



Llywodraeth Cymru
Welsh Government

Performance and Improvement Framework for Social Services

Measuring Activity and Performance –
Guidance 2020-21



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Performance and Improvement Framework for Social Services

Measuring Activity and Performance – Guidance 2020-21

Audience	Local authorities, third sector organisations, Social Care Wales, Care Inspectorate Wales, Association of Directors of Social Services (Cymru), Welsh Local Government Association and other stakeholders
Overview	Guidance to support the Code of practice in relation to the performance and improvement of social services in Wales. The guidance focuses on measuring activity and performance by local authorities and applies from 1 April 2020 to 31 March 2021
Action Required	For all local authorities collect, submit and use the data and evidence that is set out in this guidance.
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Additional Copies	This document can be accessed via the Welsh Government website at: https:.....
Related Documents	Consultation on measuring social services performance https://gov.wales/measuring-social-services-performance-code-practice Social Services & Well-Being (Wales) Act 2014 https://www.legislation.gov.uk/anaw/2014/4/contents Social services National Outcomes Framework https://gov.wales/social-services-national-outcomes-framework

This guidance applies to local authorities in exercising their social services functions as described by the Social Services and Well-being (Wales) Act 2014.

This document sets out the guidance for measuring activity and performance as described by the performance and improvement framework set out in the Code of practice in relation to the performance and improvement of social services in Wales, issued under section 145 of the Social Services and Well-being (Wales) Act 2014¹.

Local authorities **must** comply with the guidance in this document in line with the requirements placed upon them by the Code of practice in relation to the performance and improvement of social services in Wales and other associated codes of practice.

This document relates to the financial year 2020-21 and replaces all previous versions of technical guidance. It comes into effect on 1st April 2020.

¹ Social Services and Wellbeing (Wales) Act 2014 – Section 145:
<http://www.legislation.gov.uk/anaw/2014/4/section/145>

1. Introduction

The new Code of practice relating to the performance and improvement of social services in Wales² comes into effect in April 2020. Produced by Welsh Government in collaboration with local authorities and social care stakeholders in Wales, it describes Welsh Government's ambition to use a range of methods to collect, analyse and understand data and evidence on the delivery of care and support, and support for carers across Wales.

The code of practice describes an ambition to seek real and sustained change in how social services in Wales is measured and reported on and how the information gathered is used to inform the future of social services in Wales.

The cornerstone of the new code of practice are the quality standards. These consist of a set of standards that are aspirational in nature and designed to provide a challenge to local authorities to always work towards improvement through best practice and innovation. They are designed to align with the Code of practice for the review of local authority social services³ and link to the seven well-being goals of the Wellbeing of Future Generations (Wales) Act 2015⁴, as well as map to the quadruple aim of the 'A Healthier Wales'⁵ long term plan issued by Welsh Government.

The new performance and improvement framework for social services in Wales consists of the code of practice as well as a series of guidance documents that bring together a number of key elements into a single toolkit for local authorities to use in their understanding of how social care is delivered locally and nationally and the impact it has on the well-being of individuals in Wales. Welsh Government will continue to work with local authorities and the Care Inspectorate Wales to review the current requirements under Section 144a⁶ of the Social Services and Well-being (Wales) Act 2014 with the intention of integrating the Local Authority Social Services Annual Report⁷(commonly referred to as the Director's Report) into the new performance and improvement framework. The Director's Report will then form the overall mechanism that local authorities will use to demonstrate their performance during the year.

The framework has been designed to support local authorities and their partners to gather high quality data and evidence so that they can fully understand and improve how they deliver their social services function under the Social Services and Well-being (Wales) Act 2014 as well as assessing the impact that this has on the well-being and protection of the people who live in Wales.

² Code of practice in relation to the performance and improvement of social services in Wales: [INSERT LINK]

³ Code of Practice for Review of Local Authority Social Services

<https://careinspectorate.wales/sites/default/files/2019-04/190401-code-of-practice-lass-en.pdf>

⁴ Wellbeing of Future Generations Act 2015:

<https://gov.wales/well-being-future-generations-wales-act-2015-guidance>

⁵ A healthier Wales:

<https://gov.wales/healthier-wales-long-term-plan-health-and-social-care>

⁶ Social Services and Well-being (Wales) Act 2014 – Section 144a:

<http://www.legislation.gov.uk/anaw/2014/4/section/144A>

⁷ As required by section 144A of Social Services and Well-being (Wales) Act 2014.

2. Measuring activity and performance – about this guidance

The Code of practice in relation to measuring performance and improvement of social services in Wales defines how local authorities **must** collect data and evidence and its relationship to the delivery and impact of social care to the people of Wales. It is comprised of three component parts:

- Measuring activity and performance
- Understanding experience and outcomes
- Using evidence to inform improvement

This guidance relates to the measuring activity and performance component.

Measuring activity and performance includes:

- A framework of performance metrics that **must** be collected and submitted to Welsh Government each year for adults, children and carers across Wales.
- Anonymous person level data that **must** be collected and submitted to Welsh Government each year on key aspects of social care and the people who use social services in Wales.
- Aggregated data on specific aspects of social care that **must** be collected and submitted to Welsh Government each year.
- An expectation that local authorities should gather their own data and evidence in order to better understand the context of local delivery of social care and what is most important to them at that point in time.

The data collected in this component of the framework provides insight into the factors that contribute to the understanding of social care in Wales by providing information and evidence on what local authorities do, how well local authorities are delivering social services in relation to the Social Services and Well-being (Wales) Act 2014 and data on the people that local authorities are working with. The continued production of consistent data across Wales enables Welsh Government to assess social care at a national level as well as allowing local authorities to share data and intelligence that assists them in their journey of improvement.

Data collected in this guidance is a vitally important asset in understanding the environment of social care both locally and nationally. This data is also used to assess the volume of people local authorities provide care and support to, the demand on particular services and functions and as a tool that can be used by local authorities to monitor their capacity to deliver against the requirements of the Social Services and Well-being (Wales) Act 2014.

The purpose of collecting data on performance and activity should not be considered in isolation of the other components within the performance and improvement framework. The data collected here forms a part of the overall evidence base and should be used in conjunction with other forms of data and evidence to provide a

complete picture and understanding of social care, both at local authority level and by Welsh Government at a national level.

The framework encourages local authorities to gain better insight into aspects of social care at a local level by further developing data extraction, analysis and reporting over and above the national requirements so they can fully understand the nature and impact of their work.

2.1 What is 'good' performance?

The methods prescribed in this guidance document collect a range of information on volume, demand and flow and can be used to demonstrate compliance and ongoing improvement against the requirements defined in the Social Services and Well-being (Wales) Act 2014.

It is important to understand that a single piece of data may not be enough to determine the overall quality of a service or intervention. The metrics are designed to be indicative of performance, rather than give an outright assessment.

In order to provide a better, overall assessment of their performance, local authorities are encouraged to undertake further work, using a variety of mechanisms for gathering and analysing data on the quality and impact of the work they are undertaking. This can include more detailed examination of a range of data including case supervision and engagement with users of social services.

2.2 Welsh Government use of data

The primary use for the data collected at a national level is to provide Ministerial assurance and to aid our understanding of social care delivery in Wales in order to inform and improve social care policy and legislation.

The metrics are also designed to provide consistent baseline data that can be used to analyse activity and assess compliance and improvement against the requirements of the Social Services and Well-being (Wales) Act 2014.

The data in the metrics provide a source of information that contributes to the wider evidence base, for example, formal policy evaluations commissioned by Welsh Government. Welsh Government will use data and evidence to gain better knowledge at a national level in order to help to improve social services in Wales.

The data is also used routinely by Care Inspectorate Wales to assist in informing their individual and thematic performance review activity.

2.3 Data protection and General Data Protection Regulations

Data collected under this framework is governed by the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Local authorities are responsible for the personal data they collect, process and hold when delivering their social services functions for adults and children and should make the individuals they work with aware of their rights with regard to holding and processing their personal information. Once data is transferred to Welsh Government, however, it creates a new dataset for which Welsh Government is the data controller. Data will always be transferred to Welsh Government using secured data transfer procedures (Afon).

Data will be used for statistical and research purposes and be held by Welsh Government for as long as it remains useful. Because historical data can be very useful in this context, this is likely to be a considerable number of years.

2.4 Data sharing

Welsh Government will publish metric data and aggregate data in-line with their policy for publishing official statistics⁸. Only aggregate data will be published. No individual level data will be published by Welsh Government.

Care Inspectorate Wales will have access to this data as part of their performance and review functions and will use this data to monitor local authorities' delivery against the standards contained in the Social Services and Well-being (Wales) Act 2014.

Social Care Wales will also have access to this data in order to assist them with their role on leading and supporting improvement within the social care sector in Wales.

Welsh Government may also share data with non-government agencies and researchers. All data shared by Welsh Government is only shared for statistical and research purposes and scrutinised by the Welsh Government Chief Statistician to ensure it is shared on a fair and lawful basis.

2.5 Reporting social care performance

In developing the performance and improvement framework, Welsh Government examined a significant amount of research on the advantages and disadvantages of a variety of different methods of reporting social care performance at a national level. The publication of performance in a ranked format akin to a league table of performance has been demonstrated to have a number of negative consequences

⁸ Welsh Government – About statistics and research: <https://gov.wales/about-statistics-and-research>

that can adversely affect how organisations respond to the need for improvement. As a result, the ranking of local authorities by quartile will be discontinued.

Whilst we continue to promote the sharing of data and performance across local authorities in Wales, it is important to remember that wider determinants influence performance and these factors should be considered when making comparisons between local authorities.

3. Definitions used within this guidance

The technical guidance for measuring activity and performance uses specific language and terminology to describe events and individuals that have been derived from the Social Services and Well-being (Wales) Act 2014.

The data collections contained within this guidance have been categorised by adults, children and carers. These are defined by the Act as:

- “Adult” means a person who is aged 18 or over;
- “Child” means a person who is aged under 18*; and
- “Carer” means a person who provides or intends to provide care for an adult or disabled child.

**a number of metrics for children include care experienced children who are now adults.*

Each of the metrics contained in the framework has an accompanying detailed technical definition. These have been developed by Welsh Government and local authority data and information specialists through the National Reporting Sub-group.

These technical definitions, designed to be used by data and information specialists within each local authority have been developed to provide a consistent collective understanding of the parameters for collection (*what* and *how* we count) for each metric to ensure that the same data is collected across Wales. These technical definitions are contained in the **Metric Technical Definitions Catalogue**⁹ available on the Welsh Government website.

The terminology used in the technical definition of each metric is consistent with the language used in the codes of practice¹⁰ for the Social Services and Well-being (Wales) Act 2014. References to relevant sections of the codes of practice are included in the technical definition as appropriate.

⁹ Metric technical definitions catalogue – INSERT LINK

¹⁰ Social Services and Well-being (Wales) Act 2014 – Codes of Practice:
<https://socialcare.wales/hub/codes-of-practice>

4. Metrics for measuring activity and performance

The metrics developed in the new performance and improvement framework are simple single-sided counts of activity that collect data relating to local authorities' exercise of their social services functions. Specific metrics have the ability to be combined to create measures that are able to quantify how well a local authority performed in relation to the requirements defined within the Social Services and Well-being (Wales) Act 2014.

Metrics have been categorised by the following groups:

- Adults
- Children
- Carers (adult and young carers)

The metrics included in the framework provide a view of the most significant aspects of all of the activity that is delivered by local authorities in relation to their social services functions. They have been developed by Welsh Government in collaboration with local authorities, the Association of Directors of Social Services (Cymru), Care Inspectorate Wales, Welsh Local Government Association, Social Care Wales and the wider social care sector in Wales.

4.1 List of Metrics – Adults

1. Information, Advice and Assistance (Referrals)	
Reference	Metric
AD/001	The number of contacts for adults received by statutory social services during the year.
	Of those:
AD/002	the number where advice and assistance was provided
	The number of contacts received by statutory adult services during the year received from
AD/003a	Self or family member
AD/003b	Friend or neighbour
AD/003c	Health
AD/003d	Education
AD/003e	Police
AD/003f	Probation
AD/003g	Housing
AD/003h	Early Intervention / Prevention Service (Step-up)
AD/003i	3 rd Sector organisation
AD/003j	Internal (social worker, other team)
AD/003k	Other
2. Assessments	
Reference	Metric
AD/004	The number of new assessments completed for adults during the year.
	Of those, the total number where:
AD/005a	Needs were only able to be met with a care and support plan
AD/005b	Needs were able to be met by any other means
AD/005c	There were no eligible needs to meet
	The number of assessments completed (<i>AD/004</i>) during the year where:

AD/006a AD/006b AD/006c	There was evidence of the Active Offer of Welsh The Active Offer of Welsh was accepted The assessment was undertaken using the language of choice
AD/007	The number of new assessments completed for adults during the year undertaken in secure estate
AD/008	The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months.
	Of those, the number where:
AD/009a	Needs were only able to be met with a care and support plan
AD/009b	Needs were able to be met by any other means
AD/009c	There were no eligible needs to meet
3. Early Intervention and Prevention	
Reference	Metric
AD/010	The total number of packages of reablement completed during the year
	Of those, the number that:
AD/011a	Reduced the need for support
AD/011b	Maintained the need for the same level of support
AD/011c	Mitigated the need for support
4. Plans	
Reference	Metric
AD/012	The number of adults with a care and support plans at 31 st March
AD/013	The total number of adults with a care and support plan where needs are met through a Direct Payment at 31 st March
5. Provision of Services	
	For services started during the year, the total number of days adults have to wait between the completion of assessment and the start of a service identified within their care and support plan, where that service is:
AD/014a	Residential Care
AD/014b	Domiciliary Care
AD/014c	Day Care

	The total number of services for adults started during the year where that service is:
AD/015a	Residential Care
AD/015b	Domiciliary Care
AD/015c	Day Care
AD/015d	Respite Care
6. Reviews	
Reference	Metric
AD/016	The number of care and support plans for adults that were due to be reviewed during the year
AD/017	Of those, the number whose reviews were completed within the statutory timescales
AD/018	The number of adults supported with a direct payment that were due for review during the year
AD/019	Of those, the number that were completed within statutory timescales
7. Safeguarding	
Reference	Metric
AD/020	The total number of reports of an adult suspected of being at risk received during the year
	Of those, the number received from:
AD/021a	Self
AD/021b	Spouse or Family member
AD/021c	Friend or neighbour
AD/021d	Health
AD/021e	Police
AD/021f	Probation
AD/021g	Housing
AD/021h	Early Intervention / Prevention Service
AD/021i	3 rd Sector organisation
AD/021j	Internal (social worker, other team)
AD/021k	Other
AD/022	The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made
AD/023	The total number of enquiries completed within 7 days from the receipt of the reported alleged abuse
	The total number of enquiries where it was alleged that there was abuse under the primary category of:

AD/024a AD/024b AD/024c AD/024d AD/024e	Neglect Physical abuse Sexual abuse Emotional or Psychological abuse Financial abuse
AD/025a AD/025b AD/025c AD/025d AD/025e AD/025f	Of those enquiries, the number where the alleged perpetrator was: A child or spouse A family member who is not a child or spouse A professional A friend or neighbour Other person Not known
AD/026	The total number of enquiries that concluded that action should be taken.
AD/027	Of those that proceeded: The total number where the individual at risk refused to participate in the identified action.
AD/028a AD/028b AD/028c AD/028d AD/028e	The total number of confirmed allegations of abuse on 31 st March under the following categories: Neglect Physical abuse Sexual abuse Emotional or psychological abuse Financial abuse
8. Charging	
Reference	Metric
AD/029	The number of adults who paid the maximum weekly charge towards the cost of care or support for carers during the year

AD/030	The number of adults who paid the flat-rate charge for care and support or support for carers during the year
AD/031	The total number of adults who were charged for care and support or support for carers during the year
9. Advocacy	
Reference	Metric
AD/032	The total number of adults during the year where the need for an independent professional advocate was identified
AD/033	Of those: The total number where an Independent Advocate was provided

4.2 List of Metrics – Children and Young People

1. Information, Advice and Assistance (Referrals)	
Reference	Metric
CH/001	The number of contacts for children received by statutory social services during the year.
	Of those identified:
CH/002	the number where advice and assistance was provided
CH/003	The number of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day
	The number of contacts received by statutory children's social services during the year received from:
CH/004a	Self or family member
CH/004b	Friend or neighbour
CH/004c	Health
CH/004d	Education
CH/004e	Police
CH/004f	Probation
CH/004g	Housing
CH/004h	Early Intervention / Prevention Service (Step-up)
CH/004i	3 rd Sector organisation
CH/004j	Internal (social worker, other team)
CH/004k	Other
	Of those contacts received during the year:
CH/005a	The number where physical punishment by a parent or carer was a factor
CH/005b	The number where physical punishment by a parent or carer was the only factor
2. Assessments	
Reference	Metric
CH/006	The total number of new assessments completed for children during the year

	The total number of new assessments completed for children during the year where:
CH/007a	Needs were only able to be met with a care and support plan
CH/007b	Needs were able to be met by any other means
CH/007c	There were no eligible needs to meet
CH/008	The total number of comprehensive assessments completed during the year where there is evidence that the child has been seen
	The number of assessments completed during the year where:
CH/009a	There was evidence of the Active Offer of Welsh
CH/009b	The Active Offer of Welsh was accepted
CH/009c	The assessment was undertaken using the language of choice
CH/010	The number of new assessments completed for children during the year undertaken in secure estate
	Of those assessments completed during the year:
CH/011a	The number where physical punishment by a parent or carer was a factor
CH/011b	The number where physical punishment by a parent or carer was the only factor
CH/012	The number of assessments that were completed within statutory timescales
CH/013	The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months
	Of those identified above, the number where:
CH/014a	Needs were only able to be met with a care and support plan
CH/014b	Needs were able to be met by any other means
CH/014c	There were no eligible needs to meet
3. Plans	
Reference	Metric
CH/015	The total number of children with a care and support plan at 31 st March

CH/016	The total number of children with a care and support plan where needs a met through a Direct Payment at 31 st March
4. Reviews	
Reference	Metric
CH/017	The number of reviews of care and support plans or support plans that were due during the year
CH/018a CH/018b CH/018c CH/018d	The number of reviews of care and support plans that were due during the year that were: Child protection reviews Children looked after reviews (<i>including pathway plan reviews and pre-adoption reviews</i>) Reviews of children in need of care and support Reviews of support plans (Special Guardianship Orders, direct payments etc.)
CH/019a CH/019b CH/019c CH/019d	The number of reviews completed within statutory timescales that were: Child protection reviews Children looked after reviews (<i>including pathway plan reviews and pre-adoption reviews</i>) Reviews of children in need of care and support Reviews of support plans (<i>Special Guardianship Orders, direct payments etc.</i>) and
CH/019e	The total number of reviews due during the year that were not completed during the year
5. Safeguarding	
Reference	Metric
CH/020	The total number of Initial Strategy Meetings held during the year
CH/021	The total number of Strategy Discussions held during the year that progressed to Section 47 Enquiries
CH/022	The total number of Section 47 Enquiries completed during the year that progressed to Initial Child Protection Conference
CH/023a CH/023b	The total number of children that were placed on the Child Protection Register during the year under the category of: Neglect Physical abuse

CH/023c	Sexual abuse
CH/023d	Emotional abuse
CH/023e	Financial abuse
CH/023f	Neglect and physical abuse
CH/023g	Physical and sexual abuse
CH/023h	Neglect and sexual abuse
CH/023i	Neglect, physical and sexual abuse
	And
CH/023j	The number of children during the year not deemed to be at risk of significant harm at child protection conference but still have need for care and support
	And
CH/023k	The number of children during the year not deemed to be at risk of significant harm at child protection conference and no additional eligible needs were identified
CH/024	Of those children who were placed on the child protection register during the year, the number that has been previously registered under any category, at any time during the previous 12 months
CH/025	The total number of initial child protection conferences held within statutory timescales
CH/026	The total number of children on the child protection register at 31 st March
CH/027	The total number of initial core group meetings held during the year
CH/028	The total number of initial core group meetings held during the year that were held within statutory timescales
CH/029	The total number of visits to children placed on the child protection register that were due during the year
CH/030	The total number of visits to children placed on the child protection register that were due during the year that were completed within approved timescales
CH/031	The total number of reports of children who go missing during the year
CH/032	Of those the total number of children that these incidences relate to
CH/033	The total number of reports of child exploitation received during the year
	The total number of reports of child exploitation received during the year that were:
CH/034a	Child sexual exploitation

CH/034b	Child criminal exploitation
CH/034c	Human trafficking
CH/035	The total number of days on the child protection register for children who were removed from the register during the year
CH/036	The total number of children removed (de-registered) from the child protection register during the year
6. Children Looked After	
Reference	Metric
CH/037a	The number of children becoming looked after during the year
CH/037b	The number of new episodes of children becoming looked after during the year
CH/037c	The number of new episodes of children becoming looked after during the year, where the total concurrent time in care lasted 10 working days or more
CH/038	The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after
CH/039	The number of children looked after at 31 st March
CH/040	The number of children receiving (S76) short breaks at 31 st March
CH/041	The number of statutory visits for children looked after that were due during the year
CH/042	The number of visits to children looked after that were completed within statutory timescales
CH/043	The total number of children looked after at 31 st March who have experienced three or more placements during the year
CH/044	The total number of children looked after on the 31 st March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home)
CH/045	The total number of children looked after who returned home during the year
CH/046	The total number of children looked after who are not placed with parents, family or friends
CH/047	The total number of children looked after who are placed within Wales, but outside of the responsible local authority
CH/048	The total number of children looked after who are placed outside of Wales
CH/049	The total number of initial Pathway Plans due to be completed during the year
CH/050	The number of initial Pathway Plans completed during the year that were within the statutory timescales
CH/051	The total number of young people that required allocated a personal advisor during the year
CH/052	The total number of care leavers who experience homelessness during the year (As defined by the Housing (Wales) Act 2014) within 12 months of leaving care

CH/053a CH/053b CH/053c	The total number of care experienced young people in the following categories at the 31 st March: category 1 category 2 category 4
CH/054a CH/054b	Of those, the total number who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care the 13 -24 months since leaving care
CH/055	The number of young people leaving care who move into a 'When I am Ready' placement
7. Advocacy	
Reference	Metric
CH/056	The total number of children during the year who received the Active Offer of advocacy
CH/057	Of those: The total number where an Independent Advocate was provided

4.3 List of Metrics – Carers (Where the carer is an adult)

1. Information, Advice and Assistance (Referrals)	
Reference	Metric
CA/001	The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year
CA/002	Of those: the number where advice and assistance was provided
CA/003a CA/003b CA/003c CA/003d CA/003e CA/003f CA/003g CA/003h CA/003i CA/003j CA/003k	The number of contacts from adult carers received during the year (CA/001) received from Self or family member Friend or neighbour Health Education Police Probation Housing Early Intervention / Prevention Service (Step-up) 3 rd Sector organisation Internal (social worker, other team) Other
2. Assessments – All Assessments undertaken for Carers During the Year	
Reference	Metric
CA/004	The total number of carers needs assessments for adults undertaken during the year
CA/005a CA/005b CA/005c CA/005d	Of those, the total number where: Needs could be met using a carer’s support plan Needs were only able to be met with a care and support plan Needs were able to be met by any other means There were no eligible needs to meet

CA/006	The number of carers needs assessments for adults refused during the year
	The number of carers needs assessments completed (CA/007) during the year where:
CA/007a	There was evidence of the Active Offer of Welsh
CA/007b	The Active Offer of Welsh was accepted
CA/007c	The assessment was undertaken using the language of choice
3. Plans	
CA/008a	The number of adult carers with a support plan at 31 st March
CA/008b	The number of adults with a care and support plan who also have carer responsibilities
4. Reviews	
CA/009	The number of adult carers support plans that were due to be reviewed during the year
CA/010	Of those, the number whose reviews were completed within statutory timescales

4.4 List of Metrics – Young Carers

1. Information, Advice and Assistance (Referrals)	
Reference	Metric
CA/011	The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year
CA/012	Of those: the number where advice and assistance was provided
CA/013a CA/013b CA/013c CA/013d CA/013e CA/013f CA/013g CA/013h CA/013i CA/013j CA/013k	The number of contacts from young carers received during the year (CA/010) received from Self or family member Friend or neighbour Health Education Police Probation Housing Early Intervention / Prevention Service (Step-up) 3 rd Sector organisation Internal (social worker, other team) Other
2. Assessments – All Assessments undertaken for Carers During the Year	
Reference	Metric
CA/014	The total number of young carers needs assessments undertaken during the year
CA/015a CA/015b CA/015c CA/015d	Of those, the total number where: Needs could be met using a young carer's support plan Needs were only able to be met with a care and support plan Needs were able to be met by any other means There were no eligible needs to meet
	The number of young carers needs assessments completed (CA/031) during the year where:

CA/016a	There was evidence of the Active Offer of Welsh
CA/016b	The Active Offer of Welsh was accepted
CA/016c	The assessment was undertaken using the language of choice
3. Plans	
CA/017a	The number of young carers with a support plan at 31 st March
CA/017b	The number of children or young people with a care and support plan who also have carer responsibilities
4. Reviews	
CA/018	The number of young carers support plans that were due to be reviewed during the year
CA/019	Of those, the number whose reviews were completed within statutory timescales

5. Anonymous person based data collections

The component for measuring activity and performance also includes data that **must** be collected at person level. These are as follows:

- Children looked after census¹¹
- Children in need of care and support census¹²

An adults in need of care and support census will be developed as part of phase two of the performance and improvement framework (see Annexe 1).

At a local level, person based data can be used to obtain a greater insight into particular aspects of the work as this data can be analysed by a number of different characteristics allowing for a richer understanding of the delivery of care and support.

Data collected at person level has additional value as further analysis and linking to other datasets is possible – including linking data across organisational boundaries, allowing for more complex studies to be undertaken. Additional technical guidance is available for all person based data on the Welsh Government website. Links to these are provided in the footnote of this page.

¹¹ Children looked after census – guidance: <https://gov.wales/sites/default/files/statistics-and-research/2019-08/looked-after-children-census-2018-19-guidance.pdf>

¹² Children receiving care and support census – guidance: <https://gov.wales/sites/default/files/statistics-and-research/2019-05/children-receiving-care-and-support-census-2018-19-notes.pdf>

6. Aggregate data measuring activity

The measuring activity and performance component of the framework also includes a range of aggregated data that **must** be collected for:

- Adult Safeguarding
- Children's Safeguarding (Child Protection Register)
- Disability registers*

*2020/21 will be the final collection of this data. Data from these legacy collections will be fully integrated into the person based census collections which will be introduced in phase two of the performance and improvement framework (see Annexe 1).

Data collected in the aggregate collections will be used to populate metrics wherever possible, avoiding the need to duplicate collection of this data.

ANNEXE 1 – Data requirements

The performance and improvement framework is delivered in a phased approach to allow local authorities the time needed to implement any changes necessary to successfully deliver its requirements.

Data collections following completion of Phase One (April 2020) are as follows:

Phase One

1. National Performance Metrics
2. Aggregate Performance Data
 - a. Adult Safeguarding
 - b. Children's Safeguarding
 - c. Disability Registers
3. Person Based Activity Data
 - a. Children Looked After Census (CLA)
 - b. Children Requiring Care and Support Census (CRCSC)

Phase two work will include some additional changes to the measuring activity and performance component.

Phase Two

1. National Performance Metrics
2. Aggregate Performance Data
 - a. Adult Safeguarding
 - b. Children's Safeguarding
3. Person Based Activity Data
 - a. Children Looked After Census (CLA)
 - b. Children Requiring Care and Support Census (CRCSC)
 - c. Adults Receiving Care and Support Census (ARCSC)