

Experimental Statistics: Social Services activity 2018-19

23 October 2019
SFR 103/2019

This statistical release summarises information on assessment, care and support, safeguarding, private fostering and expenditure activity of local authority social services across Wales.

This is the third year of collection of new data requirements and this release is the first statistical output to report in combination on data derived from the [Adult Safeguarding](#), [Adults receiving care and support](#) and [Children receiving care and support](#) returns. Information from these returns has previously been published in separate series of statistical outputs. It also draws from [Social services performance measures](#), [Social services expenditure \(RO3\)](#) and [National Survey for Wales](#) data. See the [Key quality information](#) section for more information about the data. Results are comparable with previous years as no changes have been made to definitions and measurement.



118,464 assessments of need for care and support were undertaken for adults and children during the year.

33,464 (28 per cent) led to the provision of a care and support plan.*

* based on 20 local authorities for plans for children

Key results for the period 1 April 2018 to 31 March 2019

- 8,156 assessments of need for support for carers and young carers were undertaken, which led to the provision of 3,407 support plans
- 125,415 total services provided to adults through a care and support plan or support plan
- 20,472 reports where it was suspected that an adult was at risk of abuse or neglect were received by local authorities
- 2,820 children were on the Child Protection register at 31 March 2019
- Local authority expenditure on social services was £1,921 million across Wales

About this release

This release summarises the key findings from a range of local authority social services data collected for the third time in 2018-19 following implementation of the Social Services and Well-being (Wales) Act on 6 April 2016.

Several smaller outputs have been combined into this larger release for 2018-19. This [blog](#) gives more details of changes.

Further information and full details for individual local authorities are published on [StatsWales](#).

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Accuracy

The Welsh Government worked with local authorities to collect statistics on the activities of social services through the Adults receiving care and support, Adult Safeguarding and Children receiving care and support [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. Local authorities are expected to comply with the guidance notes for completion that accompany the data collection forms to ensure coherence within and across organisations. Extensive quality assurance was undertaken with local authorities.

The figures in this release reflect the final position of the 2018-19 reporting year, and are correct as at 31 March 2019. Not all local authorities provided complete returns. Six local authorities did not provide figures for all data items.

Three local authorities were unable to provide any figures on repeat assessments for adults, three local authorities provided incomplete information on reviews of care and support plans for adults, and two did not provide any figures on requests for reviews made by adults. One local authority was unable to provide figures on place or person responsible for alleged abuse of adults. Two local authorities were unable to provide figures for care and support plans for children; one of which was also unable to provide any figures on repeat assessments for children.

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](#). Statistics on [Local authority revenue and capital expenditure](#) and from the [National Survey for Wales](#) included in this release are designated as National Statistics.

Not included in the release but published on [StatsWales](#) is local authority level data. There are anomalies for some local authorities when comparing with the previous years and variation across local authorities within years, particularly in relation to data on assessment and care planning. As part of the submission process, local authorities are asked to confirm the accuracy of the submitted data. We will continue to work with local authorities to improve data quality and highlight areas of significant variation.

Where comparisons have been made with the previous year's data, only those local authorities who have been able to provide data for both years have been included.

Adults

Information, advice and assistance

Under Section 128 of the Social Services and Well-being (Wales) Act 2014, local authorities are required to secure the provision of a service for providing people with information and advice relating to care and support, and assistance in accessing care and support.

During the year 2018-19, 60,577 adults received advice and/or assistance from the information advice and assistance (IAA) service in relation to their own care and support or that of their friend/family member/person they care for/advocate for.

Assessments

Where it appears that an adult may have needs for care and support, that adult has a right to an assessment of those needs. Similarly, if it appears to the local authority that a carer may have needs for support, a local authority must assess whether the carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be.

The assessment process will often start when a person accesses the IAA service, but should not be restricted to being accessible through this service alone. If an assessment determines a person's identified needs are eligible to be met by the provision of care and support from the local authority, a care and support plan (or support plan for carers) is developed and agreed.

Table 1: Assessments undertaken during the year, 2016-17 to 2018-19

	2016-17 (r)	2017-18 (a)(b)(r)	2018-19
Number of assessments of need for care and support undertaken during the year (c)(d)	59,101	57,260	63,662
Of those, the number that led to a care and support plan	22,504	22,437	24,756
Number of assessments of need for support for carers undertaken during the year	6,178	6,602	7,261
Of those, the number that led to a support plan	1,813	2,568	2,748
Number of carers who refused an assessment during the year	6,967	6,546	6,876

Source: Adults receiving care and support

(a) Caerphilly and Newport were only able to provide data up until the 13th February 2018 and 6th March 2018 respectively. This was due to both local authorities migrating to a new ICT system.

(b) 2017-18 data is based on 21 local authorities; the Vale of Glamorgan was unable to provide data due to ICT issues.

(c) Includes adults in the secure estate.

(d) If an adult has need for care and support and is also a carer, the adult may have an assessment of their need for care and support, and an assessment of their need for support as a carer.

(r) The data has been revised since previously published.

[Table 1](#) shows there were 63,662 assessments of need for care and support for adults undertaken during the year 2018-19, of which 24,756 (39 per cent) led to a care and support plan. On a comparable basis, the number of assessments undertaken in 2018-19 was higher than in the previous year and a similar proportion led to a care and support plan.

There were also 7,261 assessments of need for support for carers undertaken during the year 2018-19, of which 2,748 (38 per cent) led to a support plan. On a comparable basis, more assessments of need for support for carers were undertaken than in the previous year and a

similar proportion of assessments led to support plans. There were 6,876 carers who refused an assessment during the year 2018-19.

218 assessments of need for care and support for adults were undertaken during the year 2018-19 whilst in the secure estate. Of those assessments, 49 (22 per cent) led to a care and support plan. On a comparable basis, slightly fewer assessments were undertaken in the secure estate than in the previous year and a lower proportion led to a care and support plan.

Repeat assessments

An adult deemed ineligible for care and support following an assessment may request another assessment; if there has not been a significant change in the individual's or family's needs or circumstances then this is counted as a repeat assessment for the purposes of this release.

Table 2: Repeat assessments undertaken during the year, 2016-17 to 2018-19

	2016-17	2017-18 (a)(r)	2018-19
Number of requests for repeat assessment of need for care and support and need for support made by an adult during the year (b)(c)	2,724	3,656	2,610
Of those, the number of repeat assessments undertaken (c)	2,134	3,146	2,444
Of those, the number of repeat assessments that led to a care and support plan or support plan (c)	196	1,166	1,130

Source: Adults receiving care and support

(a) Caerphilly and Newport were only able to provide data up until the 13th February 2018 and 6th March 2018 respectively. This was due to both local authorities migrating to a new ICT system.

(b) Includes adults in the secure estate.

(c) 2016-17 data is based on 20 local authorities; Carmarthenshire and Denbighshire were unable to provide the data. 2017-18 data is based on data provided by 20 local authorities; Denbighshire and the Vale of Glamorgan were unable to provide this data. 2018-19 data is based on data provided by 20 local authorities; Caerphilly and Denbighshire were unable to provide this data.

(r) The data has been revised since previously published.

[Table 2](#) shows there were 2,610* requests for repeat assessments of need for care and support and need for support made by an adult during the year 2018-19. Of which, 2,444* (94 per cent) assessments were undertaken and these led to 1,130 care and support or support plans. On a comparable basis, fewer requests for repeat assessments were made in 2018-19 and a similar proportion resulted in an assessment being undertaken than in 2017-18. The proportion of repeat assessments which led to a care and support plan or support plan was higher than in 2017-18.

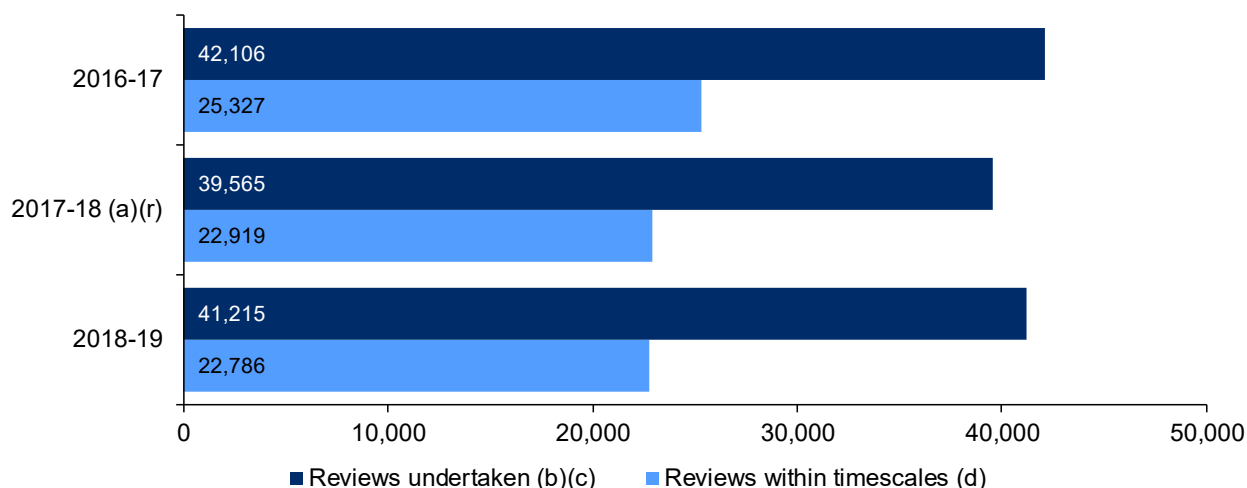
* Data based on 20 local authorities

Reviews of care and support plans or support plans for carers

Where a local authority is required to meet care and support needs it must prepare a care and support plan for the adult concerned, or a support plan for the carer concerned. Local authorities must review care and support plans to understand whether the provision of that care and support is meeting the identified needs of the individual and consider if their needs have changed.

Care and support plans must contain a clear date, which should be agreed by the practitioner and 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.

Chart 1: Care and support plans and support plans reviewed during the year, 2016-17 to 2018-19



Source: Adults receiving care and support

(a) Caerphilly and Newport were only able to provide data up until the 13th February 2018 and 6th March 2018 respectively. This was due to both local authorities migrating to a new ICT system.

(b) Includes adults in the secure estate.

(c) 2016-17 and 2018-19 data is based on data provided by 21 local authorities. 2017-18 data is based on 19 local authorities. Denbighshire was unable to provide this data in 2016-17, 2017-18 and 2018-19. Ceredigion and the Vale of Glamorgan were unable to provide this data in 2017-18.

(d) 2016-17 data is based on data provided by 20 local authorities, 2017-18 data is based on data provided by 17 local authorities and 2018-19 data based on 19 local authorities. Denbighshire and Flintshire were unable to provide this data in 2016-17. Denbighshire, Ceredigion, Flintshire, Powys and the Vale of Glamorgan were unable to provide data in 2017-18. Caerphilly, Denbighshire and Powys were unable to provide this data in 2018-19.

(r) The data has been revised since previously published.

[Chart 1](#) shows that during the year 2018-19, there were 41,215** care and support plans and support plans reviewed. Of the local authorities which were able to provide data on timescales, 22,786* (60 per cent) of care and support plans were reviewed within the agreed timescales. This is a slightly lower proportion than for 2017-18.

** Data based on 21 local authorities

* Data based on 20 local authorities

If it appears to the local authority that the care and support plan is not meeting the assessed needs the local authority must undertake a review irrespective of the agreed review date. This may be at the request of the individual or any person authorised to act on their behalf.

During the year 2018-19, 3,642** requests for review of care and support plans and support plans for carers before agreed timescales were made which resulted in 3,384** reviews being undertaken.

** Data based on 21 local authorities

Care and support

A local authority is required to prepare a care and support plan for people whose needs meet the eligibility criteria where that person is unlikely to achieve their personal outcomes unless the local authority provides or arranges care and support to meet an identified need. The care and support plan (or support plan for carers) describes the person's needs for care and support and details how these needs will be met. This includes care and support services arranged or provided by the local authority.

Table 3: Adults receiving care and support during the year by care and support type and age group, 2018-19 (a)

	Aged 18-64	Aged 65-74	Aged 75-84	Aged 85 and over	Total aged 18 and over
Domiciliary care	4,894	3,787	8,047	11,868	28,596
Day Care	3,429	731	1,326	1,787	7,273
Respite Care	1,261	601	1,519	2,484	5,865
Reablement	829	1,482	3,694	4,896	10,901
Equipment	3,238	2,289	3,740	4,175	13,442
Adaptations	2,073	1,443	2,297	1,796	7,609
Direct Payments	4,000	692	676	894	6,262
Supported Accommodation	2,649	510	270	227	3,656
Sheltered Accommodation	259	468	516	433	1,676
Adult Placements	404	60	37	35	536
Adult care home (without nursing)	1,796	1,082	3,045	6,483	12,406
Adult care homes with nursing	290	731	1,813	2,990	5,824
Telecare	2,027	1,891	4,455	6,408	14,781
Advocacy (b)	679	109	132	114	1,034
Recreational, leisure and lifelong learning opportunities	1,796	164	80	33	2,073
Other (c)	1,206	395	741	1,139	3,481
Total of services (volume)	30,830	16,435	32,388	45,762	125,415
Total number of adults supported (count)	18,863	9,854	19,336	27,688	75,741

Source: Adults receiving care and support

(a) Data is based on 21 local authorities; Caerphilly was unable to provide data.

(b) Conwy and Merthyr Tydfil were unable to provide data.

(c) The 'other' category includes categories such as meals-on-wheels, meals at Home, meals provided at Day-care, short term service, community support, professional support and transport costs.

[Table 3](#) shows that during the year 2018-19, 75,741** adults received care and support, where the care and support was arranged or provided by the local authority and specified in the care and support plan or support plan for carers. If the adult received different types of care and support they are counted once in each of the relevant care and support types. If the adult received more than one of the same types of care and support they are only counted within that category once. Over a third (37 per cent) of care and support services provided to adults was provided to adults aged 85 or over.

** Data based on 21 local authorities

Section 16 of the Social Services and Well-being (Wales) Act 2014 introduces a duty on local authorities to promote the development, in their area, of not for private profit organisations to provide care and support and support for carers, and preventative services. 6,051* adults who had a care and support plan had been provided with care and support through a social enterprise, co-operative organisation (or co-operative arrangements), user led service or third sector organisation.

* Data based on 20 local authorities

Charging for care and support

The Social Services and Well-being (Wales) Act 2014 and associated regulations allow local authorities to charge for care and support.

Table 4: Adults who paid a contribution towards care and support or support during the year by care and support type and age group, 2018-19 (a)

	Aged 18-64	Aged 65 and over	Total aged 18 and over
Domiciliary care	2,518	16,681	19,199
Day Care (b)	1,450	2,291	3,741
Respite Care	542	2,220	2,762
Reablement	32	616	648
Equipment	7	8	15
Adaptations	83	220	303
Direct Payments (c)	1,889	1,633	3,522
Supported Accommodation	1,840	534	2,374
Sheltered Accommodation	15	17	32
Adult Placements	244	48	292
Adult care home (without nursing)	1,339	9,608	10,947
Adult care homes with nursing	210	4,644	4,854
Telecare (d)	774	5,441	6,215
Advocacy (c)(d)	2	72	74
Recreational, leisure and lifelong learning opportunities (c)	380	83	463
Other (c)(e)	200	788	988
Total of services (volume)	11,525	44,904	56,429
Total number of adults supported (count)	7,874	34,420	42,294

Source: Adults receiving care and support

(a) Data is based on 21 local authorities; Caerphilly was unable to provide data.

(b) Torfaen was unable to provide data for this type of care and support.

(c) Merthyr Tydfil was unable to provide data for these types of care and support.

(d) Wrexham charges telecare monthly through billing.

(e) 'The 'other' category includes categories such as meals-on-wheels, meals at Home, meals provided at Day-Care, short service, community support, professional support and transport costs.

[Table 4](#) shows that 42,294** adults paid a contribution towards the care and support or support they received during the year. If the adult paid a contribution for different types of care and support they are counted more than once.

During the year 2018-19, there were 56,429** care and support services for which a contribution towards care and support or support was paid for by adults. Domiciliary care accounted for 19,199 (34 per cent) of all services; 87 per cent receiving domiciliary care were aged 65 and over.

** Data based on 21 local authorities

For 2018-19, the maximum weekly charge, or contribution or reimbursement in connection with direct payments, towards the cost of non-residential care and support was £80 per week. 11,696* adults paid the maximum weekly charge towards the cost of care and support or support for carers at least once during the year.

*Data based on 20 local authorities

Local authorities may 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. Of the local authorities who provided data, 14,881** adults paid a flat rate charge for care and support at least once during the year. Where the adult paid a flat rate charge for different types of care and support they are counted more than once.

** Data based on 21 local authorities

Adult safeguarding reports

Under the Social Services and Well-being (Wales) Act, local authorities and their relevant partners are required to report to the appropriate local authority where they suspect that an adult is an adult at risk (of abuse or neglect).

Table 5: Safeguarding reports received by local authorities, 2016-17 to 2018-19

	2016-17 (r)	2017-18 (r)	2018-19
Number of reports	15,754	19,174	20,472
Number of reports per 10,000 population aged 18 and over (a)	63.4	76.8	81.6

Source: Adult Safeguarding

(a) 2016-17 data is based on 2016 mid-year estimates. 2017-18 data is based on 2017 mid-year estimates. 2018-19 data is based on 2018 mid-year estimates.

(r) The data has been revised since previously published.

[Table 5](#) shows that in 2018-19, 20,472 reports were received by local authorities during the year where it was suspected that an adult was at risk of abuse or neglect and was an increase of 1,298 reports (7 per cent) when compared to the previous year. There were around 81.6 reports per 10,000 of the total population aged 18 and over in Wales; an increase on 2017-18. These reports related to 14,938 adults suspected of being at risk of abuse of neglect.

Table 6: Safeguarding reports received by type of abuse, 2018-19 (a)(b)

	Aged 18-64	Aged 65 and over	Total aged 18 and over
Neglect	2,381	4,726	7,107
Emotional/Psychological	3,753	2,477	6,230
Physical	2,458	2,737	5,195
Financial	1,327	1,837	3,164
Sexual	769	279	1,048
Total	10,688	12,056	22,744
Of which :			
Domestic (c)	1,508	1,321	2,829
Racial (d)	22	4	26

Source: Adult Safeguarding

(a) Reports can have multiple types of abuse.

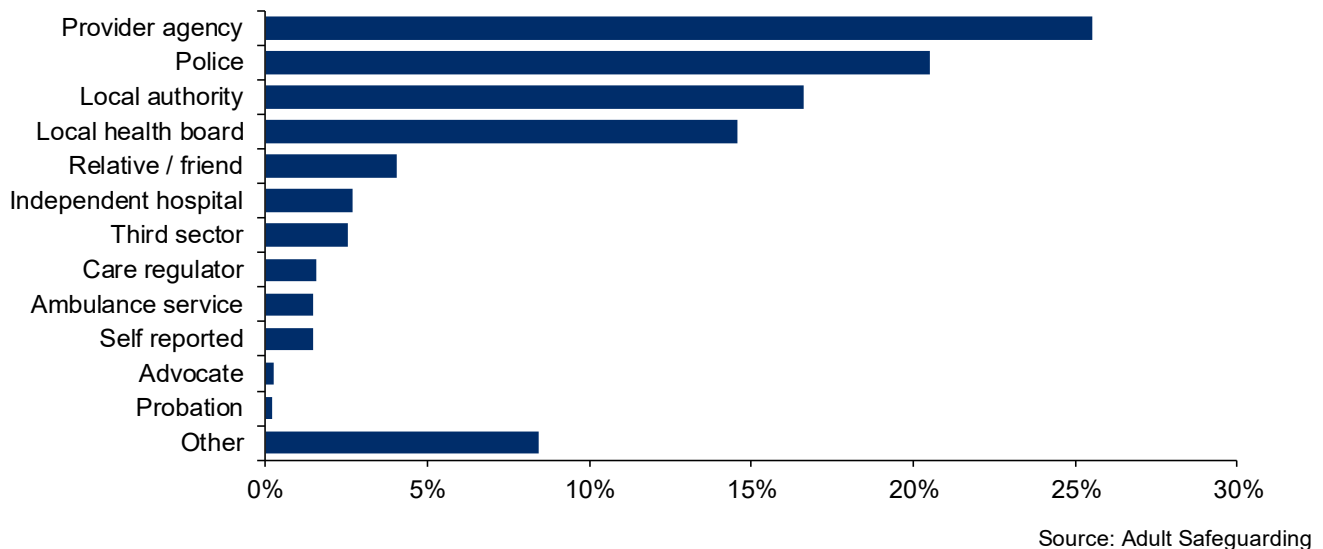
(b) Pembrokeshire and Powys received some reports during the year where the category of abuse was not recorded. Wrexham changed their recording practices so only information on appropriate reports have been collected.

(c) Domestic abuse means abuse where the victim of it is or has been associated with the abuser.

(d) Racial abuse means abuse motivated by hostility or hatred towards the victim's race or religious beliefs (actual or perceived).

[Table 6](#) shows that neglect was the most common type of abuse reported for all adults (31 per cent), as well as for adults aged 65 and over (39 per cent). However, for adults aged 18-64 the most common type of abuse reported was emotional/psychological abuse (35 per cent). Of the abuse reported, 12 per cent was considered to be domestic abuse.

Chart 2: Percentage of safeguarding reports received by source, 2018-19



[Chart 2](#) shows that, of the reports where the source was recorded, provider agencies with 5,224 (26 per cent) were the largest source for reports received by local authorities, followed by the Police with 4,200 (21 per cent) and the local authorities with 3,397 (17 per cent).

For each report received, the ethnicity of the adult suspected of being at risk was recorded. 97 per cent of adults suspected of being at risk were white (excluding where information was not obtained or refused).

10,789 (53 per cent) reports received during the year proceeded to an enquiry.

Adult safeguarding enquiries

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 make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether the adult is at risk and what action should be taken and by whom.

In 2018-19, 13,278 adult safeguarding enquiries were completed during the year, and 90 per cent were completed within the statutory timescale of seven working days.

6,388 (59 per cent) enquiries concluded that an adult was at risk and action was required.

Table 7: Safeguarding enquiries that concluded action was required by place of alleged abuse, 2016-17 to 2018-19 (a)

	2016-17 (r)		2017-18 (b)(r)		2018-19 (b)	
	Total	Percentage	Total	Percentage	Total	Percentage
		(%)		(%)		(%)
Own Home	2,397	43.4	2,360	44.0	2,699	40.8
Care Home Setting	2,110	38.2	1,883	35.1	2,228	33.6
Community	560	10.1	515	9.6	893	13.5
Health Setting	456	8.3	570	10.6	761	11.5
Other (c)	0	0.0	32	0.6	41	0.6
Total	5,523	100.0	5,360	100.0	6,622	100.0

Source: Adult Safeguarding

(a) Enquiries can have multiple places of alleged abuse.

(b) 2016-17, 2017-18 and 2018-19 data is based on 21 local authorities; the Vale of Glamorgan was unable to provide data.

(c) 'Other' includes supported tenancies, financial settings and unknowns.

(r) The data has been revised since previously published.

[Table 7](#) shows the largest categories of place where alleged abuse occurred were at the adult at risk's own home (41 per cent) and at care home settings (34 per cent). Proportions for these two places of alleged abuse have decreased compared to 2017-18 whilst the community proportion has increased.

Table 8: Safeguarding enquiries that concluded action was required by person alleged responsible for abuse, 2016-17 to 2018-19 (a)

	2016-17 (r)		2017-18 (b)(r)		2018-19 (b)	
	Total	Percentage	Total	Percentage	Total	Percentage
		(%)		(%)		(%)
Paid Employee	3,114	52.5	2,748	48.5	2,497	37.1
Relative / Friend	1,612	27.2	1,661	29.3	1,718	25.6
Other (c)	657	11.1	631	11.1	1,618	24.1
Other service user	515	8.7	575	10.2	838	12.5
Volunteer / Unpaid employee	29	0.5	49	0.9	52	0.8
Total	5,927	100.0	5,664	100.0	6,723	100.0

Source: Adult Safeguarding

(a) Enquiries can have multiple people alleged responsible for abuse.

(b) 2016-17, 2017-18 and 2018-19 data is based on 21 local authorities; the Vale of Glamorgan was unable to provide data.

(c) 'Other' includes supported tenancies, financial settings and unknowns.

(r) The data has been revised since previously published.

[Table 8](#) shows that the largest categories of persons alleged responsible for abuse were paid employees (37 per cent) and relatives/friends (26 per cent). These proportions have decreased compared to 2017-18 whilst the other service user and 'other' proportions have increased.

308 adults at risk refused to participate in action identified by an enquiry during 2017-18.

Children

Information, advice and assistance

Under Section 128 of the Social Services and Well-being (Wales) Act 2014, local authorities are required to secure the provision of a service for providing people with information and advice relating to care and support, and assistance in accessing care and support.

During the year 2018-19, 32,519 children (or families) received advice and/or assistance from the Information Advice and Assistance (IAA) Service in relation to the child's own care and support or that of their friend/family member/person they care for/advocate for.

Assessments

Where it appears that a child may have needs for care and support, in addition to, or instead of, the care and support provided by the child's family, that child has a right to an assessment of those needs. Similarly, if it appears to the local authority that a young carer may have needs for support, a local authority must assess whether the young carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be.

The assessment process will often start when a person accesses the IAA service, but should not be restricted to being accessible through this service alone. If an assessment determines a person's identified needs are eligible to be met by the provision of care and support from the local authority, a care and support plan (or support plan for young carers) is developed and agreed.

Table 9: Assessments undertaken during the year, 2016-17 to 2018-19

	2016-17	2017-18 (r)	2018-19
Number of assessments of need for care and support undertaken during the year (a)(b)	40,096	48,069	54,802
Of those, the number that led to a care and support plan (c)	8,609	8,406	8,708
Number of assessments of need for support for young carers undertaken during the year (d)	749	827	895
Of those, the number that led to a support plan (d)	462	615	659

Source: Children receiving care and support aggregate

(a) Includes children in the secure estate.

(b) If a child has need for care and support and is also a young carer, the child may have an assessment of their need for care and support, and an assessment of their need for support as a young carer.

(c) 2016-17 data is based on 21 local authorities; Denbighshire was unable to provide data. 2017-18 and 2018-19 data is based on 20 local authorities; Denbighshire and the Vale of Glamorgan were unable to provide data.

(d) 2017-18 data is based on 21 local authorities; the Vale of Glamorgan was unable to provide data due to ICT issues.

(r) The data has been revised since previously published.

[Table 9](#) shows there were 54,802 assessments of need for care and support undertaken during the year 2018-19; an increase of 14 per cent compared with 2017-18. For the local authorities which were able to provide data, 8,708* (16 per cent) led to a care and support plan. More assessments were undertaken in 2018-19 than in the previous year, however a smaller proportion led to a care and support plan.

There were 895 assessments for support undertaken during the year 2018-19 and 659 (74 per cent) led to a support plan. On a comparable basis, a similar proportion of assessments for need for support that led to support plans in 2018-19 compared to 2017-18.

* Data based on 20 local authorities

32 assessments of need for care and support for children were undertaken during the year 2018-19 whilst in the secure estate. Of those assessments, 22 (69 per cent) led to a care and support plan.

Repeat assessments

A child deemed ineligible for care and support following an assessment may request another assessment; if there has not been a significant change in the child's or family's needs or circumstances then this is counted as a repeat assessment for the purposes of this release.

Table 10: Repeat assessments undertaken during the year, 2016-17 to 2018-19

	2016-17	2017-18 (a)	2018-19
Number of requests for repeat assessment of need for care and support and need for support made by a child, young carer or person with parental responsibility during the year (b)(c)	766	655	665
Of those, the number of repeat assessments undertaken (b)(c)	274	497	418
Of those, the number of repeat assessments that led to a care and support plan or support plan (b)(c)	116	199	125

Source: Children receiving care and support aggregate

(a) Caerphilly and Newport were only able to provide data up until the 13th February 2018 and 6th March 2018 respectively. This was due to both local authorities migrating to a new ICT system.

(b) 2016-17 data is based on 19 local authorities; Ceredigion, Denbighshire and Flintshire were unable to provide data. 2017-18 data is based on 20 local authorities; Denbighshire and the Vale of Glamorgan were unable to provide data. 2018-19 data is based on 21 local authorities; Denbighshire was unable to provide data.

(c) Includes children in the secure estate.

[Table 10](#) shows there were 665** requests for repeat assessments of need for care and support and need for support made by a child, young carer or person with parental responsibility, during the year 2018-19. Of which 418** assessments were undertaken and these led to 125** care and support plans. On a comparative basis, a similar number of requests for repeat assessments were made in 2018-19 compared with 2017-18, however a lower proportion resulted in an assessment undertaken in 2018-19. The proportion of repeat assessments which led to a care and support plan or support plan was also lower in 2018-19.

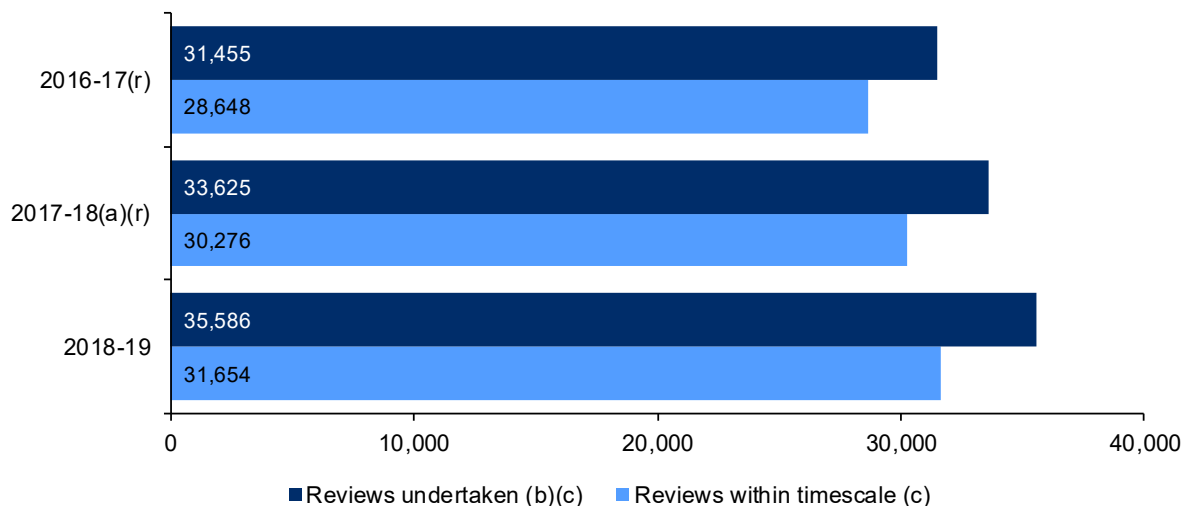
** Data based on 21 local authorities

Reviews of care and support plans or support plans for young carers

Where a local authority is required to meet care and support needs it must prepare a care and support plan for the child concerned, or a support plan for the carer concerned. Local authorities must review care and support plans, under Part 4 and Part 6 of the Act, to understand whether the provision of that care and support is meeting the identified needs of the child and consider if their needs have changed.

Care and support plans must contain a clear date, which should be agreed by the practitioner and the child and/or family, by which the plan will be reviewed. In the case of a child, the date of review should be within set timescales for looked after children and children on the child protection register; and otherwise should not exceed 6 months.

Chart 3: Care and support plans and support plans reviewed during the year, 2016-17 to 2018-19



Source: Children receiving care and support aggregate

(a) Caerphilly and New port were only able to provide data up until the 13th February 2018 and 6th March 2018 respectively. This was due to both local authorities migrating to a new ICT system.

(b) Includes children in the secure estate.

(c) 2016-17 data is based on 18 local authorities; Conwy, Denbighshire, Flintshire and Powys were unable to provide data. 2017-18 data is based on 20 local authorities; Powys and the Vale of Glamorgan were unable to provide data.

(r) The data has been revised since previously published.

[Chart 3](#) shows there were 35,586 care and support plans reviewed during the year 2018-19, of which 31,654 (89 per cent) were reviewed within agreed timescales. This is a similar proportion as for 2017-18.

Child protection register

The Child Protection Register records 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. Categories of abuse indicate the primary presenting concerns at the time of registration.

Table 11: Children on the child protection register by category of abuse and age group, at 31 March 2019

	Aged under 1	Aged 1-4	Aged 5-9	Aged 10-15	Aged 16-18	Total
Emotional / psychological abuse	101	332	440	372	49	1,294
Neglect	120	277	279	286	45	1,007
Physical abuse	45	93	70	72	6	286
Sexual abuse	8	17	33	48	12	118
Financial abuse	0	2	1	1	0	4
Multiple categories (a)	13	26	25	39	8	111
Total	287	747	848	818	120	2,820

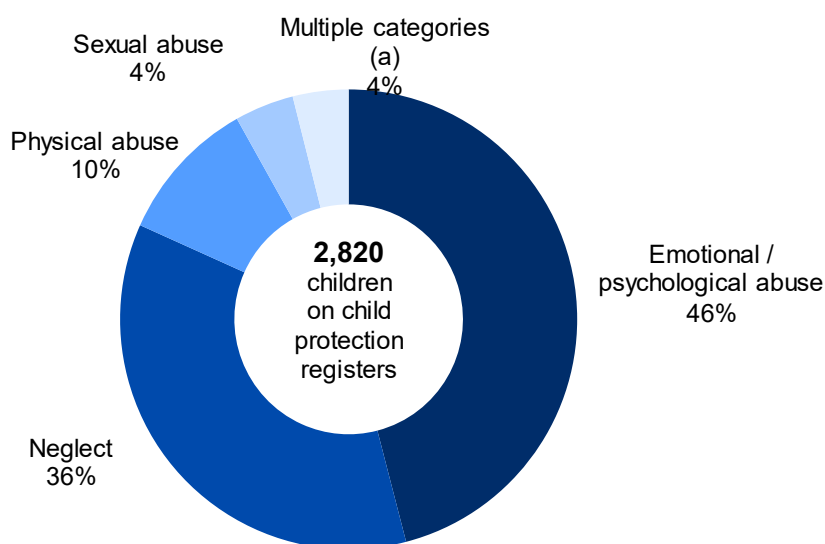
Source: Children receiving care and support aggregate

(a) Multiple categories include: Neglect, physical abuse, sexual abuse and financial abuse; Neglect, physical abuse and sexual abuse; Neglect, physical abuse and financial abuse; Neglect, sexual abuse and financial abuse; Financial abuse, physical abuse and sexual abuse; Neglect and physical abuse; Neglect and sexual abuse; Neglect and financial abuse; Physical abuse and sexual abuse; Financial abuse and physical abuse; Financial abuse and sexual abuse.

[Table 11](#) shows that there were 2,820 children on the child protection register as at 31 March 2019. This equates to around 45 per 10,000 of the total population aged under 18 in Wales; a decrease when compared to as at 31 March 2018.

For children on the child protection register at 31 March 2019, emotional/psychological abuse and neglect were the largest categories of abuse for each of the age groups. Of the 118 children on the child protection register due to sexual abuse, 25 (21 per cent) were under the age of 5.

Chart 4: Percentage of children on the child protection register by category of abuse, at 31 March 2019



Source: Children receiving care and support aggregate

(a) Multiple categories include: Neglect, physical abuse, sexual abuse and financial abuse; Neglect, physical abuse and sexual abuse; Neglect, physical abuse and financial abuse; Neglect, sexual abuse and financial abuse; Financial abuse, physical abuse and sexual abuse; Neglect and physical abuse; Neglect and sexual abuse; Neglect and financial abuse; Physical abuse and sexual abuse; Financial abuse and physical abuse; Financial abuse and sexual abuse.

(b) The financial abuse category accounted for less than half a per cent of all categories of abuse.

[Chart 4](#) shows for all children on the child protection register the categories of emotional / psychological abuse and neglect accounted for 82 per cent of the total categories of abuse.

4,126 children were added to the child protection register during the year; 5 per cent were re-registrations where children were registered within 12 months from the end of a previous registration.

4,240 children were removed from the child protection register during the year. For these children, they were on the child protection register for an average of 253.3 days.

Note, if you take the number of children recorded on the Child Protection Register (CPR) at 31 March from the previous year (i.e. 31 March 2018) and sum this with those children added and removed from the CPR during the year (i.e. 2018-19), according to the [quantitative performance measures collection](#) collection, you will arrive at a different figure to the number of children recorded on the CPR at 31 March of the present year (i.e. 31 March 2019). These small differences are being investigated with local authorities.

There were 462 pre-birth child protection conferences convened during the year 2018-19, compared to 524 and 527 in 2017-18 and 2016-17 respectively.

Private fostering arrangements

Private fostering occurs when a child under 16 (under 18 if disabled) is cared for by an adult, who is not a relative, under a private arrangement between parent and carer that lasts for 28 days or more. Private foster carers may be from the child's extended family, e.g. a cousin or great aunt. However, a person who is a relative as defined under the [Children Act 1989](#), i.e. a grandparent, brother, sister, aunt or uncle or a step-parent cannot be a private foster carer. A private foster carer may be a friend of the family, the parent of a friend of the child, or someone previously unknown to the child's family who is willing to privately foster a child.

Local authorities have a duty to promote and encourage notification of private fostering arrangements and also to satisfy themselves that the welfare of children privately fostered is satisfactorily safeguarded and promoted. These responsibilities include making visits to the children within statutory timescales.

The number of arrangements reported has fluctuated over time. The numbers had increased steadily to 2010 but have since fallen overall.

Table 12: New private fostering arrangements reported, 2016-17 to 2018-19 (a)

	2016-17	2017-18 (r)	2018-19
Number of notifications of a child being privately fostered received during the year	44	31	36
Number of visits that were within 7 working days of notification of the beginning of the private fostering arrangement	36	15	18
Number of notifications of the end of a private fostering arrangement received during the year	40	31	32
Number of children under private fostering arrangements at 31 March	31	32	28

Source: Children receiving care and support aggregate

(r) The data has been revised since previously published.

[Table 12](#) shows that there were 36 new private fostering arrangements reported during the year 2018-19. 18 children received an initial visit from a local authority worker within 7 working days of

notification of the beginning of the private fostering during the year. Arrangements and initial visits may occur in different years, leading to differing totals.

Table 13: Notifications of a child being privately fostered received during the year, by age of child at 31 March, 2016-17 to 2018-19

	2016-17	2017-18	2018-19
Aged under 1	0	0	0
Aged 1-4	1	3	2
Aged 5-9	4	2	2
Aged 10-15	37	25	28
Aged 16 and over	2	1	4
All Ages	44	31	36

Source: Children receiving care and support aggregate

[Table 13](#) shows of the 36 children subject to new private fostering arrangements reported during the year, 89 per cent of children were aged 10 or over at 31 March 2019. There were no notifications of a child under the age of one being privately fostered.

There were 20 private fostering homes known to local authorities at 31 March 2019.

Expenditure

In 2018-19, total gross revenue expenditure by Welsh local authorities was £8.1 billion, an increase of 1.4 per cent on the previous year. Gross revenue expenditure per head was £2,585 or £25 higher than the previous year. When accounting for inflation, overall revenue expenditure in 2018-19 is lower than in any year from 2008-09 onwards.

Statutory services such as social services and education have been protected, although changes in classification means analysis over time should be taken with caution. See the [Local authority revenue and capital outturn](#) statistical release series for further information.

Social services accounted for 24 per cent of service level gross revenue expenditure by local authorities in Wales in 2018-19. This was an increase of 1 percentage point from 23 per cent in 2017-18.

Table 14: Social services revenue outturn expenditure by client group (£ thousand), 2016-17 to 2018-19

	2016-17	2017-18	2018-19
Children's and families' services	577,248	613,135	659,074
Older people (aged 65 and over)	551,654	585,872	625,743
Social services for adults aged under 65	589,439	613,206	630,590
Service strategy – adult services	9,389	8,762	5,346
Other social services	.	.	.
Total social services	1,727,730	1,820,974	1,920,752
<i>£ per head (a)</i>	<i>555</i>	<i>583</i>	<i>612</i>

Revenue outturn (RO) data collection, Welsh Government

(a) 2016-17 data is based on 2016 mid-year estimates. 2017-18 data is based on 2017 mid-year estimates. 2018-19 data is based on 2018 mid-year estimates.

(b) . the data item is not applicable.

[Table 14](#) shows that local authority revenue outturn expenditure on social services across Wales was £1,920.8 million in 2018-19. This was an increase of £99.8 million or 5.5 per cent on the previous year.

Expenditure per head for social services was £612 in 2018-19. Excluding expenditure on service strategy, expenditure per head in 2018-19 was highest for the Children's and families' services group at £1,047; followed by the older people group at £960. Expenditure per head for the Social services for adults aged under 65 group was £340 in 2018-19.

National Survey for Wales

The [National Survey for Wales](#) covers a wide range of issues, asking about people's experiences and views. The survey runs all year round, across the whole of Wales, and involves face-to-face interviews with around 12,000 randomly-selected people aged 16 and over.

During 2018-19, respondents were asked about Social care services. Social care services were defined as services which are provided to help people who may need a lot of care and support such as the elderly, children who have physical or social needs, people who have disabilities, and the families and carers of such people. They included services to help with everyday living, 24 hour care, equipment, help to access community services and help to care for or arrange care for someone else.

All respondents were asked to what extent they agreed or disagreed with the statement that good social care services were available in their local area. 51 per cent of respondents aged 18 or over strongly agreed or tended to agree with the statement. Note that a substantial number (27 per cent) of people answered "Neither agree nor disagree" to this question and are excluded from the analysis.

Respondents were also asked whether they received help from care and support services in Wales in the last 12 months. This included care and help received to care for someone else. 11 per cent of respondents aged 18 or over had received help from care and support services. Those adults who said they had not received any such help were then asked whether they felt that they had needed help from social care services in the last 12 months. 4 per cent of respondents aged 18 or over said they felt they had needed help but not had it.

Those respondents who had said they had received help from care and support services for themselves or someone they cared for were asked how they would rate the care and support services overall. 71 per cent of respondents aged 18 or over rated care and support services as excellent or good. 12 per cent rated services as poor or very poor. These respondents were also asked how they would rate the people who directly helped, cared for or supported them or the person they cared for. 84 per cent of respondents aged 18 or over rated the people who helped, cared for or supported them or the person they cared for as excellent or good. 7 per cent rated their care giver as poor or very poor.

Those respondents who received help, care or support for themselves rated their carer giver more positively than respondents who received help or support as carers.

It is not specified within the survey who the service provider is nor whether the responded paid for the care and support they received.

It is not possible to tell whether respondents received care and support directly provided or arranged by local authority social services.

Care and support services will include local authority provision as well as independent and third sector provision, and include services paid for by the adult.

Glossary

Abuse: Physical, sexual, psychological, emotional or financial abuse.

Adaptations: Permanent or fixed alterations to make homes more suitable for the occupants, that the local authority has an obligation to review on an annual basis and involve the authority in an ongoing financial commitment to maintain.

Adult: A person who is aged 18 or over.

Adult at risk: An adult who is experiencing or is at risk of abuse or neglect, has needs for care and support (whether or not the authority is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

Adult 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).

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

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

Adult safeguarding report: Notification of an adult suspected of being an adult at risk.

Adult safeguarding enquiry: Information-gathering exercise to decide whether any action should be taken and by whom in relation to an adult suspected of being an adult at risk.

Advocacy: Assistance (by way of representation or otherwise) to persons for purposes relating to their care and support.

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 and support plan (or support plan for carers): A description of a person's care and support needs and how these will be met.

Carer: A person who provides or intends to provide care for an adult or disabled child.

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.

Co-operative: An organisation or arrangement conforming sufficiently to the following principles for co-operatives: is autonomous, has voluntary membership, has the purpose of meeting common

economic, social and cultural needs and aspirations, is jointly owned, and is democratically controlled.

Day care: Attendance at a day centre for care and/or meals.

Direct Payment: Monetary payments made by local councils directly to individuals for the purchase of social services.

Domiciliary care: Practical services that assist the person to function as independently as possible and/or continue to live in their home. This does not include reablement services that take place in a person's own home.

Equipment: Items of equipment that the authority has an obligation to review on an annual basis and involve the authority in an ongoing financial commitment to maintain or service the equipment.

Flat rate charge: A charge made by local authorities for low level, low cost care and support or 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.

Gross revenue expenditure: This is total local authority expenditure on services, plus debt financing costs, but net of any income from sales, fees, and charges and other non-grant sources. It includes expenditure funded by specific and special government grants and expenditure funded from local authority reserves. It does not include the Housing Revenue Account (HRA).

Information, Advice and Assistance (IAA): Information and advice relating to care and support, and assistance in accessing care and support, provided by the IAA service. Information is quality data that provides support to a person to help them make an informed choice about their well-being. Advice is a way of working co-productively with a person to explore the options available. Assistance, if needed, will follow the provision of information and advice, and involves another person taking action with the enquirer to access care and support, or a carer to access 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.

Maximum weekly charge: The maximum weekly charge a local authority may charge a person in receipt of non-residential care and support for all of the non-residential care and support they receive. Currently this charge is £80 per week.

Neglect: A failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

Private fostering arrangements: Arrangements where a child under 16 (under 18 if disabled) is cared for by an adult, who is not a relative, under a private arrangement between parent and carer that lasts for 28 days or more.

Preventative services: Services can be universally provided to help people avoid developing needs for care and support; targeted at individuals who have an increased risk of developing care

and support needs; and aimed at minimising the effect of an existing care and support need on a service user. It is for each local authority to decide what they consider a preventative service. A care and support plan is not required when providing a service considered as preventative.

Re-assessment: During a review, if it becomes apparent that there has been a significant change in the individual's or family's needs or circumstances the person may have a re-assessment and the care and support plan may need to be updated to ensure the services detailed in the plan are meeting the person's needs and outcomes.

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.

Recreational, leisure and lifelong learning opportunities: Any form of service provision or support which is provided or arranged by the local authority social services department to enable people to achieve their personal well-being outcomes as defined in their care and support plan.

Repeat assessment: If following an assessment, an individual is deemed ineligible for care and support but then requests another assessment, where there has not been a significant change in the individual's or family's needs or circumstances, this should be counted as a repeat assessment for the purposes of this release.

Respite care: Care provided by the local authority to provide relief to the carer(s) and person being cared for.

Review: A process by which the practitioner and the individual and/or family consider how effective the care and support plan has been in supporting the person to meet their identified well-being outcomes.

Secure estate: Secure estate facilities refer to prisons, approved premises, youth detention accommodation or bail accommodation.

Sheltered accommodation: Sheltered housing schemes, which may have a warden, and provide 24-hour emergency help through an alarm system.

Social enterprise: An organisation whose activities are wholly or mainly activities which a person might reasonably consider to be activities carried on for the benefit of society ("its social objects"), and which generates most of its income through business or trade, reinvests most of its profits in its social objects, is independent of any public authority, and is owned, controlled and managed in a way that is consistent with its social objects.

Supported accommodation: 24-hour care for people in their own home for which they have their own tenancy agreement.

Telecare: Continuous, automatic remote monitoring of real life emergencies and lifestyle changes over time in order to manage risks associated with independent living.

Third sector organisation: An organisation which a person might reasonably consider to exist wholly or mainly to provide benefits for society.

User led service: An organisation run by the people whom the organisation represents or provides a service to.

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 Act changes the way people's needs are assessed and the way care and support is delivered.

From 6 April 2016, local authorities are expected to collect and return data on the activities of social services based on new reporting requirements developed in line with the implementation of Act. This release examines key findings for 2018-19, considering what the data has to tell us about the pattern of activity of social services in Wales. It is intended to support and inform policy improvement and assess its impact. This release combines data previously published in several smaller outputs to provide better insight as detailed in this [blog](#).

Future developments

Data requirements in relation to measuring the impact that the Social Services and Well-being (Wales) Act is having on people who need care and support and carers who need support are currently being reviewed. It is intended that new data will be collected from April 2020 and will be the basis for the 2020-21 reporting year.

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 monitor social services trends and as a baseline for further analysis of the underlying data. More specifically they will provide a summary of activity in relation to legal duties introduced in 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);
- 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 of Health in England;
- the Department of Education in England.

These 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 analysis;
- to inform the Care Inspectorate Wales and Healthcare Inspectorate Wales;
- to model the financial consequences of changes in the population or the care system;
- to assist in research on social services care and support.

Accuracy

The data on private fostering may be an underestimate of the total number of children in private fostering arrangements as there is doubt over whether all parents, carers and other relevant third parties currently report the existence of these arrangements to the local authority.

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 1st April 2018 to 31st March 2019, between May and August 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 October 2019, meeting the planned date of publication. However, data on adults and children receiving care and support had previously been announced for publication in September.

Accessibility and clarity

This statistical first release is pre-announced and then published on the Statistics and Research section of the Welsh Government website. It is accompanied by more detailed tables 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 collection of new data requirements following the implementation of the Social Services and Well-being (Wales) Act. This is the first statistical output to report in combination on data derived from the [Adults receiving care and support](#), [Adult Safeguarding](#) and [Children receiving care and support](#) returns. It also draws from published [Social services performance measures](#), [Social services expenditure \(RO3\)](#) and [National Survey for Wales](#) data.

This will give a better picture of activity within social services across Wales and enable greater insight, as detailed in this [blog](#).

This statistical release provides figures at the Wales level. Further information for local authorities is available on [StatsWales](#). To ensure that the national data are comparable and consistent, local authorities are expected to comply with the guidance notes for completion that accompany the relevant data collection forms. When comparing figures for different local authorities, relevant factors such as the size of the local authority population should be taken into account. [Local authority population estimates](#) by age can be found on StatsWales.

Information from these returns has previously been published in separate series of statistical outputs and is comparable as data has been collected from the same sources. Data on social services prior to 2016-17 is not comparable in most cases due to changes in definitions in legislation and measurement. Results on Child Protection Register and Private Fostering are largely comparable however some information is no longer collected and reported.

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 [Social care publications](#) (NHS Digital)

England's [Characteristics of children in need publication](#) (Department for Education)

Scotland's [Community Care and Older People publications](#) (Scottish Government)

Scotland's [Children's Social Work Statistics](#) (Scottish Government)

Northern Ireland's [Social care statistics](#) (Northern Ireland Executive)

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 at local authority level is available on [StatsWales](#).

Data collection guidance is available at: [Local authority social services](#)

Codes of practice and statutory guidance issued under the Social Services and Well-being (Wales) Act are available at: [Codes of practice and statutory guidance](#)

[Local authority revenue and capital outturn expenditure](#)

[National Survey for Wales](#)

Next update

October 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.

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