

# DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2022/2023

**Adults: Social Services Performance and Improvement Framework, 2022-23**

Newport

[Table 2 - Assessments \(AD2\)](#)

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**Table 1: Information, Advice and Assistance (Referrals)**

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

The number of contacts received for adult carers by statutory adult services during the year

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/001a	The total number of contacts received for adults by statutory social services during the year	5,788	✓	Note NCC are not able to provide additional contact on existing open referrals. Include in this total are the 5265 +	5,681	✓	
AD/001b	The number of new contacts received for adults by statutory social services during the year	5,265	✓		-	✓	
AD/002	The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided	1,571	✓		-	✓	

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[Table 3 - Early Intervention and Prevention and Plans \(AD3\)](#)

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**Table 2: Assessments**

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/004	The number of new assessments completed for adults during the year	1,306	✓		1,444	✓	
<i>Of which:</i>							
AD/005a	Needs were only able to be met with a care and support plan	629	✓		432	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005b	Needs were able to be met by any other means	613	✓		964	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005c	There were no eligible needs to meet	64	✓		48	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005	<b>Total number of new assessments</b>	<b>1,306</b>	<b>✓</b>		<b>1,444</b>	<b>✓</b>	

**Table 3: Early Intervention and Prevention and Plans**

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/010	The total number of packages of reablement completed during the year	439	✓		601	✗	Workforce pressures and more complex cases may be the reason behind the reduction in completed reablement POC in
<i>Of which:</i>							
AD/011a	Reduced the need for support	32	✓		24	✓	
AD/011b	Maintained the need for the same level of support	64	✓		62	✓	
AD/011c	Mitigated the need for support	314	✓		484	✗	The variance is due to the reduction of reablement POC that were completed in
AD/011d	Neither reduced, maintained nor mitigated the need for support	29	✓		31	✓	
AD/011	<b>Total number of packages of reablement</b>	<b>439</b>	<b>✓</b>		<b>601</b>	<b>✗</b>	Workforce pressures and more complex cases may be the reason behind the

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/012a	The number of adults with a care and support plan on 31 March	2,249	✓		1,940	✓	
AD/012b	A care and support plan on 31 March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer	55	✓		-	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/013	The total number of adults with a care and support plan where needs are met through a Direct Payment at 31 March	101	✓		94	✓	

The total number of services for adults started during the year where that service is:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/015a	Adult Care Home	320	✓		-	✓	
AD/015b	Domiciliary Care	687	✓		497	✗	Working with new providers has increased the number of hours available.
AD/015c	Respite Care	61	✓		-	✓	
AD/015	Total number of services	1,068	✓		801	✗	Working with new providers has increased the number of hours available.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/016	The number of care and support plans for adults that were due a review during the collection year	1,452	✓		1,519	✓	
AD/017	The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year	765	✓		-	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/018	The number of care and support plans for adults supported by direct payments that were due a review during the collection year	111	✓		-	✓	
AD/019	The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year	61	✓		-	✓	

AD/026	The total number of enquiries where it was determined that additional action should be taken	113	✓		208	✗	Note only those DRS that required a safeguarding action of Adult at risk action to protect needed. Those that did not require safeguarding but may require Care and Support have not been counted or those that required Immediate Protection. This measure has reduced. These are low numbers and are not a significant change.
AD/027	The total number of enquiries where the individual refused to participate in the identified action	3	✓		7	✗	
AD/028a	The total number of enquiries in the collection year where it was determined additional action was required and resulting in an active care and support protection plan	30	✓		-	✓	
AD/028b	The total number of active care and support protection plans for adults on 31 March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect	24	✓		-	✓	

**Investigations**

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AS/006a	The number of criminal investigations that concluded during the year	92	✓		67	✗	There has been improved collaboration between the LA and Police.
AS/006b	The number of non-criminal investigations that concluded during the year	154	✓		73	✗	Increase in complex cases.
AS/006	Total investigations	246	✓		140	✗	See comments above

Adults: Social Services Performance and Improvement Framework, 2022-23

Table 6a - Charging

The number of adults with a care and support plan who during the year:

		2022-23	V1	V1 Comment
AD/029a	Paid the maximum weekly charge towards the cost of non-residential care	357	✓	
AD/029b	Paid a flat rate charge towards care and support services (if you don't use flat rates, please insert a zero and provide a comment explaining why this is)	0	✓	Newport City Council's fairer charging policy does not use a flat rate.
AD/029c	Were found to be over the capital limit for residential care	64	✓	

AD/030 The total number of adults on 31 March with care and support by type of care and support and age:

													Total of services (volume)
		Domiciliary care a	Day care b	Respite care c	Short breaks / Replacement care d	Adult placements e	Supported accommodation / supported living f	Direct payments g	Adult care homes (without nursing) h	Adult care homes with nursing i	Telecare j		
AD/030a	Total aged 18-24	8	40	6	0	8	44	17	10	0	1	134	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030b	Total aged 25-34	32	54	16	0	17	39	18	16	0	2	194	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030c	Total aged 35-44	33	22	3	0	10	33	11	9	2	1	124	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030d	Total aged 45-54	53	13	4	0	4	22	7	12	2	4	121	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030e	Total aged 55-64	87	15	7	4	4	29	18	29	11	12	216	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030f	Total aged 65-74	117	5	3	6	3	17	14	35	46	18	264	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030g	Total aged 75-84	178	1	13	3	3	6	5	86	84	15	394	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030h	Total aged 85+	293	0	14	7	2	0	11	143	122	25	617	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/030	Total aged 18+	901	150	66	20	51	190	101	340	297	78	2,054	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												

Table 6b - Charging

V2: Please use the comments boxes to explain any difference of 50 between data items, when comparing 2022-23 data with 2021-22 data.

AD/031 The total number of adults with a care and support plan on 31 March who were charged for care and support by type of care and support and age (AD/031a-i should be less than or equal to the AD/030a-i):

													Total of services (volume)
		Domiciliary care a	Day Care b	Respite Care c	Short breaks d	Adult Placements e	Supported accommodation / supported living f	Direct payments g	Adult care homes (without nursing) h	Adult care homes with nursing i	Telecare j		
AD/031a	Total aged 18-24	8	33	0	0	6	6	7	7	0	0	67	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/031b	Total aged 25-34	29	45	0	0	16	15	16	12	0	0	133	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												
AD/031c	Total aged 35-44	32	21	0	0	7	21	8	8	1	0	98	
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	V1 Comment												

AD/031d	Total aged 45-54	53	13	0	0	4	17	5	11	2	1	106
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031e	Total aged 55-64	82	11	0	0	2	19	6	22	9	0	151
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031f	Total aged 65-74	106	3	0	0	0	17	9	29	42	0	206
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031g	Total aged 75-84	156	1	0	0	0	3	5	65	81	0	311
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031h	Total aged 85+	253	0	1	0	0	0	9	120	121	0	504
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031	Total aged 18+	719	127	1	0	35	98	65	274	256	1	1,576
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											

**Adults: Social Services Performance and Improvement Framework, 2022-23**

Newport  
[Table 8 - Adult Carers \(AD8\)](#)  
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**Table 7 - Advocacy**

**V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.**

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/032	The total number of adults during the year where the need for an independent professional advocate was identified	128	✓		57	✗	During 2022/23 NCC have actively improved the offering and providing of advocacy to our service users.
AD/033	The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided	73	✓		32	✗	During 2022/23 NCC have actively improved the offering and providing of advocacy to our service users.

**Adult Carer Contacts**

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/001	The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year	502	✓		281	✗	NCC continue to communicate an active offer for carers and we are seeing continual improvement in this area.
CA/002	The number of contacts by adult carers received by statutory social services during the year where advice or assistance was provided	259	✓		206	✗	NCC continue to communicate an active offer for carers and we are seeing continual improvement in this area.

**The number of contacts received for adult carers by statutory adult services during the year received from:**

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/003a	Self	104	✓		87	✓	
CA/003b	Relative	51	✓		47	✓	
CA/003c	Friend or neighbour	6	✓		2	✗	Small variation due to low numbers, which is not significant
CA/003d	Early intervention prevention service (Step-up)	1	✓		1	✓	
CA/003e	Health	52	✓		52	✓	
CA/003f	Education	0	✓		0	✓	
CA/003g	Housing	3	✓		2	✗	Small variation due to low numbers, which is not significant
CA/003h	Police	9	✓		5	✗	Small variation due to low numbers, which is not significant
CA/003i	Probation	0	✓		0	✓	
CA/003j	Third Sector Organisation	23	✓		24	✓	
CA/003k	Local Authority	172	✓		20	✗	NCC LA has been proactive in contacting prospective carers
CA/003l	Independent Hospital	0	✓		0	✓	
CA/003m	Ambulance Service	0	✓		0	✓	
CA/003n	Care Regulator	0	✓		0	✓	
CA/003o	Provider	1	✓		1	✓	

CA/003p	Advocate	1	✓		0	✗	Small variation due to low numbers, which is not significant.
CA/003q	Internal (Social Worker, Other Team)	58	✓		30	✗	NCC social workers have been made more aware of the carers' actions available.
CA/003r	Other	21	✓		10	✗	Small variation due to low numbers, which is not significant.
CA/003	<b>Total</b>	<b>502</b>	<b>✓</b>		<b>281</b>	✗	This is due to the variation in the figures above - due to an increase in the number of carers referrals in

#### Adult Carer Assessments

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/004	The total number of carers needs assessments for adults undertaken during the year	253	✓		221	✓	
<i>Of which:</i>							
CA/005a	Needs could be met with a carer's support plan or care and support plan	71	✓		28	✗	NCC social work teams have been more proactive in offering carers support in their caring role.
CA/005b	Needs were able to be met by any other means	178	✓		183	✓	
CA/005c	There were no eligible needs to meet	4	✓		10	✗	Small variation due to low numbers, which is not significant.
CA/005	<b>Total</b>	<b>253</b>	<b>✓</b>		<b>221</b>	<b>✓</b>	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/006	The number of carers needs assessments for adults refused during the year	1	✓		7	✗	Small variation due to low numbers, which is not significant.

#### The number of carers needs assessments for adults completed (CA/004) during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/007a	There was evidence of the active offer of Welsh	245	✓		210	✓	
CA/007b	The Active Offer of Welsh was accepted	0	✓		0	✓	
CA/007c*	The assessment was undertaken using the language of choice	253	✓		220	✓	

\*Record whether the assessment was undertaken using the language of choice regardless of what the language was

#### Adult Carer Support Plans

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/008a	The number of adult carers with a carer's support plan on 31 March	44	✓		52	✓	
CA/008b	The number of adult carers with a carer's support plan on 31 March and also a care and support plan, where the adult has both responsibilities as a carer and their own care and support needs	0	✓	The 2021/2022 figure included the carers services and not a service for the carers own needs. Reviewing the data for 2022/2023 indicated that there were no carers with poc in place for their individual needs, just poc such as respite / sitting services to assist them in their care role. NCC will continue to work within this area	44	✓	

#### Reviews

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/009	The number of reviews of support plans for adult carers that were due during the collection year	38	✓		23	✓	
CA/010	The number of reviews of support plans for adult carers that were due during the collection year and were completed	19	✓		16	✓	

End of Appendix 2.