

## Appendix B – Excerpt from Corporate Scorecard relevant to SCWSC

Well-being objectives	Name of Action/Measure	Frequency	Effective Performance is	Q2	2016-17 outturn	Target 2017-18	Q2	outturn against target	trend	Comment
Pe2	Level of independence and assessment of Quality of Life of Older People supported by the services arranged by Adult Social Care and Housing & Public Protection	A	Higher		71.9	69%	N/R	N/R	N/R	
	Number of carers engaged with during the year	Q	Higher		Green	4819	N/R	N/R	N/R	Annual Survey
	Percentage of people who required no further care package and a reduced package of care following reablement	Q	Higher		72.1	69.10%	58.10%	Red	Declining	Reason for drop is under investigation
	Number of contacts for information, advice and assistance through DEWIS Cymru	A	Higher				N/R	N/R	N/R	
	The average number of calendar days taken to deliver a Disabled Facilities Grant	Q	Lower		208	195	202 (cumulative)	Amber	Improving	Good progress to date 212 days, cumulative total to date – 202 Calendar Days.
Pe3	The percentage of assessments completed for children within statutory timescale	Q	Higher			TBC	68.80%			new indicator
	The percentage of children that were <u>seen</u> as part of their assessment	Q	Higher	97.60%	97%	95%	98.7%	Green	Improving	
	Percentage of all statutory reviews held within timescale ( <b>reported a quarter in arrears</b> )	Q	Higher	94.30%	94.10%	90%	93.20%	Green	Declining	

Well-being objectives	Name of Action/Measure	Frequency	Effective Performance is	Q2	2016-17 outturn	Target 2017-18	Q2	outturn against target	trend	Comment
Pe4	The level of victim based crimes in Wrexham (twelve month rolling figure)	Q	Lower		839	improving trend	952	Red	Declining	
	The levels of acquisitive crime in the County Borough (twelve month rolling figure)	Q	Lower		378	improving trend	343.3	Green	Improving	Annual Survey
	The percentage of survey respondents who feel safe in Wrexham County Borough a) in the town centre	A	Higher	N/R	N/R		N/R	N/R	N/R	
	The percentage of survey respondents who feel safe in Wrexham County Borough b) in their local area	A	Higher	N/R	N/R		N/R	N/R	N/R	
Pe5	The number of visitors to libraries per 1000 population	Q	Higher			4500	754			Reporting Q4
	the number of visits to Wrexham Leisure Trust sport and leisure centres per 1.000 population where the visitor participates in physical activity	Q	Higher			11,952	3,625	Green	Improving	
	The number of visitors to parks and country parks	Q	Higher	N/R	N/R		164,280	N/R	N/R	Baseline
	The percentage of total length of rights of way which are easy to use (eg gates/styles/surfaces)	A	Higher	N/R	N/R		N/R	N/R	N/R	
	the percentage of children and young people who are: a) 'Hooked on Sport'	B	Higher	N/R	N/R	improving trend	N/R	N/R	N/R	
	the percentage of children and young people who are: b) participating in extra-curricular activity at least once per week	B	Higher	N/R	N/R	improving trend	N/R	N/R	N/R	
	the percentage of children and young people who are: c) participating in sport at least once a week at a community club	B	Higher	N/R	N/R	improving trend	N/R	N/R	N/R	
	The number of volunteer hours being provided annually to support: a) parks and country parks	A	Higher	N/R	2352	sustain	2,716	Green	Improving	
	The number of volunteer hours being provided annually to support: b) sports development	A	Higher	N/R	2756	sustain				
The number of volunteer hours being provided annually to support: c) museum and heritage service	A	Higher	N/R	1210	sustain	1,223	Green	Improving		

## People

### Highlights;

- All indicators reported against children's social services remain better than target, including the percentage of children seen as part of their assessment – a key priority for the authority.
- Good progress made on the average number of days taken to deliver a Disability Facilities Grant, to date 212 days, cumulative total to date – 202 Calendar Days.
- The levels of acquisitive crime in the County Borough - Acquisitive crime in Wrexham has been relatively stable since early 2015 with an average of 343 offences recorded a month.
- The number of visits to sports and leisure centres where the visitor participates in physical activity is continuing to increase, despite already being the highest in Wales in 2016/17.
- The number of hours that local people are dedicating to volunteer to support our country parks, and museum and heritage services is increasing. Figures for volunteering within sports development are not yet available.

### Areas for Improvement;

- The % of people who required no further care package and a reduced package of care following reablement has fallen on Q1. The reduction is due to an increased volume of more complex cases with poor health being received. Further investigation of cases is ongoing.
- The level of victim based crimes in Wrexham has increased. These crimes are all police recorded crimes where there is a direct victim, whether that's an individual, organisation or corporate body. For the past 5 months, the number of crimes has exceeded the average of 810 per month.
- There are a number of factors that have contributed to the increase, the main ones being that NWP have deliberately acted to improve the integrity of our crime recording which has resulted in more crimes being generated from existing incidents. The Police have also been encouraging an increase in referrals from third party agencies. This trend isn't isolated in Wrexham and all other local authorities across North Wales have seen similar increases. The upward trend is not indicative of an increase in calls from the public, but instead reflects victims reporting multiple crimes, third party referrals being made, and historical offences are being recorded.