

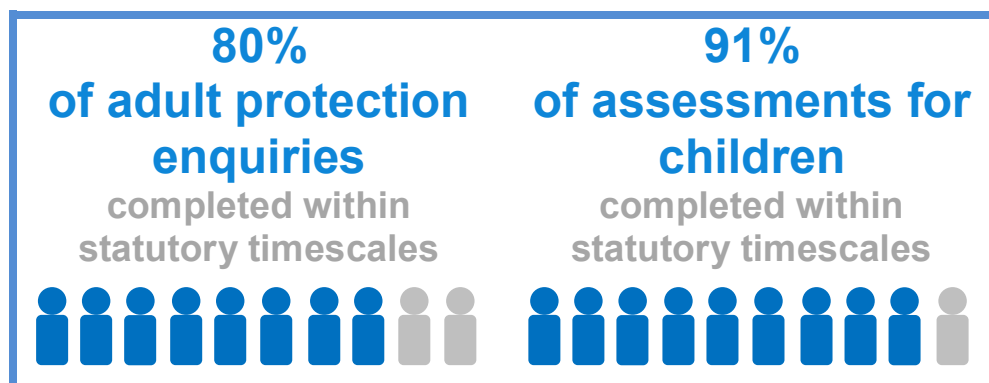
## Social Services Performance Measures, 2016-17 (Experimental statistics)

31 October 2017  
SFR 166/2017

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 replace 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 is the first year of collection and this release is the first 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

Wales level results can be found in the following sections:

1. Quantitative measures
2. Qualitative measures

### About this release

This release provides information on local authority social services performance measures which were collected for the first time in 2016-17 following implementation of the Social Services and Well-being (Wales) Act on 6 April 2016.

The new performance measures are detailed in the [Code of practice in relation to measuring social services performance](#) and include qualitative and quantitative data.

An additional table presenting quantitative data at local authority level is published in [StatsWales](#).

Revisions were made to table 2 on the 31 October 2017 and to table 1 on 6 November 2017.

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# Accuracy and data quality

## Background

The Social Services and Well-being (Wales) Act sets out significant changes in policy, which in turn will have an effect on the current national social services data collections. In order to understand and develop requirements in relation to these changes, the Welsh Government set up the Social Services Technical Information Network in November 2014. The Network includes representation from the Welsh Local Government Association, Association of Directors of Social Services Cymru, Care and Social Services Inspectorate Wales and Welsh Government.

The Network reviewed all of the national social services data returns submitted by local authorities and requirements for data were developed in line with the implementation of the Act. New performance information requirements were introduced from 2016-17 onwards (when local authorities no longer reported on PM1 and PM2). From April 2016, 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.

## General

Draft performance measures were consulted upon publically in early 2015 and the Code of practice in relation to measuring social services was issued in October 2015. Detailed guidance to collect the performance measures was developed with local authorities and made available alongside the code of practice.

2016-17 is the first year of collecting and reporting on the new performance measures. 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.

## Quantitative

The significant changes in policy have meant big changes in practice and changing practice can take time.

Some local authorities did not make changes to their systems until during the reporting year impacting on their ability to collect a whole year's worth of data. Specific issues are note below.

PM19 – DToC data is prepopulated from the HOWIS database with monthly figures being aggregated to provide the yearly figure. The HOWIS database is maintained by local health boards and they must validate the social care figures with local authorities before submitting the data into HOWIS.

PM20a - Some local authorities consider reablement to be a preventative service; as such there is no requirement for a person to have a care and support plan in order to receive reablement. The guidance for this measure stipulates that in measuring reduced service provision a person must have a care and support plan at the time the reablement period begins so reporting is based on a small proportion of those who received reablement.

PM23 – The provision of information, advice and assistance through the IAA service was a new duty placed upon local authorities under Part 2 of the Act. The Code of Practice for Part 2 (General Functions) set out requirements for what the service should provide but did not prescribe how meaning those local authorities have set up their IAA services in different ways. There were difficulties in understanding what was meant by provision of advice and assistance and agreeing how to record and report on this consistently across Wales.

Several queries were raised and responded to prior to and during the reporting year. The accompanying guidance for collection of performance measures was updated and shared with all local authorities to ensure that national data are comparable and consistent. Where changes were made to the guidance, this was to provide further detail and did not fundamentally change data collection requirements.

Main areas of concern regarding quality stem from: needing time to understand and implement policy changes set out under the Act; having to collect new performance measures meaning changes required to data collection processes and systems; some LAs impacted on in terms of capacity by implementing or preparing for the new Welsh Community Care Information System (WCCIS) computer system; and the need for more clarity around some specific data requirements as guidance was interpreted differently by local authorities.

Not all LAs have been able to provide fully complete PM returns. Those who have said that they are unable to provide data have mainly said it's down to system changes and/or reporting processes not being implemented fully – i.e. either changes to data systems and reporting processes have not yet been made or changes have been made during the year - meaning some LAs are unable to report or not able to provide a full year's data.

Other issues with the Performance Measures:

Merthyr Tydfil was only able to provide data for PM19.

PM18: Unable to report - Neath Port Talbot.

PM19: Local authority in dispute with Local Health Board – Wrexham.

PM20: Not followed guidance: Conwy, Wrexham, Bridgend; Unable to report - Neath Port Talbot.

PM23: Carers not includes – Wrexham; Not followed guidance – Conwy, Newport; Unable to report – Denbighshire, Neath Port Talbot, Carmarthenshire

PM24: Not followed guidance – Flintshire, Newport; Unable to report - Denbighshire

PM25: Unable to report - Denbighshire

PM30: Unable to report – Denbighshire

PM32: Unable to report – Denbighshire

PM34: Unable to report – Denbighshire

PM35: Unable to report – Denbighshire

## Qualitative

Although local authorities collected information about people who use their social care services, they had not previously been required to collect this in a consistent way and provide to Welsh Government.

In order to ensure the return of comparable data, in line with statutory requirements, local authorities are expected to collect the performance measures in line with the guidance stated in the accompanying technical guidance. The guidance sets out the population, methodology, how to increase response rates and requirements for storing and returning data to Welsh Government.

Different questions were asked to different groups of people receiving care and support and carers receiving support:

- children aged 7 to 17 years old, including young carers;
- young people aged between 16 and 24 years old;
- parents of children receiving services;
- carers aged 18 or over; and
- adults aged 18 or over (including adults in a residential care home).

Local authorities were provided with materials to complete the collection of data for the qualitative measures. The initial questions were developed by Welsh Government in consultation with partners. An external research company was commissioned to undertake cognitive testing of these questions with focus groups involving people who use care and support. Draft materials were piloted to test delivery mechanisms and final wordings prior to being issued to local authorities.

Response rates varied across questions and groups of people receiving care and support.

Generally, the expected response rate of 25% for a random sample of adults was achieved, however the response rates for the census of children and carers was lower.

## Publication of results

Given this variation, national results have been published only for those questions where responses are deemed to be robust. Sub-national breakdowns have not been published; however the lower and upper quartiles give an indication of the range of responses across local authorities.

These statistics are published as experimental statistics reflecting the scale of change happening in social services and system changes for the first year of data collection. Following the first year, the collection process and publication will be reviewed. 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 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.

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

The technical guidance gave detailed guidelines for local authorities to provide each measure on a consistent and comparable basis.

As seen in [Table 1](#), 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 10.9 per cent and the upper quartile figure is 59.5 per cent, highlighting the wide variations in the data returned across local authorities.

Also shown in [Table 1](#), is that the average age of average age of adults entering residential care homes in Wales is 82.8 years and that the average length of time older people (aged 65 or over) are supported in residential care homes is 800.8 days.

**Table 1: Quantitative performance measures, 2016-17 (r)**

Performance measure		<i>Wales</i> Percentage, Rate, Average	Lower Quartile	Upper Quartile	Denominator
18 (c)	The percentage of adult protection enquiries completed within statutory timescales	80.1 %	74.6 %	93.7 %	9,824
19 (a)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.8	1.7	3.5	278,676
20a. (c)	The percentage of adults who completed a period of reablement and have a reduced package of care and support 6 months later	28.0 %	10.9 %	59.5 %	3,215
20b. (c)	The percentage of adults who completed a period of reablement and have no package of care and support 6 months later	72.3 %	61.8 %	78.8 %	5,850
21 (b)(e)	The average length of time older people (aged 65 or over) are supported in residential care homes	800.8 days	..	..	7,905
22 (b)	The average age of adults entering residential care homes	82.8 years	81.1 years	83.3 years	3,967
23 (d)(e)	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	67.7 %	..	..	41,859
24 (c)	The percentage of assessments completed for children within statutory timescales	90.8 %	84.4 %	95.2 %	27,638
25 (c)	The percentage of children supported to remain living within their family	69.2 %	63.8 %	74.3 %	18,812
26 (c)	The percentage of looked after children returned home from care during the year	13.8 % (r)	12.0 % (r)	14.8 % (r)	7,906
27 (b)	The percentage of re-registrations of children on local authority Child Protection Registers (CPR)	6.3 %	3.8 %	9.4 %	3,931
28 (b)	The average length of time for all children who were on the CPR during the year	245.1 days	230.2 days	267.1 days	4,293
29a. (b)	The percentage of children achieving the core subject indicator at Key stage 2	56.5 %	50.0 %	63.0 %	864
29b. (b)	The percentage of children achieving the core subject indicator at Key stage 4	14.2 %	12.5 %	17.9 %	1,006
30 (c)	The percentage of children seen by a registered dentist within 3 months of becoming looked after	59.4 %	54.0 %	72.1 %	1,090
31 (b)	The percentage of looked after children registered with a GP	91.7 %	88.1 %	99.4 %	3,501
32 (c)	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	12.7 %	10.2 %	16.0 %	3,567
33 (b)	The percentage of looked after children on 31 March who have had three or more placements during the year	9.8 %	6.7 %	12.6 %	5,957
34a. (c)	The percentage of all care leavers who are in education, training or employment at 12 months after leaving care	52.4 %	49.0 %	63.3 %	578
34b. (c)	The percentage of all care leavers who are in education, training or employment at 24 months after leaving care	47.1 %	44.6 %	51.9 %	556
35 (c)	The percentage of care leavers who have experienced homelessness during the year	10.6 %	7.1 %	15.4 %	2,135

Source: Social services performance measures 2016-17

(a) Data based on all authorities.

(b) Data based on 21 local authorities.

(c) Data based on 20 local authorities.

(d) Data based on 18 local authorities.

(e) ".." represents data is not available. Due to data quality issues with the performance measure, no lower quartile or upper quartile range has been calculated.

(r) Data revised 06 November 2017

## Qualitative measures

In relation to social services, qualitative data will detail a person's experience, including their satisfaction with care and support. People were asked about their experience of social services and whether this has contributed to improving their well-being.

Different questions were asked to different groups of people receiving care and support and carers receiving support; not all questions were asked to each group. The technical guidance set out the population and detailed selection criteria for who should be asked about their care and support. It also stipulated the methodology to be used, with materials provided to local authorities to ensure consistency.

Response rates varied across questions and groups of people receiving care and support. Given this variation, national results have been published only for those questions where responses are deemed to be sufficiently robust. Sub-national breakdowns have not been published.

To give an indication of the range of responses across local authorities, the median as well as the lower and upper quartiles have been included.

**Table 2a: Children's Qualitative performance measures in Wales, 2016-17 (a)**

		Percentage(%)					
		Quartile Ranges					
Performance measure		Value (a)	Lower Quartile	Median	Upper Quartile	Interquartile Range	Response Rate
1	People reporting they live in a home where they are happy	81.3	80.7	85.9	91.0	10.3	22.3
2	People reporting they are happy with those they live with	87.9	85.3	87.4	90.9	5.6	22.2
3	People reporting they can do what matters to them	67.7	63.0	66.7	72.0	9.0	22.2
4	People reporting that they feel a part of their community	82.2	79.0	82.5	84.8	5.8	22.0
5	People reporting they are happy with family, friends and neighbours	87.1	82.0	87.6	92.3	10.3	22.0
6	People reporting they feel safe	90.4	86.9	90.7	92.8	6.0	22.0
7	People reporting they know who to contact about their care and support	90.3	88.6	90.8	92.3	3.7	21.9
8	People reporting they have received the right information or advice when they needed it	81.2	76.5	79.3	84.5	8.0	21.8
9	People reporting views about their care and support have been listed to	79.2	74.6	78.2	80.2	5.6	21.9
10	People reporting they have received care and support through their language of choice	95.5	94.4	95.6	98.1	3.7	21.9
11	People reporting they were treated with dignity and respect	89.2	85.5	89.2	92.6	7.1	21.8
12	People who are satisfied with care and support that they received	87.8	81.9	85.3	91.9	10.0	21.9

Source: Social services performance measures 2016-17

(a) The value is calculated by: number of children who answered yes / number of children who answered yes, no, or

A "child" means a person who is aged 7 to 17 years old, including young carers, who were receiving care and support from local authority social services during the first week of September 2016.

In order to return accurate and representative data in relation to children (and their parents), local authorities issued a paper questionnaire to all children aged 7-17 (and their parents) who had a care and support plan with the local authority in the first week of September 2016. A sample of children will not be a true reflection of the population.

**Table 2b: Carers qualitative social services performance measures, 2016-17 (a)(b)**

		<i>Percentage(%)</i>					
		Quartile Ranges					
Performance measure		Value (b)	Lower Quartile	Median	Upper Quartile	Interquartile Range	Response Rate (r)
1	People reporting they live in a home that supports their wellbeing	82.5	74.0	82.7	88.2	14.1	32.4
2	People reporting they can do the things that are important to them	44.6	42.6	46.6	51.5	8.8	33.2
3	People reporting that they feel a part of their	53.8	45.4	54.5	63.8	18.5	32.9
4	People reporting they are happy with family, friends and neighbours	70.5	68.4	73.9	79.7	11.3	33.1
5	People reporting they feel safe	81.2	79.0	83.7	86.5	7.5	32.8
6	People reporting they know who to contact about their care and support	74.6	66.3	79.1	83.4	17.1	33.4
7	People reporting they have received the right information or advice when they needed it	66.1	59.6	69.6	76.9	17.3	33.1
8	People reporting have been actively involved in discussions about how their care and support was provided	76.7	69.8	76.6	86.2	16.3	32.8
9	People reporting have been involved in all discussions about how the care and support was provided for the person they care for	80.4	77.9	81.5	85.8	7.9	33.0
10	People reporting they have received care and support through their language of choice	97.2	96.1	97.7	100.0	3.9	33.4
11	People reporting they were treated with dignity and respect	90.8	89.5	91.5	93.1	3.6	33.3
12	People I feel supported to continue in their caring role	67.8	63.1	68.6	77.8	14.7	32.4
13	People reporting are happy with the care and support they have had	68.9	66.1	69.4	75.9	9.8	33.0

Source: Social services performance measures 2016-17

(a) The data is based on 20 local authorities. Ceredigion and Merthyr Tydfil did not record a sample size.

(b) The value is calculated by: number of carers who answered yes / number of carers who answered yes, no, or sometimes.

(r) Revised 31 October 2017

“Carer” means adults aged 18 or over who provide or intend to provide care for an adult or disabled child, who were receiving support from local authority social services during the first week of September 2016.

In order to return accurate and representative data in relation to carers, local authorities issued a paper questionnaire to all carers aged 18 or over who had a support plan with the local authority in the first week of September 2016. A sample of carers will not be a true reflection of the population.



**Table 2c: Adults qualitative social services performance measures, 2016-17 (a)(b)**

		Percentage(%)					
		Quartile Ranges					
		Value (a)	Lower Quartile	Median	Upper Quartile	Interquartile Range	Response Rate
Performance measure							
1	People reporting they live in a home that supports their wellbeing	86.9	85.9	86.6	87.5	1.5	26.1
2	People reporting they can do the things that are important to them	51.4	47.0	51.5	53.5	6.5	26.6
3	People reporting that they feel a part of their community	58.3	51.9	55.3	59.8	7.8	26.3
4	People reporting they are happy with family, friends and neighbours	85.2	84.3	85.7	86.7	2.3	26.6
5	People reporting they feel safe	78.1	76.1	78.0	78.6	2.5	26.6
6	People reporting they know who to contact about their care and support	83.2	81.4	84.1	84.9	3.5	26.5
7	People reporting they have received the right information or advice when they needed it	80.2	78.5	80.3	82.0	3.5	26.4
8	People reporting have been actively involved in discussions about how their care and support was provided	79.7	77.7	79.2	81.3	3.6	26.2
9	People reporting they have received care and support through their language of choice	95.9	95.3	95.9	96.9	1.6	26.4
10	People reporting they were treated with dignity and respect	93.3	92.6	93.3	93.7	1.1	26.4
11	People are happy with the care and support they have received	85.2	83.8	85.4	86.7	3.0	26.4
12	people reporting it was their choice to be in a residential care home	71.8	67.3	71.2	74.6	7.4	7.9

Source: Social services performance measures 2016-17

(a) The value is calculated by: number of adults who answered yes / number of adults who answered yes, no, or sometimes.

(b) Data based on 21 authorities for this measure. Merthyr Tydfil was unable to provide data.

Adults' are classified as adults aged 18 or over, including those in a residential care homes, who were receiving care and support from local authority social services during the first week of September 2016.

In order to return accurate and representative data in relation to adults, local authorities surveyed a random sample of adults aged 18 or over who had a care and support plan with the local authority in the first week of September 2016. Obtaining data from all adults with a care and support plan would result in more people being issued with questionnaires than needed to report robustly at a national level.

**Table 2d: Parents qualitative social services performance measures, 2016-17 (a)**

		Percentage(%)					
		Quartile Ranges					
		Value (a)	Lower Quartile	Median	Upper Quartile	Interquartile Range	Response Rate
Performance measure							
1	I have been actively involved in all decisions about how my child's/children's care and support was provided	66.03	57.24	67.80	75.48	18.24	14.0

Source: Social services performance measures 2016-17

(a) The value is calculated by: number of parents who answered yes / number of parents who answered yes, no, or sometimes.

A "Parent" means a person responsible for children receiving services.

## Glossary

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

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

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

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

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

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

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

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

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

**Carer:** A person who provides or intends to provide care for an adult or disabled child. A young carer refers to a child who is a carer.

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

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

**Co-operative:** An organisation or arrangement conforming sufficiently to the following principles for co-operatives: is autonomous, has voluntary membership, has the purpose of meeting common economic, social and cultural needs and aspirations, is jointly owned, and is democratically controlled.

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

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

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

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

**Flat rate charge:** A charge made by local authorities for the provision or arrangement of preventative services or assistance. Flat rate charges would typically be for care and support which are tasks which a person would normally have to do as a part of everyday life, such as preparing meals or laundry. In some cases it might be the only care and support a person receives and they may not have a care and support plan.

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

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

**Maximum weekly charge:** The maximum weekly charge a local authority may charge a person in receipt of non-residential care and support for all of the non-residential care and support they receive. Currently this charge is £60 per week.

**Preventative services:** Services can be universally provided to help people avoid developing needs for care and support; targeted at individuals who have an increased risk of developing care and support needs; and aimed at minimising the effect of an existing care and support need on a service user. It is for each local authority to decide what they consider a preventative service. A care and support plan is not required when providing a service considered as preventative.

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

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

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

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

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

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

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

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

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

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

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

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

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

## Notes

The Social Services and Well-being (Wales) Act came into effect on 6 April 2016. It is the new legal framework that brings together and modernises social services law in Wales.

The 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 relation to social services, qualitative data will detail a person's experience, including their satisfaction with care and support. Quantitative data 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. 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.

## 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. Local authorities are expected to comply with the guidelines stated in the [Technical guidance for the social services performance measures](#) and use the [materials provided](#) on the Welsh Government website to collect the qualitative performance measures.

The figures in this release reflect the final position of the 2016-17 data year, and are correct as at 31 March 2017. During the year, some issues were raised about the quality of the data. In relation to quantitative measures, this resulted from system changes to capture new data and reporting processes not being fully implemented. Not all local authorities provided complete returns; in most of these cases changes to systems and reporting processes had not yet been made or changes were made during the year impacting on the ability to provide a full year's data. Extensive quality assurance was undertaken with local authorities and where issues were due to the need for more clarity around some specific data requirements greater agreement was reached in interpretation as the year progressed. One local authority was unable to provide any figures as a result of technical problems following implementation of the new Welsh Community Care Information System (WCCIS) computer system.

Qualitative information was collected by local authorities during the period 1 September to 30 November 2016. Different questions were asked to different groups of people receiving care and support.

Response rates varied across questions and groups of people receiving care and support. Given this variation, national results have been published only for those questions where responses are deemed to be robust. Sub-national breakdowns have not been published; however the lower and upper quartiles give an indication of the range of responses across local authorities. Local authorities reported that response rates were affected by the selection criteria detailed in the technical guidance; the framing of questions; the difficulty of asking questions of younger children; and methods used.

These statistics are published as experimental statistics reflecting the scale of change happening in social services and system changes for the first year of data collection as not all local authorities provided complete returns. Following the first year, the collection process and publication will be reviewed.

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 2016-17 from implementation of the Social Services and Well-being (Wales) Act i.e. from 6th April 2016 to 31st March 2017, between March and July 2017. Data in this release refers to final 2016-17 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in October 2017, meeting the planned date of publication.

### **Accessibility and clarity**

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

### **Comparability and coherence**

2016-17 is the first year of collecting and reporting on data derived from the [Social Services Performance Measures](#) returns. This Statistical Release provides figures at the Wales level, with some information about individual local authorities available on [StatsWales](#). 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](#). The [materials provided](#) on the Welsh Government website should be used to complete the collection of on the qualitative performance measures to ensure consistent data is collected across Wales.

Not all local authorities provided complete returns for 2016-17 which will impact on the national Wales picture. For the first year of data collection, care should be taken when comparing figures

for different local authorities due to potential variation in how local authorities interpret guidance for some indicators and changes made to systems and reporting processes during the year.

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.](#)

[Adult Social Care Outcomes Framework.](#)

[Health and 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 indicators and associated technical information - [How do you measure a nation's progress? - National Indicators](#)

[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.

## Next update

October 2018 (Provisional)

## We want your feedback

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

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