

## Quantitative Performance Measures - Adult Services:

Performance Indicators	2016/17 Actual	2017/18 Year End	2017/18 Target	Performance Against Target	Performance Trend	2016/17 Wales Av	2016/17 Quartile
18: The percentage of adult protection enquiries completed within 7 days	88.67% 274/309	<b>84.73%</b> <b>455/537</b>	90%	x	↓	80.06%	Middle
19: The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.24 22/9,821	<b>4.28</b> <b>43/10,050</b>	2.19	x	↓	2.85	Middle
20: The percentage of adults ( <b>existing service users</b> ) who completed a period of reablement a) and have a reduced package of care and support 6 months later	21.43% 3/14	<b>23.08%</b> <b>6/26</b>	25%	✓	↑	27.99%	Middle
20: The percentage of adults who completed a period of reablement b) have no package of care and support 6 months later	73.33% 187/255	<b>71.26%</b> <b>243/341</b>	50%	✓	↓	72.34%	Middle
21: The average length of time adults (aged 65 or over) are supported in residential care homes	833.55 122,532/ 147	<b>807.85</b> <b>131,680/163</b>	N/A	N/A	N/A	800.79	N/A
22: Average age of adults entering residential care homes	79.21 8,238/104	<b>83.78</b> <b>7,792/93</b>	N/A	N/A	↑	82.83	Bottom
23: The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for 6 months	76.60% 419/547	<b>78.29%</b> <b>1,388/1,773</b>	77%	✓	↑	67.67%	N/A

## Qualitative Measures – Adults and Carers

2017/18 adults responses are based on 595/1922 questionnaire responses (31% response rate):

Adults Questionnaire	2016/17 Actual	2017/18 Year End	Trend	2016/17 Wales Av	2016/17 Quartile
I live in a home that best supports my well-being	87.4%	<b>86.4%</b>	↓	86.9%	Upper middle
I can do the things that are important to me	52.8%	<b>54.1%</b>	↑	51.4%	Upper middle
I feel I am part of my community	52.7%	<b>52.8%</b>	↑	58.3%	Lower middle
I am happy with the support from my family, friends and neighbours	84.4%	<b>88.3%</b>	↑	85.2%	Lower middle
I feel safe	77.1%	<b>79.1%</b>	↑	78.1%	Lower middle
I know who to contact about my care and support	86.0%	<b>84.4%</b>	↓	83.2%	Top
I have had the right information or advice when I needed it	87.1%	<b>84.0%</b>	↓	80.2%	Top
I have been actively involved in decisions about how my care and support was provided	78.6%	<b>81.4%</b>	↑	79.7%	Lower middle
I was able to communicate in my preferred language	96.9%	<b>97.5%</b>	↑	95.9%	Top
I was treated with dignity and respect	93.6%	<b>93.0%</b>	↓	93.3%	Upper middle
I am happy with the care and support I have had	85.4%	<b>85.7%</b>	↑	85.2%	Lower middle
<i>If you live in a residential care home : It was my choice to live in a residential care home</i>	61.5%	<b>66.7%</b>	↑	71.8%	Bottom

2017/18 carers responses are based on 43/82 responses (52% response rate):

Carers Questionnaire	2016/17 Actual	2017/18 Year End	Trend	2016/17 Wales Av	2016/17 Quartile
I live in a home that best supports my well-being	83.7%	<b>82.5%</b>	↓	82.5%	Upper middle
I can do the things that are important to me	36.4%	<b>35.7%</b>	↓	44.6%	Bottom
I feel I am part of my community	38.6%	<b>41.5%</b>	↑	53.8%	Bottom
I am happy with the support from my family, friends and neighbours	61.4%	<b>68.4%</b>	↑	70.5%	Bottom
I feel safe	86.0%	<b>90%</b>	↑	81.2%	Upper middle

I know who to contact about my care and support	79.5%	<b>87.8%</b>	↑	74.6%	Upper middle
I have had the right information or advice when I needed it	75.0%	<b>75.6%</b>	↑	66.1%	Upper middle
I have been actively involved in decisions about how my care and support was provided	86.0%	<b>78.6%</b>	↓	76.7%	Upper middle
I have been actively involved in decisions about how the care and support was provided for the person I care for	86.0%	<b>78.6%</b>	↓	80.4%	Top
I was able to communicate in my preferred language	97.7%	<b>100%</b>	↑	97.2%	Upper middle
I was treated with dignity and respect	93.0%	<b>100%</b>	↑	90.8%	Upper middle
I feel supported to continue in my caring role	63.6%	<b>76.9%</b>	↑	67.8%	Lower middle
I am happy with the care and support I have had	68.2%	<b>73.2%</b>	↑	68.9%	Lower middle

Provision

## Quantitative Performance Measures – Children’s Services:

Performance Indicators	2016/17 Actual	2017/18 Year End	2017/18 Target	Performance Against Target	Performance Trend from 2016/17	2016/17 Wales Av	2016/17 Quartile
Number of Looked After Children	133	<b>139</b>	Not applicable	Not applicable	↑	Not applicable	Not applicable
Number of Children on the Child Protection Register	91	<b>73</b>	Not applicable	Not applicable	↓	Not applicable	Not applicable
24: The percentage of assessments completed for children within statutory timescales	74.69% 611/818	<b>87.31%</b> <b>688/788</b>	90%	✘	↑	90.76%	Bottom
25: The percentage of children supported to remain living within their family	61.56% 213/346	<b>63.80%</b> <b>245/384</b>	70%	✘	↑	69.24%	Bottom
26: The percentage of looked after children returned home from care during the year	14.44% 26/180	<b>Not Available</b>	Not applicable	Not applicable	Not available	13.56%	Middle
27: The percentage of re-registrations of children on local authority Child Protection Registers (CPR)	2.38% *	<b>5.26%</b> <b>6/114</b>	<10%	✓	↓	6%	Top
28: The average length of time for all children who were on the CPR during the year	230 15,660/68	<b>227</b> <b>29,946/132</b>	<365 days	✓	↑	245	Middle
29a: Percentage of children achieving the core subject indicator at key stage 2	68.75% 11/16	<b>68.75%</b> <b>11/16</b>	Not applicable	Not applicable	-	56.48%	Top
29b: Percentage of children achieving the core subject indicator at key stage 4	29.41% 5/17	<b>6.67%</b> <b>1/15</b>	Not applicable	Not applicable	↓	14.21%	Top
30: The percentage of children seen by a registered dentist within 3 months of becoming looked after	56.52% 13/23	<b>75.86%</b> <b>22/29</b>	60%	✓	↑	59.45%	Middle

Performance Indicators	2016/17 Actual	2017/18 Year End	2017/18 Target	Performance Against Target	Performance Trend	2016/17 Wales Av	2016/17 Quartile
31: The percentage of children looked after at 31 March who were registered with a GP within 10 working days of the start of their placement	98.33% 59/60	<b>100%</b> <b>56/56</b>	100%	✓	↑	91.66%	Middle
32: The percentage of looked after children who have experienced 1 or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March	8.14% 7/86	<b>9.47%</b> <b>9/95</b>	14%	✓	↓	12.70%	Top
33: The percentage of looked after children on 31 March who have had three or more placements during the year	5.26% 7/133	<b>Not available</b>	Not Available	Not available	Not available	9.80%	Top
34: The percentage of all care leavers who are in education, training or employment at: a) 12 months after leaving care	63.64% 7/11	<b>69.2%</b> <b>9/13</b>	75%	✗	↑	52.42%	Top
34: The percentage of all care leavers who are in education, training or employment at: b) 24 months after leaving care	50.00% *	<b>72.73</b> <b>8/11</b>	75%	✗	↑	47.12%	Middle
35: The percentage of care leavers who have experienced homelessness during the year	5.45%	<b>9.4%</b> <b>5/53</b>	0%	✗	↓	10.59%	Top

## Qualitative Measures – Children and Parents

2017/18 children's responses are based on 67/237 questionnaire responses (29% response rate)

Children's Questionnaire	2016/17 Actual	2017/18 Year End	Trend	2016/17 Wales Av	2016/17 Quartile
I live in a home where I am happy	80.4%	77.3%	↓	81.3%	Bottom
I am happy with the people that I live with	80.0%	79.4%	↓	87.9%	Bottom
I can do the things I like to do	60.0%	59.7%	↓	67.7%	Bottom
I feel I belong in the area where I live	71.4%	69.4%	↓	82.2%	Bottom
I am happy with my family, friends and neighbours	79.6%	83.6%	↑	87.1%	Bottom
I feel safe	90.2%	87.7%	↓	90.4%	Upper Middle
I know who to contact about my care and support	89.4%	75%	↓	90.3%	Lower Middle
I have had the right information or advice when I needed it	77.3%	77.6%	↑	81.2%	Lower Middle
My views about my care and support have been listened to	69.6%	62.1%	↓	79.2%	Bottom
I have been able to use my everyday language	98.0%	93.8%	↓	95.5%	Upper Middle
I was treated with respect	87.8%	79.4%	↓	89.2%	Lower Middle
I am happy with the care and support I have had	79.2%	84.1%	↑	87.8%	Bottom
If you are aged 16 or 17 years old: I have had advice, help and support that will prepare me for adulthood	57.0%	62.5%	↑	N/A	

2017/18 parent's responses are based on 41/204 responses (20% response rate).

Parents Questionnaire	2016/17 Actual	2017/18 Year End	Trend	2016/17 Wales Av	2016/17 Quartile
I have been actively involved in all decisions about how my child's/children's care and support was provided	63.9%	75%	↑	66.0%	Lower middle