

Adult & Community Services

Mid Year Review 21/22



Cabinet Member for Social Service – Councillor Paul Cockeram

Director of Social Services – Sally Ann Jenkins

Head of Service – Mary Ryan

Introduction

This is the Adults & Community Services update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 30th September 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). 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.

The Adults & Community Services service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan:

- **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 2021/22 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.

Cabinet Member(s) / Head of Service Executive Summary

During this 6 month period adult services are still dealing with the consequences of the Pandemic with no real certainty about the long term impact.

Much of our planned work has been subject to delays as resources have been re directed to Covid related priorities but some progress is being made as we re-focus our efforts on priority work-streams such as the integration of frailty into First Contact service, the development of a regional approach to Direct Payments and the ongoing integration of hospital discharge pathways to accommodate the new hospital site.

2021/22 is the first year of reporting against the new Welsh Government Performance Framework so no targets have been set as some of the metrics require Local Authorities to capture data in a different way. A significant amount of work has been done to ensure we have the appropriate recording processes in place and at the end of this financial year we will have a full 12 months of data to use as a new benchmark and to establish realistic performance targets.

The 6 month data position shows that the number of new assessments is relatively stable at around 700 but the level of complexity and need is demonstrably greater and is placing pressure on all services struggling to meet the increased demands with a depleted and tired workforce.

Whilst we no longer have to record the number of hospital discharges delayed by issues in social care, we continue to develop the pathways, both by preventing admission through Home First and by expediting discharge by assessing on the wards and providing Reablement to ensure citizens can return home at the earliest point.

Increased activity at all the hospital sites, most notably the Grange, as a consequence of the Pandemic and staff shortages means that the Reablement teams are working hard to meet demand and having to prioritise resources with some waiting times being experienced. The figures at Q2 directly compared to Q2 in 20/21 demonstrate an increase of 77. It is important to note that despite this increase, the number of interventions that mitigated or reduced the need for ongoing support are recorded as 302 and 12 respectively and continues to evidence the effectiveness of the intervention as an outcome

The number of adults with a direct payment has reduced slightly but this is impacted by naturally changing circumstances and preferences. It is worth noting that new DP's in Children's Services are increasing and contributing to the overall growth in numbers.

There is a significant increase in the number of reports of adults suspected at being at risk where it is necessary for enquiries to be made, when compared to the same period last year there is a variance of 135. This could be due to a number of reasons including new reports associated with PPE failures and breaches of Covid guidance. We have identified an increase in the number of cases of self-neglect and other issues around professional confidence to report and the removal of the significant harm threshold could also be impacting. We will continue to monitor and assess the issues, some of which may be temporary.

We are working hard with our commissioned partners to ensure services are maintained. Throughout the Pandemic we have been distributing Welsh Government funding to cover voids in care homes and the additional costs associated with managing Covid incidents in enclosed settings. Temporary fee uplifts for residential, supported living and domiciliary care services have also been provided that are likely to provide commissioners with a headache as we commence our 2022/23 fee negotiations with no certainty of whether this additional funding is likely to continue.

Our primary concern has been around the financial sustainability of care homes and in April one of our providers decided to close a nursing home because of low occupancy and concerns around ongoing financial sustainability. They owned 2 homes and made the decision to consolidate, to invest in the remaining property for the benefit of residents and to futureproof their business. In partnership with the provider, ABUHB and families we successfully re-located the residents to homes of their choice, but it was a loss of 27 nursing beds in the City.

Subsequently, the fear of further closures has been somewhat mitigated by an increase in demand for care home placements but the concern has been replaced by the wider issue of staff shortages. The ability for the sector to recruit and retain care workers in a very hot employment market where retail and hospitality are offering much better rates of pay is incredibly challenging.

Domiciliary Care Agencies have been hit particularly hard and we are having difficulty securing new community based packages of care and some have been handed back as a consequence of the fragile workforce. Whilst our partner agencies are working incredibly hard to maintain services the low status, variable pay rates and inadequate terms and conditions are real factors. These weaknesses have been flagged as risks for several years but the Pandemic has further exposed them. Similar issues are being experienced across the full range of social care provision, including vacancies in our internal services.

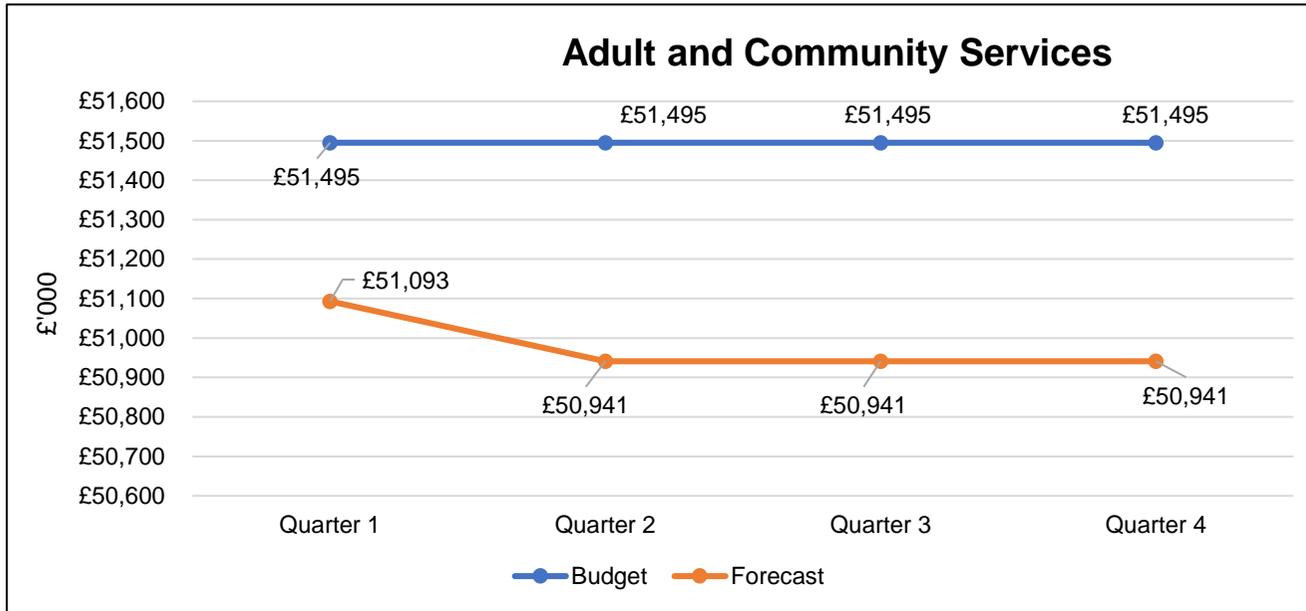
In the meantime, we are working closely with our providers, meeting regionally as commissioners and providing information to the various national work-streams that are looking at wider workforce issues. The Social Work teams are in contact with citizens and their families to monitor ongoing risk and determine priority of need to ensure we are effectively targeting resources.

The Commissioning team has supported providers in the allocation of additional funding, the provision of lateral flow tests and the ongoing supply of PPE. The administration of the £735 payment to all eligible external social care staff, whilst welcomed by many, and following on from the initial £500 has been hugely time consuming and is not expected to be completed until the end of the year.

We have extended our contract with Volunteering Matters to offer lower level support to those coming out of hospital and as an additional option for citizens referred to Housing Support services and to the Community Connectors with needs that can be addressed but that currently sit below Adult services threshold. It is hoped that this will help to free up resources and manage on-going high levels of demand.

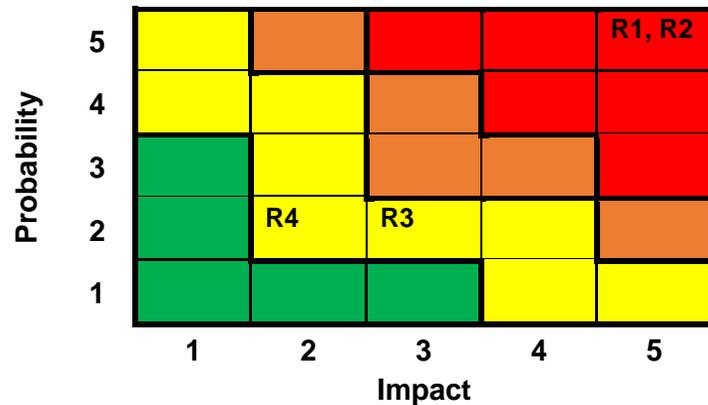
As we head towards a winter that is widely acknowledged to be particularly challenging there are still many uncertainties about how the Pandemic will continue to affect demand and our ability to meet them.

Adult and Community Services – Mid Year Forecast Vs 2021/22 Budget



This provides an overview of the Adult and Service Area forecasted position to the end of quarter 2 (April to September 2021).

Service Area Risks at 30th September 2021



Service Area Risk Heat Map Key (Quarter 2 2021/22)	
R1 – Stability of Social Services providers	R2 – Pressure on Adult and Community Services
R3 – Liberty Protection Safeguards legislation	R4 – Safeguarding

Glossary

Actions (Red / Amber / Green)

C	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.
?	Unknown RAG (Data missing)

Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1st April to 30th September 2021.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
Home first	<p>The objective of this project is to further align patient flow processes within hospital discharge. Through collaboration with our health and social care partners the outcomes will be to:</p> <ul style="list-style-type: none"> • Prevent future admissions into hospital by ensuring tailored care packages are in place. • Implement early planning for discharge to prevent avoidable delays for patients returning home or to appropriate accommodation. • During the COVID 19 crisis, Home First has continued to provide in line with regional arrangements a critical frontline service to support hospital discharge. 	Quarter 4 2021/22	70%	Home First continues to provide a key component of hospital discharge pathways. The opening of the Grange Hospital has changed the landscape and work continues to be undertaken to review the pathways between sites and the challenges faced with ensuring that discharge occurs at the earliest opportunity. A key work stream being undertaken is reviewing the referral pathway for services at the Grange Hospital to develop a clear multi-disciplinary approach to discharge.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
	<ul style="list-style-type: none"> Home First has extended operation to cover the Grange University Hospital which was opened in November 2020 			
Integration of Frailty team into First Contact	<p>The objective of this project is to integrate the Frailty team into the First Contact team. The outcomes of this work will:</p> <ul style="list-style-type: none"> Reduce the number of entry points for Newport citizens to contact and engage with the Council. Improve the efficiency and consistency of the First Contact service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs. 	Quarter 4 2021 / 22	60%	<p>Work streams have been set up from the Steering group to establish new processes and pathways into and around the newly expanded HUB.</p> <p>Groups have met and proposed process plans to the steering group for consideration.</p> <p>Some project management support now in place to help with the momentum of the integration.</p>
Direct Payments Regional Service	<p>To develop a regional approach for service users to access and use the Direct Payments service that will ensure:</p> <ul style="list-style-type: none"> Consistent service model adopted across the region; Improve the future resilience of the service model for Newport citizens <p>Ensure individuals are able to have greater independence and tailored support that meets their needs.</p>	Quarter 4 2021 / 22	75%	<p>Meeting as a regional steering group once a month</p> <p>Data sets have been collected from the LAS to benchmark and scope DP services in each area</p> <p>Work plan developed outlining key areas of action in order to start the process</p>
Appointeeship Regional Service	<p>To develop a regional approach for Newport citizens to access the Appointeeship service. The outcome(s) of this project will ensure:</p> <ul style="list-style-type: none"> Consistent service model is adopted across the region for all citizens. 	Quarter 4 2021 / 22	10%	Regional meetings have been reinstated and scoping work is underway.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed (Red / Amber / Green)	Commentary
	Improve the access and efficiency of the Appointeeship service for Newport citizens.			
Day Opportunities Development of Outreach service	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Quarter 4 2021 / 22	75%	The outreach service is now in place and currently has a waiting list for the provision of respite care.
Development of Reablement – Dementia Service	To develop a new specialist Reablement service for those suffering from dementia	Quarter 4 2021 / 22	25%	Work is ongoing to develop pilot.
Liberty Protection/Safeguards	To prepare for the implementation of new legislation	Quarter 4 2021 / 22	65%	A new Mental Capacity Act lead has been appointed, based in the Transformation team and covering the Pan Gwent LA's and ABUHB. The Code of Practice is not available, delayed due to Covid so it is likely that the implementation date will move to 01.10.2022.
Implementation of the new WG performance framework	To fully implement the procedures and protocols to ensure full compliance with the Welsh Government Performance Framework that is a statutory reporting requirement	Quarter 4 2021 / 22	25%	The work in adults is mainly completed and new data sets are being recorded. As this is the first year of collection there will be some recording issues that we will need to monitor and address over the next 12 months.

Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22.

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	Q2 % of Action completed	Commentary
Create a working group to review key Job Descriptions across Adult & Community Services.	Ensure consistency across key roles and responsibilities in Adult Services.	1 st April 2021	31 st March 2022	20%	This work is being completed as vacancies arise. There is currently insufficient capacity to undertake this task on a service wide basis.
Identify partners and deliver training to key staff members and social services as a whole on new DOLS legislation.	Improve the knowledge and understanding to ensure compliance with the new legislation.	1 st April 2021	31 st March 2022	20%	A MCA Implementation lead has been appointed. She is based in the Transformation team working for the 5 Pan Gwent LA's and ABUHB. Awareness of the Mental Capacity Act training has been rolled out to partners but specific training on Liberty Protection Safeguards won't be available until after the Code of Practice is published that is currently subject to further delay
Examine career pathways and structures throughout Adult and Community Services.	Improve resilience and provide career pathways across Adult Services.	1 st April 2021	31 st March 2022	15%	There is currently insufficient capacity to undertake this task as a formal work-stream but resilience and capacity are considered on an ongoing basis and particularly when vacancies arise or when funding opportunities enable the modification and/or enhancement of existing staff structures to meet particular service needs.

Objectives and Action Update (30th September 2021)

This is an update on the progress against service objectives and actions to the end of quarter 2 (30th September 2021).

Objective 1 - Early Intervention and Prevention						
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	Contact as a multi-agency, multi-disciplinary team effectively managing demand. This includes the integration of the Frailty service into the First Contact Team.	<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>	1st April 2019	31st March 2022	80%	<p>Meetings have continued through this period to shape the pathways identified</p> <p>To review outcomes of this work and look to seek Project Management support to help with the momentum of the project</p>
2	Development of a regional approach for service users to access and use the Direct Payments service.	<p>This supports the delivery of the Direct Payments project and will deliver:</p> <ul style="list-style-type: none"> • Consistent service model adopted across the region; • Improve the future resilience of the service model for Newport citizens; and • Ensure individuals are able to have greater independence and tailored support that meets their needs. 	1st April 2020	31st March 2022	75%	Meeting as a regional steering group on monthly basis. Data collected to establish details on DP services across the region. Work plan identified for the key areas of progression.

Objective 2 - Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	<p>Through collaboration with the Health Board and partners we will be able to:</p> <ul style="list-style-type: none"> • Prevent admission • To build further on early planning for discharge to prevent avoidable delays • Manage patients through the pathways more effectively • The opening of the new Grange University Hospital has impacted existing processes and ongoing review and development is required to ensure full integration 	1 st April 2019	31 st March 2022	50%	Home First are continuing to develop the interface with WAST (Welsh Ambulance Service) and the Flow Centre to support the Discharge to Assess Pathways including admission avoidance.
2	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"> • Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood. • Enable integration of key Council, health and partners to support young people through the transition process. • Enable early planning and involvement with young people, their families and/or carers to support them throughout the transition process. 	1 st April 2020	31 st March 2022	70%	During the summer holidays the transition team ran sessions for 42 young people to help them learn new skills and meet new friends. Feedback indicated that it was a success. The Community Opportunities project is being run by the commissioning team to review and extend provision for young people.

Objective 3 – Commissioning						
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	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"> • Consistent service model is adopted across the region for all citizens. • Improve the access and efficiency of the Appointeeship service for Newport citizens. 	1 st April 2020	31 st March 2022	10%	Regional meetings have taken place but there has been little progress. Current focus is on creating additional capacity in our internal service.
2	To implement the Independent Living Strategy for all adults and to improve the support available for young people with learning disabilities to transition into Adults Services.	<p>This action will enable service users with learning disabilities to live healthy, independent lives within the community and ensure that young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.</p> <p>Enable early planning and involvement with the Council, Health, young people, their families and/or carers to support them throughout the transition process.</p> <p>To ensure multi-disciplinary systems/ processes are in place to support transition. Information from Children's Services to predict future demand</p>	1 st April 2020	31 st March 2022	50%	<p>A key feature of the Independent Living Strategy has been collaboration between Social Services, Housing Strategy and Supporting People to develop new models of accommodation and support. The Pobl development opened at the end of Q4 2020/21. We have subsequently evidenced excellent outcomes for the people living there, with some notable milestones as they develop their independent living skills.</p> <p>During Q2 2021/22, we received confirmation of capital funding of £508k from the ICF for the next planned development with Pobl at the former Pirelli site off Corporation Road. The development will support 7 adults with learning disabilities and will be based on our collective learning and experience of projects under the Independent Living Strategy. Initial discussions to plan for the development started during Q2.</p> <p>The strong links between Adult Services and the Disabled Children's Team continue to help promote effective pathways for young</p>

Objective 3 – Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
						people with learning disabilities and autism to make the transition to adulthood. We work with specialist providers to support young people in transition. We have been successful in broadening the range of providers available, with services from Prime Care and Values in Care being particularly effective to meet the needs of young people making this transition.
3	Day Opportunities – Development of outreach service	To ensure flexibility in the offer of community based support across client groups	1st April 2021	31st March 2022	75%	The outreach service is now in place and currently has a waiting list for the provision of respite care.
4	Development of Reablement Dementia Service	To ensure those with Dementia have access to a specialist service to maintain and improve independence after a hospital stay	1st April 2020	31st March 2022	25%	Work is ongoing to develop pilot.
5	Implementation of the new Welsh Government performance Framework	To ensure NCC can fulfil its statutory requirement to report to Welsh Government on activity across adults and children's services	1st April 2021	31st March 2022	25%	The work in adults is mainly completed and new data sets are being recorded. As this is the first year of collection there will be some recording issues that we will need to monitor and address over the next 12 months.
6	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.	This will provide an understanding of the impact that Covid 19 has had on the social care sector and service users in Newport. The outcomes of this work will determine the future market offer to ensure service users receive high quality and sustainable care and support	1st April 2019	31st March 2022	20%	The impact of Covid cannot yet be fully estimated as we are heading into Winter and the usual pressures are likely to be exacerbated. Funding for care home providers is being reduced in terms of payment for voids but we are seeing increased demand for placements that may, with the exception of a small number of homes offset the impact of reduced subsidy. The issue that is causing all services concern is the shortage of staff

Objective 3 – Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
		packages that enables healthy, independent living.				and the ongoing pressure around recruitment and retention. Domiciliary care is currently in the red category as capacity cannot keep up with demand.

Objective 4 – Carers

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % 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.	1 st April 2019	31 st March 2022	90%	Carers work plan for 2021 -2022 developed. Work plan has incorporated themes from National Framework. National Carers awareness campaign being run in October '21. To start the evidence gathering for the Carer Friendly Accreditation as an Employer and Service provider in Q3.
2	To develop a revised service offer for young carers in partnership with Barnardo's	<ul style="list-style-type: none"> • Ensure young carers are able to be signposted and access the service(s) they need. • Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, Enable integrated support for all carers by the Council, health, third sector and charities. 	1 st April 2020	31 st March 2022	75%	Young Carers offer has been finalised and ready to look at the launch of the offer over the winter period Developed in conjunction with Barnardos and young carers themselves.

Objective 5 - Safeguarding

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
1	To implement the change in Mental Capacity Legislation specifically in relation to Deprivation of Liberty Safeguards (DOLS) to the new legislation of Liberty Protection Safeguards (LPS) Implementation rescheduled from Oct 2020, to April 2022 due to pandemic pressures.	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.	1st April 2020	31 st March 2022	65%	A new Mental Capacity Act lead has been appointed, based in the Transformation team and covering the Pan Gwent LA's and ABUHB. The Code of Practice is not available, delayed due to Covid so it is likely that the implementation date will move to 01.10.2022.
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,	1st April 2019	30 th June 2021	C	This objective is complete as the practice and process pathways established for all referrals to adult safeguarding are embedded within the process. Work to continually improve pathways for citizens and professionals to access services will always be a priority.
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.	1st April 2020	30 th June 2021	C	The training is available across the council and will be part of the ongoing training portfolio for adult and children services.
3	Preparation for the implementation of the Liberty Protection Safeguards in April 2022.	Ensure Adult Services, NCC and partners are prepared and ready to implement the new legislation from April 2022.	1 st April 2021	31 st March 2022	80%	NB Welsh Government have announced a further delay to implementation of the LPS. The Code of Practice has yet to be consulted upon - confirmation of start of the consultation will also impact on the date for the implementation of LPS. Regional training and all officers to complete Mental Capacity training underway. (as baseline training)

Objective 5 - Safeguarding

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed (Red / Amber / Green)	Action Commentary
						Work on systems and processes to embed within the council and regional structures will commence as soon as the Code of Practice is produced

Performance Measures (30th September 2021)

This is an update on the quarterly and half yearly performance measures for the service area to 30th September 2021. The end of year performance and previous year's Mid-year update is also included for comparative purposes. Annual measures are excluded and will be reported in March 2022. Commentary reported by exception for Amber and Red measures.

Targets have not been set for Social Services performance measures. Instead the previous years' final actual figure will be used as a comparator to enable stakeholders understand whether performance has improved, stayed the same or worsen in the period. Where performance has worsened commentary will be provided.

Note: For performance measures AD/004, AD006b, AD/010, AD/011b, AD/011c and AD/011d in the table below, there is no RAG assessment of performance as the performance is determined based upon support needs of the service user.

Key

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

Mid-Year (6 months) – 1st April to 30th September

End of Year (12 months) – 1st April to 31st March

Performance Measure	Mid-Year 2021/22 Actual Performance	Mid-Year 2020/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
National (AD/004) – The number of new assessments completed for adults during the year	691	711	1,538	Not Applicable
National (AD/006b) – The active offer of Welsh was accepted	0	0	0	Not Applicable
National (AD/010) – The total number of packages of reablement completed during the year	361	284	584	Not Applicable
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	12	Not Available	43	Not Applicable
National (AD/011b) – The number of packages of reablement completed during the year that	54	28	95	Not Applicable

Performance Measure	Mid-Year 2021/22 Actual Performance	Mid-Year 2020/21 Actual Performance	End of Year 20/21 Actual Performance	Commentary
maintained the need for the same level of support.				
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support.	302	196	409	Not Applicable
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	19	18	43	Not Applicable
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	1,962	2,103	1,861	Not Applicable
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March.	85	90	93	The number of direct payments naturally fluctuates. The numbers are generally increasing but the biggest area of growth is within children's services.
National (AD/022) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	412	277	648	Some increased areas of activity identified around reports of self-neglect and breaches of PPE that can be attributed to the Pandemic. More broadly the removal of the threshold of serious harm and greater confidence of professionals around reporting could also be impacting. Ongoing monitoring will determine if it is a permanent feature.
National (AD/023) - The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	398	274	636	Not Applicable