APPENDIX B

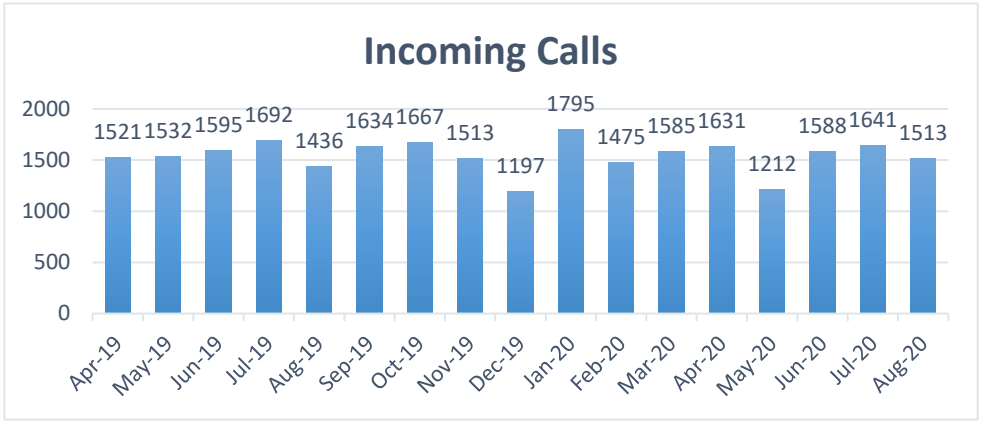
ADULT SERVICES

PERFORMANCE REPORT

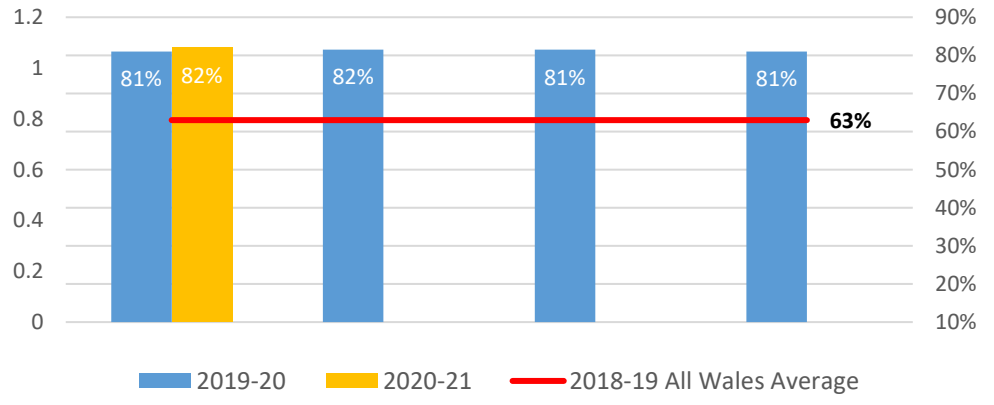
QUARTER 1 2020-21

First Point of Contact and Prevention

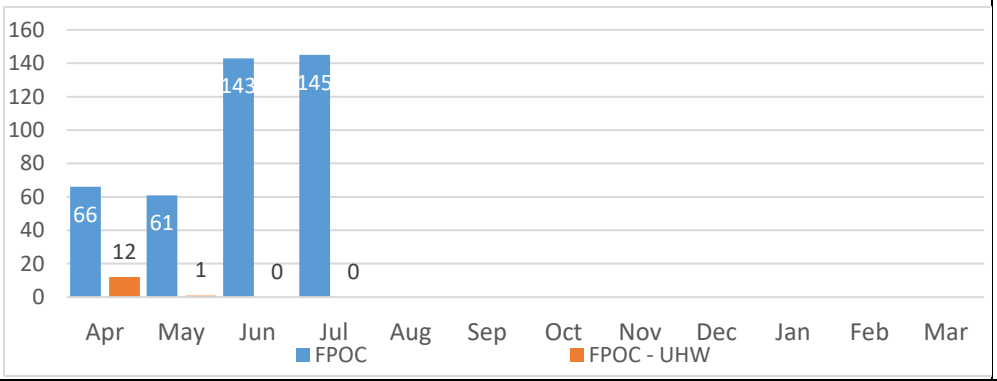
Number incoming of calls to First Point of Contact by month



SSWB 23 The 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

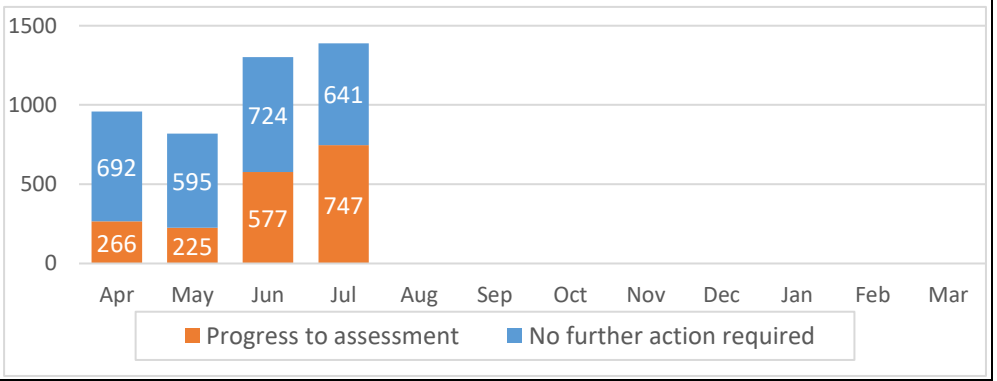


Well-being Referrals marked immediate assessment from First Point of Contact to Adult Social Services



Of the 3,083 referrals recived by First Point of Contact in Quarter 1. 270 were marked for immediate assessment by Adult Social Services. An additional 526 referrals were received by FPoC UHW, 12 of which were marked for immediate assessment by Adult Social Services.

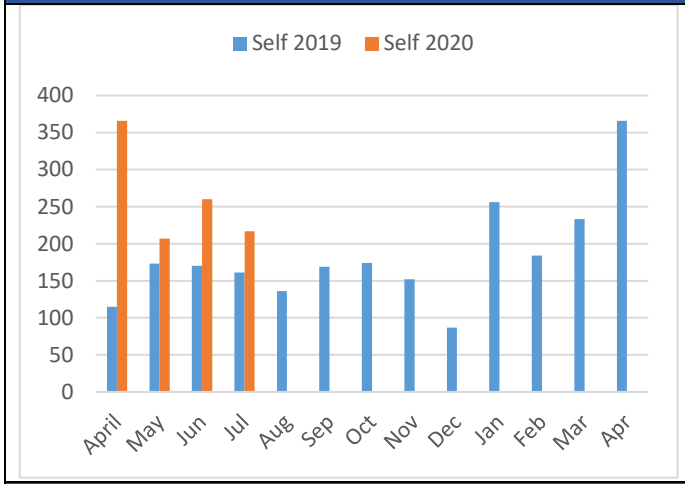
All Well-being Referrals received by outcome



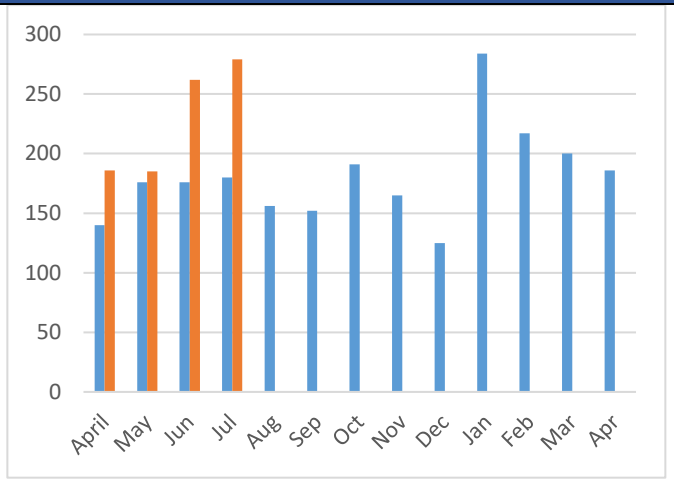
Includes all referrals to Adult Services; the majority of which come through FPoC and FPoC UHW. Does not include referrals to Community Mental Health Teams. There was a decrease in demand from Q4 2019-20 - 3,591 referrals; 2755 progressed to assessment (77%) to Q1 2020-21- 3,083 referrals; 1,068 progressed to assessment (35%).

Source of referral compared to last year

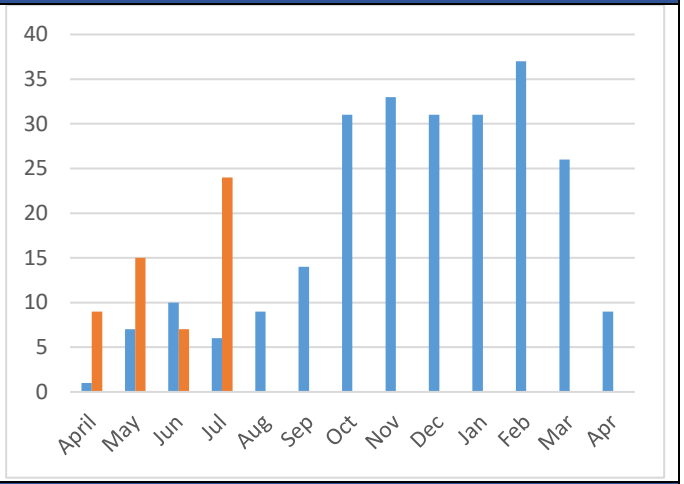
Self



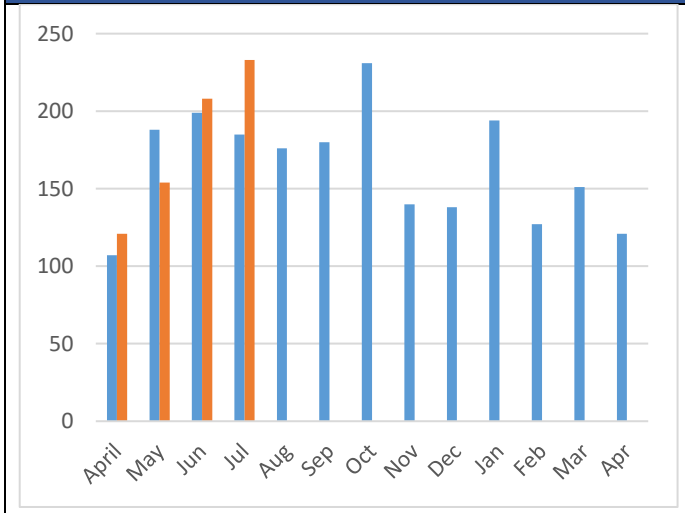
Family



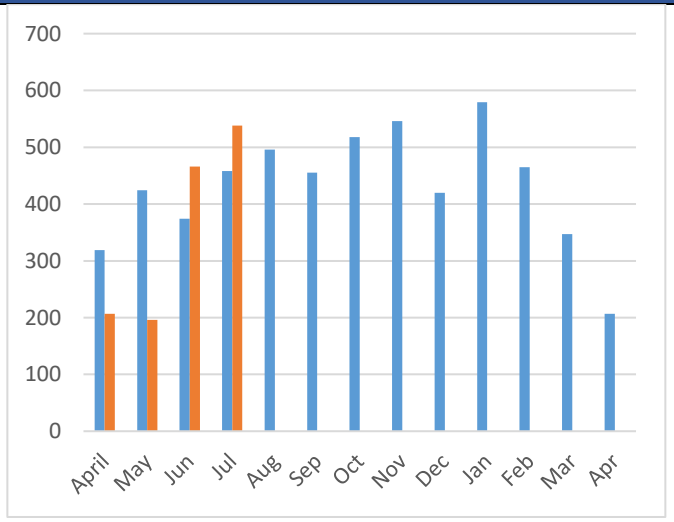
Carer



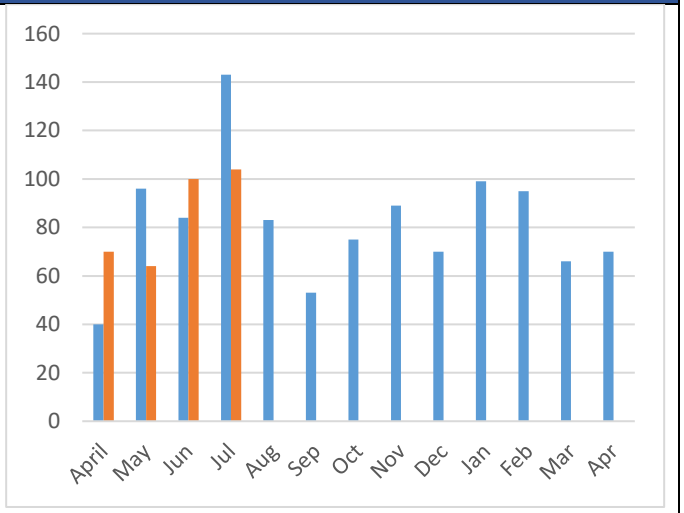
Professional



Health Professional

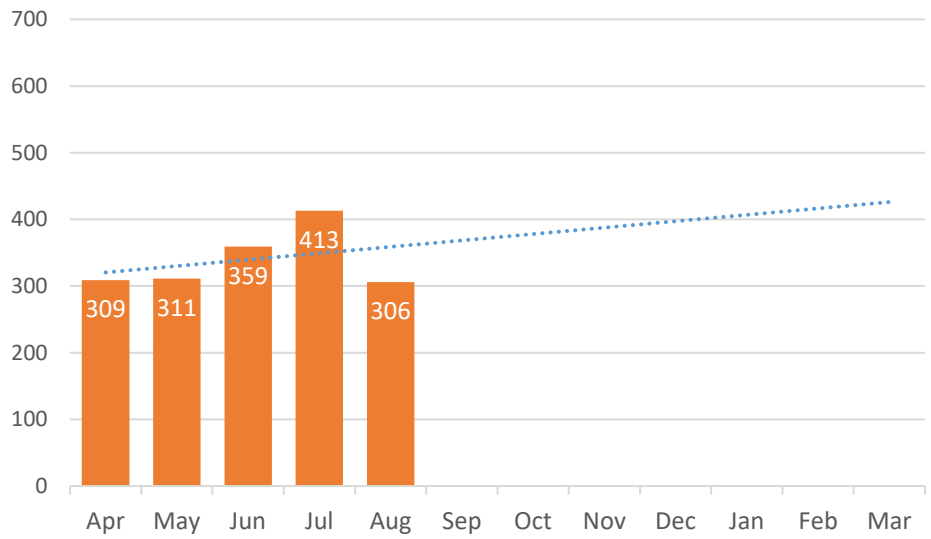


Other Organisation



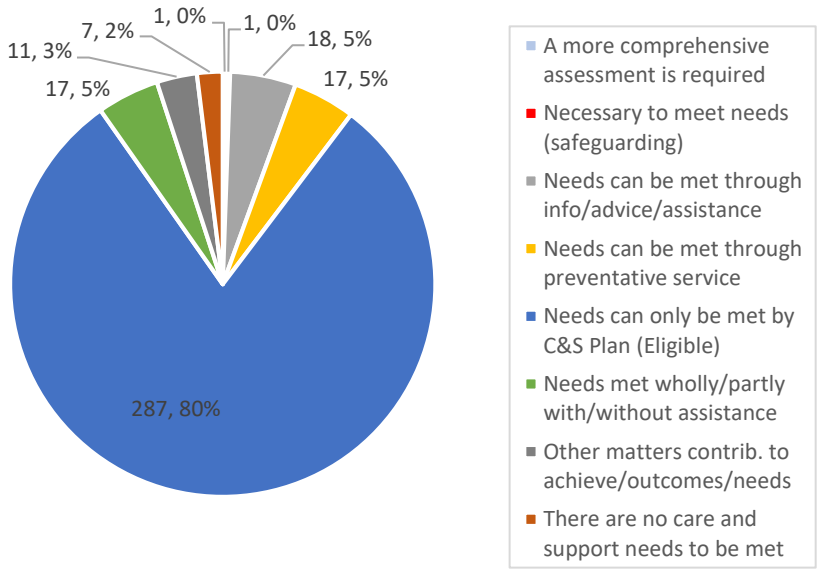
Assessment and Outcome Focussed Care Planning

Number of Well-being Assessments completed by month



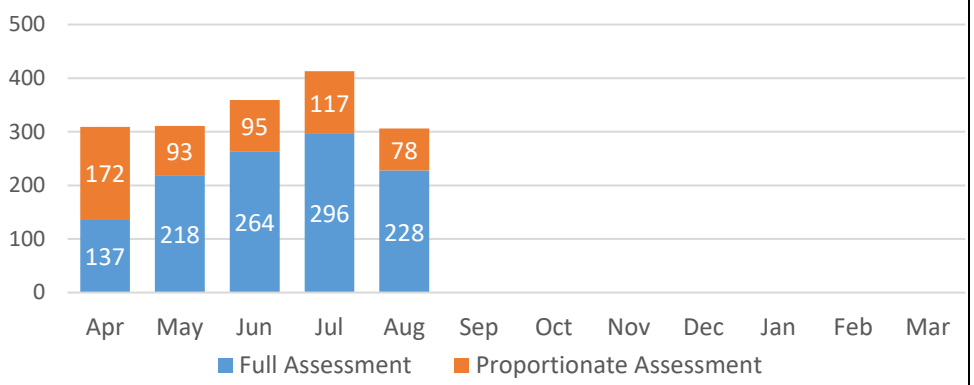
The number of well-being assessments completed decreased in Quarter 1 2020-21 was 975 compared with Quarter 4 2019-20: 2,115.

Number of Well-being Assessments completed by outcome June 2020



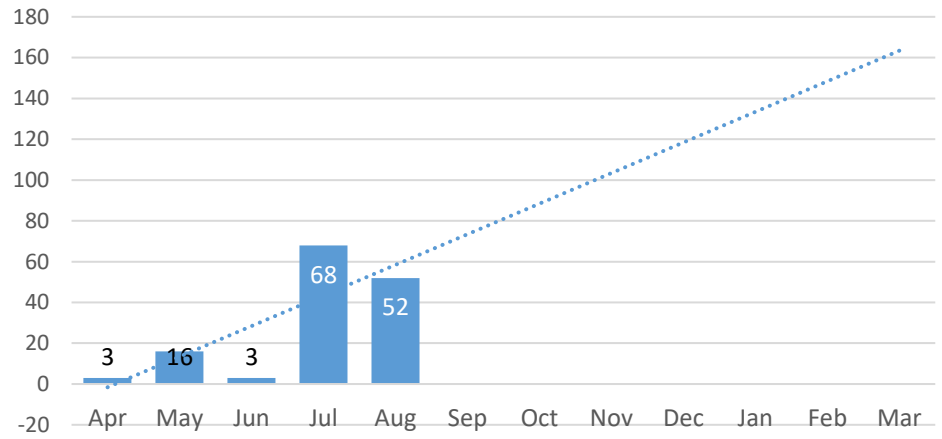
Of the 979 well-being assessments completed in Quarter 1, 6% (57) people's needs could be met through provision of information, advice and assistance and 75% (727) required a care and support plan.

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



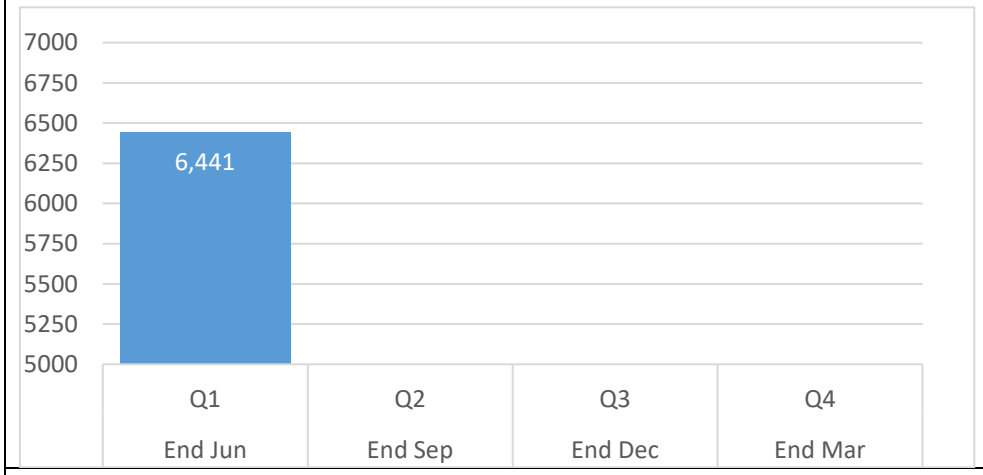
619 full assessments were completed during the quarter 1.

Number of Well-being Carers Assessments completed by month



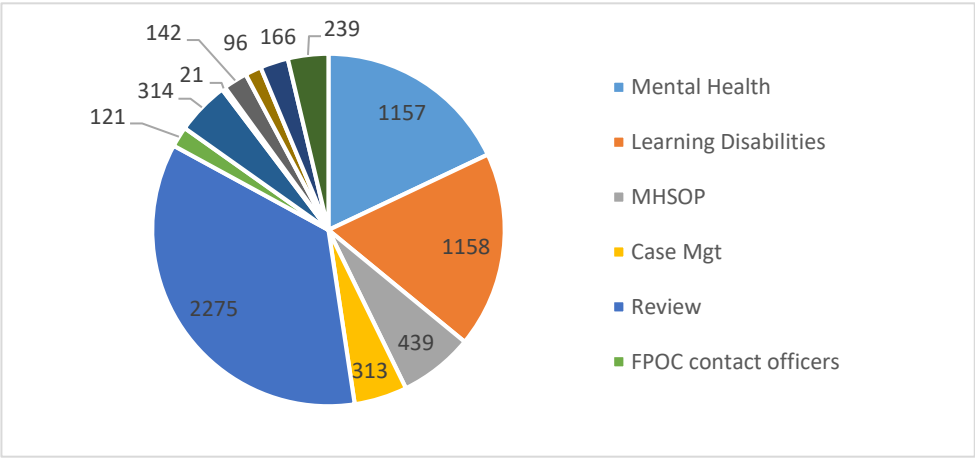
21 carer's assessments were completed in Quarter 1 2020-21; this is significantly less than usual and can be attributed to Covid-19 restrictions during this time the numbers are rising now with the easing of lockdown.

Number of open cases



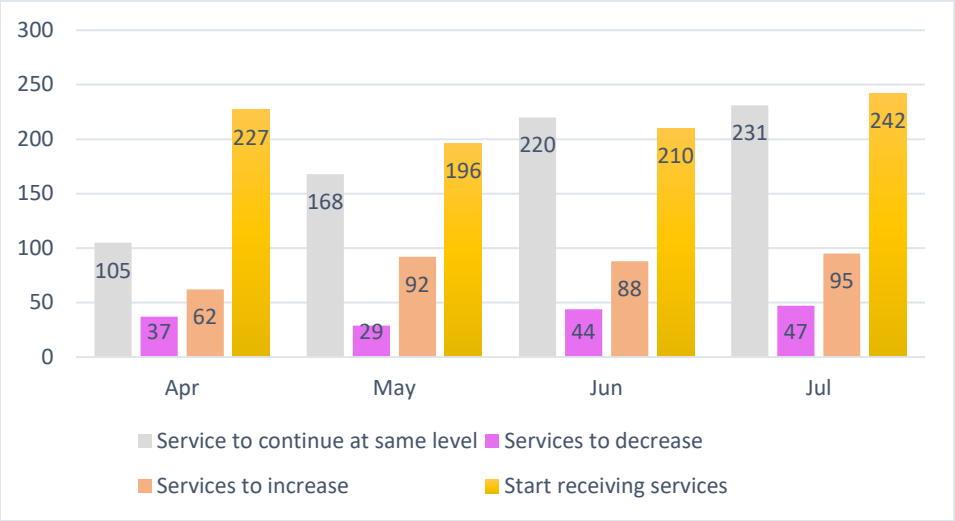
There were 6,441 open cases at the end of June 2020.

Number of open cases per team as at end June 2020



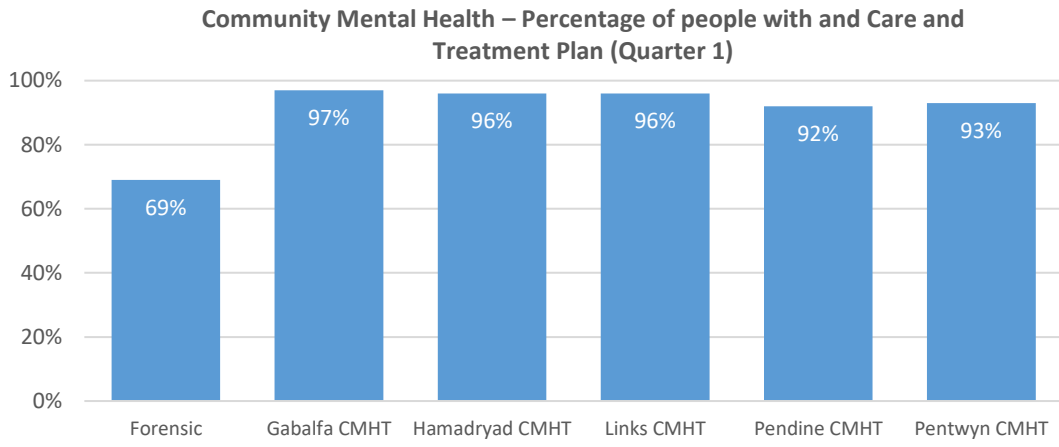
2,275 cases were managed by the review team; 1,158 were people with a learning disability and 1,157 were people with mental ill health.

Number of Care & Support Plans completed by outcome



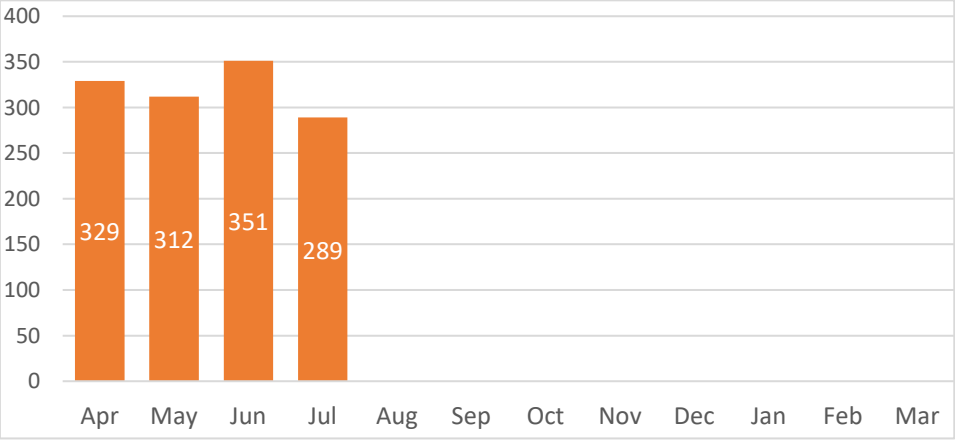
Of the 1,575 Care & Support Plans completed in Quarter 1, 633 started receiving services, 493 continued with the same level of service, services increased for 242 people and decreased for 110 people.

Community Mental Health – Percentage of people with and Care and Treatment Plan (Quarter 1)



Of the 3,018 people open to Community Mental Health services at 1st June 2020, 93% (2,885) had a Care & Treatment Plan. The Forensic team will always be a lower percentage due to the people being in a secure setting (majority of referrals to this team received from Prison Medical Service).

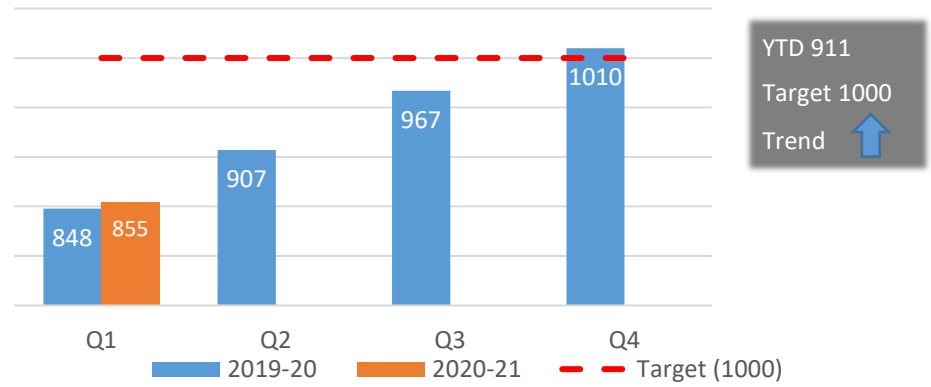
Number of Care & Support Plan reviews completed



Number of pending reviews as at end June 2020

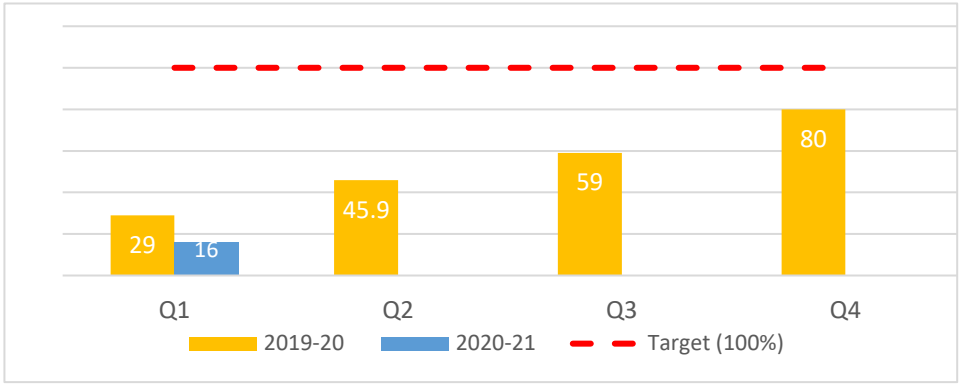
Team	Apr	May	Jun
Adult Assessment	1	2	3
Cardiff Alcohol And Drugs Team	4	4	2
Case Management Team	0	0	8
City Centre Team	1	1	2
Fpoc - Social Work Team	0	0	1
Hospital - UHL	0	0	1
Learning Disabilities Team East	2	1	33
Learning Disabilities Team West	71	67	32
MHSOP	6	8	13
Review Team	96	111	102
Total	**181**	**194**	**197**

SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme



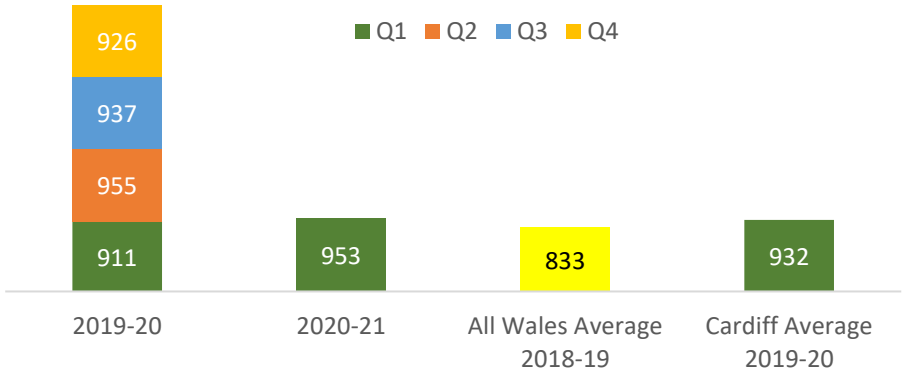
855 adults in receipt of Direct Payments during the quarter. 13 adults started Direct Payments during the quarter and 31 ceased – the main reasons for ceased were deceased and care home admission.

SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year

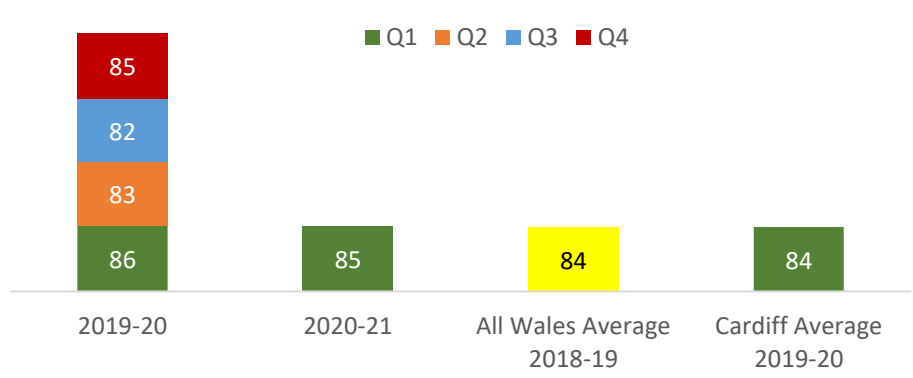


556 / 3,422 carers were offered an assessment in Q1 2020-21. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 155 / 235 (66%) new carers that started in Q1 2020-21 were offered an assessment. There is work to do to improve the recording of offers of assessments in the First Point of Contact and ensure that all carers are offered an assessment at the right time for them.

SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes

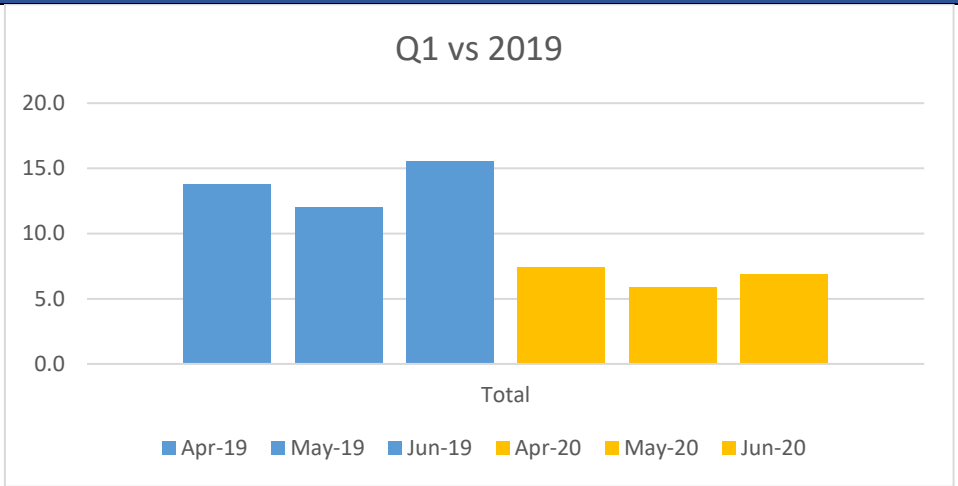


SSWB22 Average age of adults entering residential care homes

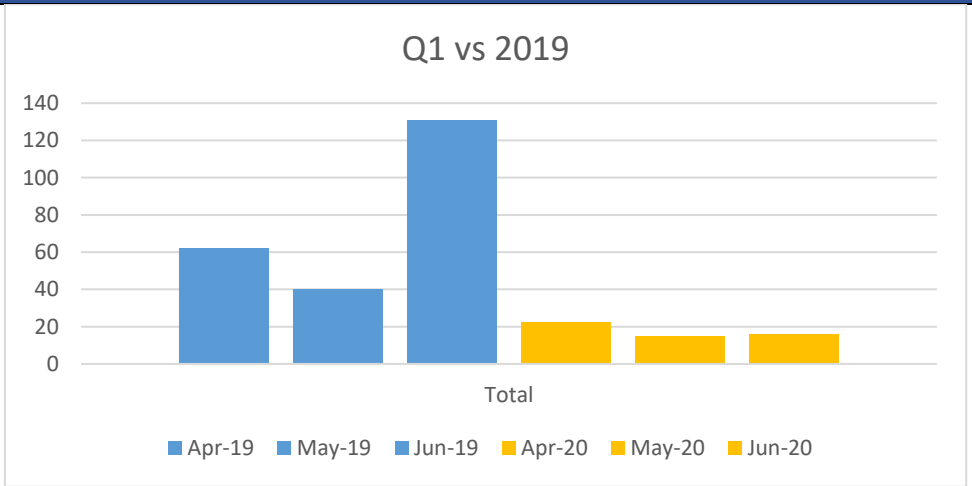


Commissioning & Service Provision

Average Number of days between Referral and Start of Package

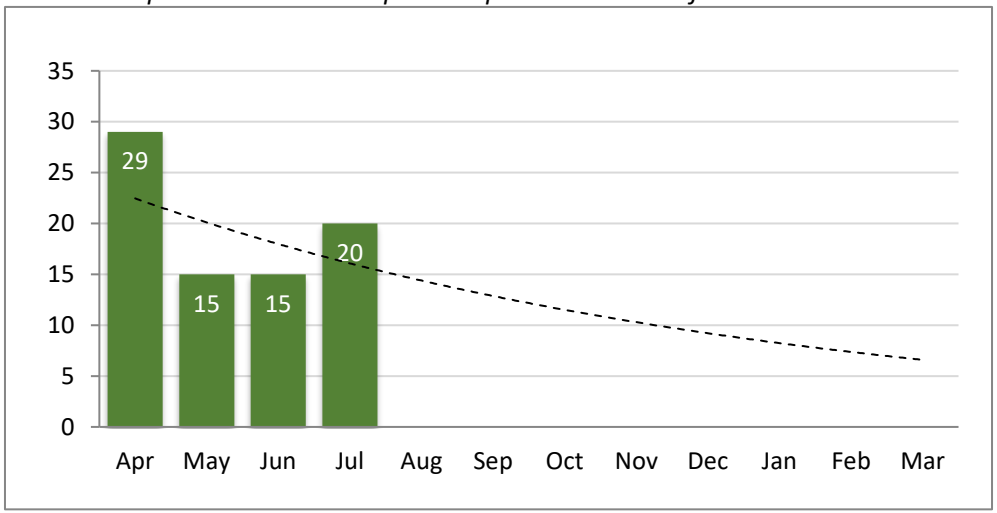


Longest time between Referral and Start of Package (in days)



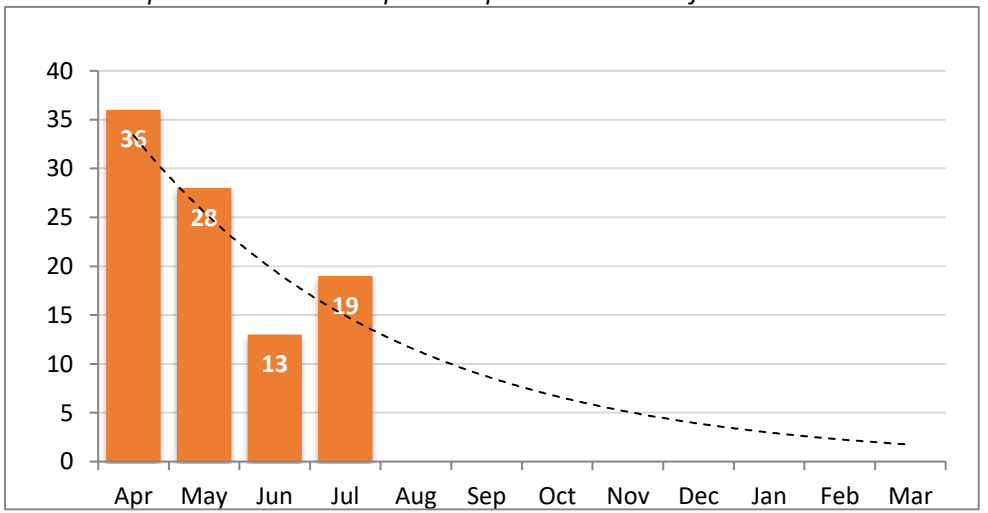
Residential Care Home - New Contracts Agreed

Data development - bars to be split to separate threshold funders

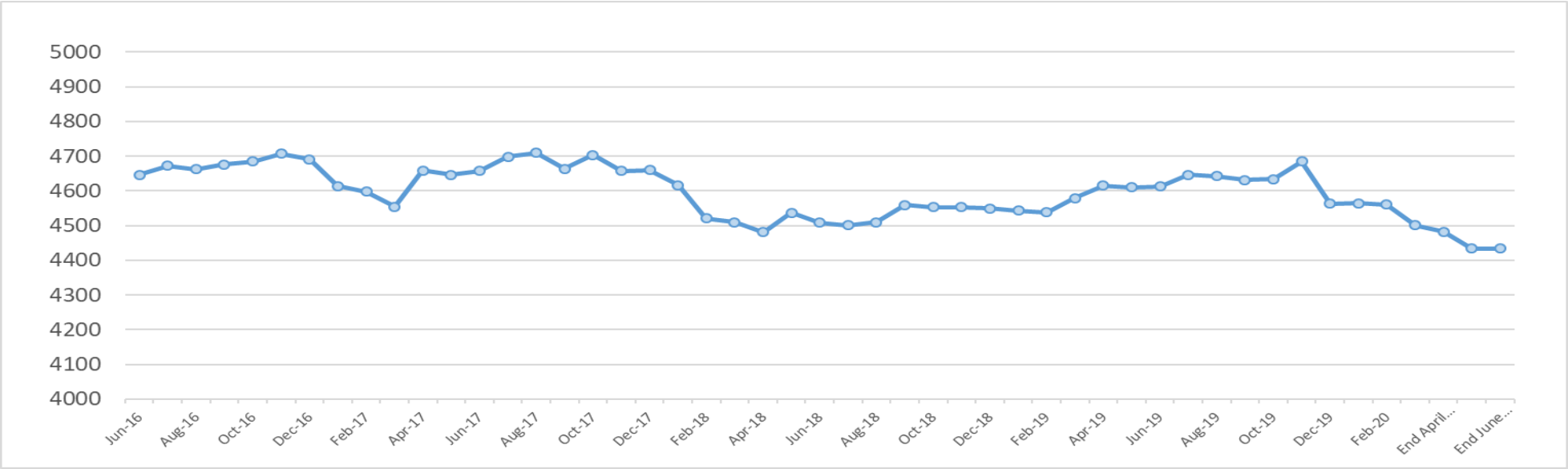


Nursing Care Home - New Contracts Agreed

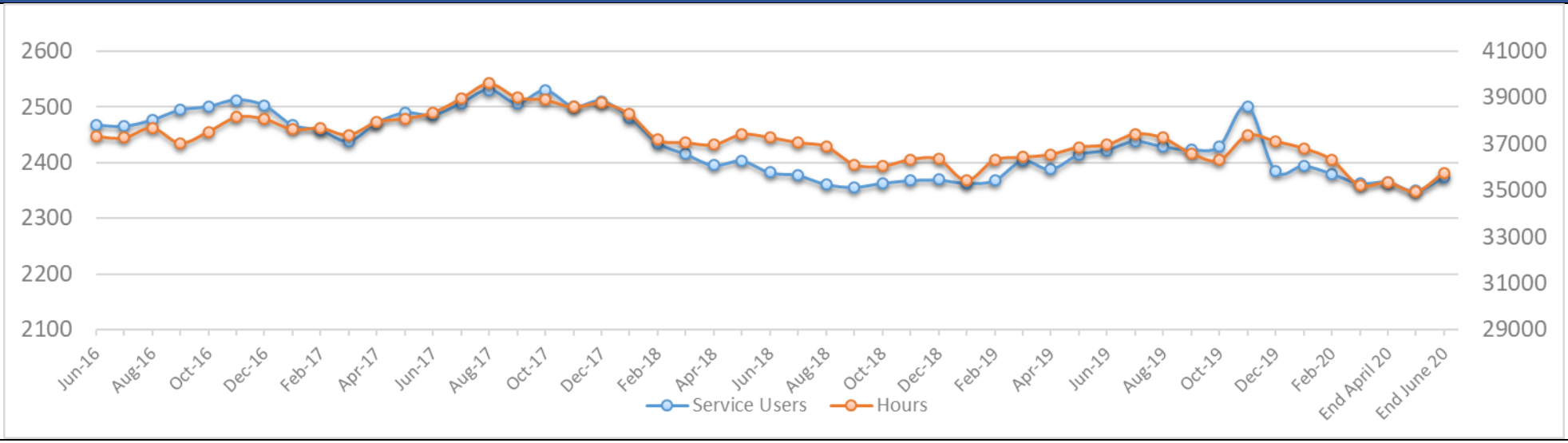
Data development - bars to be split to separate threshold funders



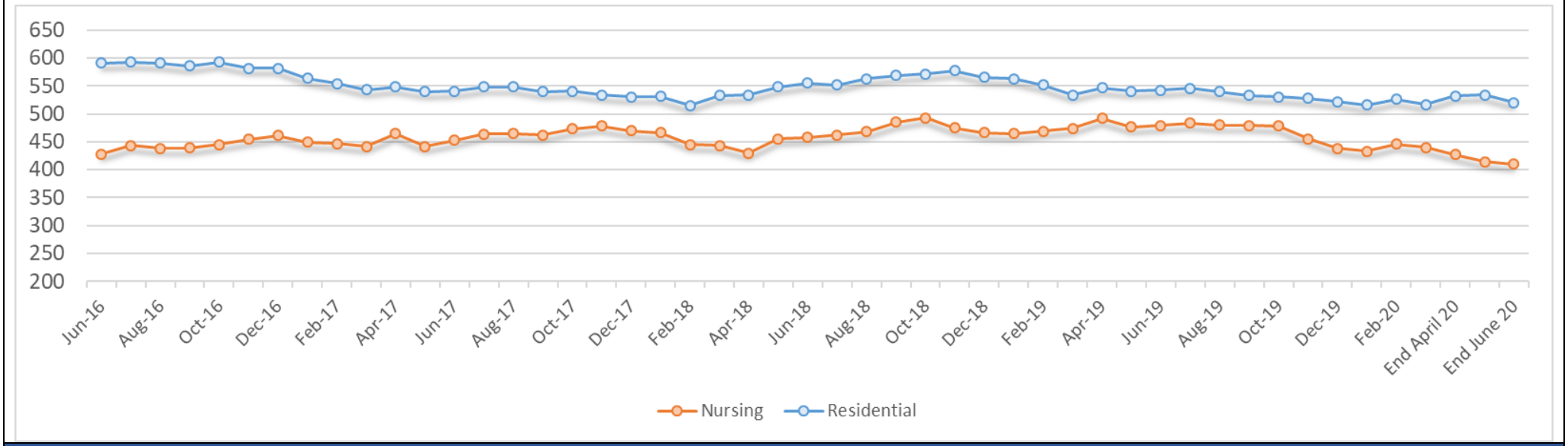
Number of Care and Support Packages



Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care



Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

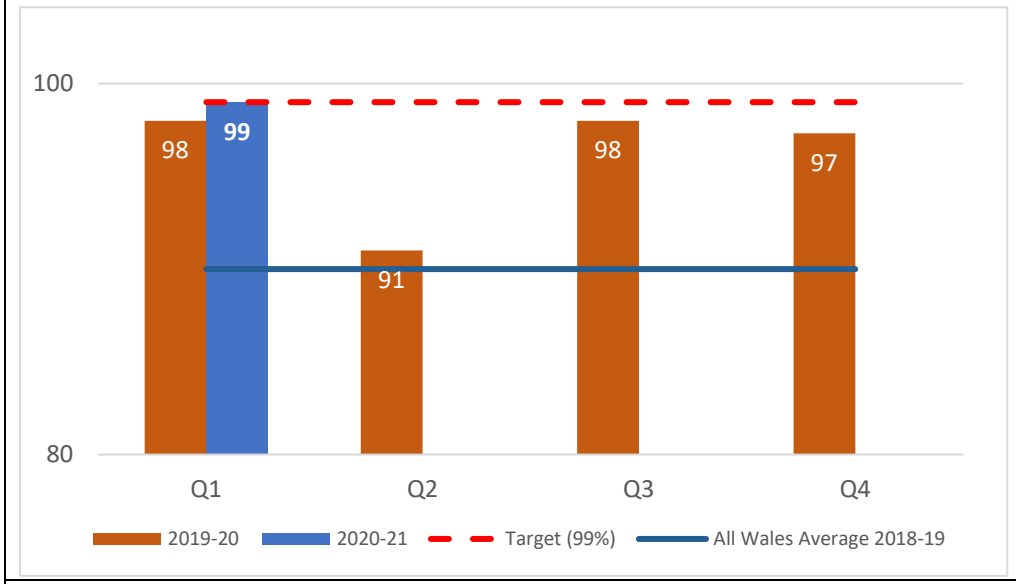
Key Statistics

- Corporate Safeguarding report card available from Quarter 1 2020-21.

Contracts & Service Development Team - Escalating concerns – Q1

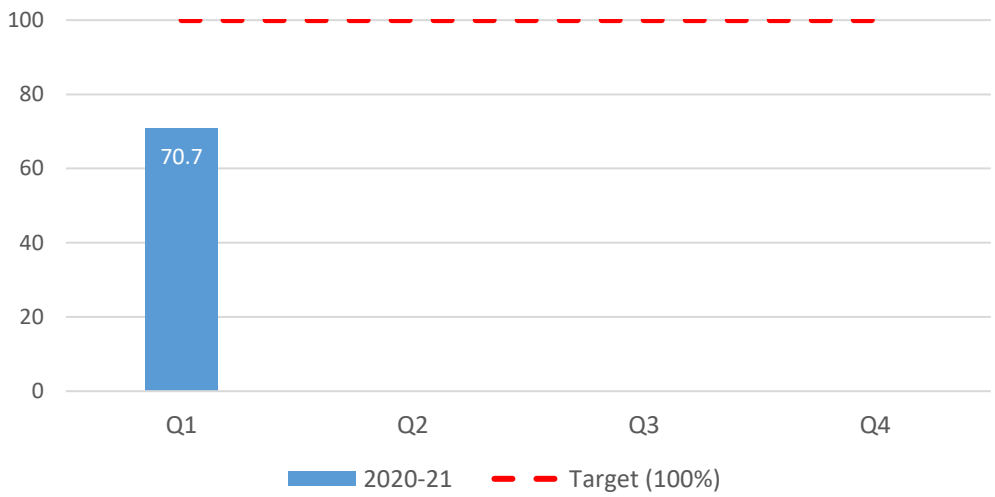
Domiciliary		Residential/Nursing Care Homes	
Provider Performance Meetings	4	Provider Performance Meeting	6
Joint Interagency Monitoring Panel	0	Joint Interagency Monitoring Panel	2
Closure Procedure (HOSG)	0	Closure Procedure (HOSG)	0
Number of issues reported	1	Number of issues reported	3

SSWB18 Percentage of adult protection enquiries completed within 7 days



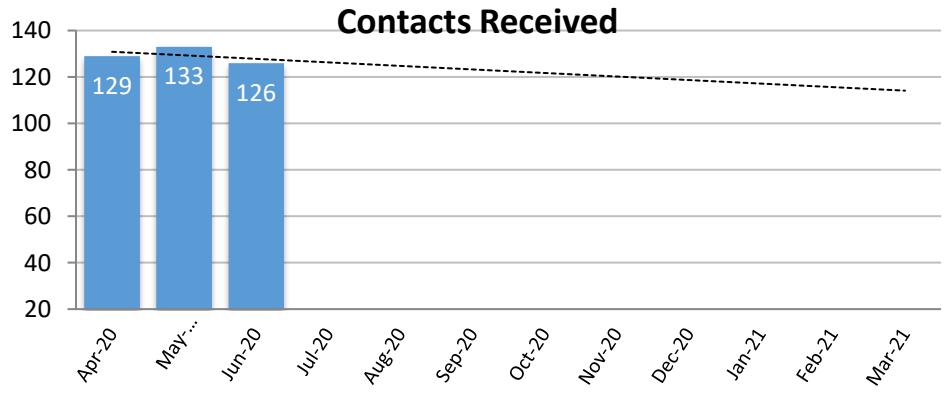
99.2% of adult protection enquiries (371 / 374) completed in 7 working days in Quarter 1. Performance continues to be closely monitored.

RES15 Percentage of council staff completing Safeguarding Awareness training

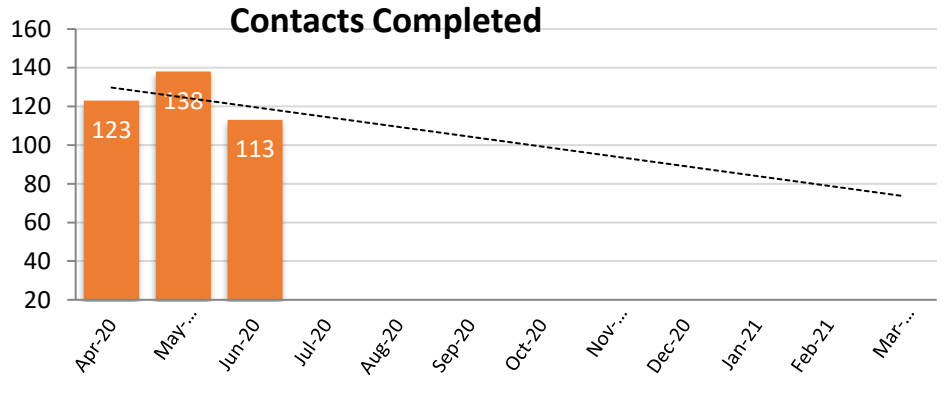


Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

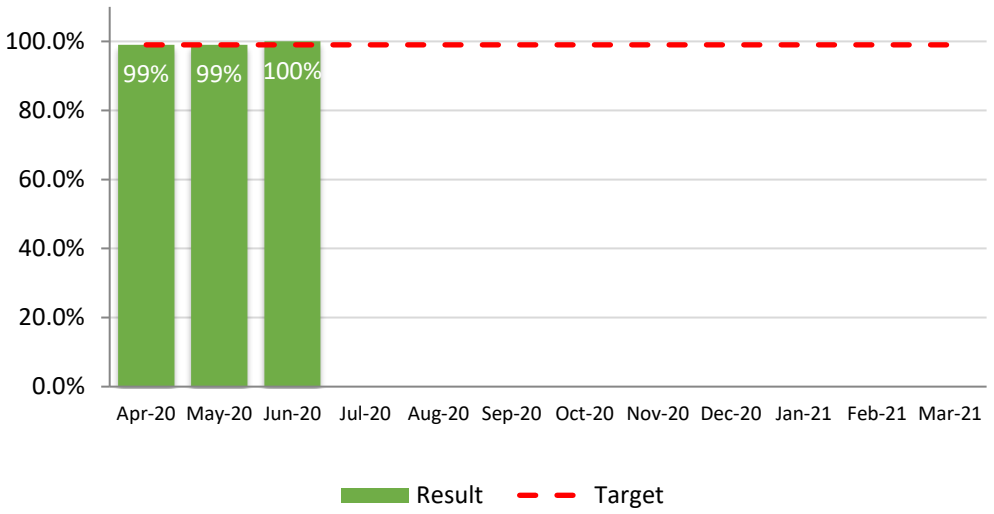
1. Number of contacts received



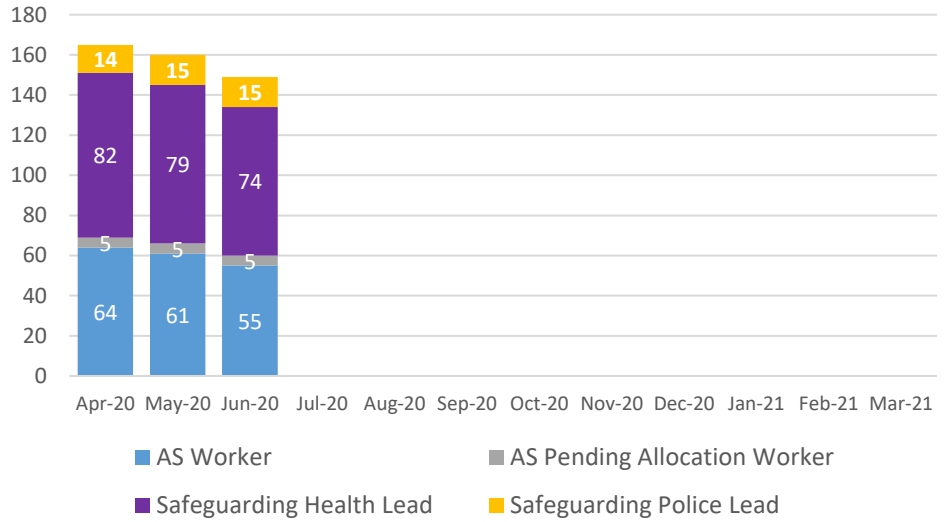
2. Number of contact records completed



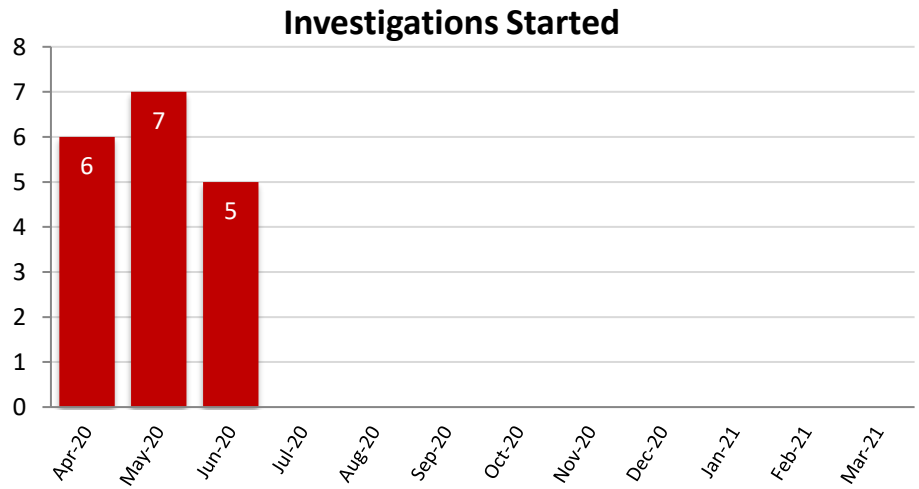
3. Percentage of contacts completed within 7 days



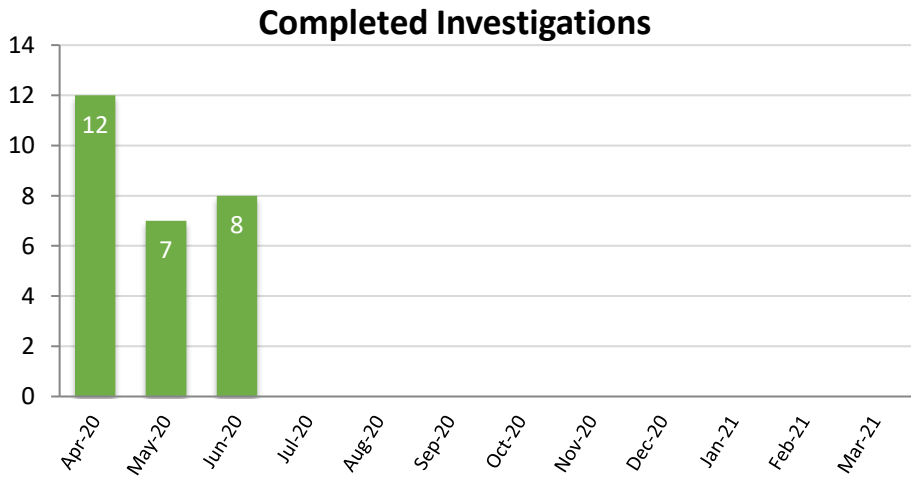
4. Number of pending investigations



5. Number of investigations started



6. Number of investigations completed



Managing People, Resources, Systems and Processes

Key Statistics

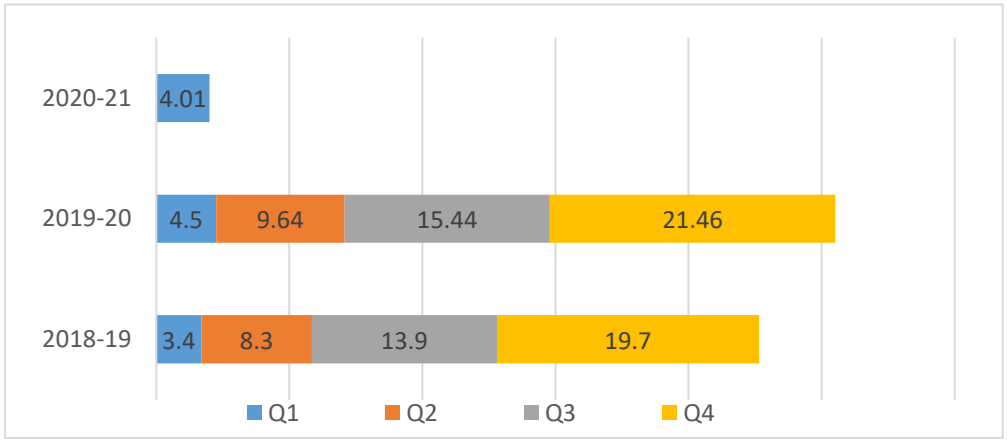
Sickness – Adult Services

	Ave FTE Staff No. (forecast)	FTE Target	Target FTE days lost	FTE days lost	Forecast based on Qtr. result	RAG
Q1 2019	535	16.4	8,771	4.5	**19.33**	
Q1 2020	546	16.5	9,005	4.01	**17.26**	

- Top 4 reasons for sickness during the quarter (All Social Services):

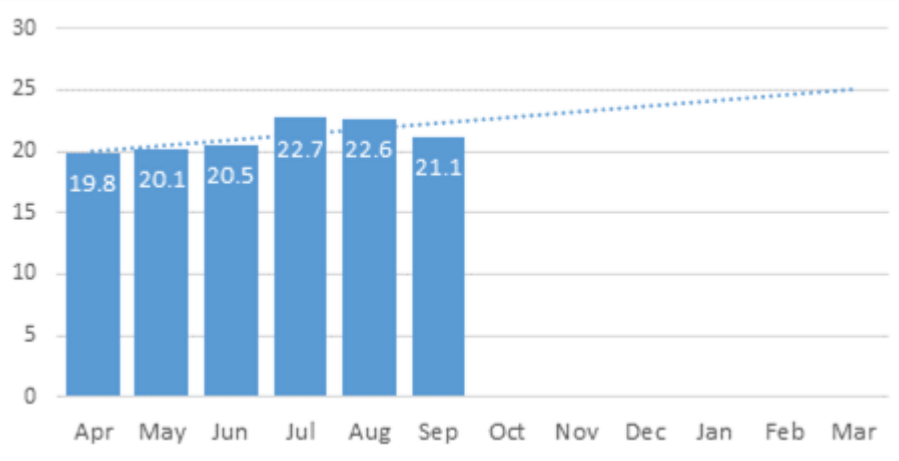
1	Stress
2	Stomach/Liver/ Kidney
3	Infection
4	Other

Sickness Rate (FTE)

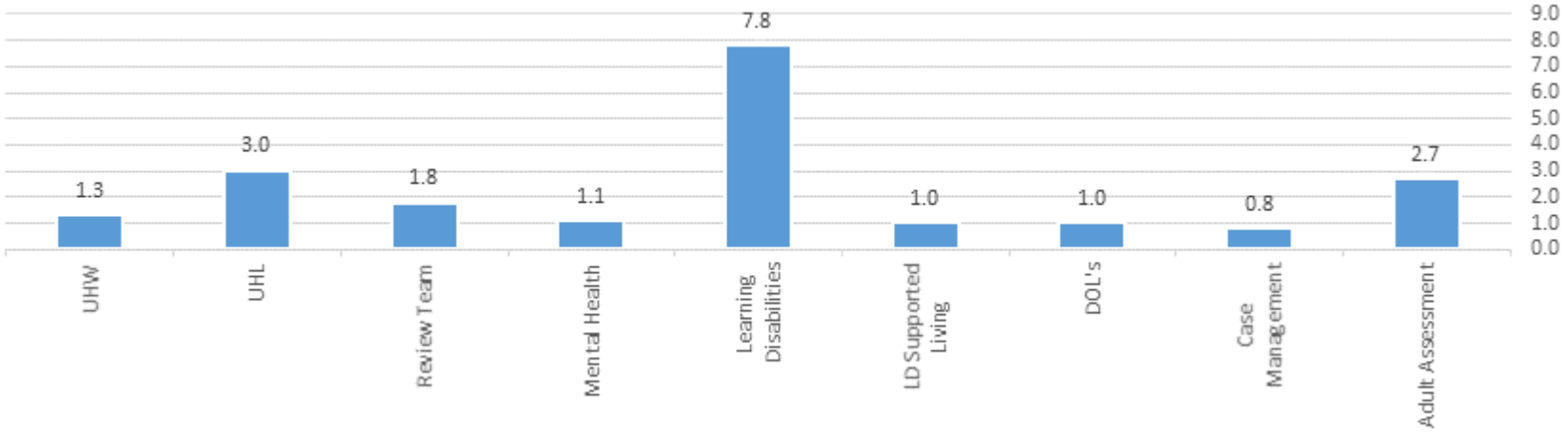


Data development - include breakdown that shows % sickness in Direct Services

Number of social work vacancies out of total FTE of 137.4)

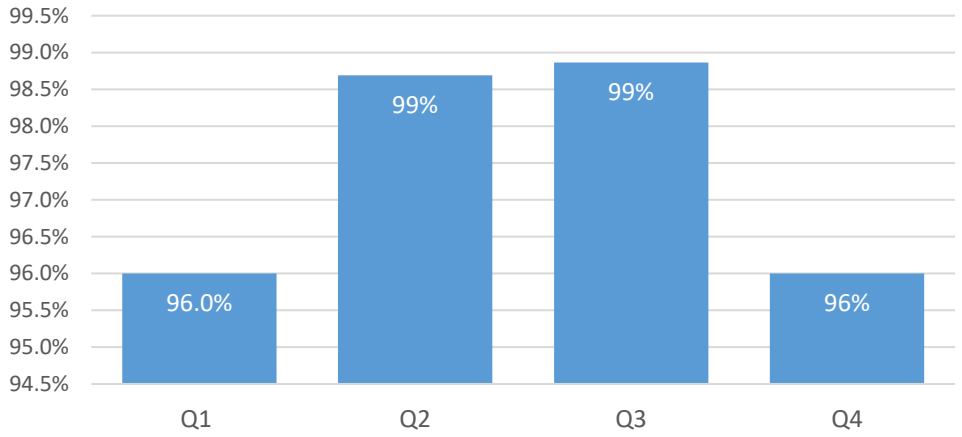


Social work vacancies by team March 2020

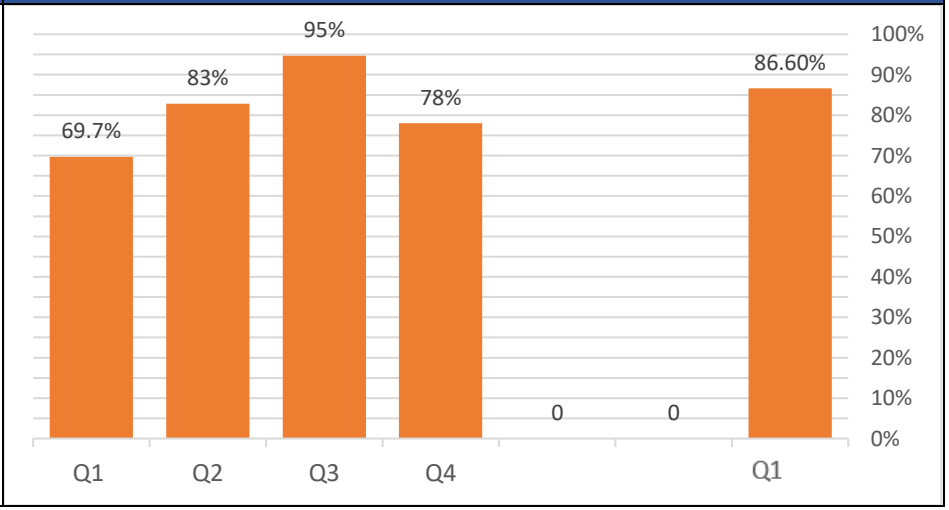


Learning Disability Team, vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed



Percentage of trigger interviews completed



Quality of Practice

Key Statistics

Adult & Carer Survey 2019-20				
Survey Type	**Population**	**Sent**	**Response**	**Response Rate**
Adult Survey	4,415	2,210	529	24%
CRT Survey	117	117	46	39%
IAA Survey	152	152	40	26%
Adults Survey Total	***4,684***	***2,479***	***615***	***25%***
Carers Survey Total	679	292	152	52%

Compliments & Complaints Q1 2019-20

Stage 1 Complaints	**No.**
Complaints received	14
Responded on time	4
Responded late*	6
Open at Q1 end	4

Stage 2 complaints	**No.**
Open from Q4	2
Initiated during Q1	0
Closed during Q1	0
Open at quarter end	2

Compliments
4

*In this context, 'late' refers to outside of our statutory timescales. However, we have received clear guidance from the Public Services Ombudsman for Wales that they understand our ability to respond within statutory timescales will be affected during the pandemic. However, it is more important than ever that we keep our complainants informed if there is going to be a delay in responding to a complaint and the complaints team have been doing this regularly.

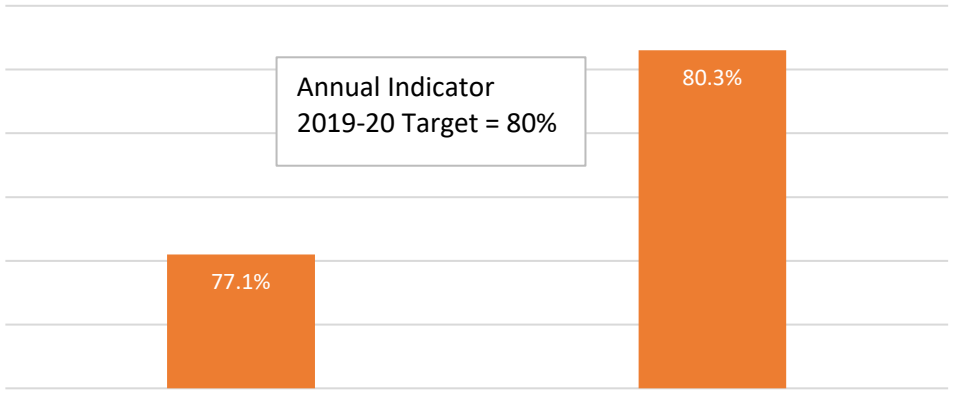
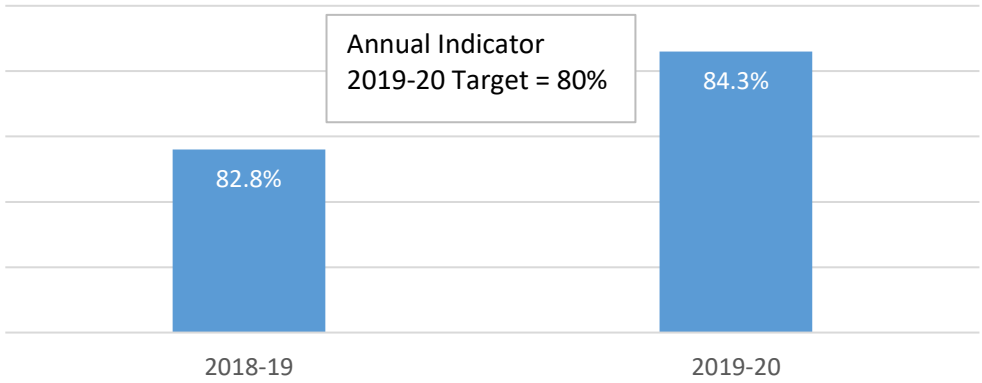
Compliments & Complaints Q2 so far

Stage 1 Complaints	**No.**
Complaints received	10
Responded on time	4
Responded late*	2
Open at Q2 end	4

Stage 2 complaints	**No.**
Open from Q1	2
Initiated during Q2	1
Closed during Q2	1
Open at quarter end	2

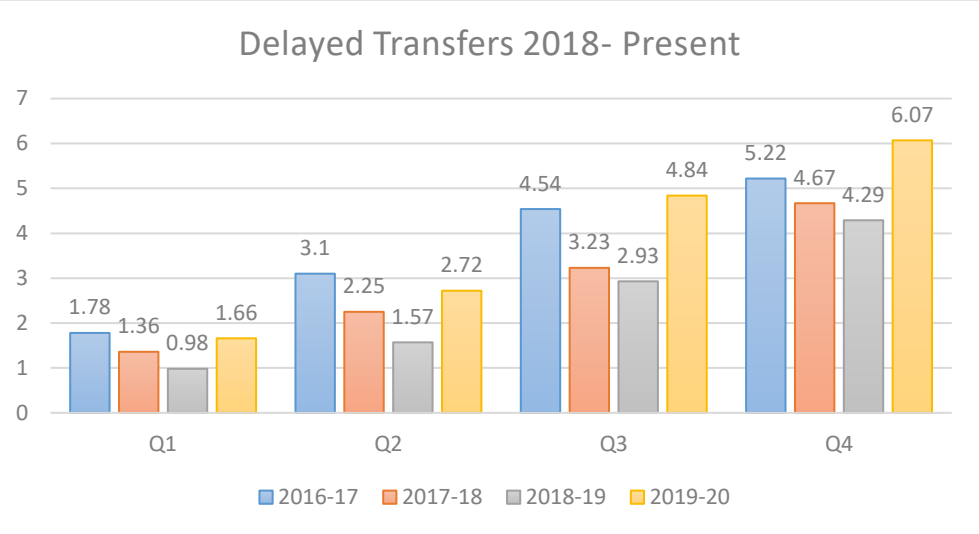
Compliments
3

Less complaints have been received so far in Q2 and only 2 were responded to outside our statutory timescales.

SSWB 12 Adults reporting that they felt involved in any decisions made about their care and support	SSWB13 Adults who are satisfied with the care and support they received
	
80.3% of adults (321) reported that they felt involved in any decisions made about their care and support.	84.3% of adults (354) reported that they are satisfied with the care and support they receive.

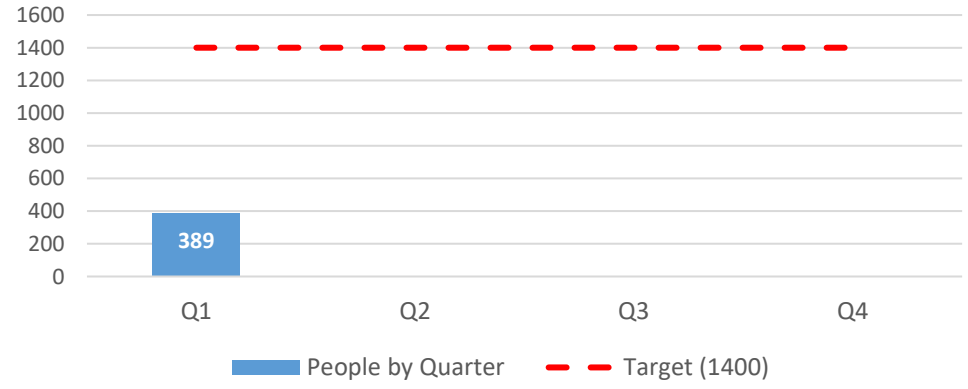
Additional Information and Corporate Plan PIs

SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)



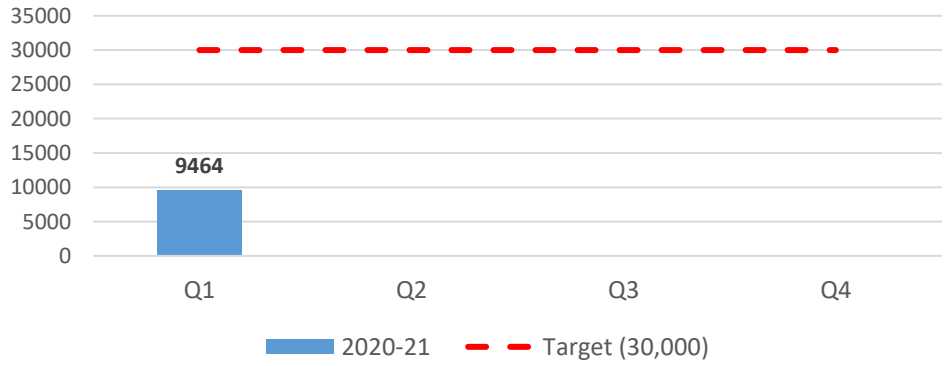
*No figures for Q1 as these come from WG and they have suspended collection due to COVID will advise us when/if they will resume.

CRT 1 Number of people who accessed the Community Resource Team



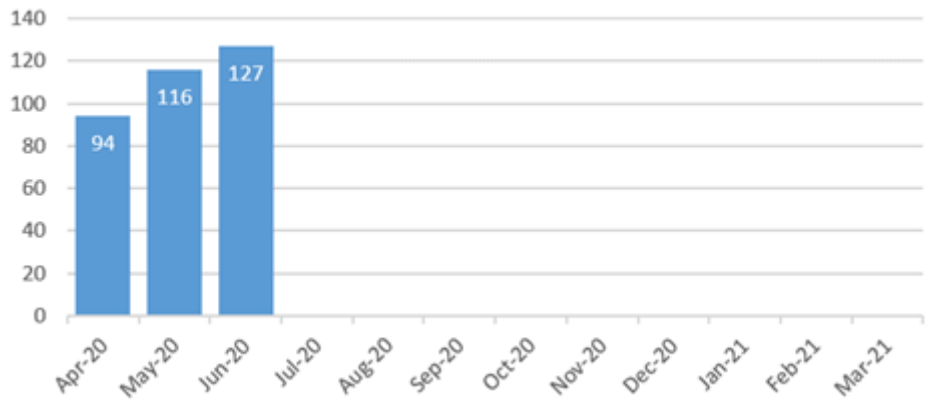
Cumulative data: 389 people accessed year to date. Q1: 389 people

CRT 2 Total hours of support provided by the Community Resource Team



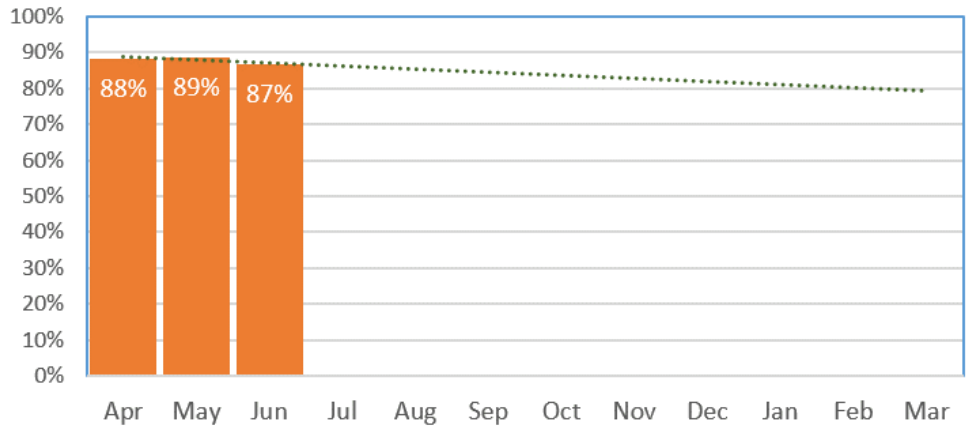
Cumulative data: 9464 hours provided year to date. Q1: 9464 hrs

Number of Community Resource Team (CRT) assessments undertaken following a referral



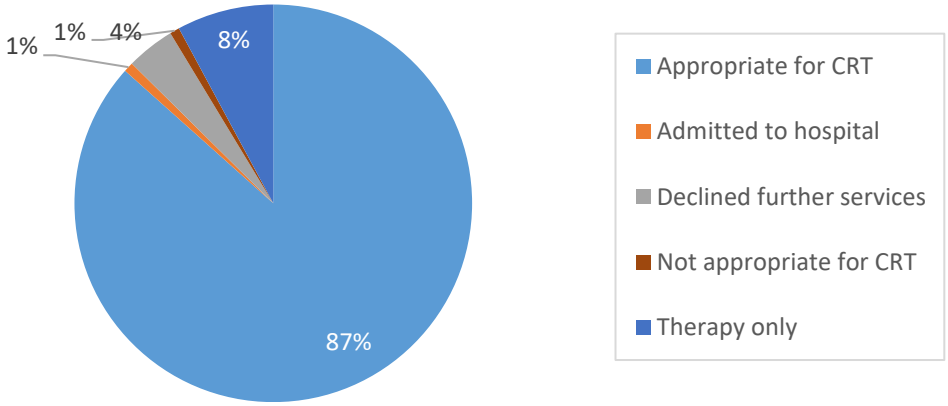
337 CRT assessments were undertaken following a referral in Q1 2020-21.

Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT



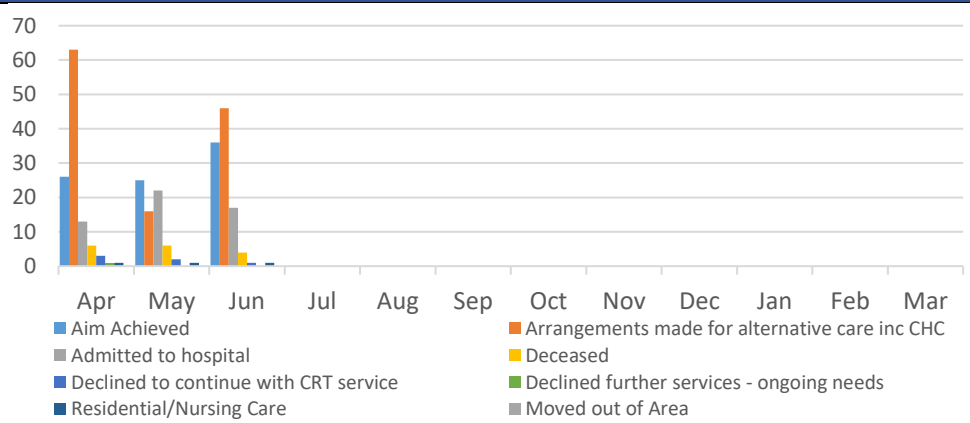
In June 87% (110/127) of CRT assessments undertaken following a referral were appropriate for CRT.

Outcome of CRT assessments undertaken following a referral June 2020



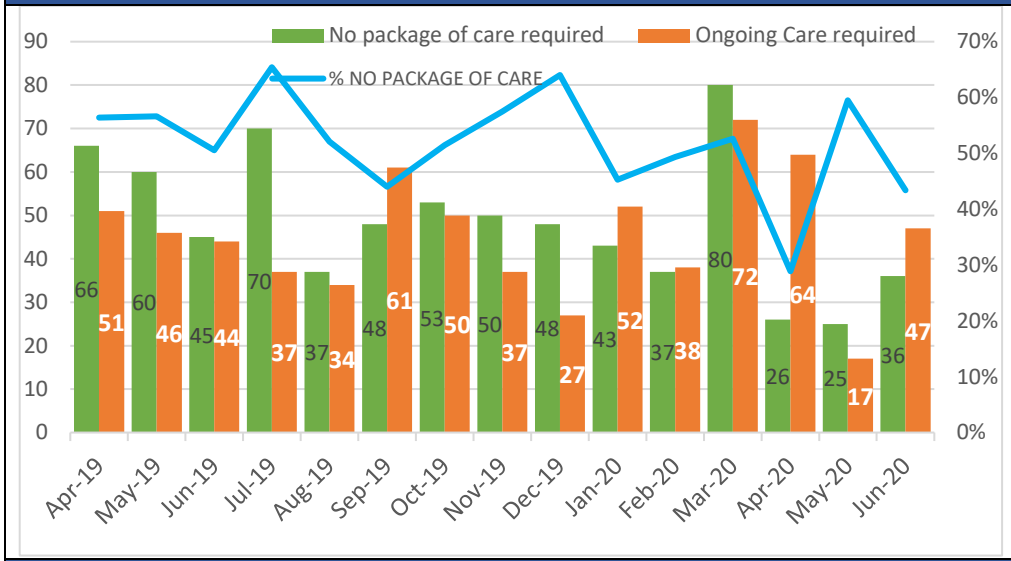
87% (110) of CRT assessments undertaken following a referral were appropriate for CRT. 1% (1) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

CRT packages ended by outcome



Of the 105 CRT packages ended in June, the outcome of aim achieved for 87 people (34%). Alternative care arrangements were made for 46 people, 17 people were admitted to hospital, 4 deceased, 1 declined to continue with CRT services, 0 declined further services – ongoing needs and 1 Residential/Nursing Care.

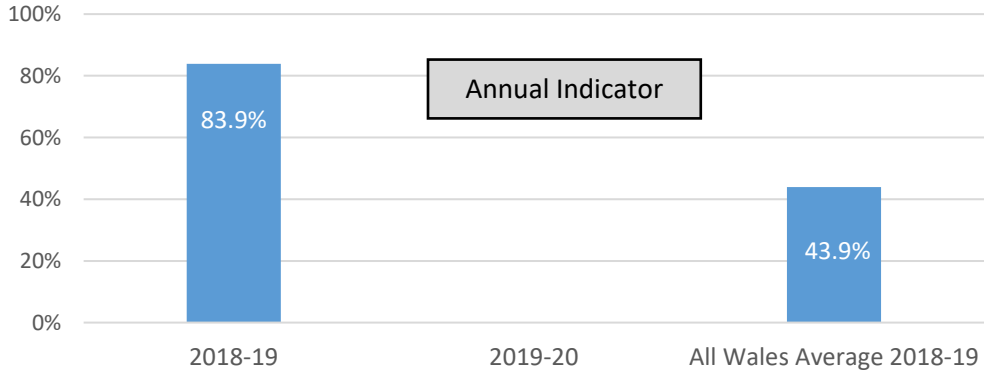
CRT packages ended by outcome – No package of care required or Ongoing care required



Citizens not requiring packages of care saw a significant decrease during the start of Lockdown and look to be starting to return to normal, having a second localised lockdown could potentially influence these numbers again over the coming months.

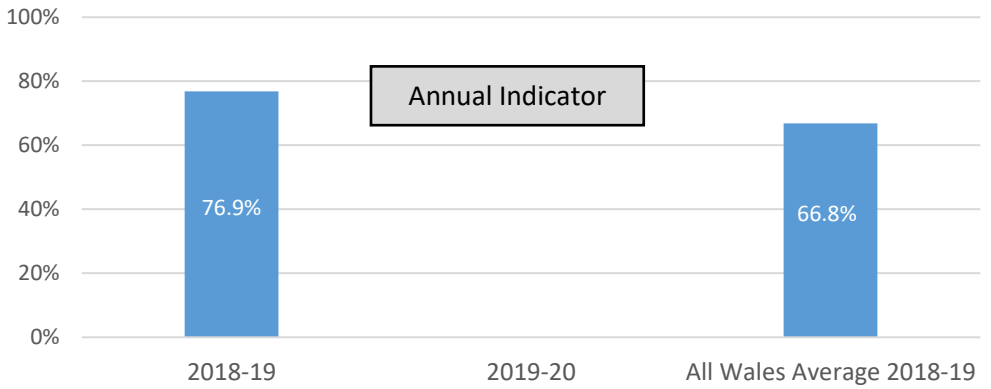
The blue percentage line tracks the difference in percentage of people that require no package of care against the total number of packages investigated.

SSWB20a Percentage of adults who completed a period of reablement (a) and have a reduced package of care and support 6 months later



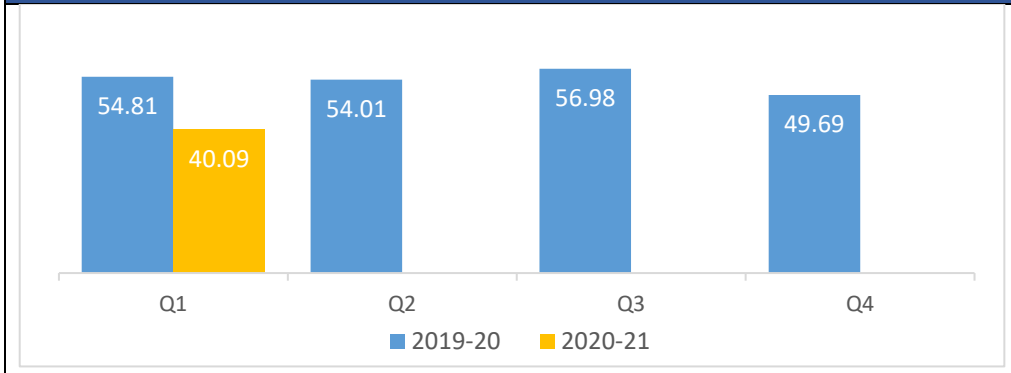
83.9% of adults (678) who completed a period of reablement in 2018-19 had a reduced package of care and support 6 months later. Annual PI.

SSWB20b Percentage of adults who completed a period of reablement (b) have no package of care and support 6 months later



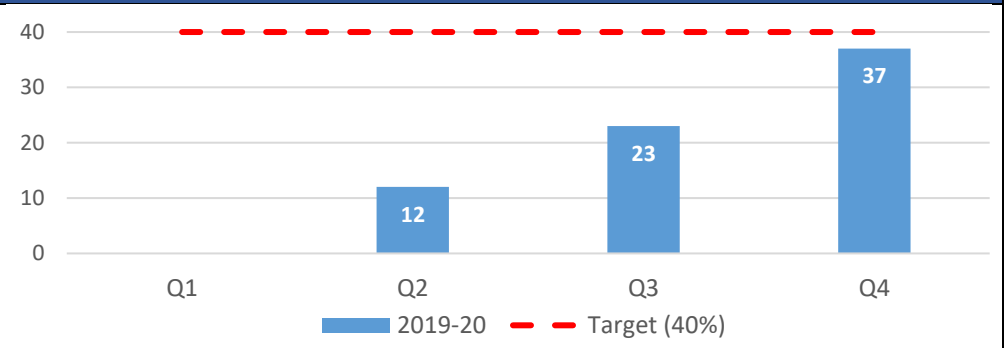
76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later.

SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention (quarterly / proxy indicator for SSWB20a)



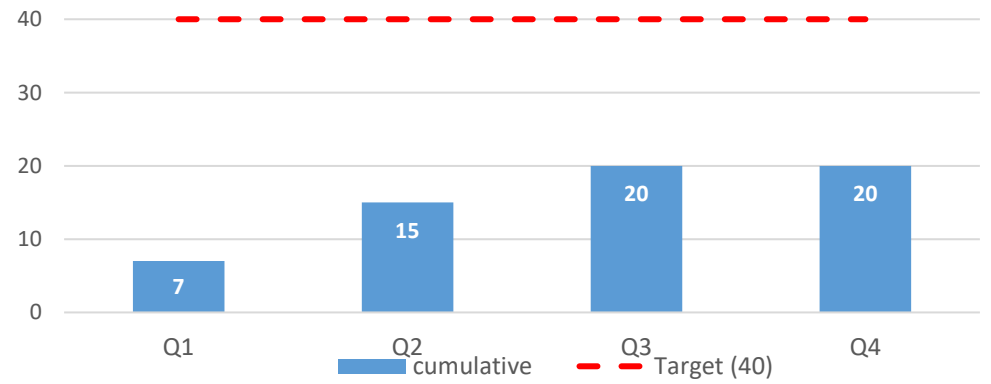
The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward. Q4 increase due to the impact of Covid-19 where Reablement has temporarily diverted support to focus on maintaining capacity in hospitals by supporting discharge and they were not taking purely Reablement cases.

Dem 1 Percentage of staff completing dementia friendly training



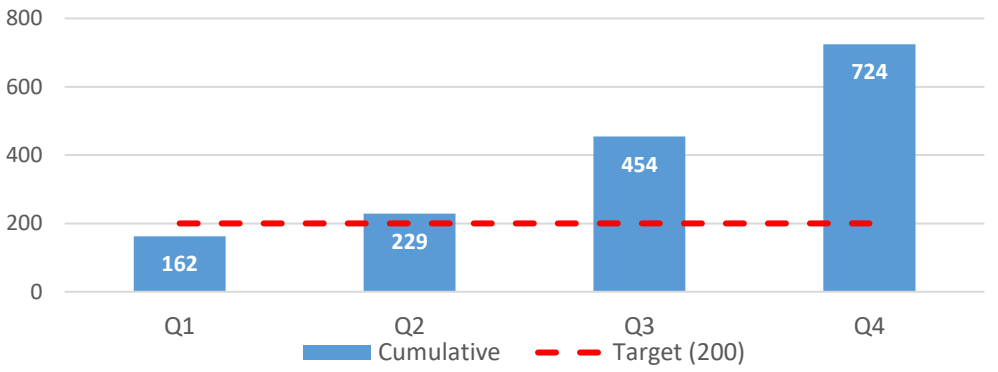
E-module became mandatory in September 2019. Quarter 1: 0 people, Quarter 2: 759 people, Quarter 3: 1441 people and Quarter 4: 2369 people. The result is provisional whilst work is ongoing to improve the collation method of this PI.
*Not received latest figures, aiming to have them at the same time as Q2

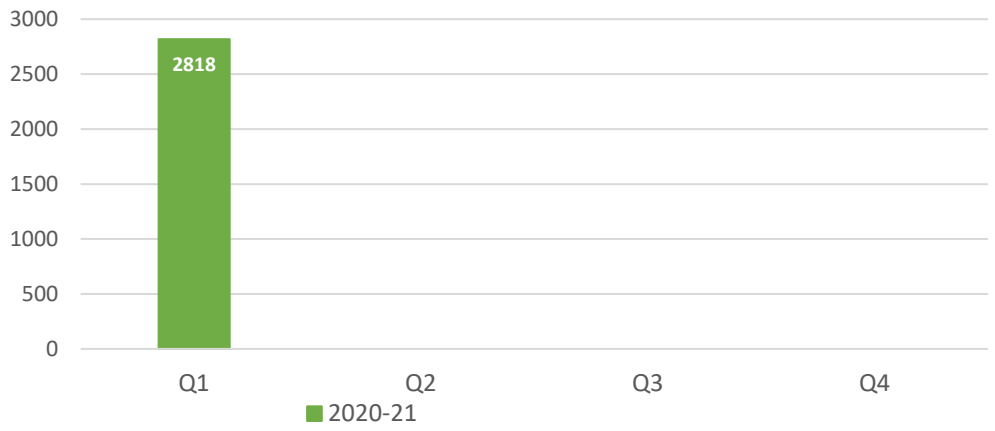
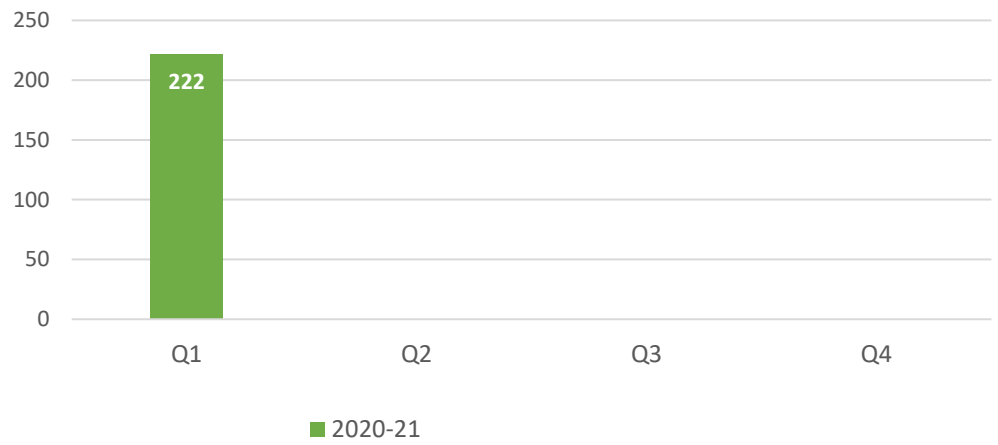
Dem 2 Number of businesses pledging their commitment to work towards becoming Dementia Friendly



Cumulative data: 20 year to date. Quarter 1: 7, Quarter 2: 8, Quarter 3: 5 & Quarter 4: 0 *Waiting for updated figures, should have them for Q2

Dem 3 The number of Dementia Friendly city events held



Cumulative data: 724 year to date. Quarter 1: 162, Quarter 2: 67, Quarter 3: 225 & Quarter 4: 270 *Waiting for updated figures, should have them for Q2

RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales	Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales