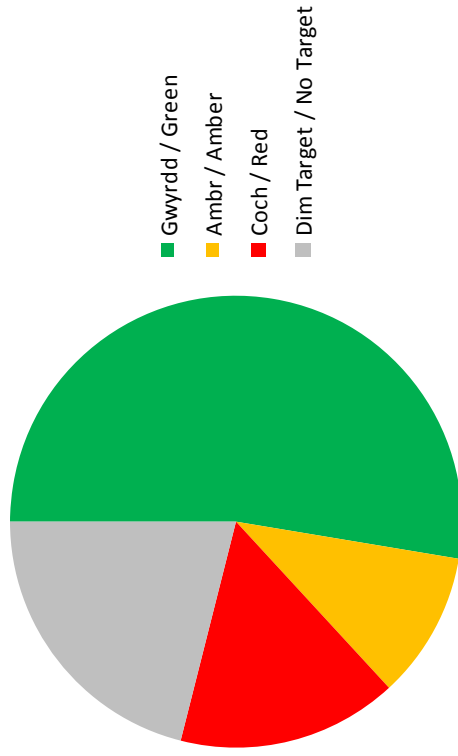


Appendix 3 - Social Services Performance Summary 2009/10

The tables and pie graphs show how many of Gwynedd's indicators met their internal target in 2009/10 (green), were almost met (amber) and those that failed to hit their target (red). You can contact the service for more detailed information about individual indicators.

Note that this document is just a taster as comparative figures across Wales will not be publically available until October, when we intend to produce a more comprehensive document that will be available by contacting the service.

Gwasanaeth Oedolion - Adult Services.



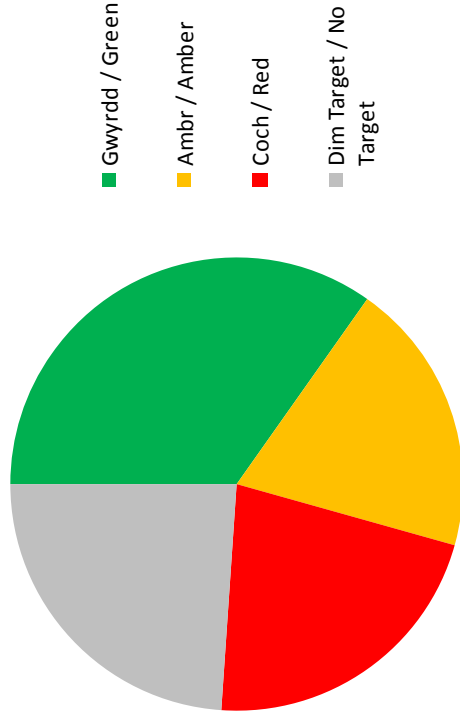
■ Gwyrdd / Green
 ■ Ambr / Amber
 ■ Coch / Red
 ■ Dim Target / No Target

Gwyrdd / Green	10	52%
Ambr / Amber	2	11%
Coch / Red	3	16%
Dim Target / No Target	4	21%

Analysis of the performance.

- The majority have performed 'well'. That is, have met their targets for the year.
- Of the 5 that missed their targets, 2 still continue to perform better than the Welsh average.
- There is room for improvement with the 3 that have missed their targets.
- We are performing better than the Welsh average in 9 indicators, and 3 are just under.
- We have 4 indicators performing below the Welsh average, but the service is aware of these and measures are in place to improve this in the fields of residential care and carers.

Gwasanaeth Plant - Children's Services



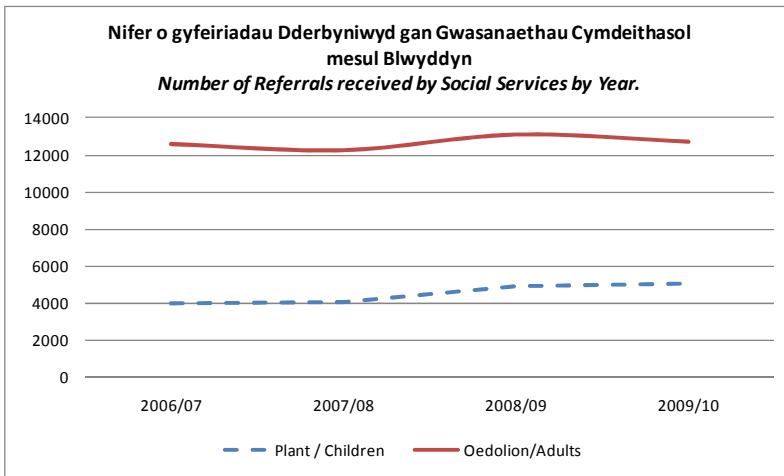
■ Gwyrdd / Green
 ■ Ambr / Amber
 ■ Coch / Red
 ■ Dim Target / No Target

Gwyrdd / Green	16	34%
Ambr / Amber	9	20%
Coch / Red	10	22%
Dim Target / No Target	11	24%

Analysis of the performance.

- Over a third of the indicators have performed well but a similar number have missed their target and are either orange or red.
- Of those that missed their targets (red), a number have seen their definition change in the last year and the target set on the previous definitions making the targets too high.
- Our performance is better than the Welsh average for 19 indicators.
- As a percentage of all indicators with a target (excluding those without a target) then 46% of the indicators were green.
- Note also that 22 of indicators have shown an improvement in the last year, representing 63% of those with a target set.

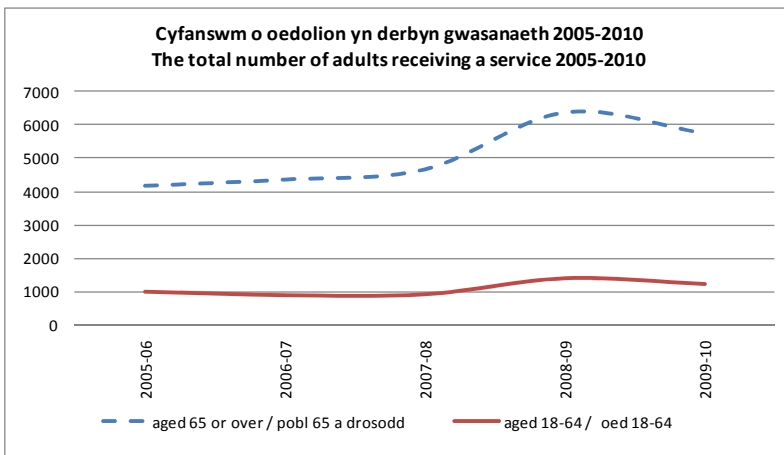
Additional graphs outlining specific service areas.



Referrals:

The number of referrals received have increased regularly across children and adults services from 2005 to 2010. Whilst there was a slight reduction in adult references in 2009/10 this reflected the slight drop in the number of adults who receive services.

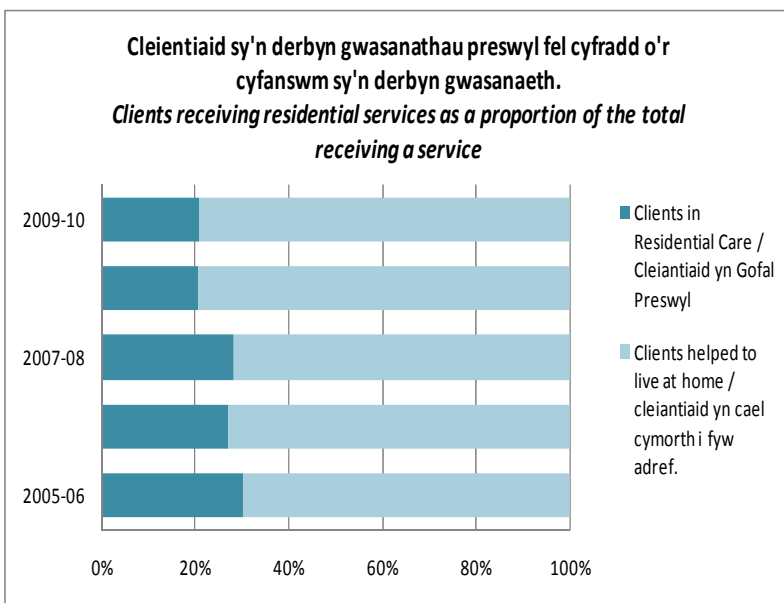
However, the number of referrals to children's service has increased consistently over the same period.



Adult Services:

The number of clients who received a service from Social Services has decreased slightly in 2009/10, despite this the long term trend shows an overall increase of 37.3% since 2005. Despite this year's drop, the long term trend shows a clear increase in numbers.

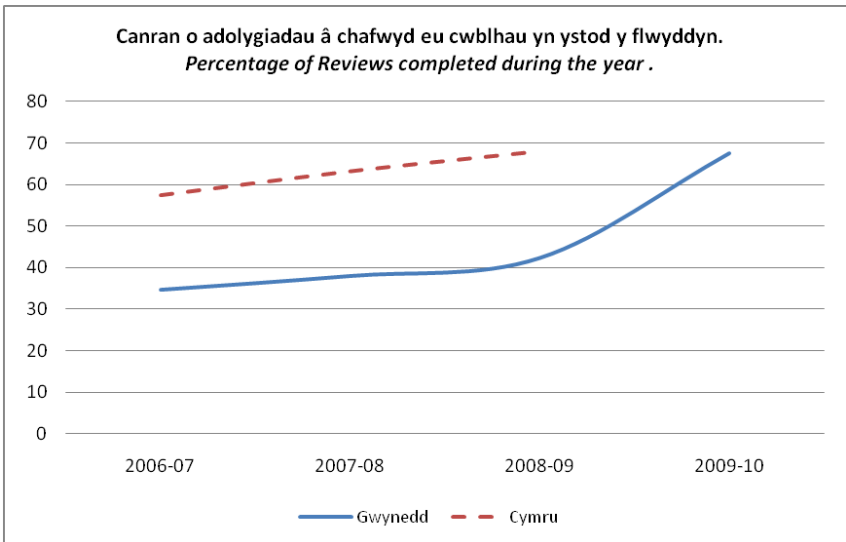
This reflects the service's aim to encourage people to live independent lives.



Promoting Independence for Older People:

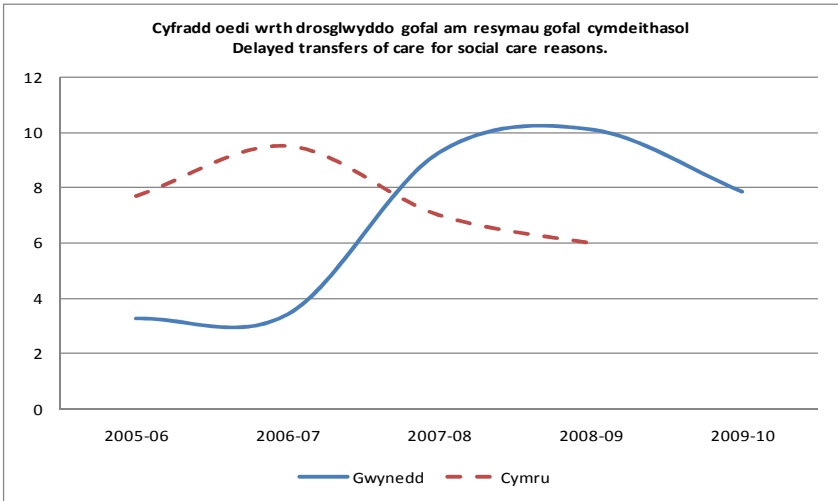
The number of clients living in care homes has fallen steadily. The figures show a decrease of 21% since 2005. In 2005/06 the ratio between services was 30% in care homes and 70% receiving help to live at home. In 2009/10 this had changed to 20% of clients in care homes and 80% receiving services to live at home.

In comparing the numbers between 2005 and 2010 it appears that the numbers of clients who are encouraged to live independently has increased significantly.



Adult Case Reviews:
 Historically, Gwynedd has performed poorly in this area as one of the lowest in Wales. This year, the service has prioritised case reviews as an area to improve and the significant increase of 25% on last year reflects this work in adult services.

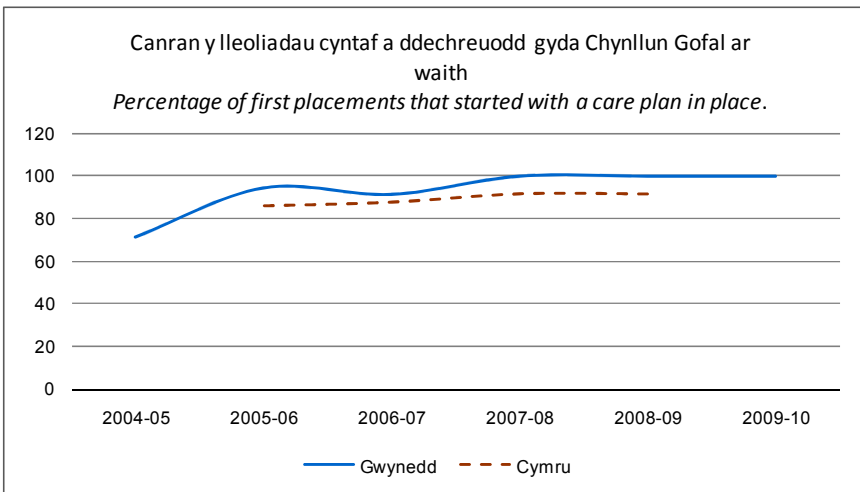
However, while we are now performing close to the Welsh average, we strive to improve further. So this still remains a priority to the service during the next year.



Delayed Transfers of Care due to Social Care Reasons.

There has been a significant improvement in 2009/10 with the number of clients experiencing delays to receive the care of their choice falling to 7.87 (rate per 1,000 population aged over 75).

The service aims to further improve their performance in this indicator in 2010/11.

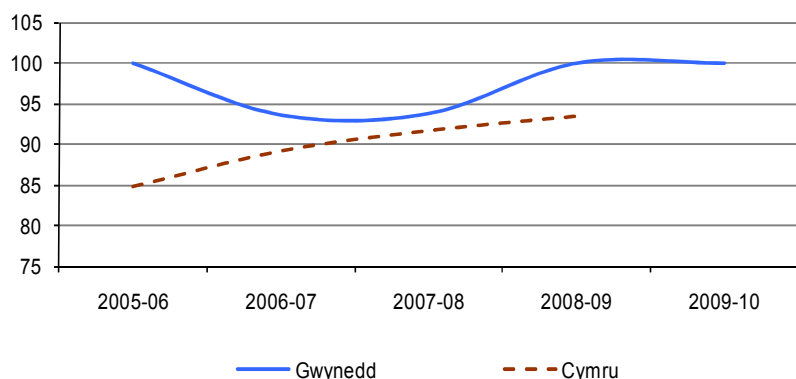


The percentage of first placements beginning with a care plan in place.
 Gwynedd has continued to improve in performance since 2004/05. In 2004/05 performance was less than 80% and improved to 100% in 2007/08.

Throughout the period we have consistently performed better than the Welsh average.

The performance has remained constant at 100% since 2007.

For those children looked after whose second review was due in the year, the percentage with a plan for permanence at the due date.

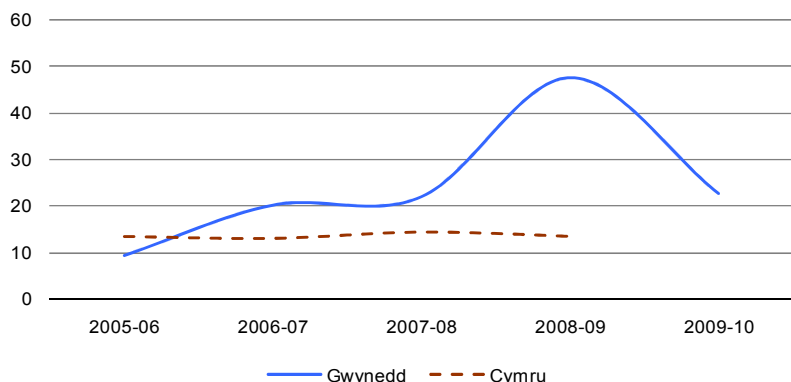


For those children looked after whose second review was due in the year, the percentage with a plan for permanence at the due date.

It can be seen from the graph that Gwynedd has shown a consistent performance of 100% since 2008.

It should be noted that Gwynedd's performance has remained consistently above the Welsh average and is currently at a maximum 100%.

The percentage of children looked who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements.



The percentage of children looked who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements.

The improvement of 25% in 2009/10 was due to the number of large families that were moved to more suitable locations last year.

This was not repeated this year and therefore led to the reduction.

Customer care survey results

In 2009/10 social services sent out 3000 questionnaires to service users, and these were received back from over a third – which is a high response rate (about 10% of this type of questionnaire would be expected to be returned). The result is very positive. See a summary only below.

- It was easy to get clear information about the services - 79.3% strongly agree or agree
- I was satisfied with the response 83.3%
- My opinion will be respected 81.1%
- The time before receiving the service is acceptable 79.2%
- I was included in deciding what support - 81.7%