

**APPENDIX A**

**ADULT SERVICES**  
**PERFORMANCE REPORT**  
**QUARTER 2 2022-23**



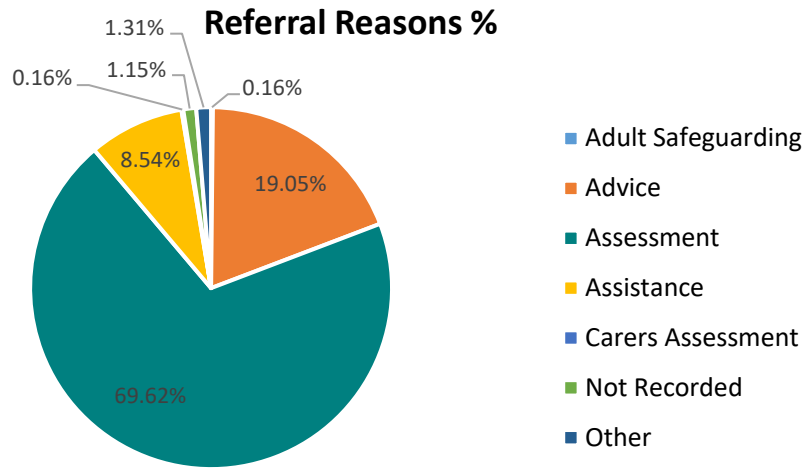
#GweithioDrosGaerdydd  
#GweithioDrosochChi

#WorkingForCardiff  
#WorkingForYou

<b>Contents</b>	<b>Page</b>
Section 1 – Information, Advice and Assistance	3 - 4
Section 2 – Assessments, Reviews & Care Plans	5 - 7
Section 3 – Reablement	9 - 11
Section 4 – Hospital Discharge	12
Section 5 – Care Provision	13
Section 6 – Quality, Complaints and Compliments	14
Section 7 – Safeguarding	15
Section 8 – Community Support	16
Section 9 – Workforce	17 - 18

## Section 1 - Information, Advice and Assistance

IIA & Prevention	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
Number incoming of calls to First Point of Contact	No Target	No Target	4244	3941
<b>KPI - The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services</b>	n/a	75%	65%	66%
The result in 2022/23 is lower than in previous years as the way that the FPOC Community Contact Team and FPOC Social Work Team manage the assessment process has changed, as a result – the figures are not directly comparable.				
<b>KPI - The percentage of clients who felt able to live independently in their homes following support from Independent Living Services</b>	95%	95%	92%	100%
% Adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	91.6%	All Wales Average 65% Cardiff Average since 2017 is 86%	88.9%	88.8%

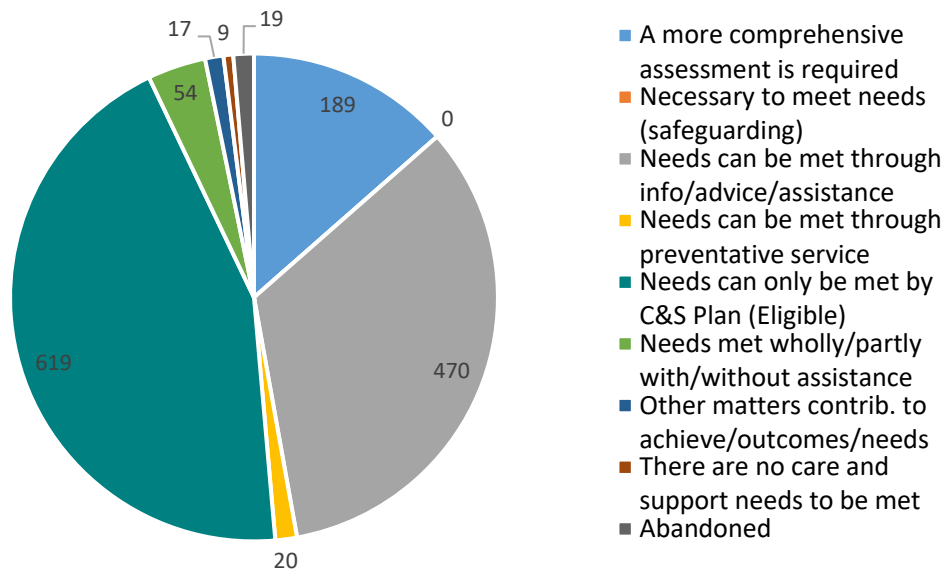


The majority of referrals made continue to be for a wellbeing assessment, rather than preventative advice/ assistance, highlighting the continuing complexities of citizens approaching the service for support.

Section 2 - Assessments, Reviews & Care Plans – All Teams

Assessment	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Well-being Assessments – Full Assessments completed	587	2302	667	650
Number of Well-being Assessments - Proportionate Assessments completed	983	2895	661	747

**Well-being Assessment Outcomes**



The Teams working in Older People and Physical Impairment services are facing high demand for social work assessment. Social Work colleagues have indicated themes that are impacting the number of requests for support.

The number of people waiting for clinical care and support has increased as the NHS works through its own waiting lists. Those individuals have higher needs or become frailer because they have not had treatments in a timely way. That will impact on citizens and their unpaid carers who may not be able to continue to support. Social workers are supporting unpaid carers with respite and care services and there has been an increase in support where carers cannot continue without help.

Legislative changes around the Mental Capacity Act 2005 and its implications for social work practice have extended the legal requirements for social workers.

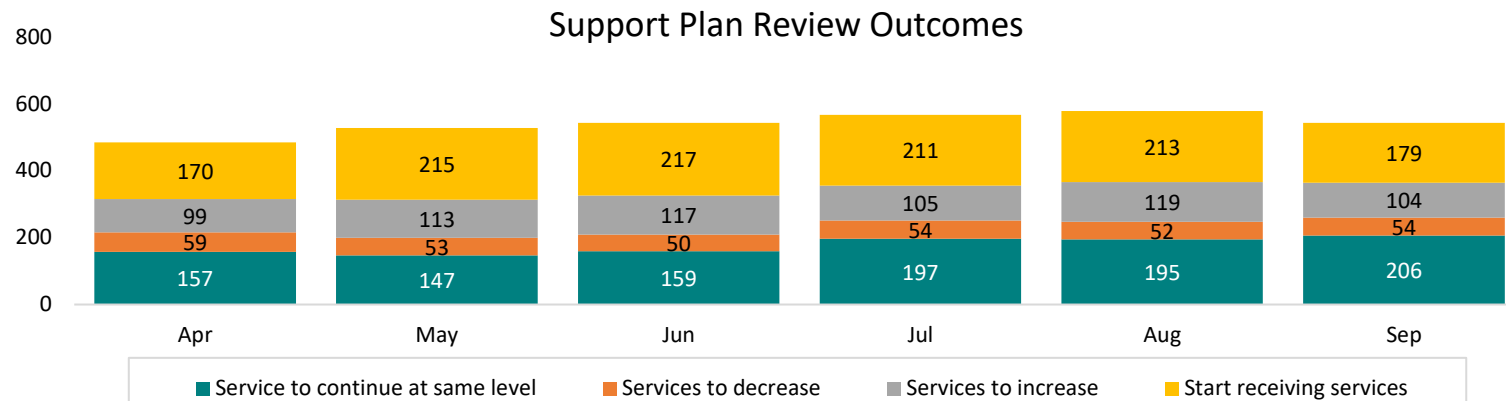
Mental capacity and best interests’ decision making is complicated and due process must be followed. There is a further administrative burden and Court of Protection cases are protracted needing a high level of social work input. These are more frequent as the social work teams ensure that the Council meets all its obligations.

As noted, unpaid carers are increasingly coming to the Council for formal support, many having not had a holiday through the pandemic. That increases the demands for respite placements and social workers which may mean a complete reassessment of the citizen and their unpaid carer.

Carers	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Well-being Carers Assessments completed	124	538	126	167
SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year	20.40%	47.6%	26.5%	33.6%

Unpaid carers across all teams in Adult Services are formally asked if they wish to have an assessment from the in-house Carers team. Results this quarter has confirmed that the team are not recording the offer as well as they should. Work is being completed to make the field mandatory in Care First to ensure that formal offers are monitored and recorded correctly.

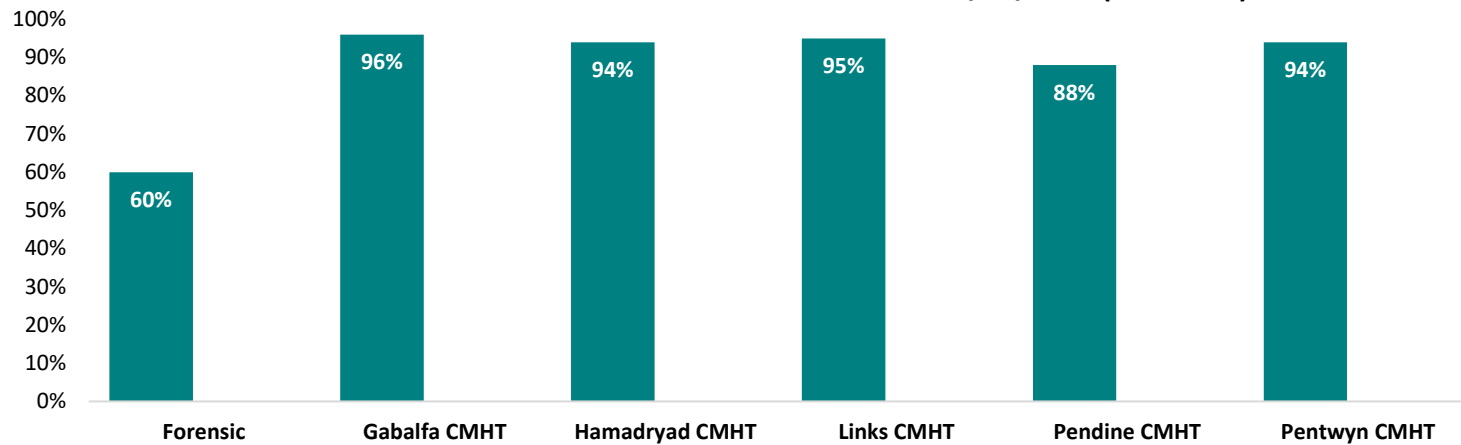
ADULT SERVICES 2022-23



Reviews & Care Plans	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Number of Care & Support Plan reviews completed	742	2672	661	584
Number of Overdue Pending Reviews as at the end of Quarter	1887	1681	1685	1802
Caseload - Number of open cases	6034	6034	5955	5962
Community Mental Health	2021/22	2021/22	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Community Mental Health – Number of people open to Community Mental Health Services who have a Care and Treatment Plan	2618	2593	2612	2569

Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan	93%	94%	91%	91%
--	-----	-----	-----	-----

**Community Mental Health – Percentage of people open to Community Mental Health Services who have a Care and Treatment Plan as at 01/09/2022 (Quarter 2)**





## Section 3 - Reablement

Reablement	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
KPI - The number of people who accessed the Community Resource Team (CRT)	1634	Full Year Target	439	336
		2,000		
		Q2 Target		
		500		
KPI - The total hours of support provided by the Community Resource Team	39,744	Full Year Target	10,072	10,329
		50,000		
		Q2 Target		
		12,500		
The CRT target has not been met as the team has been unable to recruit home carers into the service for a number of months which has resulted in a number of vacancies, this reducing the care capacity in both service user numbers and hours provided. The grade of the care post has now been reviewed and increased and is anticipated this will improve recruitment to the role.				
SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention	53.5%	No Target	46.12%	49.78%
Number of Community Resource Team (CRT) assessments undertaken following a referral	433	No Target	414	357
Percentage of CRT Home Care Assessments where outcome - Appropriate for CRT	69%	No Target	59%	72.8%
CRT Discharges by outcome – Aim Achieved	38%	No Target	30%	46.12%

**Outcome of CRT assessments undertaken following a referral Q2**

Assessments	Jul-22		Aug-22		Sept-22	
	Step Down	Step Up	Step Down	Step Up	Step Down	Step Up
Home Care Delivered	84	15	77	23	63	21
Admitted to Hospital	0	1	0	0	1	0
Deceased	0	0	0	0	0	0
Decline Further Service	1	4	2	0	1	1
Discharge Cancelled	21	0	4	1	5	0
Not Appropriate for CRT	1	0	1	0	0	0
Therapies Only	10	1	9	2	2	4
<b>Total</b>	<b>117</b>	<b>21</b>	<b>93</b>	<b>26</b>	<b>72</b>	<b>26</b>

There is continuing high number of scheduled discharges cancelled prior to the assessment taking place. This is reflective of the changing needs of the patients who are becoming medically unfit for discharge before the assessment can take place.

Those that result in therapies only or not appropriate are reviewed weekly and discussed with the triaging MDT to ensure all is discussed and considered prior to utilising a CRT assessment.

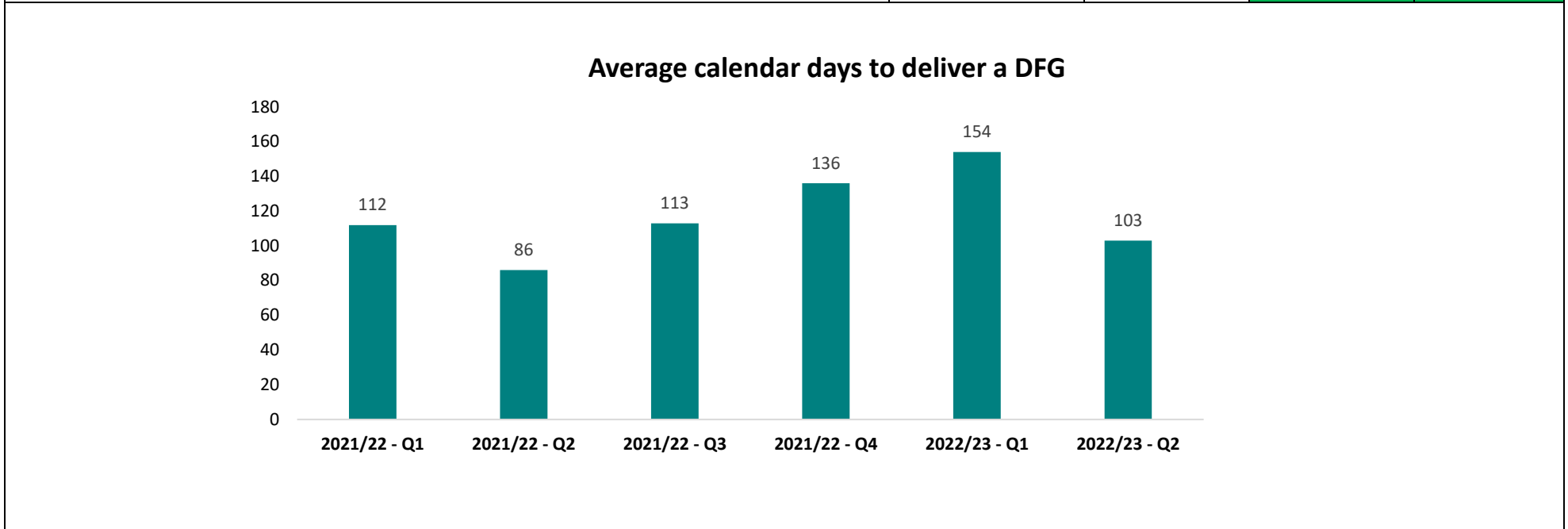
**CRT Discharge Outcomes**

	Apr	May	Jun	Jul	Aug	Sep
% Cases resulting in No long-term Care	47%	40%	51%	59%	46%	43%
% Cases resulting in long-term Care	52%	60%	49%	41%	54%	57%

As a reablement service it is expected that around 80% of the service users will leave the service with no ongoing care needs. Currently, due to the complex needs of the patients discharged into the service a high percentage are moving into long term care. The admissions criteria for the service is under review to ensure the right people are receiving the right type of care at the right time and this should result in an improvement in this performance outcome over time.

ADULT SERVICES 2022-23

Disabled Facilities	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
<b>KPI - The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)</b>	136	185	154	103



**Section 4 - Hospital Discharge**

Hospital Discharge	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
<p><b>KPI</b> - The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over</p>	No Result	National Data collection suspension	Data Collection Suspended	Data Collection Suspended
<p>Currently there is no date for resumption of the monitoring of this indicator</p>				

## Section 5 – Care Provision

Care Provision	2021/22	2022/23	2022/23	2022/23
	Q2 Result	Result	Q1 Result	Q2 Result
Residential Care Home - New Contracts Agreed	86	371	63	76
Nursing Care Home - New Contracts Agreed	61	268	73	72
Over 75's new to Residential Care	40	134	27	35
KPI - The number of people in residential care aged 65 or over per 10,000 population	67.6	63.2	65.7	69.2
SSWB22 Average age of adults entering residential care homes	85	88	79	83
SSWB21 Average length of time (days) adults aged 65 or over are supported in residential care homes	896	956	955	885
Average Number of days between Referral and Start of Package	14	17	21	14
Longest time between Referral and Start of Package (in days)	81	148	251	61
SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme	878	825	797	815

Section 6 – Quality, Complaints and Compliments

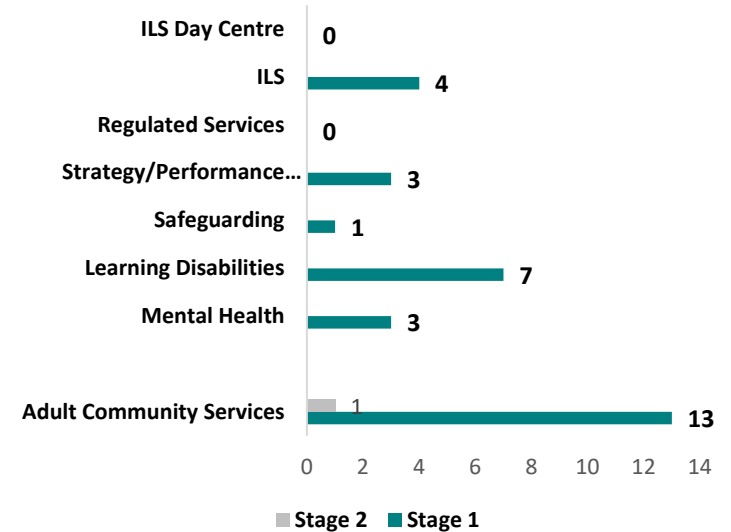
Quality, Complaints & Compliments

Domiciliary		Residential/Nursing Care Homes	
Quality Assurance	0	Quality Assurance	0
Provider Performance Meetings	2	Provider Performance Meeting	1
Joint Interagency Monitoring	1	Joint Interagency Monitoring	0
Panel	0	Panel	0
Closure Procedure (HOSG)		Closure Procedure (HOSG)	

Summary of Q2 Escalating Concern Meetings

Service Area	2021/22		Q1		Q2	
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
	Adult Community Services	54		11	1	13
Mental Health	10		4		3	
Learning Disabilities	22	1	5		7	
Safeguarding	12		1		1	
Strategy/Performance /Resource/Finance	5		1		3	
Regulated Services	3		0		0	
ILS	5		1		4	
Corporate Complaints	1		0		0	

AS Compliments Q2



There were 13 compliments recorded in Q2

## Section 7 - Safeguarding

Safeguarding	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
<b>KPI - SSWB18</b> Percentage of adult protection enquiries completed within 7 days	99.1%	99%	98.3%	88.4%
Number of contacts received	423	No Target	343	311
<p>The volume of referrals into the service has remained stable but increased complexity of cases reported is making for more difficult enquiries. Through Q1 &amp; Q2 the service was impacted by annual leave, recruitment activities and the induction of new staff into the service.</p>				
RES15 % of council staff completing Safeguarding Awareness training	78%	85%	88%	79.7%

## Section 8 – Community Support

Community Support	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
<b>KPI - The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team</b>	N/A	85%	73%	88%
<b>KPI - % of council staff completing Dementia Friends Training</b>	42.2%	85%	46.6%	50.3%
There has been an increase in council staff completing training, but the figure is affected by the number of people who have received the training but then left the Council as this brings the % down.				
<b>KPI - The number of businesses pledging their commitment to work towards becoming Dementia Friendly</b>	16	40	4	4
The Dementia Friendly Business Volunteer scheme launched at the end of September. The first volunteers are due to be trained imminently. Volunteers will be focused on the Llanrumney area initially as the area will shortly be involved in a community Dementia listening engagement exercise in relation to the All Wales Dementia Pathway of Standards.				
<b>KPI - The Number of digital Dementia Friendly City events held (cumulative)</b>	1035	600	525	637



## Section 9 - Workforce

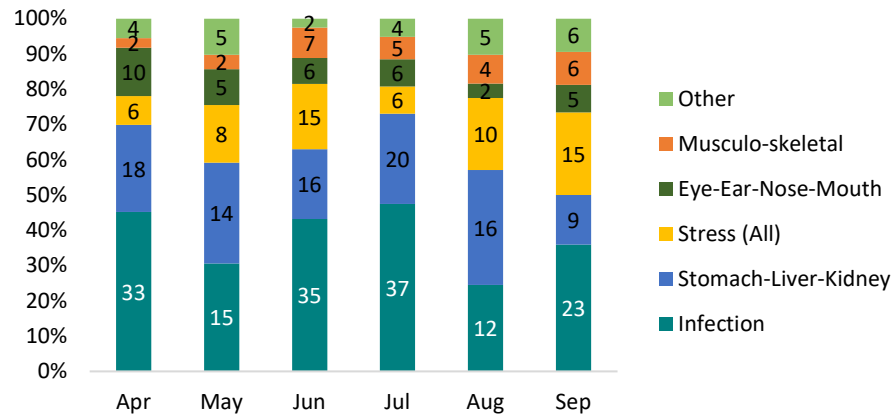
Workforce	2021/22	2022/23	2022/23	2022/23
	Result	Target	Q1 Result	Q2 Result
RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales	2566	Increase on Previous Year	2616	2655
Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales	225	No Target	222	219
Number of social work vacancies out of total FTE of 137.4) *Social Worker only, not including SW Assistants and Managers	17.4	No Target	14.42	16.42

## Social Worker Vacancies Breakdown

Service	Grade 7		Grade 8		Total	
Older Persons / Physical Disabilities Services	33.8 (7 vacancies)	20.7%	18.08 (4.23 vacancies)	23.4%	51.8 (11.23 vacancies)	21.6%
Learning Disability	19.77 (1.58 vacancies)	7.9%	6.99 (0.61 vacancies)	8.7%	26.76 (2.19 vacancies)	8.2%
Mental Health (including MHSOP and EDT)	16.92 (2 vacancies)	11.28%	31.65 (1 vacancies)	3.16%	48.57 (3 vacancies)	6.18%
Total	70.49 (10.58 vacancies)	15.01%	56.72.18(5.84 vacancies)	10.3%	127.21 (16.42 vacancies)	12.91%

## Sickness

5 Highest Sickness Reasons



1	Infection (72)
2	Stomach, Liver, Kidney (45)
3	Stress (31)
4	Musculo-skeletal (15) & Other (15)
5	Ear-Eye-Nose-Mouth (13)

3 Return to Work Interviews were not completed in Q2  
98.34% of Return to Works were completed in Q2

**The indicative number per sickness per full time employee (FTE) is 21.42**

Q2 Saw another decrease in the total level of sickness compared to the last 2 quarters. The sickness reason "Other" has made the top 5 reasons this quarter.