

**Performance and Improvement  
Framework for Social Services  
*Measuring Activity and Performance  
Additional Guidance 2024-25***

## About this guidance

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

This document sets out the guidance for measuring activity and performance as described by the performance and improvement framework set out in the Code of practice in relation to the performance and improvement of social services in Wales, issued under section 145 of the [Social Services and Well-being \(Wales\) Act 2014](#).

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

**This document relates to the financial year 2024-25 and replaces all previous versions of technical guidance. It comes into effect on 1<sup>st</sup> April 2024.**

### Audience

Local authorities, third sector organisations, Social Care Wales, Care Inspectorate Wales, Association of Directors of Social Services (Cymru), Welsh Local Government Association and other stakeholders

### Overview

Guidance to support the Code of Practice in relation to the performance and improvement of social services in Wales. The guidance focuses on measuring activity and performance by local authorities and applies from 1 April 2024 to 31 March 2025.

### Action required

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

### Further information

Further enquiries should be directed to:

Well-Being & Improvement Branch  
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**Additional copies**

This document can be accessed via the Welsh Government website on the [Performance and improvement framework for social services: additional guidance 2024 to 2025](#) page.

**Related documents**

[Code of Practice for measuring social services performance](#)

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

[Social services National Outcomes Framework](#)

[Data collections: Local authority social services](#)

[Measuring Social services activity and performance: Performance Improvement Framework 2024-25](#)

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## Introduction

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

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

The cornerstone of the new code of practice are the quality standards. These consist of a set of standards that are aspirational in nature and designed to provide a challenge to local authorities to always work towards improvement through best practice and innovation. They are designed to align with the [Code of practice for the review of local authority social services](#) and link to the seven well-being goals of the [Wellbeing of Future Generations \(Wales\) Act 2015](#), as well as map to the quadruple aim of the "[A Healthier Wales](#)" long term plan issued by Welsh Government.

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

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

## Measuring activity and performance

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

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

### **This guidance relates to the measuring activity and performance component.**

Measuring activity and performance includes:

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

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

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

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

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

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

### **What is 'good' performance?**

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

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

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

### **Welsh Government use of data**

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

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

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

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

### **Data protection and General Data Protection Regulations**

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



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

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

## **Data sharing**

Welsh Government will publish metric data and aggregate data in-line with their [policy for publishing official statistics](#). Only aggregate data will be published. No individual level data will be published by Welsh Government.

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

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

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

## **Reporting social care performance**

In developing the performance and improvement framework, Welsh Government examined a significant amount of research on the advantages and disadvantages of a variety of different methods of reporting social care performance at a national level. The publication of performance in a ranked format akin to a league table of performance has been demonstrated to have a number of negative consequences that can adversely affect how organisations respond to the need for improvement. As a result, the ranking of local authorities by quartile will be discontinued.

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

## Definitions used within this guidance

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

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

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

*Note: Several metrics for children include care-experienced children who are now adults.*

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

These technical definitions, designed to be used by data and information specialists within each local authority have been developed to provide a consistent collective understanding of the parameters for collection (*what* and *how* we count) for each metric to ensure that the same data is collected across Wales. These technical definitions are contained in the [Measuring social services activity and performance: performance improvement framework 2023 to 2024 | GOV.WALES](#).

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

## **Metrics for measuring activity and performance**

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

Metrics have been categorised by the following groups:

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

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

## **Phase Three**

Phase three will focus on reducing administrative burden of the National Performance Metrics on local authorities, and seek to expand the comprehensiveness of the person-based data, as follows:

1. National Performance Metrics, making use of data collected through Person Based Activity Data (where possible)
2. Person Based Activity Data
  - a. Children Looked After Census (CLA)
  - b. Children Receiving Care and Support Census (CRCSC)
  - c. Adults Receiving Care and Support Census (ARCSC)
  - d. Unpaid Carers Receiving Support Census (UCRC)

This work is ongoing and the new UCRC will be implemented from April 2025, with the first data to be reported in 2026/27.

# Index of Metrics

## Metrics relating to Adults

### Adult Contacts

AD/001 – The number of contacts received for adults by statutory social services during the year.

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

AD/002 – The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided.

AD/003 – The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, by contact type (e.g., self, relative, etc.)

### Adult Assessments

AD/004 – The number of new assessments completed for adults during the year.

AD/005 – The number of assessments completed for adults during the year where:

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

AD/006 – The number of assessments for adults completed (AD/004) during the year where:

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

AD/007 – The number of new assessments completed for adults during the year undertaken in the secure estate.

AD/008 – The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months.

AD/009 – The number of new assessments that were completed, where the assessment was requested by the adult or family during the year, a previous assessment had been completed in the previous 12 months, the individual does not currently have a care and support plan and where the outcome of the new assessment is:

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

### Reablement

AD/010 – The total number of reablement packages completed during the year.

AD/011 – The total number of packages of reablement completed during the year which:

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

## **Adult Care and Support Plans**

AD/012 – The number of adults with:

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

AD/013 – The total number of adults with a care and support plan where needs are met through a Direct Payment on 31st March.

AD/014 – For services started during the year, the total number of days adults wait between the scheduled start date and the actual start date of a service identified within their care and support plan, where that service is:

- a. Adult Care Home
- b. Domiciliary Care

AD/015 – The total number of services for adults started during the year where that service is:

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

AD/016 – The number of care and support plans for adults that were due a review during the collection year.

AD/017 – The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year.

AD/018 – The number of care and support plans for adults supported by direct payments that were due a review during the collection year.

AD/019 – The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year.

## **Adult Safeguarding**

AS/001 – The total number of adults suspected of being at risk of abuse or neglect reported during the year.

AS/002 – The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year.

AS/003 – The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year.

AD/020 – The total number of reports of an adult suspected of being at risk received during the year.

AD/021 – The total number of reports of an adult suspected of being at risk received during the year, by contact type (e.g., self, relative, etc.)

AD/022 – The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of neglect, physical abuse, sexual abuse, emotional or psychological abuse, financial abuse, and by age category.

AS/004 – The total number of reports received during the collection year by ethnicity of the adult suspected of being at risk or abuse or neglect.

AD/023 – The total number of reports of an adult suspected of being at risk where it is necessary for enquires to be made, by age category.

AD/024 – The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse.

AD/025 – Of those enquiries, the number of enquiries by type of alleged perpetrator (e.g., a spouse, child, family member, etc).

AS/005 – Of those enquiries, the number where the place alleged abuse occurred was: own home, community, care home setting, health setting.

AD/026 – The total number of enquiries where it was determined that additional action should be taken.

AD/027 – The total number of enquiries where the individual refused to participate in the identified action.

AD/028 – The total number of:

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

AS/006 – The total number of investigations concluded during the year where the investigation was:

- a. Criminal
- b. Non-criminal

### **Types of Care and Support**

AD/029 – The number of adults with a care and support plan who during the year:

- a. paid the maximum weekly charge towards the cost of non-residential care
- b. paid a flat rate charge towards care and support services
- c. were found to be over the capital limit for residential care

AD/030 – The total number of adults on 31<sup>st</sup> March with care and support by service type and age category.

AD/031 – The total number of adults on 31<sup>st</sup> March who were charged for care and support by service type and age category.

### **Adult Advocacy**

AD/032 – The total number of adults during the year where the need for an independent professional advocate was identified.

AD/033 – The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided.

## **Metrics relating to Children and Families**

### **Children's Contacts**

CH/001 – The number of contacts received for children by statutory social services during the year.

CH/002 – The number of contacts for children received by statutory Social Services during the year where advice or assistance was provided.

CH/003 – The number of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day

CH/004 – The number of contacts received by statutory children's social services during the year received, by type of contact (e.g., self, relative, friend etc.)

CH/005 – The total number of contacts received during the year where:

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

### **Children's Assessments**

CH/006 – The number of new assessments completed for children during the year.

CH/007 – The number of assessments completed for children during the year where:

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

CH/008 – The total number of:

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

CH/009 – The number of assessments for children completed (CH/006) during the year where:

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

CH/010 – The number of new assessments completed for children during the year undertaken in the secure estate.

CH/011 – The total number of assessments completed during the year where:

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

CH/012 – The number of new assessments completed for children during the year that were completed within statutory timescales.

CH/013 – The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months.

CH/014 – The number of new assessments that were requested by the child or family during the year and a previous assessment had been completed in the previous 12 months where:

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

### **Children's Care and Support Plans**

CH/015 – The number of children with:

- a. A care and support plan on 31<sup>st</sup> March.
- b. A care and support plan on 31<sup>st</sup> March and also a carer's support plan, where the child has both their own care and support needs and responsibilities as a young carer

CH/016 – The total number of children with a care and support plan where needs are met through a Direct Payment on 31st March.

CH/017 – The number of reviews of care and support plans and provisions of financial support that were due during the collection year that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

CH/018 – The number of reviews of care and support plans and provisions of financial support that were completed during the collection year and were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

CH/019 – The number of reviews of care and support plans and provisions of financial support that were completed during the collection year, regardless of whether they were within statutory timescales, that were:

- a. child protection reviews
- b. looked after reviews (including pathway plan reviews and pre-adoption reviews)
- c. reviews of children in need of care and support (including children supported by a direct payment)
- d. reviews of support for children with Special Guardianship Orders
- e. reviews of financial support for children with Special Guardianship Orders

### **Children's Safeguarding**

CH/020 – The number of Initial Strategy Meetings for children concluded during the collection year.



CH/021 – The number of Strategy Meetings held during the year that progressed to Section 47 enquiries.

CH/022 – The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference.

CH/023 (a-i) – The total number of Initial Child Protection Conferences held in the year that led to the decision to place a child on the Child Protection Register under the category of:

- a. Neglect
- b. Physical abuse
- c. Sexual abuse
- d. Emotional abuse
- e. Financial abuse
- f. Neglect and physical abuse
- g. Physical and sexual abuse
- h. Neglect and sexual abuse
- i. Neglect, physical and sexual Abuse

CH/023 (j-k) – The total number of initial Child Protection Conferences held in the year that led to the decision not to place a child on the Child Protection Register:

- j. The number of children during the year not deemed to be at risk of significant harm at child protection conference but still have need for Care and Support
- k. The number of children during the year not deemed to be at risk of significant harm at child protection conference and no additional eligible needs were identified

CH/024 – The number of children who were added to the child protection register during the collection year:

- a. All children
- b. Children previously registered under any category, at any time during the previous 12 months.

CH/025a – The number of pre-birth initial child protection conferences convened during the year. CH/025b – The number of initial child protection conferences held during the collection year that were held within statutory timescales.

CH/026 – The total number of children on the Child Protection Register:

- a. on 31<sup>st</sup> March;
- b. during the collection year

CH/027 – The number of initial core group meetings held during the year.

CH/028 – The number of initial core group meetings held during the year that were held within statutory timescales.

CH/029 – The total number of visits to children on the child protection register that were due during the collection year.

CH/030 – The total number of visits to children on the child protection register that were:

- a. completed, regardless of if they were within statutory timescales

b. completed within statutory timescales.

CH/031 – The total number of reports of children who go missing from care during the year.

CH/032 – The total number of children who go missing from care during the year.

CH/033 – The total number of children reported during the year where child exploitation was a factor.

CH/034 – The total number of reports of child exploitation received during the year where the primary factor was:

- a. Child sexual exploitation
- b. Child criminal exploitation
- c. Child trafficking

CH/035 – The total number of days on the child protection register for children who were removed from the register during the year.

CH/036 – The total number of children removed (de-registered) from the child protection register during the year.

### **Children Looked After**

CH/037a – The number of children becoming looked after during the year.

CH/037b – The number of new episodes of children becoming looked after during the year.

CH/037c – The number of new instances of children becoming looked after during the year where the initial episode in care lasted 10 working days or more.

CH/038 – The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after.

CH/039 – The number of children looked after on 31st March.

CH/040 – The total number children receiving (S76) short breaks on 31st March.

CH/041 – The number of statutory visits for children looked after that were due during the year.

CH/042 – The number of statutory visits to children looked after during the year that were:

- a. Completed, regardless of if they were within statutory timescales
- b. completed within statutory timescales.

CH/043 – The total number children looked after on 31<sup>st</sup> March who have experienced three or more placements during the year.

CH/044 – The total number of children looked after on 31<sup>st</sup> March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home).

CH/045 – The total number of children looked after who returned home during the year.

CH/046 – The total number of children looked after who are not placed with parents, family, or friends on 31<sup>st</sup> March.

CH/047 – The total number of children looked after who are placed within Wales, but outside of the responsible local authority on 31 March.

CH/048 – The total number of children looked after who are placed outside of Wales on 31 March.

### **Care Leavers**

CH/049 – The total number of initial Pathway Plans due to be completed during the year.

CH/050 – The total number of initial Pathway Plans due during the year that were completed within timescales.

CH/051 – The total number of young people during the year where a personal adviser was allocated as required.

CH/052 – The total number of care leavers who experience homelessness during the year (as defined by the Housing (Wales) Act 2014).

CH/053 – The total number of care-experienced young people in the following categories on 31<sup>st</sup> March:

- a. category 1
- b. category 2
- c. category 3
- d. category 4
- e. category 5
- f. category 6

CH/054 – The total number of care leavers, as of 31 March, in categories 2, 3 and 4 who have completed at least 3 consecutive months of employment, education, or training in the collection year, who were:

- a. Category 2
- b. Category 3
- c. Category 4

CH/055 – The number of young people leaving care who move into a ‘When I am Ready’ placement during the year.

### **Children’s Advocacy**

CH/056 – The total number of “Active Offers” of advocacy for children, aged five and over at the start of the collection year, during the year.

CH/057 – The total number “Active Offers” of advocacy for children during the year where an Independent Professional Advocate was provided.

### **Metrics relating to Carers**

#### **Adult Carer Contacts**

CA/001 – The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year.

CA/002 – The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided.

CA/003 – The number of contacts received for adult carers by statutory adult services during the year received, by contact type (e.g., self, relative, friend, etc.)

#### **Adult Carer Assessments**

CA/004 – The total number of carers needs assessments for adults undertaken during the year.

CA/005 – The number of carers assessments completed for adults during the year where:

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

CA/006 – The number of carers needs assessments for adults refused during the year.

CA/007 – The number of carer's needs assessments for adults completed (CA/004) during the year where:

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

### **Adult Carer Support Plans**

CA/008 – The number of adult carers with:

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

CA/009 – The number of support plans for adult carers that were due a review during the collection year.

CA/010 – The number of support plans for adult carers that were due a review during the collection year and were reviewed at least once during the collection year.

### **Young Carer Contacts**

CA/011 – The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year.

CA/012 – The number of contacts by young carers received by statutory Social Services during the year where advice or assistance was provided.

CA/013 – The number of contacts received for young carers by statutory children's services during the year received from, by contact type (e.g., self, relative, friend, etc.)

### **Young Carer Assessments**

CA/014 – The total number of carers needs assessments for young carers undertaken during the year.

CA/015 – The number of carers assessments completed for children during the year where:

- a. Needs could be met with a young carer's support plan or care and support plan.
- b. Needs were able to be met by any other means.
- c. There were no eligible needs to meet.

CA/016 – The number of carer's needs assessments for young carers completed (CA/014) during the year where:

- a. There was evidence of the active offer of Welsh
- b. The Active Offer of Welsh was accepted

- c. The assessment was undertaken using the language of choice

### **Young Carer Support Plans**

CA/017 – The number of young carers with:

- a. A carer's support plan on 31<sup>st</sup> March.
- b. A carer's support plan on 31<sup>st</sup> March and also a care and support plan, where the young person has both responsibilities as a carer and their own care and support needs.

CA/018 – The number of reviews of support plans for young carers that were due during the collection year.

CA/019 – The number of reviews of support plans for young carers that were completed during the collection year that were within statutory timescales.

CA/020 – The number of reviews of support plans for young carers that were completed during the year, regardless of whether they were within statutory timescales.

## **Anonymous person-based data collections**

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

- Children looked after census
- Children Receiving Care and Support census
- Adults Receiving Care and Support census

*Note: The Adults Receiving Care and Support Census has been developed as part of phase two of the performance and improvement framework; data collection began in April 2023.*

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

Data collected at person level has additional value as further analysis and linking to other datasets is possible – including linking data across organisational boundaries, allowing for more complex studies to be undertaken. Additional technical guidance is available for all person-based data on the [Welsh Government website](#).

## **Workforce data collections**

Prior to the introduction of the Performance and Improvement Framework, data on workforce was collected by several different organisations. One of the core concepts of the framework was the removal of duplication, simplifying data collections wherever possible. Since its introduction, Welsh Government have asked Social Care Wales to lead on the collection of data about the social care workforce on behalf of the organisations interested in these data. The collection of data on the social care workforce is a key component of our overall intelligence of social care in Wales and is therefore included here as data that **must** be collected.

Further guidance on the collection of these data can be found by registering with the [Social Care Wales](#) website.

## **Annexe**

### **Data requirements**

We are delivering the performance and improvement framework in a phased approach to allow local authorities the time needed to implement any necessary changes required to successfully deliver its requirements.

### **Phase One**

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

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

### **Phase Two**

Phase two work will include some additional changes to the measuring activity and performance component, as follows:

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

This work is ongoing and the new ARCSC was implemented in April 2023.