



Llywodraeth Cymru
Welsh Government

Social Services and Well-being (Wales) Act 2014

Code of practice in relation to measuring social services performance



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Issued under section 145 of the Social Services and Well-being (Wales) Act 2014

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1. Introduction

The Social Services and Well-being (Wales) Bill received Royal Assent on 1 May 2014 to become an Act of the National Assembly of Wales. The Act comes into effect in April 2016.

The Social Services and Well-being (Wales) Act 2014 is available at:

<http://www.legislation.gov.uk/anaw/2014/4/enacted>

This code of practice in relation to measuring social services performance is issued under section 145 of the Social Services and Well-being (Wales) Act 2014. Local authorities, when exercising their social services functions, **must** act in accordance with the requirements contained in this code. Section 147 (Departure from requirements in codes) does not apply to any requirements contained in this code.

In addition, local authorities **must** have regard to any guidelines set out here. In this code of practice and statutory guidance, a requirement is expressed as “**must**” or “**must not**”. Guidelines are expressed as “may” or “should/should not”.

This code of practice applies to local authorities in relation to their social services functions. However there will be implications for partner bodies, including local health boards, the third and independent sectors and for people who need care and support and carers who need support in Wales.

This code of practice sets out a framework for measuring the progress that local authorities make against the duties under the Act as a whole and enables local authorities to continuously improve services. This code of practice covers:

- Well-being
- Measuring well-being:
 - Measuring well-being at a national level
 - Measuring well-being at an individual level
- Measuring performance:
 - Quality standards for local authorities
 - Measuring the quality standards

This code of practice has been developed through consultation with partners and people who need care and support and carers who need support.

This code of practice should be read alongside all of the codes of practice issued under section 145 of the Social Services and Well-being (Wales) Act.

Advocacy

An individual **must** feel that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network.

The dedicated code of practice on advocacy under Part 10 of the 2014 Act sets out the functions when a local authority, in partnership with the individual, **must** reach a judgement on how advocacy could support the determination and delivery of an individual's personal outcomes; together with the circumstances when a local authority **must** arrange an independent professional advocate. Professionals and individuals **must** ensure that judgements about the needs for advocacy are integral to the relevant duties under this code.

2. Well-being

The Social Services and Well-being (Wales) Act 2014 and its associated secondary legislation focus on well-being, rights and responsibilities. People, their families and their communities are rich assets and are at the centre of this legal framework.

Everyone, adult or child, can be given a voice – an opportunity – a right – to be heard as an individual, as a citizen, to shape the decisions that affect them, and to have control over their day to day lives.

This parallels the approach to prudent healthcare, with its focus on outcomes, doing no harm, a proportionate response, and promoting equity between people and professionals. To secure best outcomes, all partners **must** work together putting people at the centre of their care. It is about supporting people who deliver social services to co-produce solutions with people themselves.

The meaning of well-being is set out in relation to a person who has care and support needs in section 2 of the Act. Well-being is a broad concept that relates to all areas of a person's life, and many services will help people who need care and support and carers who need support to secure well-being.

Section 5 of the Act puts a duty on any persons exercising functions under the Act to seek to promote the well-being of people who need care and support and carers who need support. This overarching duty applies to all persons and bodies exercising functions under this Act, including the Welsh Ministers, local authorities, local health boards and other statutory agencies.

The code of practice for part 2 of the Act sets out requirements on local authorities in relation to their duties under section 5 of the Act.

Section 8 of the Act places a duty on Welsh Ministers to issue a statement relating to the well-being of people who need care and support and carers who need support. The statement of well-being outcomes to be achieved will be issued by the Welsh Ministers and laid before the Assembly on commencement of the Act in 2016. This statement **must** specify the outcomes that are to be achieved in terms of the well-being of people who need care and support and carers who need support and outcome measures by reference to which achievement of those outcomes is to be assessed.

The outcomes to be achieved are listed below. People have rights and responsibilities in achieving their personal well-being outcomes. When people who need care and support and carers who need support co-produce their personal well-being outcomes with social services and their partners, people can expect to achieve personal outcomes which reflect the following national well-being outcomes:

What well-being means	National well-being outcomes
Securing rights and entitlements Also for adults: Control over day-to-day life	I know and understand what care, support and opportunities are available and use these to help me achieve my well-being I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being I am treated with dignity and respect and treat others the same My voice is heard and listened to My individual circumstances are considered I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me
Physical and mental health and emotional well-being Also for children: Physical, intellectual, emotional, social and behavioural development	I am healthy and active and do things to keep myself healthy I am happy and do the things that make me happy I get the right care and support, as early as possible
Protection from abuse and neglect	I am safe and protected from abuse and neglect I am supported to protect the people that matter to me from abuse and neglect I am informed about how to make my concerns known
Education, training and recreation	I can learn and develop to my full potential I do the things that matter to me
Domestic, family and personal relationships	I belong I contribute to and enjoy safe and healthy relationships
Contribution made to society	I engage and make a contribution to my community I feel valued in society
Social and economic well-being Also for adults: Participation in work	I contribute towards my social life and can be with the people that I choose I do not live in poverty I am supported to work I get the help I need to grow up and be independent I get care and support through the Welsh language if I want it
Suitability of living accommodation	I live in a home that best supports me to achieve my well-being

People will want to achieve well-being outcomes that are personal to them and their individual circumstances, and they may need care and support in helping them to achieve these. Local authorities **must** consider peoples personal well-being outcomes and co-produce solutions with people themselves.

The assessment of need will focus on what matters to a person and a persons individual circumstances. It is likely that a person may wish to achieve more than one well-being outcome that is personal to them, however every person is different and some aspects may be more important to some people.

People's personal well-being outcomes will relate to the national well-being outcomes set out above and ensures that social services are securing well-being for people who need care and support and carers who need support. Social services should categorise the personal outcomes into the given national outcome above. Examples of personal well-being outcomes listed below have been directly linked to the most relevant national well-being outcome:

Personal well-being outcome	National well-being outcome
I want to go to my chapel twice a week	I do the things that matter to me
I want to feel safe at night living at home with my wife	I am safe and protected from abuse and neglect

3. Measuring well-being

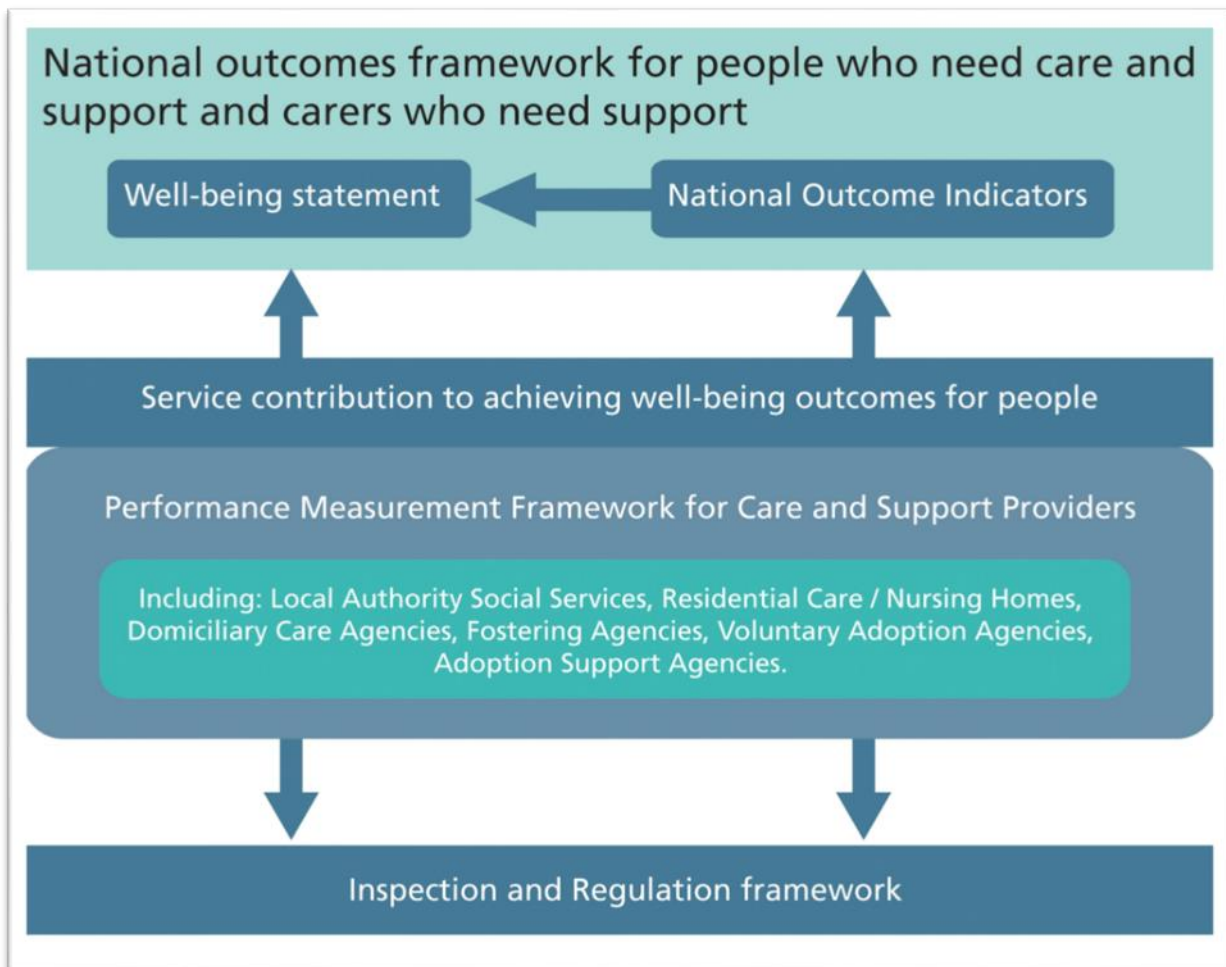
Measuring well-being at a national level

The well-being of people who need care and support and carers who need support will be measured at a national level by the national outcomes framework for social services, which is available at:

<http://gov.wales/topics/health/socialcare/well-being/?lang=en>.

This contains national outcome measures of well-being that all services and people themselves will contribute to. These national outcome measures will be reported on by the Welsh Government and will provide evidence on whether care and support services are improving well-being outcomes for people who need care and support and carers who need support at a national level in Wales.

The diagram below sets out how well-being for people who need care and support and carers who need support will be monitored and how we will monitor whether services are contributing towards achieving well-being.



Underpinning the national outcomes framework for social services, there **must** be direct accountability for service delivery. Services will support people to achieve well-being. The contribution of services will be measured in a performance measurement framework.

This code of practice contains the performance measurement framework for local authorities in relation to the exercise of their social services functions. The performance framework is made up of quality standards and performance measures:

- **Quality standards for local authorities** are stated on page 9 and describe the activities of local authorities that contribute to the achievement of well-being outcomes, in relation to its social services functions.
- **Performance measures** are stated on page 13 in relation to achieving the quality standards.

The purpose of this performance measurement framework for local authorities in relation to the exercise of their social services functions is to:

- enable people themselves to understand the quality of service they are entitled to and to make informed decisions about their care and support;
- underpin local authorities' strategic planning, ensure effective and efficient service delivery, encourage innovation in the development of services and enable local authorities to target resources and improvement activity;
- support local authorities to understand what they do well to recognise and share good practice within and between local authorities and recognise what they do less well, what they might do differently, and what needs to be put right;
- enable local authorities providing care and support to compare and benchmark their performance against others and learn and improve;
- evidence responsibility and accountability for local delivery to the Welsh Ministers and inform national policy development and set national priorities for social services policy in Wales;
- drive the shift in service provision to support people and families to live independently;
- underpin and inform the regulation, inspection audit and scrutiny regime.

The national outcomes framework for social services will provide a measure of well-being at a national level. People's individual well-being **must** also be measured. Local authorities should use information on people's individual well-being to assess the performance of the services provided. Analysing the progress people make towards achieving their personal well-being outcomes will help local authorities to measure change and the impact of their activity.

The code of practice in relation to Part 4 (meeting needs) requires that a care and support plan measures the progress towards achieving personal outcomes. In co-producing a care and support plan (or support plan for carers) that sets out the personal well-being outcomes that a person wishes to achieve, local authorities **must** work with people to identify and monitor progress towards achieving and maintaining each personal outcome.

Aggregated information on personal well-being outcomes can be used for a range of purposes:

Strategic decisions- Aggregated information on well-being outcomes can be used to influence the decision making processes at a strategic level in relation to the planning and delivery of services.

1. Focussing on people's individual outcomes means that local authorities **must** look beyond formal service provision and work with people and communities to identify and plan for support and opportunities that can help people achieve what matters to them. This requires an emphasis on new, innovative, models of service to support well-being. Aggregated well-being outcomes information can be used to inform the population assessment required under section 14 of the Act, when the information may be used in identifying the ways that needs are being met, including by the use of social enterprises, co-operatives, user-led organisations and the third sector. This will also provide an understanding on the ways that needs are not being met.
2. Aggregated information on well-being outcomes can be used by local authorities in the population assessment to identify the range and level of preventative services which they consider will achieve the purposes set out in section 15(2) of the Act. Local authorities **must** ensure that the range and level of services provided support the delivery of the outcomes that matter to people. This means that the way services are delivered, both by the local authority and other service providers will become more outcomes focused.

Performance management and scrutiny- Aggregated information on well-being outcomes can be used to evidence the impact of care and support by measuring the impact that specific service provision has on progress towards improving people's personal well-being outcomes.

3. Aggregated information on well-being outcomes can be used alongside qualitative measures to inform performance management, inspection and regulation processes and scrutiny. These can be used to yield a more enriched account of performance, whilst maintaining a focus on improving personal well-being outcomes.
4. Analysing and monitoring qualitative and quantitative data can be used to evaluate the quality of service provision. Qualitative analysis of the information gathered during outcomes focussed conversations with people who need care and support and carers who need support can provide valuable evidence regarding how aspects of a service can impact on individuals.

Service improvement- Aggregated information on well-being outcomes can be used to inform service improvement and set national priorities for social services in Wales.

5. Local authorities can use aggregated data to monitor the progress people make towards achieving their personal well-being outcomes. Local authorities can use aggregated well-being outcomes as a tool to embed co-production into everyday practice by engaging people in conversation to determine progress made towards achieving personal well-being outcomes when reviewing care and support and make decisions about individual packages of care and support.
6. Local authorities and their partners should work together to both take forward the outcomes agenda, and to understand how whole systems contribute to individual outcomes.

4. Measuring performance

Quality standards for local authorities

Local authorities undertake actions to help people to achieve well-being. These quality standards describe the activities of social services that contribute to the achievement of well-being. These activities **must** be undertaken in order to discharge duties under the Act and secure well-being for people who need care and support and carers who need support.

These quality standards relate back to the definition of well-being in the Act; this linkage is illustrated by the map between the well-being outcomes and quality standards in **Annex A**.

Local authorities **must** achieve the quality standards set in this code of practice.

1. Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.

In order to achieve this, local authorities in the exercise of their social services functions **must**:

- a) Work with partners to ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions.
- b) Work with people, as partners, to prevent the need for care and support and with other partners to arrange services in a way that prevents or delays peoples need for care and support.
- c) Work with people as partners to undertake an assessment of personal well-being outcomes in a timely manner.
- d) Ensure decisions made have regard to a person's individual circumstances and the UN convention on the rights of children and the UN principles for older people and the UN convention on the rights of disabled people.
- e) Treat people with dignity and respect.
- f) Ensure people have control over the planning and delivery of their care.
- g) Arrange an independent advocate to facilitate the involvement of an individual where that person can only overcome the barrier(s) to fully participating in the process of determining, reviewing and meeting need, through the support of an advocate.
- h) Have in place suitable arrangements for assessing and determining need and eligibility.
- i) Ensure people who have a care and support plan have a named contact who shares relevant information with partners to allow a seamless transition of care and support across services.
- j) Ensure that the impact of the care and support on people's lives is measured, as well as the achievement of personal outcomes.

- k) Work with other professionals, including providers, to facilitate and lead a multi-disciplinary plan for care and support.
- l) Have in place suitable arrangements to make people aware of paying for care and charging arrangements.

2. Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional well-being.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Jointly develop with partners and people the means to promote and support people to maintain a healthy lifestyle.
- b) Support people to access services which enable them to maintain a good level of mental health and emotional well-being.
- c) Encourage and empower people to manage their own health and well-being, be active and benefit from proactive, preventative care and support.

3. Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.

Abuse, neglect and harm are defined in the Social Services and Well-being (Wales) Act 2014.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Respond effectively to changing circumstances and regularly review achievement of personal well-being outcomes.
- b) Provide care and support to people where it is necessary to meet their assessed needs in order to protect them from abuse or neglect or a risk of abuse or neglect or to protect a child from harm or a risk of harm.
- c) Develop suitable arrangements for people who put their own safety or that of others at risk to prevent abuse and neglect.
- d) Support people to protect the people that matter to them from abuse and neglect.
- e) Manage risk in ways which empower people to feel in control of their life, consistent with safeguarding needs.
- f) Work in partnership with others to investigate allegations of abuse and neglect to ensure that people are protected from harm.

4. Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Support people to do the things that matter to them to achieve their personal well-being outcomes.
- b) Help people to gain the skills and educational attainment they need to engage in things that matter to them.
- c) Encourage people to be active members of their communities, and to support each other in reducing social isolation.

5. Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Work in partnership with people to investigate allegations of abuse and neglect and take action to ensure that people are protected from harm.
- b) Support people to maintain the relationships that matter to them, consistent with safeguarding needs.
- c) Help people to recognise unsafe relationships and protect themselves from abuse and neglect.
- d) Take the views of people's families, carers and other personal relationships into consideration when assessing their care and support needs, if appropriate.
- e) Provide people with stable and consistent care and support placements.

6. Local authorities must work with and support people who need care and support and carers who need support to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

In order to achieve this, in the exercise of their social services functions local authorities **must**:

- a) Support people to participate as active citizens both economically and socially.
- b) Support people to access and sustain the ability to engage in meaningful work.
- c) Support people in accessing financial advice and help with benefits and grants.
- d) Provide access to services through the medium of Welsh, in line with the Welsh Governments' framework for Welsh Language, 'More Than Just Words' or in other languages of choice where necessary.
- e) Support people to access living accommodation that meets their needs and facilitates independent living.

Measuring the quality standards

In measuring whether the quality standards are achieved, each local authority **must** have arrangements in place to collect and return the data on the statutory performance measures detailed in this code of practice to the Welsh Government from May 2017 onwards.

The quantitative data stated in this code of practice **must** be submitted annually and reflect a full financial years worth of data (the first year will detail the financial year April 2016 to March 2017). In relation to social services, quantitative data is numerical and can be transformed into statistics.

The qualitative data stated in this code of practice **must** be submitted annually and reflect the financial years worth of data (the first year will detail the financial year April 2016 to March 2017). In relation to social services, qualitative data will detail a person's experience, including their satisfaction with care and support

Without an understanding of the difference care and support has made to people's well-being, it is impossible to fully understand the effectiveness or to identify opportunities for improvement.

Qualitative data will include asking people about their experience of social services and whether this has contributed to improving their well-being. This data **must** be understood in the context of the performance of local authorities to see the actual effect that services have on people's lives.

The following qualitative data **must** be collected locally and provided nationally to the Welsh Government in relation to the provision of care and support.

1. People reporting that they live in the right home for them **[Standard 6]**
2. People reporting they can do what matters to them **[Standard 4]**
3. People reporting that they feel safe **[Standard 3]**
4. People reporting that they feel a part of their community **[Standard 5]**
5. People reporting they feel satisfied with their social networks **[Standard 4]**
6. Children and young people reporting that they are happy with who they live with **[Standard 6]**
7. People reporting they have received the right information or advice when they needed it **[Standard 1]**
8. People reporting they have received care and support through their language of choice **[Standard 6]**
9. People reporting they were treated with dignity and respect **[Standard 1]**
10. Young adults reporting they received advice, help and support to prepare them for adulthood **[Standard 6]**
11. People with a care and support plan reporting that they have been given written information of their named worker in social services **[Standard 1]**
12. People reporting they felt involved in any decisions made about their care and support **[Standard 1]**

13. People who are satisfied with care and support that they received **[Standard 1]**
14. Parents reporting that they felt involved in any decisions made about their child's care and support **[Standard 5]**
15. Carers reporting they feel supported to continue in their caring role **[Standard 5]**
16. Carers reporting they felt involved in designing the care and support plan for the person that they care for **[Standard 5]**
17. People reporting they chose to live in a residential care home **[Standard 6]**

In collecting the qualitative data, local authorities **must** give people an opportunity to provide a narrative account of their experience, regardless of the method chosen to collect the information.

These narratives will provide an enriched account when assessing the effectiveness of care and support services and will ensure that the experiences of people from across Wales effectively drive service improvement.

These narratives will help local authorities to identify areas of improvement and good practice. Further information on collecting the qualitative data is contained within the underpinning technical guidance issued separately to this code of practice.

In addition to the qualitative information, quantitative data **must** be returned; this will support the rebalancing of the delivery of care, with a focus on supporting people to remain in their community and children to remain with their families.

The following quantitative data **must** be collected locally and provided nationally to the Welsh Government annually in relation to the provision of care and support.

18. The percentage of adult protection enquiries completed within statutory timescales **[Standard 3]**
19. The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over **[Standard 2]**
20. The percentage of adults who completed a period of reablement
 - a. And have a reduced package of care and support 6 months later **[Standard 2]**
 - b. And have no package of care and support 6 months later **[Standard 2]**
21. The average length of time older people (aged 65 or over) are supported in residential care homes **[Standard 2]**
22. Average age of adults entering residential care homes **[Standard 2]**
23. 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 **[Standard 1]**
24. The percentage of assessments completed for children within statutory timescales **[Standard 1]**
25. The percentage of children supported to remain living within their family **[Standard 5]**
26. The percentage of looked after children returned home from care during the year **[Standard 5]**

27. The percentage of re-registrations of children on local authority Child Protection Registers (CPR) **[Standard 3]**
28. The average length of time for all children who were on the CPR during the year **[Standard 3]**
29. Percentage of children achieving the core subject indicator at key stage 2 and 4 **[Standard 4]**
30. The percentage of children seen by a registered dentist within 3 months of becoming looked after **[Standard 2]**
31. The percentage of looked after children registered with a GP **[Standard 2]**
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 **[Standard 4]**
33. The percentage of looked after children on 31 March who have had three or more placements during the year **[Standard 5]**
34. The percentage of all care leavers who are in education, training or employment at 12 months and 24 months after leaving care **[Standard 6]**
35. The percentage of care leavers who have experienced homelessness during the year **[Standard 6]**

Both the qualitative and quantitative measures have been mapped to the national well-being outcomes and quality standards for local authorities, by reference to which performance in achieving the quality standards is to be assessed in **Annex A**.

The technical guidance for these statutory performance measures will be issued separately. This guidance will be kept under review and refreshed when appropriate to ensure it continues to provide the right guidelines for capturing the measures set out in this code of practice. In order to ensure that the performance measures are comparable and consistent, local authorities **must** comply with technical guidelines stated.

Local authorities who contract out the process of data collection and analysis **must** continue to monitor the performance of the contracted organisation(s) against the requirements of their contract on an on-going basis.

Local authorities **must** publicly report this information annually as an element of the Directors of Social Services Annual report. The publication of this information will support transparency and help people to access the information they need to understand the effect that social services are having on people in their local area.

This performance framework will be reported on publicly, as Government official statistics. Data will be used to benchmark against other local authorities in order to understand performance and improvement. The Care and Social Services Inspectorate Wales will use this performance information to inform the inspection and review of local authority social services through statutory inspection regimes.

Annex A - Mapping of well-being outcomes, quality standards for local authorities and measures

National outcomes framework		Performance measurement framework	
Definition of well-being from the Social Services and Well-being (Wales) Act	My well-being outcomes are informed by my rights and my responsibilities. When I co-produce my well-being with social services and their partners, the outcomes that I expect to achieve are:	Quality standard for local authorities	Measuring the quality standard
<p>Securing rights and entitlements</p> <p>Also for adults: Control over day-to-day life</p>	<p>I know and understand what care, support and opportunities are available and use these to help me achieve my well-being</p> <p>I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being</p> <p>I am treated with dignity and respect and treat others the same</p> <p>My voice is heard and listened to</p> <p>My individual circumstances are considered</p> <p>I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me</p>	<p>1. Local authorities must work with people who need care and support and carers who need support to define and co-produce personal well-being outcomes that people wish to achieve.</p> <p>In order to achieve this, in the exercise of their social services functions local authorities must:</p> <p>a) Work with partners to ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions.</p> <p>b) Work with people, as partners, to prevent the need for care and support and with other partners to arrange services in a way that prevents or delays peoples need for care and support.</p> <p>c) Work with people as partners to undertake an assessment of personal well-being outcomes in a timely manner.</p> <p>d) Ensure decisions made have regard to a person's individual circumstances and the UN convention on the rights of children and the UN principles for older people and the UN convention on the rights of disabled people.</p> <p>e) Treat people with dignity and respect.</p> <p>f) Ensure people have control over the planning and delivery of their care</p>	<ul style="list-style-type: none"> • People reporting they have received the right information or advice when they needed it • People reporting they were treated with dignity and respect • People reporting that they felt involved in any decisions made about their care and support • People with a care and support plan reporting that they have been given written information of their named worker in social services • People who are satisfied with care and support that they received • 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 • The percentage of assessments completed for children within statutory timescales

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| | | <ul style="list-style-type: none">g) Arrange an independent advocate to facilitate the involvement of an individual where that person can only overcome the barrier(s) to fully participating in the process of determining, reviewing and meeting need, through the support of an advocate.h) Have in place suitable arrangements for assessing and determining need and eligibility.i) Ensure people who have a care and support plan have a named contact who shares relevant information with partners to allow a seamless transition of care and support across services.j) Ensure that the impact of the care and support on people's lives is measured, as well as the achievement of personal outcomes.k) Work with other professionals, including providers, to facilitate and lead a multi-disciplinary plan for care and support.l) Have in place suitable arrangements to make people aware of paying for care and charging arrangements. | |
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<p>Physical and mental health and emotional well-being</p> <p>Also for children: Physical, intellectual, emotional, social and behavioural development</p>	<p>I am healthy and active and do things to keep myself healthy I am happy and do the things that make me happy I get the right care and support, as early as possible</p>	<p>2. Local authorities must work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional well-being.</p> <p>In order to achieve this, in the exercise of their social services functions local authorities must:</p> <ol style="list-style-type: none"> Jointly develop with partners and people the means to promote and support people to maintain a healthy lifestyle. Support people to access services which enable them to maintain a good level of mental health and emotional well-being. Encourage and empower people to manage their own health and well-being, be active and benefit from proactive, preventative care and support. 	<ul style="list-style-type: none"> • The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over • The percentage of adults who completed a period of reablement <ul style="list-style-type: none"> ○ And have a reduced package of care and support 6 months later ○ And have no package of care and support 6 months later • The average length of time older people (aged 65 or over) are supported in residential care homes • Average age of adults entering residential care homes • The percentage of children seen by a registered dentist within 3 months of becoming looked after • The percentage of looked after children registered with a GP
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<p>Protection from abuse and neglect</p>	<p>I am safe and protected from abuse and neglect I am supported to protect the people that matter to me from abuse and neglect I am informed about how to make my concerns known</p>	<p>3. Local authorities must take appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.</p> <p>Abuse, neglect and harm are defined in the Social Services and Well-being (Wales) Act 2014.</p> <p>In order to achieve this, in the exercise of their social services functions local authorities must:</p> <ol style="list-style-type: none"> a) Respond effectively to changing circumstances and regularly review achievement of personal well-being outcomes. b) Provide care and support to people where it is necessary to meet their assessed needs in order to protect them from abuse or neglect or a risk of abuse or neglect or to protect a child from harm or a risk of harm. c) Develop suitable arrangements for people who put their own safety or that of others at risk to prevent abuse and neglect. d) Support people to protect the people that matter to them from abuse and neglect. e) Manage risk in ways which empower people to feel in control of their life, consistent with safeguarding needs. f) Work in partnership with others to investigate allegations of abuse and neglect to ensure that people are protected from harm. 	<ul style="list-style-type: none"> • People reporting that they feel safe • The percentage of adult protection enquiries completed within statutory timescales • The percentage of re-registrations of children on local authority Child Protection Registers (CPR) • The average length of time for all children who were on the CPR during the year
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<p>Education, training and recreation</p> <p>Contribution made to society</p>	<p>I can learn and develop to my full potential I do the things that matter to me I engage and make a contribution to my community I feel valued in society</p>	<p>4. Local authorities must actively encourage and support people who need care and support and carers who need support to learn and develop and participate in society.</p> <p>In order to achieve this, in the exercise of their social services functions local authorities must:</p> <p>a) Support people to do the things that matter to them to achieve their personal well-being outcomes. b) Help people to gain the skills and educational attainment they need to engage in things that matter to them. c) Encourage people to be active members of their communities, and to support each other in reducing social isolation.</p>	<ul style="list-style-type: none"> • People reporting they can do what matters to them • People reporting they feel satisfied with their social networks • The percentage of children achieving the core subject indicator at key stage 2 and 4 • 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
<p>Domestic, family and personal relationships</p>	<p>I belong I contribute to and enjoy safe and healthy relationships</p>	<p>5. Local authorities must support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.</p> <p>In order to achieve this, in the exercise of their social services functions local authorities must:</p> <p>a) Work in partnership with people to investigate allegations of abuse and neglect and take action to ensure that people are protected from harm. b) Support people to maintain the relationships that matter to them, consistent with safeguarding needs. c) Help people to recognise unsafe relationships and protect themselves from abuse and neglect. d) Take the views of people’s families, carers and other personal relationships into consideration when assessing their care and support needs, if appropriate. e) Provide people with stable and consistent care and support placements.</p>	<ul style="list-style-type: none"> • People reporting that they feel a part of their community • The percentage of looked after children on 31 March who have had three or more placements during the year • Carers reporting they feel supported to continue in their caring role • Carers reporting they felt involved in designing the care and support plan for the person that they care for • Parents reporting that they felt involved in any decisions made about their child’s care and support • The percentage of children supported to remain living within their family • The percentage of looked after children returned home from care during the year

