

# Adult & Community Services






## Mid-Year Review 2020/21



**Cabinet Member for Social Service –  
Councillor Paul Cockeram  
Head of Service – Chris Humphrey**

## Introduction

This is the Adults & Community Services update on the progress being made against the objectives, actions, performance and risk for the period 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
Involvement		The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area, which the body serves.

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Adult & Community Services Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Strategic Recovery 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.

The 2020/21 Service Plan has five objectives that are focused on:

### **Objective 1 – Early Intervention and Prevention.**

We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence

### **Objective 2 – Integrated working across health and social care.**

The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.

### **Objective 3 – Commissioning.**

The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.

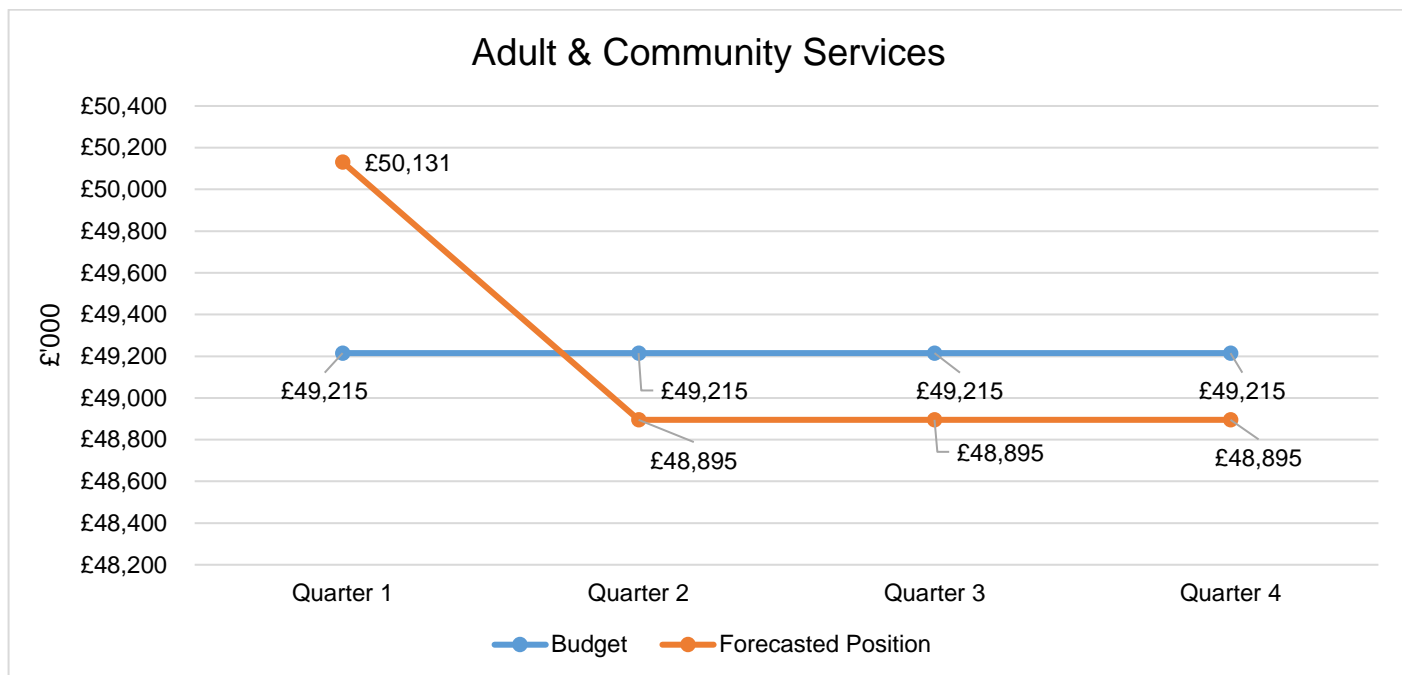
### **Objective 4 – Carers.**

To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.

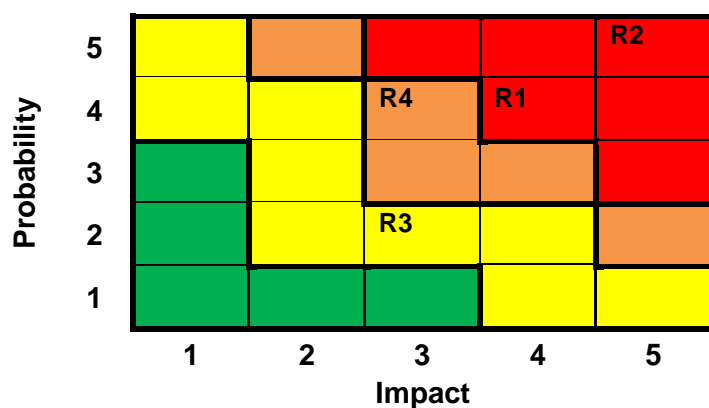
### **Objective 5 – Safeguarding.**

To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.

## 2020/21 Budget and Forecasted Expenditure



## Service Risks as at 30<sup>th</sup> September 2020



Adult Services Risk Heat Map Key (Quarter 2 2020/21)	
R1 – Pressure on Adult & Community Services	R2 – Stability of Social Services Providers
R3 – Safeguarding Risk	R4 – Liberty Protection Safe Guards Legislation

Corporate / Service Risk	Risk Score Quarter 3 2019/20	Risk Score Quarter 4 2019	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21
Corporate Risk – Pressure on Adult & Community Services	16	16	20	20
Corporate Risk – Stability of Social Services Providers	20	25	25	25
Corporate Risk – Safeguarding Risk	6	6	6	6
Service Risk – Liberty Protection Safe guards Legislation.	8	8	12	12

## **Executive Summary from the Head of Service**

This year has brought unprecedented challenge to adult services. At this stage we are still in the midst of a crisis and uncertain about how the medium to long term impact of COVID 19 will affect the community and how we deliver our services.

The pandemic has resulted in delays to work plans as focus has been concentrated on adapting service provision and supporting partners to ensure service continuity. At the beginning of the financial year Newport was badly affected by the virus and the impact on care home settings was significant and devastating for the families of those affected and the staff. The ongoing work with care homes includes the continued distribution of PPE and the allocation of additional funding from Welsh Government. Close partnerships have been forged between Commissioning Teams, Environmental Health, Public Health Wales and ABUHB in order to provide support and guidance to providers, to ensure service continuity for citizens and to ensure oversight of the regional position.

Hospital discharge processes have been impacted as some care homes have been unable to accept new placements. There are now very few cases in care settings as safety measures are fully implemented and a regional standard operation procedure has been agreed with the ABUHB to ensure the virus is not transferred from the hospital setting.

The Regional Home First service continues to operate to prevent unnecessary admission. Data collected between 1<sup>st</sup> April and 31<sup>st</sup> July indicated 1,272 referrals and 1,100 discharges in the Royal Gwent and Neville Hall Hospitals, thereby indicating only a small percentage of referrals that proceeded to a hospital admission.

An agreement with Volunteering Matters to offer support to people who were shielding was quickly established. The service offers practical support such as shopping and medication collection and by the end of August there were 52 volunteers available to provide a service to 103 Newport citizens.

The full impact of COVID is yet to be realised within the care sector as additional Welsh Government funding continues to be available until 31<sup>st</sup> March 2021. If financial support is withdrawn at this point then it is likely that some providers may not be financially viable but it is difficult to assess future demand and/or develop new service models within the current climate.

Whilst acknowledging the fact that the COVID response has, out of necessity, taken priority over other planned work, services have continued.

All NCC staff are working from home where possible so the First Contact hub is operating virtually. There have been 2,840 contacts since April 2020 where information, advice and assistance was provided to Newport citizens when they needed it.

Reablement figures continue to demonstrate positive outcomes as figures demonstrate that 196 out of 284 cases were discharged from the service without the need for further care and support. The service has also expanded to support an Intake model and support people with Dementia.

A new day service for people with autism and learning disabilities opened in Ringland in August enabling 4 College leavers to move into the community and during the summer three young people transitioning from children's services moved into a residential facility that will meet their long term needs.

The Carers network has continued to develop and attract new members. All Carers were contacted in April to ensure they had up to date information about how to access services and support in an emergency and provided with a Carers emergency handbook. The planning for the 2020 Carers Day is now underway.

The 90% target for dealing with safeguarding enquiries continues to be exceeded with a recorded figure of 98.4% at the mid-year point. This represents very strong performance given the additional demands that COVID have placed on the service.

As we enter into the winter period, it is difficult to accurately predict the ongoing impact on service provision but a huge amount of work has been completed and all protective measures are in place. Staff are familiar with remote ways of working and lines of communication with providers and statutory partners continue to operate effectively.

The longer term demand for services from citizens is also difficult to accurately predict. We are aware of the increased need for support with mental health issues and of the ongoing reluctance of some people to re-engage with services.

From a performance monitoring perspective, a new national reporting framework was planned for implementation from April 2020. This work has now been delayed and whilst NCC have developed collection measures the final guidance has not yet been received from Welsh Government.

It will be noted from the performance table at the end of this plan that all the measures are new. Although similar data has been previously provided the Welsh Government have changed the collection criteria and therefore it cannot be held in comparison.

The Performance Team continues to engage with regionally and national discussions and to prepare the system (WCCIS) for the full implementation of the reporting framework in 2021.

## **Glossary**

### **Actions (Red / Amber / Green)**

<b>C</b>	Green RAG – Completed
	Green RAG – Action is on course to be completed within timescale
	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
<b>?</b>	Unknown RAG (Data missing)

## Service Plan Update (30<sup>th</sup> September 2020)

### 1. Early Intervention & Prevention

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	<p>To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand.</p> <p>This includes the integration of the Frailty service into the First Contact Team.</p>	<p>Integration of the Frailty service into the First Contact Team will improve the signposting and access to services by Newport citizens. This will also reduce the number of single points of access and improve the efficiency of the service.</p> <p>The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.</p>	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	80%	<p>This period has been unprecedented in many ways. First Contact during this period has:</p> <ul style="list-style-type: none"> <li>Continued working with established and new partner agencies e.g. Volunteer matters.</li> <li>Redesigned its service delivery to accommodate staff working from home and going to a virtual model of team working (12 hours a day 7 days a week at the beginning of the period).</li> <li>Undertook all urgent visits as necessary.</li> <li>Embraced new technology and new ways of working to ensure everyone who contacted the Team received the appropriate advice from the appropriate team member.</li> <li>Redesign communication pathways to make access for the resident more stream lined and accurate.</li> <li>Project plan in place for the integration of CRT aspects into 1st Contact in place Work streams established and ongoing aim to have project pilot in place for January 2021.</li> </ul>
2	<p>Implementation of the revised Telecare Service - To further develop the availability of assistive technology as a means of preventing or supporting a care and support plan.</p>	<p>The delivery of this action will help support service users to live independently, stay in control of their health and wellbeing in the long term.</p> <p>This service also provides assurance to service user's family and carers as a means of preventing and/or supporting a care plan.</p>	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	70%	<p>The Telecare service (In partnership with Caerphilly and Monmouthshire Count Council) has been launched. Now successfully managed within the Community OT service with staff now specialising in this area. Multi agency training completed for relevant staff. To start introducing assistive technology into the managed care / step up step down sections when restrictions are eased. Focusing on the preventative aspect of Technology during this crisis e.g. helping</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							people access online shopping /pharmacies / linking in with digital communities.
3	Development of a regional approach for service users to access and use the Direct Payments service.	This supports the delivery of the Direct Payments project and will deliver: <ul style="list-style-type: none"> <li>• Consistent service model adopted across the region;</li> <li>• Improve the future resilience of the service model for Newport citizens; and</li> <li>• Ensure individuals are able to have greater independence and tailored support that meets their needs.</li> </ul>	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	50%	Regional meetings and workshops have restarted. Themes established in which areas to take a regional approach forward agreed.

## 2. Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	To provide integrated health and social care support to Newport citizens.	Adult Services is able to offer Newport citizens the provision of care and support that enables them to be healthy, independent and resilient.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	25%	We continue to work collaterally across Gwent as part of the Regional Partnership Board (RPB) to support Newport residents. The RPB is responsible for the distribution of significant amounts of WG funding including the Integrated Care Fund and Transformation Funds. This requires us to work in a collaborative way in such areas as supporting people with Dementia the regional Integrated Autism Service. We also have an integrated teams to support Adults with Mental Health problems and this service has seen a significant increase in referrals during the last 6 months.
2	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	Through collaboration with the Health Board and partners we will be able to: <ul style="list-style-type: none"> <li>• Prevent admission</li> <li>• To build further on early planning for discharge to prevent avoidable delays</li> </ul>	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	50%	Covid-19 has continued to have an impact on hospital discharge and the pathways for discharge. Home First has resumed its core focus as per the regional transformation objectives to support admission avoidance on both sites at the front doors. The flow of patients has been affected by Covid-19 and there have been significant peaks and troughs in patient attendance at the front doors which have impacted on flow and the work undertaken by Home First. The team have had to re-establish/reaffirm its links with these wards and their impact on patient flow through the sites and between LAs. Home First have undergone an initial evaluation process and it is anticipated that there will be some key outcomes to influence the service and the ethos across sites going forward. The phased opening of the Grange Hospital in November 2020 will also impact on patient flow between sites and the investment in Home First to have a presence and influence the discharge pathways will be a critical component.



Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							The Grange is expected to be fully open by March 2021 and the impact of this discharge pathway and the change in the landscape of the Royal Gwent Hospital (RGH) and Neville Hall Hospital (NHH) sites will then, over the following year be a significant factor in the need for Home First and integrating the ethos and model to influence patient flow.
3	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	<ul style="list-style-type: none"> <li>• Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.</li> <li>• Enable integration of key Council, health and partners to support young people through the transition process.</li> <li>• Enable early planning and involvement with young people, their families and/or carers to support them throughout the transition process.</li> </ul>	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	60%	<p>During the summer three people moved into a new residential facility commissioned by NCC. There are two additional places in the home, one filled by a person who will transfer into adult services, and the other admission is planned. All were in specialist residential provision and the new service has ensured that they are starting in adult life in a suitable provision.</p> <p>In the community people have been reluctant to engage due to Covid-19. However support, advice and planning has been delivered virtually. The Occupational Therapist (OT) has produced resources to assist the young people and providers to manage in this time e.g. the production of packs to help people understand Covid-19 and what they need to do to keep safe.</p> <p>A new day service at St Gwynllyw has been opened enabling four college leavers to move into the community of Newport and continue their learning.</p> <p>We are also working to move people, who transitioned in last couple of years, who will move from residential settings to supported living as part of their journey to as much independence as possible. This project has been delayed until January due to Covid.</p>

### 3. Commissioning

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Assess the impact of Covid 19 on the long term future sustainability of service providers ensuring that the market is able to offer sufficient market capacity and diversity.	<p>This will provide an understanding of the impact that Covid 19 has had on the social care sector and service users in Newport.</p> <p>The outcomes of this work will determine the future market offer to ensure service users receive high quality and sustainable care and support packages that enables healthy, independent living.</p>	<p><b>Strategic Recovery Aim 3</b></p> <p>Assess the impact and the long term sustainability of the social care sector in Newport informing future service requirements.</p>	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	20%	<p>The long term impact of COVID on provider sustainability is currently unknown. Demand for services cannot be assessed properly as many people are working and living in different circumstances that may or may not continue i.e. working from home has allowed more flexibility for carers.</p> <p>The situation will continue to be monitored as we analyse the short/medium and long term impact of the pandemic on social care provision.</p>
2	To monitor the quality of services to ensure they deliver against agreed outcomes and offer value for money.	Service providers are able to provide sustainable services that are meeting the necessary quality standards and requirements stipulated in their agreements.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	70%	<p>This work is ongoing but the Pandemic has changed the way we engage with providers. As site visits are only conducted when absolutely necessary the team have maintained contact by phone and email and meetings have been done via Teams. It is worth noting that providers have also changed the way they operate to ensure practices are safe and compliant with Covid-19 restrictions.</p> <p>There has been considerable advice and support available to providers to ensure they can continue to deliver services and that financial support is available to support the market.</p>
3	Work with Aneurin Bevan University Health Board and Local Authority partners to develop common contracts and monitoring protocols.	The delivery of this action will ensure that there is a consistent approach in setting up and monitoring contractual arrangements in Newport.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	80%	<p>This work is well developed. The joint contract is in place and joint monitoring is undertaken as a matter of course with ABUHB Complex Care in relation to Nursing Homes.</p> <p>Since Covid-19, the Commissioning Team have also forged necessary links with Environmental Health and with Public Health Wales in order to oversee, monitor and support the care home sector.</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
4	<p>To further develop the People Commissioning function to oversee all commissioning and contractual activity within the Directorate.</p> <p>To monitor the People Commissioning Function to maximise opportunities to add value across the whole service area.</p>	The delivery of this action will seek to ensure value for money is provided across Adult and Children's social services ensuring that service users, families and carers receive the necessary care support packages to live healthy, independent and resilient.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	75%	<p>The Commissioning Team have worked very hard to maintain contact with providers and to ensure they are supported to continue to provide services.</p> <p>Considerable additional work has been required in the distribution of funding to the sector and to field and co-ordinate communication between stakeholders. The Team has been subject to a re-structure whereby the Brokerage and Finance Officer posts have been amended to reflect a more generic role of Commissioning Support Officer. This builds more capacity and resilience within the team and provides a wider range of experience.</p> <p>A new Team Manager is in post and opportunities now exist to reflect on the experiences of Covid-19 and implement any required changes to practice.</p>
5	Develop a regional Appointeeship service through collaboration with other local authorities and partners.	<p>The outcome(s) of this action will ensure:</p> <ul style="list-style-type: none"> <li>• Consistent service model is adopted across the region for all citizens.</li> <li>• Improve the access and efficiency of the Appointeeship service for Newport citizens.</li> </ul>	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	10%	<p>Work has been done in this service area around charging - the Appointeeship service is no longer a free service.</p> <p>The charges have been implemented in line with those of Caerphilly Council (CCBC) who are the lead partners in the development of a regional service.</p> <p>The regional team have now re-scheduled meetings that were delayed as a result of COVID and new discussions are underway.</p>
6	Independent Living Strategy – To facilitate the move on of 5 people with learning disabilities to a new development in Herbert Road.	This action will enable service users with learning disabilities to live healthy, independent lives within the community.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	We are working to move people from residential settings into a new supported living complex as part of their journey to as much independence as possible. The opening of this complex has been delayed until January 2021 due to Covid-19.
7	Continue to provide and develop in house provision	To continue to provide and develop in house provision where appropriate and cost effective.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	C	We provide 3 care homes for older people which are very much in demand and we often have a waiting list. We also provide 15 step down beds for people who need further

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							reablement before returning to their own home and Parklands where these beds are situated has become a Reablement hub which supports people in the unit and in the community.

#### 4. Carers

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information	The delivery of this action will enable Adult Services to support carers and provide integrated support that will prevent carer breakdown.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	80%	Carers handbook revised and updated All known carers written to / emailed at the start of Covid and given information e.g. Copy of Carers Handbook, Emergency planning guide and fob, up to date contact details for connectors. Community groups mapped to monitor restart possibilities and up to date information given to carers. Planning for Carers right day underway.
2	To develop a revised service offer for adult carers	<ul style="list-style-type: none"> <li>• Ensure adult carers are able to be signposted and access the service(s) they need.</li> <li>• Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout,</li> <li>• Enable integrated support for all carers by the Council, health, third sector and charities.</li> </ul>	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2021	90%	<p>Progress to date includes:</p> <ul style="list-style-type: none"> <li>• Carers offer now formalised and transparent.</li> <li>• Looking to launch for Carers Rights Day 2020.</li> <li>• Carer's handbook completed and published - now being reviewed as published 12 months ago.</li> <li>• Emergency carers pack and fob published.</li> <li>• Website updated with offer and information</li> <li>• All adult social care staff has been informed of the offer and the expectation that it is offered to all Carers - attached for information.</li> <li>• Suite of Information on offer to be finalised with My Council services for people to access via Council website.</li> </ul>
3	To develop a revised service offer for young carers in partnership with Barnardo's	<ul style="list-style-type: none"> <li>• Ensure young carers are able to be signposted and access the service(s) they need.</li> <li>• Involvement of carers to ensure their financial, physical and emotional</li> </ul>	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	60%	<p>Actively working with Childrens services to develop a tangible offer similar to the one devised for adult carers. Working closely with Barnardos to increase awareness and engagement with school e.g. Bear that cares book. Working with Childrens</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
		wellbeing is supported throughout, Enable integrated support for all carers by the Council, health, third sector and charities.					services to launch and promote the national young carers ID card initiative.

## 5. Safeguarding

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	To implement new processes for Liberty Protection Safeguards which will be introduced in October 2020.	The Mental Capacity Act requires the Council to implement the deprivation and Liberty Protection Safeguards for Newport citizens. The delivery of this action will ensure the Council's processes meet these new legislative requirements.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> December 2020	50%	Implementation of new processes and legislation postponed until 2022 due to Covid measures in place. Practitioners are engaged in the production of the code of practice which will be required for practitioners.
2	To continue to support and empower citizens through the adult safeguarding process.	The delivery of this action will ensure all Newport Citizens, Partners, Council Members and Officers are able to raise safeguarding concerns and issues and have confidence that these are investigated in accordance with the Social Services and Wellbeing Act,	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2021	90%	Service improvement with advocacy for all adults at risk and full safeguarding investigations and meetings continues to improve.
2.1	To provide training and raise awareness of the new Liberty Protection Safeguards for all practitioners and officers.	The delivery of this action will ensure practitioners and officers are aware of their role and responsibilities under the new LPS legislation. This will also prevent non-compliance with the new legislation.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> November 2020	50%	The legislative changes to the Deprivation of Liberty statutes will be postponed until 2022 due to Covid measures in place. This expands the timescale for training and production of the Code of Practice that will be required for practitioners.
2.2	To provide training and Practitioner access to Welsh Government Safeguarding App through council mobile phones and computers.	The delivery of this action will ensure practitioners are aware of their safeguarding role and responsibilities. The new app will improve the accessibility for staff and to locate the necessary information that they require whilst undertaking their duties.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	100%	Staff are now able to access the policies and procedures via an App on their work phones
3	Contribute towards the All Wales Adult Safeguarding Guidance	To contribute towards the new All Wales Adult / children Safeguarding Guidance.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> December 2020	100%	The new guidelines have now been published and we have updated our

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							internal policies and procedures accordingly.
4	Website Development	To further develop website information and access to service users.	Not Applicable			99%	Further work to improve citizens and employees of Newport access to immediate safeguarding straplines and contacts will enhance the front web page for the Council. Clear pathways and contacts whether concerned for a child or adult at risk, Safeguarding in Education and also VAWDASV support and services.



## Performance Measures as at end of Quarter 2 (30<sup>th</sup> September 2020)

At the Mid-year point there may be some performance measures that cannot be reported as they are reported annually i.e. 31<sup>st</sup> March and will be reported at the End of Year review. Additionally, due to Covid-19, there may also be some performance measures that are unable to be reported in this review or data is unavailable. These will be noted in the table below.

In 2020/21, the Welsh Government has introduced new a new performance management framework for Adult Services. As there is no previous data and benchmarking data to determine a target, no targets have been introduced for 2020/21

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21	Previous Year (Actual @ Quarter 4)2019/20	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
<b>AD/002</b> – The number where advice and assistance was provided	No. referrals in the period (contacts) = 2840 (2262 clients)  Of those 980 progressed to proportionate assessment	New Measure	Not Available	Not Available	Not Available	The WG definition - In order to provide advice and assistance the following criteria must be met: <ul style="list-style-type: none"> <li>• Personal Information (core data) must be recorded about the individual (where known).</li> <li>• The five elements of assessment must have been considered.</li> <li>• A what matters conversation” must have occurred.</li> </ul> This represents a change to the previous metric so represents a change in the way the data is collected  <b>Note this also includes assessments on Carers.</b>
<b>AD/004</b> – The number of new assessments completed for adults during the year	1,584 assessment forms were completed in the period  (total number of proportionate and integrated assessments)	New Measure	Not Available	Not Available	Not Available	Note this also includes assessments on Carers.

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21	Previous Year (Actual @ Quarter 4)2019/20	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
<b>AD/006b</b> – The active offer of Welsh was accepted	We are not aware of any requests for an assessment to be completed in Welsh during this period.	New Measure	Not Available	Not Available	Not Available	Note this also includes assessments on Carers.
<b>AD/010</b> – The total number of packages of reablement completed during the year	284	New Measure	Not Available	Not Available	Not Available	Note Reablement services completed from 01-April-2020 to 30-Sept-2020. Service users whose reablement service was ended before completion i.e. Hospital Admission/Deceased have been excluded
<b>AD/011a</b> – The number packages of reablement completed during the year that reduced the need for support	18	New Measure	Not Available	Not Available	Not Available	Note Reablement services completed from 01-April-2020 to 30-Sept-2020 where the outcome of the services on completion was that ongoing support was reduced.
<b>AD/011b</b> – The number of packages of reablement completed during the year that maintained the need for the same level of support.	54	New Measure	Not Available	Not Available	Not Available	Note Reablement services completed from 01-April-2020 to 30-Sept-2020 where the outcome of the services on completion was that ongoing support remained at the same level.
<b>AD/011c</b> – The number of packages of reablement completed during the year that mitigated the need for support.	196	New Measure	Not Available	Not Available	Not Available	Note Reablement services completed from 01-April-2020 to 30-Sept-2020 where the outcome of the services on completion was that ongoing support was no longer required.
<b>AD/012</b> – The number of adults with a care and support plan as at 31 <sup>st</sup> March.	1812	New Measure	Not Available	Not Available	Not Available	Number of Adults with a Care and Support Plan as at the 30-September 2020
<b>AD/013</b> – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	92	New Measure	Not Available	Not Available	Not Available	Service users age 18+ with an open Direct Payments Service provision as at 30-September-2020
<b>National (Social Services Performance Measures, SSPM) -</b>	<b>98.4%</b>	<b>90%</b>	100%	99.8%	97.9%	For the period 01 April 2020 to 30 Sept 2020

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21	Previous Year (Actual @ Quarter 4)2019/20	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
The Percentage of adult protection enquiries completed within 7 days.						

### Performance Measures

	Green – Performance is above Target
	Amber RAG – Performance is below Target (0-15%)
	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)