

## Appendix H – Performance data used to measure the Quality Standards

The set of performance measures have been established by the Welsh Government to help local authorities to evaluate their success in relation to the six Quality Standards. Some of these performance measures are new for 2016/17, so we cannot report our performance against them all for 2015/16. We have also been establishing new systems to

### Measuring Quality Standard 1:

| Measure   | 2016/17 data | 2015/16 data              |
|---|--------------|---------------------------|
| % of service users responding positively to the question “If you have looked for information about support or services in the past year, have you found it easy or difficult to find? This may be from any organisation”. | 95%          | 80%                       |
| People reporting they were treated with dignity and respect   | 99%          | 98%                       |
| % of service users responding positively to the question "During your assessment, did you have an opportunity to explain your problems and your views on your situation?"   |              | 95%                       |
| % of service users responding positively to the question “Did you feel that the person who visited you listened to your concerns?”  |              | 97%                       |
| % of service users responding positively to the question “Overall, how satisfied are /were you with the care and support services you received?”  |              | 98%                       |
| % of adults who receive a support package from social services who report that they are satisfied with the service they are receiving   |              | 98%                       |
| % of adults who receive a support package from social services who report that they are satisfied about how the services they received were meeting their needs   |              | 98%                       |
| % of adults stating they are happy with the support from their family, friends and neighbours   | 98%          | New indicator for 2016/17 |
| % of people stating they feel part of their community   | 83%          | New indicator for 2016/17 |
| The % of people not being referred to formal Health and Social Care Services by the SPoA (our information, advice and assistance service)   | 21%          | 35%                       |

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|   |   |                           |
|---|---|---------------------------|
| The % of total contacts to the SPoA (our information, advice and assistance service) which did not lead to a referral to formal Health and Social Care Services | 27%   | 31%                       |
| The % of required children's assessments for children completed within 42 working days  | Data not available as changes are still being made in relation to recording systems | New indicator for 2016/17 |
| The average time taken to complete those required assessments for children that took longer than 42 days  | Data not available as changes are still being made in relation to recording systems | New indicator for 2016/17 |

### Measuring Quality Standard 2:

| Measure  | 2016/17 data | 2015/16 data              |
|--|--------------|---------------------------|
| The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over   | 2.61         | 2.62                      |
| The % of the adult population who required residential care at some point during the year            | 0.87%        | 0.9%                      |
| The number of adults who required residential care at some point during the year                     | 655          | 678                       |
| The number of adults in residential care on 31 <sup>st</sup> March                                   | 464          | 473                       |
| The % of adults in residential placements who said it was their choice to live in a residential home | 72%          | New indicator for 2016/17 |

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### Measuring Quality Standard 3:

| Measure  | 2016/17 data           | 2015/16 data              |
|--|------------------------|---------------------------|
| The % of adult service users responding positively to the question, "Has support set up by Social Services helped you to feel safe and secure in your home?"         | 92%                    | 95%                       |
| The % of completed Protection of Vulnerable Adults (POVA) referrals completed during the year where the risk has been managed  | Discontinued indicator | 100%                      |
| The % of adult protection enquiries completed within 7 days  | 73%                    | New indicator for 2016/17 |
| The percentage of reviews of looked after children, children on the Child Protection Register and children in need carried out in line with the statutory timetable. | Discontinued indicator | 96.3%                     |
| The percentage of reviews of children on the Child Protection Register carried out in line with the statutory timetable  | 97.2%                  | 100%                      |

### Measuring Quality Standard 4:

| Measure  | 2016/17 data           | 2015/16 data              |
|--|------------------------|---------------------------|
| The % of adult service users responding positively to the question, "do you feel that the support you receive from Social Services is improving the quality of your life?" | Discontinued indicator | 98%                       |
| The % of adult service users stating they are able to do the things that are important to them   | 89%                    | New indicator for 2016/17 |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 2  | 81.8%                  | 87.5%                     |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 3  | Discontinued indicator | 42.9%                     |
| The percentage of looked after children achieving the Core Subject Indicator at Key Stage 3  | 5%                     | New indicator for 2016/17 |

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|---|------------------------------|-----|
| The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting | Awaiting post populated data | 184 |
| The number of children experiencing one or more change of school in the year to 31 March  | 17                           | 19  |

### Measuring Quality Standard 5:

| Measure   | 2016/17 data           | 2015/16 data |
|---|------------------------|--------------|
| The % of looked after children on 31 March who have had three or more placements during the year  | 11.6%                  | 8%           |
| The % of adult carers who responded positively to the question “Overall, how satisfied or dissatisfied are you with the support you and the person you care for have received from Social Services in the last 12 months?”                |                        | 88%          |
| The % of adult carers who were assessed or reassessed during the year, who were subsequently provided with a service  | Discontinued indicator | 97.9%        |
| The % of adult carers who responded positively to the question “In the last 6 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support provided to the person you care for?” | 95%                    | 83%          |

### Measuring Quality Standard 6:

| Measure  | 2016/17 data | 2015/16 data              |
|--|--------------|---------------------------|
| % of adults who know who to contact about their care and support   | 92%          | New indicator for 2016/17 |
| “During your assessment, re-assessment or review, were you able to discuss your problems in the language of your choice?”                              | 99%          | 100%                      |
| “If you are a Welsh speaker, on first contacting Denbighshire Social Services, were you able to discuss your problems in the language of your choice?” |              | 84%                       |

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| “If you are a Welsh speaker, did you receive the support in the language of your choice from the person(s) who provides support for you in your own home?” |                        | 83%                       |
| The % of residents within care homes who stated that they felt the home met some or all of their needs   | Discontinued indicator | 100%                      |
| The % of citizens who stated they were living in a home that best supports their well-being  | 96%                    | New indicator for 2016/17 |
| The % of young people formerly looked after who are known to be engaged in education, training or employment at the age of 19                              | Discontinued indicator | 80%                       |
| The percentage of young people formerly looked who are known to be in suitable, non-emergency accommodation at the age of 19                               | Discontinued indicator | 100%                      |