



Director of Social Services Annual Report 23/24

Appendix 3 Adult Referrals WG Data

Please note this data is subject to WG's validation and publication thereafter.

11 JUNE 2024

Adults: Social Services Performance and Improvement Framework, 2023-24

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 2023-24 data with 2022-23 data.

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

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/001a	The total number of contacts received for adults by statutory social services during the year	8,819	✓	Recording of Community Reablement was moved from the NHS system to Social Care in 2023/24 and this has	5,788		
AD/001b	The number of new contacts received for adults by statutory social services during the year	8,233	✓	Recording of Community Reablement was moved from the NHS system to Social Care in 2023/24 and this has	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	1,576	✓		1,571	✓	

The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, received from:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/003a	Self	176	✓		159	✓	
AD/003b	Relative	316	✓		373	✓	
AD/003c	Friend or neighbour	30	✓	Not a significant variation	16	✎	
AD/003d	Early Intervention / Prevention Service (Step-up)	1	✓		1	✓	
AD/003e	Health	618	✓		583	✓	
AD/003f	Education	4	✓	Not a significant variation	1	✎	
AD/003g	Housing	108	✓	Not a significant variation	82	✎	
AD/003h	Police	43	✓	Not a significant variation	25	✎	
AD/003i	Probation	3	✓	Not a significant variation	2	✎	
AD/003j	Third Sector Organisation	99	✓	Not a significant variation	150	✎	
AD/003k	Local Authority	56	✓	Not a significant variation	21	✎	
AD/003l	Independent Hospital	0	✓		0	✓	
AD/003m	Ambulance Service	11	✓		12	✓	
AD/003n	Care Regulator	5	✓	Not a significant variation	1	✎	
AD/003o	Provider	11	✓		10	✓	
AD/003p	Advocate	3	✓	Not a significant variation	7	✎	
AD/003q	Other	41	✓	NCC have been working with the teams to select appropriate	77	✎	
AD/003r	Internal (Social Worker, Other Team)	51	✓		51	✓	
AD/003	Total	1,576	✓		1,571	✓	

Table 2: Assessments

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/004	The number of new assessments completed for adults during the year	1,521	✓		1,306	✓	
<i>Of which:</i>							
AD/005a	Needs were only able to be met with a care and support plan	551	✓		629	✓	
AD/005b	Needs were able to be met by any other means	874	✓	Expected due to the overall increase in Adult assessment completed in 2023/24	613	✎	
AD/005c	There were no eligible needs to meet	96	✓	Expected due to the overall increase in Adult assessment completed in 2023/24	64	✎	
AD/005	Total number of new assessments	1,521	✓		1,306	✓	

The number of new assessments for adults completed (AD/004) during the year where:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/006a	There was evidence of the active offer of Welsh	1,478	✓		1,263	✓	
AD/006b	The Active Offer of Welsh was accepted	0	✓		0	✓	
AD/006c*	The assessment was undertaken using the language of choice	1,511	✓		1,301	✓	

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

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/007	The number of new assessments completed for adults during the year undertaken in the secure estate	0	✓		0	✓	

The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/008	The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months	68	✓		68	✓	

AD/009: The number of new assessments that were completed, where the assessment was requested by the adult or family during the year, a previous assessment had been completed in the previous 12 months, the individual does not currently have a care and support plan and where the outcome of the new assessment is:

AD/009a	Needs were only able to be met with a care and support plan	22	✓	During 2023/24 NCC have seen an improvement in the assessment process.	35	✎	
AD/009b	Needs were able to be met by any other means	7	✓	During 2023/24 NCC have seen an improvement in the assessment process.	3	✎	
AD/009c	There were no eligible needs to meet	39	✓	During 2023/24 NCC have seen an improvement in the assessment process.	30	✎	
AD/009	Total number of new assessments	68	✓	During 2023/24 NCC have seen an improvement in the assessment process.	68	✓	

Table 3: Early Intervention and Prevention and Plans

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/010	The total number of reablement packages completed during the year	450	✓		439	✓	
<i>Of which:</i>							
AD/011a	Reduced the need for support	29	✓		32	✓	
AD/011b	Maintained the need for the same level of support	65	✓		64	✓	
AD/011c	Mitigated the need for support	328	✓		314	✓	
AD/011d	Neither reduced, maintained nor mitigated the need for support	28	✓		29	✓	
AD/011	Total number of packages of reablement	450	✓		439	✓	

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/012a	The number of adults with a care and support plan on 31 March	2,163	✓		2,249	✓	
AD012b	The number of adults with 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	0	✓	Issue with recording in 2022/2023.	55	✎	

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/013	The total number of adults with a care and support plan where needs are met through a Direct Payment on 31 March	101	✓		101	✓	

Table 4: Provision of Services

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

For services started during the year, the total number of days adults wait between the scheduled start date and the actual start date of a service identified within their care and support plan, where that service is:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/014a	Adult Care Home	3,153	✓	Capacity in the Residential market improved throughout 2023/24 in relation to Capacity in the Domiciliary care market improved and grew throughout 2023/24 in see above comments	5,042	✍	
AD/014b	Domiciliary Care	5,548	✓		15,659	✍	
AD/014	Total number of days	8,701	✓		20,701	✍	

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

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/015a	Adult Care Home	259	✓		320	✓	
AD/015b	Domiciliary Care	611	✓		687	✓	
AD/015c	Respite Care	85	✓		61	✓	
AD/015	Total number of services	955	✓		1,068	✓	

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/016	The number of care and support plans for adults that were due a review during the collection year	1,525	✓		1,452	✓	
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	679	✓		765	✓	

		2023-24	V1	V1 Comment	2022-23	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	109	✓		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	52	✓		61	✓	

Table 5: Safeguarding

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

Adults suspected of being at risk

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AS/001	The total number of adults suspected of being at risk of abuse or neglect reported during the year	887	✓		769	✓	
AS/002	The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year	98	✓	during 2023/24 NCC saw an increase in clients which has resulted in this variation between years	74	✍	
AS/003	The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year	119	✓	during 2023/24 NCC saw an increase in clients which has resulted in this variation between years	88	✍	

Reports received during the year

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/020	The total number of reports of an adult suspected of being at risk received during the year	1,163	✓	NCC has seen an increased need possibly impacted by the cost of living crisis. In addition there has been an increased in number of DTRs due to the homeless situation	957	✍	

The total number of reports of an adult suspected of being at risk received during the year from:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/021a	Self	62	✓	This can be explained by the increase in DTR's received dueing 2023/24	30	✎	
AD/021b	Relative	47	✓	This can be explained by the increase in DTR's received dueing 2023/24	37	✎	
AD/021c	Friend or neighbour	2	✓	The increase between years is not significant.	5	✎	
AD/021d	Early Intervention / Prevention Service (Step-up)	1	✓	The increase between years is not significant.	0	✎	
AD/021e	Health	269	✓	This can be explained by the increase in DTR's received dueing 2023/24	207	✎	
AD/021f	Education	7	✓	The increase between years is not significant.	10	✎	
AD/021g	Housing	114	✓	This can be explained by the increase in DTR's received dueing 2023/24	46	✎	
AD/021h	Police	59	✓	This can be explained by the increase in DTR's received dueing 2023/24	35	✎	
AD/021i	Probation	20	✓	The increase between years is not significant.	3	✎	
AD/021j	Third Sector Organisation	61	✓	This can be explained by the increase in DTR's received dueing 2023/24	22	✎	
AD/021k	Local Authority	69	✓		65	✓	
AD/021l	Independent Hospital	4	✓	Training has Increased awariness of the independent hospitals of what should be	31	✎	
AD/021m	Ambulance Service	35	✓	The increase between years is not significant.	27	✎	
AD/021n	Care Regulator	3	✓	The increase between years is not significant.	11	✎	
AD/021o	Provider	329	✓		335	✓	
AD/021p	Advocate	5	✓	The increase between years is not significant.	1	✎	
AD/021q	Other	24	✓		23	✓	
AD/021r	Internal (Social Worker, Other Team)	52	✓	The increase between years is not significant.	69	✎	
AD/021	Total	1,163	✓	NCC has seen an increased need possibly impacted by the cost of living crisis. In	957	✎	

The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of:

		2023-24									V1	V1 Comment	2022-23	V2	V2 Comment
		Age													
		18-24	25-34	35-44	45-54	55-64	65-74	75-84	85 and over	Total					
AD/022a	Neglect	22	35	31	33	47	43	88	96	395	✓		354	✓	
AD/022b	Physical abuse	35	32	50	29	40	33	51	40	310	✓	2023/24 there has been a significant increase in DTRs	257	✗	
AD/022c	Sexual abuse	8	9	12	3	6	0	3	0	41	✓		45	✓	
AD/022d	Emotional or Psychological abuse	15	36	28	29	37	23	33	20	221	✓	2023/24 there has been a significant increase in DTRs	164	✗	
AD/022e	Financial abuse	6	17	23	15	32	25	44	34	196	✓	2023/24 there has been a significant increase in DTRs	137	✗	
AD/022	Total	86	129	144	109	162	124	219	190	1,163	✓	NCC has seen an increased need possibly impacted by the cost of living crisis. In	957	✗	

The total number of reports received during the collection year where the ethnicity of the adult suspected of being at risk or abuse or neglect was:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AS/004a	White	811	✓		697	✓	
AS/004b	Mixed ethnic group	13	✓	Increase in the number of DTRs received	0	✗	
AS/004c	Asian or Asian British	28	✓		30	✓	
AS/004d	Black, African, Caribbean or Black British	15	✓		13	✓	
AS/004e	Other Ethnic Group	11	✓	Increase in the number of DTRs received	18	✗	
AS/004f	Information not obtained	251	✓	Increase in the number of DTRs received	175	✗	
AS/004g	Information refused	34	✓	Increase in the number of DTRs received	24	✗	
AS/004	Total	1,163	✓	Increase in the number of DTRs received	957	✗	

Enquiries completed during the year

The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made, by age:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/023a	Total aged 18-24	48	✓		44	✓	
AD/023b	Total aged 25-34	81	✓		90	✓	
AD/023c	Total aged 35-44	103	✓	No known explanation for the increase	60	✗	
AD/023d	Total aged 45-54	67	✓		75	✓	
AD/023e	Total aged 55-64	87	✓		103	✓	
AD/023f	Total aged 65-74	89	✓		75	✓	
AD/023g	Total aged 75-84	145	✓		124	✓	
AD/023h	Total aged 85+	128	✓		159	✓	
AD/023	Total	748	✓		730	✓	

AD/024	The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse	672	✓		671	✓	
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Of those enquiries made (from AD/023), the number where the alleged perpetrator was:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/025a	A spouse	71	✓	No known explanation for the increase	36	✗	
AD/025b	A son or daughter	47	✓	No known explanation for the increase	27	✗	
AD/025c	A family member who is not a child or spouse	73	✓	No known explanation for the increase	57	✗	
AD/025d	A professional	101	✓	There has been an increase in PSM reports which may explain the reduction between	150	✗	
AD/025e	A volunteer or unpaid worker	0	✓	Not a significant variation	1	✗	
AD/025f	A friend	23	✓		28	✓	
AD/025g	A neighbour	22	✓	Not a significant variation	16	✗	
AD/025h	Another service user	18	✓	Not a significant variation	29	✗	
AD/025i	Other Person	199	✓	No known explanation for the increase	258	✗	
AD/025j	Not known	194	✓	Increase in self neglect, homelessness and exploitation where the alleged perpetrator is	128	✗	
AD/025	Total	748	✓		730	✓	

Of those enquiries made (from AD/023), the number where the place alleged abuse or neglect occurred was:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AS/005a	Own home	600	✓	NCC have an increase which may be linked to the cost of living crisis.	402	✎	
AS/005b	Community	187	✓	Not a significant variation	143	✎	
AS/005c	Care home setting	239	✓		268	✓	
AS/005d	Health setting	137	✓		144	✓	
AS/005	Total	1,163	✓	NCC has seen an increased need possibly impacted by the cost of living crisis. In	957	✎	

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/026	The total number of enquiries where it was determined that additional action should be taken	92	✓		113	✓	
AD/027	The total number of enquiries where the individual refused to participate in the identified action	9	✓	Not a significant variation	3	✎	
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	43	✓		24	✎	* Note 30 was submitted in the 2022/23 return and not 24 as being displayed for 2022/23 in this submission sheet.
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	5	✓	NCC has reviewed when a protection plan is required and as a result there has been a decrease in plans.	24	✎	

Investigations

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AS/006a	The number of criminal investigations that concluded during the year	169	✓	Increase in DTR's during 2023/24 has resulted in an increase.	92	✎	
AS/006b	The number of non-criminal investigations that concluded during the year	257	✓	Increase in DTR's during 2023/24 has resulted in an increase.	154	✎	
AS/006	Total investigations	426	✓	Increase in DTR's during 2023/24 has resulted in an increase.	246	✎	

Table 6a - Charging

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

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/029a	Paid the maximum weekly charge towards the cost of non-residential care	360	✓		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	✓		0	✓	
AD/029c	Were found to be over the capital limit for residential care	85	✓		64	✓	

AD/030	The total number of adults on 31 March with care and support by type of care and support and age:
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			Domiciliary care	Day care	Respite care	Short breaks / Replacement care	Adult placements	Supported accommodation / supported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)	Total number of adults supported (count)	
			a	b	c	d	e	f	g	h	i	j			
AD/030a	Total aged 18-24	2023-24	7	42	0	0	4	47	20	8	0	1	129	108	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	8	40	6	0	8	44	17	10	0	1	134	-	
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V2 Comment													

AD/030b	Total aged 25-34	2023-24	34	57	0	0	17	43	18	13	0	2	184	142	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	32	54	16	0	17	39	18	16	0	2	194	-	
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V2 Comment													

AD/030c	Total aged 35-44	2023-24	28	22	1	0	10	38	11	7	2	1	120	100
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V1 Comment												
		2022-23	33	22	3	0	10	33	11	9	2	1	124	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030d	Total aged 45-54	2023-24	54	17	1	0	3	21	10	11	3	5	125	108
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	53	13	4	0	4	22	7	12	2	4	121	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030e	Total aged 55-64	2023-24	78	14	2	1	4	29	14	29	13	9	193	172
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	87	15	7	4	4	29	18	29	11	12	216	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030f	Total aged 65-74	2023-24	117	6	6	6	6	11	15	27	45	13	252	223
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	117	5	3	6	3	17	14	35	46	18	264	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030g	Total aged 75-84	2023-24	220	0	9	8	4	6	6	96	79	16	444	423
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	178	1	13	3	3	6	5	86	84	15	394	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030h	Total aged 85+	2023-24	294	2	9	3	0	0	10	131	119	20	588	565
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	293	0	14	7	2	0	11	143	122	25	617	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														
AD/030	Total aged 18+	2023-24	832	160	28	18	48	195	104	322	261	67	2,035	1,841
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment												
		2022-23	801	150	66	20	51	190	101	340	267	78	2,064	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment														

Table 6b - Charging

V2: Please use the comments boxes to explain any difference of 50 between data items, when comparing 2023-24 data with 2022-23 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):
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			Domiciliary care	Day Care	Respite Care	Short breaks	Adult Placements	Supported accommodation/supported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)	Total number of adults supported (count)	
			a	b	c	d	e	f	g	h	i	j	k	l	
AD/031a	Total aged 18-24	2023-24	2	14	0	0	4	24	17	7	0	1	69	66	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	8	33	0	0	6	6	7	7	0	0	0	67	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment															
AD/031b	Total aged 25-34	2023-24	25	42	0	0	17	43	16	10	0	1	154	127	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	29	45	0	0	16	15	16	12	0	0	0	133	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment															
AD/031c	Total aged 35-44	2023-24	15	19	0	0	9	37	11	7	1	0	99	86	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	32	21	0	0	7	21	8	8	1	0	0	98	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment															
AD/031d	Total aged 45-54	2023-24	27	14	0	0	1	16	10	10	3	1	82	76	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	53	13	0	0	4	17	5	11	2	1	0	106	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment															
AD/031e	Total aged 55-64	2023-24	43	11	0	0	1	28	12	25	10	3	133	125	
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
		V1 Comment													
		2022-23	82	11	0	0	2	19	6	22	9	0	0	151	-
		V2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment															

AD/031f	Total aged 65-74	2023-24	49	4	0	0	0	10	12	27	39	3	144	143
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V1 Comment	2022/23 issue with finance report counting in non paying clients											
		2022-23	106	3	0	0	0	17	9	29	42	0	206	-
		V2	✍	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✍
V2 Comment	2022/23 issue with finance report counting in non paying clients													

AD/031g	Total aged 75-84	2023-24	75	0	2	1	2	4	6	90	78	9	267	246
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V1 Comment	2022/23 issue with finance report counting in non paying clients											
		2022-23	156	1	0	0	0	3	5	65	81	0	311	-
		V2	✍	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment	2022/23 issue with finance report counting in non paying clients													

AD/031h	Total aged 85+	2023-24	140	0	0	1	0	0	10	125	115	14	405	386
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V1 Comment	2022/23 issue with finance report counting in non paying clients											
		2022-23	253	0	1	0	0	0	9	120	121	0	504	-
		V2	✍	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
V2 Comment	2022/23 issue with finance report counting in non paying clients													

AD/031	Total aged 18+	2023-24	376	104	2	2	34	162	94	301	246	32	1,353	1,255
		V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		V1 Comment	2022/23 issue with finance report counting in non paying clients											
		2022-23	719	127	1	0	35	98	65	274	256	1	1,576	-
		V2	✍	✓	✓	✓	✓	✍	✓	✓	✓	✓	✓	✓
V2 Comment	2022/23 issue with finance report counting in non paying clients													

Table 7 - Advocacy

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
AD/032	The total number of adults during the year where the need for an independent professional advocate was identified	145	✓		128	✓	
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	63	✓		73	✓	

Table 8: Adult Carers

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2023-24 data with 2022-23 data.

Adult Carer Contacts

		2023-24	V1	V1 Comment	2022-23	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	398	✓	NCC are reviewing the recording processes used for Carers Contacts and assessments to understand why there has been a decrease.	502	✎	
CA/002	The number of contacts by adult carers received by statutory social services during the year where advice or assistance was provided	241	✓		259	✓	

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

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/003a	Self	181	✓	Reduction in CA/001 reflected in the source information	104	✎	
CA/003b	Relative	41	✓		51	✓	
CA/003c	Friend or neighbour	9	✓	This is an Insignificant change between years.	6	✎	
CA/003d	Early Intervention / Prevention Service (Step-up)	0	✓	This is an Insignificant change between years.	1	✎	
CA/003e	Health	50	✓		52	✓	
CA/003f	Education	3	✓	This is an Insignificant change between years.	0	✎	
CA/003g	Housing	4	✓	This is an Insignificant change between years.	3	✎	
CA/003h	Police	4	✓	This is an Insignificant change between years.	9	✎	
CA/003i	Probation	0	✓		0	✓	
CA/003j	Third Sector Organisation	34	✓	This is an Insignificant change between years.	23	✎	
CA/003k	Local Authority	22	✓	Reduction in CA/001 reflected in the source information	172	✎	
CA/003l	Independent Hospital	1	✓	Reduction in CA/001 reflected in the source information	0	✎	
CA/003m	Ambulance Service	2	✓	Reduction in CA/001 reflected in the source information	0	✎	
CA/003n	Care Regulator	0	✓		0	✓	
CA/003o	Provider	0	✓	This is an Insignificant change between years.	1	✎	
CA/003p	Advocate	3	✓	This is an Insignificant change between years.	1	✎	
CA/003q	Internal (Social Worker, Other Team)	39	✓	Reduction in CA/001 reflected in the source information	58	✎	
CA/003r	Other	5	✓	Reduction in CA/001 reflected in the source information	21	✎	
CA/003	Total	398	✓	Reduction in CA/001 reflected in the source information	502	✎	

Adult Carer Assessments

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/004	The total number of carers needs assessments for adults undertaken during the year	227	✓	Reduction in carers referrals resulting in a reduction in assessments.	253	✓	
<i>Of which:</i>							
CA/005a	Needs could be met with a carer's support plan or care and support plan	50	✓	Reduction in CA/004 can explain the in difference between 23/24 and 22/23	71	✗	
CA/005b	Needs were able to be met by any other means	170	✓		178	✓	
CA/005c	There were no eligible needs to meet	7	✓	Reduction in CA/004 can explain the in difference between 23/24 and 22/23	4	✗	
CA/005	Total	227	✓		253	✓	

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/006	The number of carers needs assessments for adults refused during the year	0	✓	Insignificant difference between years	1	✗	

The number of carer's needs assessments for adults completed (CA/004) during the year where:

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/007a	There was evidence of the active offer of Welsh	217	✓		245	✓	
CA/007b	The Active Offer of Welsh was accepted	0	✓		0	✓	
CA/007c*	The assessment was undertaken using the language of choice	227	✓		253	✓	

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

Adult Carer Support Plans

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/008a	The number of adult carers with a carer's support plan on 31 March	62	✓		44	✓	
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	✓		0	✓	

Reviews

		2023-24	V1	V1 Comment	2022-23	V2	V2 Comment
CA/009	The number of support plans for adult carers that were due a review during the collection year	41	✓		38	✓	
CA/010	The number of support plans for adult carers that were due a review during the collection year and were reviewed at least once during the collection year	6	✓		19	✓	