

**Providing services across the county (demography map).**

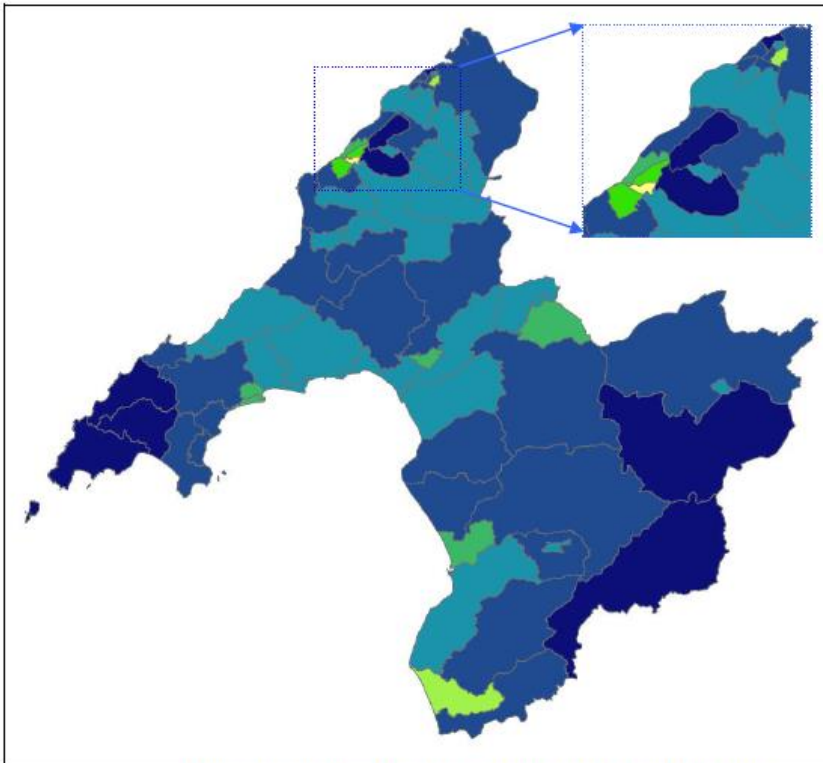
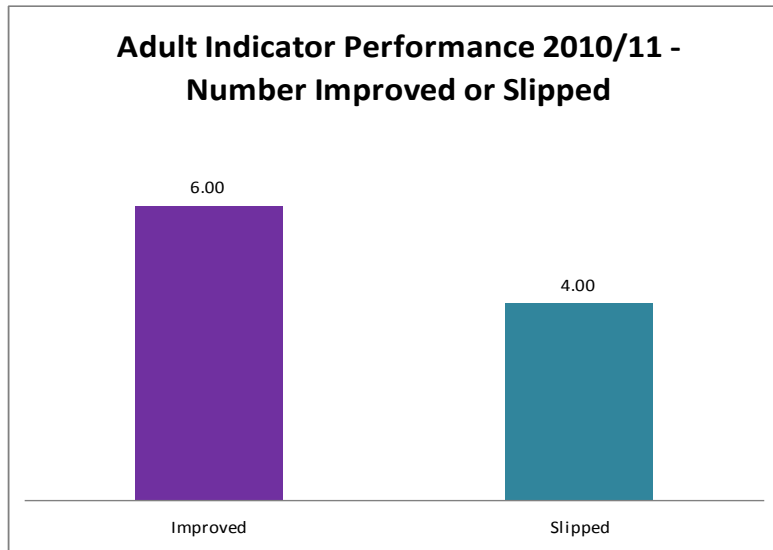


Figure 1 - All open referalls by Ward 2010-11 (all age bands).

The nature of the County's population varies from area to area. We can see that the percentage of young people in the North of the County is higher than the rest, and also that there are 'hotspots' of older people in areas such as Llanbedrog and Llan. Our clients are across the county, but the above map shows that the demand for our services is higher in some areas of the County. The population in the County also varies, younger in the North and older moving South and West, which obviously affects how we design and deliver our services.

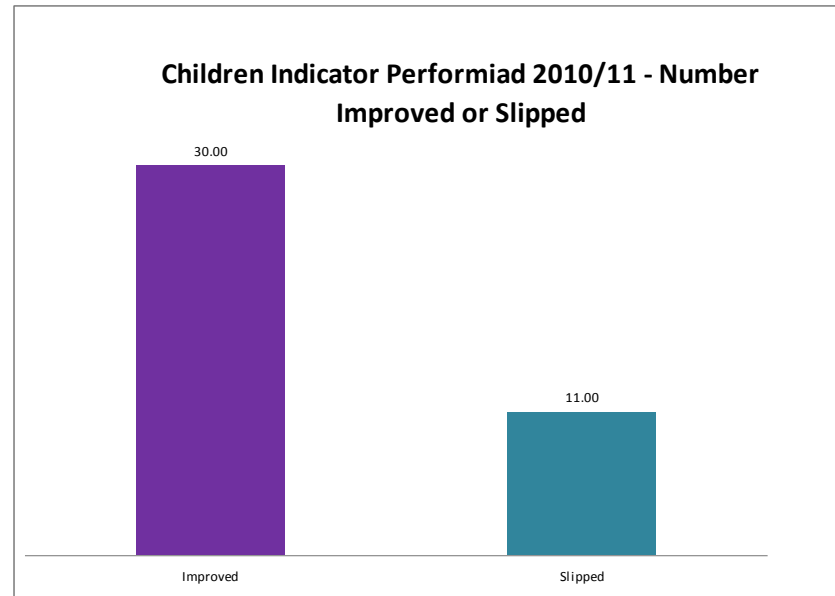
## General Performance



We can see that Adult performance has generally improved across the indicators with 6 improving and 4 slipping. Of the 4 slipping:

**Reviews.** This has slipped due to re-prioritising of work due to officer sickness. The service had anticipated slippage in this indicator, and it is a matter of success that there was only 5% slippage from last year.

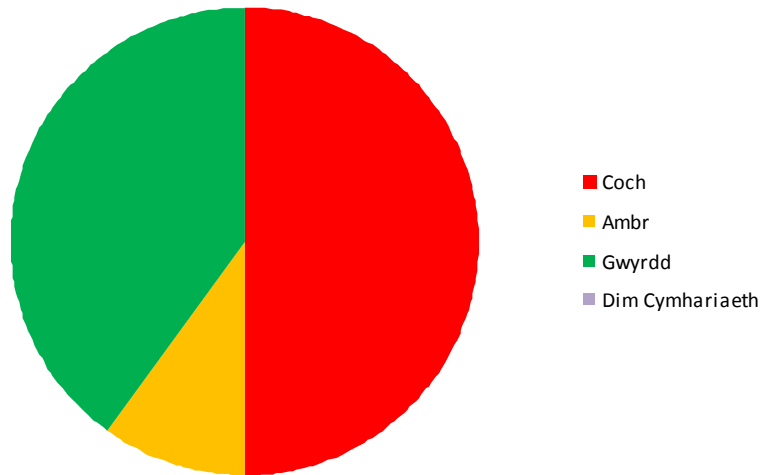
**People helped to live at home (3 indicators) -**  
See page 5 for an explanation of this complex area.



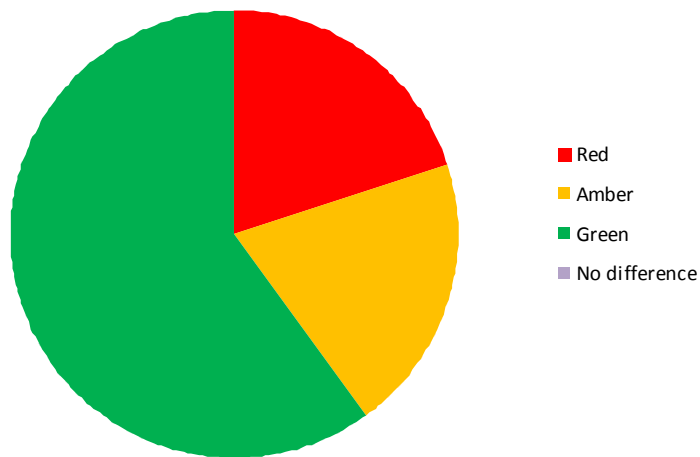
2010/11 has been a challenging year for the Children and Families Services, but nevertheless there was evidence of maintaining high standards in a number of core areas and improvement of performance in a number of strategic indicators in spite of the significant increase in demand for services this year .

The service has managed to meet this increase although staffing levels have remained stable, and we can see that the vast majority of the indicators have shown improvement this year.

### Adult Indicator Performance 10/11 Against Wales



### Adult Indicator Performance 10/11 Against Internal Targets



#### Adults.

We continue to perform below the Welsh average in more than half of the indicators, but performance is improving.

We can see that only two indicators have failed to meet their internal targets for improvement. Of the 5 indicators that are worse than Wales, 3 have shown improvement this year. Again, the two sliding are:

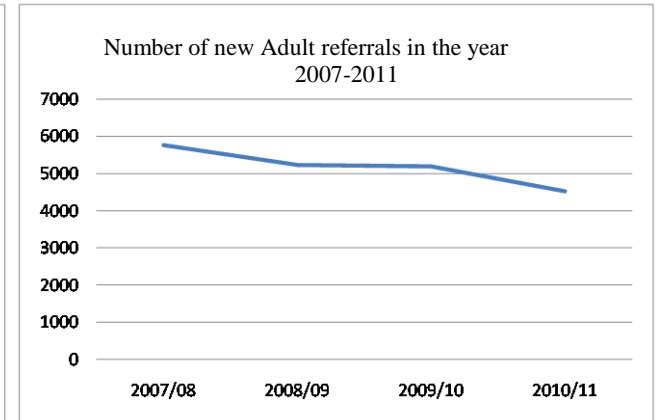
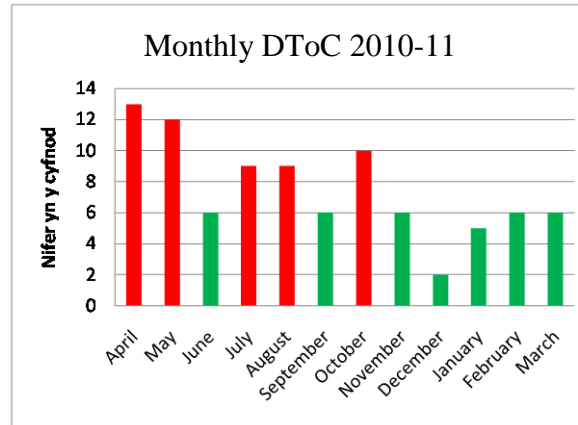
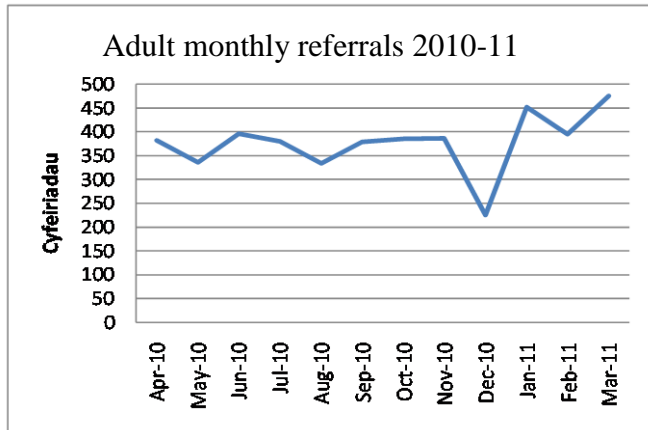
**Reviews.** It is acknowledged that the review of cases in particular within the field of Older People has been difficult. Strong efforts were made during 2009/10 to address this deficiency and this was successful. We achieve 67% of reviews. It was disappointing to see that the number had dropped to 62% for the year 2010/11. The reason for this is due to the staffing situation within Adult Services.

During 2010/2011 Adult Service experienced challenges due to long-term illness and retirement of senior managers within the structure. Others had to try to address the gaps, and although we have managed to maintain services there is no question that this has hampered our ability to carry out reviews of services.

There is a need to review the work of the Advice and Assessment Team to ensure that best use is made of resources.

**People we help to live at home** at the end of the year - See page 5 for an explanation of this complex area.

**The demand on Adult services.**



Delayed transfer of care for due to social care reasons (DTtoC): During 2010/11 the service reached the DTtoC target hitting 7.84 which is slightly below the expected number of 7.87. It can be seen that the performance has improved over the year with a number of 13 in April 2010 reducing significantly to 6 by March 2011.

The service is of the opinion that the commissioning of two residential units for people with dementia in Meirionydd Bryn Blodau and Llys Cadfan has been one of the main reasons that this change has occurred. Historically, the lack of specialist residential placements has been a factor in our ability to discharge from hospital. Due to the lack of choice many families found it difficult to decide on a suitable venue.

Helping people to live independently.

Note that performance in the number of people we have helped to live at home has fallen significantly since last year, but the story behind the performance of this is complex.

The numbers that we support to live in care homes has fallen again this year, and panels have been established for access to residential care.

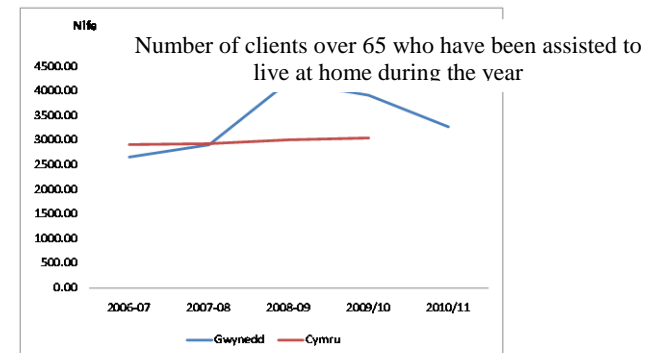
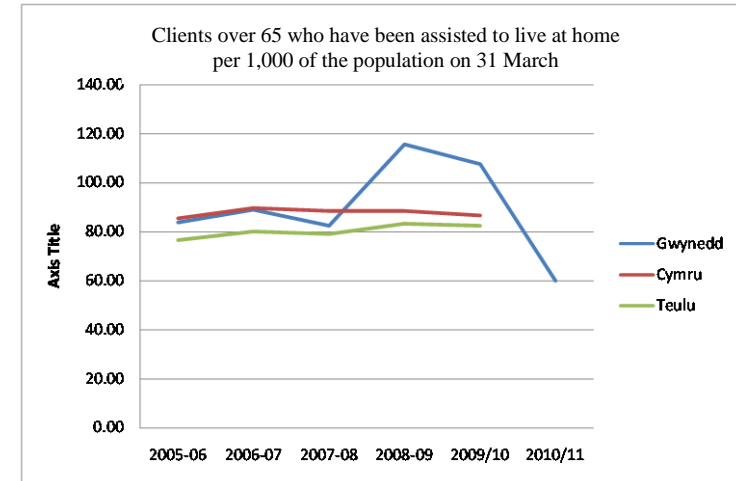
- Enabement Plan
- Telecare (need level 3 / 4 out of the total)
- Partly data cleansing issues

Note that the way the indicator is measured is different this year, telecare is excluded and data cleanliness issues highlighted by the WAO resolved.

Note that the performance is expected to fall in line with reduced dependency on services.

Number of clients receiving services through the year fell less than expected because people are in the system for less time. Further analysis work is needed on the results of this year (ie it may be expected to show a similar pattern on the financial side as well).

Note as a comparison with Wales the numbers of clients we help to live at home, we are about average, although our population is much lower than average. Therefore, although the indicator, which shows the performance in one particular way, fell significantly, we can see that our performance has fallen, but by reducing dependency we can look at this as improvement. Further work is require in order see why this has fallen, have results for the client improved, and whether people have the opportunity to live more independent lives with less reliance on social services.



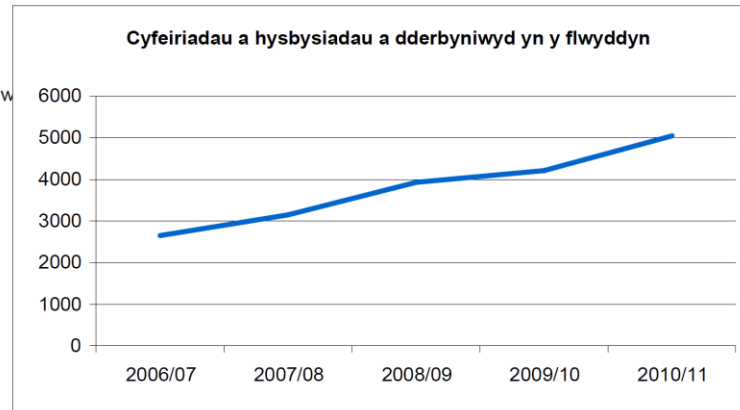
## Children Service Performance

### Referrals

#### Cyfeiriadau / Hysbysiadau 2010-11

3899 yn cynnwys cyfeiriadau a hysbysiadau sydd wedi eu neilltuo i dim (ffigwr 1)  
 1143 hysbysiadau er gwybodaeth yn unig  
 5042 Cyfanswm holl gysylltiadau yn y flwyddyn

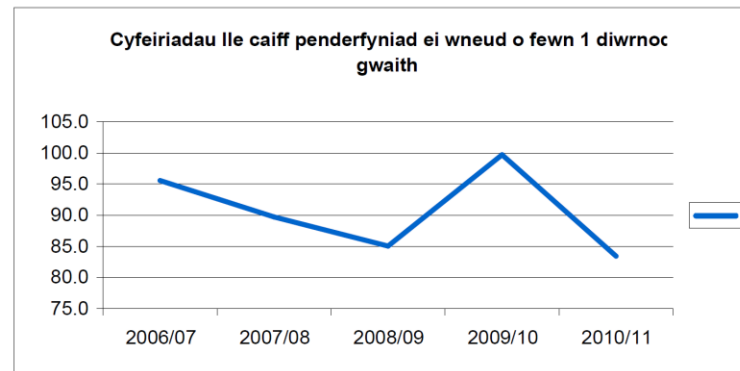
Mae'r nifer o gyfeiriadau a dderbyniwyd yn y flwyddyn (adroddwyd yn y PM1) yn eithrio holl hysbysiadau er gwybodaeth yn unig. Mae hyn yn wahanol i flynyddoedd ynghynt, lle'r oedd holl gyfeiriadau a hysbysiadau wedi eu cynnwys. Ar sail cyfrifiad y gorffennol, roedd cynnydd o 20% yn y nifer o gyfeiriadau a hysbysiadau a dderbyniwyd yn ystod 2010-11 gymharu â llynedd. Wrth gymharu 2010-11 gyda 2006-07 gwelwn gynnydd o 91% yn y nifer o gyfeiriadau a hysbysiadau i'r gwasanaeth.



### SCC006

#### Canran y cyfeiriadau yn ystod y flwyddyn lle caiff penderfyniad ei wneud o fewn 1 diwrnod gwaith

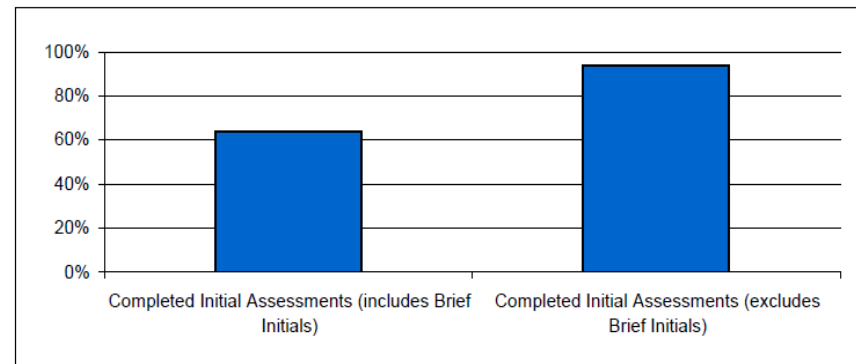
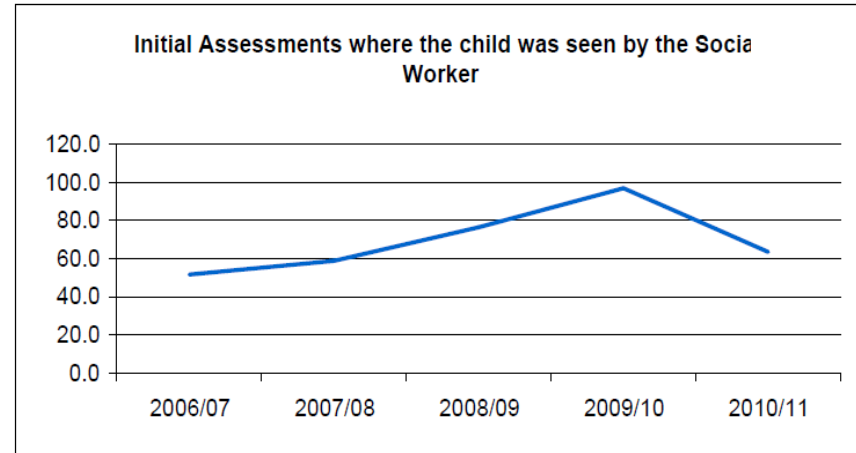
Mae'r canran o gyfeiriadau lle cafodd penderfyniad ei wneud o fewn 1 diwrnod gwaith yn 83.4%, mae hwn wedi gostwng ers perfformiad llynedd o 99.7% (5ed uchaf yng Nghymru). Mae'r ffigur yn cynnwys cyfeiriadau a hysbysiadau sydd wedi eu neilltuo i ddim. Mae perfformiad y dangosydd yma, ar sail cyfeiriadau yn unig y 91%.



**SCC011a**

**The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker**

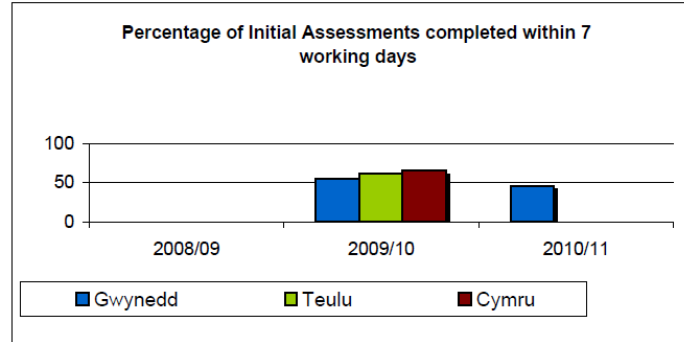
Performance for this indicator is lower at 64%. Two contributing factors are the increase in demand which resulted in an increase of 34% of initial assessments compared to the previous year. There was also a proportional increase in the number of Brief Initial Assessments completed in the year (child is not seen). Therefore if we exclude Brief Initial from the indicator the performance is 94%



**SCC042a**

**The percentage of initial assessments completed within 7 working days**

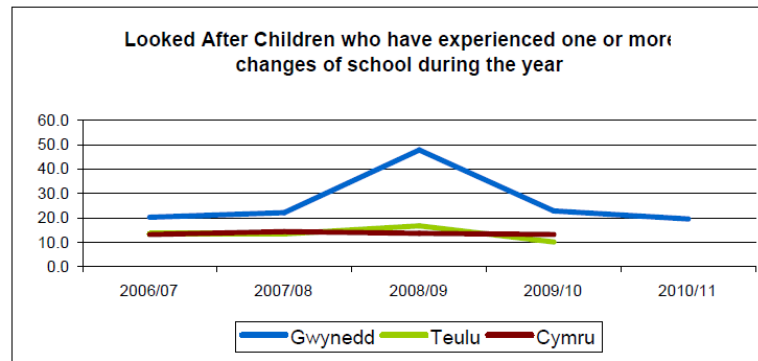
Performance in 2010-11 was 47%. The increase in demand has resulted in more Initial Assessments completed during the year - an increase from the previous year of 34%. The service has managed to complete a higher number of assessments without any additional staff capacity.



**SCC002**

**The percentage of children looked after at 31 March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March**

Performance for this indicator continues to improve as fewer children were required to change school. 45% of the changes were regarded by the service as a positive change for the child.

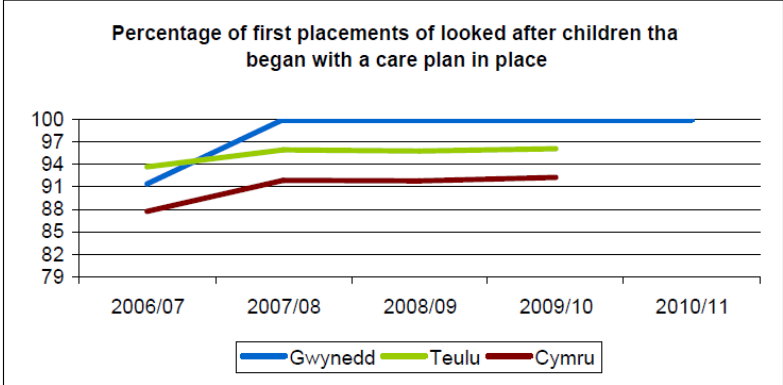




**SCC001a**

**a) The percentage of first placements of looked after children during the year that began with a care plan in place**

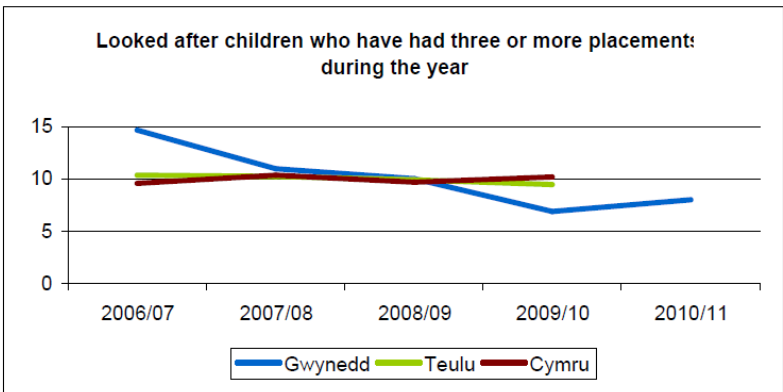
There were 36 new placements for looked after children during 2010-11, all of which had a care plan in place at the start of the placement. Performance has remained consistent at 100% during the last 4 years.



**SCC004**

**The percentage of children looked after on 31 March who have had three or more placements during the year**

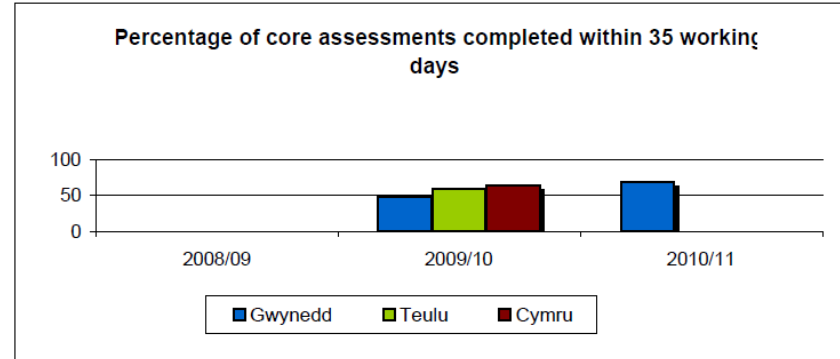
175 children were looked after at 31st March 2011, 14 of which had three or more placements during the year. The performance for this indicator has remained lower than the Family and Welsh average at 8%.



**SCC043a**

**The percentage of required core assessments completed within 35 working days**

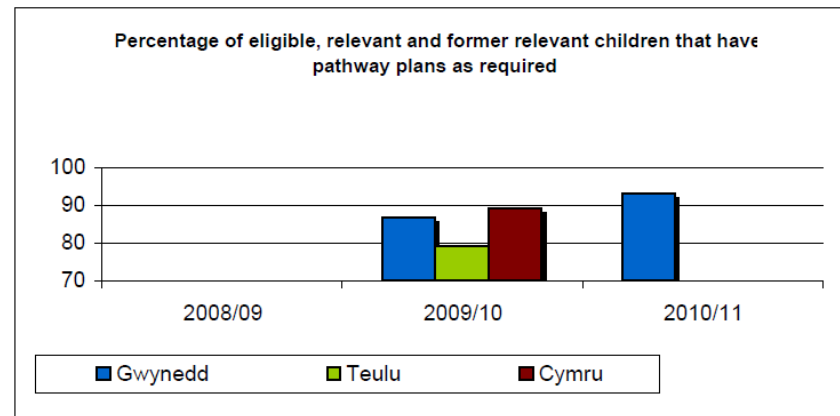
The number of core assessments completed within 35 working days has increased by 4% from last year. Performance of this indicator has also improved in 2010-11 at 68.5%



**SCC041a**

**The percentage of eligible, relevant and former relevant children that have pathway plans as required**

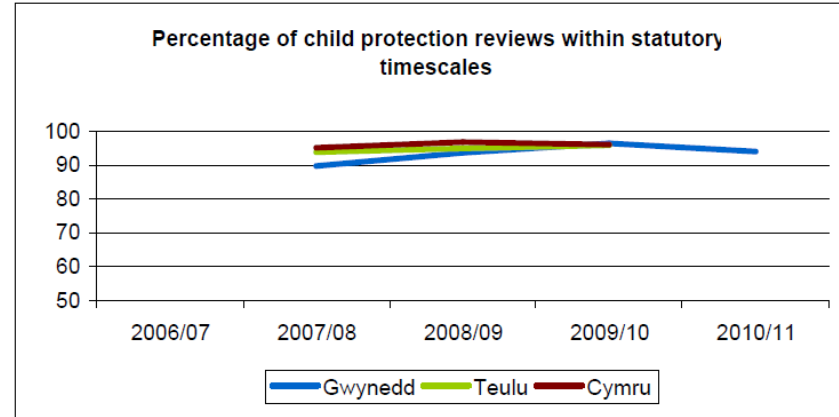
82 out of 88 children in this cohort had a pathway plan at 31st March 2011. The number of children has increased slightly, performance has improved by 6% from the previous year to 93.2%



**SCC034**

**The percentage of child protection reviews carried out within statutory timescales during the year**

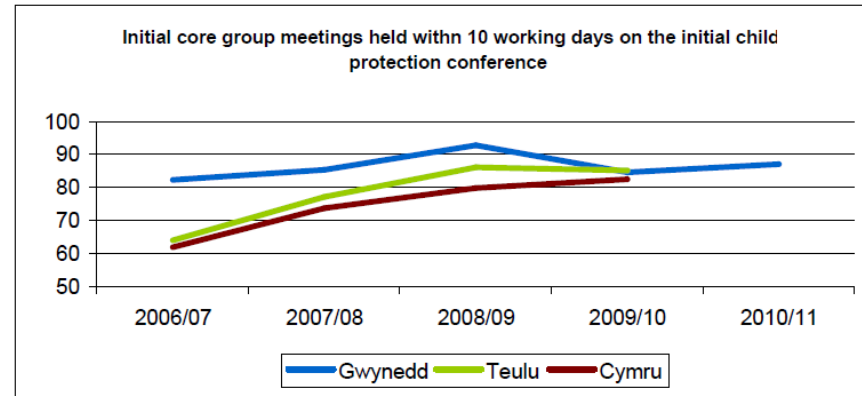
The number of reviews completed in the year has increased by 29% from the previous year. 13 reviews were not held within the statutory timescale - a number of which were beyond the control of Social Workers. The performance has remained high at 94% even though the workload has increased.



**SCC015**

**The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference**

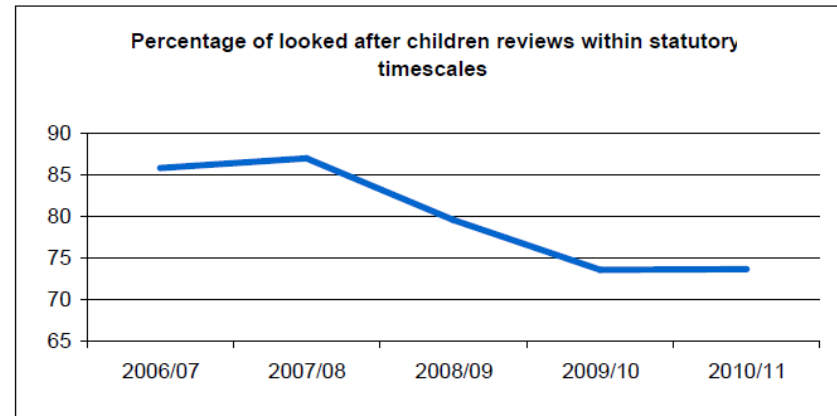
The number of initial core group meetings held during the year has increased by 14% from the previous year. 12 core group meetings were held after 10 working days. Performance has increased to 87.1% this year and is higher than the Family and Welsh average for 2009-10.



**SCC021**

**The percentage of looked after children reviews carried out within statutory timescales during the year**

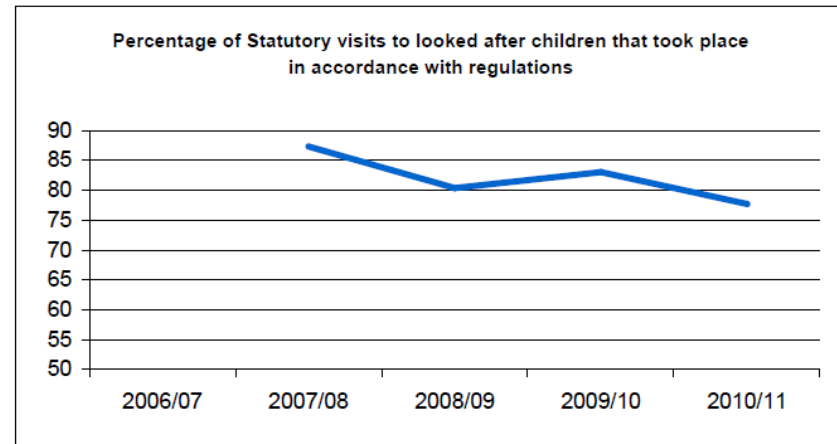
361 reviews were carried out during 2010-11 - an increase of 5% from the previous year. Performance has remained consistent for the last two years at 74%. The service aims to improve the performance of this indicator for 2011-12.



**SCC025**

**The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.**

The number of statutory visits has increased by 7% from the previous year. Performance was slightly lower in 2010-11 than previous years at 78%.



Further Information –  
Adult Indicators

Adult National Indicator	Gwynedd 2010/11	Wales 2009/10	RAG v Wales 0910	Gwynedd 2009/10	Trend	Target 2010/11	RAG v Target
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over <b>STATUTORY</b>	7.84	6.13	R	7.87	↑	7.87	G
The rate of older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over <b>STATUTORY</b>	60.47	86.69	R	107.64	↓	107.64	R
The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over <b>STATUTORY</b>	26.72	21.75	R	28.47	↑	28.47	G
The percentage of clients who are supported in the community during the year, in the age groups: a) Aged 18-64	96.13%	94.16%	G	95.63%	↓	96.50%	A
The percentage of clients who are supported in the community during the year, in the age groups: b) Aged 65+	84.20%	83.80%	G	86.81%	↓	85.00%	A
The percentage of clients with a care plan at 31 March whose care plans should have been reviewed that were reviewed during the year	62.70%	71.50%	R	67.40%	↓	55.00%	G
Of the adult protection referrals completed during the year, the percentage: (iii) Where the risk has been removed or reduced	63.64%	69.40%	R	63.64%	↑	63.00%	G
a) The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	100%	81%	G	100%	↑	90.00	G
b) The percentage of carers of adults who had an assessment or review of their needs in their own right during the year	72.08%	43.8%	G	48.7%	↑	100.00	G
c) The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	44.03%	46.6%	A	43.7%	↑	50.00	R

**Children Indicator (statutory and ones that the service have prioritised).**

National Indicator	Gwynedd 2010/11	Wales 2009/10	RAG v Wales 0910	Gwynedd 2009/10	Trend	Target 2010/11	RAG v Target
The percentage of children looked after at 31 March 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, in the 12 months to 31 March.	19.5%	13.08%	R	22.8%	↑	20%	G
The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	100.0%	95.14%	G	90.0%	↑	80%	G
The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	88.2%	92.74%	A	77.8%	↑	90%	A
The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	47.1%	49.19%	A	33.3%	↑	80%	R
The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	188	152	G	129	↑	-	-
The percentage of first placements of looked after children during the year that began with a care plan in place.	100.0%	92.28%	G	100%	↑	100%	G
The percentage of children looked after on 31 March who have had three or more placements during the year.	8.0%	10.23%	A	6.9%	↑	9%	G
The percentage of referrals during the year on which a decision was made within 1 working day.	83.4%	95.24%	R	99.7%	↓	80%	G
The percentage of initial assessments that took place during the year where there is evidence that the child has been seen by the Social Worker	63.6%	59.97%	G	97.0%	↓	100.0%	R
The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference	87.1%	82.42%	G	84.5%	↑	90%	A
The percentage of looked after children reviews carried out within statutory timescales	73.7%	90.87%	R	73.6%	↔	85%	R
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	77.7%	82.23%	R	83.0%	↓	80%	R

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National Indicator	Gwynedd 2010/11	Wales 2009/10	RAG v Wales 0910	Gwynedd 2009/10	Trend	Target 2010/11	RAG v Target
The percentage of child protection reviews carried out within statutory timescales during the year	94.0%	96.07%	R	96.4%	↓	90%	G
The percentage of eligible, relevant and former relevant children that: have pathway plans as required	93.2%	89.1%	G	86.9%	↑	100%	A
The percentage of initial assessments completed within 7 working days	46.5%	65.5%	R	54.8%	↓	70.00%	R
The percentage of required core assessments completed within 35 working days	68.5%	63.4%	G	47.7%	↑	65.00%	G