

Performance and Improvement Framework for Social Services

Measuring Activity and Performance – Definitions Catalogue 2023-24

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Overview

Guidance to support the Code of practice in relation to the performance and improvement of social services in Wales. The guidance provides the detailed definitions for each of the metrics in the 'Measuring Activity and Performance' section of the Performance and Improvement Framework for the dates 1 April 2023 to 31 March 2024.

Audience

Local authority data and performance officers, report developers and systems analysts, third sector organisations, Social Care Wales, Care Inspectorate Wales, Association of Directors of Social Services (Cymru), Welsh Local Government Association, Health and Social Care digital solutions providers and other stakeholders

Action Required

For all local authorities collect, submit, and use the data and evidence that is set out in this guidance.

Further Information

Further enquiries should be directed to:

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Related Documents

[Consultation on measuring social services performance](#)

[Social Services and Well-Being \(Wales\) Act 2014](#)

[Social services National Outcomes Framework](#)

Introduction

The [Code of Practice](#) relating to the performance and improvement of social services in Wales set out how local authorities must collect data and evidence in order to gain the knowledge and intelligence needed to fully understand the care and support and support for carers they provide in the delivery of their responsibilities under the Social Services and Wellbeing (Wales) Act 2014.

The associated [Technical Guidance for Measuring Activity and Performance](#) sets out a framework of performance metrics that must be collected by local authorities and submitted to Welsh Government each year.

This guidance provides the detailed definition for each of those metrics as agreed by Welsh Government, local authorities and wider stakeholders at the metrics writing group. It is meant as a reference document to be used by local authorities and the wider social care sector in Wales to consistently describe what data we collect, why we collect it and how often we collect it.

The definitions are not a technical description of the systems used to collect the data. Local authorities will need to understand the definitions within the document to develop routines to extract data from their systems and report on each of the metrics for their own use as well as for use by Welsh Government.

Providing a consistent approach to describing the requirements for collection should encourage a collective understanding of the data that we wish to capture, leading to higher quality data that is less prone to misinterpretation due to a poor description of what data should be included (or not) in the metric.

Whilst every effort has been employed to describe each metric in the detail required, we understand that it is impossible to foresee every possibility that may arise, and further clarification may be required at some point in the future for some metrics. The design of the guidance for measuring activity and performance allows for updating definitions as required.

Language and terminology 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:

- “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.

**several metrics for children also include care-experienced children who are now adults.*

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

The terminology used in the technical definition of each metric is consistent with the language used in the [Codes of Practice](#) 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.

Document and Revisions History

Date: 01/04/2020

Description: Version 1.0 published

Date: 02/02/2020

Description: Minor Revisions – V1.1

- AD/014 – Added short breaks as category D
- CH/015 – Code changed from P1 to P4

Date: 26/04/2021

Description: Minor Revisions – V1.2

- AD/025 – changed option “child” in section 3 to “son or daughter” to avoid confusion that it relates to a person under 18.
- AD/031 – removed option 2 in section 7 (*“do not count an adult more than once, regardless of the number of non-residential services they may receive”*) as this conflicts with guidance in section 6.
- CH/044 – added clarity around which children can be excluded. You should only count those children who were compulsory school age at the time of the move.

Date: 22/03/2022

Description: Revisions – V1.3

- AD/008 – Removed “proportional”
- AD/009 – Reworded to aid clarity
- AD/016 – Additional guidance for when individual died before the review date
- AS/001-6 – Adult Safeguarding guidance incorporated into main guidance
- AD/030 – Included footnote to explain situation where no flat rate is used
- CH/005 – Added wording for clarity for option a
- CH/006 – Removed option b and references to “comprehensive” or “proportional” assessments
- CH/007 - Removed references to “proportional” assessments
- CH/008 - Removed references to “comprehensive” or “proportional” assessments. Added footnote explaining use of virtual assessments. Base data now CH/006, instead of CH/006b
- CH/011 – Added wording for clarity for option a. Removed “no”
- CH/052 – Removed reference to “12 months since leaving care”

Date: 26/05/2022

Description: Revisions – V1.4

- AD/001 - Changed from new contacts to all contacts.
- AD/003 – Base data changed from AD/001 to AD/002 (where advice or assistance was provided)
- AD/008 – Added ‘not’ to description of new assessment. Clarified guidance around repeat assessments.
- AD/009 – Additional clarity in metric to state the individual does not have an active care and support plan. Added ‘not’ to description of new assessment.
- AD/012 – Additional option to include those adults with a care and support plan who also have caring responsibilities
- AD/014 – Reworded Residential Care to Adult Care Home and removed Day Care. Provided additional clarity around start date and what is to be included.
- AD/015 – Removed Day Care
- AD/016 – Changed from “number of reviews due to be completed” to “number of care and support plans reviewed”
- AD/017 – Changed from “number of due reviews completed within timescales” to “number of reviews completed within timescales”
- AD/018 – Changed from “number of reviews due to be completed” to “number of reviews completed”
- AD/019 – Changed from “number of due reviews completed within timescales” to “number of plans supported by direct payments reviewed within timescales”
- AD/023 – Added age bracket breakdown
- AD/028 – Reworded to also ask for enquiries resulting in an active care and support protection plan throughout the year, in addition to active plans. Base data is now AD/026
- AD/029 – Reworded original AD/029. Part a) asks about maximum weekly charge for non-residential services. Part b) is taken from previous version of AD/030. Added part c) about financial assessments.
- AD/030 – Changed to ask about the types of services being provided.
- AD/031 – Changed to ask about the types of services being charged for.
- CH/015 - Additional option to include those children with a care and support plan who also have caring responsibilities. Added guidance about use of specialist and integrated plans.
- CH/017 – Changed from number of reviews to number of plans reviewed within the collection year. Added plan breakdown. Added guidance about use of specialist plans.
- CH/018 – Changed to ask for reviews completed within statutory timescales rather than due reviews. Added guidance about use of specialist plans. Split SGO reviews into two groups: support reviews and financial reviews.
- CH/019 – Changed to ask for number of reviews of plans/provision of financial support, by type of review. Follows CH/018 with SGO reviews split into two

groups: support reviews and financial reviews. Addition of new guidance for new measure.

- CH/023 – (a-i) No longer using CH/022 as base data and is now based on all children on the Child Protection Register.
- CH/029 – Removed “that were due.” Updated guidance accordingly
- CH/030 – Changed from number of visits to number of children visited. Changed from number of visits to children placed on the Child Protection Register, to number of visits to children on the Register. Now derived from CH/029. Updating guidance accordingly.
- CH/033 – Base data change from CH/034 to CH/020
- CH/034 – Added wording to describe reference to primary factors.
- CH/037c – Now refers to “initial episode” rather than “concurrent time”.
- CH/041 – Changed from “visits due” to “visits completed”
- CH/042 – Changed from number of visits to number of children visited
- CH/048 – Changed from “at the end of the collection year” to “at 31st March”
- CH/054 – Clarified guidance – no longer need to include activity of care leavers at 12th and 24th month anniversary since leaving care.
- CH/056 – Now only to include children aged five and over
- CA/001 – Removed AD/001 as base data
- CA/006 – No longer uses CA/001 as base data and added guidance for when individuals are proactively offered an assessment.
- CA/008 – Added option for when adult carer also has their own care needs.
- CA/009 – Changed from “number of reviews due to be completed” to “number of reviews completed”
- CA/010 – Changed from “number of due reviews completed within timescales” to “number of reviews completed within timescales”
- CA/011 – No longer uses CH/001 as base data.
- CA/013 – Corrected to indicate base data is CA/011.
- CA/015 – Corrected to indicate base data is CA/014
- CA/017 – Added option for when young carer also has their own care needs.
- CA/018 - Changed from “number of reviews due to be completed” to “number of reviews completed” CA/019 – Changed from “number of due reviews completed within timescales” to “number of reviews completed within timescales”

Date: 21/10/2022

Description: Revisions – V1.41

- AD/001 – changed from “all contacts received for adults by statutory social services during the year” to a. “total number of contacts” and b. “number of new contacts”.
- AD/002 – changed from “the number of contacts for adults” to “the number of new contacts”

- AD/003 – amendment of guidance text in line with changes to AD/001 and AD/002.
- AD/015 – changed from “short breaks” to “respite care”. Does not affect data being collected, instead brings AD/015 definitions of respite care and short breaks in line with those in AD/030.
- AD/016 – changed from “number of reviews that were completed during the year” to count the “number of care and support plans due a review during the collection year”.
- AD/017 – changed from “number of plans on 31st March reviewed within statutory timescales” to count the “number of care and support plans due a review during the collection year that were reviewed at least once”.
- AD/018 – changed from “number of reviews of plans supported with direct payments completed during the year” to count the “number of care and support plans for adults who used direct payments to meet their needs that were due a review during the collection year”.
- AD/019 – changed from “number of plans supported by direct payments reviewed within statutory timescales” to count the “number of care and support plans for adults supported by direct payments that were due a review during the collection year and were reviewed at least once”.
- CH/017 – changed to “number of plans with reviews due during the collection year”, broken down by type of review. Guidance has been clarified.
- CH/018 – changed from “number of reviews” to “number of plans that were due during the collection year and were reviewed within statutory timescales”, broken down by type of review. Guidance has been amended accordingly.
- CH/019 – changed from “number of reviews due that were completed within statutory timescales” to “number of reviews that were due and completed during the year, regardless of whether they were within statutory timescales”, broken down by type of review. Guidance has been amended accordingly.
- CH/029 – changed from “number of visits” to “number of visits due during the year”. Additional detail included in measure intent and guidance.
- CH/030 – changed from “number of visits to children on the child protection register” to “number of visits to children on the child protection register that were a. completed; and b. completed within statutory timescales”. Additional detail included in measure intent and guidance.
- CH/041 – changed from “number of statutory visits for children looked after that were completed” to “number of statutory visits for children looked after that were due during the year”. Additional detail included in measure intent and guidance.
- CH/042 – changed from “number of children looked after during the year whose visits were completed within statutory timescales” to “number of children looked after during the year whose visits were a. completed; b. completed within statutory timescales”. Additional detail included in measure intent and guidance.
- CA/009 – change from “number of reviews of support plans for adult carers that were completed during the year” to “number of reviews of support plans for adult carers that were due during the year”

- CA/010 – changed from “number of reviews of support plans during the year that were completed within statutory timescales” to “number of reviews of support plans for adult carers that were due during the year and were completed”
- CA/018 – changed from “number of reviews of support plans for young carers that were completed during the year” to “number of reviews of support plans for young carers that were due to be reviewed during the year”.
- CA/019 – changed to “number of reviews of support plans that were due to be reviewed during the year and were completed within statutory timescales”
- CA/020 – additional measure. Complements CA/018 and CA/19: the number of reviews of support plans for young carers during the year that were completed, regardless of whether they were completed during statutory timescales.

Date: 22/08/2023

Description: Revisions – V1.42

- AD/015 – removed duplication in “What to include in the Measure”
- AD/031 – removed inconsistent guidance for what to include
- CH/008 – clarified guidance in regard to if/when a child should be seen as part of an assessment
- CH/018 – changed to no longer be referring to assessments that were due and instead collecting reviews completed within timescales
- CH/019 – changed to no longer be referring to assessments that were due and instead collecting reviews completed regardless of if they were within timescales
- CH/023 – now include children more than once if they were registered multiple times throughout the year
- CH/029 – no longer derived from CH/026b
- CH/030 – no longer derived from CH/029
- CH/036 – now include children more than once if they were de-registered multiple times throughout the year
- CH/037 – CH/048 – updated placement code references from Children Looked After census. Clarified where metrics are post-populated by Welsh Government, and so is not completed by local authorities
- CH/042 – no longer derived from CH/039
- CH/049 – additional guidance about care leavers who turned 17 years old
- CH/054 – simplified requirement to be collecting only care leavers who have completed at least 3 consecutive months of employment, education, or training in the collection year, broken down by care leaver category, regardless of when they left care
- CH/055 – updated placement code references from Children Looked After census. Clarified where metrics are post-populated by Welsh Government, and so is not completed by local authorities

- CH/057 – clarified this metrics is subset of CH/056, not CH/053
- CA/010 – simplified to collect number of support plans due a review in the collection year that had at least one review in the collection year
- CA/019 – changed to no longer be referring to reviews that were due and instead collecting reviews completed within timescales
- CH/020 – changed to no longer be referring to reviews that were due and instead collecting reviews completed regardless of if they were within timescales

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 2014.

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 2023-24 and replaces all previous versions of technical guidance. It comes into effect on 1 April 2023.

Metrics relating to Adults

Adult Contacts

Measure Reference: AD/001

Measure Name: The number of contacts received for adults by statutory social services during the year.

- a. The **total** number of contacts
- b. The number of **new** contacts

Measure Intent

The metric is designed to capture the volume and demand for information, advice and assistance as defined in the Social Services and Wellbeing (Wales) Act 2014. There is evidence to suggest that local authorities operate their Information, Advice and Assistance (IAA) function in different ways and the intent of the metric at this stage is to examine if these differing models of IAA present data that suggests differences in the service received by the end user.

Volume, although not directly correlated, is indicative of demand on the social services function within a local authority. The examination of the number of people seeking information, advice and assistance allows local authorities a simple mechanism to monitor the number of people who use the service and to compare that with additional metrics to assess how these individuals were dealt with.

Welsh Government will use this information to monitor the contacts to IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count the number of contacts received from adults or a person contacting the service on their behalf, who sought information, advice, and assistance from the IAA service in your local authority during the year. We are interested in two groups: a) **all contacts** to the service, including those who are already receiving care and support, or support, and b) **new** contacts to the service.

An adult may have **more than one contact** during the collection year. Count all of these.

The Social Services and Wellbeing (Wales) Act 2014, **Part 2 and Part 3** Code of Practice refers to individuals '**contacting**' the service. Other paragraphs within the Codes of Practice sometimes use different language such as '**referral**' or '**seeking**' or '**accessing**' information, advice, and assistance. For the purposes of this metric, these should be considered as the same thing.

What to include in the Measure

- 1) For part a) include **all** contacts, and part b) only **new contacts**, to your Information, Advice and Assistance service between the 1st April and the 31st March of the collection year. If you are unable to provide one of the sections, please indicate this in the data return and supply a blank return for that section.
- 2) Part b) should only include people who **were not** receiving care and support, or support (as a carer) at the time of the contact.
- 3) A contact includes any person who contacts the service, or a professional who contacts the service on their behalf.
- 4) Where the contact refers to **multiple individuals, each person referred to as requiring support should be counted as having a contact.**
- 5) Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
- 6) A person may have **more than one contact** during the collection period. Count all of these.
- 7) **Safeguarding issues should be counted as a contact** unless they were receiving care and support at the time of the contact.
- 8) For part b), a carer, already receiving support from the local authority who contacts social services for **IAA unrelated to their needs as a carer** should be included in the count.
- 9) Not all local authorities operate a single point of entry. The count **should include all contacts** that fulfil the criteria above, **regardless of the route into the system.**

What not to include in the Measure

- 1) Do not include **website hits on your IAA service** as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count here.
- 2) For part b) do not include individuals who were **in receipt of care and support** at the time of the contact.
- 3) Do not include contacts that are **direct referrals to early intervention and prevention (EIP)** services, where no assessment takes place. The SSWB(W) Act 2014, Part 2 Code of Practice, para. 294 states that the function of the IAA service is to: *[provide] information and advice relating to care and support, and assistance in accessing care and support.* Inclusion of contacts where an assessment concludes that an EIP service is the most appropriate course of action should be included.
- 4) Do not include contacts that are **obviously directed to the incorrect department.**
- 5) Exclude contacts that have been **recorded in error** (i.e., duplicates, wrong referral type used on the system).
- 6) Do not include contacts that are used to **log information** about accessing information by other agencies (i.e., CIW, Police).

Measure Reference: AD/002

Measure Name: The number of **new** contacts for adults received by statutory Social Services during the year where advice or assistance was provided.

Measure Intent

The metric is designed to capture information about the number of contacts received by the IAA service where advice and/or assistance was provided as per the definition contained in the Social Services and Wellbeing (Wales) Act 2014 [Part 2 Code of Practice \(General Functions\)](#), **para. 300** (p63).

Welsh Government will use this information to monitor how contacts are dealt with by IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from AD/001b.

The Part 2 Code of Practice (General Functions), para. 300 (p64-65) defines Information, Advice and Assistance.

Count **only new** contacts from AD/001 that match the definition for the provision of **advice and/or assistance**.

In order to provide advice and assistance, the following criteria must be met:

- Where known, personal information (core data) must be recorded about the individual.
- The five elements of assessment must have been considered.
- A “what matters” conversation must have occurred.

New contacts where **only** information was provided should **not** be included.

Provision of advice and assistance **requires a proportional assessment be completed**, (Part 3 [Code of Practice](#), para. 20). The assessment process **needs to conclude** before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

There are a very specific set of principles for how a local authority responds to concerns where an adult is experiencing, or at risk of abuse and neglect. The **Part 7** Code of Practice on Working Together to Safeguard People, Volume 6 ([Handling individual cases to protect adults at risk](#)), para. 58 states:

“The process of assessment set out under Part 3 of the Act will apply when an adult is suspected to be at risk of abuse or harm. The assessment can begin from the point when a report is made to the local authority to identify all needs for care and support including those to protect an adult at risk. The assessment can be ongoing

throughout the process and should be completed with the appropriate level of urgency according to the case.”

Paragraph 63, of the Part 7 Code of Practice ([Working together to Safeguard People](#)), Volume 6 ([Handling individual cases to protect adults at risk](#)), states:

“The assessment for care and support should run parallel to the safeguarding enquiry and the enquiry should not disrupt the timeliness of the assessment process or the local authority meeting eligible needs.”

What to include in the Measure

- 1) This metric is a **subset of the data in AD/001 Part b)**. Use data that complies with the definition of AD/001 as the base-data for this metric. **Base data: AD/001b.**
- 2) Include **only new** contacts for adults where the outcome of the contact was the **provision of advice and/or assistance** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
- 3) Include **all new contacts** where advice or assistance was provided **regardless of the outcome of assessment.**
- 4) Include **adult safeguarding reports**, where the person **does not have an active care and support plan.**

What not to include in the Measure

- 1) Do not include new contacts for adults where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
- 2) Do not include new contacts where the **five elements of assessment were not considered**, or a “what matters conversation” had not occurred.
- 3) Do not include any data **outside** of that collected for **AD/001b.**
- 4) Do not include children (individuals under 18 years of age) in this metric.
- 5) Do not include any contacts that were recorded in error.

Measure Reference: AD/003

Measure Name: The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, received from:

- a. Self
- b. Relative
- c. Friend or neighbour
- d. Early Intervention / Prevention Service (Step-up)
- e. Health
- f. Education
- g. Housing
- h. Police
- i. Probation
- j. Third Sector organisation
- k. Local Authority
- l. Independent Hospital
- m. Ambulance Service
- n. Care Regulator
- o. Provider
- p. Advocate
- q. Other
- r. Internal (Social Worker, another team)

Measure Intent

This metric is meant to capture data on contact sources. Knowing who and how contact is made to the IAA service helps organisations to identify how people access the IAA service. Work with partner agencies to better identify demand and routes into social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

Welsh Government will use this information to monitor how people contact social services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from AD/002.

Count all new contacts received by statutory social services for adults during the year where advice or assistance was provided and using the source of the contact recorded on your system mapped to the sub-categories listed in this metric.

The source of referral should be recorded by the member of staff who receives the information. It is appreciated that many local authorities have a much more granular approach to recording who contacted the department. These should be mapped to the most appropriate category. For example:

- **Self or family member** should include instances of self-referral, or where the person contacting social services is a spouse, partner, child, sibling or other relative of the person who is the subject of the contact.
- **Friend or neighbour** should include friends or neighbours of the person who is the subject of the contact.
- **Health** should include primary, secondary, tertiary and community health colleagues. GPs, Hospitals, Consultants, Clinics, Midwives and Health Visitors etc.
- **Education** should include any referrer providing education or learning services. Schools, Teachers, LEAs, Pupil Referral Units, Colleges and Universities, specialist education provision, education psychology services etc.
- **Police** should include any officer of a police authority, transport police or national crime agency.
- **Probation** should include any staff member of the probation service acting in a professional capacity.
- **Housing** should include both local authority housing department and other housing agencies.
- **Early Intervention/Prevention Service (Step-up)** should include any service designed to provide early intervention and prevention services whether internal or commissioned by the local authority, where the person subject to the contact is in receipt of a service from these agencies – sometimes referred to as ‘step-up’.
- **Third Sector Organisation** should include any third sector, community interest, social enterprise or charitable organisation.
- **Internal (Social Worker, another team)** should include contacts generated internally (i.e. by discovering another individual with potential care and support needs during day to day work).
- **Other** any other contact source that does not fit into the above categories e.g., anonymous, solicitor, other local authority, member of the public etc.
- We recognise that some contacts can fit into more than one category. For example, a neighbour can also be a family member. A third sector organisation can also provide early intervention and prevention services. It is for the person receiving the information to make a judgement on the most appropriate categorisation of the contact source.

What to include in the Measure

1. Include all new contacts for adults where the outcome of the contact was the **provision of advice and/or assistance** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300. Base data = AD/002
2. Do not include contacts where the **five elements of assessment were not considered**, or a “what matters” conversation had not occurred.
3. Do not include any data **outside** of that collected for **AD/002**
4. Do not include children (individuals under 18 years of age) in this metric.
5. Do not include any contacts that were recorded in error.

What not to include in the Measure

1. Do not include contacts for adults where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a “what matters conversation” had not occurred.
3. Do not include any data **outside** of that collected for **AD/002**.
4. Do not include children (individuals under 18 years of age) in this metric.
5. Do not include any contacts that were recorded in error.

Adult Assessments

Measure Reference: AD/004

Measure Name: The number of new assessments completed for adults during the year.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for adults during the year.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow and demand at the beginning of the statutory social care process. It **does not include reassessments** of adults who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 2 [Code of Practice \(General Functions\)](#)**, para. 300 (p64) state that the provision of advice and assistance “[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool”.

This should **include** any assessments that incorporate detailed or **comprehensive assessments** within the process of assessment, as well as those that incorporate specialist assessments that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (Part 3 Code of Practice ([Assessing the needs of individuals](#)), Para 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from AD/002 in the data collected. If we attempt to collect assessment data on contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

There are a very specific set of principles for how a local authority responds to concerns where an adult is experiencing, or at risk of abuse and neglect. The **Part 7** Code of Practice on Working Together to Safeguard People, Volume 6 ([Handling individual cases to protect adults at risk](#)), Para 58 states:

“The process of assessment set out under Part 3 of the Act will apply when an adult is suspected to be at risk of abuse or harm. The assessment can begin from the point when a report is made to the local authority to identify all needs for care and support including those to protect an adult at risk. The assessment can be ongoing throughout the process and should be completed with the appropriate level of urgency according to the case.”

Paragraph 63, or the Code of Practice on Working together to Safeguard People, Volume 6 ([Handling individual cases to protect adults at risk](#)), Para 63 states: **“The assessment for care and support should run parallel to the safeguarding enquiry and the enquiry should not disrupt the timeliness of the assessment process or the local authority meeting eligible needs.**

What to include in the Measure

1. Count **all** assessments that were **completed** during the collection year.
2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.

3. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
4. Include all proportional assessments **regardless of the outcome** of assessment.
5. Include assessments that were completed **as a result of adult safeguarding enquiries**.

What not to include in the Measure

1. Do not include contacts for adults where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of adults who already have a care and support plan.
5. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **children (individuals under 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete** (see 6.3 above).
8. Do not include assessments that were **recorded in error**.

Measure Reference: AD/005

Measure Name: The number of assessments completed for adults during the year where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about outcomes of the assessments completed for adults during the year.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It **does not include reassessments** of adults who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

This metric is derived from AD/004.

The Social Services and Wellbeing (Wales) Act 2014, [Part 2 Code of Practice \(General Functions\), para. 300 \(p64\)](#) state that the provision of advice and assistance [*requires*] *staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.*

This should **consist of** any assessments, **including** those that incorporate detailed or **comprehensive assessments** within the process of assessment, as well as those that incorporate specialist assessments and those that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (Part 3 Code of Practice ([Assessing the needs of individuals](#)), **para. 20**). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from AD/002 in the data collected. If we attempt to collect assessment data on contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

There are a very specific set of principles for how a local authority responds to concerns where an adult is experiencing, or at risk of abuse and neglect. The **Part 7**

Code of Practice on Working Together to Safeguard People, Volume 6 ([Handling individual cases to protect adults at risk](#)), para. 58 states:

“The process of assessment set out under Part 3 of the Act will apply when an adult is suspected to be at risk of abuse or harm. The assessment can begin from the point when a report is made to the local authority to identify all needs for care and support including those to protect an adult at risk. The assessment can be ongoing throughout the process and should be completed with the appropriate level of urgency according to the case.”

Paragraph 63, or the Code of Practice on Working together to Safeguard People, Volume 6 (Handling individual cases to protect adults at risk), para 63 states:

“The assessment for care and support should run parallel to the safeguarding enquiry and the enquiry should not disrupt the timeliness of the assessment process or the local authority meeting eligible needs.”

For the purpose of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Result

1. There are no care and support needs to meet.

There were no eligible needs to meet

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – The assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Needs can be met through the provision of information, advice and assistance.

Needs were able to be met by any other means.

4. Needs, can be met, through the provision of preventative services.

Needs were able to be met by any other means.

5. Needs, can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan (**needs are eligible**).

Needs were only able to be met with a care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

*The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (**Part 7 Code of Practice, paragraph 74**). Choose the appropriate option on conclusion of this assessment.*

What to include in the Measure

1. Count **all** assessments that were **completed** during the collection year. **Base data = AD/004**
2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.
3. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
4. Include all proportional assessments **regardless of the outcome** of assessment.
5. Include assessments that were completed **as a result of safeguarding concerns**.

What not to include in the Measure

1. Do not include contacts for adults where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a "**what matters conversation**" had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of adults who already have a care and support plan at the time of assessment.
5. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **children (individuals under 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete**.
8. Do not include assessments that were **recorded in error**.

Measure Reference: AD/006

Measure Name: The number of assessments for adults completed (AD/004) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The active offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014 and the '[More than Words](#)' strategic framework for Welsh language services in health and social care.

The Social Services and Well-being (Wales) Act 2014, [Part 3 Code of Practice \(Assessing the needs of individuals\)](#) **Para 52**. States: *The assessment process **must** recognise the concept of language need and practitioners should **ensure that the active offer principle is embedded in practice.***

*This means that the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process.** This will ensure that they are able to receive services in their own language throughout the process of identifying and meeting care and support needs. Language is an integral element of the care that people receive, and it is the responsibility of the local authority to deliver appropriate services which includes meeting users' linguistic needs. Only by doing this can they provide care that is safe and effective.*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from AD/004.

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice (Assessing the needs of individuals)** **Para 52**. States: *...the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process (part a).***

Local authorities should also record if the Active Offer of Welsh was taken up by the individual or family who are being assessed (**part b**).

The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice (Assessing the need of Individuals)**, **Para 59** defines the Core Data set which includes 'Preferred Language'. This may include languages **other than English or Welsh (part c).**

Count the **Active Offer of Welsh and other language preferences for each assessment completed for adults during the collection year.**

What to include in the Measure

1. Include **all assessments** for adults that were completed in the collection year.
Base data = AD/004.
2. Count based on the following criteria:
 - a. **For part a:** The concept of the Active Offer directs local authorities into offering individuals services in Welsh without the need for the individual to ask for it specifically. This translates into asking people who approach the service for assessment if they would prefer to be communicated with in Welsh. The 'More than Words' guidance, para. 3.13 states that: *Client and patient records should clearly demonstrate the preferred language of people (relating specifically to Welsh or English).*
 - b. **For part b:** Where an individual in *part a* chooses to be communicated with in Welsh, local authorities should record this in the assessment (or other area of the system that can be referenced back to the assessment). The 'More than Words' guidance, para. 3.13 states that: *Client and patient records **must** include sections that enable staff to record when an Active Offer **must** be provided.*
 - c. **For part c:** Where an individual in *part a* chooses a language **other than English or Welsh** to be communicated in, local authorities should record this in the assessment. The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the need of Individuals), **Para 59** defines the Core Data set which includes 'Preferred Language'.
Record whether the assessment was undertaken using the language of choice regardless of what the language was.
3. An assessment must have been **authorised or signed off** by a manager or other person acting on that person's behalf to be considered 'complete'.

What not to include in the Measure

1. Do not include contacts where you provided **information only**.
2. Do not include assessments for **adult carers where no additional care and support needs are identified** for the person providing care.
3. Do not include assessments that are **incomplete**.
4. Do not include any assessments for each sub-category that **do not meet the criteria** outlined above.
5. Exclude assessments that have been recorded in error.

Measure Reference: AD/007

Measure Name: The number of new assessments completed for adults during the year undertaken in the secure estate.

Measure Intent

The metric is designed to capture information about the number of new assessments completed for adults in secure estate during the year.

The Social Services and Well-being (Wales) Act 2014, Part 11 Code of Practice (Miscellaneous and General) states: Local authorities must support an adult with care and support needs in the secure estate in Wales just as they would for someone in the community.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It does not include reassessments of adults who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

This metric is derived from AD/004.

The Social Services and Wellbeing (Wales) Act 2014, **Part 11** Code of Practice (Miscellaneous and General) p16, states: *Those in the secure estate with care and support needs have a right to an assessment with the aim of meeting their personal well-being outcomes. Local authorities must undertake assessments of those in the secure estate just as they would for anyone living in their area but may need to adapt the delivery of the assessment arrangements to suit the restrictions of the secure estate regime.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** [Code of Practice \(General Functions\)](#), para. 300 (p64) state that the provision of advice and assistance [requires] *staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.*

This should **include** any assessments that incorporate detailed or **comprehensive assessments** within the process of assessment, as well as those that incorporate specialist assessments that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.

- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, ([Part 3 Code of Practice \(Assessing the needs of individuals\)](#), Para 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from AD/002 in the data collected. If we attempt to collect assessment data on contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

There are a very specific set of principles for how a local authority responds to concerns where an adult is experiencing, or at risk of abuse and neglect. The **Part 7** Code of Practice on Working Together to Safeguard People, Volume 6 ([Handling individual cases to protect adults at risk](#)), Para 58 states:

“The process of assessment set out under Part 3 of the Act will apply when an adult is suspected to be at risk of abuse or harm. The assessment can begin from the point when a report is made to the local authority to identify all needs for care and support including those to protect an adult at risk. The assessment can be ongoing throughout the process and should be completed with the appropriate level of urgency according to the case. “

Paragraph 63, or the Code of Practice on Working together to Safeguard People, Volume 6 (handling individual cases to protect adults at risk), Para 63 states:

“The assessment for care and support should run parallel to the safeguarding enquiry and the enquiry should not disrupt the timeliness of the assessment process or the local authority meeting eligible needs.”

What to include in the Measure

1. Count **all** assessments that were **completed in secure estate** during the collection year. **Base data = AD/004**
2. **Secure estate is defined in** the Social Services and Wellbeing (Wales) Act 2014 **Part 11 Code of Practice** (Miscellaneous and General).
3. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.

4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all proportional assessments **regardless of the outcome** of assessment.
6. Include assessments that were completed **as a result of adult safeguarding enquiries**.

What not to include in the Measure

1. Do not include assessments that were **not conducted in secure estate**.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include any assessments that are **not included in AD/004**.
5. Do not include **re-assessments** of adults who already have a care and support plan.
6. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
7. Do not include **children (individuals under 18 years of age)** in this metric.
8. Do not include any assessments that were **incomplete** (see 6.3 above).
9. Do not include assessments that were **recorded in error**.

Measure Reference: AD/008

Measure Name: 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.

Measure Intent

The metric is designed to capture information about the number of adults who return to social services and request that their needs be assessed again.

Collecting information on adults who request a re-assessment of their needs can be used by local authorities to determine the primary factors for repeat presentation. This information will allow local authorities to plan the development, improvement, and/or commissioning of services that could improve early intervention and prevention support available to individuals so that needs can be met without the need for care and support.

Welsh Government will use this information to monitor the volume of repeat assessments in Wales.

Definition

This metric is derived from AD/004.

The Social Services and Wellbeing (Wales) Act 2014, Part 3 Code of Practice ([General Functions](#)), **para. 98** states:

“The individual has the right to request a re-assessment of their needs at any time. A formal process for making this request must be developed, published, and clearly communicated by the local authority.”

This metric seeks to collect information for adults who do not have a care and support plan at the time of the latest assessment but have been previously assessed in the last 12 months and have requested that their needs be reassessed.

The following descriptions have been developed to aid understanding:

A new assessment – is an assessment completed on a person who does not have an active care and support plan (or support plan if the request is for support as a carer) at the time of the assessment.

A re-assessment –occurs where there is a significant change of circumstances for a person who is already receiving care and support (or support as a carer) which compels the LA to review the assessment (Part 3 Code of Practice Para 92-100). Reviewing an assessment is not the same as reviewing a care and support plan.

A repeat assessment – occurs when a person who has been assessed and found to have no eligible needs exercises their rights to request a re-assessment of their needs. It is defined as a re-assessment in the Social Services and Wellbeing (Wales) Act 2014, but for the purpose of collection, it has been named differently to distinguish it from re-assessment of individuals who are already in receipt of care and support. A repeat assessment can be considered an appeal, where the individual disagrees with the outcome of the original assessment. In this case, their circumstances have not changed. A change in circumstances would warrant a new assessment, rather than repeat or re-assessment.

This metric counts repeat assessments for adults (adults who are assessed during the year where the following criteria is met):

- The adult **does not** have a care and support (or support plan as a carer) at the time of assessment.
- A previous assessment has been undertaken by social services in the 12 months prior to the **start** of the latest assessment.
- The assessment was **requested by the individual or a family member.**

What to include in the Measure

1. Count all repeat assessments for adults undertaken in the collection year.
Base data = AD/004.
2. Include **all** repeat assessments regardless of the reason why the individual originally presented.
3. Include repeat assessments where a **previous assessment** has been undertaken in the previous **12 months of the start of the latest assessment**.
4. Only include assessments that were **requested by the individual or a member of their family**.

What not to include in the Measure

1. Do not include assessments where the individuals' circumstances **have changed**.
2. Do not include assessments that are **not in AD/004**.
3. Do not include assessments that were **requested by someone other** than the individual or a member of their family.
4. Do not include any assessments **where the individual had a care and support plan (or a support plan if a carer)** at the time of assessment.
5. Do not include assessments where the previous assessment was **more than 12 months** prior to the start of the latest assessment.
6. Do not include any assessments where the person was receiving care and support within the 12 months prior to the latest assessment, **but the previous assessment was earlier**.

Measure Reference: AD/009

Measure Name: The number of new assessments that were completed, where the assessment was requested by the adult or family during the year, a previous assessment had been completed in the previous 12 months, the individual does not currently have a care and support plan and where the outcome of the new assessment is:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about the number of adults who return to social services and request that their needs be assessed again.

Collecting information on adults who request a re-assessment of their needs can be used by local authorities to determine the primary factors for repeat presentation. This information will allow local authorities to plan the development, improvement, and/or commissioning of services that could improve early intervention and prevention support available to individuals so that needs can be met without the need for care and support.

Welsh Government will use this information to monitor the volume of repeat assessments in Wales.

Definition

This metric is derived from AD/008.

The Social Services and Wellbeing (Wales) Act 2014, [Part 3 Code of Practice \(Assessing the Needs of Individuals\)](#), **para. 98** states: *The individual has the right to request a re-assessment of their needs at any time.*

A formal process for making this request must be developed, published, and clearly communicated by the local authority.

This metric seeks to collect information for adults who do not have a care and support plan at the time of the latest assessment but have been previously assessed in the last 12 months and have requested that their needs be reassessed.

In order to aid understanding the following descriptions have been developed:

A new assessment - is an assessment completed on a person who does not have an active care and support plan (or support plan if the request is for support as a carer) at the time of the assessment.

A re-assessment – this would occur where there is a significant change of circumstances for a person who is already receiving care and support (or support as a carer) which compels the LA to review the assessment (Part 3 Code of Practice para. 92-100). Reviewing an assessment is not the same as reviewing a care and support plan.

A repeat assessment - occurs when a person who has been assessed and found to have no eligible needs exercises their rights to request a re-assessment of their needs. It is defined as a re-assessment in the Social Services and Wellbeing (Wales) Act 2014, but for the purpose of collection, it has been named differently to distinguish them from re-assessments of individuals who are already in receipt of care and support. A repeat assessment can be considered an appeal, where the individual disagrees with the outcome of the original assessment. In this case, their circumstances have not changed. A change in circumstances would warrant a new assessment, rather than repeat or re-assessment.

This metric counts the outcome for repeat assessments that were completed for adults (adults who are assessed during the year where the following criteria is met):

- The adult **does not** have a care and support (or support plan as a carer) at the time of assessment.
- A previous proportional assessment has been undertaken by social services in the 12 months prior to the **start** of the latest assessment.
- The assessment was **requested by the individual or a family member**.

For the purpose of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Results

1. There are no care and support needs to meet.

There were no eligible needs to meet

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – The assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Needs can be met through the provision of information, advice, and assistance.

Needs were able to be met by any other means.

4. Needs can be met, through the provision of preventative services.

Needs were able to be met by any other means.

5. Needs can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan (**needs are eligible**).

Needs were only able to be met with a care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

*The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (**Part 7 Code of Practice, paragraph 74**). Choose the appropriate option on conclusion of this assessment.*

What to include in the Measure

1. Count **all repeat** assessments that were **completed** during the collection year. **Base data = AD/008**
2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.
3. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
4. Include all proportional assessments **regardless of the outcome** of assessment.
5. Include assessments that were completed **as a result of safeguarding concerns**.

What not to include in the Measure

1. Do not include contacts for adults where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include requests for assessment, **where the assessment was not undertaken**.
3. Do not include contacts where the **five elements of assessment were not considered**, or a "**what matters conversation**" had not occurred.
4. Do not include any assessments that were completed **outside the collection year**.
5. Do not include **re-assessments** of adults who already have a care and support plan at the time of assessment.
6. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
7. Do not include **children (individuals under 18 years of age)** in this metric.
8. Do not include any assessments that were **incomplete** (see 6.3 above).
9. Do not include assessments that were **recorded in error**.

Reablement

Measure Reference: AD/010

Measure Name: The total number of reablement packages completed during the year.

Measure Intent

Reablement is about helping people to do things for themselves to maximise their ability to live life as independently as possible with an appropriate level of support. The overall intention of reablement is to restore and re-able a person to achieve skills and abilities they previously had in order to reduce or minimise the need for ongoing support after reablement. Reablement should support the person to return to maximum independence in their own home.

Measuring reablement services allows local authorities to develop their services to meet the needs of the individuals who use the service in the future.

Welsh Government use this data in conjunction with other metrics to determine usage and success of reablement services in Wales.

Definition

The total number of adults who **complete** a period of reablement during the year. A person receiving reablement provided or arranged by a local authority will usually be supported by a reablement team over a limited period, usually up to six weeks (42 days), but may be longer.

Only count periods of reablement that have been completed. A period of reablement may end, but may not be completed, for example a person may be admitted to hospital, move out of area, move into residential care or die.

What to include in the Measure

1. Count **all** periods of reablement for adults that have been completed in the collection year.
2. A person may have **more than one** period of reablement during the year. Count all of these where the period of reablement was completed.
3. Count people who complete a period of reablement **regardless of whether they had a care and support plan previously or not.**
4. A person may complete a period of reablement that was **started in the previous collection year.** Include this in your count.

5. A **completed period of reablement** is the conclusion of the period of reablement **defined in the care and support plan** for that individual at the start of the plan.

What not to include in the Measure

1. Do not include periods of reablement that were **not completed** for whatever reason.
2. Exclude **telecare, equipment provision, home adaptations and direct payments**.

Measure Reference: AD/011

Measure Name: The total number of packages of reablement completed during the year which:

- a. Reduced the need for support
- b. Maintained the need for support
- c. Mitigated the need for support
- d. Neither reduced, maintained nor mitigated the need for support

Measure Intent

Reablement is about helping people to do things for themselves to maximise their ability to live life as independently as possible with an appropriate level of support. The overall intention of reablement is to restore and re-able a person to achieve skills and abilities they previously had in order to reduce or minimise the need for ongoing support after reablement. Reablement should support the person to return to maximum independence in their own home.

Measuring reablement services allows local authorities to develop their services to meet the needs of the individuals who use the service in the future.

Welsh Government use this data in conjunction with other metrics to determine usage and success of reablement services in Wales.

Definition

This metric is derived from AD/010.

The total number of adults who **complete** a period of reablement during the year. A person receiving reablement provided or arranged by a local authority will usually be

supported by a reablement team over a limited period, usually up to six weeks (42 days), but may be longer.

Only refer to periods of reablement that have been completed (AD/010). A period of reablement may end, but may not be completed, for example a person may be admitted to hospital, move out of area, move into residential care, or die.

The assessment of reablement success should be made by a social care practitioner (or reablement professional) at the end of the period of completed reablement. If the reablement is extended, wait for the extension to conclude before determining the outcome. The determination of reablement outcome should consider the days/hours of support provided to the person at the start of reablement when concluding which category to choose.

For each of the sub-categories:

- a. **Reablement reduced the need for support.** The need for care and support after reablement has been completed is **appreciably lower** compared to the care and support at the start of the period of reablement. Appreciable change would mean that a person could **easily identify that their needs had reduced without resorting to measurement.**
- b. **Reablement maintained the need for support.** The need for care and support after reablement has been completed is **about the same** compared to the care and support at the start of the period of reablement. This means a person could say there had been **no change in their need of support without resorting to measurement**, even though the need for care and support may be **slightly more or slightly less.**
- c. **Reablement mitigated the need for support.** The need for support has been **completely mitigated.** A person in this category has **no further need for care and support** following their period of reablement.
- d. **A person whose need for support has neither been reduced, maintained, nor mitigated.** This would mean a person could **easily identify their needs had increased without resorting to measurement.**

What to include in the Measure

1. Count **all** periods of reablement for adults that have been completed in the collection year (AD/010) and **classify each period of completed reablement in subcategories a-c** (option d in section 5, is not included in the metric).
2. The assessment must be made **at the end of the completed period of reablement.**
3. A person may have **more than one** period of reablement during the year. Count all of these where the period of reablement was completed.
4. A person may complete a period of reablement that was **started in the previous collection year.** Include this in your count.

5. A **completed period of reablement** is the conclusion of the period of reablement **defined in the care and support plan** for that individual at the start of the plan

What not to include in the Measure

1. Do not include periods of reablement that were **not completed** for whatever reason.
2. Do not include any periods of completed reablement **not counted in AD/010**.
3. Do not count those periods of reablement that resulted in an **appreciable increase** in care and support needs (option d in section 5).
4. Exclude **telecare, equipment provision, home adaptations and direct payments**.

Adult Care and Support Plans

Measure Reference: **AD/012**

Measure Name: The number of adults with:

- a. A care and support plan on 31st March.
- b. A care and support plan on 31st March and also a carer's support plan, where the adult has both their own care and support needs **and** responsibilities as a carer

Measure Intent

Understanding the number of adults who require care and support is an important aspect of successful care planning, case management and workforce planning for local authorities.

The number of adults with an active care and support plan provides a high-level overview of demand. Local authorities should gather more detailed information on care and support in order to better understand some of the demands placed on their social services duties and functions under the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to gather information about the need for care and support for adults in Wales and use this information in conjunction with other data to determine the overall well-being of the nation.

Definition

[Section 54](#) of the Social Services and Wellbeing (Wales) Act 2014 provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet.

Part 4 of the Code of Practice ([Meeting Needs](#)) states that as a minimum, the care and support plan must cover the following:

- the outcomes which have been identified in relation to the person to whom the plan relates
- the actions to be taken by the local authority and other persons to help the person achieve those outcomes
- the needs that will be met through the delivery of care and support
- how progress towards achieving those outcomes will be monitored and measured
- the date of the next review of the care plan.

Paragraph 82 of the Part 4 Code of Practice (Meeting Needs) also states: “*Local authorities must ensure that they have information technology systems to support the care planning process to ensure that the care plan is recorded electronically.*”

Count **all active care and support plans** for **adults** at **31st March** of the collection year (**part a**). In occasional circumstances, a person who has a care and support plan also has needs as a carer; they may care for a spouse, or disabled child for example (**part b**). i.e. those people in part b would be eligible to have a carer’s support plan if they did not have their own care and support needs.

Some local authorities may have a single integrated plan where an individual’s own care and support needs, and their support needs as a carer, are included in a single plan. In these situations, include the individual under **part b**.

What to include in the Measure

1. Include **all active care and support plans** for adults on 31st March of the collection year.
2. A care and support plan must have been authorised or signed off by a manager or other person acting on that person’s behalf to be considered ‘active’.
3. Include plans where the provision of the care and support plan is to **provide a traditional service** (domiciliary care, residential care etc.) and the local authority has a responsibility to review that service.
4. Include plans where there are overlapping plans that are legally or nationally prescribed which can also meet the need for care and support through a single integrated plan. For example, a **Care and Treatment Plan** as described under the Mental Health (Wales) Measure 2010 can be considered as the way for the local authority to meet its duties to prepare and deliver a care and support plan.
5. Include plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What not to include in the Measure

1. Exclude **support plans for adult carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
2. Do not include **specialist plans that do not meet the care and support of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual).
3. Do not include care and support plans that have been **refused**.
4. Do not include instances where you are providing **informal support** (for example, information, advice or assistance).
5. Do not include plans drawn up by a commissioned or third party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
6. Exclude care and support plans that have been recorded in error.

Measure Reference: AD/013

Measure Name: The total number of adults with a care and support plan where needs are met through a Direct Payment on 31st March

Measure Intent

The metric is designed to capture information about the number of adults at the end of the collection year with a care and support plan which is supported using a direct payment.

Capturing data on those individuals is important for financial planning as well as understanding how individuals are empowered to provide the mechanisms to meet their own care and support needs.

Welsh Government will use this information to monitor how direct payments are used to meet care and support needs for adults across Wales.

Definition

This metric is derived from AD/012.

The Social Services and Wellbeing (Wales) Act 2014, Part 3 Code of Practice ([Assessing the needs of Individuals](#)), **para. 128-129** state:

“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. Direct payments are an important mechanism by which people can exercise choice, voice, and control to decide how to meet their needs for care and support and achieve their personal outcomes. As such direct payments are an integral part of meeting people’s needs through care and support planning, and must not be seen as a separate, secondary, consideration.

*Direct payments replace care and support provided directly, or commissioned by, a local authority. **They can be for all, or part, of a person’s care and support needs**, in the latter case the remainder of their care and support needs being met in an alternative manner.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice (Assessing the needs of individuals), **para. 35** states: “*The reference in the eligibility criteria to the local authority preparing a care and support plan, and ensuring that it is delivered, includes a care and support plan **which can be self-managed through the use of direct payments.***”

Section 187(2) of the Social Services and Wellbeing (Wales) Act 2014 states: “*...that a person (child/adult) cannot receive direct payments towards meeting the cost of their care and support needs if they have been convicted of an offence and are in prison, or in youth detention accommodation, or residing in approved premises.*”

Count **all active care and support plans** for adults at the end of the collection year (31st March) **where a direct payment is made to meet their needs**. The direct payment may cover **all or part** of their needs.

What to include in the Measure

1. Count **all** care and support plans for adults that were **active** at the end of the collection year (31st March) where a **direct payment is used to meet all or part of their care and support needs**. **Base data = AD/012**
2. A care and support plan must have been **authorised or signed off** by a manager or other person acting on that person’s behalf to be considered ‘**active**’.
3. Include all active care and support plans where a direct payment is made, **regardless of the needs** the direct payment supports to meet.

What not to include in the Measure

1. Exclude care and support plans that are **not supported by a direct payment**.
2. Exclude care and support plans that are **not active** at the end of the collection year.

3. Do not include any care and support plans that were not included in the data collected in **AD/012**.
4. Exclude care and support plans that were recorded in error.

Measure Reference: AD/014

Measure Name: For services started during the year, the total number of days adults wait between the **scheduled start date** and the **actual start date** of a service identified within their care and support plan, where that service is:

- a. Adult Care Home
- b. Domiciliary Care

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting the Needs of Individuals), paragraph 12 states:

“[It is] a requirement that an individual with needs for care and support has a right to the delivery of care and support provided or arranged by the local authority through a care and support plan where those needs cannot be met by themselves alone (or in the case of a child, together with parents or other persons caring for the child), or with the support of others, or with the assistance of services in the community.”

Knowledge of waiting times will allow local authorities to gain better understanding of the demand and capacity of particular services.

Welsh Government use this data to determine how able local authorities are to respond to particular care and support needs in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, Part 2 Code of Practice ([General Functions](#)), paragraph 84 states: **“Where an intervention is needed, it should always be proportionate and timely and support people who need care and support and carers who need support to achieve their personal outcomes.”**

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting the Needs of Individuals), para. 84 states:

“Care and Support Plans must cover the following:

- *the outcomes which have been identified in relation to the person to whom the plan relates*
- ***the actions to be taken by the local authority and other persons to help the person achieve those outcomes***
- *the needs that will be met through the delivery of care and support*

- **how progress towards achieving those outcomes will be monitored and measured**
- *the date of the next review of the care plan”*

Count all services in categories a-c for adults who have commenced those services during the collection year, regardless of whether the scheduled start date was in a previous year.

Each category should be a sum of the total number of days taken to start each service for adults during the year. The purpose of the metric is to report the average length of time that adults wait for particular services by combining this metric with AD/015.

Detailed criteria on how this metric should be collected is outlined below.

What to include in the Measure

1. Include **all new services in subcategories a-b** for adults that have started **during the collection year**.
2. A person may have **more than one** service start during the year. **Include all of these**.
3. Include the total number of days for **new** services only.
4. Count the total number of days from the **scheduled start date to the actual start date** of the service. That is, the day the service commenced. If there is not a specific scheduled start date, use the date the care and support plan was completed.
5. Count **calendar days**, not working days.
6. Include **weekends and bank holidays** in your count.
7. Count **back to the scheduled start date in the care and support plan**, not the start of the financial year.
8. The scheduled start date should be **day zero and the start day should not be counted as they received the service on this day**. For example, a scheduled start date of 10th February and an actual start date of the 19th would be a waiting time of **8** days.
9. The scheduled start date **may be the same as the date the care and support plan** was completed, **but may be a date purposely set after this**.
10. Count based on the following criteria:
 - a. **For part a:** Adult Care Home – include both residential homes and homes with nursing
 - b. **For part b:** Domiciliary care - practical services that assist the person to function as independently as possible and/or continue to live in their home.

What not to include in the Measure

1. Do not include services that **did not start in the collection year**, regardless of whether those services continue in the collection year.

2. Exclude **changes to existing services**. Only count where a new service has commenced.
3. Do not include a **bridging service unless it provides a like for like service**.
4. Exclude data that has been recorded in error.

Measure Reference: AD/015

Measure Name: The total number of services for adults started during the year where that service is:

- a. Adult Care Home
- b. Domiciliary Care
- c. Respite Care

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting the Needs of Individuals), para. 12 states: *[It is] a requirement that an individual with needs for care and support has a right to the delivery of care and support provided or arranged by the local authority through a care and support plan where those needs cannot be met by themselves alone (or in the case of a child, together with parents or other persons caring for the child), or with the support of others, or with the assistance of services in the community.*

Knowledge of waiting times will allow local authorities to gain better understanding of the demand and capacity of particular services.

Welsh Government use this data to determine how local authorities are able to respond to particular care and support needs in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, Part 2 Code of Practice ([General Functions](#)), para. 84 states: ***Where an intervention is needed, it should always be proportionate and timely and support people who need care and support and carers who need support to achieve their personal outcomes.***

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting the Needs of Individuals), paragraph 84 states: *Care and Support Plans must cover the following:*

- *the outcomes which have been identified in relation to the person to whom the plan relates*
- ***the actions to be taken by the local authority and other persons to help the person achieve those outcomes***

- *the needs that will be met through the delivery of care and support*
- **how progress towards achieving those outcomes will be monitored and measured**
- *the date of the next review of the care plan*

Count all services in categories a-c for adults who have commenced those services during the collection year, regardless of whether the **scheduled** start date was in a previous year.

What to include in the Measure

1. Include **all new services in subcategories a-c** for adults that have started **during the collection year**.
2. A person may have **more than one** service start during the year. **Include all of these**.
3. Only include services that **start** in the collection year.
4. Count based on the following criteria (see AD/030 for more detail):
 - a. **For part a:** Adult Care Home – include both residential homes and homes with nursing
 - b. **For part b:** Domiciliary care – practical services that assist the person to function as independently as possible and/or continue to live in their home.
 - c. **For part c:** Respite care – care provided by the local authority to provide relief to the carer(s) and person being cared for. The period of care should cover at least one night but should not exceed 3 months.

What not to include in the Measure

1. Do not include services that **did not start in the collection year**, regardless of whether they were scheduled to start in that year.
2. Exclude **changes to existing services**. Only count where a new service has commenced.
3. Do not include a **bridging service unless it provides a like-for-like service**.
4. Exclude data that has been recorded in error.

Measure Reference: AD/016

Measure Name: The number of care and support plans for adults that were due a review during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, [Part 4 Code of Practice \(Meeting Needs\)](#) para. 58. States: *Section 54 of the Act provides that a local*

*authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person's circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 88.** States: *Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however in the case of an adult the date of review must not exceed 12 months.*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs), para. 113** states: *A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.*

As a minimum, the care and support plan must be reviewed at **least once every 12 months.**

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. These should be included in this metric.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 142.** States: *A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.***

Count all plans for adults where the **date of review falls in the collection year.**

What to include in the Measure

1. Include all plans for adults that are **due a review** in the collection year.
2. A care and support plan/review **must have been authorised** or signed off by a manager or other person acting on that person's behalf to be considered 'active'.
3. Include adults whose plans, where there are overlapping plans, are legally or nationally prescribed which can also meet the need for care and support through a single integrated plan. For example: a **Care and Treatment Plan**

as described under the Mental Health (Wales) Measure 2010 can be considered as the way for the local authority to meet its duties to prepare and deliver a care and support plan for someone.

4. Include adults whose plans **jointly consider** their care and support and needs of the person caring for them.

What not to include in the Measure

1. Exclude adults whose plans are **not due for review in the current collection year**. For example, cases where the last review ratified case closure, or where the care and support plan was started in the collection year and the date of the first review does not fall in the collection year.
2. Exclude **adult carers with support plans** where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
3. Do not include adults with **specialist plans that do not meet the care and support needs of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual).
4. Do not include adults with care and support plans that have been **refused**.
5. Do not include instances where you are providing **informal support** (for example, information, advice or assistance).
6. Do not include adults with plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has **no defined care co-ordination or review responsibilities**.
7. Exclude adults whose care and support plans have been recorded in error.

Measure Reference: AD/017

Measure Name: The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice ([Meeting Needs](#)) **para. 58** states:

*“[...] a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and*

revise the plan in the light of those assessments. A plan must not be closed without a review.”

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 88** states: *“Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however in the case of an adult **the date of review must not exceed 12 months.**”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from AD/016.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs), para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

As a minimum, the care and support plan must be reviewed at **least once every 12 months.**

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. **These should be included in this metric.**

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 142** states:

*“A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.**”*

Count all care and support plans for adults that were **both due a review and were reviewed in the collection year.** For the purposes of this metric, we are **only** interested in counting whether a plan was reviewed **within the collection year.**

What to include in the Measure

1. Include all care and support plans for adults that were due a review in the collection year **and** the plan was **reviewed at least once, regardless of when it occurred. Base data = AD/016.**

2. A care and support plan/review must have been **authorised or signed off** by a manager or other person acting on that person's behalf to be considered 'active'.
3. Include reviews of plans, where there are overlapping plans, that are legally or nationally prescribed which can also meet the need for care and support through a single integrated plan. For example, a **Care and Treatment Plan** as described under the Mental Health (Wales) Measure 2010 can be considered as the way for the local authority to meet its duties to prepare and deliver a care and support plan.
4. Include reviews of plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What not to include in the Measure

1. Exclude all plans that are **not due for review in the current collection year**. For example, cases where the last review ratified case closure, or where the care and support plan was started in the collection year and the date of the first review does not fall in the collection year.
2. Exclude all plans not included in AD/016.
3. Exclude '**updated**' plans **where no review has taken place**. The calculation should only look for care and support plans following a review conducted within statutory guidelines.
4. Exclude **reviews of support plans for adult carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
5. Do not include **reviews of specialist plans that do not meet the care and support needs of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual).
6. Do not include care and support plans that have been **refused**.
7. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
8. Do not include plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
9. Exclude care and support plans that have been recorded in error.

Measure Reference: AD/018

Measure Name: The number of care and support plans for adults supported by direct payments that were due a review during the collection year

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

Local authorities should use this metric to monitor compliance with requirements set out in the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from AD/016.

The Social Services and Wellbeing (Wales) Act 2014, Part 4 Code of Practice ([Meeting Needs](#)), **para. 113** states: *“Where an individual uses direct payments to manage their own care (either directly or through another) those direct payments will form part, or all of, a care and support plan.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice** (Meeting Needs), **para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice** (Meeting Needs) **para. 142** states:

*“A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.**”*

Count all care and support plans for adults that were **due a review in the collection year**, where the individual uses **direct payments** to manage their own care.

What to include in the Measure

1. Include **active care and support plans** for adults, **where the individual uses direct payments** to manage their own care, and that were due to be reviewed in the collection year. **Base Data = AD/016.**
2. A care and support plan/review must have been **authorised or signed off by a manager** or other person acting on that person's behalf.

What not to include in the Measure

1. Exclude **support plans** for adult carers where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
2. Do not include adults with care and support plans **who do not use direct payments** to meet their needs.
3. Do not include adults whose care and support plans have been **refused**.
4. Exclude care and support plans that have been recorded in error.

Measure Reference: AD/019

Measure Name: The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

Local authorities should use this metric to monitor compliance with requirements set out in the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from AD/017 and AD/018.

The Social Services and Wellbeing (Wales) Act 2014, Part 4 Code of Practice ([Meeting Needs](#)), **para. 113** states: *“Where an individual uses direct payments to manage their own care (either directly or through another) those direct payments will form part or all of a care and support plan.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice** (Meeting Needs), **para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice** (Meeting Needs) **para. 142** states:

*“A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.**”*

Count all care and support plans for adults that were **both due a review and were reviewed in the collection year**, where the individual uses **direct payments** to manage their own care.

What to include in the Measure

1. Include all care and support plans for adults, where the individual uses direct payments to manage their own care, that were due to be reviewed in the collection year and had **at least one review within the collection year**.
Base Data = AD/017 and AD/018.
2. A review must have been **authorised or signed off by a manager** or other person acting on that person’s behalf to be considered complete.

What not to include in the Measure

1. Do not include any care and support plans that were **not due to be reviewed in the collection year**. **Base Data = AD/018.**
2. Do not include any care and support plans that were **not reviewed in the collection year**. **Base Data = AD/017.**
3. Do not include **care and support plans where no direct payments are given** to allow the individual to meet their needs themselves.
4. Do not include care and support plans that have been **refused**.
5. Exclude care and support plans that have been recorded in error.

Adult Safeguarding

Measure Reference: AS/001

Measure Name: The total number of adults suspected of being at risk of abuse or neglect reported during the year.

Measure Intent

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** ([Working together to safeguard people](#)), Volume 6 (Handling Individual Cases to Protect Adults) describes the process under section 131 on the duty to report adults at risk.

Information on this metric will allow local authorities to measure the total number of adults suspected of significant harm that are reported to the organisation during the year.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under Section 162 of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of adults reported who were suspected of being at risk of abuse or neglect to the local authority during the year.

What to include in the Measure

1. Include **all** adults reported who were suspected of being at risk received during the collection year.
2. Where an adult was reported to the local authority **more than once** during the year, count the adult **only once**.

What not to include in the Measure

1. Exclude reports that have been recorded in error.
2. Do not include reports that were made on reports that were **received outside of the collection year** (AD/020).

Measure Reference: AS/002

Measure Name: The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year.

Measure Intent

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** (Working together to safeguard people), Volume 6 ([Handling Individual Cases to Protect Adults](#)) describes the process under section 131 on the duty to report adults at risk.

Information on this metric will allow local authorities to measure the total number of adults suspected of significant harm that are reported to the organisation during the year.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under section 162 of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of adults reported to the local authority during the year who were reported more than once for the same category of abuse or neglect.

What to include in the Measure

1. Include **all** adults reported who were suspected of being at risk received during the collection year. **Base data = AS/001.**
2. An adult may be counted under both AS/002 and AS/003.

Measure Reference: AS/003

Measure Name: The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year.

Measure Intent

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** (Working together to safeguard people), Volume 6 ([Handling Individual Cases to Protect Adults](#)) describes the process under section 131 on the duty to report adults at risk.

Information on this metric will allow local authorities to measure the total number of adults suspected of significant harm that are reported to the organisation during the year.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under section 162 of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of adults reported to the local authority during the year who were reported for different categories of abuse or neglect.

What to include in the Measure

1. Include **all** adults reported who were suspected of being at risk received during the collection year. **Base data = AS/001.**
2. An adult may be counted under both AS/002 and AS/003.

Measure Reference: AD/020

Measure Name: The total number of reports of an adult suspected of being at risk received during the year.

Measure Intent

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** (Working together to safeguard people), Volume 6 ([Handling Individual Cases to Protect Adults](#)) describes the process under section 131 on the duty to report adults at risk.

Information on this metric will allow local authorities to measure the total number of instances of suspected significant harm that are dealt with by the organisation during the year and, in conjunction with the metrics below, to ascertain the attrition rate of individuals who move through the adult protection process.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under Section 162 of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of reports for adults who were suspected of being at risk of abuse or neglect to the local authority during the year.

What to include in the Measure

1. Include **all** reports of an adult suspected of being at risk received during the collection year.
2. An adult suspected at being at risk may receive **more than one** report during the year. **Count all of these.**

What not to include in the Measure

1. Exclude reports that have been recorded in error.

Measure Reference: AD/021

Measure Name: The total number of reports of an adult suspected of being at risk received during the year from:

- a. Self
- b. Relative
- c. Friend or neighbour
- d. Early Intervention / Prevention Service (Step-up)
- e. Health
- f. Education
- g. Housing
- h. Police
- i. Probation
- j. Third Sector organisation
- k. Local Authority
- l. Independent Hospital
- m. Ambulance Service
- n. Care Regulator

- o. Provider
- p. Advocate
- q. Other
- r. Internal (Social Worker, other team)

Measure Intent

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** (Working together to safeguard people), Volume 6 ([Handling Individual Cases to Protect Adults](#)) describes the process under section 131 on the duty to report adults at risk.

Information on this metric will allow local authorities to measure where the total number of reports of suspected significant harm that are dealt with by the organisation during the year originate from and also, in conjunction with additional metrics, ascertain the attrition rate of individuals who move through the adult protection process.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under section 162 of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of reports for adults who were suspected of being at risk of abuse or neglect to the local authority during the year.

What to include in the Measure

1. Include **all** reports of an adult suspected of being at risk received during the collection year. **Base data = AD/020**
2. An adult suspected at being at risk may receive **more than one** report during the year. **Count all of these.**

What not to include in the Measure

1. Exclude reports that have been recorded in error.

Measure Reference: AD/022

Measure Name: The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of:

- a. Neglect
- b. Physical abuse
- c. Sexual abuse
- d. Emotional or Psychological abuse
- e. Financial abuse

And Age:

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64
6. 65-74
7. 75-84
8. 85 and over

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under **section 162** of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of reports **by the category of alleged abuse** for adults who were suspected of being at risk of abuse or neglect to the local authority during the year.

What to include in the Measure

1. Include **all** reports received for an adult suspected of being at risk received during the collection year. **Base data = AD/020**
2. Count reports by the **alleged category of abuse** in the subsections of this metric.
3. **More than one category of abuse** may be suspected in a report. **Count each of these.**
4. An adult suspected at being at risk may be the subject of **more than one** report during the year. **Count all of these.**

What not to include in the Measure

1. Do not include reports that were made on reports that were **received outside of the collection year (AD/020)**.
2. Exclude reports that have been recorded in error.

Measure Reference: AS/004

Measure Name: The total number of reports received during the collection year where the ethnicity of the adult suspected of being at risk or abuse or neglect was:

- a. White
- b. Mixed ethnic group
- c. Asian or Asian British
- d. Black, African, Caribbean, or Black British
- e. Other ethnic group
- f. Information not obtained
- g. Information refused

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, [Section 128](#) specifies the duty placed on 'relevant partners' under **section 162** of the Act to report both adults and children, including unborn children, they have reasonable cause to suspect are at risk of abuse.

Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector.

Count the number of reports **by the ethnicity** of adults who were suspected of being at risk of abuse or neglect to the local authority during the year.

What to include in the Measure

1. Include **all** reports received for an adult suspected of being at risk received during the collection year. **Base data = AD/020**
2. Count reports by the **ethnicity of adults** in the subsections of this metric.
3. There should be **one ethnicity recorded for each report**.
4. An adult suspected at being at risk may be the subject of **more than one** report during the year. **Count all of these**.
5. Include Gypsy and Irish Travellers under 'White'.
6. Include Chinese or Chinese British under 'Asian or Asian British'.
7. Include Arab under 'Other ethnic group'.

What not to include in the Measure

3. Do not include reports that were made on reports that were **received outside of the collection year** (AD/020).
4. Exclude reports that have been recorded in error.

Measure Reference: AD/023

Measure Name: The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made

by age:

1. 18-24
2. 25-34
3. 35-44
4. 45-54
5. 55-64

6. 65-74
7. 75-84
8. 85 and over

Measure Intent

Information on this metric, in conjunction with additional metrics, ascertain the attrition rate of individuals who move through the adult protection process.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** (Working together to safeguard people), Volume 6 ([Handling Individual Cases to Protect Adults](#)) para. 17 states:

“Section 126(2) of the 2014 Act sets out that “If a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk, it must:-

- a. make (or cause to be made) whatever **enquiries** it thinks necessary to enable it to decide whether any action should be taken (whether under this Act or otherwise) and, if so, what and by whom; and*
- b. decide whether any such action should be taken.”*

The local authority may make the enquiries itself or may cause them to be made by another body. The duty to determine the nature of the enquiries required remains with the local authority even where another body is carrying out the enquiries. Relevant partners may be asked to undertake enquiries on behalf of the local authority and are required to comply with such requests unless to do so is incompatible with their own duties.

Count the number of reports for adults who were suspected of being at risk of abuse or neglect to the local authority during the year where it is necessary for enquires to be made.

What to include in the Measure

1. Include **all** reports of an adult suspected of being at risk received during the collection year that resulted in enquiries being made. **Base data = AD/020**
2. An adult suspected at being at risk may receive **more than one** report during the year. **Count all of these where enquires were made.**
3. The decision to make enquiries may fall **outside of the collection year**. Where you are able, **please include these.**

What not to include in the Measure

1. Do not include enquiries that were made on reports that were **received outside of the collection year** (AD/020).
2. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
3. Exclude reports that have been recorded in error.

Measure Reference: AD/024

Measure Name: The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse.

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The [All Wales Safeguarding Procedures](#), Adults at Risk, **Section 3** ([Responding to a report of an adult at risk of abuse and/or neglect; Duty to make enquiries under Section 126\(1\) of the Social Services and Wellbeing \(Wales\) Act 2014](#)) states:

*“Enquiries should normally be completed within **7 working days** of the report/referral. **The 7 working day enquiry period will commence once the report has been received by the local authority.**”*

These enquiries should include:

- *checking general factual accuracy of any report;*
- *completing an initial evaluation: This will involve collecting, reviewing and collating information. (They may ask other relevant partners to complete this on their behalf but retain case responsibility);*
- *determining what, if any, action should be taken.”*

Count the number of enquiries for adults who were suspected of being at risk of abuse or neglect completed by the local authority **within 7 working days** during the year.

What to include in the Measure

1. Include **all** enquiries made for an adult suspected of being at risk received during the collection year that were completed in **7 working days**. **Base data = AD/023**
2. An adult suspected at being at risk may be the subject of **more than one** enquiry during the year. **Count all of these where enquires were made.**
3. **The day of the receipt of the report is counted as day zero.** Count all enquiries that were completed **up to and including 7 working days** from this point.
4. The completion of the enquiries may fall **outside of the collection year**. Please **include these where you are able to**.

What not to include in the Measure

1. Do not include enquiries that were made on reports that were **received outside of the collection year (AD/020)**.
2. Do not include enquiries that were **not completed in seven working days**.
3. Do not include **bank holidays or weekends** in your calculation.
4. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
5. Exclude enquiries that have been recorded in error.

Measure Reference: AD/025

Measure Name: Of those enquiries, the number where the alleged perpetrator was:

- a. A spouse
- b. A child
- c. A family member who is not a child or spouse
- d. A professional
- e. A volunteer or unpaid worker
- f. A friend
- g. A neighbour
- h. Another service user
- i. Other Person
- j. Not known

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

For those enquiries made, record the relationship of all alleged perpetrators to the adult at risk. These are:

A child or spouse; a family member who is not a child or spouse; a professional; a volunteer or unpaid worker; a friend or neighbour, another service user; any other person; not known (the identity of the perpetrator is not known or has been withheld by the individual at risk).

If a report had multiple perpetrators, **record all of these individually**.

What to include in the Measure

1. Include **all** enquiries made for an adult suspected of being at risk received during the collection year that were completed in the year. **Base data = AD/023**
2. There may be more than one alleged perpetrator of abuse where an adult is considered at risk of abuse or neglect. **Count all of these individually**.
3. The completion of the enquiries may fall **outside of the collection year**. Please **include information on alleged perpetrators in these where you are able to**.

What not to include in the Measure

1. Do not include enquiries that were made on reports that were **received outside of the collection year (AD/020)**.
2. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
3. Exclude enquiries that have been recorded in error.

Measure Reference: AS/005

Measure Name: Of those enquiries, the number where the place alleged abuse occurred was:

- a. Own home
- b. Community
- c. Care home setting
- d. Health setting

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

For those enquiries made, record the place the alleged abuse or neglect occurred. These are:

Own home; community; care home setting; and health setting.

Community – includes relative's home, home of alleged perpetrator

Care home setting – includes residential, nursing or respite place, NHS Trust Group home

Health setting – includes NHS hospital, independent hospital

Examples:

Ordinary tenancy - record as own home

Property mortgaged to the alleged victim or their partner - record as own home

Older person living at daughter's home – record as wider community

Older person living in their own home and daughter moves in to assist with care - record as own home

College of further education, community college for night classes, 19 year old living at a residential school placement – record as community

Bed & breakfast or Hotel – record as community.

If a report related to multiple places, **record all of these individually.**

What to include in the Measure

1. Include **all** enquiries made for an adult suspected of being at risk received during the collection year that were completed in the year. **Base data = AD/023**
2. There may be more than one place of alleged abuse where an adult is considered at risk of abuse or neglect. **Count all of these individually.**
3. The completion of the enquiries may fall **outside of the collection year.** Please **include information on alleged perpetrators in these where you are able to.**

What not to include in the Measure

1. Do not include enquiries that were made on reports that were **received outside of the collection year** (AD/020).
2. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
3. Exclude enquiries that have been recorded in error.

Measure Reference: AD/026

Measure Name: The total number of enquiries where it was determined that additional action should be taken.

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 7** Code of Practice, **para. 109** states: *Section 126 enquiries may be concluded at any time where the local authority is satisfied that there is sufficient information to determine whether any action should be taken (whether under the 2014 Act or otherwise) and, if so, what and by whom. The determination of what further action is necessary or acceptable should always be made in consultation with the individual unless there are justifiable reasons for not doing so such as where there is risk to others.*

Count those enquiries that concluded during the year where it was determined that **further action is necessary**.

What to include in the Measure

1. Include **all** enquiries made for an adult suspected of being at risk concluded during the collection year where it was determined that further action was necessary. **Base data = AD/023**
2. There may be more than one enquiry undertaken for an adult in the year. **Count all of these where further action was necessary.**
3. The completion of the enquiries may fall **outside of the collection year**. Please **include these where further action was necessary**.

What not to include in the Measure

1. Do not include enquiries that conclude **no further actions were necessary**.
2. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
3. Do not include enquiries that were **not recorded in AD/023**.
4. Exclude enquiries that have been recorded in error.

Measure Reference: AD/027

Measure Name: The total number of enquiries where the individual refused to participate in the identified action.

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 7** [Code of Practice](#), **para. 95** states:

“In deciding on the nature of enquiries, the local authority should consider a number of factors:

- *the right of the person thought to be an adult at risk to refuse to participate. Refusal to participate does not automatically relieve the local authority of its duty but may reduce the effectiveness of the enquiry.”*

The [Safeguarding Wales Procedures](#), Responding to a report of an adult at risk of abuse and/or neglect, Engaging the adult at risk and their family section states: *Adults with care and support needs may be able to protect themselves from abuse, neglect and [exploitation] by others. Frailty, age or disability, for example, does not automatically preclude an individual from protecting themselves and mental capacity assessments are always situation specific.*

Practitioners should always seek to respect the personal wishes and autonomy of the adult. Practitioners should ensure that the person is aware of any risks and the

potential impact on their safety and well-being and encourage them to develop strategies to protect themselves. However, a professional judgement is required about the ability of an adult to make an informed choice. Practitioners should consider:

Does the adult at risk have the mental capacity to make informed decisions about their own safety bearing in mind the particular situation?

- *Are they aware of their options?*
- *Are they making the decision free from pressure or duress from a third party?*
- *Are there any public interest considerations?*
- *Have they refused a care and support plan because of pressure or coercion from a third party?*

A record should be kept by practitioners that includes:

- *why no action is being taken;*
- *the findings of any initial screening;*
- *the protection arrangements offered;*
- *the work undertaken to understand the reasons for not accepting support.*

It is important that the record of the enquiry is accessible and attached to any care and support plan.

In some circumstances, the wishes of the adult at risk may be overridden. The following are examples:

- *there is high risk to the health and/or safety of the individual;*
- *others, including children or other adults, may be at risk;*
- *a crime is suspected or may have been committed against the adult;*
- *concerns relate to a failure in care, breach of regulation or professional code of conduct;*
- *adult social services, health services or another agency is supporting or working with an adult who is directly or indirectly affected by an issue or incident that has caused harm;*
- *an adult at risk is thought to be the perpetrator of abuse or neglect towards another adult or child at risk;*
- *coercion.*

Count those enquiries that concluded during the year where it was determined that **further action is necessary and the adult refused to participate in the actions identified.**

What to include in the Measure

1. Include **all** enquiries made for an adult suspected of being at risk concluded during the collection year where it was determined that further action was necessary **and the adult refused to participate in the action identified.**
Base data = AD/026
2. There may be more than one enquiry undertaken for an adult in the year.
Count all of these where further action was necessary and the adult refused to participate in the action identified.
3. The completion of the enquiries may fall **outside of the collection year.**
Please **include these that meet the criteria for inclusion in 6.1.**

What not to include in the Measure

1. Do not include enquiries that conclude **no further actions were necessary.**
2. Do not include enquiries where the adult **agreed to participate** in the actions identified in the enquiry.
3. Enquiries **do not include formal investigations** involving the police, even though this may be the outcome.
4. Do not include enquiries that were **not recorded in AD/026.**
5. Exclude enquiries that have been recorded in error.

Measure Reference: AD/028

Measure Name: The total number of:

- a. enquiries in the collection year where it was determined additional action was required and resulting in an **active** care and support protection plan.
- b. **active** care and support protection plans for adults on 31st March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect.

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice Volume 6 ([Handling individual cases to protect adults at risk](#)), para. 64 states:

“Section 54 of the 2014 Act provides that a local authority must prepare and maintain a care and support plan for a person whose needs it is required to meet. This includes needs which the local authority considers it necessary to meet to protect an adult from abuse or neglect or a risk of abuse or neglect. The Code of Practice on Part 4 of the 2014 Act sets out the process for the local authority to provide and keep under review care and support plans for people who have needs which meet the eligibility criteria, and for people where it appears to the local authority that it is necessary to meet the person’s needs in order to protect the person from abuse or neglect or the risk of abuse or neglect.

The Care and Support Plan under Part 4 will be used for an adult at risk. This may also be referred to as a Care and Support Protection Plan.”

For part a), count those **enquiries that concluded during the year** where the outcome was an active care and support protection plan where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect.

For part b), count those **active care and support protection plans at 31st March** where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect.

What to include in the Measure

1. For part a), include **all enquiries** made for an adult suspected of being at risk concluded during the collection year where it was determined that further action was necessary resulting in an **active** care and support protection plans for adults. **Base data = AD/026**
2. For part b), include **all active** care and support protection plans for adults on 31st March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect. The enquiry that resulted in these protection plans does not need to have occurred in the collection year.
3. A plan must be **signed off by a manager** or another person on their behalf to be considered active.
4. A plan may contain steps to protect the individual from multiple categories of abuse. **Count the plan only once.**

What not to include in the Measure

1. Do not include plans where there the local authority **did not consider it necessary** to protect the adult from abuse and/or neglect or a risk of abuse and/or neglect.
2. For part b), do not include plans that were **closed** prior to 31st March of the collection year (**not active**).
3. Do not count plans that were **refused**.
4. Exclude plans that have been recorded in error.

Measure Reference: AS/006

Measure Name: The total number of investigations concluded during the year where the investigation was:

- a. Criminal
- b. Non-criminal

Measure Intent

Information on this metric will allow local authorities to monitor their safeguarding processes in line with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding activity for adults in Wales.

Definition

If a report or enquiry about a suspected adult at risk suggests that a criminal offence may have been committed, the police must be involved at the earliest opportunity. A criminal investigation is one which involves the police and responsibility for initiating action typically rests with the police. An investigation is conducted by police officers with a view to it being ascertained whether a person should be charged with an offence, or whether a person charged with an offence is guilty of it. A police investigation would take precedence over any other investigation.

If a report or enquiry about a suspected adult at risk suggests that a non-criminal offence may have been committed, a non-criminal investigation should begin.

If a criminal matter comes to light during a non-criminal investigation, the investigation should stop immediately.

Count all **criminal** investigations that concluded during the year.

Count all **non-criminal** investigations that concluded during the year.

What to include in the Measure

1. Include **all** investigations that concluded during the year **regardless** of when they started.

What not to include in the Measure

1. Do not include investigations that concluded **outside of the collection year**.

Types of Care and Support

Measure Reference: AD/029

Measure Name:

1. The number of adults with a care and support plan who during the year:
 - a. paid the maximum weekly charge towards the cost of non-residential care
 - b. paid a flat rate charge towards care and support services
 - c. were found to be over the capital limit for residential care

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 5** Code of Practice ([Charging and Financial Assessment](#)), para. 3.4 states:

“The charging and financial assessment framework introduced by the Act, the regulations and this code are intended to make charging, where it occurs, consistent, fair, and clearly understood. The overarching principle is that people who are asked to pay a charge must only be required to pay what they can afford.”

The Social Services and Wellbeing (Wales) Act 2014, **Part 5** Code of Practice ([Charging and Financial Assessment](#)), paragraph 6.1 states:

*“Local authorities can make a flat rate charge for low-level, low-cost care and support, or set a flat rate contribution or reimbursement for direct payments for such care and support. Flat rate charges would typically be for that care and support that substitutes for ordinary living, such as meals or laundry. While potentially being care and support provided regularly, in some cases it might be the only care and support a person receives. Local authorities can also charge flat rate charges under section 69 (Charging for preventative services and assistance) of the Act for preventative services or assistance it provides or arranges. Flat rate charges made **must not** exceed the cost incurred in arranging or providing for the care and support, preventative service, or assistance to which they relate.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 5** Code of Practice ([Charging and Financial Assessment](#)), paragraphs 5.9-5.10 state:

“The financial limit, known as the “capital limit”, exists for the purposes of the financial assessment and sets out at what point a person is entitled to access local authority financial support to meet their eligible needs. Full details of it are set out in Annex A on the treatment of capital, and a local authority must follow that Annex in undertaking a financial assessment and applying the capital limit.”

“The level of the capital limit is set in the Charging Regulations and this level may change from time to time. Those with capital assets at or below this limit can seek means-tested financial support from their local authority. This means that the local

authority will undertake a financial assessment of the person's means and may make a charge for the care and support they are or will be receiving based on what the person can afford to pay towards the cost of providing or arranging this. When undertaking the financial assessment capital at or below the capital limit must be disregarded in the assessment of what a person can afford to pay. Where a person's capital is at or below the capital limit they must not be required to contribute to the cost of their care and support from their capital."

Welsh Government use this data to gain insight into charging policy across Wales.

Definition

Where a local authority chooses to charge for non-residential care, regulations determine the maximum amount a local authority can charge a person. In determining a charge, or a contribution or reimbursement in connection with direct payments, local authorities must not charge a person in receipt of non-residential care and support more than the weekly maximum charge for all the non-residential care they receive. The Care and Support (Charging) (Wales) Regulations 2015 have this requirement and set the level of the maximum charge.

Local authorities are not at liberty to charge a non-residential care recipient more than this maximum charge in a week, irrespective of the size and cost of the non-residential care package they have. This applies equally where a person receives dual services, i.e., care and support provided or arranged by their local authority and care and support provided through direct payments. The total of any charge made for these combined services **must not** exceed the weekly maximum charge.

For part a), count the number of adults who paid:

- the maximum weekly charge, or,
- a contribution or reimbursement in connection with direct payments, at the level of the maximum weekly charge,

towards the cost of non-residential care, at least once during the year.

Section 69 of the Act allows for local authorities to charge a low flat rate for the provision or arrangement of preventative services or assistance. Flat rate charges would typically be for care and support which are tasks which a person would normally have to do as a part of everyday life, such as preparing meals or laundry. In some cases, it might be the only care and support a person receives and they may not have a care and support plan.

For part b), count the number of adults who paid a flat rate charge for care and support at least once during the year. For local authorities who do not make use of flat rate charges, a value of "0" should be provided. A comment stating that flat rate charges are not used should be included in the completion.

The Social Services and Wellbeing (Wales) Act 2014, Part 5 Code of Practice ([Charging and Financial Assessment](#)), paragraph 3.4 states:

*“The charging and financial assessment framework introduced by the Act, the regulations, and this code are intended to make charging, where it occurs, consistent, fair and clearly understood. The overarching principle is that people who are asked to pay a charge **must** only be required to pay what they can afford.”*

The Social Services and Wellbeing (Wales) Act 2014, Part 5 Code of Practice (Charging and Financial Assessment), paragraph 5.11 states:

“A person with more in capital than the capital limit can ask their local authority to arrange their care and support for them if they choose under section 35(4)(b)(ii) (Duty to meet care and support needs of an adult) of the Act. However, people in this position will be required to pay the full cost of their care and support in residential care, or the full cost up to the weekly maximum charge in relation to non-residential care and support, until such time as the value of their capital is at or below the level of the capital limit. It should be noted that a different capital limit may apply in relation to residential care and support, and non-residential care and support.”

For part c), count the number of adults who were assessed to be over the capital limit for residential services at any point in the collection year. This item only relates to those adults who have come through the local authority assessment process and are required to pay for their own care. **This metric does not include those adults who directly approached residential care providers, without first having an assessment.**

What to include in the Measure

1. Part a), count **all** adults **with a care and support plan** who pay the **maximum weekly charge** towards their **non-residential** care and support **during the collection year**.
2. For part b),
 - a. count **all** adults who pay a **flat charge** towards their care and support **at least once during the collection year**.
 - b. If the adult paid a flat rate charge **for more than one service** (e.g. meal preparation and laundry) you should **count the adult more than once**.
 - c. If the adult paid a flat rate charge for more than one of the **same service** (e.g. meal preparation twice a week) you should **only count the adult once**.
3. Part c), count **all** adults who were assessed to be over the capital limit for residential services **during the collection year**.
4. Include adult contributions or reimbursement in connection with **direct payments**.
5. Include adults in **secure estate** with a care and support plan.
6. If the adult paid the maximum weekly charge, or contribution or reimbursement in connection with direct payments, towards the cost of non-residential care and support, in more than one instance **you should only count the adult once**.

7. Only include care and support that was **delivered and chargeable in the collection year**.

What not to include in the Measure

1. Do not count carers receiving support. This measure applies to **adults with a care and support plan only**.
2. For part a), do not count **residential services**.
3. Do not count an adult **more than once** regardless of the number of non-residential services they may receive.
For part b), do not include services levied outside of provision in **Section 15 (services)** or **Section 17 (assistance)** of the [Social Services and Wellbeing \(Wales\) Act 2014](#).
4. **Only** include adults who have been **through the local authority assessment** process. Do not include anyone who directly approached residential care providers without first having an assessment.
5. Exclude data that has been recorded in error.

Measure Reference: AD/030

Measure Name: The total number of adults on 31st March with a care and support plan by:

- 1) Types of care and support:
 - a) Domiciliary care
 - b) Day care
 - c) Respite care
 - d) Short breaks / Replacement care
 - e) Adult placements
 - f) Supported accommodation / supported living
 - g) Direct payments
 - h) Adult care homes (without nursing)
 - i) Adult care homes with nursing
 - j) Telecare
- 2) And Age:
 - a) 18-24
 - b) 25-34
 - c) 35-44
 - d) 45-54
 - e) 55-64
 - f) 65-74
 - g) 75-84
 - h) 85 and over

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice ([Meeting the Needs of Individuals](#)), para. 12 states:

“[It is] a requirement that an individual with needs for care and support has a right to the delivery of care and support provided or arranged by the local authority through a care and support plan where those needs cannot be met by themselves alone (or in the case of a child, together with parents or other persons caring for the child), or with the support of others, or with the assistance of services in the community.”

Knowledge of the types of care and support being provided will allow local authorities to gain better understanding of the demand and capacity of particular services.

Welsh Government use this data to determine how local authorities respond to particular care and support needs in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice ([Meeting the Needs of Individuals](#)), paragraph 81 states:

“A care and support plan could relate to a single service meeting one or more care and support needs or be more complex and involve mapping out several different services meeting one or more needs. A care and support plan could include actions which are self-managed alongside those which are managed by the local authority.”

Domiciliary care – Practical services that assist the person to function as independently as possible and/or continue to live in their home. Do not include reablement services that takes place in a person’s own home, these should be recorded as reablement.

Day care – Attendance at a day centre or in the community for care and/or meals.

Respite care – Care provided by the local authority to provide relief to the carer(s) and person being cared for, where the individual who receives care and support is temporarily accommodated away from their home or usual place of residence, e.g., in a residential home setting. The period of care should cover at least one night but should not exceed 3 months. **Do not include temporary care home accommodation for those individuals awaiting a long-term package of care.**

Short breaks – Care provided by the local authority to provide relief to the carer(s) and person being cared for, where a paid carer provides support in the person’s home or usual place of residence. The period of care should cover one or more hours, but less than 24 hours or overnight.

Adult placements – Accommodation and support provided to one, two or, exceptionally, three adults placed with the agreement of an Adult Placement Scheme.

Supported accommodation/supported living – care for people in their own home/place of residence for which they have their own tenancy agreement.

Direct payments – Monetary payments made by local authorities directly to adults for the purchase of care and support services.

Adult care homes (without nursing) – Include:

Local authority residential care homes – Local-authority-run establishments providing accommodation together with personal care as defined in the Care Act 2000. Exclude people receiving respite care as a series of planned short-term breaks.

Independent sector care homes under contract - Privately run establishments providing accommodation together with personal care.

Adult care homes with nursing – independent sector care homes under contract, providing accommodation together with personal and nursing care. Exclude people receiving respite care as a series of planned short-term breaks.

Telecare – Continuous, automatic remote monitoring of real-life emergencies and lifestyle changes over time in order to manage risks associated with independent living. This can be delivered in the home or in communities and will provide urgent notifications of adverse events and changes in daily patterns or behaviour that may predict the onset of a potential problem. Telecare uses a combination of alarms, sensors and other equipment to detect falls and other adverse incidents.

Count all services in categories a-j for adults who were in receipt of those services on 31st March, regardless of whether the scheduled start date was in a previous year.

What to include in the Measure

1. Include **all services in subcategories a-j** for adults that were receiving the services on **31st March**.
2. A person may have **more than one** service on 31st March. **Include all of these**.

What not to include in the Measure

1. Do not include services that **did not start in the collection year**, regardless of whether they were scheduled to start in that year.
2. Exclude changes to existing services. Only count where a **new service has commenced**.
3. Do not include a bridging service unless it provides a **like-for-like service**.
4. Do **not include** people receiving **respite care as a series of planned short-term breaks**.

5. Do not count carers receiving support. This measure applies to **adults with a care and support plan only**.
6. Exclude data that has been recorded in error.

Measure Reference: AD/031

Measure Name: The total number of adults with a care and support plan on 31st March who were charged for care and support by:

- 1) Types of Care and Support:
 - a. Domiciliary care
 - b. Day care
 - c. Respite care
 - d. Short breaks
 - e. Adult placements
 - f. Supported accommodation/supported living
 - g. Direct payments
 - h. Adult care homes (without nursing)
 - i. Adult care homes with nursing
 - j. Telecare

- 2) And Age:
 - a) 18-24
 - b) 25-34
 - c) 35-44
 - d) 45-54
 - e) 55-64
 - f) 65-74
 - g) 75-84
 - h) 85 and over

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, Part 5 Code of Practice (Charging and Financial Assessment), paragraph 3.4 states: *“The charging and financial assessment framework introduced by the Act, the regulations and this code are intended to make charging, where it occurs, consistent, fair, and clearly understood. The overarching principle is that people who are asked to pay a charge must only be required to pay what they can afford.”*

Welsh Government use this data to gain insight into charging policy across Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, Part 5 Code of Practice ([Charging and Financial Assessment](#)), paragraph 3.3 states:

“Where a local authority provides or arranges care and support to meet a person’s needs, or support to meet a carer’s needs, under sections 35 to 45 of the Act (Meeting Needs) it has the discretion to charge for this, except where it is required by regulations not to charge a particular person or not to charge for a particular type of care and support.”

Count **the number of adults** who paid a charge, or a contribution or reimbursement in connection with direct payments, towards the cost of care and support, at least once during the year.

What to include in the Measure

1. Count **all** adults who pay the towards their care and support **on 31st March**.
Base data = AD/030.
2. Include adult contributions or reimbursement in connection with **direct payments**.
3. Include adults in **secure estate** with a care and support plan.
4. If the adult paid a contribution for **more than one service** (e.g., day care and home care) you should **count the adult more than once**. If the adult paid for more than one instance of the **same service** (e.g., home care twice a week) you should only **count the adult once**.
5. Only include care and support that was **delivered and chargeable in the collection year**.

What not to include in the Measure

1. Do not count carers receiving support. This measure applies to **adults with a care and support plan only**.
2. Exclude data that has been recorded in error.

Adult Advocacy

Measure Reference: AD/032

Measure Name: The total number of adults during the year where the need for an independent professional advocate was identified.

Measure Intent

Advocacy supports and enables people who have difficulty representing their interests, to exercise their rights, express their views, explore, and make informed choices. Independent Advocacy supports the person regardless of the demands and

concerns of others. It challenges the causes and effects of injustice, oppression and abuse and upholds human rights. Advocacy can be provided at any point during the delivery of assessment, support, care and support, review or safeguarding processes.

This metric allows local authorities to determine the number of times an independent professional advocate is required during the year and assist with future planning and commissioning.

Welsh Government will use this data to monitor the demand for independent professional advocacy in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice ([Advocacy](#)), **para. 31** states: *Advocacy can take many forms, each with the common aim of supporting individuals to have their voices heard, clarifying options and express their views, wishes and feelings. Each form of advocacy has its own benefits and local authorities should recognise and value all these forms. Advocacy can be instructed or non-instructed.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice ([Advocacy](#)), **para. 32** states:

“Social care and other professionals play a key role in acting as an advocate on behalf of individuals as part of the exercise of their daily professional roles. However, there will be occasions where a conflict of interest may arise in relation to the decision being made. Professionals will need to be alert to situations where they believe that the objectivity or independence of the decision-making process is, or could be seen to be undermined. In such circumstances, the roles of other forms of advocacy must be considered. These include:

Self-advocacy - when individuals represent and speak up for themselves.

Informal advocacy - when family, friends or neighbours supporting an individual in having their wishes and feelings heard, which may include speaking on their behalf.

Collective advocacy - involves groups of individuals with common experiences, being empowered to have a voice and influence change and promote social justice.

Peer advocacy - one individual acting as an advocate for another who shares a common experience or background.

Citizen advocacy - involves a one-to-one long-term partnership between a trained or supported volunteer citizen advocate and an individual.

Independent volunteer advocacy - involves an independent and unpaid advocate who works on a short term, or issue led basis, with one or more individuals.

Formal advocacy - may refer to the advocacy role of staff in health, social care and other settings where professionals are required as part of their role to consider the

wishes and feelings of the individual and to help ensure that they are addressed properly.

Independent professional advocacy - involves a one-to-one partnership between an independent professional advocate who is trained and paid to undertake their professional role as an advocate. This might be for a single issue or multiple issues. Independent professional advocates must ensure individuals' views are accurately conveyed irrespective of the view of the advocate or others as to what is in the best interests of the individuals. Further information about the roles of the independent advocate and that of the local authority in supporting them is in Annex 1.

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice (Advocacy), **para. 47** states: *Local authorities must arrange for the provision of an independent professional advocate when a person can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available.*"

Count **all** instances during the collection year, where **an independent professional advocate** was deemed to be necessary as per the requirements of paragraph 47 of the part 10 Code of Practice

What to include in the Measure

1. Count **all** instances during the collection year, where **an independent professional advocate** was deemed to be necessary as per the requirements of **paragraph 47 of the part 10 Code of Practice**.
2. Include all instances during the year where a professional deemed it necessary that the adult can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes **with assistance from an appropriate individual, but there is no appropriate individual available**.
3. Count those in 6.2 above, regardless as to whether an independent professional advocate was **provided, or accepted**.

What not to include in the Measure

1. Do not include instances **outside the collection year**.
2. Exclude all instances during the year where a professional deemed it necessary that the adult can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes **and assistance from an appropriate individual who is not a paid independent professional advocate is available**.

Measure Reference: AD/033

Measure Name: The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided.

Measure Intent

Advocacy supports and enables people who have difficulty representing their interests, to exercise their rights, express their views, explore and make informed choices. Independent Advocacy supports the person regardless of the demands and concerns of others. It challenges the causes and effects of injustice, oppression and abuse and upholds human rights. Advocacy can be provided at any point during the delivery of assessment, support, care and support, review or safeguarding processes.

This metric allows local authorities to determine the number of times an independent professional advocate is required during the year and assist with future planning and commissioning.

Welsh Government will use this data to monitor the demand for independent professional advocacy in Wales.

Definition

This metric is derived from AD/032.

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice ([Advocacy](#)), **para. 31** states: *Advocacy can take many forms, each with the common aim of supporting individuals to have their voices heard, clarifying options and express their views, wishes and feelings. Each form of advocacy has its own benefits and local authorities should recognise and value all these forms. Advocacy can be instructed or non-instructed.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice (Advocacy), **para. 32** states:

“Social care and other professionals play a key role in acting as an advocate on behalf of individuals as part of the exercise of their daily professional roles. However, there will be occasions where a conflict of interest may arise in relation to the decision being made. Professionals will need to be alert to situations where they believe that the objectivity or independence of the decision-making process is, or could be seen to be undermined. In such circumstances, the roles of other forms of advocacy must be considered. These include:

Self-advocacy - when individuals represent and speak up for themselves.

Informal advocacy - when family, friends or neighbours supporting an individual in having their wishes and feelings heard, which may include speaking on their behalf.

Collective advocacy - involves groups of individuals with common experiences, being empowered to have a voice and influence change and promote social justice.

Peer advocacy - one individual acting as an advocate for another who shares a common experience or background.

Citizen advocacy - involves a one-to-one long-term partnership between a trained or supported volunteer citizen advocate and an individual.

Independent volunteer advocacy - involves an independent and unpaid advocate who works on a short term, or issue led basis, with one or more individuals.

Formal advocacy - may refer to the advocacy role of staff in health, social care and other settings where professionals are required as part of their role to consider the wishes and feelings of the individual and to help ensure that they are addressed properly.

Independent professional advocacy - involves a one-to-one partnership between an independent professional advocate who is trained and paid to undertake their professional role as an advocate. This might be for a single issue or multiple issues. Independent professional advocates must ensure individuals' views are accurately conveyed irrespective of the view of the advocate or others as to what is in the best interests of the individuals. Further information about the roles of the independent advocate and that of the local authority in supporting them is in Annex 1.

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice (Advocacy), **para. 47** states: *Local authorities **must arrange for the provision of an independent professional advocate** when a person can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available."*

Count **all** instances during the collection year, where **an independent professional advocate** was deemed to be necessary as per the requirements of paragraph 47 of the part 10 Code of Practice and **an independent professional advocate was provided**.

What to include in the Measure

1. Count **all** instances during the collection year, where **an independent professional advocate** was deemed to be necessary as per the requirements of **paragraph 47 of the part 10 Code of Practice** and **an independent professional advocate was provided**. **Base data = AD/032**
2. The actual start of independent professional advocacy may be **outside the collection year**. **Count these in this metric**.

What not to include in the Measure

1. Do not include adults (in AD/032) who were **not provided** with an independent professional advocate.
2. Do not include adults (in AD/032) who **refused** an independent professional advocate.
3. Exclude all instances during the year where a professional deemed it necessary that the adult can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes **and assistance from an appropriate individual who is not a paid independent professional advocate is available and taken up by the adult.**
4. Do not include adults who **do not appear in AD/032.**
5. Do not include data recorded in error.

Metrics relating to Children and Families

Children's Contacts

Measure Reference: CH/001

Measure Name: The number of contacts received for children by statutory social services during the year.

Measure Intent

The metric is designed to capture the volume and demand for information, advice and assistance as defined in the Social Services and Wellbeing (Wales) Act 2014. There is evidence to suggest that local authorities operate their Information, Advice and Assistance (IAA) function in different ways and the intent of the metric at this stage is to examine if these differing models of IAA present data that suggests differences in the service received by the end user.

Volume, although not directly correlated, is indicative of demand on the social services function within a local authority. The examination of the number of people seeking information, advice and assistance allows local authorities a simple mechanism to monitor the number of people who use the service and to compare that with additional metrics to assess how these individuals were dealt with.

Welsh Government will use this information to monitor the contacts to IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count the total number of contacts received for children from the IAA service in your local authority during the year. We are only interested in "new" contacts to the service, not those who are already receiving care and support, or support.

A child may have more than one contact during the collection year. Count all of these.

The Social Services and Wellbeing (Wales) Act 2014, Part 2 and Part 3 Code of Practice refers to individuals 'contacting' the service. Other paragraphs within the Codes of Practice sometimes use different language such as 'referral' or 'seeking' or 'accessing' information, advice and assistance. For the purpose of this metric, these should be considered as the same thing.

What to include in the Measure

1. Count **all** contacts to your Information, Advice and Assistance service between the 1st April and the 31st March of the collection year **for any child who was not receiving care and support at the time of the contact.**
2. A contact includes any person who contacts the service (including the child directly), or a professional who contacts the service on their behalf.
3. Where the contact refers to **multiple children, each child referred to should be counted as having a contact.**
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A child may have **more than one contact** during the collection period. Count all of these.
6. **Safeguarding issues should be counted as a contact** unless they were receiving care and support at the time of the contact.
7. A young carer, already receiving support from the local authority who contacts social services for **IAA unrelated to their needs as a carer** should be included in the count.
8. Not all local authorities operate a single point of entry. The count **should include all contacts** that fulfil the criteria above, **regardless of the route into the system.**

What not to include in the Measure

1. Do not include children who were **in receipt of care and support** at the time of the contact.
2. Do not include contacts for a **young carer** who has sought support with their caring needs and has no need of assessment for eligibility of care and support.
3. Do not include **website hits on your IAA service** as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
4. Do not include contacts that are **direct referrals to early intervention and prevention (EIP) services**, where no assessment takes place. The SSWB(W) Act 2014, Part 2 Code of Practice, para. 294 states that the function of the IAA service is to: *[provide] information and advice relating to care and support, and assistance in accessing care and support.* Inclusion of contacts where an assessment concludes that an EIP service is the most appropriate course of action should be included.
5. Do not include contacts that are **obviously directed to the incorrect department.**
6. Exclude contacts that have been **recorded in error** (i.e., duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to **log information** about accessing information by other agencies (i.e., CIW, Police)

Measure Reference: CH/002

Measure Name: The number of contacts for children received by statutory Social Services during the year where advice or assistance was provided.

Measure Intent

The metric is designed to capture information about the number of contacts received by the IAA service where advice and/or assistance was provided as per the definition contained in the Social Services and Wellbeing (Wales) Act 2014 [Code of Practice](#), para. 300 (p63).

Welsh Government will use this information to monitor how contacts are dealt with by IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

The Part 2 Code of Practice, para. 300 (p64-65) defines Information, Advice and Assistance

Count all contacts in CH/001 that are match the definition for the provision of advice and/or assistance. If advice or assistance are given an assessment of a person's needs

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A "what matters conversation" must have occurred.

Contacts where **only** information was provided should not be included.

Provision of advice and assistance requires that a proportional assessment is completed, (Part 3 Code of Practice, para. 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment 'process' that will determine the outcome, regardless of how local authorities operate their IAA service.

The document, Working Together to Safeguard People, **volume 5** ([Handling individual cases to protect children at risk](#)), **para. 74** states that:

"The process of assessment set out under Part 3 will apply when a child is suspected to be at risk of abuse, neglect or harm. The assessment should begin from the point when a referral is made to the local authority to identify all needs for care and support including those to protect a child. The assessment can be ongoing

throughout the process under section 47 of the Children Act 1989 and must be completed within 42 working days.”

What to include in the Measure

1. This metric is a subset of CH/001. Use data that complies with the definition of CH/001 as the base-data for this metric.
2. Include **all** contacts for children where the outcome of the contact was the provision of advice and/or assistance as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
3. Include all instances where advice or assistance was provided **regardless of the outcome** of assessment.
4. Include **child safeguarding** enquiries

What not to include in the Measure

1. Do not include contacts for children where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a “**what matters conversation**” **had not occurred**.
3. Do not include any data **outside** of that collected for AD/001.
4. Do not include **adults** (individuals under 18 years of age) in this metric.
5. Do not include individuals where the contact only requested support with their needs as a carer and did not consider assessing their eligibility for care and support.

Measure Reference: CH/003

Measure Name: 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

Measure Intent

The metric is designed to capture information about the timeliness of decision making on contacts to the Information, Advice and Assistance (IAA) service for children and young people.

The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice ([General Functions](#)) para. 335 states: “*The (IAA) service **must** provide access to relevant, accurate, high quality and **timely** information, advice and assistance.*”

The accepted standard timescale for children is that a decision is made within 24 hrs of the receipt of the contact.

Not all local authorities are able to determine the precise time the contact was received. It is necessary to simplify the metric to those contacts where a decision was made by the end of the next working day.

Local authorities can use this information to assess compliance against a defined standard.

Welsh Government will use this information to monitor the timeliness of decision making for children and young people in IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Using data collected in CH/001 as the base data for this metric. Count the number of those where a decision was made by the end of the next working day from the date the referral was received by the IAA service.

What to include in the Measure

1. Include **all** contacts for children and young people received by your Information, Advice and Assistance service between 1st April and 31st March of the collection year **for any person who was not receiving care and support, or support (as a carer) at the time of the contact.** (Base data = CH/001)
2. A decision constitutes a practice decision made by a qualified social care professional. Whilst the decision may be to collect more information, or place on a waiting list, it must have been made by the practice manager of the IAA service, or another qualified social care practitioner acting on their behalf. Other decisions include: provision of advice or assistance (including referring on to external services); proceed to detailed assessment; commence safeguarding procedures; close – no further action.
3. The next working day period is calculated from the date the contact was received by the IAA service to the date the decision was made. The date of the decision must be on or before the next working day to be considered for inclusion in this metric. If the contact was received on, or a decision was made on a non-working day (e.g., by out of hours emergency service), then these will be considered as working days for the purpose of those examples.

What not to include in the Measure

1. This metric is a sub-set of CH/001. No contacts that fall outside of the definition of that metric should be included in this metric. It should not be possible for the count of this metric to exceed that of CH/001.
2. Do not include non-working days in the count of timeliness. This includes weekends and bank holidays. A contact received on a Friday where the decision was not recorded until the Tuesday following a bank holiday Monday will still be classed as “in-time”.
3. Automated system actions, or administrative decisions are not classed as decisions that should be counted in this metric. Inclusions must satisfy the conditions above.
4. A date of decision cannot be before the date of receipt.

Measure Reference: CH/004

Measure Name: The number of contacts received by statutory children’s social services during the year received from:

- a. Self
- b. Relative
- c. Friend or neighbour
- d. Early Intervention / Prevention Service (Step-up)
- e. Health
- f. Education
- g. Housing
- h. Police
- i. Probation
- j. Third Sector organisation
- k. Local Authority
- l. Independent Hospital
- m. Ambulance Service
- n. Care Regulator
- o. Provider
- p. Advocate
- q. Other
- r. Internal (Social Worker, other team)

Measure Intent

This metric is meant to capture data on contact sources. Knowing who and how contact is made to the IAA service helps organisations to identify how people access the IAA service. Work with partner agencies to better identify demand and routes into social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

Welsh Government will use this information to monitor how people contact social services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

*This metric is a **derived from CH/001**.*

Count all contacts received by statutory social services for children during the year and using the source of the contact recorded on your system mapped to the sub-categories listed in this metric.

The source of referral should be recorded by the member of staff who receives the information. It is appreciated that many local authorities have a much more granular approach to recording who contacted the department. These should be mapped to the most appropriate category. For example.

Self or family member; should include instances of self-referral, or where the person contacting social services is a spouse, partner, child, sibling or other relative of the person who is the subject of the contact.

Friend or neighbour; should include friends or neighbours of the person who is the subject of the contact.

Health; should include primary, secondary, tertiary and community health colleagues, e.g., GPs, Hospitals, Consultants, Clinics, Midwives, Community nurses and Health Visitors etc.

Education; should include any referrer providing education or learning services. Schools, Teachers, LEAs, Pupil Referral Units, Colleges and Universities, specialist education provision, education psychology services etc.

Police; should include any officer of a police authority, transport police or national crime agency.

Probation; should include any staff member of the probation service acting in a professional capacity.

Housing; should include both local authority housing department and other housing agencies.

Early Intervention/Prevention Service (Step-up); should include any service designed to provide early intervention and prevention services whether internal or commissioned by the local authority, where the person subject to the contact is in receipt of a service from these agencies – sometimes referred to as 'step-up'.

Third Sector Organisation; should include any third sector, community interest, social enterprise or charitable organisation.

Internal (Social Worker, other team); should include contacts generated internally (i.e., by discovering another individual with potential care and support needs during day-to-day work).

Other; any other contact source that does not fit into the above categories, e.g. anonymous, solicitor, other local authority, member of the public etc.

We recognise that some contacts can fit into more than one category. For example, a neighbour can also be a family member. A third sector organisation can also provide early intervention and prevention services. It is for the person receiving the information to make a judgement on the most appropriate categorisation of the contact source.

What to include in the Measure

1. Include **all** contacts received by statutory children's social services between 1st April and 31st March of the collection year **for any person who was not receiving care and support at the time of the contact**. Base data = CH/001
2. A contact includes any person who contacts the service, or a professional who contacts the service on the behalf of a child.
3. Where the contact refers to multiple individuals, each child should be counted as having a contact.
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A child may have more than one contact during the collection period. Count all of these.
6. Safeguarding issues should be counted as a contact unless they were receiving care and support at the time of the contact.
7. A young carer, already receiving support from the local authority who contacts social services for IAA unrelated to their needs as a young carer should be included in the count.
8. Not all local authorities operate a single point of entry. The count should include all contacts that fulfil the criteria above, regardless of the route into the system.

What not to include in the Measure

1. Do not include children who were in receipt of care and support at the time of the contact.
2. Do not include contacts in relation to children who require support as carers.
3. Do not include website hits on your IAA service as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
4. Do not include contacts that are obviously directed to the incorrect department.

5. Exclude contacts that have been recorded in error (i.e., duplicates, wrong referral type used on the system).
6. Do not include contacts that are used to log information about accessing information by other agencies (i.e., CIW, Police)

Measure Reference: CH/005

Measure Name: The total number of contacts received during the year where:

- a. Physical punishment by a parent or carer was one of several factors.
- b. Physical punishment by a parent or carer was the only factor.

Measure Intent

The metric is designed to capture information about the impact of the proposed policy change in the Children ([Abolition of Defence of Reasonable Punishment](#)) (Wales) Bill/ Act. Removing the defence of reasonable punishment is part of the national strategy [Prosperity for All](#). The aim of the legislation is to help protect children's rights by prohibiting the physical punishment of children by parents and those acting in loco parentis (acting as a parent) within Wales, including visitors to Wales. In doing so, children in Wales would have the same legal protection from physical punishment as adults.

Any change in policy needs to be assessed for impact. The proposed removal of the defence of reasonable punishment is particularly relevant to children's social services where the change may have an impact on their resources.

Welsh Government will use this information to capture baseline data for contacts that have physical punishment against a child by a parent or carer, and to monitor any changes that occur as a result of the introduction of the Bill.

Definition

This metric is derived from CH/001.

Count all contacts received by statutory children's services during the year (CH/001) where physical punishment by a parent or carer is one of several factors (part a), or where physical punishment by a parent or carer is the only factor (part b). Therefore, **all** contacts counted in part b will **also** be counted in part a.

Physical punishment in this context means any battery of a child carried out as a punishment.

Under the current law, the defence of reasonable punishment is available to parents or adults acting in loco parentis who have physically punished their child, as a

defence against a charge of common assault and battery. The availability of the defence has already been limited so that it cannot be used for offences of actual bodily harm, wounding, causing grievous bodily harm or cruelty to persons under 16 (under **Section 58 of the [Children Act 2004](#)**)

The reasonable punishment defence will be abolished in Wales from March 2022 so that nobody will be able to rely on it anymore, even for offences of common assault and battery. It is possible that this will increase reports of parental (or in loco parentis) physical punishment of children to children's services, and the intention is to collect baseline data before the law comes into force, and to continue collecting data afterwards.

It is important to distinguish physical punishment from a physical intervention that is necessary to keep a child safe from harm, or to carry out day-to-day activities. Such interventions might include physically stopping a child from running into a busy road, as opposed to physically punishing the child after running into a road. Under the change in law physical interventions that are necessary to keep a child safe will continue to be permissible, even when in the context of two adults, these interventions would not necessarily be permitted.

Other examples may include the use of reasonable force to dress a child, bathe a child or to brush a child's teeth. Other interventions that may be necessary will fall under the exercise of parental authority, where for example it may be necessary to carry or lead a child to time out area as a mechanism to promote positive behaviour without the recourse to physical punishment.

The professional who receives the contact on a child will need to decide whether any physical intervention reported to the IAA service is ***punishment***, or an intervention either prompted as **an action to keep the child safe from harm** or an intervention prompted as an action necessary to promote good behaviour ***without the use of physical punishment***. If a physical intervention is not punishment, it must still be reasonable and moderate.

If the intervention is classified as an action designed to punish the child, or where a physical intervention is not proportionate to the exercise of parental authority, or where there is no evidence that the intervention had no merit in respect of keeping a child safe from harm, it should be recorded in this metric.

What to include in the Measure

1. Count **all** contacts that were received in the collection year where physical punishment by a parent or carer was a factor, or where physical punishment by a parent or carer was the only factor (dependent on the sub-category you are counting for). **Base data = CH/001**
2. Count **all** contacts to your Information, Advice and Assistance service between 1st April and 31st March of the collection year **for any child who was not receiving care and support at the time of the contact.**

3. A contact includes any person who contacts the service (including the child directly), or a professional who contacts the service on their behalf.
4. Where the contact refers to **multiple children, each child referred to should be counted as having a contact.**
5. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
6. A child may have **more than one contact** during the collection period. Count all of these.
7. **Safeguarding issues should be counted as a contact** unless they were receiving care and support at the time of the contact.
8. A young carer, already receiving support from the local authority who contacts social services for **IAA unrelated to their needs as a carer** should be included in the count.
9. Not all local authorities operate a single point of entry. The count should include all contacts that fulfil the criteria above, regardless of the route in to the system.

What not to include in the Measure

1. Do not include children who were **in receipt of care and support** at the time of the contact.
2. Do not include contacts where there is **no allegation or evidence** of physical punishment having occurred.
3. Do not count contacts where a physical intervention was **necessary to keep the child safe from harm.**
4. Do not include contacts that are **outside** of the data collected in CH/001.
5. Do not include contacts that are **obviously directed to the incorrect department.**
6. Exclude contacts that have been **recorded in error** (i.e. duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to **log information** about accessing information by other agencies (i.e., CIW, Police)

Children's Assessments

Measure Reference: CH/006

Measure Name: The number of new assessments completed for children during the year.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for children during the year.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow and demand at the beginning of the statutory social care process. It **does not include reassessments** of children who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), para. 300 (p64) state that the provision of advice and assistance *[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.*

This should **include** any assessments that incorporate detailed or comprehensive **assessments** within the process of assessment, as well as those that incorporate specialist assessments that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), para. 20). The assessment process needs to conclude before the outcome of the assessment is

known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment 'process' that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from CH/002 in the data collected. If we attempt to collect assessment data on contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

The document, Working Together to Safeguard People, **volume 5** ([Handling individual cases to protect children at risk](#)), **para. 74** states that:

*“The process of assessment set out under Part 3 will apply when a child is suspected to be at risk of abuse, neglect or harm. The assessment should begin from the point when a referral is made to the local authority to identify all needs for care and support including those to protect a child. The assessment can be ongoing throughout the process under section 47 of the Children Act 1989 and must be completed **within 42 working days.**”*

What to include in the Measure

1. Count **all** assessments that were **completed** during the collection year.
2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.
3. If an assessment is conducted and recorded on a family basis, **each child considered in that assessment must be counted as having had an assessment.**
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all proportional assessments **regardless of the outcome** of assessment.
6. Include assessments that were completed **as a result of safeguarding concerns.**

What not to include in the Measure

1. Do not include contacts for children where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.

3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of children **who already have a care and support plan** at the time of assessment.
5. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **adults (individuals at or over 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete** (see 6.3 above).
8. Do not include assessments that were **recorded in error**.

Measure Reference: CH/007

Measure Name: The number of assessments completed for children during the year where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about outcomes of the assessments completed for children during the year.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It **does not include reassessments** of children who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), para. 300 (p64) states that the provision of advice and assistance “[requires] *staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.*”

This should **consist of** any assessments, **including** those that incorporate detailed or comprehensive **assessments** within the process of assessment, as well as those that incorporate specialist assessments and those that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), **para. 20**). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from CH/002 in the data collected. If we attempt to collect assessment data on contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

The document, Working Together to Safeguard People, **volume 5** ([Handling individual cases to protect children at risk](#)), **para. 74** states that: *The process of assessment set out under Part 3 will apply when a child is suspected to be at risk of abuse, neglect or harm. The assessment should begin from the point when a referral is made to the local authority to identify all needs for care and support including those to protect a child. The assessment can be ongoing throughout the process under section 47 of the Children Act 1989 and must be completed **within 42 working days***

For the purpose of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Result

1. There are no care and support needs to meet.
(c) *There were no eligible needs to meet*

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – the assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Needs can be met through the provision of information, advice, and assistance.

(b) Needs were able to be met by any other means.

4. Needs, can be met, through the provision of preventative services.

(b) Needs were able to be met by any other means.

5. Needs, can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

(b) Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

(b) Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan **(needs are eligible)**.

(a) Needs were only able to be met with a care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

*The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (**Part 7 Code of Practice, paragraph 74**). Choose the appropriate option on conclusion of this assessment.*

What to include in the Measure

1. Count **all** assessments that were **completed** during the collection year. **Base data = CH/006**
2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.

3. If an assessment is conducted and recorded on a family basis, **each child considered in that assessment must be counted as having had an assessment.**
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all proportional assessments **regardless of the outcome** of assessment.
6. Include assessments that were completed **as a result of safeguarding concerns.**

What not to include in the Measure

1. Do not include contacts for children where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
3. Do not include any assessments that were completed **outside the collection year.**
4. Do not include **re-assessments** of children who already have a care and support plan at the time of assessment.
5. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **adults (individuals at or over 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete** (see 6.3 above).
8. Do not include assessments that were **recorded in error.**

Measure Reference: CH/008

Measure Name: The total number of:

- a. Assessments for children completed during the year for children who were born at the time the assessment concluded.
- b. Of those, where there is evidence that the child has been seen.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for children during the year where the child has been seen. It **does not include reassessments** of children who already have a care and support plan.

The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice ([Assessing the needs of Individuals](#)) para. 74 states: *Fundamental to establishing the care and support needs of a child and how those needs should be met is that the approach must be child centred. This means that the child must be seen, and his/her welfare kept in focus throughout the assessment.*

Welsh Government will use this information to monitor compliance of social services departments in Wales against requirements set out in the Social Services and Well-being (Wales) Act 2014.

Definition

This metric is derived from CH/006

The Part 3 Code of Practice (Assessing the needs of Individuals) para. 25 states:

*Where the assessment is of the care and support needs of a child, **the child must be seen.***

The Part 3 Code of Practice (Assessing the needs of Individuals) para. 74 states:

*Fundamental to establishing the care and support needs of a child and how those needs should be met is that the approach must be child centred. This means that **the child must be seen** and his/her welfare kept in focus throughout the assessment. Account must always be taken of the child's perspective. **The significance of seeing and observing the child throughout any assessment cannot be overstated.***

The general interpretation of this requirement is that **the need to see the child is part of all assessments**. Whilst professional judgement may conclude it is not always necessary to see a child where basic advice or assistance is required, any assessment may require the child to be seen and observed.

What to include in the Measure

1. Count **all assessments** that were **completed for children who were born at the time the assessment was concluded** during the collection year (*part a*).
2. Of those count all children **who were seen by a suitably skilled, trained and qualified individual** (as per requirements set out in Part 3 Code of Practice (Assessing the needs of Individuals) para. 43 (*part b*)).
3. If the assessment is conducted and recorded on a family basis, **each child considered in that assessment must be counted as having had an assessment and each child considered in that assessment must then be assessed for inclusion in part b.**
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all assessments **regardless of the outcome** of assessment.

6. Include assessments that were completed **as a result of safeguarding concerns** (subject to meeting the criteria of section 7 below).

What not to include in the Measure

1. Do not include assessments for children **who were not born** at the time the assessment concluded.
2. Do not include children in part b where the person who saw the child **was not a suitably skilled, trained and qualified individual** (as per requirements set out in Part 3 Code of Practice (Assessing the needs of Individuals) para. 43).
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of children who **already have a care and support plan** at the time of assessment.
5. Do not include **adults (individuals at or over 18 years of age)** in this metric.
6. Do not include any assessments that were **incomplete** (see 6.4 above).
7. Do not include assessments that were **recorded in error**.

Measure Reference: CH/009

Measure Name: The number of assessments for children completed (CH/006) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014 and the '[More than Words](#)' strategic framework for Welsh language services in health and social care.

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice (Assessing the needs of individuals)** para. 52 states:

*"The assessment process **must** recognise the concept of language need and practitioners should **ensure that the active offer principle is embedded in practice**.*

*This means that the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process**. This will ensure that they are able to receive services in their own language throughout the process of identifying and meeting care and support needs.*

Language is an integral element of the care that people receive and it is the responsibility of the local authority to deliver appropriate services which includes meeting users' linguistic needs. Only by doing this can they provide care that is safe and effective."

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from data collected in (CH/006)

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the needs of individuals) **para. 52**. States: *...the local authority should be proactive in its approach and the individual [or family] should be asked which language they would prefer at the beginning of the process (part a).*

Local authorities should also record if the Active Offer of Welsh was taken up by the individual or family who are being assessed (**part b**).

The Social Services and Wellbeing (Wales) Act 2014, Part 3 Code of Practice (Assessing the need of Individuals), para. 59 defines the Core Data set which includes 'Preferred Language'. This may include languages other than English or Welsh (**part c**).

Count the Active Offer of Welsh and other language preferences for each assessment completed for children during the collection year.

What to include in the Measure

1. ***This metric is derived from data collected in (CH/006)***
2. The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the needs of individuals) **para. 52**. States: *...the local authority should be proactive in its approach and the individual [or family] should be asked which language they would prefer at the beginning of the process (part a).*
3. Local authorities should also record if the Active Offer of Welsh was taken up by the individual or family who are being assessed (**part b**).
4. The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the need of Individuals), **para. 59** defines the Core Data set which includes 'Preferred Language'. This may include languages other than English or Welsh (**part c**).
5. Count the **Active Offer of Welsh and other language preferences for each assessment completed for children during the collection year.**

What not to include in the Measure

1. Do not include contacts where you provided **information only**.
2. Do not include assessments for **young carers** where **no additional care and support needs are identified for the person providing care**.
3. Do not include assessments that are **incomplete**.
4. Do not include any assessments for each sub-category that **do not meet the criteria** outlined in 6.2 above.
5. Exclude assessments that have been recorded in error.

Measure Reference: CH/010

Measure Name: The number of new assessments completed for children during the year undertaken in the secure estate.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for children in secure estate during the year.

The Social Services and Well-being (Wales) Act 2014, [Section 186](#) covers children in the secure estate: *The Welsh home local authority must meet the care and support duties for children in the secure estate whether they are detained in England or Wales, just as they would if they were living in the community.*

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It **does not include reassessments** of children who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

This metric is derived from CH/006

The Social Services and Wellbeing (Wales) Act 2014, **Part 11** Code of Practice ([Miscellaneous and General](#)) P16, states: *“Those in the secure estate with care and support needs have a right to an assessment with the aim of meeting their personal well-being outcomes. Local authorities must undertake assessments of those in the secure estate just as they would for anyone living in their area but may need to adapt the delivery of the assessment arrangements to suit the restrictions of the secure estate regime.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), para. 300 (p64) states that the provision of advice and assistance “[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.”

This should **include** any assessments that incorporate more **comprehensive assessments** within the process of assessment, as well as those that incorporate specialist assessments that were conducted whilst also considering complimentary legislation (MH (Wales) Measure 2010, Mental Capacity Act 2005 etc.).

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), para. 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from CH/002 in the data collected. If we attempt to collect assessment data on contacts received in that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

The document, Working Together to Safeguard People, **volume 5** ([Handling individual cases to protect children at risk](#)), **para. 74** states that: *The process of assessment set out under Part 3 will apply when a child is suspected to be at risk of abuse, neglect or harm. The assessment should begin from the point when a referral is made to the local authority to identify all needs for care and support including those to protect a child. The assessment can be ongoing throughout the process under section 47 of the Children Act 1989 and must be completed **within 42 working days***

What to include in the Measure

1. Count **all** assessments that were **completed in secure estate** during the collection year. **Base data = CH/006**
2. **Secure estate is defined in** the Social Services and Wellbeing (Wales) Act 2014 **Part 11 Code of Practice** (Miscellaneous and General).
3. An assessment can **include more comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all assessments **regardless of the outcome** of assessment.
6. Include assessments that were completed **as a result of safeguarding concerns**.

What not to include in the Measure

1. Do not include assessments that were **not conducted in secure estate**.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include any assessments that are **not included in CH/006**.
5. Do not include **re-assessments** of children who **already have a care and support plan** at the time of assessment.
6. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
7. Do not include **Adults (individuals at or over 18 years of age)** in this metric.
8. Do not include any assessments that were **incomplete** (see 6.3 above).
9. Do not include assessments that were **recorded in error**.

Measure Reference: CH/011

Measure Name: The total number of assessments completed during the year where:

- a. Physical punishment by a parent or carer was one of several factors.
- b. Physical punishment by a parent or carer was the only factor.

Measure Intent

The metric is designed to capture information about the impact of the proposed policy change in the Children (Abolition of Defence of Reasonable Punishment) (Wales) Bill/ Act. Removing the defence of reasonable punishment is part of the

national strategy Prosperity for All. The aim of the legislation is to help protect children's rights by prohibiting the physical punishment of children by parents and those acting in loco parentis (acting as a parent) within Wales, including visitors to Wales. In doing so, children in Wales would have the same legal protection from physical punishment as adults.

Any change in policy needs to be assessed for impact. The proposed removal of the defence of reasonable punishment is particularly relevant to children's social services where the change may have an impact on their resources.

Welsh Government will use this information to capture baseline data for contacts that have physical punishment against a child by a parent or carer, and to monitor any changes that occur as a result of the introduction of the Bill.

Definition

This Metric is derived from CH/006

Count **all** assessments **completed** by statutory children's services during the year (CH/006) where physical punishment by a parent or carer is one of several factors, or where physical punishment by a parent or carer is the only factor (part a). Therefore, **all** contacts counted in part b will **also** be counted in part a.

Physical punishment in this context means any battery of a child carried out as a punishment.

Under the current law, the defence of reasonable punishment is available to parents or adults acting in loco parentis who have physically punished their child, as a defence against a charge of common assault and battery. The availability of the defence has already been limited so that it cannot be used for offences of actual bodily harm, wounding, causing grievous bodily harm or cruelty to persons under 16 (under **Section 58 of the [Children Act 2004](#)**)

The reasonable punishment defence will be abolished in Wales, from March 2022, so that nobody will be able to rely on it anymore, even for offences of common assault and battery. It is possible that this will increase reports of parental (or in loco parentis) physical punishment of children to children's services, and the intention is to collect baseline data before the law comes into force, and to continue collecting data after the law comes into force.

It is important to distinguish physical punishment from a physical intervention that is necessary to keep a child safe from harm, or to carry out day-to-day activities. Such interventions might include physically stopping a child from running into a busy road, as opposed to physically punishing the child after running into a road. Under the change in law physical interventions that are necessary to keep a child safe will continue to be permissible, even when in the context of two adults, these interventions would not necessarily be permitted.

Other examples may include the use of reasonable force to dress a child, bathe a child or to brush a child's teeth. Other interventions that may be necessary will fall

under the exercise of parental authority, where for example it may be necessary to carry or lead a child to time out area as a mechanism to promote positive behaviour without the recourse to physical punishment.

The professional who undertakes the assessment on a child will need to make a decision as to whether any physical intervention discovered (or reported) during the process of assessment is ***punishment***, or an intervention either prompted as **an action to keep the child safe from harm** or an intervention prompted as an action necessary to promote good behaviour ***without the use of physical punishment***. If a physical intervention is not punishment, it must still be reasonable and moderate.

If the intervention is classified as an action designed to punish the child, or where a physical intervention is not proportionate to the exercise of parental authority, or where there is no evidence that the intervention had merit in respect of keeping a child safe from harm, it should be recorded in this metric.

What to include in the Measure

1. Count **all** assessments that were **completed** during the collection year where physical punishment by a parent or carer was a factor, or where physical punishment by a parent or carer was the only factor (dependent on the sub-category you are counting for). **Base data = CH/006**
2. Count **all** assessments completed between 1st April and 31st March of the collection year **for any child who was not receiving care and support at the time of the assessment.**
3. Where the assessment considers **multiple children, each child considered should be counted as having an assessment.**
4. Include **all** assessments for children in this count (CH/006).
5. A child may have **more than one assessment** during the collection period. Count all of these

What not to include in the Measure

1. Do not include children who were **in receipt of care and support** at the time of the assessment.
2. Do not include assessments where there is **no allegation or evidence** of physical punishment having occurred.
3. Do not count assessments where a physical intervention was **necessary to keep the child safe from harm.**
4. Do not include assessments that are **outside** of the data collected in CH/006.
5. Exclude assessments that have been **recorded in error** (i.e. duplicates, wrong referral type used on the system).

Measure Reference: CH/012

Measure Name: The number of new assessments completed for children during the year that were completed within statutory timescales.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for children during the year that were completed within statutory timescales.

Capturing data on those individuals who present to social services for assessment is an important aspect of measuring volume, flow and demand at the beginning of the statutory social care process. This metric should be used by local authorities to assess their ability to respond to contacts appropriately.

It **does not include reassessments** of children who already have a care and support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor compliance against requirements contained in the Social Services and Wellbeing (Wales) Act 2014.

Definition

This metric is derived from CH/006

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the Needs of Individuals](#)), **para. 78** states:

“The response from a local authority to an initial contact or a referral requesting help is critically important. It is important, also, that each local authority has structures and systems in place to ensure an effective, accessible and speedy response to children and families. A timely response to responding to a child’s needs means that the process of

*assessment cannot continue unchecked over a prolonged period without an analysis being made of what is happening and what action is needed, however difficult or complex the child’s circumstances. **The timescale for completion of the assessment is a maximum of 42 working days from the point of referral.**”*

An assessment must be proportionate to the needs and circumstances but should at a minimum contain:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

This metric should **include all assessments** completed on a child during the collection year.

For safeguarding reports, the document, Working Together to Safeguard People, **volume 5** ([Handling individual cases to protect children at risk](#)), **para. 74** states that:

*“The process of assessment set out under Part 3 will apply when a child is suspected to be at risk of abuse, neglect or harm. The assessment should begin from the point when a referral is made to the local authority to identify all needs for care and support including those to protect a child. The assessment can be ongoing throughout the process under section 47 of the Children Act 1989 and must be completed **within 42 working days.**”*

If a child has an assessment through the information, advice and assistance service, and a more comprehensive assessment is required, this should be counted as a single assessment.

What to include in the Measure

1. Count **all** assessments that were **completed within 42 working days** during the collection year. **Base data = CH/006**
2. An assessment can **include more comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner if advice or assistance has been given and a more comprehensive assessment has been completed subsequently, **count this only once.**
3. If an assessment is conducted and recorded on a family basis, **each child considered in that assessment must be counted as having had an assessment.**
4. The start date of the assessment may be in the **previous collection year.** Include these where it was completed in the **current** collection year.
5. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
6. Count the start date of the assessment as **day zero.** Include the **completion date** of your assessment **as a day** in the calculation of the time taken to complete the assessment.
7. Include all proportional assessments **regardless of the outcome** of assessment.
8. Include assessments that were completed **as a result of safeguarding concerns.**

What not to include in the Measure

1. Do not include any assessments that are **not in CH/006.**
2. Do not include any assessments that were completed **outside the collection year.**

3. Do not include **re-assessments** of children **who already have a care and support plan** at the time of assessment.
4. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety **once only**.
5. Do not include **adults (individuals at or over 18 years of age)** in this metric.
6. Do not include any assessments that were **incomplete** (see 6.3 above).
7. Do not include assessments that were **recorded in error**.

Measure Reference: CH/013

Measure Name: 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.

Measure Intent

The metric is designed to capture information about the number of children who return to social services and request that their needs be assessed again (requested either by themselves, or by a family member).

Collecting information on children and families who request a re-assessment of their needs can be used by local authorities to determine the primary factors for repeat presentation. This information will allow local authorities to plan the development, improvement, and/or commissioning of services that could improve early intervention and prevention support available to individuals so that needs can be met without the need for care and support.

Welsh Government will use this information to monitor the volume of repeat assessments in Wales.

Definition

This metric is derived from CH/006.

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([General Functions](#)), **para. 98** states: "*The individual has the right to request a re-assessment of their needs at any time.*"

A formal process for making this request must be developed, published and clearly communicated by the local authority."

This metric seeks to collect information for children who do not have a care and support plan at the time of the latest assessment but have been previously assessed in the last 12 months and have requested that their needs be reassessed.

In order to aid understanding the following descriptions have been developed:

A new assessment - is an assessment completed on a person who does have an active care and support plan (or support plan if the request is for support as a carer) at the time of the assessment.

A re-assessment – this would occur where there is a significant change of circumstances for a person who is already receiving care and support (or support as a carer) which compels the LA to review the assessment (Part 3 Code of Practice para. 92-100). Reviewing an assessment is not the same as reviewing a care and support plan.

A repeat assessment - occurs when a person who has been assessed and found to have no eligible needs exercises their rights to request a re-assessment of their needs. It is defined as a re-assessment in the Social Services and Wellbeing (Wales) Act 2014, but for the purpose of collection, it has been named differently to distinguish them from re-assessments of individuals who are already in receipt of care and support. A repeat assessment can be considered an appeal, where the individual disagrees with the outcome of the original assessment. In this case, their circumstances have not changed. A change in circumstances would warrant a new assessment, rather than repeat or re-assessment.

This metric counts repeat assessments for children (children who are assessed during the year where the following criteria is met):

- The child **does not** have a care and support (or support plan as a carer) at the time of assessment.
- A previous proportional assessment has been undertaken by social services in the 12 months prior to the **start** of the latest assessment.
- The assessment was **requested by the child or a family member**.

What to include in the Measure

1. Count all **repeat assessments** (requested by the child, young person or a member of their family) for children undertaken in the collection year where a **previous assessment** has been undertaken in the previous **12 months of the start of the latest assessment**. **Base data = CH/006**.
2. Include **all** repeat assessments regardless of the reason why the individual originally presented.
3. Only include assessments judged to be **repeat assessments**.
4. Only include assessments that were **requested by the child or a member of their family**.

What not to include in the Measure

1. Do not include assessments where the individuals' circumstances **have changed**.
2. Do not include assessments that are **not in CH/006**.
3. Do not include assessments that were **requested by someone other** than the child or a member of their family.
4. Do not include any assessments **where the child had a care and support plan (or a support plan if a carer)** at the time of assessment.
5. Do not include assessments where the previous assessment was **>12 months** prior to the start of the latest assessment.
6. Do not include any assessments where the child was receiving care and support within the 12 months prior to the latest assessment, **but the previous assessment was earlier than 12 months from the date of the latest assessment** .

Measure Reference: CH/014

Measure Name: The number of new assessments that were requested by the child or family during the year and a previous assessment had been completed in the previous 12 months where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about the outcomes of children who return to social services and request that their needs be assessed again (requested either by themselves, or by a family member).

Collecting information on children and families who request a re-assessment of their needs can be used by local authorities to determine the primary factors for repeat presentation. This information will allow local authorities to plan the development, improvement, and/or commissioning of services that could improve early intervention and prevention support available to individuals so that needs can be met without the need for care and support.

Welsh Government will use this information to monitor the volume of repeat assessments in Wales.

Definition

This metric is derived from CH/013.

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([General Functions](#)), **para. 98** states:

“The individual has the right to request a re-assessment of their needs at any time.

A formal process for making this request must be developed, published, and clearly communicated by the local authority.”

This metric seeks to collect information for children who do not have a care and support plan at the time of the latest assessment but have been previously assessed in the last 12 months and have requested that their needs be reassessed.

In order to aid understanding the following descriptions have been developed:

A new assessment - is an assessment completed on a person who does have an active care and support plan (or support plan if the request is for support as a carer) at the time of the assessment.

A re-assessment – this would occur where there is a significant change of circumstances for a person who is already receiving care and support (or support as a carer) which compels the LA to review the assessment (Part 3 Code of Practice para. 92-100). Reviewing an assessment is not the same as reviewing a care and support plan.

A repeat assessment - occurs when a person who has been assessed and found to have no eligible needs exercises their rights to request a re-assessment of their needs. It is defined as a re-assessment in the Social Services and Wellbeing (Wales) Act 2014, but for the purpose of collection, it has been named differently to distinguish them from re-assessments of individuals who are already in receipt of care and support. A repeat assessment can be considered an appeal, where the individual disagrees with the outcome of the original assessment. In this case, their circumstances have not changed. A change in circumstances would warrant a new assessment, rather than repeat or re-assessment.

This metric counts outcomes for repeat assessments for children (children who are assessed during the year where the following criteria is met):

- The child **does not** have a care and support (or support plan as a carer) at the time of assessment.
- A previous assessment has been undertaken by social services in the 12 months prior to the **start** of the latest assessment.
- The assessment was **requested by the child or a family member**.

For the purposes of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Results

1. There are no care and support needs to meet.

(c) There were no eligible needs to meet

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – The assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Needs can be met through the provision of information, advice and assistance.

(b) Needs were able to be met by any other means.

4. Needs, can be met, through the provision of preventative services.

(b) Needs were able to be met by any other means.

5. Needs, can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

(b) Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

(b) Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan **(needs are eligible)**.

(a) Needs were only able to be met with a care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (Part 7 Code of Practice, paragraph 74). Choose the appropriate option on conclusion of this assessment.

What to include in the Measure

1. Include **all** assessments that were **completed** during the collection year which were **requested by the child, young person or a member of their family. Base Data = CH/013.**

2. An assessment can **include detailed or comprehensive assessments** that can incorporate specialist assessments conducted by professionals other than the lead practitioner.
3. If an assessment is conducted and recorded on a family basis, **each child considered in that assessment must be counted as having had an assessment.**
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all assessments **regardless of the outcome** of assessment.
6. Include assessments that were completed **as a result of safeguarding concerns.**

What not to include in the Measure

1. Do not include any assessments that are **not included in CH/013.**
2. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
3. Do not include any assessments that were completed **outside the collection year.**
4. Do not include **re-assessments** of children who **already have a care and support plan** at the time of assessment.
5. Do not include assessments that were **requested but not undertaken.**
6. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
7. Do not include **adults (individuals at or over 18 years of age)** in this metric.
8. Do not include any assessments that were **incomplete** (see 6.3 above).
9. Do not include assessments that were **recorded in error.**

Children's Care and Support Plans

Measure Reference: CH/015

Measure Name:

The number of children with:

- a. A care and support plan on 31st March.
- b. A care and support plan on 31st March and also a carer's support plan, where the child has both their own care and support needs and responsibilities as a young carer

Measure Intent

Understanding the number of children who require care and support is an important aspect of successful care planning, case management and workforce planning for local authorities.

The number of children with an active care and support plan provides a high-level overview of demand. Local authorities should gather more detailed information on care and support in order to better understand some of the demands placed on their social services duties and functions under the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to gather information about the need for care and support for children in Wales and use this information in conjunction with other data to determine the overall well-being of the nation.

Definition

[Section 54](#) of the Social Services and Wellbeing (Wales) Act 2014 provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet.

Part 4 Code of Practice ([Meeting Needs](#)), **para 84**, p16 states that, as a minimum, the care and support plan must cover the following:

- *“The outcomes which have been identified in relation to the person to whom the plan relates*
- *The actions to be taken by the local authority and other persons to help the person achieve those outcomes*
- *The needs that will be met through the delivery of care and support*
- *How progress towards achieving those outcomes will be monitored and measured*
- *The date of the next review of the care plan.”*

In addition to part 4 requirements, **para. 61** of the **Part 6** Code of Practice ([Looked after and accommodated children](#)) outlines specific requirements for care-experienced children and young people:

“The Part 6 care and support plan should build on the care and support plan requirements under Part 4 of the Act, and:

- *describe the identified developmental needs of the child and the services required to meet those needs, including services to be provided to family members*
- *describe why a particular type of placement has been chosen*
- *include specific, achievable, child-focused outcomes intended to safeguard and promote the well-being of the child and identify how progress will be measured*
- *include realistic strategies and specific actions to bring about the changes necessary to achieve the planned outcomes*

- *clearly identify and set out the roles and responsibilities of family members, the child’s carers and practitioners (including for example GP, nurse and designated person in schools), and the frequency of contact of those practitioners with the child, the carers and /or family members*
- *describe the review arrangements if the proposed care and support plan for the child is not achievable, in order to reduce delay”*

In addition, the [Care Planning, Placement and Case Review Regulations](#) specify that the Part 6 care and support plan must set out:

- *The information about the long-term plan for the child, including timescales (the permanence option 2, 3)*
- *The arrangements to meet the child’s well-being and developmental needs;*
- *Arrangements for contact with a brother or sister or stepbrother or stepsister who is also looked after but not placed with the child*
- *Details of any court orders made under section 8 or section 34 of the Children Act 1989*
- *Arrangements for promoting and maintaining contact with a parent and anyone else with parental responsibility*
- *Details of the placement and why the placement was chosen, unless the child is in care and not provided with accommodation by the local authority*
- *The name of the child’s Independent Reviewing Officer*
- *Details of the health plan and personal education plan (PEP)*
- *The wishes and feelings of relevant people about the arrangements for the child*
- *The wishes and feelings of these people about any proposed changes to the care and support plan*

Paragraph 82 of the **Part 4** Code of Practice ([Meeting Needs](#)) also states: “*Local authorities **must** ensure that they have information technology systems to support the care planning process to ensure that the care plan is recorded electronically.*”

Count **all active care and support plans** for **children** at **31st March** of the collection year (**part a**). In occasional circumstances, a person who has a care and support plan also has needs as a carer - they may care for a parent, or disabled sibling, for example (**part b**). e. those children in part b would be eligible to have a carer’s support plan if they did not have their own care and support needs.

Some local authorities may have a single integrated plan where an individual’s care needs and support needs as a carer are included in a single plan. In these situations, include the individual under **part a and part b**.

What to include in the Measure

1. Include **all active care and support plans for children and young people** on **31st March** of the collection year.
2. A care and support plan must have been authorised or signed off by a manager or other person acting on that person's behalf to be considered 'active'. Therefore, do not include TAF (Team Around the Family), SGO (Special Guardianship Order) and OT (Occupation Therapy) only plans.
3. Include plans that are drawn up in relation to **Part 4** of the Social Services and Wellbeing (Wales) Act 2014 as well as plans that are drawn up in relation to **Part 6** of the Act.
4. Include **child protection plans** where a child has been determined to have suffered or at risk of suffering abuse, neglect or harm at a child protection conference.
5. Include **pathway plans for children and young people who have left local authority care** where the local authority still has a responsibility to provide support.
6. Include plans where there are overlapping plans that are legally or nationally prescribed which can also meet the need for care and support through a single integrated plan. For example, a **section 31a plan** prepared under the Children Act 1989 can be considered as the way for the local authority to meet its duties to prepare and deliver a care and support plan under part 6 of the Act.
7. Include plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What not to include in the Measure

1. Exclude **support plans for young carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
2. Do not include **specialist plans that do not meet the care and support of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual).
3. Do not include care and support plans that have been **refused**.
4. Do not include instances where you are providing **informal support** (for example, information, advice or assistance).
5. Do not include plans drawn up by a commissioned or third party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
6. Exclude care and support plans that have been recorded in error.

Measure Reference: CH/016

Measure Name: The total number of children with a care and support plan where needs are met through a Direct Payment on 31st March

Measure Intent

The metric is designed to capture information about the number of children at the end of the collection year with a care and support plan which is supported using a direct payment.

Capturing data on those individuals is important for financial planning as well as understanding how individuals are empowered to provide the mechanisms to meet their own care and support needs.

Welsh Government will use this information to monitor how direct payments are used to meet care and support needs for children across Wales.

Definition

This metric is derived from CH/015.

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the needs of individuals](#)), **para. 35** states: *The reference in the eligibility criteria to the local authority preparing a care and support plan, and ensuring that it is delivered, includes a care and support plan **which can be self-managed through the use of direct payments.***

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice (Assessing the needs of Individuals), **para. 128-129** state: *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. Direct payments are an important mechanism by which people can exercise choice, voice, and control to decide how to meet their needs for care and support and achieve their personal outcomes. As such direct payments are an integral part of meeting people's needs through care and support planning, and must not be seen as a separate, secondary, consideration.*

*Direct payments replace care and support provided directly, or commissioned by, a local authority. **They can be for all, or part, of a person's care and support needs**, in the latter case the remainder of their care and support needs being met in an alternative manner.*

Section 187(2) of the Social Services and Wellbeing (Wales) Act 2014 states: *that a person (child/adult) cannot receive direct payments towards meeting the cost of their care and support needs if they have been convicted of an offence and are in prison, or in youth detention accommodation, or residing in approved premises.*

Count **all active care and support plans** for children at the end of the collection year (31st March) **where a direct payment is made to meet their needs**. The direct payment may cover **all or part** of their needs.

What to include in the Measure

1. Count **all** care and support plans for children that were **active** at the end of the collection year (31st March) where a **direct payment is used to meet all or part of their care and support needs**. **Base data = CH/015**
2. A care and support plan must have been **authorised or signed off** by a manager or other person acting on that person's behalf to be considered **'active'**.
3. Include all active care and support plans where a direct payment is made, **regardless of the needs** the direct payment supports to meet.

What not to include in the Measure

1. Exclude care and support plans that are **not supported by a direct payment**.
2. Exclude care and support plans that are **not active** at the end of the collection year.
3. Do not include any care and support plans that were not included in the data collected in **CH/015**.
4. Exclude care and support plans that were recorded in error.

Measure Reference: CH/017

Measure Name: The number of reviews of care and support plans and provisions of financial support that were due during the collection year that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 58 states:

*“Section 54 of the Act provides that a local authority **must** prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan **must not be closed without a review.**”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 88 states:

*“Care and Support Plans **must** contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however: [...] in the case of an adult the date of review must not exceed 12 months.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, para. 113 states:

*“A local authority **must** keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan **must** be set out in the plan.”*

Para. 121 states:

*“In the case of a child the date of review **must not exceed 6 months** [...]”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support should be included in this metric.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 142 states:

*“A local authority **must** review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event at intervals no greater than 6 months after the first payment is made and 12 months following the first review.”*

For children whose names are on the child protection register:

The Social Services and Well-being (Wales) Act 2014, **Part 7** Code of Practice (Working Together to Safeguard People), Volume 5, ([Handling Individual Cases to Protect Children](#)) **para. 174** states:

*“[...] The first child protection review conference should be held **within three months of the initial conference and further reviews should be held at regular intervals (at least every six months)** to reflect the nature of the case while the child remains on the Child Protection Register and the subject of a care and support protection plan.”*

For children who are looked after:

The Social Services and Well-being (Wales) Act 2014, **Part 4** Code of Practice ([Looked After and Accommodated Children](#)), **para. 374 - 375** states:

*“The local authority is required to **carry out a first review of a child’s case within 20 working days of the date on which the child becomes looked after** (regulation 39 of the CPPCR Regulations).*

*The second review **must** be carried out no more than three months from the first. Subsequent reviews **must** be carried out no more than six months after the previous review.”*

For young people who are care leavers:

The Social Services and Well-being (Wales) Act 2014, **Part 4** Code of Practice ([Looked After and Accommodated Children](#)), **para. 462 - 463** states:

*“Where a category 2 care leaver under 18 moves to unregulated accommodation (i.e., accommodation that is not regulated under the Care Standards Act 2000 and is not inspected by the Care and Social Services Inspectorate Wales), then the first review of the pathway plan must take place **as soon as is practical after 28 days.**”*

Where young people move in a planned way, the first review will need to decide whether it will be necessary to review the pathway plan in a further **three months**, or whether a review at **six months** is more appropriate. The decision to review sooner will depend on the PA’s assessment of the vulnerability of the child or young person concerned.

For children who have a Special Guardianship Order:

The Code of Practice on the exercise of social services functions in relation to [Special Guardianship Orders](#), **para. 10.9 & para 10.11-10.12** states:

*“When preparing the support services plan, the local authority **must** discuss with the recipient (and / or the special guardian or appropriate adult) the arrangements for reviewing the provision of support services, if it considers this appropriate. The review arrangements **must** be written into the plan.”*

*“Wherever possible a review **must take place within four weeks of a change of circumstances** coming to the attention of the local authority.*

*Where ongoing financial support is provided, a local authority **must** review the provision of financial support if it comes to its attention that there has been a relevant change in the circumstances of the person receiving support. Local authorities must review the provision of financial support **at least once per year.***

Count **reviews for children** where the **date of review falls in the collection year** (AD/016). For the purposes of this metric, we are interested in counting whether the review was held within **the parameters above.**

Count all reviews of care and support plans, reviews of care and support plans that include a direct payment, and reviews of Special Guardianship Orders, that are **due in the collection year** based on the requirements above. Examples are shown at the end of this definition.

What to include in the Measure

1. Include reviews that were due during the collection year for **all active care and support plans** for children.
2. To determine if a review is due:

For children in need of care and support, (excluding Looked-After Children and children on the Child Protection Register) a review is due:

- a. 6 months from the date the **first care plan was authorised**
- b. 6 months from the date the **last review, or**
- c. where an individual uses **direct payments** to manage their own care, **6 months from the date of the first payment, then every 6 months subsequently.**

For children on the Child Protection Register a review is due:

- d. 3 months from the date the **of first registration**
- e. 6 months from the date the **last child protection review conference until the child is de-registered.**

For children looked-after a review is due:

- f. Within **20 days** of first **becoming looked after**
- g. 3 months from the date **of the first review**
- h. thereafter, every **6 months from the date of the previous review until the child ceases to be looked after.**

For children who are care leavers a review is due:

- i. Within **28 days** of **moving to unregulated accommodation (category 2 only)**
- j. 3 months from the date **of the previous review, or**

- k. every **6 months from the date of the previous review depending on the vulnerability of the young person.**
 - For children with a Special Guardianship Order**
 - l. Within **28 days of a change in circumstances, or**
 - m. **At least once every 12 months.**
- 3. A care and support plan/review **must have been authorised** or signed off by a manager or other person acting on that person's behalf to be considered 'active'.
- 4. A child's plan may require **more than one review** in the year. Count **all reviews due** in the collection year.
- 5. Include combined plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.
- 6. Include all reviews that were due, **regardless of whether the review was carried out**.

What not to include in the Measure

- 1. Exclude reviews that are **not due the current collection year**. For example, cases where the last review ratified case closure, or where the review due date does not fall in the collection year.
- 2. Exclude reviews for **support plans for young carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with a care and support plan for a person who requires care and support.
- 3. Do not include reviews of **specialist plans that do not meet the care and support of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual). Therefore, do not include TAF (Team Around the Family) and OT (Occupational Therapy)-only plans.
- 4. Do not include care and support plans that have been **refused**.
- 5. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
- 6. Do not include reviews of plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
- 7. Exclude any reviews where the care and support plan has been recorded in error.

Measure Reference: CH/018

Measure Name: The number of reviews of care and support plans and provisions of financial support that were completed during the collection year and were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014. It is designed to help local authorities ensure that children receive at least the minimum number of reviews required in the collection year.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 58** states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it **must** conduct such assessments and revise the plan in the light of those assessments. A plan **must not be closed without a review.**”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 88.** States:

*“Care and Support Plans **must** contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however: [...] in the case of an adult the date of review **must not exceed 12 months.**”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs), para. 113** states:

*“A local authority **must** keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the*

*individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan **must** be set out in the plan.”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support should be included in this metric.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice** ([Meeting Needs](#)) **para. 142** states:

*“A local authority **must** review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.**”*

For children whose names are on the child protection register:

The Social Services and Well-being (Wales) Act 2014, **Part 7 Code of Practice** ([Working Together to Safeguard People](#)); Volume 5, ([Handling Individual Cases to Protect Children](#)) **para. 174** states:

*“[...] The first child protection review conference should be held **within three months of the initial conference and further reviews should be held at regular intervals (at least every six months)** to reflect the nature of the case while the child remains on the Child Protection Register and the subject of a care and support protection plan.”*

For children who are looked after:

The Social Services and Well-being (Wales) Act 2014, **Part 6 Code of Practice** ([Looked After and Accommodated Children](#)), **para. 374 - 375** states:

*“The local authority is required to **carry out a first review of a child’s case within 20 working days of the date on which the child becomes looked after** (regulation 39 of the CPPCR Regulations).*

*The second review **must** be carried out no more than three months from the first. Subsequent reviews **must** be carried out no more than six months after the previous review.”*

For young people who are care leavers:

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice** ([Looked After and Accommodated Children](#)), **para. 462 - 463** states:

*“[...] Where a category 2 care leaver under 18 moves to unregulated accommodation (i.e., accommodation that is not regulated under the Care Standards Act 2000 and is not inspected by the Care and Social Services Inspectorate Wales), then the first review of the pathway plan **must** take place as soon as is practical after 28 days.*

*Where young people move in a planned way, the first review will need to decide whether it will be necessary to review the pathway plan in a further **three months**, or*

*whether a review at **six months** is more appropriate. The decision to review sooner will depend on the PA's assessment of the vulnerability of the child or young person concerned."*

For children who have a Special Guardianship Order:

The Code of Practice on the exercise of social services functions in relation to [Special Guardianship Orders](#), para. 10.9 and para. 10.11 - 10.12 states:

*"When preparing the support services plan, the local authority **must** discuss with the recipient (and / or the special guardian or appropriate adult) the arrangements for reviewing the provision of support services, if it considers this appropriate. The review arrangements **must** be written into the plan."*

*"Wherever possible a review **must** take place within four weeks of a change of circumstances coming to the attention of the local authority."*

*Where ongoing financial support is provided, a local authority **must** review the provision of financial support if it comes to its attention that there has been a relevant change in the circumstances of the person receiving support. Local authorities must review the provision of financial support **at least once per year.**"*

Count **reviews for children** where the **date of review falls in the collection year**. For the purposes of this metric, we are interested in counting whether the review was completed within timescales.

Count all those care and support plans, care and support plans that include a direct payment, or reviews of Special Guardianship Orders, that were completed in the collection year and were within timescales.

What to include in the Measure

1. Include reviews for **all active care and support plans for children** that were completed during the collection year and were completed within statutory timescales.
2. A care and support plan/review **must have been authorised** or signed off by a manager or other person acting on that person's behalf to be considered 'active'.
3. A child's plan may require **more than one review** in the year. Count **all** of these that were completed during the collection year **and** were completed within statutory timescales.
4. Where a change in circumstances requires a child to receive a reassessment rather than a planned review, that planned review is no longer required, and should not be counted. Instead, count all reviews **relevant to their new care and support plan** that were performed within statutory timescales.
5. Include review for plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What not to include in the Measure

1. Exclude reviews were **not completed within statutory timescales in the current collection year**.
2. Exclude reviews of **support plans for young carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with care and support plan for a person who requires care and support.
3. Do not include reviews of **specialist plans that do not meet the care and support of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual). Therefore, do not include TAF (Team Around the Family) and OT (Occupation Therapy)-only plans.
4. Do not include care and support plans that have been **refused**.
5. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
6. Do not include reviews of plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
7. Exclude reviews of any care and support plans that have been recorded in error.

Measure Reference: CH/019

Measure Name: The number of reviews of care and support plans and provisions of financial support that were completed during the collection year, regardless of whether they were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014. It is designed to help local authorities ensure that children receive at least the minimum number of reviews required in the collection year.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 58 states:

*“Section 54 of the Act provides that a local authority **must** prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan **must not be closed without a review.**”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 88 states:

*“Care and Support Plans **must** contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however: [...] in the case of an adult the date of review must not exceed 12 months.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, para. 113 states:

*“A local authority **must** keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan **must** be set out in the plan.”*

Count all reviews of care and support plans, reviews of care and support plans that include a direct payment, and reviews of Special Guardianship Orders, that were completed in the collection year regardless of whether within statutory timescales based on the requirements above.

What to include in the Measures

1. Include all reviews of active care and support plans for children that were completed during the year, **regardless of whether they were completed within statutory timescales.**
2. A care and support plan/review **must** have been authorised or signed off by a manager or other person acting on that person’s behalf to be considered ‘active’.
3. A child’s plan may require more than one review in the collection year. **Count each review** that was completed during the collection year **separately**, regardless of whether they were completed within statutory timescales.
4. Where a change in circumstances requires a child to receive a reassessment rather than a planned review, that planned review is no longer required, and should not be counted. Instead, count all reviews **relevant to their new care and support plan** within the collection year, regardless of whether they were within statutory timescales.

5. Include combined plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What **not** to include in the Measure

1. Exclude reviews that were **not completed during the collection year**.
2. Exclude reviews of **support plans for young carers** where there are no additional care and support needs for the individual providing care, or their plan is not joined with a care and support plan for a person who requires care and support.
3. Do not include reviews of **specialist plans that do not meet the care and support of the individual** (unless they have been integrated into a single care and support plan that meets the needs of the individual). Therefore, do not include TAF (Team Around the Family) and OT (Occupational Therapy)-only plans.
4. Do not include reviews of care and support plans that have been **refused**.
5. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
6. Do not include reviews of plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services through the process of IAA and the local authority has no defined care co-ordination or review responsibilities.
7. Exclude reviews of any care and support plans that have been recorded in error.

Children's Safeguarding

Measure Reference: CH/020

Measure Name: The number of Initial Strategy Meetings for children concluded during the collection year.

Measure Intent

Collection of this data allows local authorities to measure instances of suspected abuse, neglect or harm, where the local authority has reasonable cause to suspect the child is at risk. Combining this metric with other metrics that collect data on the child protection process allows local authorities to monitor volume, process outcomes and flow in their safeguarding system.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count **all Initial Strategy Meetings** concluded during the year. (A strategy meeting may also be known as a strategy discussion, but they should be taken to have the same meaning).

A local authority can conduct a number of strategy meetings in the process of safeguarding. Count the first one of these within a single instance of the child protection process.

For example, the diagram below shows an example child protection process:



Only count the first strategy meeting in the process (shaded) and not the second strategy meeting (unshaded).

The Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice (Working together to Safeguard People), Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), **para. 131** states: *“If the initial checks following a report conclude that a local authority has reasonable cause to suspect that a child is at risk they should **convene a strategy meeting** to determine whether to initiate section 47 enquiries, as well as how best to undertake them.”*

A strategy meeting is defined in the document: Working together to Safeguard People: Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), P30-32.

What to include in the Measure

1. Include **all Initial Strategy Meetings** held between 1st April and 31st March of the collection year.
2. Include strategy meetings for children who have an active care and support plan at the time the meeting was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Only include strategy meetings that have been **concluded during the collection year** (where the decision has been authorised by a practice manager or person acting on their behalf).
4. Include strategy meetings enquiries that are held under the protocols for Missing Children, Child Sexual Exploitation, Risk Behaviour and Modern Slavery.
5. Include strategy meetings conducted on **unborn children**.
6. A child may have **more than one** initial strategy meeting during the collection period. Count all that meet the criteria above.

What not to include in the Measure

1. Exclude any strategy meetings that were **not concluded** in the collection year, regardless of whether they were started in that year.
2. Do not count **multiple strategy meetings that were conducted in a single child protection process**. Count only the first.
3. Exclude strategy meetings that were **not concluded** during the year.
4. Exclude strategy meetings that have been recorded in error.

Measure Reference: CH/021

Measure Name: The number of Strategy Meetings held during the year that progressed to Section 47 enquiries.

Measure Intent

Where information gathered during an assessment generates suspicion that the child is at risk, local authorities, with the help of partner organisations, have a duty to make enquiries under section 47 of the Children's Act 1989.

Collection of this data allows local authorities to measure instances of suspected abuse, neglect or harm, where the local authority has reasonable cause to suspect the child is at risk. Combining this metric with other metrics that collect data on the child protection process allows local authorities to monitor volume, process outcomes and flow in their safeguarding system.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count **all Strategy Meetings** concluded during the year where the decision was to **progress to Section 47 enquiries**.

A strategy meeting is defined in the document: Working together to Safeguard People: Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), P30-32.

What to include in the Measure

1. Include **all Strategy Meetings** held between 1st April and 31st March of the collection year where a decision was made to progress to section 47 enquiries. **It may not be the first strategy meeting in the process where a decision is made to proceed.**

2. Include strategy meetings for children who have an active care and support plan at the time the meeting was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Include strategy meetings enquiries that are held under the protocols for Missing Children, Child Sexual Exploitation, Risk Behaviour and Modern Slavery.
4. Include strategy meetings conducted on **unborn children**.
5. A child may have more than one strategy meeting during the collection period. Count all that meet the criteria above.

What not to include in the Measure

1. Exclude any strategy meetings that were not concluded in the collection year, regardless of whether they were started in that year.
2. Only count strategy meetings where the conclusion was to proceed to section 47 enquiries. Do not count all strategy meetings that may have occurred during the process of investigation.
3. As it may not be the initial strategy meeting that decides to instigate Section 47 enquiries, this metric is **not** a subset of CH/020
4. Exclude strategy meetings that have been recorded in error.

Measure Reference: CH/022

Measure Name: The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference.

Measure Intent

Following the Section 47 Enquiry, where practitioners judge that a child may continue to be at risk of suffering significant harm, the local authority should convene a child protection conference within 15 working days of the strategy meeting.

Collection of this data allows local authorities to measure instances of suspected abuse, neglect or harm, where the local authority has reasonable cause to suspect the child is at risk. Combining this metric with other metrics that collect data on the child protection process allows local authorities to monitor volume, process outcomes and flow in their safeguarding system.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CH/021

Count **all Section 47 enquiries** concluded where the decision was to **progress to Initial Child Protection Conference**.

The outcomes of section 47 investigations are defined in the document: Working together to Safeguard People: Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), P33-35.

What to include in the Measure

1. Include **all Section 47 enquiries** where a decision was made to progress to section 47 enquiries. Base data = CH/021
2. Include section 47 enquiries for children who have an active care and support plan at the time the investigation was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Include section 47 enquiries conducted on **unborn children**.
4. Include section 47 enquiries that are held under the protocols for Missing Children, Child Sexual Exploitation, Risk Behaviour and Modern Slavery.
5. The section 47 enquiry may start **outside the collection period** based on the data collected in CH/021. Include these in your count if they fulfil the criteria above.
6. A child may have more than one section 47 enquiry during the collection period. Count all that meet the criteria above.

What not to include in the Measure

1. Only count Section 47 enquiries where the conclusion was to proceed to initial child protection conference.
2. Exclude Section 47 enquiries that have been recorded in error.

Measure Reference: CH/023 (a-i)

Measure Name: The total number of Initial Child Protection Conferences held in the year that led to the decision to place a child on the Child Protection Register under the category of:

- a. Neglect
- b. Physical abuse
- c. Sexual abuse
- d. Emotional abuse
- e. Financial abuse

- f. Neglect and physical abuse
- g. Physical and sexual abuse
- h. Neglect and sexual abuse
- i. Neglect, physical and sexual Abuse

Measure Intent

The conference should determine – based on the evidence available – whether the child is at continuing risk of harm that requires multi-agency intervention delivered through a formal care and support protection plan and registration on the child protection register.

Collection of this data allows local authorities to measure instances of suspected abuse, neglect, or harm, where the local authority has reasonable cause to suspect the child is at risk. Combining this metric with other metrics that collect data on the child protection process allows local authorities to monitor volume, process outcomes and flow in their safeguarding system.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count conferences held for **all children placed on the child on the Child Protection Register in the collection year**. In order to fully measure the attrition through the child protection process, this metric looks at those children where the decision to convene a conference was in the collection year, not necessarily the decision of conference.

The conference decisions are defined in the document: Working together to Safeguard People: Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), P35-36.

What to include in the Measure

1. Include conferences held for **all children who were added to the Child Protection Register in the collection year**. A child can be registered more than once in the period.
2. Include only those conferences held where decisions were made to add children to the Child Protection Register **during the year**.
3. Include Initial Child Protection Conferences for children who have an active care and support plan at the time the conference was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
4. Include decisions to register **unborn children** at birth.
5. Include decisions to register for children under the protocols for Missing Children, Child Sexual Exploitation, Risk Behaviour and Modern Slavery.

What not to include in the Measure

1. Exclude any data that have been recorded in error.
2. Exclude Transfer-In conferences.

Measure Reference: CH/023 (j-k)

Measure Name: The total number of initial Child Protection Conferences held in the year that led to the decision **not** to place a child on the Child Protection Register:

- j. 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
- k. 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

Measure Intent

The conference should determine on the basis of the evidence available whether the child is at continuing risk of harm that requires multi-agency intervention delivered through a formal care and support protection plan and registration on the child protection register.

Collection of this data allows local authorities to measure instances of suspected abuse, neglect, or harm, where the local authority has reasonable cause to suspect the child is at risk. Combining this metric with other metrics that collect data on the child protection process allows local authorities to monitor volume, process outcomes and flow in their safeguarding system.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

For part j:

Count **all Initial Child Protection Conferences** concluded where the decision was **not to place the child on the Child Protection Register but may still have needs for care and support**. In order to fully measure the attrition through the child protection process, this metric looks at those children where the decision to convene a conference was in the collection year, not necessarily the decision of conference.

The conference decisions are defined in the document: Working together to Safeguard People: Volume 5 ([Handling Individual Cases to Protect Children at Risk](#)), P35-36.

For part k:

This metric is automatically calculated:

$$= \text{CH/022} - (\text{CH/023a-i} + \text{CH/023j})$$

What to include in the Measure

1. Include **all Initial Child Protection Conferences** where a decision was made **not to place the child on the Child Protection Register, but the child may still have needs for care and support.**
2. Include Initial Child Protection Conferences for children who have an active care and support plan at the time the Conference was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Include decisions **not** to register for children under the protocols for Missing Children, Child Sexual Exploitation, Risk Behaviour and Modern Slavery.
4. The Initial Child Protection Conference may conclude in **outside the collection period** based on the data collected in CH/022. **Include these in your count** if they fulfil the criteria above.
5. A child may have more than one Initial Child Protection Conference during the collection period. Count all that meet the criteria above.

What not to include in the Measure

1. Exclude any child who was registered at conference.
2. Exclude Transfer-In conferences.
3. Exclude any child who was not registered and had no additional needs for care and support.
4. Exclude any data that have been recorded in error.

Measure Reference: CH/024

Measure Name: The number of children who were added to the child protection register during the collection year:

- a. All children
- b. Children previously registered under any category, at any time during the previous 12 months.

Measure Intent

Re-registration of a child may suggest that a child has been prematurely removed from the Child Protection Register. Local authorities should monitor this data to ensure that the provision of care and support protection plans are effective and sustainable.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count **all children who were added to the register in the collection year (part a)** and of those, the children who had previously been placed on the Child Protection Register **in the previous 12 months (part b)**.

What to include in the Measure

1. Include **all children who were added to the register** in the collection year **(part a)** and those children who were previously registered in the previous **12 months (part b)**.
2. Include all children whose names were on the child protection register **at any time in the 12 months prior to their registration in this collection year (part b)**.
3. Category of registration is not considered in this metric. **Count the re-registration regardless of whether the registration reason is different.**
4. A child can be registered more than once in the period. **Count each child only once.**

What not to include in the Measure

1. Exclude **temporary registrations**.
2. Include **all registrations that move from temporary registrations to permanent registrations**.
3. Exclude **transfer-in** conferences
4. Exclude data that have been recorded in error.

Measure Reference: CH/025

Measure Name: The number of initial child protection conferences held during the collection year that were held within statutory timescales.

Measure Intent

This metric monitors local authorities' compliance to standards in the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

This metric is derived from CH/023.

The Social Services and Wellbeing (Wales) Act 2014, **Part 7** Code of Practice (Working together to safeguard people), Volume 5 ([Handling individual cases to protect children at risk](#)), **para. 159** states: *"Where practitioners judge that a child may continue to be at risk of suffering significant harm, the local authority should convene a child protection conference within 15 working days of the strategy meeting."*

The [Wales Safeguarding Procedures](#), Responding to a report of a child at risk of harm, abuse and/or neglect **Section 3(1)** states: *If the concerns are substantiated and the child is judged to be at continued risk of significant harm a child protection conference should be convened by social services within 15 working days of the strategy meeting that determined Section 47 Enquiries were required.*

Count **all** children in (CH/023a-k) where the child protection conference was held within 15 working days of the strategy meeting that determined S47 enquiries were required.

Unborn children should be included in this metric.

What to include in the Measure

1. Count **all conferences that occur** for children in the collection year. This metric is equal to **CH/023a-k**.
2. A child may be **registered more than once** during the year. Count all of these.
3. Count all conferences that were held up to and including **15 working days from the date of the strategy meeting that initiated S47 enquiries**.
4. For calculation purposes, the day of the strategy meeting (above) is **day zero**.
5. Include **unborn children** in your metric count.

What not to include in the Measure

1. Do not count children whose initial child protection conference was **> 15 days** from the strategy meeting that determined that S47 enquiries were required.
2. Do not include child protection conferences that were recorded in error.

Measure Reference: CH/026

Measure Name: The total number of children on the Child Protection Register:

- a. on 31st March;
- b. during the collection year.

Measure Intent

Understanding the number of children on placed on the child protection register allows local authorities to understand the proportion of children they provide care and support to who require a care and support protection plan. This can assist with workforce planning and service development.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

Count **all children*** who were placed on the Child Protection Register a) at the **31st March of the collection year**, b) at any point during the collection year.

Do **not** include unborn children in this count.

What to include in the Measure

1. For a) include **all children over the age of zero (children who have been born) whose names were on the Child Protection Register** on 31st March of the collection year.
2. For b) include **all children over the age of zero (children who have been born) whose names were on the Child Protection Register at any point during the collection year.**
3. For both a) and b), include children who were registered **under any category** and for **any period of registration.**

What not to include in the Measure

1. Exclude **temporary registrations** from both part a) and part b).
2. Exclude **unborn children** in this count.
3. For both part a) and part b) **do not** count any person who was **at or over 18** on the 31st March of the collection year.

4. Exclude data that have been recorded in error.

Measure Reference: CH/027

Measure Name: The number of initial core group meetings held during the year.

Measure Intent

This metric monitors local authorities' compliance to standards in the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

This metric is derived from CH/023.

The Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice (Working together to safeguard people), Volume 5 ([Handling individual cases to protect children at risk](#)), para. 172 states: *The Core Group has a responsibility to challenge and report concerns where they believe the plan is not protecting the child from the risk of abuse, neglect, or other forms of harm. The group will: meet within 10 working days of the initial conference to develop in more detail the care and support protection plan; decide what further steps are required, by whom*

Count **all** children who were registered following child protection conferences held in the collection year (**CH/023a-i**).

Unborn children should be included in this metric. The foundation of the core group and its first meeting should follow the same process as for all other children.

The core group meeting may be due outside of the collection year (based on using base data from (CH/023). Include these in the metric.

What to include in the Measure

1. Count **all registrations that occur** for children in the collection year. This metric is equal to **CH/023a-i**.
2. A child may be **registered more than once** during the year. Count all of these.
3. Include **unborn children** in your metric count.

What not to include in the Measure

1. Do not include children **not registered** in the collection year (**CH/023j-k**).
2. Do not include child protection conferences that were recorded in error.

Measure Reference: CH/028

Measure Name: The number of initial core group meetings held during the year that were held within statutory timescales.

Measure Intent

This metric monitors local authorities' compliance to standards in the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

This metric is derived from CH/023.

The Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice (Working together to safeguard people), Volume 5 ([Handling individual cases to protect children at risk](#)), para. 172 states:

“The Core Group has a responsibility to challenge and report concerns where they believe the plan is not protecting the child from the risk of abuse, neglect or other forms of harm. The group will: meet within 10 working days of the initial conference to develop in more detail the care and support protection plan; decide what further steps are required, by whom.”

Count **all** children who were registered following child protection conferences held in the collection year (**CH/023a-i**) where their initial core group meeting is held within 10 working days of the conference.

Unborn children should be included in this metric. The foundation of the core group and its first meeting should follow the same process as for all other children.

The core group meeting may take place outside of the collection year (based on using base data from (CH/023). Include these in the metric.

What to include in the Measure

1. Count **all initial core group meetings** held within **10 working days from the day of registration. Base data – CH/023a-i.**
2. A child may have **more than one initial core group meeting** during the year. Count all of these.
3. Include **unborn children** in your metric count.
4. The **day of registration is classified as day zero.** Count 10 working days from this date.
5. Count from **the date the child protection conference was held**, regardless of the date that any form on the system was signed off or authorised.
6. A core group meeting **held on day 10 is classified as ‘in time’** and should be included in the count for this metric.

What not to include in the Measure

1. Do not include children **not registered** in the collection year (**CH/023j-k**).
2. Do not include children who have an initial core group meeting held **11 working days or more** after the date of registration.
3. Do not include **non-working days** (weekends, bank holidays) in your time calculation.
4. Do not include core group meetings that were recorded in error.

Measure Reference: CH/029

Measure Name: The total number of visits to children on the child protection register that were due during the collection year.

Measure Intent

This metric monitors local authorities' compliance to standards in the Social Services and Wellbeing (Wales) Act 2014. It also allows local authorities to ensure that the number of visits due to children on the child protection register was no fewer than the minimum requirements given in the Social Services and Wellbeing (Wales) Act 2014, based on each child's care and support plan.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

Safeguarding Wales - [Responsibilities of the social worker](#) (the care and support protection plan co-ordinator) states that the social worker should:

- *“Actively engage with the child including:*

- *Seeing the child alone at least every 10 working days and ensuring that the child is seen at home at least every 4 weeks.*
 - *A child may be 'seen' via a video call or virtual conference if that approach has been recommended using a risk assessment.*
 - *In the absence of the identified social worker the team manager/line manager must ensure that these visits take place.*
- *Being aware that 'seeing' the child means, (dependent on age, stage of development and disability) ascertaining changes to their lived experience resulting from the implementation of the care and support protection plan as well as their wishes and feelings; ensuring the child's bedroom is seen at least once between review conferences."*

Count **all visits that were due** during the collection year for children on the child protection register.

Unborn children are not included in this metric.

What to include in the Measure

1. Count **the total number of visits due** during the collection year for children on the child protection register, **regardless of when they were added to the register.**
2. A child may be registered more than once during the collection year. Visits during **all** of these periods **must be included** in the count, but only count visits due during the time that the **child was registered.**
The **day of registration** (or the start of the collection year) **is classified as day zero.**
3. Include children who are both on the child protection register **and** looked after in your count.

What not to include in the Measure

1. Do not include children **not on the register** in the collection year.
2. Do not include **unborn children** in your metric count.
3. Do not include visits on the **day of de-registration** in your count.
4. Do not include periods during the year where the child was not registered.
5. Do not include **non-working days** (weekends, bank holidays) in your time calculation.
6. Do not include data that was recorded in error.

Measure Reference: CH/030

Measure Name: The total number of visits to children on the child protection register that were:

- a. completed, regardless of if they were within statutory timescales
- b. completed within statutory timescales.

Measure Intent

This metric monitors local authorities' compliance to standards in the Social Services and Wellbeing (Wales) Act 2014. It also allows local authorities to ensure that the numbers of completed visits to children on the child protection register was no fewer than the minimum requirements given in the Social Services and Wellbeing (Wales) Act 2014, based on each child's care and support plan.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

Safeguarding Wales – [Responsibilities of the social worker](#) (the care and support protection plan co-ordinator) states that

“The social worker should:

- *Actively engage with the child including:*
- *Seeing the child alone at least every **10 working days** and ensuring that the child is seen at home at least every 4 weeks*. In the absence of the identified social worker the team manager/line manager must ensure that these visits take place;*
- *Being aware that ‘seeing’ the child means, (dependent on age, stage of development and disability) ascertaining changes to their lived experience resulting from the implementation of the care and support protection plan as well as their wishes and feelings; ensuring the child’s bedroom is seen at least once between review conferences.”*

*A child may be ‘seen’ via a video call or virtual conference if that approach has been recommended using a risk assessment.

Count **all** children who were on the child protection register during the collection year who were **visited**:

- a. **at any point during the year, and;**
- b. **only those visited within statutory timescales.**

Unborn children are **not** included in this metric.

What to include in the Measure

1. Count **the total number of** children on the child protection register during the year **who were**
 - a. **visited during the year, and;**
 - b. **visited within statutory timescales.**

This includes any child who was on the register during the year, regardless of when they joined the register.
2. If multiple visits occurred during the year,
 - a. For part a, include **all visits completed.**
 - b. For part b, include **only visits completed within statutory timescales.**
3. Only count visits completed while the **child was registered.**
4. The date of each **successful** visit resets the statutory timescale clock for each period.
5. Include children who are both on the child protection register **and** looked after in your count.

What not to include in the Measure

1. Do not include children **not on the child protection register** in the collection year (**CH/023j-k**). Do not include periods during the year where the child was not registered.
2. Do not include **unborn children** in your metric count.
3. Do not include visits that were not successful (no answer, child not seen etc).
 - a. For part b, do not include visits that were not completed within statutory timescales.
4. Do not include **non-working days** (weekends, bank holidays) in your time calculation.
5. Do not include data that was recorded in error.

Measure Reference: CH/031

Measure Name: The total number of reports of children who go missing from care during the year.

Measure Intent

The **Wales Safeguarding Procedures, Part 6** (Practice guides, [Safeguarding children who go missing from home or care](#)) states:

“We know that when a child goes missing, they may be exposed to a range of emotional, physical and sexual risks; they may engage in offending behaviour to

survive or because they are being exploited by adults. We know that children with multiple missing episodes and those who go missing for prolonged periods are at high risk of child sexual exploitation and/or criminal exploitation and may be trafficked while they are missing.”

Exploitation of children is a safeguarding issue which can and does cause significant harm to children. Capturing and monitoring data on exploitation allows local authorities to further develop and refine their strategies for the prevention of this form of abuse.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

The **Wales Safeguarding Procedures, Part 6** (Practice guides, [Safeguarding children who go missing from home or care](#)) states: *“A missing person is anyone whose whereabouts cannot be established will be considered as missing until located and their wellbeing or otherwise confirmed.”*

When a child goes missing both the local authority where the child resides **and the responsible authority where the child usually resides should be informed**. The Wales Safeguarding Procedures also state:

“Safeguarding is everyone’s responsibility: for services to be effective each practitioner and organisation must play their full part both individually and in collaboration;”

It is essential therefore that the police, carers, children’s residential establishments and the local authority have the necessary information for children who go missing from care or are a risk of going missing from care.

For the purposes of this metric, count **the total number of reports** of children who go missing **where your local authority has responsibility for the child**. If a child is looked after and placed in a different local authority, **you must make sure that you are informed that the child is missing, even if the child is found**. Further practice guidance is available on the [Wales Safeguarding Procedures](#) website.

What to include in the Measure

1. Count **all reports** of children who go missing from care during the collection year.
2. Only count children that your local authority **has responsibility for**.
3. A child may go missing **multiple times** during the year. **Collect all of these**.
4. Count all reports **regardless of the amount of time the child is missing**.
5. Include **all reports** of a child your local authority has responsibility for regardless of whether the formal child protection process was started.

What not to include in the Measure

1. Exclude all children who are **placed in your area by another local authority**.
2. Do not collect any missing incidents **outside of the collection year**, even if they are still missing when it commences.
3. Exclude data that have been recorded in error.

Measure Reference: CH/032

Measure Name: The total number of children who go missing from care during the year.

Measure Intent

The **Wales Safeguarding Procedures, Part 6** (Practice guides, [Safeguarding children who go missing from home or care](#)) states:

“We know that when a child goes missing, they may be exposed to a range of emotional, physical, and sexual risks; they may engage in offending behaviour to survive or because they are being exploited by adults. We know that children with multiple missing episodes and those who go missing for prolonged periods are at high risk of child sexual exploitation and/or criminal exploitation and may be trafficked while they are missing.”

Exploitation of children is a safeguarding issue which can and does cause significant harm to children. Capturing and monitoring data on exploitation allows local authorities to further develop and refine their strategies for the prevention of this form of abuse.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CH/031

The **Wales Safeguarding Procedures, Part 6** (Practice guides, [Safeguarding children who go missing from home or care](#)) states: *“A missing person is anyone whose whereabouts cannot be established will be considered as missing until located and their wellbeing or otherwise confirmed.”*

When a child goes missing both the local authority where the child resides **and the responsible authority where the child usually resides should be informed**. The Wales Safeguarding Procedures also state:

“Safeguarding is everyone’s responsibility: for services to be effective each practitioner and organisation must play their full part both individually and in collaboration.”

It is essential therefore that the police, carers, children’s residential establishments and the local authority have the necessary information for children who go missing from care or are a risk of going missing from care.

For the purpose of this metric, count **the total number of children** who go missing **where your local authority has responsibility for the child**. If a child is looked after and placed in a different local authority, **you must make sure that you are informed that the child is missing, even if the child is found**. Further practice guidance is available on the [Wales Safeguarding Procedures](#) website.

What to include in the Measure

1. Count **the total number of children** who go missing from care during the collection year. **Base data = CH/031**
2. Only count children that your local authority **has responsibility for**.
3. A child may go missing **multiple times** during the year. **Count each child only once**.
4. Include all children **regardless of the amount of time the child is missing**.
5. Include **all children** your local authority has responsibility for regardless of whether the formal child protection process was started.

What not to include in the Measure

1. Exclude all children who are **placed in your area by another local authority**.
2. Do not collect any missing incidents **outside of the collection year**, even if they are still missing when it commences.
3. Exclude data that have been recorded in error.

Measure Reference: CH/033

Measure Name: The total number of children reported during the year where child exploitation was a factor.

Measure Intent

Collection of this data allows local authorities to measure instances of suspected abuse or harm, where the local authority has reasonable cause to suspect the child is at risk of specific safeguarding concerns.

Exploitation of children is a safeguarding issue which can and does cause significant harm to children. Capturing and monitoring data on exploitation allows local authorities to further develop and refine their strategies for the prevention of this form of abuse.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CH/020.

Child exploitation occurs when someone seeks to control the behaviour and actions of a child for their own means through coercion and manipulation. This is often pre-meditated and planned but can also be opportunistic and is carried out with a complete lack of empathy for the victims.

Several forms of child exploitation exist. All can have a serious long-term impact on every aspect of a child's life. For the purposes of this metric, child sexual exploitation (CSE), child criminal exploitation (CCE), and human trafficking (CHT) are counted. The [Wales Safeguarding Procedures](#) defines these as:

“Child Sexual Exploitation (CSE)

Child sexual exploitation is a form of sexual abuse that can include sex or any form of sexual activity with a child; the production of indecent images and/or any other indecent material involving children.

It involves a child It occurs to those up to the age of 18 years old and involves some form of exchange. The exchange can include the giving or withdrawal of something; such as the withdrawal of violence or threats to abuse another person. There may be a facilitator who receives something in addition to or instead of the child who is exploited. Children may not recognise the exploitative nature of the relationship or exchange. Children may feel that they have given consent.

Child Criminal Exploitation (CCE)

Child Criminal Exploitation is a form of child abuse which involves criminal exploitation and requires a safeguarding response. Children are involved in criminal activities including the movement of drugs or money which results in personal gain for an individual, group or organised criminal gang. It occurs to those up to the age of 18 years old.

It involves enticement and/or force and involves an element of exchange and can still be exploitation even if the activity appears consensual. It can involve force and/or enticement-based methods of compliance and is often accompanied by violence or threats of violence. Is typified by some form of power imbalance in favour of those perpetrating the exploitation.

Child Trafficking

Child Trafficking consists of 3 components

Action recruitment, transportation, transfer, harbouring or receipt, of a child which includes an element of movement from one place to another

Exploitation There is evidence or reasonable cause to believe that a child is suffering abuse through sexual exploitation, criminal exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs of the child (see appendices)

And involves a child It occurs to those up to the age of 18 years old.”

Exploitation is a safeguarding issue, and as such local authorities have responsibilities under the Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice ([Working together to Safeguard People](#)).

For the purposes of this metric, count **the total number of children** who had strategy meetings that have concluded during the year where there is a reasonable cause to suspect that a child is at risk from exploitation under the categories of child sexual exploitation, child criminal exploitation, child trafficking. Further practice guidance is available on the [Wales Safeguarding Procedures](#) website.

What to include in the Measure

1. Include **the total number of children** who had strategy meetings between 1st April and 31st March of the collection year where there is a reasonable cause to suspect that a child is at risk from exploitation under the categories of **child sexual exploitation, child criminal exploitation, or child trafficking. Base data = CH/020.**
2. Include strategy meetings for children who have an active care and support plan at the time the meeting was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Only include strategy meetings that have been **concluded during the collection year** (where the decision has been authorised by a practice manager or person acting on their behalf).
4. Count each child **only once**.

What not to include in the Measure

1. Exclude any strategy meetings that were **not concluded** in the collection year, regardless of whether they were started in that year.
2. Do not count a child more than **once regardless of whether they were reported for multiple exploitation factors**.
3. Exclude strategy meetings that have been recorded in error.

Measure Reference: CH/034

Measure Name: The total number of reports of child exploitation received during the year where the primary factor was:

- a. Child sexual exploitation
- b. Child criminal exploitation
- c. Child trafficking

Measure Intent

Collection of this data allows local authorities to measure instances of suspected abuse or harm, where the local authority has reasonable cause to suspect the child is at risk of specific safeguarding concerns.

Exploitation of children is a safeguarding issue which can and does cause significant harm to children. Capturing and monitoring data on exploitation allows local authorities to further develop and refine their strategies for the prevention of this form of abuse.

Welsh Government will use this information to monitor safeguarding processes in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CH/020

Child exploitation occurs when someone seeks to control the behaviour and actions of a child for their own means through coercion and manipulation. This is often pre-meditated and planned but can also be opportunistic and is carried out with a complete lack of empathy for the victims.

Several forms of child exploitation exist. All can have a serious long-term impact on every aspect of a child's life. For the purposes of this metric, child sexual exploitation (CSE), child criminal exploitation (CCE), and human trafficking (CHT) are counted. The [Wales Safeguarding Procedures](#) defines these as:

“Child Sexual Exploitation (CSE)

Child sexual exploitation is a form of sexual abuse that can include sex or any form of sexual activity with a child; the production of indecent images and/or any other indecent material involving children.

It involves a child It occurs to those up to the age of 18 years old and involves some form of exchange The exchange can include the giving or withdrawal of something; such as the withdrawal of violence or threats to abuse another person. There may be a facilitator who receives something in addition to or instead of the child who is exploited. Children may not recognise the exploitative nature of the relationship or exchange. Children may feel that they have given consent.

Child Criminal Exploitation (CCE)

Child Criminal Exploitation is a form of child abuse which involves criminal exploitation and requires a safeguarding response. Children are involved in criminal activities including the movement of drugs or money which results in personal gain for an individual, group or organised criminal gang. It occurs to those up to the age of 18 years old.

It involves enticement and/or force and Involves an element of exchange and can still be exploitation even if the activity appears consensual. It can involve force and/or enticement-based methods of compliance and is often accompanied by violence or threats of violence. Is typified by some form of power imbalance in favour of those perpetrating the exploitation.

Child Trafficking

Child Trafficking consists of 3 components

Action recruitment, transportation, transfer, harbouring or receipt, of a child which includes an element of movement from one place to another

Exploitation There is evidence or reasonable cause to believe that a child is suffering abuse through sexual exploitation, criminal exploitation, forced labour or domestic servitude, slavery, financial exploitation, illegal adoption, removal of organs of the child (see appendices)

And involves a child It occurs to those up to the age of 18 years old.”

Exploitation is a safeguarding issue, and as such local authorities have responsibilities under the Social Services and Wellbeing (Wales) Act 2014, Part 7 Code of Practice ([Working together to Safeguard People](#)).

For the purposes of this metric, count **all** strategy meetings that have concluded during the year where there is a reasonable cause to suspect that a child is at risk from exploitation under the categories of child sexual exploitation, child criminal exploitation, child trafficking. Further practice guidance is available on the [Wales Safeguarding Procedures](#) website.

There may be multiple risks of exploitation arising from a strategy meeting. Each report should only be counted once, regardless of how many types of exploitation a child is at risk of. For the purpose of this metric, count the **primary factor** of child

exploitation included in the report, even if more than one type of exploitation is identified.

What to include in the Measure

1. Include **all Strategy Meetings** held between 1st April and 31st March of the collection year where there is a reasonable cause to suspect that a child is at risk from exploitation under the categories of **child sexual exploitation (a), child criminal exploitation (b), or child trafficking (c)**. **Base data = CH/020**.
2. Include strategy meetings for children who have an active care and support plan at the time the meeting was held (**open cases**) as well as those who do not have an active care and support plan (**new cases**).
3. Only include strategy meetings that have been **concluded during the collection year** (where the decision has been authorised by a practice manager or person acting on their behalf).
4. A child may be reported for **multiple exploitation factors**. **Count each of these separately**.
5. A child may have **more than one** strategy meeting during the collection period. Count all of these that meet the criteria above.

What not to include in the Measure

1. Exclude any strategy meeting where there is **no reasonable cause** to suspect that a child is at risk from exploitation under the categories of **child sexual exploitation, child criminal exploitation, or child trafficking**.
2. Exclude any strategy meetings that were **not concluded** in the collection year, regardless if they were started in that year.
3. Exclude strategy meetings that were **not concluded** during the year.
4. Exclude strategy meetings that have been recorded in error.

Measure Reference: CH/035

Measure Name: The total number of days on the child protection register for children who were removed from the register during the year.

Measure Intent

This metric allows local authorities to monitor the average length of time that children remain on the child protection register when combined with CH/036. Monitoring this

metric allows local authorities to insight into the operational health of their child protection processes.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

This metric links to CH/036.

The Social Services and Wellbeing (Wales) Act 2014, **Part 7** Code of Practice (Working together to safeguard people), Volume 5 ([Handling individual cases to protect children at risk](#)), **para. 176** states:

“A child should no longer be the subject of a care and support protection plan if:

- It is judged that the child is no longer at continuing risk of significant harm requiring protection by means of a care and support protection plan. Under these circumstances, only a child protection review conference can decide that a care and support protection plan is no longer necessary;*
- The child and family have moved permanently to another local authority area. In such cases, the receiving local authority should convene a child protection conference within 15 working days of being notified of the move, only after a transfer child protection conference has taken place should the original local authority end the child’s care and support protection plan and end involvement with the child/young person and their family; or*
- The child has reached 18 years of age, has died or has permanently left the UK.”*

For children who were de-registered following child protection conferences held in the collection year (**CH/036**), count **the total number of days** that those children were placed on the child protection register.

Include the length of time of **all children** were registered on the child protection register, regardless of time of registration. The start time should be taken **from the date a child was first placed** on the register. The end date will be the **date the child is removed from the register** during the year.

What to include in the Measure

1. Count **the total number of days registered** for children in the collection year. This metric should count the number of days registered for those children in **CH/036**.
2. **Count from the date the child was placed on the register to the date in the collection year that the child was removed** from the child protection register.

3. A child may be **de-registered more than once** during the year. Count all of these.
4. Include de-registrations that are **due to transfer out** conferences.
5. Count the day of registration as **day zero**. The date of de-registration **should be counted** as a day in the count.

What not to include in the Measure

1. Do not include children from another local authority who are **temporarily registered**.
2. Do not include child protection conferences that were recorded in error.

Measure Reference: CH/036

Measure Name: The total number of children removed (de-registered) from the child protection register during the year.

Measure Intent

This metric allows local authorities to have insight into the operational health of their child protection processes.

Welsh Government will use this information to monitor safeguarding processes for children in Wales.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 7** Code of Practice ([Working together to Safeguard People](#)), Volume 5 ([Handling individual cases to protect children at risk](#)), **para. 176** states:

“A child should no longer be the subject of a care and support protection plan if:

- *It is judged that the child is no longer at continuing risk of significant harm requiring protection by means of a care and support protection plan. Under these circumstances, only a child protection review conference can decide that a care and support protection plan is no longer necessary;*
- *The child and family have moved permanently to another local authority area. In such cases, the receiving local authority should convene a child protection conference within 15 working days of being notified of the move, only after a transfer child protection conference has taken place should the original local authority end the child’s care and support protection plan and end involvement with the child/young person and their family; or*

- *The child has reached 18 years of age, has died or has permanently left the UK.*

Count **all children who were de-registered** following child protection conferences held in the collection year.

What to include in the Measure

1. Count **all** children whose **names were removed (de-registered)** from the child protection register in the collection year.
2. A child may be **de-registered more than once** during the year. Count children multiple times if this occurs.
3. Include de-registrations that are **due to transfer out** conferences **or where a child turns 18**.
4. The date of de-registration is the **date the conference took place**.

What not to include in the Measure

1. Do not include children from another local authority who are **temporarily registered**.
2. Do not include children who were removed from the child protection register **outside of the collection year**.
3. Do not include child protection conferences that were recorded in error.

Children Looked After

Measure Reference: CH/037a

Measure Name: The number of children becoming looked after during the year.

Measure Intent

Children who are unable to live with their birth families are often the most vulnerable children that local authorities work with. Understanding the looked-after population, including the numbers who become looked-after, is an important aspect of delivering the effective care and support they may need.

Welsh Government will use this information to monitor looked after children in Wales and use this information in conjunction with other metrics to monitor volume, flow, and demand within the system.

Definition

This metric is post-populated from the Children Looked After Census by Welsh Government.

Count all children who become looked after during the year unless they are recorded as receiving a series of short breaks under Section 76 of the Social Services and Wellbeing (Wales) Act 2014.

What to include in the Measure

1. Count **all children** who receive an 'S' type episode between 1st April and 31st March of the collection year unless excluded by one of the criteria below.
2. **Count each child once**, regardless of how many 'S' type episodes they may start during the year.

What not to include in the Measure

1. Do not include children who are recorded as receiving short breaks (V1 Legal status).
2. Do not include 'P', 'L', 'B' or 'CT' episode types in this count.
3. Do not include placements that last less than 24 hours.
4. Do not include children who are privately fostered.
5. Do not include children who have appeared in court and have been 'bailed to reside where a local authority directs', but who are not accommodated by the local authority itself.
6. Do not include children who are to be adopted, but not looked after by the local authority.
7. Do not include children detained under Sections 90 to 92 of the Powers of Criminal Courts (Sentencing) Act 2000, even if placed in local authority accommodation, **unless** it is accompanied by a concurrent care order.
8. Do not include children who are subject to supervision orders under the Children Act 1989.
9. Do not include children who are subject to Residence Orders under the Children Act 1989.
10. Do not include children who receive a series of short-term breaks under a care and support plan provided under Part 4 of the Social Services and Wellbeing (Wales) Act 2014.

Measure Reference: CH/037b

Measure Name: The number of new episodes of children becoming looked after during the year.

Measure Intent

Children who are unable to live with their birth families are often the most vulnerable children that local authorities work with. Understanding the looked-after population, including the numbers who become looked-after, is an important aspect of delivering the effective care and support they may need.

Welsh Government will use this information to monitor looked after children in Wales and use this information in conjunction with other metrics to monitor volume, flow, and demand within the system.

Definition

This metric is post-populated from the Children Looked After Census by Welsh Government.

Count all children who become looked after during the year unless they are recorded as receiving a series of short breaks under Section 76 of the Social Services and Wellbeing (Wales) Act 2014.

What to include in the Measure

1. Count all **'S' type episodes** between 1st April and 31st March of the collection year unless excluded by one of the criteria below.

What not to include in the Measure

1. Do not include children who are recorded as receiving short breaks (V1 Legal status).
2. Do not include 'P', 'L', 'B' or CT episode types in this count.
3. Do not include placements that last less than 24 hours.
4. Do not include children who are privately fostered.
5. Do not include children who have appeared in court and have been 'bailed to reside where a local authority directs', but who are not accommodated by the local authority itself.
6. Do not include children who are to be adopted, but not looked after by the local authority.
7. Do not include children detained under Sections 90 to 92 of the Powers of Criminal Courts (Sentencing) Act 2000, even if placed in local authority accommodation, **unless** it is accompanied by a concurrent care order.
8. Do not include children who are subject to supervision orders under the Children Act 1989.
9. Do not include children who are subject to Residence Orders under the Children Act 1989.

10. Do not include children who receive a series of short-term breaks under a care and support plan provided under Part 4 of the Social Services and Wellbeing (Wales) Act 2014.

Measure Reference: CH/038

Measure Name: The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after.

Measure Intent

Children who are unable to live with their birth families are often the most vulnerable children that local authorities work with. Understanding the looked-after population, including the numbers who become looked-after, is an important aspect of delivering the effective care and support they may need.

The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice ([Looked After and Accommodated Children](#)) para. 66 states:

“Most children who start to be looked after have been known to social services for some time. Where a child is to be accommodated it should therefore be possible to begin the care and support planning process in advance of the care episode. Where this is not possible, the Part 6 care and support plan must be prepared within ten working days of the start of the first placement.”

Welsh Government will use this information to monitor looked after children in Wales and use this information in conjunction with other metrics to monitor compliance against standards within the Social Services and Wellbeing (Wales) Act.

Definition

Count all care and support plans that conform to the standards described in the Part 6 Code of Practice of the Social Services and Wellbeing (Wales) Act 2014, following the commencement of a period of being looked after, during the financial year.

Due to the timescales for completion, the completion of the part 6 care and support plan may fall into the next financial year. It is acceptable to count this in this metric should it fulfil the criteria described below.

What to include in the Measure

1. The base data for this metric is derived from CH/037b. Count only those **completed part 6 care and support plans that relate to new episodes of children becoming looked after in the collection year.**
2. A part 6 care and support plan **must be authorised** by a manager or person acting on their behalf to be included in the count.
3. Only include **part 6** care and support plans **that were completed within the 10 working days from the start of a child becoming looked after** - timescales prescribed in paragraph 66 of the Part 6 Code of Practice for the Social Services and Wellbeing (Wales) Act 2014.
4. The Part 6 care and support plan must conform to the standards described in the Part 6 Code of Practice to be counted in this metric.
5. A part 6 care and support plan is considered in time if it was authorised **up to and including 10 working days** from the date the new episode commenced. The date the episode commences is considered as day zero.
6. Part 6 care and support plans may be completed and authorised **prior to the start of placement.** Include these in your count (assuming this plan relates to the latest episode of care).

What not to include in the Measure

1. Do not include children who are recorded as receiving short breaks (V1 Legal status).
2. Do not include care and support plans that have not been authorised by a manager or person acting on their behalf.
3. Do not include care and support plans that do not comply with the requirements for a part 6 care and support plan as defined by the Part 6 Code of Practice.
4. Do not include children who are privately fostered.
5. Do not include children who have appeared in court and have been 'bailed to reside where a local authority directs', but who are not accommodated by the local authority itself.
6. Do not include children who are to be adopted, but not looked after by the local authority.
7. Do not include children detained under Sections 90 to 92 of the Powers of Criminal Courts (Sentencing) Act 2000, even if placed in local authority accommodation, **unless** it is accompanied by a concurrent care order.
8. Do not include children who are subject to supervision orders under the Children Act 1989.
9. Do not include children who are subject to Residence Orders under the Children Act 1989.
10. Do not include children who receive a series of short term breaks under a care and support plan provided under Part 4 of the Social Services and Wellbeing (Wales) Act 2014.

Measure Reference: CH/039

Measure Name: The number of children looked after on 31st March.

Measure Intent

Children who are unable to live with their birth families are often the most vulnerable children that local authorities work with. Understanding the looked-after population, including the numbers who become looked-after, is an important aspect of delivering the effective care and support they may need.

Welsh Government will use this information to monitor looked after children in Wales and use this information in conjunction with other metrics to monitor volume, flow, and demand within the system.

Definition

This metric is post-populated from the Children Looked After Census by Welsh Government.

Count all children who are looked after at the collection point (31st March), unless they are recorded as receiving a series of short breaks under Section 76 of the Social Services and Wellbeing (Wales) Act 2014.

What to include in the Measure

1. Count **all children** with an open looked after episode at 31st March with the exception of those exclusions below.
2. An open looked after episode is any 'S', 'L', 'P', 'B' or 'CT' episode with no end date, or an end date greater than 31st March of the collection year.

What not to include in the Measure

1. Do not include children who are recorded as receiving short breaks (V1 Legal status).
2. Do not include children who are privately fostered.
3. Do not include children who have appeared in court and have been 'bailed to reside where a local authority directs', but who are not accommodated by the local authority itself.
4. Do not include children who are to be adopted, but not looked after by the local authority.
5. Do not include children detained under Sections 90 to 92 of the Powers of Criminal Courts (Sentencing) Act 2000, even if placed in local authority accommodation, **unless** it is accompanied by a concurrent care order.

6. Do not include children who are subject to supervision orders under the Children Act 1989.
7. Do not include children who are subject to Residence Orders under the Children Act 1989.

Do not include children who receive a series of short-term breaks under a care and support plan provided under Part 4 of the Social Services and Wellbeing (Wales) Act 2014.

Measure Reference: CH/040

Measure Name: The total number children receiving (S76) short breaks on 31st March.

Measure Intent

The metric is designed to provide baseline information on the number children receiving short-term breaks under part 6 of the Social Services and Wellbeing (Wales) Act 2014.

Routine information on looked after children populations forms the basis for good forward planning.

Welsh Government will use this information to monitor numbers of children looked after in Wales.

Definition

This metric is derived from the Children Looked After census and post populated by Welsh Government.

The Children Looked After Census (CLA) defines the mechanism for recording placements, changes of placement and any change in the legal basis that the child is accommodated under.

For the purpose of this metric, all children with an open episode (no end date or end reason) are included in this metric **where the children looked after under an agreed series of short breaks under part 6 of the Act (S76, V1).**

What to include in the Measure

1. Count **all** children with a **legal status of V1** on the Children Looked After Census for the collection year that have an **open placement** at 31st March.
2. Include any placement that **stated prior to 31st March** of the collection year provided it satisfies the criteria of point 1 above.

What not to include in the Measure

1. Exclude all children placed under a **legal status that is not V1**.
2. Do not include temporary '**respite**' placements under any other legal statuses.
3. Do not include any child receiving a series of short breaks under **part 4 (Section 34 of the Act)**.
4. Exclude any child aged **18 or over** at 31st March of the collection year.
5. Do not include children looked after who placed in your area by **other local authorities**.

Measure Reference: CH/041

Measure Name: The number of statutory visits for children looked after that were due during the year.

Measure Intent

This metric monitors local authorities' compliance to the requirements for visiting children who are looked after in the Social Services and Wellbeing (Wales) Act 2014 part 6. It also allows local authorities to ensure that the numbers of visits to children looked after was no fewer than the minimum requirements given in the Social Services and Wellbeing (Wales) Act 2014, based on each child's care and support plan.

Welsh Government will use this information to monitor children looked after in Wales.

Definition

The Social Services and Wellbeing Act, **Part 6** ([Looked after and Accommodated Children](#)) lays out the requirements for visiting children who are looked after. These are:

Short breaks

Para 301

The arrangements for the local authority representative to visit a child are also modified in respect of such placements (see regulation 62(3)(c) of the [CPPPCR Regulations](#)). The local authority must, in these cases, ensure that the local authority representative visits the child during the periods the child is on a short break, at regular intervals to be agreed with the independent reviewing officer (IRO) and the child's parents. The frequency of these visits must be recorded in the child's care plan before the start of the first short break. In any event **the first visit must take place within the first seven placement days of the start of the first placement, or as soon as practicable thereafter, and subsequent visits must take place at intervals of no more than six months, for as long as the short breaks continue.**

Children Looked After

Para 312

The frequency and length of visits must always be determined by the circumstances of the case and the needs of the child. The CPPPCR Regulations set out the minimum requirements for visiting different types of placement, see below, but more frequent or additional visits may be required to ensure that the outcomes set out above are achieved.

Para 316 – General visiting requirements

*The child must be visited **within one week of the start of any placement. Thereafter, the child must be visited at intervals of not more than six weeks for the first year of any placement commencing. Visits during subsequent years must also take place at intervals of not more than six weeks, unless the placement has been formally agreed as a permanent placement which is intended to last until the child is 18. In permanent placements, the intervals between visits in the second and subsequent years of placement must not be longer than three months.***

Para 317 – Placements with parents under a Care Order

*Where a care order has been made in relation to a child under section 31 of the [Children Act](#) 1989 and the child is placed back home with a parent, the child must be **visited within one week of the making of the care order and then at intervals of no more than six weeks.** A child placed back home with a parent before the assessment is completed must be visited **at least weekly until the time of the first review, and subsequently at intervals of not more than six weeks** or until the completion of the assessment.*

Para 318 – Placements with temporarily approved foster carers or children living with parents under an Interim Care Order

*Where a child has been placed with a temporarily approved foster carer (usually a relative, friend or other connected person), or where an interim care order has been made in respect of that child (under section 38 of the Children Act 1989) and the child is still living with the parent, the child must be visited **at least weekly until the time of the first review.** Subsequently, visits must take place at intervals of **not more than four weeks until either the carer is approved as a local authority***

foster carer, or the final hearing has been completed in the care proceedings. These frequencies reflect the potentially greater vulnerability of a child who has been placed with a carer before the assessment of that person's suitability to care for the child has been completed, or where the child continues to live with a parent in circumstances where the local authority has concerns about a possible continuing risk of the child suffering significant harm. These visits will allow the social worker to assess how the relationship between the child and parent or carer is developing and identify at an early stage where there may be concerns about a child's wellbeing.

Para 319 – Placements in accommodation not provided by the local authority

Where the child is in the care of the local authority, but another person or agency is responsible for the arrangements under which the child is living for the time being (such as a child who has been sentenced and who is accommodated in a secure children's home or a juvenile prison wing), the child **must be visited within one week** of the start of the living arrangements and **within one week of any change to those living arrangements. Subsequently, visits must take place every six weeks for the first year and at intervals of not more than three months in any subsequent year.**

Para 320 – Additional visiting requirements

In addition, a visit must also be made **within one week** of receiving a notification under Section 30A of the [Care Standards Act](#) 2000 when the children's home in which the child is currently placed is referred to in that notification. These are notifications to local authorities of enforcement activity and relate to concerns about the management of a children's home.

Para 362 – Children on Remand

In general, the duty to keep in touch with and visit a looked after child apply equally to looked after children who are remanded to local authority accommodation or to youth detention accommodation, or who are detained after having been convicted of an offence. In addition to these requirements, the local authority representative must visit the child whenever reasonably requested to do so by the director, governor or registered manager of the prison, youth detention accommodation or premises in which the child is required to reside."

Count **all visits that were due for** children who were looked after during the collection year.

What to include in the Measure

1. Count **the total number of visits due** for children looked after during the collection year.
2. Only count due visits for the period(s) that the **child was looked after**.
3. Do not exclude children who are **both** looked after and who are on the child protection register in your count.

What not to include in the Measure

1. Do not include children who were **not looked after** during the collection year.
2. Do not include periods during the year **where the child was not looked after** (with the exception for children receiving short breaks).
3. Do not include periods of care where the child is looked after for **less than 7 days**.
4. Do not include data that were recorded in error.

Measure Reference: CH/042

Measure Name: The number of statutory visits to children looked after during the year that were:

- a. Completed, regardless of if they were within statutory timescales
- b. completed within statutory timescales.

Measure Intent

This metric monitors local authorities' compliance to the requirements for visiting children who are looked after in the Social Services and Wellbeing (Wales) Act 2014 part 6. It also allows local authorities to ensure that the numbers of visits to children looked after was no fewer than the minimum requirements given in the Social Services and Wellbeing (Wales) Act 2014, based on each child's care and support plan.

Welsh Government will use this information to monitor children looked after in Wales.

Definition

The Social Services and Wellbeing Act, **Part 6** ([Looked after and Accommodated Children](#)) lays out the requirements for visiting children who are looked after. These are:

Short breaks – Para 301

*The arrangements for the local authority representative to visit a child are also modified in respect of such placements (see regulation 62(3)(c) of the [CPPCR Regulations](#)). The local authority must, in these cases, ensure that the local authority representative visits the child during the periods the child is on a short break, at regular intervals to be agreed with the independent reviewing officer (IRO) and the child's parents. The frequency of these visits must be recorded in the child's care plan before the start of the first short break. In any event **the first visit must take place within the first seven placement days of the start of the first placement,***

or as soon as practicable thereafter, and **subsequent visits must take place at intervals of no more than six months**, for as long as the short breaks continue.

Children Looked After – Para 312

The frequency and length of visits must always be determined by the circumstances of the case and the needs of the child. The CPPCR Regulations set out the minimum requirements for visiting different types of placement (see below), but more frequent or additional visits may be required to ensure that the outcomes set out above are achieved.

General visiting requirements – Para 316

The child must be visited **within one week of the start of any placement. Thereafter, the child must be visited at intervals of not more than six weeks for the first year of any placement commencing. Visits during subsequent years must also take place at intervals of not more than six weeks, unless the placement has been formally agreed as a permanent placement which is intended to last until the child is 18. In permanent placements, the intervals between visits in the second and subsequent years of placement must not be longer than three months.**

Placements with parents under a Care Order – Para 317

Where a care order has been made in relation to a child under Section 31 of the [Children Act](#) 1989 and the child is placed back home with a parent, the child must be **visited within one week of the making of the care order and then at intervals of no more than six weeks. A child placed back home with a parent before the assessment is completed must be visited at least weekly until the time of the first review, and subsequently at intervals of not more than six weeks or until the completion of the assessment.**

Placements with temporarily approved foster carers or children living with parents under an Interim Care Order – Para 318

Where a child has been placed with a temporarily approved foster carer (usually a relative, friend or other connected person), or where an interim care order has been made in respect of that child (under section 38 of the Children Act 1989) and the child is still living with the parent, the child must be visited **at least weekly until the time of the first review. Subsequently, visits must take place at intervals of not more than four weeks until either the carer is approved as a local authority foster carer, or the final hearing has been completed in the care proceedings.** These frequencies reflect the potentially greater vulnerability of a child who has been placed with a carer before the assessment of that person's suitability to care for the child has been completed, or where the child continues to live with a parent in circumstances where the local authority has concerns about a possible continuing risk of the child suffering significant harm. These visits will allow the social worker to assess how the relationship between the child and parent or carer is developing and identify at an early stage where there may be concerns about a child's wellbeing.

Placements in accommodation not provided by the local authority – Para 319

*Where the child is in the care of the local authority, but another person or agency is responsible for the arrangements under which the child is living for the time being (such as a child who has been sentenced and who is accommodated in a secure children's home or a juvenile prison wing), the child **must be visited within one week** of the start of the living arrangements and **within one week of any change to those living arrangements. Subsequently, visits must take place every six weeks for the first year and at intervals of not more than three months in any subsequent year.***

Additional visiting requirements – Para 320

*In addition, a visit must also be made **within one week** of receiving a notification under section 30A of the [Care Standards Act 2000](#) when the children's home in which the child is currently placed is referred to in that notification. These are notifications to local authorities of enforcement activity and relate to concerns about the management of a children's home.*

Children on Remand – Para 363

In general, the duty to keep in touch with and visit a looked after child apply equally to looked after children who are remanded to local authority accommodation or to youth detention accommodation, or who are detained after having been convicted of an offence. In addition to these requirements, the local authority representative must visit the child whenever reasonably requested to do so by the director, governor or registered manager of the prison, youth detention accommodation or premises in which the child is required to reside.

Count **all children who were looked after** on 31st March who were visited within statutory timescales.

What to include in the Measure

1. Count **all visits to children looked after:**
 - a. Completed in the year
 - b. Completed within statutory timescales in the year.
2. If multiple visits occurred during the year,
 - a. For part a, count all visits within the year.
 - b. For part b **only visits within statutory timescales** can be included.
3. Only count visits during the time that the **child was looked after**.
4. Calculation of statutory timescales is dependent on the placement type, the length of time the placement has been active and whether or not the placement is considered permanent. The **day of placement** (or the start of the collection year) **is classified as day zero**.
5. A child may have more than one period of care during the collection year. Visits during all of these periods **must be included** in the count.
6. Include visits to children who are both looked after **and** who are on the child protection register in your count.

What not to include in the Measure

1. Do not include children who were **not looked after** during the collection year.
2. Do not include periods during the year **where the child was not looked after** (with the exception for children receiving short breaks).
3. Do not include periods of care where the child is looked after for **less than 7 days**.
4. Do not include data that were recorded in error.

Measure Reference: CH/043

Measure Name: The total number children looked after on 31st March who have experienced three or more placements during the year.

Measure Intent

The metric is designed to provide information on placement stability for children looked after.

Having a range of options for the appropriate placement of a child is key to stability and permanence. Children who become looked after suffer from feelings of separation and loss, even if they have been maltreated and children who go on to have multiple placements have these feelings exacerbated making it more difficult for them to establish meaningful relationships with their carers. Not all moves within the system are negative. Some moves are necessary to meet the needs of the child and also when considering their own wishes and feelings. Research suggests however that children and young people who have a high number of placement moves are less likely to achieve academically and fare worse in terms of their psychological, social and health outcomes. The ability for local authorities to monitor the number of moves made by children within the looked after system is therefore vitally important in improving outcomes.

Welsh Government will use this information to monitor placement stability for children looked after in Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

The Children Looked After Census (CLA) defines the mechanism for recording episodes, changes of placement and any change in the legal basis that the child is accommodated under.

Children's episodes are recorded on the CLA as:

- Starting to be looked after (S)
- A change of placement (P)
- A change of legal status (L)
- A change of placement and legal status (B)
- Care taken over from another Welsh local authority (CT1)
- Care taken over from another local authority outside Wales (CT2)

For the purposes of this metric, 'L' type episodes are excluded. For this metric, three or more placements equates to two moves of placement during the year. A full list of inclusions and exclusions are listed below.

What to include in the Measure

1. Count **all** children on the Children Looked After Census for the collection year that have **three or more** placements during the year.
2. Count all '**S**', '**P**', '**B**', and '**CT1** and '**CT2**' episode commencement reasons.
3. Include a change of **placement 'type'** where the address or location remains the same.
4. Include episodes that began **prior to the start** of the collection year.
5. Include episodes that **ended in** the collection year or **had not ended** at the end of the collection year.
6. Include episodes that were **not part of a concurrent period of care**. That is periods of care that were separated by periods of not being looked after.
7. Include 'temporary moves' that last longer than **21 days**.

What not to include in the Measure

1. Exclude all children placed under an agreed series of **short breaks (V1, S76)**.
2. Exclude all '**L**' **type episode commencement reasons**. These are changes of legal status only and do not constitute a move or change in placement.
3. Do not include a **carer's change of address** where the child remains with the same carer.
4. Exclude '**temporary moves**' for children, where the plan for the child to move back to their substantive placement. This includes:
 - a. A temporary move to another carer while their substantive **carer is on holiday, or in hospital unless longer than 21 days**.
 - b. A temporary move whilst the **child is on holiday or in hospital unless longer than 21 days**.
 - c. Children who have **gone missing or absconded** from placement.
 - d. Any other temporary moves that last a period of **seven consecutive days or less**.
5. Exclude any move to a **pre-adoptive placement**, even if this is with a different family.

Measure Reference: CH/044

Measure Name: The total number of children looked after on 31st March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home).

Measure Intent

The metric is designed to provide information on educational stability for children looked after.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 100** states:

“When deciding where to place a looked after child, a local authority should do everything possible to minimise disruption to the child’s education. This means maximising efforts to arrange a care placement which enables existing educational provision to be maintained, where this is in the child’s best interests. It is important to seek, and take into account, the child’s views about their education (subject to age and level of understanding) when deciding where best to place the child. Where a child is in Key Stage 4 (years 10 and 11) everything possible should be done to maintain them in their existing school, and a move should only be made in exceptional circumstances. Further guidance on this may be found in Chapter 2 of this code.”

Welsh Government will use this information to monitor educational stability for children looked after in Wales.

Definition

This metric is derived from CH/039

Include all looked after children of compulsory school age.

A child is of compulsory school age from the **start of the term following their fifth birthday until the last Friday in June in the school year in which the child reaches the age of 16.**

A period of being looked after is a continuous period of time during which a child is looked after by the authority. There may be more than one period of being looked after for a child during the year if they cease to be looked after for any reason during the year and subsequently return to being looked after the same year.

Transitional arrangements refer to changes from infant school to primary school, primary school to junior school, junior school to secondary school and secondary school to sixth form college.

What to include in the Measure

1. Include all children who are compulsory school age **even if they start their compulsory education during the year.**
2. Include children **moving to education provision out of county.**
3. Include changes of school **on becoming looked after.**

What not to include in the Measure

1. Do not include children who are **not compulsory school age** during the year.
2. Do not include children who are **not in CH/039.**
3. Exclude all children placed under an agreed series of **short breaks (V1, S76).**
4. Exclude changes where the **child's current school has closed.**
5. Exclude changes to **meet a statement of special educational need.**
6. Exclude changes **to or from home tutoring** provided the child remains registered at the same school.
7. Exclude changes arising as a result of the child **ceasing to be looked after.**
8. Exclude changes arising from a result of the child being **placed for permanent adoption.**
9. Exclude changes to school as a result of **preparing the child to return home.**

Measure Reference: CH/045

Measure Name: The total number of children looked after who returned home during the year.

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, Part 6 Code of Practice ([Looked After and Accommodated Children](#)) **para. 38** states that permanence for some children can be achieved through a successful return to birth family.

Measuring this gives an indication as to the ability of a local authority to achieve outcomes that wherever possible, keep families together.

Welsh Government will use this information to monitor outcomes for children looked after in Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

For the purposes of this measure, the period of time during which a child is looked after by the local authority is broken down into "episodes" of care. Each episode represents a period of being looked after under the same legal status and in the same placement. When either the legal status or the child's placement changes, that child will start a new episode and the reason the episode ceased is recorded.

The relevant categories for denoting where a looked after child has returned home following an episode of being looked after are:

- (E4) Returned home to live with parents, relatives, or other person with parental responsibility.

Returned home to live with parents, relatives, or other person with parental responsibility, supplemented by:

- (E43) Special guardianship order made to former foster carers
- (E44) Special guardianship order made to carers other than former foster carers

What to include in the Measure

1. Include **all** periods of care that **come to an end** during the collection year.
Base data = CLA Census.
2. Include children who are placed under [Section 76, of the Social Services and Wellbeing Act](#), or [Section 31 of the Children Act 1989](#). These will include children who ended under the following [legal status codes](#):
 - i. V2
 - ii. C2
3. Only include the following **reason end codes** as returning home:
 - i. E4
 - ii. E43
 - iii. E44
4. A child may return home **more than once** during the year. **Count only the latest** of these.
5. A child may end their period of care more than once with **different end reasons**. If **any** of these reasons meet the criteria above, include the person **once** in the count.

What not to include in the Measure

1. Do not Include children when the period of care **ended under the following legal status codes**:
 - i. V1
 - ii. C1
 - iii. E1
 - iv. L1
 - v. L2
 - vi. L3
 - vii. J1
 - viii. J2
2. Do not include periods of care that **ended outside of the collection year**.
3. Do not count any child that has returned home in the collection year **more than once**.
4. Do not include any children who do not appear in the **CLA Census**.

Measure Reference: CH/046

Measure Name: The total number of children looked after who are not placed with parents, family, or friends on 31st March.

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)) **para. 20** states:

“Any person exercising functions under any part of the Act in relation to a child who has, or may have, care and support needs, or in respect of whom functions are exercisable under Part 6, must also:

- *have regard to the importance of promoting the upbringing of the child by the child’s family, in so far as doing so is consistent with promoting the child’s well-being*
- *where the child is under the age of 16, ascertain and have regard to the views, wishes and feelings of those with parental responsibility for the child, in so far as doing so is consistent with the well-being of the child, and reasonably practicable - section 6(4).”*

Measuring this gives an indication as to the ability of a local authority to achieve outcomes that wherever possible, keep families together.

Welsh Government will use this information to monitor those children looked after placed outside of family and friends in Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice (Looked After and Accommodated Children) **para. 120** states:

“If possible – i.e. it is consistent with the child’s well-being, and it is reasonably practicable – the local authority should make arrangements for a looked after child to live with a parent, a person with parental responsibility, or (where the child is in the care of the local authority and there was a child arrangement order in force immediately before the care order was made) a person in whose favour a residence / child arrangement order was made. This is in line with the overarching duty, set out in Part 2 of the Act, that a person exercising functions under Part 6 must have regard to the importance of promoting the upbringing of the child by the child’s family, in so far as this is consistent with child’s well-being.”

For the purpose of this metric, count all active placements at the end of the collection year that have [the placement codes](#) listed below.

What to include in the Measure

1. Include **all active** placements at the end of the collection year with the following placement types: **Base data = CLA Census**.
 - i. F2, F3, F5, F6, F7, F8
 - ii. P2, P3
 - iii. H1, H3, H4, H5, H21, H22
 - iv. R1, R2, R3, R5
 - v. S1
 - vi. Z1
2. Include children that meet the above criteria, **regardless of their legal status**.
3. An **active placement is one with no end date** at the end of the collection year.

What not to include in the Measure

1. Exclude **all active** placements at the end of the collection year with the following placement types: **Base data = CLA Census**.

- i. A3, A4, A5 A6, A8
- ii. F1, F4
- iii. M1, M2, M3
- iv. P1

2. Do not include placements that have **ended**.
3. Do not count any child that has a placement type **not in point 1 above**.
4. Do not include any children who do not appear in the **CLA Census**.

Measure Reference: CH/047

Measure Name: The total number of children looked after who are placed within Wales, but outside of the responsible local authority on 31 March.

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)) **para. 183** states:

*“It is important for looked after children to **remain within their own area wherever possible and appropriate**. A placement within the child’s home area allows for continuity of health care and education, and makes it easier for the child to maintain contact with birth parents and other significant people in their lives.*

Maintaining contact with family has been found to contribute to placement stability, and is a significant factor in achieving successful reunification with the child’s birth family on a planned basis or when leaving care. However, there are occasions when a placement outside the authority area will be in the child’s best interests.”

Welsh Government will use this information to monitor those children looked after placed out of county in Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

Data for this indicator is derived from the **Placement Postcode** field of the CLA census which is matched to National Address Gazetteer data to derive those placements outside of the responsible local authority, but within Wales. Validation within the CLA census will ensure that all appropriate postcode data is supplied prior to submission.

What to include in the Measure

1. Include **all active** placements at the end of the collection year where the child is placed inside of Wales, but outside the responsible local authority. **Base data = CLA Census.**
2. An **active placement is one with no end date** at the end of the collection year.

What not to include in the Measure

1. Do not include children who are placed under a series of **short-term breaks (V1 legal status code).**
2. Do not include placements that have **ended.**
3. Do not include children who are placed in pre-adoptive placements at the end of the collection year. These include:
 - i. A3
 - ii. A4
 - iii. A5
 - iv. A6
 - v. A8
4. Do not include any children who do not appear in the **CLA Census.**

Measure Reference: CH/048

Measure Name: The total number of children looked after who are placed outside of Wales on 31st March.

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)) **para. 183** states:

*“It is important for looked after children to **remain within their own area wherever possible and appropriate.** A placement within the child’s home area allows for continuity of health care and education, and makes it easier for the child to maintain contact with birth parents and other significant people in their lives.*

Maintaining contact with family has been found to contribute to placement stability, and is a significant factor in achieving successful reunification with the child’s birth family on a planned basis or when leaving care. However, there are occasions when a placement outside the authority area will be in the child’s best interests.”

Welsh Government will use this information to monitor those children looked after placed outside of Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

Data for this indicator is derived from the **Placement Postcode** field of the CLA census which is matched to National Address Gazetteer data to derive those placements outside of the 22 Welsh local authorities. Validation within the CLA census will ensure that all appropriate postcode data is supplied prior to submission.

What to include in the Measure

1. Include **all active** placements at the end of the collection year where the child is placed outside of Wales. **Base data = CLA Census.**
2. An **active placement is one with no end date** at the end of the collection year.

What not to include in the Measure

1. Do not include children who are placed under a series of **short breaks (V1 legal status code)**.
2. Do not include placements that have **ended**.
3. Do not include children who are placed in pre-adoptive placements at the end of the collection year. These include:
 - i. A3
 - ii. A4
 - iii. A5
 - iv. A6
 - v. A8
4. Do not include any children who do not appear in the **CLA Census**.

Care Leavers

Measure Reference: CH/049

Measure Name: The total number of initial Pathway Plans due to be completed during the year.

Measure Intent

The metric is designed to provide information on children who are preparing for leaving care.

Collecting this information allows local authorities to monitor their compliance against the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor care leavers in Wales.

Definition

[Section 107](#) of the Social Services and Wellbeing (Wales) Act 2014 requires a pathway plan to be prepared for all **category 1** young people looked after age 16 or 17, **category 2** care leavers under 18 or **category 3** care leavers 18 and over, and **category 4** care leavers who have reconnected to care for education or training purposes.

Category 2 young people and category 3 young people **should already have a pathway plan** that is reviewed regularly.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 421** states: *When a looked after child is about to turn 16, the local authority must prepare a pathway plan to assist that young person with the transition to adulthood and leaving care. The pathway plan will build upon the child's existing Part 6 care and support plan, which will be subsumed within the pathway plan.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 399** states: *The local authority for a category 4 young person must support that young person to the extent that his or her educational needs require it by preparing a pathway plan.*

The [Care Planning, Placement and Case Review](#) (Wales) Regulations 2015, **para. 48** states:

*"The responsible authority must complete the assessment of C's needs in accordance with section 107(1) of the 2014 Act **not more than 3 months after the date on which C reaches the age of 16 or becomes a category 1 young person after that age. (para. 51) The pathway plan must be prepared as soon as possible after the assessment of C's needs.**"*

The [Care Leavers](#) (Wales) Regulations 2015, **para. 5** states:

*"In the case of a category 4 young person, **not more than 3 months after the date on which the responsible local authority is informed that the category 4 young person is pursuing, or wishes to pursue, a programme of education or training. (Para 6) A pathway plan prepared in accordance with section 107(3) or (4) of the Act must be prepared as soon as possible after the assessment of needs.**"*

A Category 1 young person is:

Defined in **Section 104 (2)** of the Act as a child who:

- a) is aged 16 or 17
- b) is being looked after by a local authority, and
- c) has been looked after by a local authority for a period of 13 weeks, or periods amounting in total to 13 weeks, which began after he or she reached 14 and ended after he or she reached 16.

(Known throughout this code as a young person looked after aged 16 or 17.)

A Category 4 young person is:

means a person who:

- a) is a category 3 young person towards whom the duties under **Sections 105, 107(3) and (10) and 110** of the Act have ceased to apply (see **Section 111** of the Act)
- b) has informed the local authority that he or she is pursuing, or wishes to pursue, a programme of education or training, and
- c) has not reached the age of 25 or any lower age specified.

(Known throughout the code as a young person who reconnects to care for education or training purposes.)

For the purpose of this metric count all young people who become category 1 and category 4 from 1st January to 31st December.

What to include in the Measure

1. Include all **looked after young people who turn 16 or 17 from 1st January prior to the collection year to 31st December during the collection year and have met the criteria for inclusion in category 1.**
2. Include all young people who **reconnect from 1st January prior to the collection year to 31st December during the collection year to leaving care services for the purpose of pursuing education or training (category 4)**
3. Young people **must still be looked after at the start of the collection year (1st April)** to be included in the count for category 1.
4. Young people **must still be actively engaged with leaving care services at the start of the collection year (1st April)** to be included in the count for category 4.
5. Include all young people in 6.1 and 6.2 above regardless of whether a pathway plan has been completed for them.

What not to include in the Measure

1. Do not include those **young people classified as:**
 - i. category 2,

- ii. category 3,
 - iii. category 5 and,
 - iv. category 6
2. Do not include young people who became category 1 or category 4 **outside of the date parameters above**.
 3. Do not count children who turned 17 but had already been counted in the previous year's collection when they turned 16.

Do not include data recorded in error.

Measure Reference: CH/050

Measure Name: The total number of initial Pathway Plans due during the year that were completed within timescales.

Measure Intent

The metric is designed to provide information on children who are preparing for leaving care.

Collecting this information allows local authorities to monitor their compliance against the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor care leavers in Wales.

Definition

This metric is derived from CH/049.

Section 107 of the Social Services and Wellbeing (Wales) Act 2014 requires a pathway plan to be prepared for all **category 1** young people looked after age 16 or 17, **category 2** care leavers under 18 or **category 3** care leavers 18 and over, and **category 4** care leavers who have reconnected to care for education or training purposes.

Category 2 young people and category 3 young people **should already have a pathway plan** that is reviewed regularly.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 421** states: *When a looked after child is about to turn 16, the local authority must prepare a pathway plan to assist that young person with the transition to adulthood and leaving care. The pathway plan will build upon the child's existing Part 6 care and support plan, which will be subsumed within the pathway plan.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice (Looked After and Accommodated Children), **para. 399** states: *The local authority for a category 4 young person must support that young person to the extent that his or her educational needs require it by preparing a pathway plan.*

The [Care Planning, Placement and Case Review](#) (Wales) Regulations 2015, **para. 48** states: *The responsible authority must complete the assessment of C's needs in accordance with section 107(1) of the 2014 Act not more than 3 months after the date on which C reaches the age of 16 or becomes a category 1 young person after that age. (para. 51) The pathway plan must be prepared as soon as possible after the assessment of C's needs.*

The [Care Leavers](#) (Wales) Regulations 2015, **para. 5** states: *in the case of a category 4 young person, not more than 3 months after the date on which the responsible local authority is informed that the category 4 young person is pursuing, or wishes to pursue, a programme of education or training. (Para 6) A pathway plan prepared in accordance with section 107(3) or (4) of the Act must be prepared as soon as possible after the assessment of needs.*

A Category 1 young person is:

Defined in **Section 104 (2)** of the Act as a child who:

- a) is aged 16 or 17
- b) is being looked after by a local authority, and
- c) has been looked after by a local authority for a period of 13 weeks, or periods amounting in total to 13 weeks, which began after he or she reached 14 and ended after he or she reached 16.

(Known throughout this code as a young person looked after aged 16 or 17.)

A Category 4 young person is:

means a person who:

- a) is a category 3 young person towards whom the duties under **Sections 105, 106, 107(3)** and **(10)** and **110** of the Act have ceased to apply (see **Section 111** of the Act)
- b) has informed the local authority that he or she is pursuing, or wishes to pursue, a programme of education or training, and
- c) has not reached the age of 25 or any lower age specified.

(Known throughout the code as a young person who reconnects to care for education or training purposes.)

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice, **para. 423** states:

“The pathway plan must address:

The young person's health and development

This will build upon the information in the young person's health plan, which formed part of their Part 6 care and support plan when they were looked after. It should include physical, emotional and mental health.

Education, training and employment

The personal education plan should continue to be maintained while the young person continues to receive full or part-time education. Information within the plan will feed directly into the pathway plan. Pathway plans must have an explicit focus on career planning, taking into account the young person's aspirations, skills, and educational potential.

Contact with the young person's parents, wider family and friends

This includes the capacity of this network to encourage the young person and enable them to make a positive transition to adulthood.

Financial capabilities and money management

This will focus upon the young person's capacity to manage their own finances, and outline strategies to develop the young person's skills in this area."

For the purpose of this metric count all young people who become category 1 and category 4 from 1st January to 31st December (CH/049) where a pathway plan has been completed within 3 months of the date they became classified as category 1 or category 4.

What to include in the Measure

- 1. Include all looked after young people who turn 16 from 1st January prior to the collection year to the 31st December during the collection year, have met the criteria for inclusion in category 1 and have a pathway plan within 3 months of this date.**
- 2. Include all young people from the 1st January prior to the collection year to the 31st December during the collection year who reconnect to leaving care services for the purpose of pursuing education or training (category 4) and have a pathway plan within 3 months of this date.**
- 3. Young people must still be looked after at the start of the collection year (1st April) to be included in the count for category 1.**
- 4. Young people must still be actively engaged with leaving care services at the start of the collection year (1st April) to be included in the count for category 4.**
- 5. A pathway plan must be signed off by a manager or other person acting on their behalf to be counted as complete.**

What not to include in the Measure

- 1. Do not include young people who are not in CH/049.**

2. Do not include young people who became category 1 or category 4 **outside of 1st January to 31st December.**
3. Do not include plans that **do not meet the requirements** set out for pathway plans in the part 6 Code of Practice of the Social Services and Wellbeing (Wales) Act 2014.
4. Do not include pathway plans that are **incomplete.**
5. Do not include data recorded in error.

Measure Reference: CH/051

Measure Name: The total number of young people during the year where a personal adviser was allocated as required.

Measure Intent

The metric is designed to provide information on children who are preparing for leaving care.

Collecting this information allows local authorities to monitor their compliance against the requirements of the Social Services and Wellbeing (Wales) Act 2014.

Welsh Government will use this information to monitor care leavers in Wales.

Definition

This metric is derived from CH/049.

Section 106 of the Social Services and Wellbeing (Wales) Act 2014 requires the responsible local authority to arrange allocation of a personal adviser to the following individuals:

- A category 1 young person
- A category 2 young person
- A category 3 young person
- A category 4 young person

Category 2 young people and category 3 young people **should already have an allocated personal adviser** when they transfer to these categories. The individual who is allocated as a personal adviser may change to a personal adviser with particular skills in working with young adults, but this would be classed as a continuation of allocation rather than a new allocation.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 440** states: *Anyone appointed as a P[ersonal] A[dviser] should:*

- *Provide advice (including practical advice) and support*
- *Participate in assessment and preparation of pathway plans*
- *Participate in the reviewing of pathway plans*
- *Liaise with the local authority in implementing the pathway plan*
- *Co-ordinate the provision of services and take reasonable steps so that care leavers make use of services*
- *Keep informed about care leavers' progress and wellbeing*
- *Keep full, accurate and up to date records of contacts with the care leaver and services provided*

A Category 1 young person is:

Defined in **Section 104 (2)** of the Act as a child who:

- a) is aged 16 or 17
- b) is being looked after by a local authority, and
- c) has been looked after by a local authority for a period of 13 weeks, or periods amounting in total to 13 weeks, which began after he or she reached 14 and ended after he or she reached 16.

(Known throughout this code as a young person looked after aged 16 or 17.)

A Category 4 young person is:

means a person who:

- a. is a category 3 young person towards whom the duties under **Sections 105, 106, 107(3)** and **(10)** and **110** of the Act have ceased to apply (see section **111** of the Act)
- b. has informed the local authority that he or she is pursuing, or wishes to pursue, a programme of education or training, and
- c. has not reached the age of 25 or any lower age specified.

(Known throughout the code as a young person who reconnects to care for education or training purposes.)

The [Care Planning, Placement and Case Review](#) (Wales) Regulations 2015, **para. 48** states:

*“The responsible authority must complete the assessment of C’s needs in accordance with section 107(1) of the 2014 Act **not more than 3 months after the date on which C reaches the age of 16 or becomes a category 1 young person after that age. (para. 51) The pathway plan must be prepared as soon as possible after the assessment of C’s needs.**”*

The [Care Leavers](#) (Wales) Regulations 2015, **para. 5** states:

“[I]n the case of a category 4 young person, not more than 3 months after the date on which the responsible local authority is informed that the category 4 young person is pursuing, or wishes to pursue, a programme of education or training. (Para 6) A pathway plan prepared in accordance with section 107(3) or (4) of the Act must be prepared as soon as possible after the assessment of needs.”

There are no specific timescales for the allocation of a personal adviser (PA), but as the regulations state that the personal adviser should be involved in the development of the pathway plan and the pathway plan for both category 1 and category 4 young people needs to be completed within 3 months of becoming that category, the PA should also be allocated within that timescale. Therefore, **for the purpose of this metric count all young people who become category 1 and category 4 from the 1st January to 31st December were allocated a personal adviser within 3 months of becoming classified as either of those categories.**

What to include in the Measure

1. Include all **looked after young people who turn 16 from the 1st January prior to the collection year to the 31st December during the collection year and have met the criteria for inclusion in category 1** in who had a **personal adviser allocated within 3 months of becoming category 1. Base data = CH/049.**
2. Include all young people **from the 1st January prior to the collection year to the 31st December during the collection year who reconnect to leaving care services for the purpose of pursuing education or training (category 4) in who had a personal adviser allocated within 3 months of becoming category 4. Base data = CH/049.**
3. Young people **must still be looked after at the start of the collection year (1st April) to be included in the count for category 1.**
4. Young people **must still be actively engaged with leaving care services at the start of the collection year (1st April) to be included in the count for category 4.**

What not to include in the Measure

1. Do not include young people who are **not in CH/049.**
2. Do not include young people who became category 1 or category 4 **outside of the collection year.**
3. Do not count children who were not first allocated a personal adviser **later than 3 months** from the date they became category 1 or category 4.
4. Do not include data recorded in error.

Measure Reference: CH/052

Measure Name: The total number of care leavers who experience homelessness during the year (as defined by the Housing (Wales) Act 2014).

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 440 (f)** states:

“To keep informed about care leavers’ progress and wellbeing PAs must be in regular face to face contact with every care leaver they support...The CL Regulations require that when a care leaver moves to new accommodation, the PA must see them at that accommodation within seven days of the move. Subsequently they must see the care leaver when the pathway plan is first reviewed (after 28 days), and then visit the care leavers at no less than two monthly intervals. It is important to understand that these are minimum requirements. Where care leavers experience problems, they can expect much more frequent personal contact with their PA.”

Collection of this data allows local authorities to monitor the on-going wellbeing of care leavers, ensuring that their accommodation needs are suitably met.

Welsh Government will use this information to monitor homelessness of care leavers in Wales.

Definition

Under Section 55 of the [Housing \(Wales\) Act](#) 2014, a person is homeless if

- he or she has no accommodation in the UK or elsewhere which is available for his or her occupation and which that person has a legal right to occupy
- where he or she has accommodation but cannot secure entry to it
- where he or she has accommodation that is a moveable structure (such as a caravan or houseboat) and there is no place where it can be placed in order to provide accommodation

Under the Housing (Wales) Act 2014, the Welsh Government has issued a code of guidance for local authorities on the Allocation of Accommodation and Homelessness that recommends the following broader definition of ‘homelessness’ for service planning purposes:

Where a person lacks accommodation or where their tenure is not secure’. Examples of people covered by this definition will include people who are:

- a) sleeping rough
- b) living in insecure/temporary housing (excluding assured/assured short hold tenants)

- c) living in short term hostels, night shelters, direct access hostels
- d) living in bed and breakfasts
- e) moving frequently between relatives/friends
- f) squatting
- g) unable to remain in, or return to, housing due to poor conditions, overcrowding, affordability problems, domestic violence, harassment, mental, physical and/or sexual abuse, unsuitability for physical needs etc.
- h) threatened with losing their home and without suitable alternative accommodation for any reason, e.g. domestic abuse
- i) leaving hospitals, police custody, prisons, the armed forces and other institutions or supported housing without a home to go to
- j) required to leave by family or friends or due to relationship breakdown

A care leaver as defined in the Act is:

1. a **category 2** young person - someone who is 16 or 17, who is not being looked after by the local authority and who was a category 1 child;
2. a **category 3** young person - someone who was a category 1 child or a category 2 child but who is now 18 or older up to the age of 21; or
3. a **category 4** young person to whom the duties of a local authority had ceased under categories 2 or 3 but who wishes to reengage for the purposes of a programme of education or training up to age 24 or beyond if the programme they are engaged in extends beyond their 25th birthday.

Count all care leavers in the above categories who **experienced homelessness during the collection year (as defined by categories a-j above)**.

What to include in the Measure

1. Count all care leavers in **categories 2, category 3 or category 4** during the collection year **who experienced homelessness in the year**, as defined by the Housing (Wales) Act 2014.
2. A care leaver must be actively supported by the local authority at the time the homelessness was reported.
3. Include young people regardless of the period of time they were classed as homeless.

What not to include in the Measure

1. Exclude care leavers classified as **category 1, category 5 and category 6**.
2. Do not include care leavers who were **not supported by the local authority** and a personal adviser and the time of the homelessness.
3. Do not include any other definitions of homelessness **outside of those** described in section a-j above.
4. Do not include periods of homelessness **outside the collection year**.
5. Do not include data recorded in error

Measure Reference: CH/053

Measure Name: The total number of care-experienced young people in the following categories on 31st March:

- a. category 1
- b. category 2
- c. category 3
- d. category 4
- e. category 5
- f. category 6

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 400** states: *A key outcome for all young people leaving care is that they are provided with the support they need to make a successful transition to adulthood and move towards more independent living.*

The metric allows local authorities to monitor the number of care leavers for which they have statutory responsibilities. Use of this data will allow local authorities to effectively resource this area of work, ensuring that young people who are care-experienced have the same level of care and support that others would expect from a reasonable parent.

Welsh Government will use this data to monitor the numbers of care leavers in Wales.

Definition

The definition of a care leaver is set out in [Section 104](#) of the Social Services and Wellbeing (Wales) Act 2014. A care leaver is defined as:

1. a category 1 young person - a child who is aged 16 or 17, is being looked after by a local authority, and has been looked after by a local authority for a period of 13 weeks, or periods amounting in total to 13 weeks, which began after he or she reached.
2. a category 2 young person - someone who is 16 or 17, who is not being looked after by the local authority and who was a category 1 child;
3. a category 3 young person - someone who was a category 1 child or a category 2 child but who is now 18 or older up to the age of 21

4. a category 4 young person - someone to whom the duties of a local authority had ceased under categories 2 or 3 but who wishes to reengage for the purposes of a programme of education or training up to age 24 or beyond if the programme they are engaged in extends beyond their 25th birthday.
5. A category 5 young person – someone to who has reached 16, but has not yet reached the age of 25 with respect to whom a Special Guardianship Order is in force (or was in force when he or she was 18) and who was looked after immediately before the making of that order.
6. A category 6 young person – someone other than a category 5 young person who was at any time after reaching the age of 16 and before the age of 21 had not met the qualification criteria described in categories 1-4 above.

Count those children looked after or care leavers who are in the above categories at the end of the collection year.

What to include in the Measure

1. Count **all** children and young people who in categories 1-6 as **described in Section 104** of the Social Services and Wellbeing (Wales) Act 2014 at the end of the collection year.
2. Include all care leavers **where the case is active** with the local authority at the end of the collection year and the young person is supported by a personal adviser.
3. Count children and young people **only once**.

What not to include in the Measure

1. Do not include children and young people not **described in Section 104** of the Social Services and Wellbeing (Wales) Act 2014.
2. Exclude all care leavers **where the case is inactive** with the local authority at the end of the collection year and the young person is not supported by a personal adviser.
3. Do not include data recorded in error.

Measure Reference: CH/054

Measure Name: The total number of care leavers, as of 31 March, in categories 2, 3 and 4 who have completed at least 3 consecutive months of employment, education, or training in the collection year, who were:

- a. Category 2
- b. Category 3
- c. Category 4

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 476** states: *The young person must also be provided with access to high quality information, advice and assistance, to help them plan any move to continuing education, training or employment. How this will be met should be included in the pathway plan. This career planning support should help young people recognise the relevance of their studies to their future career and life chances, and should encourage them to reflect regularly on their skills, strengths and aspirations.*

The metric allows local authorities to monitor the number of care leavers who are in, or have completed at least 3 consecutive months education, training or employment since leaving care.

Welsh Government will use this data to monitor care leaver outcomes in Wales.

Definition

The definition of a care leaver is set out in [Section 104](#) of the Social Services and Wellbeing (Wales) Act 2014. A care leaver is defined as:

1. a category 2 young person - someone who is 16 or 17, who is not being looked after by the local authority and who was a category 1 child;
2. a category 3 young person - someone who was a category 1 child or a category 2 child but who is now 18 or older up to the age of 21; or
3. a category 4 young person to whom the duties of a local authority had ceased under categories 2 or 3 but who wishes to reengage for the purposes of a programme of education or training up to age 24 or beyond if the programme they are engaged in extends beyond their 25th birthday.

Only categories 2, 3 and 4 are included in this metric.

“Education, training or employment” is defined as young people whose main activity was:

- F1 – Young person engaged full time in higher education
- F2 – Young person engaged full time in education other than higher education
- F3 – Young person engaged full time in training or employment
- F4 - Young person engaged part time in education, training or employment

F1 - This means all studies at a higher academic level than A-level. This includes degrees, diplomas in higher education, teaching and nursing qualifications, HNDs, ONDs, and BTEC. For the purpose of OC3 this includes either full-time or part-time study if it is considered the main activity. The educational course does not have to be residential.

F2 - This means all other education not covered by code F1. This can be either full-time or part-time study if this is considered to be the young person's main activity. The educational course does not have to be residential.

F3 - Young person engaged full time in training or employment

'Training' includes government-supported training, Youth Training, New Deal, Training for Work and National Traineeships.

F4 – Young person engaged part time in education, training, or employment. 'Employment' includes paid employment, self-employment, and voluntary unpaid work. This includes both full-time and part-time training and employment if it is considered the main activity.

Count those care leavers who are in or have completed at least 3 consecutive month's education employment or training in the collection year.

What to include in the Measure

1. Count **all** care leavers who were categories 2-4 that have **completed three consecutive months** education, employment or training in the collection year.
2. Leaving care is **described in Section 104** of the Social Services and Wellbeing (Wales) Act 2014.
3. Include all care leavers **where the case is active** with the local authority at the end of the collection year and the young person is supported by a personal adviser.
4. For the purpose of this metric, education, employment or training is classified in the metric definition above.
5. Education, employment or training **must last 3 consecutive months or more** to be counted.

What not to include in the Measure

1. Do not include children and young people **in categories 1, 5 and 6** in this metric.
2. Exclude all care leavers **where the case is inactive** with the local authority at the end of the collection year and the young person is not supported by a personal adviser.
3. Exclude any care leavers who **came back into care** during the collection year

Measure Reference: CH/055

Measure Name: The number of young people leaving care who move into a ‘When I am Ready’ placement during the year.

Measure Intent

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 646** states:

*“The Act (section 108(3)) uses the term ‘post-18 living arrangement’ to describe a situation where a care leaver who has turned 18 years old continues to live with his or her foster parent/s in an arrangement facilitated by the local authority. It is important to note that these arrangements differ from foster placements. Once a young person has turned 18 and is an adult, they are no longer legally ‘in care’ or ‘looked after’, fostering arrangements and legislation relating to children placed with foster carers no longer applies, and the legal basis on which a young person lives in the foster carer’s home changes. The local authority is no longer making a ‘placement’ but facilitating a ‘post-18 living arrangement’ for that young person. In Wales, these are known as ‘**When I am Ready**’ arrangements.”*

The metric allows local authorities to monitor the number of ‘When I am Ready’ arrangements. Use of this data will allow local authorities to effectively resource this area of work to ensure that young people maintain the stability and continuity required to secure good life chances.

Welsh Government will use this data to monitor the numbers of ‘When I am Ready’ arrangements in Wales.

Definition

This metric is post populated from the Children Looked After census by Welsh Government.

The Social Services and Wellbeing (Wales) Act 2014, **Part 6** Code of Practice ([Looked After and Accommodated Children](#)), **para. 654** states:

“A ‘When I am Ready’ arrangement may be made where:

- the young person was a ‘looked after child’ immediately prior to their 18th birthday and was living with foster carers in a placement arranged by the local authority*
- the carers were acting as approved foster carers for the young person immediately prior to their 18th birthday*
- the young person and the foster carers both wish to enter into a ‘When I am Ready’ arrangement, and the arrangement has been set out in the young person’s pathway plan*
- the local authority is satisfied that such an arrangement is not inconsistent with the young person’s well-being*

- *a proportion of the allowance paid to the ‘When I am Ready’ carer will be paid for by the local authority.”*

Count those children looked after who ended a period of care subject to meeting the above criteria during the collection year.

What to include in the Measure

1. Count **all** young people who ended a period of care with the reason end code **E10. Base data – CLA Census**.
2. Include all young people who have moved into a ‘When I am Ready’ placement, **regardless if that arrangement is still active** at the end of the collection year.

What not to include in the Measure

1. Do not include children and young people who are receiving a series of **short-breaks** under section 76 (V1 legal status).
2. Do not include any young person who is not included in the **CLA census** return.
3. Do not include data recorded in error.

Children’s Advocacy

Measure Reference: CH/056

Measure Name: The total number of “Active Offers” of advocacy for children, aged five and over at the start of the collection year, during the year.

Measure Intent

The metric is designed to capture the number of children who were given the “Active Offer” of Independent Professional Advocacy.

The metric enables local authorities to assess the take-up of advocacy services in their local authorities enabling better future planning and commissioning.

Welsh Government will use this information to monitor the take-up of Independent Professional Advocacy in Wales.

Definition

[Section 181\(2\)](#) of the Act defines “advocacy services” as: *services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support.* Similarly, advocacy, is one of the examples specified in section 34(2)(e) of what may be provided or arranged to meet individuals’ care and support needs under sections 35 to 45 of the Act.

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice ([Advocacy](#)), **para. 32** defines Independent Professional Advocacy as: *a one-to-one partnership between an independent professional advocate who is trained and paid to undertake their professional role as an advocate. This might be for a single issue or multiple issues. Independent professional advocates must ensure individuals’ views are accurately conveyed irrespective of the view of the advocate or others as to what is in the best interests of the individuals.*

Part 10 Code of Practice (Advocacy), **para. 90** provides specific guidance on local authorities’ responsibilities for the provision of advocacy to entitled children. The [National Standards and Outcomes Framework for Children and Young People in Wales \(Independent Professional Advocacy\)](#) document defines the concept of the “**Active Offer**” of advocacy:

*“An ‘active offer’ is the sharing of information about the statutory right and entitlement of a child or young person in certain circumstances to have access to an independent professional advocacy service. **Children and young people are entitled to an active offer of advocacy from a statutory Independent Professional Advocate (IPA) when they become looked after or become subject of child protection enquiries leading to an Initial Child Protection Conference.**”*

The National Approach to Statutory Advocacy (NASA) is a project established by ADSS Cymru and includes members from local authorities, WLGA, CSSIW and Advocacy providers. The group also involves children and young people in key stages of the development of the national approach and is tasked with identifying and developing the key components for a National Approach to Advocacy that can be delivered via regional collaboratives.

The group has also developed a performance management framework from which, following consultation with the All-Wales Heads of Children’s Services (AWHoCS), the data for this metric will be provided.

What to include in the Measure

1. Count **all** “Active Offers” of Independent Professional Advocacy as defined in the **National Standards and Outcomes Framework for Children and Young People in Wales (Independent Professional Advocacy), Appendix B**, between 1st April and 31st March of the collection year.
2. Data should be collected in such a way that it can be **disaggregated by a local authority**.

3. A child may have **more than one “Active Offer”** during the collection period. Count all of these.

Local authorities should **cross-check** data from providers **prior to submission** to Welsh Government to ensure that they are **satisfied that the data provided is accurate**.

What not to include in the Measure

1. Do not include offers or information with regard to **other forms of advocacy**, that are not commensurate with the Active Offer of Independent Professional Advocacy as described by para. 32 of the **Part 10** Code of Practice (Advocacy).
2. Do not include children who are under the age of five at the start of the collection year.

Measure Reference: CH/057

Measure Name: The total number “Active Offers” of advocacy for children during the year where an Independent Professional Advocate was provided.

Measure Intent

The metric is designed to capture the number “Active Offers” of Independent Professional Advocacy during the year, where an Independent Professional Advocate was provided.

The metric enables local authorities to assess the take-up of advocacy services in their local authorities enabling better future planning and commissioning.

Welsh Government will use this information to monitor the take-up of Independent Professional Advocacy in Wales.

Definition

[Section 181\(2\)](#) of the Act defines “advocacy services” as: “*services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support.*” Similarly, advocacy, is one of the examples specified in section 34(2)(e) of what may be provided or arranged to meet individuals’ care and support needs under sections 35 to 45 of the Act.

The Social Services and Wellbeing (Wales) Act 2014, **Part 10** Code of Practice ([Advocacy](#)), **para. 32** defines Independent Professional Advocacy as:

“A one-to-one partnership between an independent professional advocate who is trained and paid to undertake their professional role as an advocate. This might be for a single issue or multiple issues. Independent professional advocates must ensure individuals’ views are accurately conveyed irrespective of the view of the advocate or others as to what is in the best interests of the individuals.”

Part 10 Code of Practice (Advocacy), **para. 90** provides specific guidance on local authorities’ responsibilities for the provision of advocacy to entitled children. The [National Standards and Outcomes Framework for Children and Young People in Wales \(Independent Professional Advocacy\)](#) document defines the concept of the “**Active Offer**” of advocacy:

*“An ‘active offer’ is the sharing of information about the statutory right and entitlement of a child or young person in certain circumstances to have access to an independent professional advocacy service. **Children and young people are entitled to an active offer of advocacy from a statutory Independent Professional Advocate (IPA) when they become looked after or become subject of child protection enquiries leading to an Initial Child Protection Conference.**”*

The National Approach to Statutory Advocacy (NASA) is a project established by ADSS Cymru and includes members from local authorities, WLGA, CSSIW and Advocacy providers. The group also involves children and young people in key stages of the development of the national approach and is tasked with identifying and developing the key components for a National Approach to Advocacy that can be delivered via regional collaboratives.

The group has also developed a performance management framework from which, following consultation with the All-Wales Heads of Children’s Services (AWHoCS), the data for this metric will be provided.

What to include in the Measure

1. Count **all** “Active Offers” of Independent Professional Advocacy as defined in the **National Standards and Outcomes Framework for Children and Young People in Wales (Independent Professional Advocacy), Appendix B**, between the 1st April and the 31st March of the collection year **where an Independent Professional Advocate was provided**.
2. Data should be collected so as to be able to be **disaggregated by local authority**.
3. The metric should be a **subset of data collected CH/056**. The provision of an Independent Professional Advocate for those children referred to in CH/056 **may fall outside of the collection year**. Include these in your count.
4. A child may have **more than one “Active Offer”** during the collection period. Count all of these **that resulted in an Independent Professional Advocate being provided**.

Local authorities should **cross-check** data from providers **prior to submission** to Welsh Government to ensure that they are **satisfied that the data provided is accurate**

What not to include in the Measure

1. Do not include advocacy uptake in regard to **other forms of advocacy**, that are not commensurate with the Active Offer of Independent Professional Advocacy as described by para. 32 of the **Part 10** Code of Practice (Advocacy).
2. Do not include children that were not included in **CH/056** even if they were provided with an Independent Professional Advocate in the collection year.

Metrics relating to Carers

Adult Carer Contacts

Measure Reference: CA/001

Measure Name: The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year.

Measure Intent

The metric is designed to capture the volume and demand for information, advice and assistance from adult carers as defined in the Social Services and Wellbeing (Wales) Act 2014. There is evidence to suggest that local authorities operate their Information, Advice and Assistance (IAA) function in different ways and the intent of the metric at this stage is to examine if these differing models of IAA present data that suggests differences in the service received by the end user.

Volume, although not directly correlated, is indicative of demand on the social services function within a local authority. The examination of the number of carers seeking information, advice and assistance allows local authorities a simple mechanism to monitor the number of people who use the service and to compare that with additional metrics to assess how these individuals were dealt with.

Welsh Government will use this information to monitor the number of carers who contact IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines a young carer as:

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

The Social Services and Wellbeing Act **Part 3** ([Assessing the needs of individuals](#)), **para. 15** introduces the concept of a young adult carer as a “*carer aged between 16 and 25.*” This is to ensure that any assessment takes into account any “*current or future transitions the carer is likely to make into further or higher education, employment or training and have due regard to what the young adult carer wishes to participate in*”. **For the purposes of this metric, only count adults as defined by Section 3(2) – individuals aged 18 or over.**

Count the total number of contacts received from **adult carers** or a person contacting the service on their behalf, who sought information, advice, and assistance from the IAA service in your local authority during the year. We are only interested in “**new**” **contacts** to the service, not those who are already receiving support (as a carer).

An adult may have **more than one contact** during the collection year. **Count all of these where the person has approached (or been referred to) the IAA service requesting support as a carer.**

The Social Services and Wellbeing (Wales) Act 2014, **Part 2 and Part 3** Code of Practice refers to individuals “**contacting**” the service. Other paragraphs within the Codes of Practice sometimes use different language such as “**referral**” or “**seeking**” or “**accessing**” information, advice, and assistance. For the purposes of this metric, these should be considered the same.

What to include in the Measure

1. Include **all** contacts to your Information, Advice and Assistance service between 1st April and 31st March of the collection year **for any adult who contacts the IAA service for support as a carer.**
2. A contact includes any person who contacts the service, or a professional who contacts the service on their behalf.
3. Where the contact refers to **multiple individuals, each person referred to as requiring support should be counted as having a contact.**
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A person may have **more than one contact** during the collection period. Count all of these **where it is evident that they contact the service for support as a carer.**

Not all local authorities operate a single point of entry. The count **should include all contacts** that fulfil the criteria above, **regardless of the route into the system.**

What not to include in the Measure

1. Do not include individuals who were **in receipt of support (as a carer)** at the time of the contact.
2. Individuals already receiving support as a carer from the local authority **who contact social services for an assessment for care and support should not be included in the metric.**
3. Do not include **website hits on your IAA service** as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
4. Do not include contacts that are **direct referrals to early intervention and prevention (EIP)** services, where no assessment takes place. The SSWB(W) Act 2014, Part 2 Code of Practice, para. 294 states that the

function of the IAA service is to: *[provide] information and advice relating to care and support, and assistance in accessing care and support.*

Inclusion of contacts where an assessment concludes that an EIP service is the most appropriate course of action should be included.

5. Do not include contacts that are **obviously directed to the incorrect department**.
6. Exclude contacts that have been **recorded in error** (i.e., duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to **log information** about accessing information by other agencies (i.e., CIW, Police)

Do not include contacts on children (under 18).

Measure Reference: CA/002

Measure Name: The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided.

Measure Intent

The metric is designed to capture information about the number of contacts from adult carers received by the IAA service where advice and/or assistance was provided as per the definition contained in the Social Services and Wellbeing (Wales) Act 2014 **Part 2** Code of Practice ([General Functions](#)), **para. 300** (p63).

Welsh Government will use this information to monitor the number of adult carers in Wales who contact IAA services and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CA/001.

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines an adult carer as:

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

The Social Services and Wellbeing Act **Part 3** ([Assessing the needs of individuals](#)), **para. 15** introduces the concept of a young adult carer as a *carer aged between 16 and 25*. This is to ensure that any assessment takes into account any *“current or future transitions the carer is likely to make into further or higher education,*

employment or training and have due regard to what the young adult carer wishes to participate in". For the purposes of this metric, only count adults as defined by Section 3(2) – individuals aged 18 or over.

The **Part 2** Code of Practice ([General Functions](#)), **para. 300** (p64-65) defines Information, Advice and Assistance.

Count **all** contacts in CA/001 that match the definition for the provision of **advice and/or assistance**.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included.

Provision of advice and assistance **requires a proportional assessment be completed**, (Part 3 Code of Practice, para. 20). The assessment process **needs to conclude** before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

What to include in the Measure

1. **provision of advice and/or assistance** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300. **Base data = CA/001**
2. Include all adult carers who present to the IAA service for **support as a carer**.
3. Include all instances where advice or assistance was provided **regardless of the outcome of assessment**.

What not to include in the Measure

1. Do not include assessments for eligibility of **care and support**.
2. Do not include contacts for **adult carers** where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
3. Do not include contacts where the **five elements of assessment were not considered**, or a “what matters conversation” had not occurred.
4. Do not include any data **outside** of the collection year.
5. Do not include data that is **not included in CA/001**.
6. Do not include children (individuals under 18 years of age) in this metric.
7. Do not include any contacts that were recorded in error.

Measure Reference: CA/003

Measure Name: The number of contacts received for adult carers by statutory adult services during the year received from:

- a. Self
- b. Relative
- c. Friend or neighbour
- d. Early intervention prevention service (Step-up)
- e. Health
- f. Education
- g. Housing
- h. Police
- i. Probation
- j. Third Sector Organisation
- k. Local Authority
- l. Independent Hospital
- m. Ambulance Service
- n. Care Regulator
- o. Provider
- p. Advocate
- q. Internal (Social Worker, Other Team)
- r. Other

Measure Intent

This metric is meant to capture data on contact sources. Knowing who and how contact is made to the IAA service helps organisations to identify how carers access the IAA service. Work with partner agencies to better identify demand and routes in to IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

Welsh Government will use this information to monitor how carers contact social services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CA/001.

Count all contacts received by statutory social services for **adult carers** during the year and using the source of the contact recorded on your system mapped to the sub-categories listed in this metric.

The source of referral should be recorded by the member of staff who receives the information. It is appreciated that many local authorities have a much more granular approach to recording who contacted the department. These should be mapped to the most appropriate category. For example:

Self should include instances of self-referral.

Relative should include instances where the person contacting social services is a spouse, partner, child, sibling or other relative of the person who is the subject of the contact.

Friend or neighbour should include friends or neighbours of the person who is the subject of the contact.

Early Intervention/Prevention Service (Step-up) should include any service designed to provide early intervention and prevention services whether internal or commissioned by the local authority, where the person subject to the contact is in receipt of a service from these agencies – sometimes referred to as ‘step-up’.

Health should include primary, secondary, tertiary and community health colleagues. GPs, Hospitals, Consultants, Clinics, Midwives and Health Visitors etc.

Education should include any referrer providing education or learning services. Schools, Teachers, LEAs, Pupil Referral Units, Colleges and Universities, specialist education provision, education psychology services etc.

Housing should include both local authority housing department and other housing agencies.

Police should include any officer of a police authority, transport police or national crime agency.

Probation should include any staff member of the probation service acting in a professional capacity.

Third Sector Organisation should include any third sector, community interest, social enterprise or charitable organisation.

Local Authority should include other local authorities in Wales, England, Scotland and Northern Ireland. Overseas local government agencies can also be included in this subcategory.

Independent Hospital should include hospitals run independently from NHS local health boards. Independent hospitals may be fully or partially funded by the NHS and may provide a range of services. Independent hospitals may be sometimes referred to as ‘private hospitals’.

Ambulance Service should include the Welsh Ambulance Services NHS trust as well as those from the rest of the UK.

Care Regulator should include the Care Inspectorate Wales and Healthcare Inspectorate Wales.

Provider should include commissioned services, or services that are providers of care services to local authorities. Providers may be private, voluntary or third sector.

Advocate should include persons who are providing formal advocacy services to individuals who contact local authority IAA services or contact IAA services on their behalf.

Internal (Social Worker, other team) should include contacts generated internally (i.e., by discovering another individual with potential care and support needs during day-to-day work).

Other should refer to any other contact source that does not fit into the above categories, e.g., anonymous source, solicitor, member of the public etc.

We recognise that some contacts can fit into more than one category. For example, a neighbour can also be a family member. A third sector organisation can also provide early intervention and prevention services or be a provider. It is for the person receiving the information to make a judgement on the most appropriate categorisation of the contact source.

What to include in the Measure

1. Include **all** contacts received for **adult carers** by statutory adult social services between 1st April and 31st March of the collection year **for any person who was not receiving support as a carer at the time of the contact**.
2. A contact includes **any adult carer** who contacts the service, or a person who contacts the service on their behalf.
3. Where the contact refers to **multiple individuals**, each carer who potentially requires support should be counted as having a contact.
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A carer may have **more than one contact** during the collection period. Count all of these.
6. Not all local authorities operate a single point of entry. The count should include all contacts that fulfil the criteria above, regardless of the route into the system.

What not to include in the Measure

1. Do not include carers who were **in receipt of support at the time of the contact**.
2. Do not include contacts in relation to adults who **request assessment of eligibility for care and support**.
3. Do not include contacts that were **not included in CA/001**.

4. Do not include **website hits** on your IAA service as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
5. Do not include contacts that are obviously directed to the incorrect department.
6. Exclude contacts that have been recorded in error (i.e., duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to log information about accessing information by other agencies (i.e., CIW, Police)

Do not include contacts on children (aged under 18).

Adult Carer Assessments

Measure Reference: CA/004

Measure Name: The total number of carers needs assessments for adults undertaken during the year.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for adult carers during the year.

Capturing data on carers who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It **does not include reassessments** of adult carers who already have support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines an adult carer as:

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

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the needs of Individuals](#)), para. 15 outlines the duty to assess **any carer** where it appears to that authority that the carer may have needs for support.

The provision of Information, advice and assistance, and the duty to assess is common to both individuals who may require care and support and individuals who may require support as a carer.

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), **para. 300** state that the provision of advice and assistance “[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.”

This should **include any assessments** including those where specialist **carer’s needs assessments** were completed.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), para. 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment **is more comprehensive, or requires a specialist carers assessment**, it is the **conclusion** of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from CA/002 in the data collected. If we attempt to collect assessment data on adult carer contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a proportion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new carer’s assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

What to include in the Measure

1. Count **all adult carers** assessments that were **completed** during the collection year.
2. The assessment **may include specialist carer’s assessments** that consider the support needs for the carer.
3. Include assessments for care and support, where **either**:

- a. The adult with care and support needs also has support needs as a carer.
- b. An adult carer who provides support to the person with care and support needs wishes to have their support needs as a carer considered in the same assessment.
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all proportional assessments **regardless of the outcome** of assessment.

What not to include in the Measure

1. Do not include contacts for adults where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include assessments of adults with care and support needs, but **no support needs as a carer**.
3. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
4. Do not include any assessments that were completed **outside the collection year**.
5. Do not include contacts where a carer **refused** the offer of assessment.
6. Do not include **re-assessments** of adults who already have a support plan.
7. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
8. Do not include **children (individuals under 18 years of age)** in this metric.
9. Do not include any assessments that were **incomplete** (see 6.4 above).
10. Do not include assessments that were **recorded in error**.

Measure Reference: CA/005

Measure Name: The number of carers assessments completed for adults during the year where:

- a. Needs could be met with a carer's support plan or care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about outcomes of the assessments completed for adult carers during the year.

Capturing data on the outcomes of adult carers who present to social services for assessment is an important aspect of measuring volume, flow, and demand on statutory social care process. It **does not include reassessments** of adult carers who already have a support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

This metric is derived from CA/004.

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines an adult carer as:

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

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), para. 300 (p64) state that the provision of advice and assistance [*requires*] *staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.*

This should **consist of** any assessments on **adult carers support needs, including** those that incorporate detailed or **comprehensive assessments** within the process of assessment, and those that incorporate specialist **carer’s assessments**.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), **para. 20**). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

For the purpose of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Result

1. There are no care and support needs to meet.

Maps to

(c) There were no eligible needs to meet

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – The assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Carer needs can be met through the provision of information, advice, and assistance.

(b) Needs were able to be met by any other means.

4. Carer needs, can be met, through the provision of preventative services.

(b) Needs were able to be met by any other means.

5. Carer needs, can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

(b) Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

(b) Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan **(needs are eligible)**.

(a) Needs were only able to be met with a support plan or care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (Part 7 Code of Practice, paragraph 74). Choose the appropriate option on conclusion of this assessment.

What to include in the Measure

1. Count **all** assessments that were **completed for adult carers** during the collection year. **Base data = CA/004**
2. An assessment can **include detailed or comprehensive assessments** that can incorporate **specialist carer's assessments** conducted by professionals other than the lead practitioner.
3. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
4. Include all assessments for adult carers (CA/004) **regardless of the outcome** of assessment.
5. Include assessments that were completed **as a result of safeguarding concerns**.

What not to include in the Measure

1. Do not include contacts for adult carers where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a **"what matters conversation"** had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of adults who **already have a support plan** at the time of assessment.
5. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **children (individuals under 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete** (see 6.3 above).
8. Do not include assessments that were **recorded in error**.

Measure Reference: CA/006

Measure Name: The number of carers needs assessments for adults refused during the year.

Measure Intent

The metric is designed to capture information the number of assessments offered to adult carers during the year that were refused.

Capturing data on those adult carers who refuse assessment is an important aspect of measuring understanding how we can improve access to support for carers. It **does not include the refusal of reassessments** of adult carers who already have a support plan. The intention of the metric is to capture the numbers of people without a current support plan who do not wish to be assessed.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines an adult carer as:

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

An adult has the right to refuse the social services offer of an assessment of their needs. The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the Needs of Individuals](#)), **para. 107**, states: *“The local authority must record any refusal of an offer of an assessment of need.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the Needs of Individuals](#)), **para. 115**, states:

“A carer who refuses an assessment is entitled to change their mind and the local authority must then carry out an assessment. Also, the local authority must again offer to carry out an assessment if it is satisfied that the carer’s circumstances have changed meaning that a further assessment would be beneficial to the carer. Again, the local authority is not required to undertake the assessment if the carer refuses.”

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), **para. 300** state that the provision of advice and assistance *“[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.”*

For the purposes of this metric count **all adult carers** who contact the local authority IAA service (**CA/001**) who were offered an assessment of their caring needs and **refused** the offer of assessment.

This metric also includes all adult carers who were contacted by the local authority and who were offered an assessment of their caring needs and **refused** the offer of assessment. This includes those carers who have not contacted the local authority IAA service.

An assessment would include any assessment, where advice and/or assistance was given including more comprehensive or specialist carers needs assessments.

What to include in the Measure

1. Count **all** contacts for **adult carers** during the collection year **where an offer of assessment was made but the carer refused**.
2. An assessment can **include the provision of simple advice or assistance, or comprehensive assessments** that can incorporate **specialist carer's needs assessments** conducted by professionals other than the lead practitioner.
3. Local authorities operate **different models of IAA**. Not all IAA services operate a single point of contact but have multiple points of entry. Count any new contact to the service regardless of where, or how they entered.

What not to include in the Measure

1. Do not include contacts for adults where an **assessment** of their needs was conducted.
2. Do not include adult carers who **already have a support plan** as a carer and refuses the offer of **re-assessment**.
3. Do not include contacts where the **five elements of assessment** and a **“what matters conversation”** had occurred.
4. Do not include any contacts that were **outside the collection**.
5. Do not include **children (individuals under 18 years of age)** in this metric.
6. Do not include assessments that were **recorded in error**.

Measure Reference: CA/007

Measure Name: The number of carer's needs assessments for adults completed (CA/004) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014 and the '[More than Words](#)' strategic framework for Welsh language services in health and social care.

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice (Assessing the needs of individuals)** para. 52. States:

*“The assessment process **must** recognise the concept of language need and practitioners should **ensure that the active offer principle is embedded in practice.***

*This means that the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process.** This will ensure that they are able to receive services in their own language throughout the process of identifying and meeting care and support needs. Language is an integral element of the care that people receive, and it is the responsibility of the local authority to deliver appropriate services which includes meeting users’ linguistic needs. Only by doing this can they provide care that is safe and effective.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from data collected in CA/004.

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the needs of individuals) **para. 52.** States: *...the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process (part a).***

Local authorities should also record if the Active Offer of Welsh was taken up by the individual or family who are being assessed (**part b**).

The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the need of Individuals), **para. 59** defines the Core Data set which includes ‘Preferred Language’. This may include languages other than English or Welsh (**part c**).

Count the **Active Offer of Welsh and other language preferences for each carer’s needs assessment completed for adults during the collection year.**

What to include in the Measure

1. Include **all carer’s needs assessments** for adults that were completed in the collection year. **Base data = CA/004.**
2. Count based on the following criteria:
 - a. **For part a:** The concept of the Active Offer directs local authorities into offering individuals services in Welsh without the need for the carer to ask for it specifically. This translates into asking people who approach the service for assessment if they would prefer to be communicated with in Welsh. The ‘More than Words’ guidance, para. 3.13 states that: *Client and patient records should clearly demonstrate the preferred language of people (relating specifically to Welsh or English).*

The number of adult carers with an active support plan provides a high-level overview of demand. Local authorities should gather more detailed information on support for carers in order to better understand how they are discharging their duties the Social Services and Wellbeing (Wales) Act 2014 and to understand the profile of unpaid care in their local authorities.

Welsh Government will use this information to gather information about unpaid care in Wales and use this information in conjunction with other data to determine how unpaid carers are supported in Wales.

Definition

[Section 54](#) of the Social Services and Wellbeing (Wales) Act 2014 provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice ([Meeting Needs](#)), **para. 27** outlines the regulations that set out the eligibility criteria for adults, children, and carers. The criteria are the same, regardless of whether the individual requires care and support, or support as a carer.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting Needs), **para. 56**, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally to support plans for carers**. Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting Needs), **para. 63**, states:

“A local authority is required to prepare a care and support plan [or support plan as above] for people whose needs meet the eligibility criteria, or their needs must be met for another reason (such as protection from abuse), where that person is unlikely to achieve their personal outcomes unless the local authority provides or arranges care and support [or support as a carer] to meet an identified need.”

Paragraph 82 of the Part 4 Code of Practice (Meeting Needs) also states: *“Local authorities **must** ensure that they have information technology systems to support the care planning process to ensure that the care plan is recorded electronically.”*

Adult carers have the right to refuse a support plan delivered by the local authority. Do not count carers who refuse to accept the support offered. Further guidance on the requirements of care and support and support for carers is available in the Part 4 Code of Practice (Meeting Needs).

Count **all active support plans for adult carers** at **31st March** of the collection year (**part a**). In occasional circumstances, a person who has a care and support plan

also has needs as a carer - they may care for a spouse, or disabled child for example (**part b**).

Some local authorities may have a single integrated plan where an individual's care needs and support needs as a carer are included in a single plan. In these situations, include the individual under **part b**.

Do not count those carers who are not supported by the local authority (i.e., supported by a preventative service) **unless that service is directly commissioned by the local authority to fulfil their responsibilities to adult carers under the Act.**

What to include in the Measure

1. Include **all active support plans (a) and care and support plans where the individual receiving care and support also has needs as a carer (b)** for adult carers on 31st March of the collection year.
2. A support plan (or a care and support plan) must have been **authorised or signed off** by a manager or other person acting on that person's behalf to be considered 'active'.
3. Include plans where the provision **includes a direct payment** to meet the support needs of the carer.
4. Include plans where the support plan for the carer and the care and support plan for the individual they are caring for has been **jointly considered**.

What not to include in the Measure

1. Exclude **care and support plans for adults** where there are no carer support needs for the individual receiving care and support, or the individual receiving care and support does not have needs as a carer.
2. Do not include **specialist plans that do not meet the support of the individual as a carer** (unless they have been integrated into a single care and support plan that meets the needs of the individual).
3. Do not include care and support plans that have been **refused**.
4. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
5. Do not include plans drawn up by a commissioned or third party organisation where the local authority has **signposted** the individual to those services through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to adult carers under the Act.**
6. Exclude support plans that have been recorded in error.

Measure Reference: CA/009

Measure Name: The number of support plans for adult carers that were due a review during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** **para. 58** states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 56**, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally to support plans for carers.** Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** **para. 88** states:

*“Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however **in the case of an adult the date of review must not exceed 12 months.**”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. These should be included in this metric.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice** (Meeting Needs) **para. 142** states:

*“A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 12 months following the first review.**”*

Count **support plans** for **adult carers** whose **date of review falls in the collection year**.

Count all those support plans, or support plans that include a direct payment, that are due in the collection year.

What to include in the Measure

1. Include **all support plans** for adult carers that were due to be reviewed in the collection year.
2. To determine if a review is due in the year:
 - a. A review is due 12 months from the date the support plan or last review was authorised in the previous financial year, or
 - b. Where an individual uses direct payments to manage their support as a carer, a review is due 6 months from the date of the first payment, and then every 12 months thereafter.
3. A support plan/review **must have been authorised** or signed off by a manager or other person acting on that person’s behalf to be considered ‘active’.
4. Include support plans where the care and support plans for the individual and the needs of the person caring for them have been **jointly considered**.

What not to include in the Measure

1. Exclude **all** reviews of **care and support plans** – even if the person requiring care and support also receives support as a carer. These are collected separately (AD/016).
2. Exclude support plans that were not due for review in the collection year. For example, cases where the last review ratified case closure, or where the review date does not fall in the collection year.
3. Do not include support plans that have been **refused**.
4. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
5. Do not include plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the individual to those services

through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to adult carers under the Act.**

6. Exclude support plans that have been recorded in error.

Measure Reference: CA/010

Measure Name: The number of support plans for adult carers that were due a review during the collection year and were reviewed at least once during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** **para. 58** states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 56**, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally***

to support plans for carers. Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 88** states:

*“Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however **in the case of an adult the date of review must not exceed 12 months.**”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. These should be included in this metric. For adult the requirements for direct payments review are at intervals no greater than 6 months after the first payment is made and 12 months following the first review.

For the purposes of this metric, we are interested in counting whether a review was completed within **12 months of the date the support plan was authorised or the date of the last review (whichever is later), or where a direct payment was provided, 6 months after the first payment is made and 12 months following the last review.** In most cases the review of the support plan and the review of the direct payment will be considered at the same review.

Count all those support plans, or support plans that include a direct payment, that were **due for review during the collection year and had at least one review completed during the collection year.**

What to include in the Measure

1. Include **all support plans** for adult carers that were due a review and were reviewed in the collection year, regardless of whether or not the review was completed within statutory timescales, **base data = CA/009.**
3. A support plan/review **must have been authorised** or signed off by a manager or other person acting on that person’s behalf to be considered **complete.**

What not to include in the Measure

1. Exclude **all reviews of care and support plans** – even if the adult requiring care and support also receives support as a carer. These are collected separately (AD/017).
2. Exclude support plans that were due a review in the collection year but were **not reviewed in the collection year.** Similarly, do not include support plans that were reviewed in the collection year **if their review was not due** in the collection year.
3. Do not include plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the carer to those services through the process of IAA **unless that service is directly commissioned by the**

local authority to fulfil their responsibilities to adult carers under the Act.

4. Exclude support plans that have been recorded in error.

Young Carer Contacts

Measure Reference: CA/011

Measure Name: The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year.

Measure Intent

The metric is designed to capture the volume and demand for information, advice and assistance from young carers as defined in the Social Services and Wellbeing (Wales) Act 2014. There is evidence to suggest that local authorities operate their Information, Advice and Assistance (IAA) function in different ways and the intent of the metric at this stage is to examine if these differing models of IAA present data that suggests differences in the service received by the end user.

Volume, although not directly correlated, is indicative of demand on the social services function within a local authority. The examination of the number of carers seeking information, advice and assistance allows local authorities a simple mechanism to monitor the number of people who use the service and to compare that with additional metrics to assess how these individuals were dealt with.

Welsh Government will use this information to monitor the number of carers who contact IAA services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines a young carer as:

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

The Social Services and Wellbeing Act **Part 3** ([Assessing the needs of individuals](#)), **para. 15** introduces the concept of a young adult carer as a *carer aged between 16 and 25*. This is to ensure that any assessment takes into account any *“current or future transitions the carer is likely to make into further or higher education, employment or training and have due regard to what the young adult carer wishes to participate in”*. **For the purposes of this metric, only count children as defined by Section 3(3) – individuals under the age of 18.**

Count the total number of contacts received from **young carers** or a person contacting the service on their behalf, who sought information, advice, and assistance from the IAA service in your local authority during the year. We are only interested in **new contacts** to the service, not those who are already receiving support (as a carer).

A young carer may have **more than one contact** during the collection year. **Count all of these where the person has approached (or been referred to) the IAA service requesting support as a young carer.**

The Social Services and Wellbeing (Wales) Act 2014, **Part 2 and Part 3** Code of Practice refers to individuals '**contacting**' the service. Other paragraphs within the Codes of Practice sometimes use different language such as '**referral**' or '**seeking**' or '**accessing**' information, advice, and assistance. For the purposes of this metric, these should be considered as the same thing.

What to include in the Measure

1. Include **all** contacts to your Information, Advice and Assistance service between 1st April and 31st March of the collection year **for any child who contacts the IAA service for support as a carer.**
2. A contact includes any person who contacts the service, or a professional who contacts the service on their behalf.
3. Where the contact refers to **multiple children, each child referred to as requiring support should be counted as having a contact.**
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A young carer may have **more than one contact** during the collection period. Count all of these **where it is evident that they contact the service for support as a carer.**
6. Not all local authorities operate a single point of entry. The count **should include all contacts** that fulfil the criteria above, **regardless of the route into the system.**

What not to include in the Measure

1. Do not include children who were **in receipt of support (as a carer)** at the time of the contact.
2. Children already receiving support as a carer from the local authority **who contact social services for an assessment for care and support should not be included in the metric.**
3. Do not include **website hits on your IAA service** as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
4. Do not include contacts that are **direct referrals to early intervention and prevention (EIP)** services, where no assessment takes place. The SSWB(W) Act 2014, Part 2 Code of Practice, para. 294 states that the function of the

IAA service is to: “[provide] information and advice relating to care and support, and assistance in accessing care and support”. Inclusion of contacts where an assessment concludes that an EIP service is the most appropriate course of action should be included.

5. Do not include contacts that are **obviously directed to the incorrect department**.
6. Exclude contacts that have been **recorded in error** (i.e., duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to **log information** about accessing information by other agencies (i.e., CIW, Police)
8. Do not include contacts on adults (18 or over).

Measure Reference: CA/012

Measure Name: The number of contacts by young carers received by statutory Social Services during the year where advice or assistance was provided.

Measure Intent

The metric is designed to capture information about the number of contacts from young carers received by the IAA service where advice and/or assistance was provided as per the definition contained in the Social Services and Wellbeing (Wales) Act 2014 **Part 2** Code of Practice ([General Functions](#)), **para. 300** (p63).

Welsh Government will use this information to monitor the number of young carers in Wales who contact IAA services and use this information in conjunction with other metrics to monitor volume and flow within the system

Definition

This metric is derived from CA/011.

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines a young carer as:

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

The Social Services and Wellbeing Act **Part 3** ([Assessing the needs of individuals](#)), **para. 15** introduces the concept of a young adult carer as a *carer aged between 16 and 25*. This is to ensure that any assessment takes into account any “current or

future transitions the carer is likely to make into further or higher education, employment or training and have due regard to what the young adult carer wishes to participate in". For the purpose of this metric, only count children as defined by Section 3(3) – individuals aged under 18.

The **Part 2** Code of Practice (General Functions), **para. 300** (p64-65) defines Information, Advice and Assistance.

Count **all** contacts in CA/011 that match the definition for the provision of **advice and/or assistance**.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included.

Provision of advice and assistance **requires an assessment be completed**, (Part 3 Code of Practice, para. 20). The assessment process **needs to conclude** before the outcome of the assessment is known. This means that if the proportional assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

What to include in the Measure

1. Include **all** contacts for **young carers** where the outcome of the contact was the **provision of advice and/or assistance** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
Base data = CA/011
2. Include all young carers who present to the IAA service for **support as a carer**.
3. Include all instances where advice or assistance was provided **regardless of the outcome of assessment**.

What not to include in the Measure

1. Do not include assessments for eligibility of **care and support**.
2. Do not include contacts for **young carers** where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
3. Do not include contacts where the **five elements of assessment were not considered**, or a “what matters conversation” had not occurred.
4. Do not include any data **outside** of the collection year.
5. Do not include data that is **not included in CA/011**.

6. Do not include adults (individuals 18 years of age or over) in this metric.
7. Do not include any contacts that were recorded in error.

Measure Reference: CA/013

Measure Name: The number of contacts received for young carers by statutory children's services during the year received from:

- a. Self
- b. Relative
- c. Friend or neighbour
- d. Early intervention prevention service (Step-up)
- e. Health
- f. Education
- g. Housing
- h. Police
- i. Probation
- j. Third Sector Organisation
- k. Local Authority
- l. Independent Hospital
- m. Ambulance Service
- n. Care Regulator
- o. Provider
- p. Advocate
- q. Internal (Social Worker, Other Team)
- r. Other

Measure Intent

This metric is meant to capture data on contact sources. Knowing who and how contact is made to the IAA service helps organisations to identify how carers access the IAA service. Work with partner agencies to better identify demand and routes into IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

Welsh Government will use this information to monitor how carers contact social services in Wales and use this information in conjunction with other metrics to monitor volume and flow within the system.

Definition

This metric is derived from CA/011.

Count all contacts received by statutory social services for **young carers** during the year and using the source of the contact recorded on your system mapped to the sub-categories listed in this metric.

The source of referral should be recorded by the member of staff who receives the information. It is appreciated that many local authorities have a much more granular approach to recording who contacted the department. These should be mapped to the most appropriate category. For example:

Self should include instances of self-referral.

Relative should include instances where the person contacting social services is a parent, sibling or other relative of the person who is the subject of the contact.

Friend or neighbour should include friends or neighbours of the person who is the subject of the contact.

Early Intervention/Prevention Service (Step-up) should include any service designed to provide early intervention and prevention services whether internal or commissioned by the local authority, where the person subject to the contact is in receipt of a service from these agencies – sometimes referred to as ‘step-up’.

Health should include primary, secondary, tertiary and community health colleagues. GPs, Hospitals, Consultants, Clinics, Midwives and Health Visitors etc.

Education should include any referrer providing education or learning services. Schools, Teachers, LEAs, Pupil Referral Units, Colleges and Universities, specialist education provision, education psychology services etc.

Housing should include both local authority housing department and other housing agencies.

Police should include any officer of a police authority, transport police or national crime agency.

Probation should include any staff member of the probation service acting in a professional capacity.

Third Sector Organisation should include any third sector, community interest, social enterprise or charitable organisation.

Local Authority should include other local authorities in Wales, England, Scotland and Northern Ireland. Overseas local government agencies can also be included in this subcategory.

Independent Hospital should include hospitals run independently from NHS local health boards. Independent hospitals may be fully or partially funded by the NHS and may provide a range of services. Independent hospitals may be sometimes referred to as ‘private hospitals’.

Ambulance Service should include the Welsh Ambulance Services NHS trust as well as those from the rest of the UK.

Care Regulator should include the Care Inspectorate Wales and Healthcare Inspectorate Wales.

Provider should include commissioned services, or services that are providers of care services to local authorities. For children, this could be a foster carer, or children's home. Providers may be private, voluntary or third sector.

Advocate should include persons who are providing formal advocacy services to individuals who contact local authority IAA services or contact IAA services on their behalf.

Internal (Social Worker, other team) should include contacts generated internally (i.e., by discovering another individual with potential care and support needs during day-to-day work).

Other; any other contact source that does not fit into the above categories, e.g., anonymous, solicitor, member of the public etc.

We recognise that some contacts can fit into more than one category. For example, a neighbour can also be a family member. A third sector organisation can also provide early intervention and prevention services or be a provider. It is for the person receiving the information to make a judgement on the most appropriate categorisation of the contact source.

What to include in the Measure

1. Include **all** contacts received for **young carers** by statutory social services between 1st April and 31st March of the collection year **for any child who was not receiving support as a carer at the time of the contact. Base data = CA/011**
2. A contact includes **any young carer** who contacts the service, or a person who contacts the service on their behalf.
3. Where the contact refers to **multiple children**, each young carer who potentially requires support should be counted as having a contact.
4. Include any contact received whether that is in person, via the telephone or by an e-mail or contact form on a website.
5. A carer may have **more than one contact** during the collection period. Count all of these.
6. Not all local authorities operate a single point of entry. The count should include all contacts that fulfil the criteria above, regardless of the route into the system.

What not to include in the Measure

1. Do not include **young carers** who were **in receipt of support at the time of the contact**.
2. Do not include contacts in relation to children who **request (or are referred for) assessment of eligibility for care and support**.

3. Do not include contacts that were **not included in CA/011**.
4. Do not include **website hits** on your IAA service as contacts. Whilst the provision of information on a website is good practice, it is not what we are seeking to count.
5. Do not include contacts that are obviously directed to the incorrect department.
6. Exclude contacts that have been recorded in error (i.e., duplicates, wrong referral type used on the system).
7. Do not include contacts that are used to log information about accessing information by other agencies (i.e., CIW, Police)
8. Do not include contacts on adults (aged 18 or over).

Young Carer Assessments

Measure Reference: CA/014

Measure Name: The total number of carers needs assessments for young carers undertaken during the year.

Measure Intent

The metric is designed to capture information about the number of **new** assessments completed for young carers during the year.

Capturing data on young carers who present to social services for assessment is an important aspect of measuring volume, flow, and demand at the beginning of the statutory social care process. It **does not include reassessments** of young carers who already have support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines a young carer as:

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

The Social Services and Wellbeing (Wales) Act 2014, **Part 3** Code of Practice ([Assessing the needs of Individuals](#)), para. 15 outlines the duty to assess “**any carer** where it appears to that authority that the carer may have needs for support”.

The provision of Information, advice and assistance, and the duty to assess is common to both children who may require care and support and children who may require support as a carer.

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), **para. 300** state that the provision of advice and assistance “[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.”

This should **include any assessments** including those where specialist **young carer’s needs assessments** were completed.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), para. 20). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment **is more comprehensive, or requires a specialist young carers assessment**, it is the **conclusion** of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

This metric differs from CA/012 in the data collected. If we attempt to collect assessment data on young carer contacts received in the that year, because of the time required to undertake assessments, particularly when the assessment is detailed or comprehensive, there will be a portion of assessments that fall outside the collection year by a significant period of time. This metric counts **any new young carer’s assessment completed in the collection year, regardless of when the contact was received**. This allows for a better picture of the total number of assessments completed during the year.

What to include in the Measure

1. Count **all young carers** assessments that were **completed** during the collection year.
2. The assessment **may include specialist young carer’s assessments** that consider the support needs for the carer.
3. Include assessments for care and support, where **either**:
 - a. The child with care and support needs also has support needs as a carer.

- b. A young carer who provides support to the person with care and support needs wishes to have their support needs as a carer considered in the same assessment.
4. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
5. Include all proportional assessments **regardless of the outcome** of assessment.

What not to include in the Measure

1. Do not include contacts for young carers where the outcome of the contact was the **provision of information** as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include assessments of children with care and support needs, but **no support needs as a carer**.
3. Do not include contacts where the **five elements of assessment were not considered**, or a **“what matters conversation”** had not occurred.
4. Do not include any assessments that were completed **outside the collection year**.
5. Do not include contacts where a young carer (aged 16 or 17) **refused** the offer of assessment. (There is no obligation to carry out an assessment if a child is aged 16 or 17).
6. Do not include **re-assessments** of young carers who already have a support plan.
7. Some local authorities operate a **multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
8. Do not include **adult carers (individuals at or over 18 years of age)** in this metric.
9. Do not include any assessments that were **incomplete** (see 6.4 above).
10. Do not include assessments that were **recorded in error**.

Measure Reference: CA/015

Measure Name: The number of carers assessments completed for children during the year where:

- a. Needs could be met with a young carer's support plan or care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Measure Intent

The metric is designed to capture information about outcomes of the assessments completed for young carers during the year.

Capturing data on the outcomes of young carers who present to social services for assessment is an important aspect of measuring volume, flow and demand on statutory social care process. It **does not include reassessments** of young carers who already have a support plan. The intention of the metric is to capture the flow and demand into the system.

Welsh Government will use this information to monitor volume and flow into social services in Wales and use this information in conjunction with other metrics to monitor demand within the system.

Definition

This metric is derived from CA/014.

The Social Services and Wellbeing (Wales) Act 2014 [Section 3](#) defines an adult carer as:

- *“Child” means a person who is aged less than 18.*
- *“Carer” means a person who provides or intends to provide care for an adult or disabled child.*

The Social Services and Wellbeing (Wales) Act 2014, **Part 2** Code of Practice ([General Functions](#)), para. 300 (p64) state that the provision of advice and assistance “[requires] staff to undertake a proportionate assessment through discussion and analysis of the five elements of the National Assessment and Eligibility Tool.”

This should **consist of** any assessments on **young carers support needs**, **including** those that incorporate detailed or **comprehensive assessments** within the process of assessment, and those that incorporate specialist **young carer’s assessments**.

Provision of advice and assistance **requires that an assessment is completed**, (**Part 3** Code of Practice ([Assessing the needs of individuals](#)), **para. 20**). The assessment process needs to conclude before the outcome of the assessment is known. This means that if the assessment is more comprehensive, it is the conclusion of the assessment ‘process’ that will determine the outcome, regardless of how local authorities operate their IAA service.

In order to provide advice and assistance the following criteria must be met:

- Personal Information (core data) must be recorded about the individual (where known).
- The five elements of assessment must have been considered.
- A “what matters conversation” must have occurred.

Contacts where only information was provided should not be included as these do not meet the threshold for assessment.

For the purpose of this metric, the eight results of assessment contained in the national assessment and eligibility tool should be mapped to the appropriate sub-category as follows:

Common Assessment Requirement Result

1. There are no care and support needs to meet.

(c) There were no eligible needs to meet

2. A more comprehensive assessment is required, which may include more specialist assessments.

Not Applicable – The assessment process should be counted as a whole. If a more comprehensive assessment is required, this forms a part of the overall process of assessment in which specialist assessments may be included.

3. Carer needs can be met through the provision of information, advice, and assistance.

(b) Needs were able to be met by any other means.

4. Carer needs, can be met, through the provision of preventative services.

(b) Needs were able to be met by any other means.

5. Carer needs, can be met, wholly or in part by the individuals themselves (with or without the assistance of others).

(b) Needs were able to be met by any other means.

6. Other matters can contribute to the achievement of the personal outcomes, or otherwise meet the needs.

(b) Needs were able to be met by any other means.

7. Needs can only be met through a care and support plan, or a support plan **(needs are eligible)**.

(a) Needs were only able to be met with a support plan or care and support plan.

8. The local authority considers it necessary to meet the needs in order to protect the person from abuse or neglect or a risk of abuse or neglect, or in the case of a child, other harm or risk from harm.

The assessment should begin at the point of referral and be on-going throughout the process of safeguarding (Part 7 Code of Practice, paragraph 74). Choose the appropriate option on conclusion of this assessment.

What to include in the Measure

1. Count **all** assessments that were **completed for young carers** during the collection year. **Base data = CA/014**
2. An assessment can **include detailed or comprehensive assessments** that can incorporate **specialist carer's assessments** conducted by professionals other than the lead practitioner.
3. An assessment is considered complete, when it has been **authorised by a practice manager** or a person acting on that person's behalf.
4. Include **all** proportional assessments for young carers (CA/014) **regardless of the outcome** of assessment.
5. Include assessments that were completed **as a result of safeguarding concerns**

What not to include in the Measure

1. Do not include contacts for young carers where the outcome of the contact was the provisions of information as defined by the Social Services and Wellbeing (Wales) Act, Part 2 Code of Practice paragraph 300.
2. Do not include contacts where the **five elements of assessment were not considered**, or a "**what matters conversation**" had not occurred.
3. Do not include any assessments that were completed **outside the collection year**.
4. Do not include **re-assessments** of young carers who **already have a support plan** at the time of assessment.
5. Some local authorities operate **a multi-stage assessment process** that uses more than one form to capture the assessment process. Do not count these individually. Count the process in its entirety once only.
6. Do not include **adults (individuals at or over 18 years of age)** in this metric.
7. Do not include any assessments that were **incomplete**
8. Do not include assessments that were **recorded in error**.

Measure Reference: CA/016

Measure Name: The number of carer's needs assessments for young carers completed (CA/014) during the year where:

- a. There was evidence of the active offer of Welsh

- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014 and the '[More than Words](#)' strategic framework for Welsh language services in health and social care.

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice (Assessing the needs of individuals)** **para. 52** states: "*The assessment process **must** recognise the concept of language need and practitioners should **ensure that the active offer principle is embedded in practice.***

*This means that the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process.** This will ensure that they are able to receive services in their own language throughout the process of identifying and meeting care and support needs. Language is an integral element of the care that people receive, and it is the responsibility of the local authority to deliver appropriate services which includes meeting users' linguistic needs. Only by doing this can they provide care that is safe and effective."*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

This metric is derived from data collected in (CA/014)

The Social Services and Well-being (Wales) Act 2014, **Part 3 Code of Practice (Assessing the needs of individuals)** **para. 52** states: "*...the local authority should be proactive in its approach and the individual **should be asked which language they would prefer at the beginning of the process (part a).***"

Local authorities should also record if the Active Offer of Welsh was taken up by the individual or family who are being assessed (**part b**).

The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice (Assessing the need of Individuals)**, **para. 59** defines the Core Data set which includes 'Preferred Language'. This may include languages other than English or Welsh (**part c**).

Count the **Active Offer of Welsh and other language preferences for each carer's needs assessment completed for young carers during the collection year.**

What to include in the Measure

1. Include **all carer's needs assessments** for **young carers** that were completed in the collection year. **Base data = CA/004.**
2. Count based on the following criteria:
 - a. **For part a:** The concept of the Active Offer directs local authorities into offering individuals services in Welsh without the need for the young carer to ask for it specifically. This translates into asking people who approach the service for assessment if they would prefer to be communicated with in Welsh. The '[More than Words](#)' guidance, para. 3.13 states that: "*Client and patient records should clearly demonstrate the preferred language of people (relating specifically to Welsh or English).*"
 - b. **For part b:** Where a young carer in *part a* chooses to be communicated with in Welsh, local authorities should record this in the assessment (or other area of the system that can be referenced back to the assessment). The '[More than Words](#)' guidance, para. 3.13 states that: "*Client and patient records **must** include sections that enable staff to record when an Active Offer **must** be provided.*"
 - c. **For part c:** Where a young carer in *part a* chooses a language other than English or Welsh to be communicated in, local authorities should record this in the assessment. The Social Services and Wellbeing (Wales) Act 2014, **Part 3 Code of Practice** (Assessing the need of Individuals), **para. 59** defines the Core Data set which includes 'Preferred Language'. **Record whether the assessment was undertaken using the language of choice regardless of what the language was.**
3. An assessment must have been **authorised or signed off** by a manager or other person acting on that person's behalf to be considered 'complete'.

What not to include in the Measure

1. Do not include contacts where you provided **information only**.
2. Do not include assessments for **children who are not assessed as a carer (not in CA/014)**.
3. Do not include assessments that are **incomplete**
4. Do not include any assessments for each sub-category that **do not meet the criteria** outlined above.
5. Do not include adults (aged 18 or over).
6. Exclude assessments that have been recorded in error.

Young Carer Support Plans

Measure Reference: CA/017

Measure Name: The number of young carers with:

- a. A carer's support plan on 31st March.
- b. A carer's support plan on 31st March and also a care and support plan, where the young person has both responsibilities as a carer and their own care and support needs.

Measure Intent

Understanding the number of young carers who are supported by the local authority is an important component in understanding how children who care for others are supported.

The number of young carers with an active support plan provides a high-level overview of demand. Local authorities should gather more detailed information on support for carers in order to better understand how they are discharging their duties the Social Services and Wellbeing (Wales) Act 2014 and to understand the profile of unpaid care in their local authorities.

Welsh Government will use this information to gather information about unpaid care in Wales and use this information in conjunction with other data to determine how unpaid carers are supported in Wales.

Definition

[Section 54](#) of the Social Services and Wellbeing (Wales) Act 2014 provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice ([Meeting Needs](#)), **para. 27** outlines the regulations that set out the eligibility criteria for adults, children and carers. The criteria are the same, regardless of whether the individual requires care and support, or support as a carer.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice ([Meeting Needs](#)), **para. 56**, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally to support plans for carers**. Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”*

The Social Services and Wellbeing (Wales) Act 2014, **Part 4** Code of Practice (Meeting Needs), **para. 63**, states:

“A local authority is required to prepare a care and support plan [or support plan as above] for people whose needs meet the eligibility criteria, or their needs must be met for another reason (such as protection from abuse), where that person is

unlikely to achieve their personal outcomes unless the local authority provides or arranges care and support [or support as a carer] to meet an identified need”.

Paragraph 82 of the Part 4 Code of Practice ([Meeting Needs](#)) also states: “*Local authorities **must** ensure that they have information technology systems to support the care planning process to ensure that the care plan is recorded electronically.*”

Young carers who are 16 and 17 have the right to refuse a support plan delivered by the local authority. Under this age, there is a duty for the local authorities to assess the child and may have an automatic duty to meet the needs of the individual. Do not count carers who refuse to accept the support offered. Further guidance on the requirements of care and support and support for carers is available in the Part 4 Code of Practice (Meeting Needs).

Count **all active support plans for young carers** at **31st March** of the collection year (**part a**). In occasional circumstances, a child who has a care and support plan also has needs as a carer - they may care for a parent, or sibling for example (**part b**).

Some local authorities may have a single integrated plan where an individual’s care needs and support needs as a carer are included in a single plan. In these situations, include the individual under **part b**.

Do not count those young carers who are not supported by the local authority (i.e., supported by a preventative service) **unless that service is directly commissioned by the local authority to fulfil their responsibilities to young carers under the Act.**

What to include in the Measure

1. Include **all active support plans (a) and care and support plans where the child receiving care and support also has needs as a carer (b)** for young carers on 31st March of the collection year.
2. A support plan (or a care and support plan) must have been **authorised or signed off** by a manager or other person acting on that person’s behalf to be considered ‘active’.
3. Include plans where the provision **includes a direct payment** to meet the support needs of the young carer.

What not to include in the Measure

1. Exclude **care and support plans for children** where there are no carer support needs for the child receiving care and support.
2. Do not include **specialist plans that do not meet the support of the child as a carer**
3. Do not include care and support plans that have been **refused**.
4. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).

5. Do not include plans drawn up by a commissioned or third party organisation where the local authority has **signposted** the individual to those services through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to young carers under the Act.**
6. Exclude support plans that have been recorded in error.

Measure Reference: CA/018

Measure Name: The number of reviews of support plans for young carers that were due during the collection year.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** **para. 58** states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.”*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 113** states:

“A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.”

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, **para. 56**, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally***

to support plans for carers. Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs) para. 88**. States: *Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however, in the case of a child, the date of review must not exceed 6 months.*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. These should be included in this metric. For children the requirements in this code for reviewing care and support plans, but in any event **at intervals no greater than 6 months after the first payment is made and 6 months following the first review.**

Count reviews support plans for young carers whose date of review falls in the collection year.

Count all those support plans, or support plans that include a direct payment, that are due to be reviewed in the collection year.

What to include in the Measure

1. Include reviews due the collection year for **all support plans** for young carers.
2. A support plan/review **must have been authorised** or signed off by a manager or other person acting on that person’s behalf to be considered ‘active’.

What not to include in the Measure

1. Exclude **all reviews of care and support plans** – even if the child requiring care and support also receives support as a carer. These are collected separately in CH/015.
2. Do not include reviews of support plans that have been **refused**.
3. Do not include instances where you are providing **informal support** (for example, information, advice, or assistance).
4. Do not include reviews of plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the young carer to those services through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to young carers under the Act.**
5. Exclude reviews of support plans that have been recorded in error.

Measure Reference: CA/019

Measure Name: The number of reviews of support plans for young carers that were completed during the collection year that were within statutory timescales.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 58 states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review”.*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, para. 113 states: A local authority must keep care and support plans under review to understand whether the provision of that care and support is meeting the identified needs of the individual, and to consider if their needs have changed and if a re-assessment is required. The agreed date for the review of the plan must be set out in the plan.

The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, para. 56, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally to support plans for carers.** Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para 88 states: *“Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however **in the case of a child the date of review must not exceed 6 months.**”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different.

These should be included in this metric. For children the requirements in this code for reviewing direct payments are **at intervals no greater than 6 months after the first payment is made and every 6 months following the first review.**

For the purposes of this metric, we are interested in counting whether the review was held within **6 months of the date the support plan was authorised or the date of the last review (whichever is later), or where a direct payment was provided, 6 months after the first payment is made and 6 months following the last review.** In most cases the review of the support plan and the review of the direct payment will be considered at the same review.

Count all those support plans, or support plans that include a direct payment, due in the collection year that were completed within statutory timescales.

What to include in the Measure

1. Include all reviews of **support plans** for young carers that were due during the collection year and were **completed within statutory timescales.**
2. The statutory timescales are:
 - a. 6 months from the date the **support plan or last review in the previous financial year was authorised, or**
 - b. where an individual uses **direct payments** to manage their support as a carer, **6 months from the date of the date of the first payment, then every 6 months subsequently.**
3. A support plan/review **must have been authorised** or signed off by a manager or other person acting on that person's behalf to be considered **complete.**

What not to include in the Measure

1. Exclude **all** reviews of **care and support plans** – even if the child requiring care and support also receives support as a carer. These are collected separately in CH/015.
2. Do not count support plans that were **not completed in time.**
3. Do not include plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the young carer to those services through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to young carers under the Act.**
4. Exclude care and support plans that have been recorded in error.

Measure Reference: CA/020

Measure Name: The number of reviews of support plans for young carers that were completed during the year, regardless of whether they were within statutory timescales.

Measure Intent

This metric allows local authorities to monitor their compliance against the standards defined in the Social Services and Wellbeing (Wales) Act 2014.

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para. 58 states:

*“Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. **The plans must be kept under review.** If the local authority believes that a person’s circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review”.*

Welsh Government will use this information to monitor national compliance against the requirements of the Act.

Definition

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The Social Services and Wellbeing (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)**, para. 56, states:

*“In this Code of Practice, except where otherwise indicated, any reference to duties or powers in relation to care and support plans should be read as applying **equally to support plans for carers.** Similarly, any reference to ‘care and support’ should be read as referring to ‘support’ where this applies to carers.”*

The Social Services and Well-being (Wales) Act 2014, **Part 4 Code of Practice (Meeting Needs)** para 88 states: *“Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however **in the case of a child the date of review must not exceed 6 months.**”*

The requirements for care and support plans that include a direct payment that an individual uses to manage their own care and support are slightly different. These should be included in this metric.

Count all those support plans, or support plans that include a direct payment, due in the collection year regardless of whether their reviews were completed within statutory timescales.

What to include in the Measure

4. Include reviews of **all support plans** for young carers that were due in the collection year and completed, **regardless of whether they were completed within statutory timescales.**
5. A support plan/review **must have been authorised** or signed off by a manager or other person acting on that person's behalf to be considered **complete.**

What not to include in the Measure

5. Exclude **all** reviews of **care and support plans** – even if the child requiring care and support also receives support as a carer. These are collected separately in CH/015.
6. Do not count reviews of support plans that were **not completed.**
7. Do not include reviews of plans drawn up by a commissioned or third-party organisation where the local authority has **signposted** the young carer to those services through the process of IAA **unless that service is directly commissioned by the local authority to fulfil their responsibilities to young carers under the Act.**
8. Exclude reviews of support plans that have been recorded in error.

Index of Measures

Metrics relating to Adults

Adult Contacts

AD/001 – The number of contacts received for adults by statutory social services during the year.

- a. The total number of contacts
- b. The number of new contacts

AD/002 – The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided.

AD/003 – The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, by contact type (e.g., self, relative, etc.)

Adult Assessments

AD/004 – The number of new assessments completed for adults during the year.

AD/005 – The number of assessments completed for adults during the year where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

AD/006 – The number of assessments for adults completed (AD/004) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The active offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

AD/007 – The number of new assessments completed for adults during the year undertaken in the 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.

AD/009 – The number of new assessments that were completed, where the assessment was requested by the adult or family during the year, a previous assessment had been completed in the previous 12 months, the individual does not currently have a care and support plan and where the outcome of the new assessment is:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Reablement

AD/010 – The total number of reablement packages completed during the year.

AD/011 – The total number of packages of reablement completed during the year which:

- a. Reduced the need for support
- b. Maintained the need for support
- c. Mitigated the need for support
- d. Neither reduced, maintained nor mitigated the need for support

Adult Care and Support Plans

AD/012 – The number of adults with:

- c. A care and support plan on 31st March.
- d. A care and support plan on 31st March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer

AD/013 – The total number of adults with a care and support plan where needs are met through a Direct Payment on 31st March.

AD/014 – For services started during the year, the total number of days adults wait between the scheduled start date and the actual start date of a service identified within their care and support plan, where that service is:

- a. Adult Care Home
- b. Domiciliary Care

AD/015 – The total number of services for adults started during the year where that service is:

- a. Adult Care Home
- b. Domiciliary Care
- c. Respite Care

AD/016 – The number of care and support plans for adults that were due a review during the collection year.

AD/017 – The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year.

AD/018 – The number of care and support plans for adults supported by direct payments that were due a review during the collection year.

AD/019 – The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year.

Adult Safeguarding

AS/001 – The total number of adults suspected of being at risk of abuse or neglect reported during the year.

AS/002 – The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year.

AS/003 – The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year.

AD/020 – The total number of reports of an adult suspected of being at risk received during the year.

AD/021 – The total number of reports of an adult suspected of being at risk received during the year, by contact type (e.g., self, relative, etc.)

AD/022 – The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of neglect, physical abuse, sexual abuse, emotional or psychological abuse, financial abuse, and by age category.

AS/004 – The total number of reports received during the collection year by ethnicity of the adult suspected of being at risk or abuse or neglect.

AD/023 – The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made by age category.

AD/024 – The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse.

AD/025 – Of those enquiries, the number of enquiries by type of alleged perpetrator (e.g., a spouse, child, family member, etc).

AS/005 – Of those enquiries, the number where the place alleged abuse occurred was: own home, community, care home setting, health setting.

AD/026 – The total number of enquiries where it was determined that additional action should be taken.

AD/027 – The total number of enquiries where the individual refused to participate in the identified action.

AD/028 – The total number of:

- a. enquiries in the collection year where it was determined additional action was required and resulting in an active care and support protection plan.
- b. active care and support protection plans for adults on 31st March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect.

AS/006 – The total number of investigations concluded during the year where the investigation was:

- a. Criminal
- b. Non-criminal

Types of Care and Support

AD/029 – The number of adults with a care and support plan who during the year:

- a. paid the maximum weekly charge towards the cost of non-residential care
- b. paid a flat rate charge towards care and support services
- c. were found to be over the capital limit for residential care

AD/030 – The total number of adults on 31st March with care and support by service type and age category.

AD/031 – The total number of adults on 31st March who were charged for care and support by service type and age category.

Adult Advocacy

AD/032 – The total number of adults during the year where the need for an independent professional advocate was identified.

AD/033 – The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided.

Metrics relating to Children and Families

Children's Contacts

CH/001 – The number of contacts received for children by statutory social services during the year.

CH/002 – The number of contacts for children received by statutory Social Services during the year where advice or 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

CH/004 – The number of contacts received by statutory children's social services during the year received, by type of contact (e.g., self, relative, friend etc.)

CH/005 – The total number of contacts received during the year where:

- a. Physical punishment by a parent or carer was one of several factors.
- b. Physical punishment by a parent or carer was the only factor.

Children's Assessments

CH/006 – The number of new assessments completed for children during the year.

CH/007 – The number of assessments completed for children during the year where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

CH/008 – The total number of:

- a. Assessments for children completed during the year for children who were born at the time the assessment concluded.
- b. Of those, where there is evidence that the child has been seen.

CH/009 – The number of assessments for children completed (CH/006) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

CH/010 – The number of new assessments completed for children during the year undertaken in the secure estate.

CH/011 – The total number of assessments completed during the year where:

- a. Physical punishment by a parent or carer was one of several factors.
- b. Physical punishment by a parent or carer was the only factor.

CH/012 – The number of new assessments completed for children during the year 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.

CH/014 – The number of new assessments that were requested by the child or family during the year and a previous assessment had been completed in the previous 12 months where:

- a. Needs were only able to be met with a care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

Children's Care and Support Plans

CH/015 – The number of children with:

- a. A care and support plan on 31st March.
- b. A care and support plan on 31st March and also a carer's support plan, where the child has both their own care and support needs and responsibilities as a young carer

CH/016 – The total number of children with a care and support plan where needs are met through a Direct Payment on 31st March.

CH/017 – The number of reviews of care and support plans and provisions of financial support that were due during the collection year that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

CH/018 – The number of reviews of care and support plans and provisions of financial support that were completed during the collection year and were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

CH/019 – The number of reviews of care and support plans and provisions of financial support that were completed during the collection year, regardless of whether they were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

Children's Safeguarding

CH/020 – The number of Initial Strategy Meetings for children concluded during the collection year.

CH/021 – The number of Strategy Meetings 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/023 (a-i) – The total number of Initial Child Protection Conferences held in the year that led to the decision to place a child on the Child Protection Register under the category of:

- a. Neglect
- b. Physical abuse
- c. Sexual abuse
- d. Emotional abuse
- e. Financial abuse
- f. Neglect and physical abuse
- g. Physical and sexual abuse
- h. Neglect and sexual abuse
- i. Neglect, physical and sexual Abuse

CH/023 (j-k) – The total number of initial Child Protection Conferences held in the year that led to the decision not to place a child on the Child Protection Register:

- j. 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
- k. 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 added to the child protection register during the collection year, the number that have been previously registered under any category, at any time during the previous 12 months.

CH/025 – The number of initial child protection conferences held during the collection year that were held within statutory timescales.

CH/026 – The total number of children on the Child Protection Register:

- a. on 31st March;
- b. during the collection year

CH/027 – The number of initial core group meetings held during the year.

CH/028 – The 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 on the child protection register that were due during the collection year.

CH/030 – The total number of visits to children on the child protection register that were:

- a. completed, regardless of if they were within statutory timescales
- b. completed within statutory timescales.

CH/031 – The total number of reports of children who go missing from care during the year.

CH/032 – The total number of children who go missing from care during the year.

CH/033 – The total number of children reported during the year where child exploitation was a factor.

CH/034 – The total number of reports of child exploitation received during the year where the primary factor was:

- a. Child sexual exploitation
- b. Child criminal exploitation
- c. Child 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.

Children Looked After

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 instances of children becoming looked after during the year where the initial episode 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 on 31st March.

CH/040 – The total number children receiving (S76) short breaks on 31st March.

CH/041 – The number of statutory visits for children looked after that were due during the year.

CH/042 – The number of statutory visits to children looked after during the year that were:

- a. Completed, regardless of if they were within statutory timescales
- b. completed within statutory timescales.

CH/043 – The total number children looked after on 31st March who have experienced three or more placements during the year.

CH/044 – The total number of children looked after on 31st 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 on 31st March.

CH/047 – The total number of children looked after who are placed within Wales, but outside of the responsible local authority on 31 March.

CH/048 – The total number of children looked after who are placed outside of Wales on 31 March.

Care Leavers

CH/049 – The total number of initial Pathway Plans due to be completed during the year.

CH/050 – The total number of initial Pathway Plans due during the year that were completed within timescales.

CH/051 – The total number of young people during the year where a personal adviser was allocated as required.

CH/052 – The total number of care leavers who experience homelessness during the year (as defined by the Housing (Wales) Act 2014).

CH/053 – The total number of care-experienced young people in the following categories on 31st March:

- a. category 1
- b. category 2
- c. category 3
- d. category 4
- e. category 5
- f. category 6

CH/054 – The total number of care leavers, as of 31 March, in categories 2, 3 and 4 who have completed at least 3 consecutive months of employment, education, or training in the collection year, who were:

- a. Category 2
- b. Category 3
- c. Category 4

CH/055 – The number of young people leaving care who move into a 'When I am Ready' placement during the year.

Children's Advocacy

CH/056 – The total number of "Active Offers" of advocacy for children, aged five and over at the start of the collection year, during the year.

CH/057 – The total number "Active Offers" of advocacy for children during the year where an Independent Professional Advocate was provided.

Metrics relating to Carers

Adult Carer Contacts

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 – The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided.

CA/003 – The number of contacts received for adult carers by statutory adult services during the year received, by contact type (e.g., self, relative, friend, etc.)

Adult Carer Assessments

CA/004 – The total number of carers needs assessments for adults undertaken during the year.

CA/005 – The number of carers assessments completed for adults during the year where:

- a. Needs could be met with a carer's support plan or care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

CA/006 – The number of carers needs assessments for adults refused during the year.

CA/007 – The number of carer's needs assessments for adults completed (CA/004) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Adult Carer Support Plans

CA/008 – The number of adult carers with:

- a. A carer's support plan on 31st March.
- b. A carer's support plan on 31st March and also a care and support plan, where the adult has both responsibilities as a carer and their own care and support needs.

CA/009 – The number of support plans for adult carers that were due a review during the collection year.

CA/010 – The number of support plans for adult carers that were due a review during the collection year and were reviewed at least once during the collection year.

Young Carer Contacts

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 – The number of contacts by young carers received by statutory Social Services during the year where advice or assistance was provided.

CA/013 – The number of contacts received for young carers by statutory children's services during the year received from, by contact type (e.g., self, relative, friend, etc.)

Young Carer Assessments

CA/014 – The total number of carers needs assessments for young carers undertaken during the year.

CA/015 – The number of carers assessments completed for children during the year where:

- a. Needs could be met with a young carer's support plan or care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

CA/016 – The number of carer’s needs assessments for young carers completed (CA/014) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted
- c. The assessment was undertaken using the language of choice

Young Carer Support Plans

CA/017 – The number of young carers with:

- a. A carer’s support plan on 31st March.
- b. A carer’s support plan on 31st March and also a care and support plan, where the young person has both responsibilities as a carer and their own care and support needs.

CA/018 – The number of reviews of support plans for young carers that were due during the collection year.

CA/019 – The number of reviews of support plans for young carers that were completed during the collection year that were within statutory timescales.

CA/020 – The number of reviews of support plans for young carers that were completed during the year, regardless of whether they were within statutory timescales.