



# Adult Services Performance Report Quarter 4 2018-19



Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together



# Key Performance Indicators – Corporate Plan

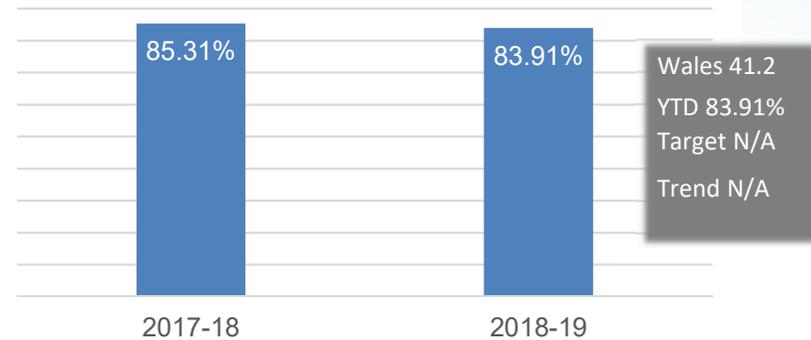
## Children and adults in need of care and support using the Direct Payments Scheme



966 children and adults were receipt of Direct Payments during the year (192 children and 784 adults); 10 people feature in both children’s and adult data due to turning 18 during the year. The number of children working towards a Direct Payment at the end of the year was 24, and the number of adults working towards a Direct Payment was 37.

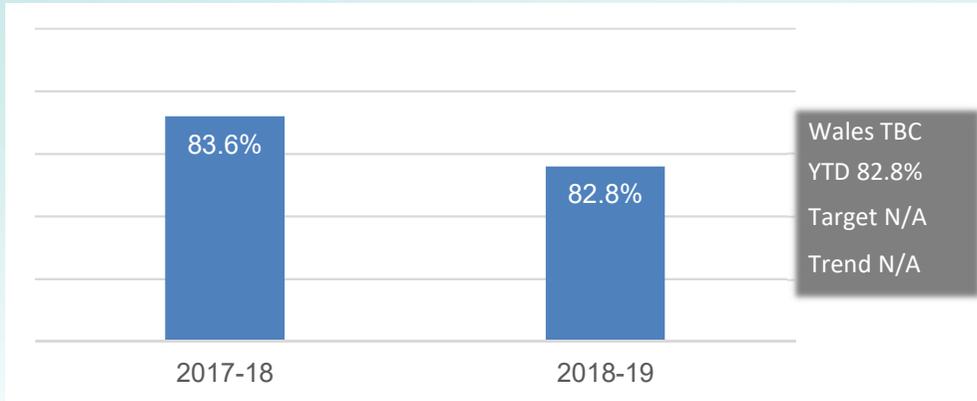
83.9% (678 / 808) who completed reablement had a reduced package of care and support 6 months later and 76.9% (621 / 808) had no package 6 months later

## Percentage of adults who completed a period of reablement (a) and have a reduced package of care and support 6



# Key Performance Indicators – Corporate Plan

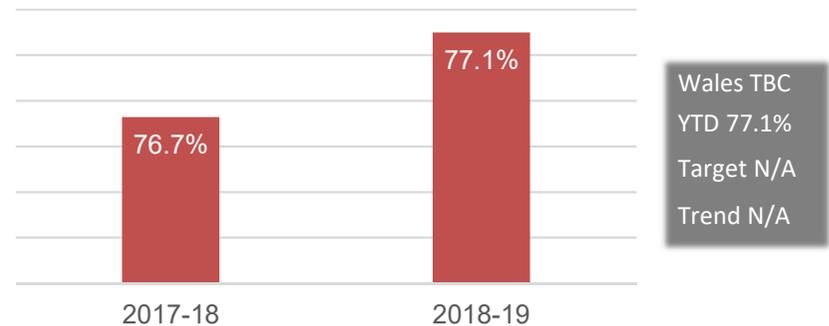
## Adult who are satisfied with the care and support they receive



82.8% of adults reported in our annual survey that they are satisfied with the care and support they receive (indicative result).

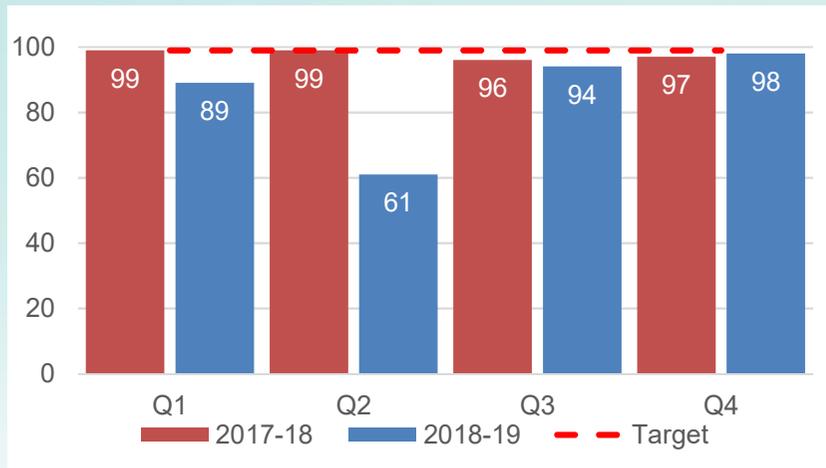
77.1% of adults reported in our annual survey that they felt involved in any decisions made about their care and support (indicative result).

## Adults reporting that they felt involved in any decisions made about their care and support



# Key Performance Indicators – Directorate Delivery Plan

## Percentage of adult protection enquiries completed within 7 days



Wales 85.2%  
YTD 84%  
Target 99%  
Trend

A review of adult safeguarding took place following concerns regarding timeliness of decision making in the first half of the year. The strengthened management that followed has resulted in performance improving in the second half of the year, but it continues to be closely monitored by the Operational Manager via weekly reports.

Total number of DToCs for March 2019 was 37 compared to 49 for February 2019, a decrease in a month of 24%; the number is 21% lower than the same period last year March 2018, which was 47.

## Rate of delayed transfers of care for social care reasons aged 75+



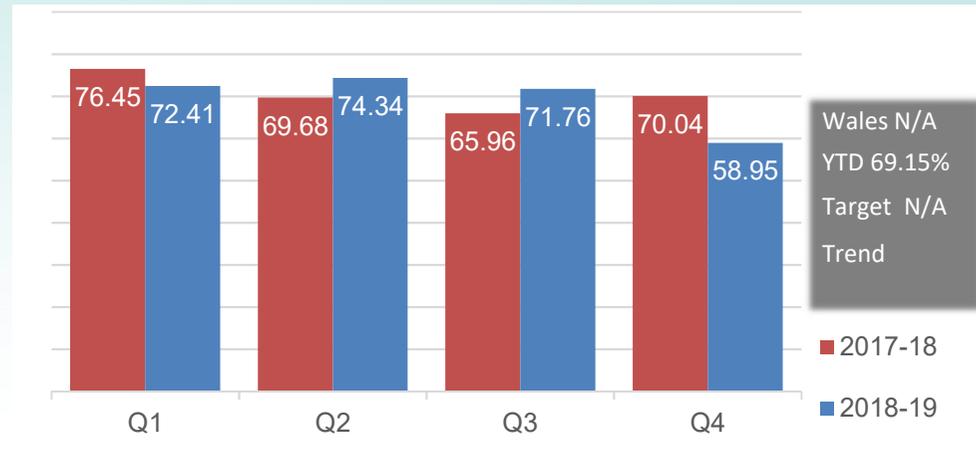
Wales 3.5  
YTD 3.18  
Target 2.33  
Trend



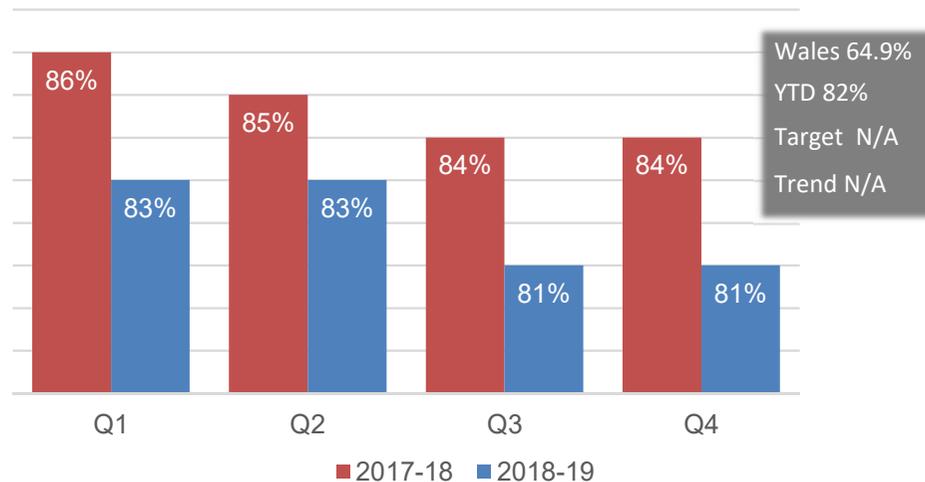
# Key Performance Indicators – Directorate Delivery Plan

During the year 69.2% (742 / 1,073) of people were helped back to independence without ongoing care services, through short term intervention.

Percentage of people helped back to independence without ongoing care services, through short term intervention



Percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months

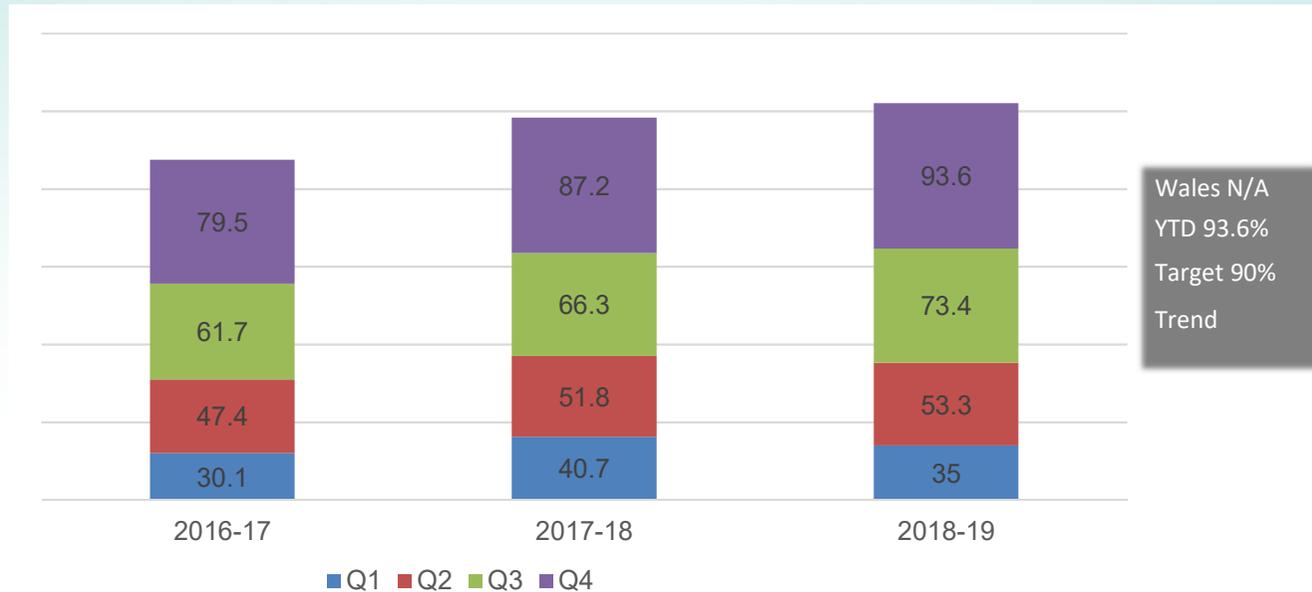


During the year 81.1% (1,790 / 2,207) of adults who received support from the information, advice and assistance service (IAA) did not contact the service again during the year



# Key Performance Indicators – Directorate Delivery Plan

**Percentage of carers (of adults) aged 18 or over known to social services who were offered an assessment or review of their needs in their own right during the year**

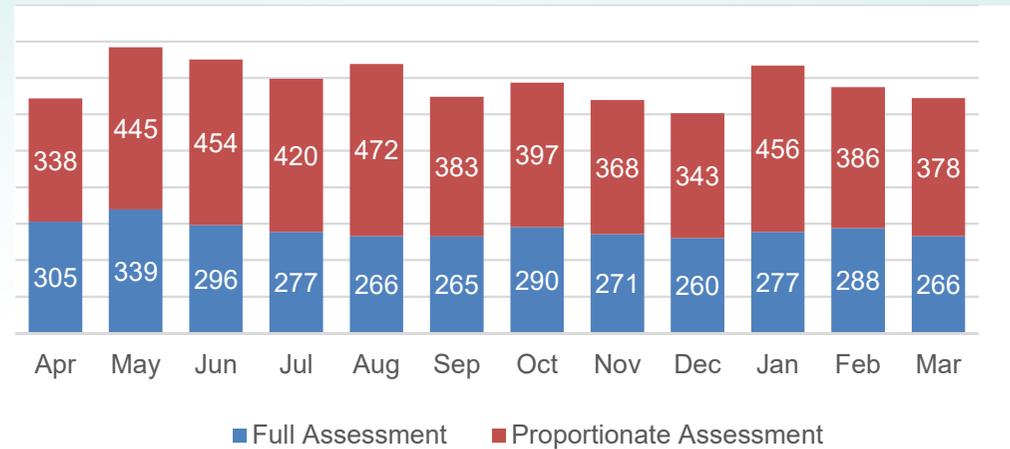


93.6% (3,139 / 3,353) of eligible adults who are caring for adults were offered a carers assessment during the year; 936 carers assessments were completed.



# Well-being Assessments

**Number of Well-being Assessments - Proportionate and Full Assessments completed by month**

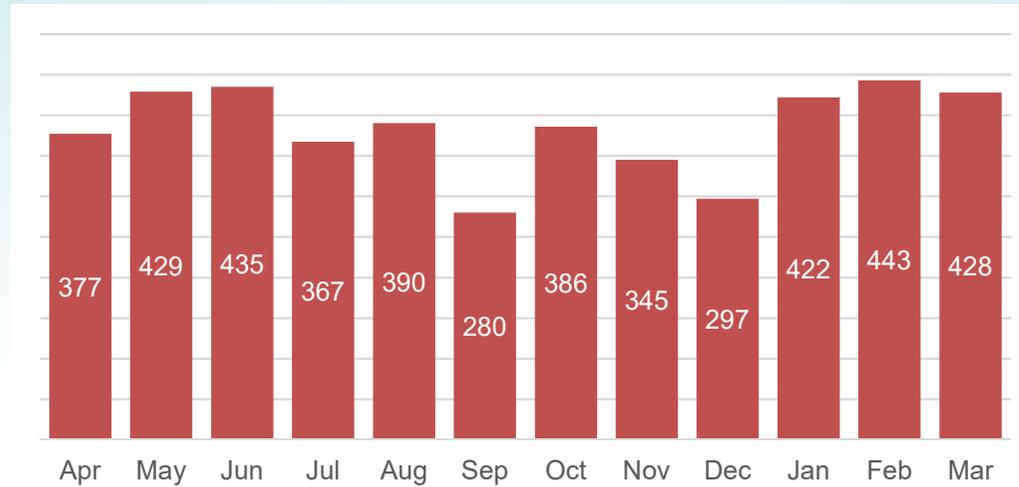


2,051 well-being assessments were completed in Quarter 4



# Care & Support Plan Reviews

Number of Care & Support Plan reviews completed

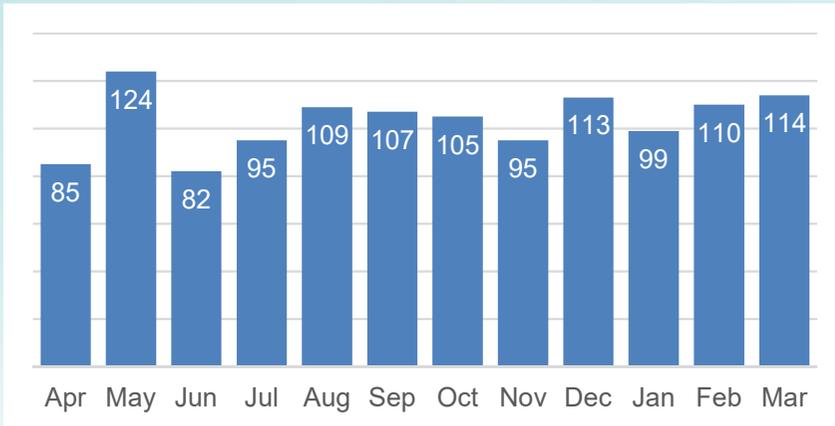


1,293 reviews of care & support plans were completed in Quarter 4, an increase from 1,028 in Quarter 3; 4,599 reviews completed during the year.

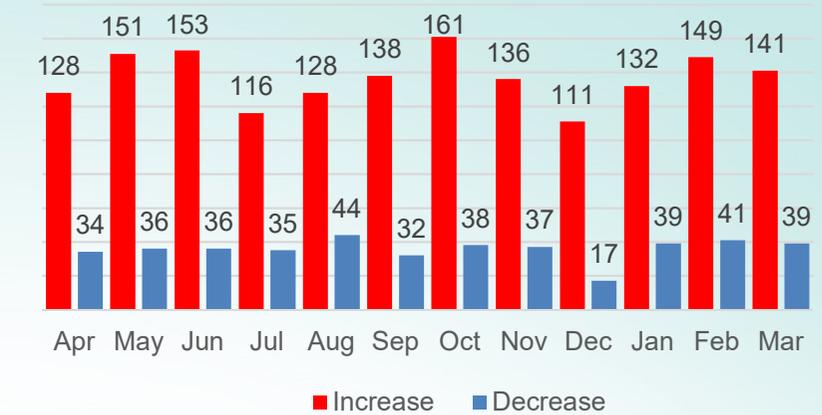


# Commissioning & Service Provision

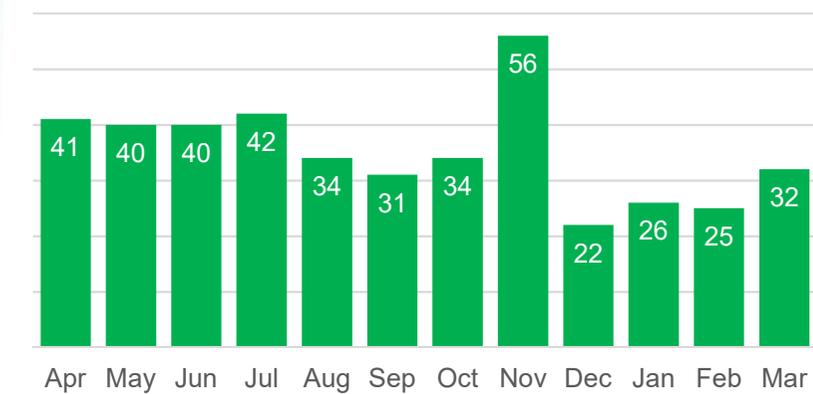
**Domiciliary - New Contracts Agreed**



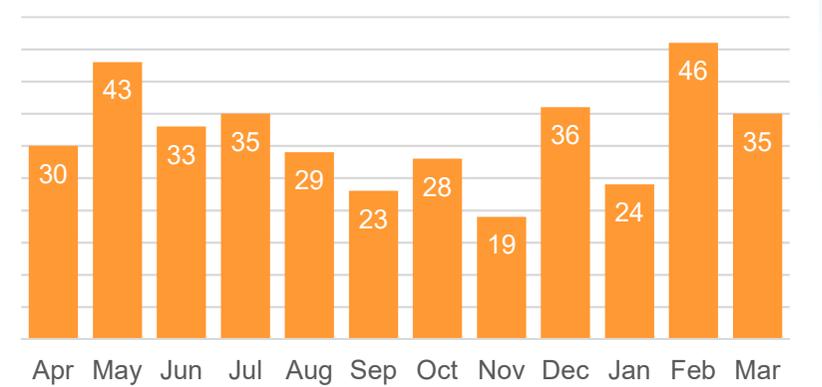
**Domiciliary Care – contract variations**



**Residential Care Home - New Contracts Agreed**

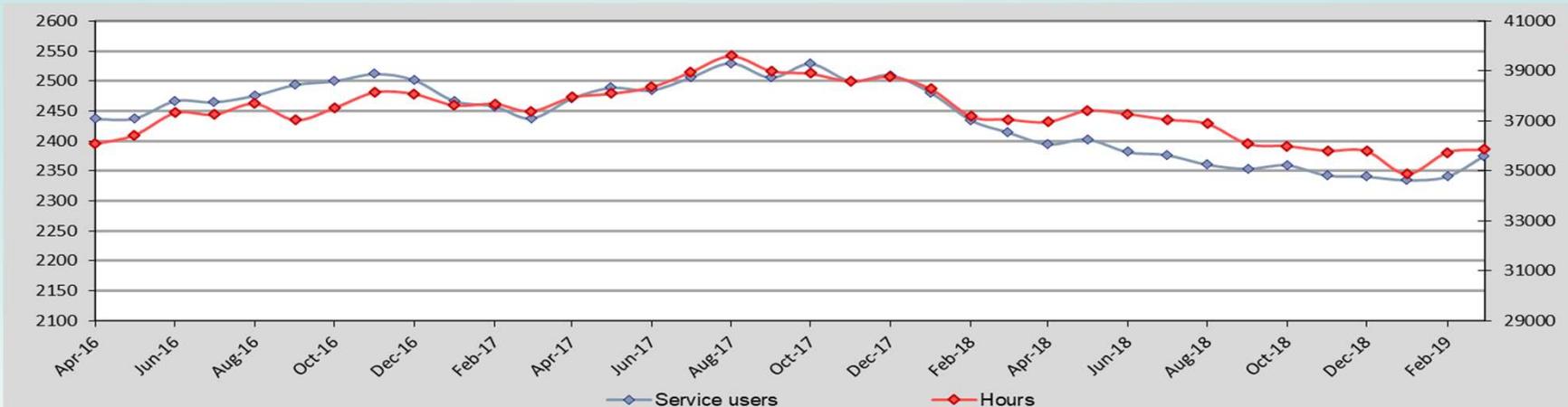


**Nursing Care Home - New Contracts Agreed**

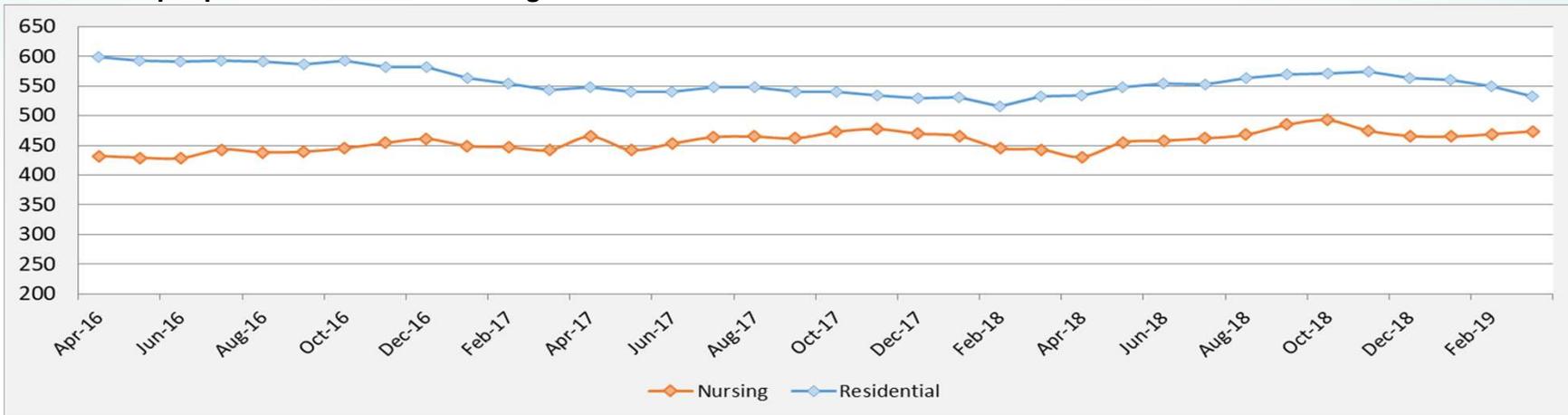


# Commissioning & Service Provision

## Number of people and hours - Domiciliary Care



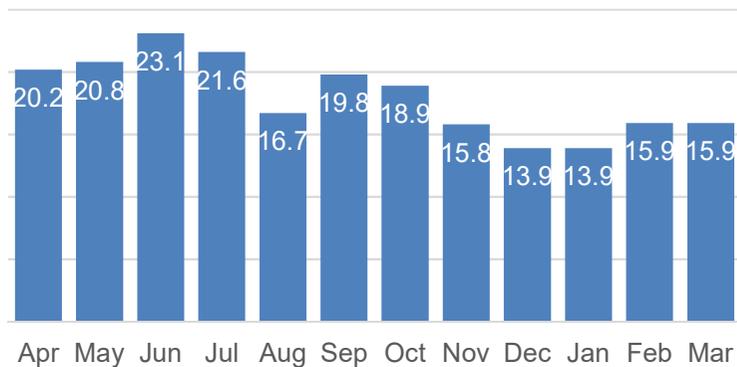
## Number of people - Residential & Nursing Care



# Workforce

- Sickness rate (FTE) target for 2018-19 was 16.5
- Top 4 reasons for sickness (March 2019):
  - Chest-respiratory
  - Stomach-liver-kidney
  - Infection
  - Eye-Ear-Nose-Mouth

**Number of Social Worker Vacancies**



**Sickness Rate (FTE)**

