

### Summary of Performance Information

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
Front Door (Adults)					
AD/001b	The number of contacts for adults received by statutory Social Services during the year which were new contacts	5787	6633	6437	5951
AD/002	The number of contacts for adults received by statutory Social Services during the year where advice or assistance was provided	3961	4215	3808	3635
Front Door (Carers)					
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	226	272	351	352
CA/002	The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided	88	92	128	129

Adults Questionnaire	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Actual	Actual	Actual	Actual	Actual	Actual
I have had the right information or advice when I needed it	81.8%	84.3%	82.5%	77.4%	75.1%	77.6%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
Assessments and Plans (Adults)					
AD/004	The number of new assessments completed for adults during the year	2035	2177	2205	1929
AD/005	Of which:				
AD/005a	Needs were only able to be met with a care and support plan	721	826	671	486
AD/005b	Needs were able to be met by any other means	630	542	583	482
AD/005c	There were no eligible needs to meet	627	506	553	573
AD/012	The number of adults with a care and support plans at 31 March	1813	1728	1651	1580
Assessments and Plans (Carers)					
CA/004	The total number of carers needs assessments for adults undertaken during the year	132	196	192	147
CA/005	Of which:				
CA/005a	Needs could be met with a carer's support plan or care and support plan	39	48	58	34
CA/005b	Needs were able to be met by any other means	32	43	63	24
CA/005c	There were no eligible needs to meet	55	25	27	44
CA/008a	The number of adult carers with a support plan at 31 March	68	105	86	70
CA/008b	The number of adults with a care and support plan who also have carer responsibilities	41	64	50	50

Adults Questionnaire	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Actual	Actual	Actual	Actual	Actual	Actual
I have been actively involved in decisions about how my care and support was provided	81.4%	83.1%	83.0%	77.4%	76.6%	78.1%
I feel that I was listened to	82.7%	86.5%	85.9%	81.4%	79.9%	80.4%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
Early Intervention and Prevention					
AD/010	The total number of packages of reablement completed during the year	291	240	184	331
AD/011	Of which:				
AD/011a	Reduced the need for support	50	54	32	47
AD/011b	Maintained the need for the same level of support	45	36	35	74
AD/011c	Mitigated the need for support	171	122	106	183
AD/011d	Neither reduced, maintained nor mitigated the need for support	25	28	11	27
Local	<i>The percentage of packages of reablement completed during the year that mitigated the need for support</i>	58.8%	50.8%	57.6%	55.3%
AD/013	The total number of adults with a care and support plan where needs a met through a Direct Payment at 31 March	123	139	149	140

Adults Questionnaire	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Actual	Actual	Actual	Actual	Actual	Actual
I am happy with the care and support I have had	88.3%	89.4%	89.0%	86.9%	83.5%	84.6%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
Provision of Services and Reviews					
AD/016	The number of care and support plans for adults that were due to be reviewed during the year	-	2094	1717	1580
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	-	1123	987	856
Local	<i>The percentage 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</i>	-	53.6%	57.5%	54.2%
AD/030	The total volume of services provided on 31 March			1,380	1,368

Adults Questionnaire	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Actual	Actual	Actual	Actual	Actual	Actual
The service I get is reliable and I'm told about any changes in good time	80.0%	81.5%	82.1%	75.8%	79.1%	78.4%
I usually get assistance from the same staff	67.8%	70.3%	70.1%	68.4%	71.3%	70.3%
Do you think that the care and support you get still meet your needs?	92.4%	92.8%	91.2%	87.9%	87.0%	89.4%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Adult Safeguarding</b>					
AS/001	Number of adults suspected of being at risk of abuse or neglect reported during the year	463	528	438	441
AD/020	The total number of reports of an adult suspected of being at risk received during the year	680	799	577	586
AD/022	The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of:				
AD/022a	Neglect	258	344	242	286
AD/022b	Physical abuse	260	269	229	210
AD/022c	Sexual abuse	35	56	27	41
AD/022d	Emotional or Psychological abuse	176	214	145	160
AD/022e	Financial abuse	106	97	114	102

AD/023	The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made	509	583	418	396
AD/024	The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse	262	382	361	334
Local	<i>The percentage of enquiries completed within 7 working days from the receipt of the reported alleged abuse</i>	51.5%	65.5%	86.4%	84.3%

Adults Questionnaire	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
	Actual	Actual	Actual	Actual	Actual	Actual
I feel safe	81.8%	81.1%	78.8%	78.3%	81.3%	<b>80.6%</b>

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Prevention and early intervention (Children)</b>					
Local	Percentage of families supported by early help services who report being helped with matter to them (pre statutory services)	84%	84%	87.5 %	100%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Front Door (Children)</b>					
CH/001	The number of contacts for children received by statutory Social Services during the year	4329	5776	5825	7071
CH/002	The number of contacts for children received by statutory Social Services during the year where advice or assistance was provided	2700	3379	3508	3879
CH/003	The number of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day	3042	5769	5698	7065
Local	<i>The percentage of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day</i>	70.3%	99.9%	97.8%	99.9%
<b>Front Door (Young Carers)</b>					
CA/011	The total number of contacts to statutory social serviced by young carers or professionals contacting the service on their behalf received during the year	143	233	259	282
CA/012	Of those identified, the number where advice and assistance was provided	61	86	106	157

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Assessments (Children)</b>					
CH/006	The total number of new assessments completed for children during the year	828	884	907	1088
Local	<i>The percentage of new assessments completed for children during the year where:</i>				
Local	<i>Needs were only able to be met with a care and support plan</i>	30.1%	29.9%	27.9%	34.4%
Local	<i>Needs were able to be met by any other means</i>	54.1%	48.0%	54.4%	48.0%
Local	<i>There were no eligible needs to meet</i>	3.1%	1.9%	1.8%	3.2%
Local	<i>The percentage of assessments for children completed during the year where there is evidence that the child has been seen</i>	95.1%	96.9%	98.3%	98.3%
Local	<i>The percentage of new assessments completed for children during the year that were completed within statutory timescales</i>	87.1%	91.2%	92.3%	95.9%
<b>Assessments (Young Carers)</b>					
CA/014	The total number of young carers needs assessments undertaken during the year	36	40	29	16
CA/015	The total number of young carers needs assessments undertaken during the year where:				
CA/015a	Needs could be met using a young carer's support plan or care and support plan	16	18	10	12



CA/015b	Needs were able to be met by any other means	13	11	11	4
CA/015c	There were no eligible needs to meet	0	0	1	0

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Plans (Children)</b>					
CH/015a	The number of children with a care and support plan at 31st March	515	518	542	502
Local	<i>The percentage of children supported to remain living within their family</i>	58.6%	59.8%	61.1%	60.2%
CH/016	The total number of children with a care and support plan where needs are met through a Direct Payment at 31st March	48	54	51	55
CA/017b	The number of children or young people with a care and support plan who also have carer responsibilities	22	34	32	28
Local	<i>The percentage of reviews due during the year that were completed within statutory timescales, which were:</i>				
Local	<i>Child protection reviews</i>	94.2%	96.0%	84.0%	81.7%
Local	<i>Looked after reviews (including pathway plan reviews and pre-adoption reviews)</i>	99.8%	98.6%	99.0%	99.6%
Local	<i>reviews of children in need of care and support (including children supported by a direct payment)</i>	67.3%	66.3%	65.4%	77.1%

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Safeguarding Children</b>					
CH/021	The number of Strategy Meetings held during the year that progressed to Section 47 enquiries	453	630	641	729
CH/022	The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference	113	176	145	153
<i>Local</i>	<i>The percentage of initial child protection conferences held during the collection year that were held within statutory timescales</i>	<i>42.6%</i>	<i>23.6%</i>	<i>79.3%</i>	<i>79.7%</i>
CH/026a	The total number of children on the child protection register at 31 <sup>st</sup> March	60	123	113	89
CH/027	The total number of initial core group meetings held during the year	78	131	127	134
CH/028	The total number of initial core group meetings held during the year that were held within statutory timescales	72	120	112	120
<i>Local</i>	<i>The percentage of initial core group meetings due during the year that were held within statutory timescales</i>	<i>66.7%</i>	<i>76.4%</i>	<i>86.8%</i>	<i>89.6%</i>
CH/029	The total number of visits to children placed on the child protection register that were due during the year	2115	2161	2566	2533

<i>Local</i>	<i>The percentage of visits to children placed on the child protection register that were due during the year that were completed</i>	-	-	65.0%	94.6%
<i>Local</i>	<i>The percentage of visits to children placed on the child protection register that were due during the year that were completed within approved timescales</i>	66.6%	58.1%	37.5%	63.6%
<i>Local</i>	<i>The percentage of re-registrations of children on local authority Child Protection Registers (CPR)</i>	5.6%	0.6%	4.7%	0.7%
<i>Local</i>	<i>The average length of time for all children who were on the CPR during the year</i>	302	215	263	283

Metric Number	Metric	2020/21	2021/22	2022/23	2023/24
<b>Children Looked After and Care Leavers</b>					
<b>Children Looked After</b>					
CH/039	The number of children looked after at 31 March	213	208	211	200
<i>Local</i>	<i>Number of Children Adopted during the Year</i>	1	9	10	7
<i>Local</i>	<i>Number of Children Leaving Care with Special Guardianship Orders during the Year</i>	11	13	9	23
<i>Local</i>	<i>Number of Generic Foster Carers at 31 March</i>	38	40	39	38

Local	<i>Percentage of Looked After Children placed with MCC generic or kinship foster carers at 31 March</i>	41.3%	41.3%	42.2%	36.5%
CH/043	The total number of children looked after at 31 March who have experienced three or more placements during the year	9	14	16	Not available
CH/044	The total number of children looked after on the 31 March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home)	15	8	17	11
<b>Care Leavers</b>					
CH/052	The total number of care leavers who experience homelessness during the year (As defined by the Housing (Wales) Act 2014) within 12 months of leaving care	4	4	5	8
CH/053	The total number of care experienced young people in categories 1 to 6 at the 31 March	64	60	73	77