

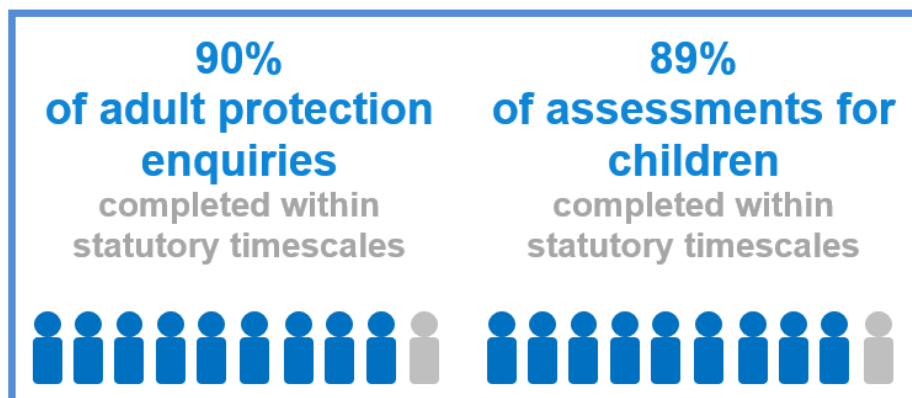
## Experimental statistics: Social Services Performance Measures, 2018-19

26 September 2019  
SFR 86/2019

The Social Services and Well-being (Wales) Act 2014 introduced a new performance measurement framework for local authorities in relation to their social services functions. The statutory performance measures detailed in the framework replaced all existing performance measures for local authority social services required by Welsh Government, including the social services performance indicators under the now discontinued National Strategic Indicator set.

This release is the third in this series of statistical outputs reporting on data derived from [Social Services Performance Measures](#) returns. Some of the quantitative performance measures had been collected previously prior to the implementation of the Act however results are not comparable due to changes to definitions and calculations. See the [Key quality information](#) section for more information about the data.

The data is used to inform national policy development; support local authorities to learn, plan and improve; enable people to understand the quality of social services and inform the regulation and inspection regime in Wales.



### Key results

Only results for quantitative measures have been published for 2018-19. Wales level results can be found in the [Quantitative measures](#) section.

### About this release

This release provides information on local authority social services performance measures which were collected for the third time in 2018-19 following implementation of the Social Services and Well-being (Wales) Act on 6 April 2016.

The performance measures are detailed in the [Code of practice in relation to measuring social services performance](#).

Only results for quantitative measures have been published for 2018-19.

Three local authorities were unable to provide figures for all performance measures.

This information is also published on [StatsWales](#).

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## Accuracy and data quality

The [Social Services and Well-being \(Wales\) Act](#) set out significant changes in policy, which in turn impacted on the current national social services data collections. All national social services data returns submitted by local authorities were reviewed and new requirements for data were developed in line with the implementation of the Act.

New performance information requirements were introduced from 2016-17 onwards (replacing PM1 and PM2), and local authorities are required to collect the performance measures detailed in the Code of Practice in relation to social services performance issued under the Act. Detailed guidance to collect the performance measures was developed with local authorities and made available alongside the code of practice.

2018-19 is the third year of collecting and reporting on the performance measures. The Welsh Government worked with local authorities to collect the data and provided support through responding to queries. Extensive quality assurance was undertaken with local authorities.

These statistics are published as experimental statistics. More information on the designation of these statistics can be found in the [correspondence between the Welsh Government and the Office for Statistical Regulation](#).

Sub-national breakdowns have not been published; however the lower and upper quartiles give an indication of the variance of the data across local authorities.

### Quantitative

No changes were made to the technical guidance for this reporting year. Not all local authorities have been able to provide complete returns; this was mainly due to systems not able to capture the required data. Specific issues for quantitative measures are noted below.

PM20a: Unable to report – Caerphilly and Monmouthshire.

PM20b: Unable to report – Caerphilly.

PM23: Unable to report – Neath Port Talbot and Caerphilly.

### Qualitative

Similar to the previous year, local authorities determined for themselves how to collect the qualitative performance measures. Local authorities did not use the same data collection methods meaning that the results would not be comparable across authorities or with previous years. Given data quality issues and that data could be used locally, no results have been published for the qualitative measures.

## Quantitative measures

Quantitative data items include activity and demand information which have been specified to measure the performance of local authorities in relation to the exercise of their social services functions, as stated in the Social Services and Well-being (Wales) Act. Technical guidance gave detailed guidelines for local authorities to provide measures on a consistent and comparable basis.

Some performance measures are similar in principle to previously collected NSIs however results are not directly comparable due to changes to definitions and calculations.

**Table 1: Quantitative Social Services performance measures, 2018-19**

		Wales			
		Percentage, Rate, Mean	Lower Quartile	Upper Quartile	Denominator
18	The percentage of adult protection enquiries completed within statutory timescales	90.0 %	83.4 %	95.4 %	13,278
19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	4.9	3.3	6.3	286,647
20a (a)	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	43.9 %	13.4 %	77.7 %	7,003
20b (b)	The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	66.8 %	59.4 %	77.3 %	9,634
21	The average length of time older people (aged 65 or over) are supported in residential care homes	833.1 days	790.1 days	909.6 days	7,489
22	The average age of adults entering residential care homes	84.3 years	83.9 years	85.1 years	4,012
23 (a)	The percentage of adults who have received support from the information, advice and assistance service and have not contacted the service again during the year	62.5 %	..	..	55,117
24	The percentage of assessments completed for children within statutory timescales	88.9 %	79.7 %	94.9 %	41,267
25	The percentage of children supported to remain living within their family	64.7 %	61.5 %	69.4 %	19,396
26	The percentage of looked after children returned home from care during the year	9.6 %	8.1 %	12.0 %	8,515
27	The percentage of re-registrations of children on local authority Child Protection Registers	5.1 %	2.9 %	6.7 %	4,126
28	The average length of time for all children who were on Child Protection Registers during the year	253.3 days	238.2 days	265.0 days	4,240
29a.	The percentage of children achieving the core subject indicator at Key stage 2	58.3 %	52.2 %	66.7 %	796
29b.	The percentage of children achieving the core subject indicator at Key stage 4	10.9 %	7.7 %	13.4 %	900
30	The percentage of children seen by a registered dentist within 3 months of becoming looked after	59.5 %	56.4 %	77.0 %	1,253
31	The percentage of looked after children registered with a GP	90.6 %	82.6 %	100.0 %	3,132
32	The percentage of looked after children who have experienced 1 or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March	10.0 %	6.5 %	11.5 %	4,503
33	The percentage of looked after children on 31 March who have had three or more placements during the year	9.2 %	7.6 %	10.3 %	6,846
34a.	The percentage of all care leavers who are in education, training or employment at 12 months after leaving care	53.5 %	50.0 %	65.2 %	568
34b.	The percentage of all care leavers who are in education, training or employment at 24 months after leaving care	50.7 %	43.8 %	62.2 %	537
35	The percentage of care leavers who have experienced homelessness during the year	11.5 %	4.8 %	16.0 %	2,816

Source: Social Services performance measures 2018-19

(a) Data based on 20 local authorities.

(b) Data based on 21 local authorities.

.. Data is not available. Due to data quality issues with the performance measure, no lower quartile or upper quartile range has been calculated.

[Table 1](#) shows there were wide variations in the figures returned across local authorities for some of the performance measures. A notable example of this variation would be measure 20a “the percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later”. Here the lower quartile figure is 13.4 per cent and the upper quartile figure is 77.7 per cent, resulting in an inter-quartile range of 64.3 percentage points.

More than half of measures show less variation across local authorities when compared with the previous year. Some of the performance measures showing the greatest differences in variation between the two years are: measure 20a “the percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later”; measure 30 “the percentage of children seen by a registered dentist within 3 months of becoming looked after”; and measure 34a “the percentage of all care leavers who are in education, training or employment at 12 months after leaving care”.

The majority of measures show a small improvement in performance when compared with the previous year. Some of the performance measures showing the greatest percentage changes are: measure 18 “the percentage of adult protection enquiries completed within statutory timescales” (increase of 5 percentage points); measure 20a “the percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later” (increase of 4 percentage points); and measure 25 “the percentage of children supported to remain living within their family” (decrease of 4 percentage points). Most performance measures saw smaller percentage changes between 2018-19 and 2017-18 than compared with 2017-18 and 2016-17.

## Glossary

**Adult:** A person who is aged 18 or over.

**Adult protection enquiry:** An enquiry conducted where a local authority has reasonable cause to suspect that a person within its area is an adult at risk, in order to decide whether any action should be taken and, if so, what and by whom.

**Assessment:** A product of the conversation between the individual or family and the practitioner designed to identify and determine how to meet care and support needs.

**Care and support:** Care, support and both care and support.

**Care leaver:** A young person who has been in the care of, or has been given accommodation by, their local authority as defined under Section 104 of the Social Services and Well-being (Wales) Act either as a category 2, 3 or 4 young person.

**Child:** A person who is aged under 18.

**Child protection register:** A record of all children in the area for whom there are unresolved child protection issues and who are currently the subject of an inter-agency protection plan.

**Core subject indicator:** Pupils achieving the expected level or above in English or Welsh (if first language), Mathematics and Science in combination. For Key Stage 4 this is GCSE grades A\*-C in each of these subjects in combination.

**Delayed transfer of care:** A delayed transfer of care is experienced by an inpatient in hospital that is ready to move on to the next stage of care but is prevented from doing so.

**Information, Advice and Assistance service:** A service providing information and advice relating to care and support, and assistance in accessing care and support.

**Looked after child:** A child who is in the care of a local authority or who is provided with accommodation by the local authority social services department for a continuous period of more than 24 hours.

**Reablement:** Intended to restore and re-able a person to achieve skills and abilities they previously had in order to support them to return to maximum independence in their own home.

**Residential care home:** Local authority residential care homes (local authority run establishment providing accommodation together with personal care as defined in the Care Act 2000) and independent sector care homes under contract (privately run establishment providing accommodation together with personal care).

## Notes

The Social Services and Well-being (Wales) Act came into effect on 6 April 2016. It is the new legal framework that brings together and modernises social services law in Wales. The Code of practice in relation to measuring social services performance, issued under section 145 of the Act, sets out a performance measurement framework for local authorities in relation to their social services functions. It includes quality standards to describe the activities of local authorities that contribute to the achievement of well-being outcomes, in relation to its social services functions, and performance measures in relation to achieving the quality standards. The framework aims to measure the progress that local authorities make against the duties under the Act as a whole and enables local authorities to continuously improve services.

From 6 April 2016, local authorities must collect and return the data on the statutory performance measures detailed in the code of practice to the Welsh Government annually. In addition to reporting through this statistical release, local authorities are required to publicly report this information annually as an element of the Local Authority Annual Social Services Report.

### Future developments

The Code of practice in relation to measuring social services performance will be replaced by the Code of practice in relation to the performance and improvement of social services from April 2020. This will detail new quality standards and a performance and improvement framework to monitor local authorities' performance and to drive improvement in relation to the Social Services and Well-being (Wales) Act.

The performance and improvement framework will be informed by quantitative data, qualitative data and research and evidence. All social services data to be collected by local authorities and returned to Welsh Government will be detailed in Technical Guidance issued alongside the new framework. It is intended that this data will be collected from April 2020. No definitive set of performance measures will be included in the framework, as such 2019-20 will be the final year of reporting and this statistical release will not continue beyond 2019-20.

### Key quality information

This section provides a summary of information on this output against five dimensions of quality: Relevance, Accuracy, Timeliness and Punctuality, Accessibility and clarity, and Comparability and coherence.

#### Relevance

The statistics are used both within and outside the Welsh Government to support the understanding of local authority performance and reinforce strategic planning to enable targeted resources and improvement activity in relation to social services. More specifically they will provide a summary of local authority social services' performance against duties placed upon them under the Social Services and Well-being (Wales) Act and provide some of the evidence to monitor and evaluate implementation of the Social Services and Well-being (Wales) Act.

Some of the key users are:

- ministers and the Members Research Service in the National Assembly for Wales;
- the Health and Social Services Group in the Welsh Government;
- other areas of the Welsh Government;
- local authorities;
- the third sector (e.g. charities);
- professional bodies;
- the research community;
- students, academics and universities;
- individual citizens and private companies.

The statistics may also be useful for other UK governments:

- the Northern Ireland Executive's Department of Health;
- the Scottish Government, Analytical Services Division;
- the Department for Health in England;
- the Department of Education in England.

The statistics are used in a variety of ways. Some examples of the uses include:

- advice to Ministers;
- to inform national social services policy development;
- local authority comparison and benchmarking;
- to enable people to make informed decisions about their care and support;
- to inform the Care Inspectorate Wales and Healthcare Inspectorate Wales;
- to assist in research on social services care and support.

## **Accuracy**

The Welsh Government worked with local authorities to collect statistics on the statutory social services performance measures through the [Social Services Performance Measures returns](#). Statisticians within the Welsh Government review the data and query any anomalies with local authorities between submissions to ensure coherence of the data received, and before tables are published. Technical guidance supports the collection of quantitative performance measures and local authorities are expected to comply with these guidelines to ensure coherence within and across organisations.

The figures in this release reflect the final position of the 2018-19 reporting year, and are correct as at 31 March 2019. Extensive quality assurance was undertaken with local authorities. Not all local authorities provided complete returns. Three local authorities were unable to provide figures for all

data items in relation to quantitative measures; this was largely as a result of systems not able to capture the required data.

Occasionally, revisions can occur due to errors in our statistical processes or when a data supplier notifies the Welsh Government that they have submitted incorrect information. In these cases, a judgement is made as to whether the change is significant enough to publish a revised statistical release. Where changes are not deemed to be significant, figures will be corrected if they appear in future releases. However minor amendments to the figures may be reflected in the StatsWales tables prior to the next release.

### **Timeliness and punctuality**

The Data Collection team within the Welsh Government collected data, for the year 2018-19 i.e. from 1 April 2018 to 31 March 2019, between March and May 2019. Data in this release refers to final 2018-19 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in September 2019, meeting the planned date of publication.

### **Accessibility and clarity**

This statistical first release is pre-announced and the published on the [Statistics and Research](#) section of the Welsh Government website. Data tables are also available on [StatsWales](#), a free to use service that allows visitors to view, manipulate, create and download data.

### **Comparability and coherence**

2018-19 is the third year of collecting and reporting on data derived from the [Social Services Performance Measures returns](#). This statistical release provides figures at the Wales level, only for the quantitative performance measures. To ensure that the national data are comparable and consistent, local authorities are expected to comply with the guidelines stated in the [Technical guidance for the social services performance measures](#).

Only results for the quantitative measures have been published for 2018-19. Where comparisons have been made with the previous year's data, only those local authorities that have provided data for both years have been included.

Data has been published previously on adults, children and performance of social services based on the previous Performance Management returns (PM1 and PM2) which included National Strategic Indicators, however results are not directly comparable due to changes to definitions and calculations.

Statistics collected in each United Kingdom country may differ and the detailed guidance available from each country's website should be consulted before using these statistics as comparative measures.

England's [Personal Social Services Adult Social Care Survey](#) (NHS Digital)

England's [Personal Social Services Survey of Adult Carers](#) (NHS Digital)

England's [Adult Social Care Outcomes Framework \(ASCOF\)](#) (NHS Digital)



Scotland's [Health & Care Experience Survey](#) (Scottish Government) - this includes people who get support for everyday living outside of formal services (i.e. outside of statutory, private or voluntary organisations including help that is paid for) and may be more akin to the National Survey for Wales questions.

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

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators (“national indicators”) that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

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

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

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

## **Further details**

The document is available at: <https://gov.wales/social-services-performance-measures>

Data for quantitative performance measures is available on [StatsWales](#)

The Code of practice in relation to measuring social services performance presents the performance measurement framework for local authorities in relation to their social services functions. This includes the quality standards and statutory performance measures for local authorities and is available at: [Performance measurement framework for local authorities](#)

## **Next update**

September 2020 (Provisional)

## **We want your feedback**

We welcome any feedback on any aspect of these statistics which can be provided by email to [stats.pss@gov.wales](mailto:stats.pss@gov.wales).

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