



CMT Scorecard Social Services

Performance Against Target

Well below | Just below | On or above

Adult Services PIs - Year End

Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
Adult Services - Number of adults waiting for an assessment outside of the timescale (28 days)	71.00	70.00	105.00	↑	84	71 service users
Adult Services - The % of assessments started on time	81.30	85.00	75.00	↓	73.6	4489/5520
SCA/001 DTOC - The Rate of DTOC for social care reasons aged 75 plus	4.46	8.00	11.00	↑	12.6	There were only 3 Delayed Transfer of Care for Social Care Reasons for the month of March and 60 delays for the year, this shows a significant improvement over the last 12 months compared to the previous years figure.
SCA/002a The rate of older people supported in the community aged 65 or over	109.04	125.00	135.00	-	120.72	3471/31831
SCA/002b The rate of older people supported in care homes aged 65 or over	16.18	21.00	22.50	-	17.7	515/31831
SCA/007 The percentage of clients whose care plans should have been reviewed that were reviewed during the year	90.20	95.00	83.00	↑	91.5	1877/2080
SCA/018a - % of adult carers who were offered an assessment	87.20	90.00	79.00	↓	88.1	666/764
SCA/019 - % Of adult protection referrals completed where the risk has been managed	87.00	90.00	80.00	↑	84.8	240/276
SCA/020 - The percentage of adult clients who are supported in the community during the year	79.70	90.00	85.00	↓	91.56	



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Childrens Services PIs - Year to date

Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
SCC/001a % of LAC that began with a care plan in place	100.00	100.00	90.00	-	100	Final - 135/135
SCC/001b % of LAC with a plan for permanence at due date	100.00	100.00	89.90	-	100	Final - 76/76
SCC/002 % of LAC with one or more changes of school	8.50	13.70	15.00	-	8.3	Final - 18/211
SCC/004 % of LAC who have had more than 3 placements during the year	10.60	10.00	12.00	+	9.5	Final - 29/272
SCC/011a % assessments - child seen by Social Worker	72.10	60.00	50.00	+	77.3	Final - 1149/1593
SCC/011b % assessments - child seen alone by Social Worker	38.70	40.00	36.00	+	42.6	Final - 617/1593
SCC/025 % of statutory visits to LAC due in the year that took place	91.10	90.00	80.00	+	95.5	Final - 1538/1689
SCC/030a % of young carers who were assessed	100.00	95.00	76.40	-	100	Final - 32/32
SCC/033d % of former LAC in contact at age of 19	100.00	100.00	90.00	-	100	Final - 33/33
SCC/033e % of former LAC in suitable accommodation at 19	100.00	95.00	85.40	+	93.3	Final - 33/33
SCC/033f % of former LAC in educ/training/employment at 19	54.50	50.00	40.00	+	60	Final - 18/33
SCC/037 Average external qualifications points score for LAC	322.00	200.00	158.00	-	238.1	Final - 8861/27
SCC/041a % of eligible children that have pathway plans	100.00	100.00	89.00	-	100	Final - 112/112
SCC/045 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	94.80	87.00	78.30	+	96.6	Final - 2143/2261



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Public Protection

Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
Overall client satisfaction receipt of a very good survey result for Registrars [Qtly accum - Year to date]		95.00	90.00		100	For the past 4/5 years, we have attained consistently high percentage results (100%).
The percentage of food establishments which are broadly compliant with food hygiene standards [Qtly accum - Year to date]	95.00	80.00	70.00	↑	92	
The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene [Qtly accum - Year to date]	100.00	100.00	95.00	↑	100	
The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety [Qtly accum - Year to date]	100.00	100.00	95.00	↑	100	
The percentage of significant breaches that were rectified by intervention for Animal Health [Qtly accum - Year to date]	100.00	100.00	90.00	↓	83	
The percentage of significant breaches that were rectified by intervention for Trading Standards [Qtly accum - Year to date]	99.00	95.00	90.00	↓	96	
The percentage of these high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected subject to alternative enforcement activity for Animal Health [Qtly accum - Year to date]	100.00	100.00	95.00	↓	100	
The percentage of these high risk businesses that were liable to a programmed inspection or alternative inspection activity that were inspected subject to alternative enforcement activity for Trading Standards [Qtly accum - Year to date]	97.00	100.00	95.00	↓	98	Equates to one premise.

APPENDIX 1



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Title	Actual	Target	Intervention	RAG	Result 12 Months Ago	Comment
ASB Drop-off rate between strike 1 and 4 intervention stage of the ASB process [Qtly]	100.00	99.00	90.00	↑	100	Monitored quarterly: During Q4 (100%) the following referrals were received: Strike 1 = 119 Strike 2 = 26 Strike 3 = Unavailable Strike 4 = 0 However, for the 14/15 year, the 'Drop-off rate' = 99.42% from the following referrals: Strike 1 = 520 Strike 2 = 108 Strike 3 = 27 Strike 4 = 3 For the 13/14 year, the rate was 99.88%.
Number of enforcement actions issued for Dog Fouling [Qtly accum - Year to date]	53.00	100.00	55.00	↑	61	Result: Q1=22 + Q2=6 + Q3=9 + Q4=16 We are trying to do more work in this area through our environment awareness campaigns Feb-May this year. At present Enforcement Officers are simply witnessing less offences.
Number of enforcement actions issued for litter [Qtly accum - Year to date]	397.00	300.00	250.00	-	268	Result: Q1=117 + Q2=130 + Q3=77 + Q4=73
Number of under age test purchases undertaken for Alcohol Purchases [Qtly accum - Year to date]	42.00	50.00	35.00	↑	50	Trading Standard Officers can only undertake Test Purchase exercises, where there is intelligence to suggest that under age sales are taking place. All intelligence is acted upon.
Response rates to Pest and Straying Animal Control service requests [Qtly]	99.20	99.00	96.00	↓	98.20	Monitored Quarterly, as it is a good management tool to intervene if problems are developing and can indicate issues in service provision early. The; 2014/15 Annual Average = 98.91% 2013/14 Annual Average = 98.59% 2012/13 Annual Average = 99.10%
Total Number of Community Safety Wardens visits to hotspot locations within Caerphilly County Borough [Qtly accum - Year to date]	5139.00	4400.00	4000.00	-	5279	More patrols and non holiday period plus full complement of staff following return of 1 warden from maternity leave.



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Number of settings in Healthy Early Years Scheme (schools) [Qtly accum - Year to date]	42.00	41.00	40.00	-	41	The result has increased from 41 in 13/14, 36 in 12/13, 32 in 11/12 and 24 in 10/11.
Primary Free Meals Uptake (Qtly accum - Year to date)	70.66	72.00	67.00	+	72.30	Free meal figures slightly lower than the last quarter however, there is on-going marketing of the service which incorporates the free meal entitlement aspect.
Primary Paid Meals Uptake (Qtly accum - Year to date)	35.63	28.00	23.00	-	34.26	Paid meal figures continue to stay above set target.
Secondary Free Meals Uptake (Qtly accum - Year to date)	66.32	66.00	55.00	+	66.61	Free meal figures remain just over target for this period.
Secondary Paid Meal Uptake (Qtly accum - Year to date)	45.32	45.00	35.00	+	45.79	Secondary school paid meals are above target.

