



Llywodraeth Cymru  
Welsh Government

STATISTICS

# Social Services activity: April 2021 to March 2022

Information on assessment and safeguarding activity of local authority social services for April 2021 to March 2022.

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# Introduction

This annual statistical release presents figures about the activity of local authority social services across Wales.

The **Code of Practice in relation to performance and improvement of social services in Wales** issued on 1 April 2020 introduced a new performance and improvement framework for social services in Wales. It detailed a set of data metrics under the 'Measuring Activity and Performance' section to be provided by local authorities. This is the second time these metrics have been collected and published.

The 2021-22 data is based on detailed **guidance** to aim to ensure coherence within and across local authorities.

Data included in this release and further information for individual local authorities is published on **StatsWales**.

## Main points

### Adults

#### During the year 1 April 2021 to 31 March 2022

- 148,067 contacts were received by statutory social services for information, advice and assistance (IAA) services for adults who were not receiving care and support, or support (as a carer) at the time of the contact.
- 70,884 new assessments were completed for adults who did not already have a care and support plan. Where recorded, 50% of assessments

concluded the adult had eligible needs which could be met without a care and support plan. [\[footnote 1\]](#)

- 9,789 packages of reablement were completed by adults [\[footnote 2\]](#). Where known, 90% of completed packages reduced, maintained or mitigated the need for support following the period of reablement. [\[footnote 3\]](#)
- 21,463 reports of an adult suspected of being at risk were received. Where the category of alleged abuse was provided, 31% of reports alleged abuse under the category of neglect (more than one category may be suspected in a report). [\[footnote 4\]](#)
- 13,359 (62%) reports of an adult suspected of being at risk resulted in enquiries being made. 84% of enquiries were completed within seven working days. 4,299 (32%) enquiries determined that additional action should be taken.

## At 31 March 2022

- 50,640 adults had a care and support plan [\[footnote 5\]](#). Of which, 11% had a care and support plan supported using a Direct Payment.

## Children

### During the year 1 April 2021 to 31 March 2022

- 209,008 contacts were received by statutory social services for information, advice and assistance (IAA) services for children who were not receiving care and support at the time of the contact.
- 46,685 new assessments were completed for children [\[footnote 2\]](#). Where recorded, 60% of assessments concluded the child had eligible needs which could be met without a care and support plan. [\[footnote 6\]](#)
- 83% of new assessments completed for children were completed within the

statutory timescale of 42 working days from the point of referral <sup>[footnote 7]</sup>. Of the 19 local authorities that provided comparable data this ranged from 45% in Cardiff and 53% in the Vale of Glamorgan, to nearly 100% in Pembrokeshire with a further six local authorities at 90% or above.

- 3,670 children were placed on the Child Protection Register. Of which, 41% were added under the category of emotional abuse. 3,470 children were removed from the Child Protection Register. <sup>[footnote 2]</sup>
- 301 care leavers experienced homelessness (as defined by the Housing (Wales) Act 2014). <sup>[footnote 2]</sup>

## At 31 March 2022

- 19,668 children had a care and support plan. Of which, 7% had a care and support plan supported using a Direct Payment.
- 2,932 children were on the Child Protection Register.
- 7,080 children were looked after (excluding those looked after exclusively under a series of short breaks). <sup>[footnote 8]</sup>

## Carers

### During the year 1 April 2021 to 31 March 2022

- 8,613 contacts were received by statutory social services from adult carers who were not receiving support (as a carer) at the time of the contact, or professionals contacting the IAA service on their behalf.
- 7,341 new assessments were completed for adult carers.
- 1,624 contacts were received by statutory social services from young carers who were not receiving support (as a carer) at the time of the contact, or professionals contacting the IAA service on their behalf. <sup>[footnote 3]</sup>
- 1,136 new assessments were completed for young carers. <sup>[footnote 3]</sup>

## At 31 March 2022

- 3,338 adult carers had a support plan. [\[footnote 2\]](#)
- 1,510 young carers had a support plan. [\[footnote 7\]](#)

## Quality and methodology information

Data collection requirements for 2021-22 were largely the same as for 2020-21, with mostly amendments to guidance to add clarity. There were changes to what was collected for a small number of metrics, namely:

AD/008: amended to consider all assessment (previously specified proportional assessments only)

CH/008: amended to consider all assessment (previously specified comprehensive assessments only)

CH/052: removed reference to within 12 months of leaving care.

However, some local authorities have reported changes in systems for recording and reporting, as well as changes in reporting practice.

## Direct payments

Direct payments are monetary amounts made available by local authorities to individuals, or their representative, to enable them to meet their care and support needs, or in the case of a carer, their support needs.

## Quality issues

Limited data was published for 2020-21 due to data quality issues identified with the new collection. These related to missing data and variation in the way that data was reported between local authorities.

Data was not provided from all 22 local authorities for 66 (57%) metrics for 2021-22. Missing data mostly includes where data cannot be effectively captured or reported due to data system issues in local authorities. Where data was not provided for 2021-22, some assurances have been given that further system changes are being implemented to allow reporting for 2022-23.

It is apparent from the data that there remain inconsistencies for some metrics which are likely explained by interpretations of how data should be reported and local practice.

## Published data

For adults, data for 34 out of 39 metrics have been published. For children, data for 40 out of 48 metrics have been published (excluding metrics collected from the Children Looked After Census). For carers, data for all 19 metrics have been published. Further data relating to children looked after collected as part of the Children Looked After Census is published as part of the [Children looked after data \(StatsWales\)](#).

Generally, the published data include coverage from all 22 local authorities. However, all local authorities were not able to provide data for some metrics, with four local authorities at most not providing data (82% coverage) for those metrics published. This data can only be used as an indication of the activity reported by the selected local authorities and does not represent the all Wales position.

Not included here but published on [StatsWales](#) is local authority level data, where quality has been deemed robust enough to report. There is variation across local authorities and differences are being investigated further with local authorities.

For metrics where no data was published, there is missing data in all but three instances. Where data has not been reported in-line with the guidance this has not been published.

No data was published for the following metrics:

AD/007

AD/014

AD/028

AD/030

AD/031

CH/017

CH/018

CH/019

CH/025

CH/027

CH/028

CH/056

CH/057

## Revisions

Minor revisions have been made as part of processing the 2021-22 data which have been agreed by local authorities. Revisions made to previous years' data are labelled with a 'r'.



## Statistical designation

These statistics are published as experimental statistics. This dataset is being published following the second year of data collection. Data quality issues have been identified that we expect to improve over time and we are actively working with providers to do this.

## Future development

Data collection requirements for the Performance and Improvement Framework metrics have recently been reviewed following extensive stakeholder engagement. Refreshed data requirements have been issued for the 2022-23 reporting year which includes more substantial changes to some metrics.

A Quality Report will be published in due course.

## Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural wellbeing of Wales. The Act puts in place seven wellbeing goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators (“national indicators”) that must be applied for the purpose of measuring progress towards the achievement of the wellbeing goals, and (b) lay a copy of the national indicators before Senedd Cymru. Under section 10(8) of the Well-being of Future Generations Act, where the Welsh Ministers revise the national indicators, they must as soon as reasonably practicable (a) publish the indicators as revised and (b) lay a copy

of them before the Senedd. These national indicators were laid before the Senedd in 2021. The indicators laid on 14 December 2021 replace the set laid on 16 March 2016.

Information on the indicators, along with narratives for each of the wellbeing goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#).

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local wellbeing assessments and local wellbeing plans.

## Feedback

We welcome feedback on these statistics. Please use the accompanying [feedback form](#) to provide feedback.

## Footnotes

[1] Two local authorities provided partial returns for this field.

[2] One local authority did not provide data for this field.

[3] Two local authorities did not provide data for this field.

[4] Three local authorities provided partial returns for this field.

[5] One local authority has reported adult open cases not those with a care and

support plan.

[6] One local authority did not provide data and one local authority provided a partial return for this field.

[7] Three local authorities did not provide data for this field.

[8] Collected through the Children Looked After Census.

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