



Llywodraeth Cymru  
Welsh Government

STATISTICS, DOCUMENT

# Social Services activity: April 2022 to March 2023 (Official Statistics in development)

Information on assessment and safeguarding activity of local authority social services for April 2022 to March 2023.

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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 third time these metrics have been collected and published.

The 2022-23 data was 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 2022 to 31 March 2023

- 122,141 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. [\[footnote 1\]](#)
- 74,417 new assessments were completed for adults who did not already have a care and support plan. Where recorded, 50% of assessments

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concluded the adult had eligible needs which could be met without a care and support plan.

- 8,666 packages of reablement were completed by adults. Where known, 83% of completed packages reduced, maintained or mitigated the need for support following the period of reablement. [\[footnote 2\]](#)
- 21,951 reports of an adult suspected of being at risk were received. Where the category of alleged abuse was provided, 34% of reports alleged abuse under the category of neglect (more than one category may be suspected in a report). [\[footnote 2\]](#)
- 12,546 (57%) reports of an adult suspected of being at risk resulted in enquiries being made. Where recorded, 81% of enquiries were completed within seven working days. 4,203 (34%) enquiries determined that additional action should be taken.

## On 31 March 2023

- 50,144 adults had a care and support plan. Of which, 11% had a care and support plan supported using a Direct Payment. [\[footnote 2\]](#)

## Children

### During the year 1 April 2022 to 31 March 2023

- 223,576 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.
- 52,087 new assessments were completed for children who did not already have a care and support plan. Where recorded, 62% of assessments concluded the child had eligible needs which could be met without a care and support plan.

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- 83% of new assessments completed for children were completed within the statutory timescale of 42 working days from the point of referral. This ranged from 40% in Conwy and 48% in Powys, to nearly 100% in Pembrokeshire with a further five local authorities at 90% or above.
- 3,968 children were placed on the Child Protection Register. Of which, 40% were added under the category of emotional abuse. 4,088 children were removed from the Child Protection Register.
- 317 care leavers experienced homelessness (as defined by the Housing (Wales) Act 2014). [\[footnote 2\]](#)

## On 31 March 2023

- 20,504 children had a care and support plan. Of which, 7% had a care and support plan supported using a Direct Payment.
- 2,957 children were on the Child Protection Register.
- 7,208 children were looked after (excluding those looked after exclusively under a series of short breaks).

## Carers

### During the year 1 April 2022 to 31 March 2023

- 9,864 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 information, advice and assistance (IAA) service on their behalf.
- 6,884 new assessments were completed for adult carers who did not already have a support plan.
- 2,301 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

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professionals contacting the information, advice and assistance (IAA) service on their behalf. [\[footnote 2\]](#)

- 1,722 new assessments were completed for young carers who did not already have a support plan. [\[footnote 2\]](#)

## On 31 March 2023

- 3,516 adult carers had a support plan. [\[footnote 2\]](#)
- 2,151 young carers had a support plan. [\[footnote 1\]](#)

## Quality and methodology information

Substantial changes were made to data collection requirements for 2022-23 when compared to 2021-22. These included new requirements as well as amendments to existing requirements and further clarifying guidance. There were changes to what was collected for a number of metrics:

- AD/001: addition of collecting total contacts
- AD/002: amended to count new contacts only
- AD/003: amended to be based on AD/002
- AD/012: addition of collecting adults with a care and support plan with caring responsibilities
- AD/017: amended to count plans reviewed at least once during the year
- AD/019: amended to count plans supported by direct payments reviewed at least once during the year
- AD/023: addition of collecting by age groups
- AD/028: addition of collecting enquires resulting in an active care and support protection plan
- AD/029: addition of collecting adults who paid a flat rate charge towards care and support services, and adults found to be over the capital limit for

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residential care

- AD/030: amended to count adults with a care and support plan by type of care and support and age
- AD/031: amended to count adults with a care and support plan charged for care and support by type of care and support and age
- CH/015: addition of collecting children with a care and support plan with caring responsibilities
- CH/017: addition of collecting reviews due by type of review
- CH/018: amended to count reviews due that were completed within statutory timescales
- CH/019: amended to count reviews due that were completed
- CH/023: amended to no longer based on CH/022
- CH/026: addition of collecting children on the child protection register during the year
- CH/029: amended to be based on AD/026b
- CH/030: addition of collecting visits completed
- CH/033: amended to be based on CH/020
- CH/037c: amended to count initial episode of care only
- CH/042: amended to visits that were completed, and visits that were completed within timescale
- CH/056: amended to count children aged five and over only
- CA/001: amended to no longer based on AD/001
- CA/006: amended to no longer based on CA/001
- CA/010: amended to count reviews due that were completed, and to be based on CA/009
- CA/011: amended to no longer based on CH/001
- CH/015: amended to be based on CA/014
- CA/020: addition of collecting reviews due that were completed

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## 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

The Welsh Government worked with local authorities to collect statistics on social services activity through the Performance and Improvement Framework returns. Local authorities are expected to comply with the guidance notes for completion that accompany the data collection forms. Quality assurance was undertaken with local authorities prior to publication.

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 63 (53%) metrics for 2022-23. Missing data mostly included where data could not be effectively captured or reported due to data system issues in local authorities. Where data was not provided for 2022-23, some assurances were given that further system changes are being implemented to allow reporting for 2023-24.

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.

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## Published data

For adults, data for 34 out of 39 metrics have been published. For children, data for 54 out of 57 metrics have been published. For carers, data for all 20 metrics have been published.

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 one instance.

No data was published for the following metrics:

- AD/007
- AD/014
- AD/028
- AD/030
- AD/031
- CH/017
- CH/018
- CH/019

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## Revisions

Minor revisions have been made as part of processing the 2022-23 data which have been agreed by local authorities. Revisions made to previous years' data are labelled with a "(r)".

## Statistical designation

These statistics are considered official statistics that are undergoing a development. This dataset is being published following the third 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 are kept under review through regular stakeholder engagement. Refreshed data requirements have been issued for the 2023-24 reporting year which includes significantly fewer changes to metrics.

## 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

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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 contact details below to provide feedback.

## Footnotes

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

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

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