1,914	-
AD/003f	Education	8	-
AD/003g	Housing	68	-
AD/003h	Police	179	-
AD/003i	Probation	6	-
AD/003j	Third Sector Organisation	122	-
AD/003k	Local Authority	0	-
AD/003l	Independent Hospital	0	-
AD/003m	Ambulance Service	0	-
AD/003n	Care Regulator	0	-
AD/003o	Provider	0	-
AD/003p	Advocate	0	-
AD/003q	Other	632	-
AD/003r	Internal (Social Worker, Other Team)	599	-
AD/003	Total	5,395	-

Assessments		2022-23	2021-22
AD/004	The number of new assessments completed for adults during the year	1,954	1,052

Of which:

AD/005a	Needs were only able to be met with a care and support plan	837	846
AD/005b	Needs were able to be met by any other means	922	180
AD/005c	There were no eligible needs to meet	195	26
AD/005	Total number of new assessments	1,954	1,052

The number of new assessments for adults completed (AD/004) during the year where:

		2022-23	2021-22
AD/006a	There was evidence of the active offer of Welsh	1,554	1,016
AD/006b	The Active Offer of Welsh was accepted	58	88
AD/006c*	The assessment was undertaken using the language of choice	1,586	1,023

**Record whether the assessment was undertaken using the language of choice regardless of what the language was*

		2022-23	2021-22
AD/007	The number of new assessments completed for adults during the year undertaken in the secure estate	0	0

The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months

		2022-23	2021-22
AD/008	The number of new assessments that were completed, where the assessment was requested by the adult or family during the year and a previous assessment had been completed in the previous 12 months where:	15	16

Of which:

AD/009a	Needs were only able to be met with a care and support plan	8	13
AD/009b	Needs were able to be met by any other means	6	3
AD/009c	There were no eligible needs to meet	1	0
AD/009	Total number of new assessments	15	16

Early Intervention and Prevention and Plans
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		2022-23	2021-22
AD/010	The total number of packages of reablement completed during the year	186	185

Of which:

AD/011a	Reduced the need for support	35	36
AD/011b	Maintained the need for the same level of support	11	23
AD/011c	Mitigated the need for support	132	118
AD/011d	Neither reduced, maintained nor mitigated the need for support	8	8
AD/011	Total number of packages of reablement	186	185

		2022-23	2021-22
AD/012a	The number of adults with a care and support plan on 31 March	2,083	1,971
AD/012b	A care and support plan on 31 March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer	0	-

		2022-23	2021-22
AD/013	The total number of adults with a care and support plan where needs are met through a Direct Payment at 31 March	283	257

Provision of Services

		2022-23	2021-22
AD/014a	Adult Care Home	0	-
AD/014B	Domiciliary Care	0	-
AD/014	Total number of days	0	-

The total number of services for adults started during the year where that service is:

		2022-23	2021-22
AD/015a	Adult Care home	300	-
AD/015b	Domiciliary Care	298	283
AD/015c	Respite Care	172	-
AD/015	Total number of services	770	549

		2022-23	2021-22
AD/016	The number of care and support plans for adults that were due a review during the collection year	1,378	1,483
AD/017	The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year	576	-

		2022-23	2021-22
AD/018	The number of care and support plans for adults supported by direct payments that were due a review during the collection year	79	-
AD/019	The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year	77	-

Safeguarding

Adults suspected of being at risk

		2022-23	2021-22
AS/001	The total number of adults suspected of being at risk of abuse or neglect reported during the year	916	960
AS/002	The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year	180	174
AS/003	The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year	152	130

Reports received during the year

		2022-23	2021-22
AD/020	The total number of reports of an adult suspected of being at risk received during the year	1,392	1,368

The total number of reports of an adult suspected of being at risk received during the year from:		2022-23	2021-22
AD/021a	Self	2	2
AD/021b	Relative	23	16
AD/021c	Friend or Neighbour	3	3
AD/021d	Early intervention prevention service (Step-up)	0	0
AD/021e	Health	321	320
AD/021f	Education	7	6
AD/021g	Housing	50	39
AD/021h	Police	29	140
AD/021i	Probation	14	6
AD/021j	Third Sector Organisation	24	35
AD/021k	Local Authority	237	171
AD/021l	Independent Hospital	39	13
AD/021m	Ambulance Service	12	30

AD/021n	Care Regulator	38	92
AD/021o	Provider	495	398
AD/021p	Advocate	11	5
AD/021q	Other	48	53
AD/021r	Internal (Social Worker, Other Team)	39	39
AD/021	Total	1,392	1,368

The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of:

		2022-23								2021-22	
		Age									
		18-24	25-34	35-44	45-54	55-64	65-74	75-84	85 and over		Total
AD/022a	Neglect	21	46	59	48	76	76	153	185	664	579
AD/022b	Physical abuse	18	46	36	43	50	44	59	67	363	425
AD/022c	Sexual abuse	5	12	22	21	10	4	11	8	93	141
AD/022d	Emotional or Psychological abuse	17	36	42	28	40	20	31	18	232	303
AD/022e	Financial abuse	3	14	12	14	25	23	38	26	155	180
AD/022	Total	64	154	171	154	201	167	292	304	1,507	1,628

The total number of reports received during the collection year where the ethnicity of the adult suspected of being at risk or abuse or neglect was:

		2022-23	2021-22
AS/004a	White	984	963
AS/004b	Mixed Ethnic group	1	1
AS/004c	Asian or Asian British	2	3
AS/004d	Black, African, Caribbean or Black British	2	7
AS/004e	Other Ethnic Group	7	9
AS/004f	Information not obtained	396	385
AS/004g	Information refused	0	0
AS/004	Total	1,392	1,368

Enquiries completed during the year

The total number of reports of an adult suspected of being at risk where it is necessary for enquiries to be made, by age:		2022-23	2021-22
AD/023a	Total aged 18-24	15	-
AD/023b	Total aged 25-34	16	-
AD/023c	Total aged 35-44	17	-
AD/023d	Total aged 45-54	20	-
AD/023e	Total aged 55-64	23	-
AD/023f	Total aged 65-74	32	-
AD/023g	Total aged 75-84	56	-
AD/023h	Total aged 85+	92	-
AD/023	Total	271	246

AD/024	The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse	232	150
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Of those enquiries made (from AD/023), the number where the alleged perpetrator was:		2022-23	2021-22
AD/025a	A spouse	5	3
AD/025b	A son or daughter	9	1
AD/025c	A family member who is not a child or spouse	35	45
AD/025d	A professional	125	91
AD/025e	A volunteer or unpaid worker	0	0
AD/025f	A friend	12	9
AD/025g	A neighbour	2	5
AD/025h	Another service user	25	16
AD/025i	Other Person	11	47
AD/025j	Not known	59	46
AD/025	Total	283	263

Of those enquiries made (from AD/023), the number where the place alleged abuse or neglect occurred was:		2022-23	2021-22
AS/005a	Own home	124	135
AS/005b	Community	30	19
AS/005c	Care home setting	120	96
AS/005d	Health setting	8	4
AS/005	Total	282	254

		2022-23	2021-22
AD/026	The total number of enquiries where it was determined that additional action should be taken	84	89
AD/027	The total number of enquiries where the individual refused to participate in the identified action	4	2
AD/028a	The total number of enquiries in the collection year where it was determined additional action was required and resulting in an active care and support protection plan	-	-
AD/028b	The total number of active care and support protection plans for adults on 31 March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect	-	-

Investigations

		2022-23	2021-22
AS/006a	The number of criminal investigations that concluded during the year	6	3
AS/006b	The number of non-criminal investigations that concluded during the year	0	26
AS/006	Total investigations	6	31

Charging a

The number of adults with a care and support plan who during the year:

		2022-23
AD/029a	Paid the maximum weekly charge towards the cost of non-residential care	32
AD/029b	Paid a flat rate charge towards care and support services (If you don't use flat rates, please insert a zero and provide a comment explaining why this is).	2,499
AD/029c	Were found to be over the capital limit for residential care	965

AD/030		The total number of adults on 31 March with care and support by type of care and support and age:										
		Domiciliary care	Day care	Respite care	Short breaks / Replacement care	Adult placements	Supported accommodation / supported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)
AD/030a	Total aged 18-24	0	19	36	0	19	14	49	6	1	0	144
AD/030b	Total aged 25-34	6	36	40	0	11	28	65	13	1	0	200
AD/030c	Total aged 35-44	18	28	20	0	1	35	44	17	0	0	163
AD/030d	Total aged 45-54	39	23	19	0	1	36	56	15	4	0	193
AD/030e	Total aged 55-64	91	15	25	0	3	25	55	38	15	0	267
AD/030f	Total aged 65-74	157	1	26	0	1	32	46	72	33	0	368
AD/030g	Total aged 75-84	342	1	91	0	0	4	31	249	111	0	829
AD/030h	Total aged 85+	445	0	140	0	0	1	33	342	154	0	1,115
AD030	Total aged 18+	1,098	123	397	0	36	175	379	752	319	0	3,279

Charging b

AD/031		The total number of adults with a care and support on 31 st March who were charged for care and support by type of care and support and age (AD030a-l should be less than equal to the AD/030a-i):										
		Domiciliary care	Day care	Respite care	Short breaks / Replacement care	Adult placements	Supported accommodation / supported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)
AD/031a	Total aged 18-24	0	15	21	0	13	6	28	4	0	0	87
AD/031b	Total aged 25-34	2	14	30	0	11	16	47	10	0	0	130
AD/031c	Total aged 35-44	10	10	15	0	1	23	18	10	0	0	87
AD/031d	Total aged 45-54	23	8	10	0	1	21	34	7	0	0	104
AD/031e	Total aged 55-64	42	4	10	0	2	17	20	38	0	0	133
AD/031f	Total aged 65-74	90	0	7	0	0	27	21	54	30	0	229
AD/031g	Total aged 75-84	250	0	29	0	0	4	20	236	106	0	645
AD/031h	Total aged 85+	365	0	46	0	0	1	19	317	145	0	893
AD031	Total aged 18+	782	51	168	0	28	115	207	676	281	0	2,308

Advocacy

		2022-23	2021-22
AD/032	The total number of adults during the year where the need for an independent professional advocate was identified	0	-
AD/033	The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided	0	-

Adult Carers

Adult Carer Contacts

		2022-23	2021-22
CA/01	The total number of contacts to statutory social serviced by adult carers or professionals contacting the service on their behalf received during the year	271	172
CA/02	The number of contacts by adult carers received by statutory social services during the year where advice or assistance was provided	265	169

The number of contacts for adult carers by statutory services during the year received from:		2022-23	2021-22
CA/003a	Self	38	42
CA/003b	Relative	10	13
CA/003c	Friend or neighbour	0	0
CA/003d	Early intervention prevention service (Step-up)	0	0
CA/003e	Health	12	15
CA/003f	Education	0	0
CA/003g	Housing	0	0
CA/003h	Police	0	0
CA/003i	Probation	0	0
CA/003j	Third Sector Organisation	0	3
CA/003k	Local Authority	4	0
CA/003l	Independent Hospital	5	0
CA/003m	Ambulance Service	2	0
CA/003n	Care Regulator	2	0
CA/003o	Provider	5	0
CA/003p	Advocate	0	0
CA/003q	Internal (Social Worker, Other Team)	162	85
CA/003r	Other	31	14
CA/003	Total	271	172

Adult Carer Assessments

		2022-23	2021-22
CA/004	The total number of carers needs assessments for adults undertaken during the year	225	167
<i>Of which</i>			
CA/005a	Needs could be met with a carer's support plan or care and support plan	-	-
CA/005b	Needs were able to be met by any other means	-	-
CA/005c	There were no eligible needs to meet	-	-
CA/005	Total	-	-

		2022-23	2021-22
CA/006	The number of carers needs assessments for adults refused during the year	28	21

The number of carers needs assessments for adults completed (CA/004) during the year where:

		2022-23	2021-22
CA/007a	There was evidence of the active offer of Welsh	224	167
CA/007b	The Active Offer of Welsh was accepted	8	2
CA/007c*	The assessment was undertaken using the language of choice	225	167

-Record whether the assessment was undertaken using the language of choice regardless of what the language was

Adult Carer Support Plans

		2022-23	2021-22
CA/008a	The number of adult carers with a carer's support plan on 31 March	0	-
CA/008b	The number of adult carers with a carer's support plan on 31 st March and also a care and support plan, where the adult has both responsibilities as a carer and their own care and support needs	0	-

Reviews

		2022-23	2021-22
CA/009	The number of reviews of support plans for adult carers that were due during the collection year	0	-
CA/010	The number of reviews of support plans for adult carers that were due during the collection year and were completed	0	-