

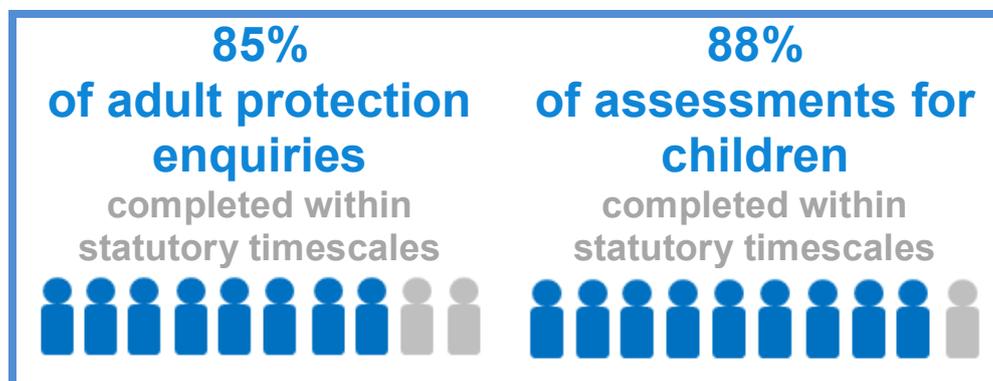
Social Services Performance Measures, 2017-18 Experimental statistics

29 November 2018
SFR 114/2018

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

This release is the second in this series of statistical outputs reporting on data derived from [Social Services Performance Measures returns](#). See the [Key quality information](#) section for more information about the data. Some NSIs have been taken forward as quantitative performance measures however results are not comparable due to changes to definitions and calculations.

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



Key results

Only results for quantitative measures have been published for 2017-18. Wales level results can be found in the [Quantitative measures](#) section.

About this release

This release provides information on local authority social services performance measures which were collected for the second time in 2017-18 following implementation of the Social Services and Well-being (Wales) Act on 6 April 2016.

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

Only results for quantitative measures have been published for 2017-18.

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Accuracy and data quality

The Social Services and Well-being (Wales) Act set out significant changes in policy, which in turn impacted on the current national social services data collections. All national social services data returns submitted by local authorities were reviewed and new requirements for data were developed in line with the implementation of the Act. New performance information requirements were introduced from 2016-17 onwards (replacing PM1 and PM2), and local authorities are required to collect the performance measures detailed in the Code of Practice in relation to social services performance issued under the Act. Detailed guidance to collect the performance measures was developed with local authorities and made available alongside the code of practice.

2017-18 is the second year of collecting and reporting on the performance measures. The Welsh Government worked with local authorities to collect the data and provided support through responding to queries and face to face discussions. Extensive quality assurance was undertaken with local authorities.

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

These statistics are published as experimental statistics reflecting the scale of change continuing to happen in social services and ongoing system changes. More information on the designation of these statistics can be found in the [correspondence between the Welsh Government and the Office for Statistical Regulation](#).

Quantitative

Changes were made to the technical guidance for some quantitative performance measures. Not all local authorities have been able to provide fully complete Performance Measures returns; this was mainly due to ICT issues. Specific issues for quantitative measures are noted below.

PM18: Part-year data – Neath Port Talbot were only able to report data from September 2017 and Caerphilly were only able to report data up until 13 February 2018.

PM20: For 2017-18, the requirement for a person to have a care and support plan at the start of a period of reablement was removed and only domiciliary care hours provided are counted (rather than all services that a time scale could be allocated to). Unable to report – Vale of Glamorgan.

Part-year data – Newport were only able to report data up until 6 March 2018.

PM21: For 2017-18, adults in temporary placements were excluded. Part-year data - Newport were only able to report data up until 6 March 2018.

PM22: For 2017-18, only adults aged 65 and over were included, adults who self-fund their placements were excluded and adults in temporary placements were excluded. Part-year data - Newport were only able to report data up until 6 March 2018.

PM23: Unable to report – Neath Port Talbot and Vale of Glamorgan. Part-year data - Newport were only able to report data up until 6 March 2018.

PM24: Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM25: For 2017-18, children looked after in voluntary accommodation under a series of short breaks were excluded from the looked after cohort. Unable to report – Denbighshire. Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM26: For 2017-18, children looked after in voluntary accommodation under a series of short breaks were excluded.

PM27: Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM28: Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM30: For 2017-18, only children who were due a dental check within three months of becoming looked after were included. Part-year data - Newport were only able to report data up until 6 March 2018.

PM31: Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM32: For 2017-18, changes of school where the child's current school had closed were excluded. Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM33: For 2017-18, children looked after in voluntary accommodation under a series of short breaks were excluded. Part-year data – Caerphilly were only able to report data up until 13 February 2018.

PM34: For 2017-18, care leavers whose cases were inactive with the local authority and were not supported by a personal adviser were excluded. Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

PM35: For 2017-18, care leavers whose cases were inactive with the local authority and were not supported by a personal adviser were excluded. Unable to report – Swansea. Part-year data – Caerphilly were only able to report data up until 13 February and Newport were only able to report data up until 6 March 2018.

Qualitative

For 2017-18, local authorities were given flexibility to determine for themselves how to collect the qualitative performance measures and there was no requirement to follow the population selection criteria and method detailed in the technical guidance. A range of materials which could support the collection of data were made available for local authorities to use. Some local authorities adopted the same approach as for the previous year whereas others took different approaches.

Given that local authorities did not use the same data collection methods, the results would not be comparable across authorities or with the previous year. No results have been published for the qualitative measures for 2017-18.

Quantitative measures

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

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

Table 1: Quantitative performance measures, 2017-18

		Wales			
		Percentage, Rate, Average	Lower Quartile	Upper Quartile	Denominator
18	The percentage of adult protection enquiries completed within statutory timescales	85.2 %	84.3 %	93.6 %	12,174
19	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	3.5	2.0	4.8	282,001
20a. (a)	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	41.2 %	16.0 %	56.5 %	5,419
20b. (a)	The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	67.6 %	62.7 %	76.0 %	9,094
21	The average length of time older people (aged 65 or over) are supported in residential care homes	869.0 days	812.2 days	919.0 days	7,163
22	The average age of adults entering residential care homes	82.9 years	81.3 years	84.1 years	3,552
23 (b)	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	64.9 %	48,911
24	The percentage of assessments completed for children within statutory timescales	88.0 %	76.8 %	93.4 %	37,434
25 (a)	The percentage of children supported to remain living within their family	68.4 %	63.9 %	74.5 %	19,727
26	The percentage of looked after children returned home from care during the year	10.5 %	7.4 %	12.1 %	8,101
27	The percentage of re-registrations of children on local authority Child Protection Registers	5.4 %	2.6 %	6.6 %	4,597
28	The average length of time for all children who were on the Child Protection Register during the year	248.9 days	226.0 days	272.1 days	4,235
29a.	The percentage of children achieving the core subject indicator at Key stage 2	60.2 %	56.0 %	67.0 %	796
29b.	The percentage of children achieving the core subject indicator at Key stage 4	9.5 %	5.4 %	12.5 %	913
30	The percentage of children seen by a registered dentist within 3 months of becoming looked after	58.4 %	43.7 %	74.5 %	1,200
31	The percentage of looked after children registered with a GP	90.9 %	83.7 %	99.8 %	3,458
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	11.5 %	7.3 %	14.2 %	4,181
33	The percentage of looked after children on 31 March who have had three or more placements during the year	9.6 %	7.8 %	11.3 %	6,407
34a.	The percentage of all care leavers who are in education, training or employment at 12 months after leaving care	51.4 %	43.7 %	67.7 %	607
34b.	The percentage of all care leavers who are in education, training or employment at 24 months after leaving care	51.4 %	45.8 %	63.8 %	564
35 (a)	The percentage of care leavers who have experienced homelessness during the year	9.4 %	5.2 %	13.7 %	2,204

Source: Social services performance measures 2017-18

(a) Data based on 21 local authorities.

(b) Data based on 20 local authorities.

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

[Table 1](#) shows there were wide variations in the figures returned for some of the performance measures.

A notable example of this would be measure 20a “the percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later”. Here the lower quartile figure is 16.0 per cent and the upper quartile figure is 56.5 per cent, highlighting the wide variations in the data returned across local authorities.

The majority of measures show greater variation across local authorities when compared with the previous year. Some of the performance measures showing the greatest differences in variation between the two years are: measure 30 “the percentage of children seen by a registered dentist within 3 months of becoming looked after”; measure 34b “the percentage of all care leavers who are in education, training or employment at 24 months after leaving care”, and measure 18 “the percentage of adult protection enquiries completed within statutory timescales”.

The majority of measures show a decline in performance when compared with the previous year; however changes to technical guidance may impact on comparisons for some measures. Some of the performance measures showing the greatest percentage changes are: measure 20a “the percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later” (increase of 13 percentage points); measure 18 “the percentage of adult protection enquiries completed within statutory timescales” (increase of 5 percentage points); measure 20b “the percentage of adults who completed a period of reablement and have no package of care and support 6 months later” (decrease of 5 percentage points); and measure 29b “the percentage of children achieving the core subject indicator at key stage 4” (decrease of 5 percentage points).

Glossary

Adult: A person who is aged 18 or over.

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

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

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

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

Child: A person who is aged under 18.

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

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

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

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

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

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

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

Notes

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

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

Future developments

The Code of practice in relation to measuring social services performance is currently being re-drafted. This will detail a new performance and improvement framework, which will include updated quality standards and be informed by quantitative data, qualitative data and research evidence. It is intended that this data will be collected and reported on 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 support the understanding of local authority performance and reinforce strategic planning to enable targeted resources and improvement activity in relation to social services. More specifically they will provide a summary of local authority social services' performance against duties placed upon them under the Social Services and Well-being (Wales) Act and provide some of the evidence to monitor and evaluate implementation of the Social Services and Well-being (Wales) Act. Some of the key users are:

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

The statistics may also be useful for other UK governments:

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

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

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

Accuracy

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

The figures in this release reflect the final position of the 2017-18 data year, and are correct as at 31 March 2018. Extensive quality assurance was undertaken with local authorities. Not all local authorities provided complete returns. Four local authorities were unable to provide figures for all data items in relation to quantitative measures; this was largely as a result of ICT issues.

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 2017-18 i.e. from 1st April 2017 to 31st March 2018, between March and July 2018. Data in this release refers to final 2017-18 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in November 2018, after being postponed from being published in September.

Accessibility and clarity

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

Comparability and coherence

2017-18 is the second year of collecting and reporting on data derived from the [Social Services Performance Measures](#) returns. This Statistical Release provides figures at the Wales level, only for the quantitative performance measures. To ensure that the national data are comparable and consistent, local authorities are expected to comply with the guidelines stated in the [Technical guidance for the social services performance measures](#).

Not all local authorities provided complete returns for 2017-18 and changes were made to technical guidance for some quantitative performance measures which will impact on the national Wales picture and comparisons with the previous year.

Only results for the quantitative measures have been published for 2017-18. Given that local authorities did not use the same data collection methods, and results would not be comparable across authorities or with the previous year, no results have been published for the qualitative measures.

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

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

[Personal Social Services Adult Social Care Survey](#)

[Personal Social Services Survey of Adult Carers in England](#)

[Adult Social Care Outcomes Framework \(ASCOF\)](#)

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

Well-being of Future Generations Act (WFG)

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

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

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

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

Further details

The document is available at:

<http://gov.wales/statistics-and-research/social-services-performance-measures/?lang=en>

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

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

Next update

September 2019 (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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