

Technical Guidance

Quantitative Performance Measurement Framework

This guidance covers the quantitative performance framework proposed under the new code of practice. It is intended to replace the current framework issued under Section 145 of the Social Services and Well-being (Wales) Act 2014.

The new code of practice and associated performance and improvement framework will come into effect on 1st April 2020 and will apply to the financial year 2020-21 and beyond.

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1. Introduction

The Performance and Improvement Framework introduces a new set of quality standards that is the basis of the code of practice. These standards provide the basic benchmark of performance for local authorities who deliver care and support to the people of Wales. In order to measure our compliance to these standards, the performance and improvement framework will utilise a range of methodologies to best capture data on service delivery, well-being and user satisfaction, understanding that no single methodology has the ability to effectively deliver the business intelligence that is required by organisations to assess and improve their performance.

The quantitative measures within the performance and improvement framework are not exhaustive but have been designed to provide the top down whole system view at both a local and national level. As such, there is space for individual organisations to augment the framework with locally defined measures that are important to them at any given point in time.

Local authorities and their partners are now far more mature in their ability and capacity to produce meaningful performance management information on a routine basis, allowing organisations to effectively monitor and plan their services. The

Welsh Community Care Information System (WCCIS) will allow Local Authorities and their partners to share and collaborate on the production of high quality performance reporting and analysis.

The measures defined in the quantitative element of the framework have been defined in collaboration with all Local Authorities across Wales, Heads of both Adults and Children's Services and Care Inspectorate Wales (CIW) as well as through consultation and collaboration with a range of other stakeholders.

The development work on the framework was undertaken by a pan-Wales writing group consisting of a performance and information specialist from each of the seven social care regions in Wales. Each element of the framework has a dedicated writing group responsible for developing its shape, content and ultimately the technical guidance that describes the requirements. These groups, managed by Welsh Government, are closely allied to the Business Intelligence Group, an Association of Directors of Social Services Cymru (ADSSC), information sharing and development group, that provides a connection to all local authorities in Wales as well as to other stakeholders such as CIW, Social Care Wales (SCW) and representatives from the 3rd sector.

The work is governed by an executive group responsible for approving all work produced by each of the writing groups. The executive group is chaired by a Director of Social Services, head of services representing both the All Wales Heads of Children's Services (AWHOCS) and the All Wales Adult Services Heads of Service (AWASH) as well a senior manager from the Care Inspectorate, Social Care Wales and Welsh Government Social Services and Integration.

2. General Principles of Performance Measurement

Quantitative measures will allow us to better understand demand on services as well as demonstrating compliance to the Social Services and Well-being (Wales) Act 2014 Codes of Practice. The metrics and that have been defined in the framework are single sided, basic counts of activity that can be combined to create performance indicators that allow measurement at particular points within the whole process of care and support.

There are a significant number of performance indicators that can be derived from the dataset by combining metrics. Key Performance Indicators (KPIs), whilst useful as proxy measures, have too many undesirable side-effects to rely on as the sole measure of good performance. KPIs are often too focused on process rather than outcome, limited in scope and require additional work to truly understand the reasons behind the number. The qualitative and research and evidence elements of the framework are meant to augment the more traditional quantitative element by providing further detail, allowing local authorities to demonstrate a more comprehensive understanding of their performance.

Quantitative data is excellent however at tracking volume, developing trends, recording time differences, providing categorisation and answering simple questions. The performance and improvement framework defines a more simplistic means of

collecting and publishing quantitative information that provides better insight and understanding allowing organisations to make better use of that information in improving services.

Under the new code of practice local authorities will have a responsibility to populate and return the data requested in the technical guidance on an annual basis following the same principles of the current collection. The new codes of practice do not include metrics and performance indicators directly in legislation, but explicitly reference adherence to the technical guidance as a **must do**. This allows us to react to changes in demand and needs in a much more flexible manner giving us the ability to continue to work with partners to develop and refine any measures included in the framework without having to alter legislation.

2.1 Adults, Children and Carers

The quality standards have been written with specific reference to the Social Services and Well-being (Wales) Act 2014 which does not always differentiate between adults, children and carers. We recognise however, the importance of the different demographic groups when measuring the delivery and effectiveness of the support provided to these people.

Any of our quality standards can be applied across all the people we work with, but they must also be able to focus on particular aspects of care and support regardless of the characteristics of the people, need or service we are looking to measure. The metrics themselves will always focus upon the demographic group they seek to quantify.

For the purposes of collection the following directions apply:

- An **Adult** means a person who is 18 years of age or older;
- A **Child or Young Person** means a person who is under 18 years of age **or** a young adult who is aged between 18 and 25 who was formerly looked after;
- A **Carer** means a person of any age who has caring responsibilities for another person;

2.2 Defining the reasons for measurement

It is important that we define **why** we are collecting information on these particular aspects of work and how it helps both Welsh Government and local authorities understand the thought behind each metric and therefore assist in measuring the success of the Social Services and Well-being (Wales) Act 2014. Each metric will have a comprehensive definition which as well as clarifying what to include and what not to include when counting each metric will also explain the rationale for collection and where possible it's link to the requirement set out in the codes of practice of the Act.

The full definitions for each metric will be finalised by further engagement with stakeholders and managed by the National Reporting Sub-Group of the Business Intelligence Group. For the purpose of consultation we have included a partial definition which includes the rationale for collection.

2.3 Defining boundaries for the quantitative collection

There are a huge number of metrics and performance indicators that could have been included in the quantitative framework but we had ensure that the design was practicable and useful. During the process of design, we worked with a significant number of stakeholders who each had a specific list of measures that they wanted to see in the framework. All of these were carefully considered, but not all of these suggestions were accepted by the Quantitative Writing Group tasked with undertaking the design of this component of the framework. For the most part, the volume of suggested measures made including all of them prohibitive, but the group also considered a number of other factors that formed the basis for the design of the final metrics. These were:

- They need to be collectable
- They need to be comparable
- They should not be slow moving (i.e. demonstrating very little change year to year)
- They should not hinder practice for the sake of measurement (adding lots of checkboxes for the sole purpose of collecting data)
- They should show the most important aspects of social care delivery
- They should not be included if they are available elsewhere
- They need to demonstrate that they are best collected using quantitative methodologies
- They need to be appropriate for long-term inclusion
- They must be useful

In addition to this, there is a limit to the resources that local authorities have to collect, process and analyse information. As a whole, the framework must be achievable by local authorities with the resources they currently have. Too large a framework would mean the collection of this information could not be achieved.

2.4 Collection and Submission

It is envisaged that the Afon secure data sharing website will remain as the mechanism used by Local Authorities to download the tools and guidance and to submit data to Welsh Government for each annual collection cycle. A new set of submission tools will be developed that conform to the requirements of the technical guidance and will be released with the final guidance.

A new development will be the inclusion of a specific section for recording exceptions in the data. Whilst we will endeavour to develop the technical guidance to be as meaningful and accurate as possible, it is not possible for us to predict every possible eventuality. Giving local authorities the ability to record their exceptions during the collection and submission process should allow for more accurate and consistent data across Wales. The submission tool will use this information to record the impact of these exceptions on the overall result and allow KAS to determine whether the exception is correct or needs to be reversed. Knowledge of these exceptions can then feed back into the technical guidance for future years.

2.5 Sharing Information

Our requirements analysis exposed a strong desire for improved information sharing capabilities amongst local authorities and between local authorities Welsh Government. For the first time we hope to develop processes that facilitate that sharing of data and intelligence in a much more meaningful way by allowing local authorities to access each other's metric data and also allowing visibility of this data to Care Inspectorate Wales and Social Care Wales. This open data agreement will allow organisations to have access to comparative data that is useful in understanding how local authorities compare across the whole system of social care delivery. Welsh Government will wherever possible normalise data so that it is directly comparable across local authorities. This data will not be shared in the public domain. The final analysis of data will make up the layer that is available to all.

2.6 Undertaking Meaningful Analysis

Whilst Metrics provide meaningful base data on volume and flow, they do not provide a measure of performance. For this we need to process the data further. The framework has been designed so that certain metrics can be combined to create a number of performance indicators.

In the past, a fixed set of performance indicators has been prescribed to local authorities and used as a measure of success. Whilst this may create a consistent approach, it is not necessarily the best way to promote robust and sustainable improvement. Set measures allow a focus on particular areas of work, but a whole system approach is unsustainable given the sheer number of measures that would need to be deployed. As a result the small number of measures that are set disproportionately emphasise certain parts of the business at the expense of others which often remain underdeveloped because all of the resources and attention are given over to the areas that are measured.

In addition, the league table approach of measuring comparative performance is often counterproductive because it lacks the context behind the result. This can potentially lead to the performance measure becoming the de-facto measure of success instead of the overall quality of the service provided. Because of this planners and managers can potentially fall into the trap of tunnel vision i.e. re-

designing services in order to get better result in the indicator, rather than to improve delivery and outcomes.

In future we hope to concentrate both on what the data tells us and what is important at that point in time. This additional flexibility will allow for a much more meaningful and robust picture to be developed of social care in Wales, particularly when allied with the qualitative and research and evidence elements of the framework.

As a move towards this approach, Welsh Government hope to amalgamate some of the current performance publications so that relevant data is presented in a more useful way.

It is expected that local authorities will also utilise data in their own local performance and improvement procedures so that routine and regular performance reporting mechanisms embedded into day to day practice can be augmented with additional data.

3. Focusing on Improvement

New to the codes of practice is the focus on improvement. The three elements of the code of practice should come together to provide robust business intelligence of social care in Wales. The true test is our ability to utilise this intelligence to inform our journey towards better early intervention and prevention as well as the provision of care and support.

This concept is equally true with how we collect, process and use data to guide that journey. Data without understanding is of little value. It is the understanding of what the data is telling us that provides the worth to an organisation. Our understanding and recognition of the story that the data tells us provides a vital building block onto which to build positive changes upon and one which we must continually strive to improve.

The ethos of this new framework is not to use the result of a measure as the sole measure of good performance. These results provide no more than a narrow indication of how well an organisation is performing in a singular aspect of work. Our attention moving forward is to ask how we can get better at delivering social care in Wales.

Any measures that are derived from the metrics are fundamentally a set of flags whose result should serve as a trigger for an authority to dig deeper into the data to gain that more complete picture necessary to instigate meaningful and sustainable change. That might come about by defining additional local metrics and measures, it might be through qualitative analysis methods or by using available research and evidence. It ought to, wherever possible be a combination of these elements to build the most complete understanding possible.

It is hoped that the Director's report will provide the vehicle for local authorities to provide an overall view of how they are performing, using the three elements in the code of practice against the quality standards to understand what they do well and

what needs improvement. This annual self-assessment should provide an honest and holistic view of practice within an organisation that not only shows areas of good practice, but areas that have been difficult to achieve consistently good performance. It should also highlight the work that has been undertaken to understand and improve these areas. Care Inspectorate Wales will assess the quality of the Directors Report and can use the contents of this self-assessment as a baseline in future inspections

The current expectations laid down in legislation for the Director's Report however, do not quite match our new aspirations and work to more closely align this work to the new code of practice will commence as part of phase two in the delivery of this new framework.

4. Additional Data Collections

The current Performance Measurement Framework set out in the existing code of practice does not take into account a number of additional collections that local authorities are required to complete and submit to Welsh Government each financial year. These are:

- Looked after children Census
- Adult Safeguarding
- Staff of local authority departments (STF forms)
- Disability registers (SSDA900 & SSDA901)
- Children receiving care and support Census
- Adult and Children's Aggregate Data

Other than the aggregate data which has now been replaced by the new metrics we are proposing the children's collections remain the same into the future as the data collected in these is long standing and provides additional detail that complements the new metrics. Returns for adults however, are seen as a little dated and not able to collect the level of detail that partners also agree is required to promote meaningful analysis and subsequent improvement.

A Census of Disability was recently proposed by Welsh Government to replace the SSDA 900 and SSDA 901 forms. This was rejected by local authorities as not fit for purpose due to the measure of disability not being consistent with other collections and due to duplication of effort.

We are recommending a new Adults receiving care and support census that will mirror the Children receiving care and support census, replace the current disability registers for adults (SSDA900/901) and offer additional intelligence on the care and support received by adults in Wales, including data on disability. Whilst we see this as a step forward in collecting data on adults receiving care and support, the requirements and design of this census is out of the scope of this piece of work and would need to be developed separately. As with children, the aggregate data for adults will be replaced by the proposed metrics.

The staffing return (STF forms) will also remain, but we recommend that this return be enhanced and updated to include information on sickness and also more detail on recruitment and retention. It is hoped that the metrics for the Workforce component of the framework can be directly derived from the STF return thereby avoiding duplication. We are working with Social Care Wales to define the required data items and redesign the return. Work on this will be completed in consultation with partners in phase 2 of this work.

5. Metrics

The metrics proposed in the remainder of this guidance represent the work produced by the National Writing Group for Quantitative Performance Management. This group is made up of an information professional with expertise in social care from one of each of the regions in Wales. The group has worked extensively over the last 18 months to develop a new set of metrics that is a good fit to the new Performance and Improvement Framework and should form the basis for local authorities measuring performance against their responsibilities of the Act.

The metrics and the measures that can be developed are now an element in managing their performance and instigating improvement. They are not intended to measure everything. Thought has been given to what areas of the business are best measured using quantitative methodologies. The new code of practice for performance and improvement lays down the expectation that local authorities utilise all of the elements of the framework to understand the performance of their social care functions and how they can use that intelligence to improve services to those who need care and support, as well as providing a robust and sustainable service into the future.

The metrics that have been proposed are set of measures that span the whole of social services delivered by local authorities in Wales and have been designed to be flexible. Metrics can be refined, added or removed dependent on the needs of the business.

Local authorities will be familiar with many of the metrics that have been proposed. There is not a significant amount of new content in this first edition. This is to allow a seamless transition in to the new framework without having to undertake a huge amount of work modifying systems and process to be able to collect the data. There are however some additions as well as further refinement of existing indicators, a greater focus on carers and a new workforce component that includes data on staff sickness.

We will publish a final set of metrics and its associated guidance, definitions and collection tools in early 2020, ready for the first period of collection in April 2020. We will also put in place mechanisms to continually review the framework moving forward so that it remains helpful and relevant.

5.1 List of proposed Metrics – Adults

1. Information, Advice and Assistance (Referrals)		
Reference	Metric	Why are we measuring this?
AD/001	The total number of contacts to the IAA service received during the year	This metric allows a local authority to capture information about demand. It measures those coming through the front door. This is important as it allows organisations to effectively resource that element of the service.
AD/002a AD/002b AD/002c	Of those: the number that were helped by providing information only the number where advice and assistance was provided number that were screened out as ineligible at IAA	The information, advice and assistance (IAA) service is central to the success of the transition to the care and support system under the Social Services and Well-being (Wales) Act. This metric looks at the people who contact the IAA service, and how they were helped (whether an assessment was required).
AD/003	The number of contacts (<i>AD/002a+b</i>) to the IAA service received during the year where a decision was made by the end of the next working day.	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 335 states, <i>The (IAA) service must provide access to relevant, accurate, high quality and timely information, advice and assistance.</i>
AD/004a AD/004b AD/004c AD/004d AD/004e AD/004f	The number of contacts received during the year (<i>AD/001</i>) received from Self or family member Friend or neighbour Health Education Police Probation	Knowing who contacts the IAA service helps organisations to identify how people access the IAA service. Work with partner agencies to better identify demand and routes in to social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

AD/004g AD/004h AD/004i AD/004j AD/004k	Housing Early Intervention / Prevention Service (Step-up) 3 rd Sector organisation Internal (Social Worker, other team) Other	
AD/005	The number of contacts to the IAA service received during the year where Advice and Assistance had been previously provided in the preceding 12 months	Repeat contacts to the IAA service may have a number of root causes. It could be that a person's needs have escalated, their needs are different, or that they weren't satisfied with the advice or assistance they first received. IAA is itself seen as a preventative service in its own right. High numbers of repeat contacts should prompt an organisation to investigate further as this might suggest a service that was not able to provide good quality early intervention and prevention at first point of contact.
2. Assessments		
Reference	Metric	Why are we measuring this?
AD/006	The total number of assessments completed by the IAA service during the year (= AD/002b)	The number of people who needed, or requested an assessment of eligibility for care and support during the year provides insight into the general social care needs of the population proportionally when normalised as a rate per 10,000 of the total population. Tracking of this information allows us to see whether or not there is rising demand for social care services.
	Of those, the total number where: A more comprehensive assessment was required (which may	Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 116 states, <i>A local authority must record the outcome of the</i>

<p>AD/007a</p> <p>AD/007b</p> <p>AD/007c</p> <p>AD/007d</p> <p>AD/007e</p> <p>AD/007f</p> <p>AD/007g</p>	<p>include more specialist assessments</p> <p>Needs were met through the provision of IAA</p> <p>Needs were met through the provision of preventative services</p> <p>Needs were met wholly, or in part by the individual or family themselves (with or without the help of others)</p> <p>Other matters contributed to the achievement of the personal outcomes or otherwise met needs</p> <p>Needs were only able to be met through a care and support plan</p> <p>The adult protection process was started</p>	<p><i>assessment and any advice or guidance given on the assessment and eligibility tool. In all cases the record of the assessment must include an explanation of how the recommended action will help meet the identified outcome or otherwise meet needs identified by the assessment.</i></p> <p>Having an understanding of how individuals are helped during the assessment process is critical to local authorities' understanding of how their assessment operations function. Comparison across Wales will show any differences in outcome of assessment amongst the 22 local authorities, including the use of preventative services and how local authorities use community assets to achieve the outcomes of people who seek help and support from the IAA service.</p>
<p>AD/008a</p> <p>AD/008b</p>	<p>The number of assessments completed (AD/006) during the year where:</p> <p>There was evidence of the active offer of Welsh</p> <p>The assessment was undertaken using the language of choice</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>The assessment process must recognise the concept of language need and practitioners should ensure that the active offer principle is embedded in practice. This means that the local authority should be proactive in its approach and the individual should be asked which language they would prefer at the beginning of the process.</i></p> <p>The active offer is to ensure that the individual is placed at the centre of the process. The concept of the active offer of Welsh should be utilised in ensuring that the communication needs of individuals whose first language is not English or Welsh is considered equally.</p>

<p>AD/009a AD/009b AD/009c AD/009d</p>	<p>The number of assessments (<i>AD/006</i>) completed during the year:</p> <p>Where there is evidence of an offer of advocacy</p> <p>Where an advocate was requested by the individual or family</p> <p>Where a professional deemed advocacy was necessary to effectively represent the individual's wishes and feelings</p> <p>Where the provision of an advocate was necessary by law</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 10 Code of Practice (Advocacy) Para. 18 states, <i>The (assessment) process must ensure that people are empowered to express their needs and are able to participate fully as equal partners. This must include enabling an individual to indicate that they want to have someone sitting alongside them when weighing up options and making decisions about their well-being outcomes.</i></p> <p>Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 53 states, <i>A local authority must ensure that all local and specialist assessment arrangements comply with the overarching duties in sections 6 and 7 of the Act (see the Code on part 2) and also consider the following principles:</i></p> <ul style="list-style-type: none"> • <i>provide information on accessing advocacy support where this is required to enable the individual to be an equal partner in the process.</i>
<p>AD/010</p>	<p>The number of assessments where an advocate was provided</p>	<p>The metric enables local authorities to assess the use of advocacy services in their local authorities thereby enabling better future planning and commissioning. At a national level this metric would show any differences in the use of advocacy services across Wales when combined with AD/010.</p>
<p>AD/011</p>	<p>The number of assessments that were requested by the individual or their family during the year where a previous assessment had been completed in the previous 12 months</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 97 states, <i>Where there has been a change in identified personal outcomes, or a change in the individual's or family's needs or circumstances, a local authority must assent to requests to review assessments. This request must be</i></p>

		<i>made by the person themselves...persons with legal rights to act on the person's behalf, or those the person has identified as their advocate for the assessment process.</i>
AD/012a AD/012b AD/012c AD/012d AD/012e AD/012f AD/012g	Of those, the number where: There were no eligible needs to meet (NFA) Needs were met through the provision of IAA Needs were met through the provision of preventative services Needs were met wholly, or in part by the individual or family themselves (with or without the help of others Other matters contributed to the achievement of the personal outcomes or otherwise met needs Needs were only able to be met through a care and support plan The adult protection process was started	Early intervention and prevention is a key principle within the Social Service and Well-being (Wales) Act 2014. The ability for social services to provide the right service to the right people at the right time is critical in ensuring that needs do not go unmet at the first point of contact, thereby increasing the risk of needs being unmet or escalating further. A high number of reassessments may indicate that the service needs further critical examination to ensure that it is responsive to presenting needs at the first point of contact.
3. Early Intervention and Prevention		
Reference	Metric	Why are we measuring this?
AD/013	The total number of packages of reablement offered during the year	Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 182 states, <i>Reablement can be a key element of preventative services. Timely, direct access to targeted reablement services helps people... to maintain ability in the long term.</i> The purpose of preventative services is to allow people to do things for themselves so that they may maintain this ability over the long term, thereby negating or delaying social care involvement in the future. Successful reablement mitigates

		<p>the need for more intensive and costly health and social care involvement and provides a better outcome for the service user.</p> <p>This metric is used in conjunction with AD/016-AD/017 to better understand this function.</p>
AD/014	The total number of packages of reablement completed during the year	The proportion of those offered reablement who complete the offered package of support is a good indication of the health of the process. A high dropout rate should prompt local authorities to investigate further.
AD/015a AD/015b AD/015c	<p>Of those, the number that:</p> <p>AD/015a Reduced the need for support</p> <p>AD/015b Maintained the need for the same level of support</p> <p>AD/015c Mitigated the need for support</p>	Outside of personal outcomes, the level of support that a person needs provides a broad if somewhat crude measure of the success of reablement services. A high proportion of adults who complete reablement with a maintained (or increased) the need for care and support should motivate further investigation by local authorities.
AD/016a AD/016b	<p>The total number of assessments completed during the year where:</p> <p>AD/016a An internally provided or commissioned service was provided to prevent escalation of need</p> <p>AD/016b The individual was signposted to preventative services</p>	This metric allows us to get a better picture of the need that can be met through the use of preventative services allowing Welsh Government and local authorities to measure those on the periphery of requiring care and support.
AD/017	The total number of occupational therapy assessments completed	Section 34 of the Social Services and Well-being (Wales) Act 2014 gives examples of how local authorities may meet needs identified through assessment. Occupational therapy is an example specifically referenced in the Act.

AD/018a AD/018b	Of those, the number: With a current care and support plan in place Where there is no current care and support plan in place	This metric allows local authorities to determine the number of individuals who were assisted by providing occupational therapy as a preventative service and how many received occupational therapy as a component of their care and support plan.
4. Plans		
Reference	Metric	Why are we measuring this?
AD/019	The number of adults with a care and support plans at 31 st March	<p>This metric allows us to get a picture of the need for care and support for adults across Wales. Over time it will determine if a greater or fewer proportion of people need care and support.</p> <p>It will also allow local authorities to compare the level of need in their area to others across Wales (data will be normalised to rates per 10,000 for easier comparison). Data on the needs for care and support by area can be used in conjunction with other datasets to determine the well-being of the nation.</p>
AD/020	The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	A fundamental principle underpinning the preparation and delivery of care and support plans is that Individuals should have the option of receiving direct payments to meet their care and support needs. This is an important mechanism where individuals or families can exercise voice, choice and control. Local authorities have powers to provide direct payments under section 51 of the Social Services and Well-being (Wales) Act 2014 and may be for some, or all of the care and support needs that have been identified. A direct payment can involve an innovative or novel mechanism to deliver the wellbeing outcomes of the individual and can only

		<p>be refused where it is clear that it would not secure the outcomes required.</p> <p>Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 97 states, <i>Local authorities must promote self-management and aim to increase independence by enabling people to become actively involved in shaping their care and support. In the development of, and provision of a direct payment, a local authority must encourage and support people to determine their own personal outcomes and the care and support they require to achieve these taking into account their existing support networks. People must be encouraged to find creative, flexible and innovative ways to maximise their personal outcomes.</i></p>
5. Provision of Services		
Reference	Metric	Why are we measuring this?
	The number of adults with a care and support plan receiving support from one or more of the following services during the year:	The provision of services is a key component in helping to deliver care and support to adults who require care and support.
AD/021a	Domiciliary Care	<p>Intelligence on the types of service and their demand allows local authorities to more efficiently plan and commission services, both internally and commercially.</p> <p>This metric provides the most basic breakdown of demand by service type. It is meant to be seen as a high level overview that can be used to guide local delivery as well as aggregated</p>
AD/021b	Day Care	
AD/021c	Respite Care	
AD/021d	Reablement	
AD/021e	Direct Payments	
AD/021f	Meals on Wheels	

AD/021g AD/021h AD/021i AD/021j AD/021k AD/021l AD/021m AD/021n AD/021o AD/021p AD/021q AD/021r	Equipment Adaptations Supported Accommodation Sheltered Accommodation Adult Placements Occupational Therapy Care homes with no nursing component Care homes with a nursing component Advocacy Assistive Technology, including Telecare Recreational leisure and life-long learning activities Any other support service	<p>up to a national level and used a component in calculating the uptake of services by the social care population as well as the national population.</p> <p>Further detail on age and gender is included in the submission form which is available for use by local authorities and Welsh Government allowing a more detailed exploration of service demand in Wales.</p>
AD/022a AD/022b AD/022c AD/022d	<p>For services started during the year, the total number of days adults have to wait between the completion of assessment and the start of a service identified within their care and support plan, where that service is:</p> Residential Care Domiciliary Care Speech and Language Therapy Psychological Therapies	<p>Services that have long waiting times can have a detrimental effect on the ability of the individual to achieve their personal outcomes. Overly-long waiting times may constitute a significant change in circumstances that require a review of the care and support plan to reassess the most appropriate way to meet the needs of the individual.</p> <p>Knowledge of waiting times will allow local authorities to gain better understanding of the demand on particular services.</p>
AD/023a AD/023b AD/023c AD/023d	<p>The total number of services started during the year where that service is:</p> Residential Care Domiciliary Care Speech and Language Therapy Psychological Therapies	<p>Understanding demand on particular services.</p> <p>This metric allows average waiting times for these services to be calculated using the above metric.</p>

6. Reviews		
Reference	Metric	Why are we measuring this?
AD/024	The number of care and support plans that were due to be reviewed during the year	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para 58. States, <i>Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. The plans must be kept under review. If the local authority believes that a person's circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.</i>
AD/025	Of those, the number whose reviews were completed within the statutory timescales	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para 121. States, <i>All care and support plans must have a review date. This date must be agreed or set at the inception of the care and support plan and each subsequent review. A care and support plan and a support plan must be reviewed within such period as is agreed between the local authority and the person to whom the plan relates and any person who the local authority is required to involve in the preparation and review of the care and support plan. This will include an advocate where required to enable the person to engage and participate fully in the care and support planning process. In the case of an adult the date of review must not exceed 12 months.</i>
AD/026	The number of adults supported with direct payments that were due for review during the year	This metric allows local authorities to understand the numbers of Direct Payments reviews that are due as well as utilising the

		metric in conjunction with AD/027 to determine the proportion of these reviews that were undertaken in the statutory timescales.
AD/027	Of those, the number that were completed within statutory timescales	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para 142. States, <i>A local authority must review the arrangements for the making of direct payments and how they are being used at intervals determined by the local authority in line with the requirements in this code for reviewing care and support plans, but in any event at intervals no greater than 6 months after the first payment is made and 12 months following the first review.</i>
7. Safeguarding		
Reference	Metric	Why are we measuring this?
AD/028	The total number of reports of an adult suspected of being at risk received during the year	The Social Service and Well-Being Act (Wales) 2014, Working Together to Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para. 66 States, <i>Any concerns about an adult’s well-being should always be recorded in writing, including whether or not further action was taken. The recording should accurately record what has been said by whom and separate facts from opinion.</i> Information on this metric will allow local authorities to measure the total number of instances of suspected of being

		at risk that are dealt with by the organisation during the year and also, in conjunction with the metrics below, to ascertain the attrition rate of individuals who move through the adult protection process. This attrition rate provides a broad indication of the effectiveness of the adult protection process in the organisation and whether too many or too few individuals are subject to the process.
AD/029a AD/029b AD/029c AD/029d AD/029e AD/029f AD/029g AD/029h AD/029i AD/029j AD/029k	Of those, the number received from: Self Spouse or Family member Friend or neighbour Health Police Probation Housing Early Intervention / Prevention Service 3 rd Sector organisation Internal (Social Worker, other team) Other	The Social Service and Well-Being Act (Wales) 2014, Working Together to Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para. 66 States, <i>Anyone may report actual, alleged or suspected abuse or neglect directly to social services by phone, e-mail or in writing.</i> Intelligence on who is reporting suspected incidences of adults at risk allows local authorities to understand how adults at risk of hard are reported and to better engage with partners to deliver on their safeguarding responsibilities
AD/030	The total number of reports of an adult suspect of being at risk that proceeded to an enquiry	The Social Service and Well-Being Act (Wales) 2014, Working Together to Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para. 66 States, <i>Where a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk, the local authority is required by section 126(2) of the 2014 Act to make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action</i>

		<p><i>should be taken and, if so, what and by whom.</i></p> <p>In conjunction with the adjacent metrics, this measure allows local authorities to ascertain the attrition rate of individuals who move through the adult protection process. This attrition rate provides a broad indicator of the effectiveness of the adult protection process in the organisation and whether too many or too few individuals are subject to the process.</p>
AD/031	The total number of enquiries completed within 7 days from the receipt of the reported alleged abuse	<p>Measuring Compliance: The Social Service and Well-Being Act (Wales) 2014, Working Together to Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para. 88 States, <i>Enquiries should not be rushed, but timescales should be set. An enquiry should normally be completed within SEVEN days of the referral. This will not prevent immediate action being taken when necessary to protect an adult at risk. If an enquiry takes longer than seven days, the reasons should be recorded. The local authority should monitor progress with the enquiry if another agency is making enquiries and ensure compliance with timescales to prevent delay. The seven day timescale is not changed where the local authority causes the enquiry to be made by another agency.</i></p>
AD/032	The total number of enquiries completed during the year where an advocate was required	<p>Measuring Compliance: The Social Service and Well-Being Act (Wales) 2014, Working Together to Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para. 95 States, <i>In deciding on the nature of enquiries, the local authority should consider a number of factors:</i></p> <ul style="list-style-type: none"> • <i>Whether an advocate is required</i>

AD/033	Of those the total that were appointed prior to the start of the enquiry	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 10 Code of Practice (Advocacy) Para. 47 states, <i>Local authorities must arrange for the provision of an independent professional advocate when a person can only overcome the barrier(s) to participate fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available.</i></p> <p>The metric allows local authorities to assess if the advocate was appointed at the appropriate time.</p>
AD/034a AD/034b AD/034c AD/034d AD/034e	<p>The total number of enquiries that led to a finding of abuse under the category of:</p> <p>Neglect Physical abuse Sexual abuse Emotional or Psychological abuse Financial abuse</p>	<p>Understanding of abuse and neglect gives local authorities an understanding of how adults are at risk, allowing for a more tailored response. As a national metric, the longstanding collection of this data allows us to see changes over time and to ascertain if initiatives aimed at reducing harm are having any impact on the numbers subject to a particular form of abuse.</p> <p>In conjunction with the adjacent metrics, this measure allows local authorities to ascertain the attrition rate of individuals who move through the adult protection process. This attrition rate provides a broad indicator of the effectiveness of the adult protection process in the organisation and whether too many or too few individuals are subject to the process.</p>
AD/035a	<p>Of those, the number where the alleged perpetrator was:</p> <p>A child or spouse</p>	<p>It is important wherever possible to identify the person alleged to be responsible for abuse or neglect. The Social Service and Well-Being Act (Wales) 2014, Working Together to</p>

AD/035b AD/035c AD/035d AD/035e AD/035f	A family member who is not a child or spouse A professional A friend or neighbour Other Person Not known	Safeguard People: (Volume 6 – Handling Individual Cases to Protect Adults at Risk), Para.139-146 summarises the further actions that may be necessary. Understanding the prevalence of abuse and neglect allows local authorities to target improvements.
AD/036	The total number of enquiries completed during the year that concluded that action was required	Information on this metric will allow local authorities to measure the total number of instances of suspected adults at risk that require further action during the year. In conjunction with the previous metrics it allows local authorities to ascertain the attrition rate of individuals who move through the adult protection process. This attrition rate provides a broad indicator of the effectiveness of the adult protection process in the organisation and whether too many or too few individuals are subject to the process.
AD/037	Of those: The total number where the individual refused to participate in the identified action.	An adult may choose to live in a situation in which there is potential risk, or might refuse a care and support plan. Local authorities should however, have the means to identify and analyse these cases to establish the best mechanisms of harm reduction and the protection of others.
AD/038a AD/038b AD/038c AD/038d AD/038e	The total number adult protection plans in place on 31 st march under the following categories: Neglect Physical abuse Sexual abuse Emotional or Psychological abuse Financial abuse	Understanding of abuse and neglect gives local authorities an understanding of how adults are at risk, allowing for a more tailored response. As a national metric, the longstanding collection of this data allows us to see changes over time and to ascertain if initiatives aimed at reducing harm are having any impact on the numbers subject to particular forms of abuse.

AD/039	The number of Deprivation of Liberty Safeguards (DoLS) applications for adults made to the local authority during the year	<p>The Deprivation of Liberty Safeguards (DoLS) was introduced as an amendment to the Mental Capacity Act and came into force in 2009. It was introduced to ensure that people who lack capacity to make particular decisions or take action for themselves had their rights protected and that decisions were made in their best interest.</p> <p>This metric will allow a national view of the number of applications made to local authorities each year. This will highlight any differences between local authorities.</p> <p><i>This metric is derived from the Care Inspectorate Wales annual collection of data on DoLS.</i></p>
AD/040	The number of Deprivation of Liberty Safeguards (DoLS) applications for adults authorised by the local authority during the year	<p>This metric will allow a national picture on the number of adults who had a DoLS application authorised in Wales during the year, highlighting differences in local authority practice. It also allows for a rudimentary estimation of the proportion of DoLS applications received that were authorised when combined with the previous metric.</p> <p><i>This metric is derived from the Care Inspectorate annual collection of data on DoLS.</i></p>
AD/041a AD/041b	<p>Of those the number where the appointed representative was:</p> <p>A family member or relative</p> <p>An Independent Mental Capacity Advocate (IMCA)</p>	The removal of a person's liberty to make decisions through DoLS is set out through a legal framework which considers the need for a person who will represent the best interest of the person who lacks capacity.

AD/041c AD/041d	A paid representative Other independent Advocate	This metric helps to understand recourse to IMCAs as well as other representatives in DoLS cases. <i>This metric is derived from the Care Inspectorate annual collection of data on DoLS.</i>
8. Charging		
Reference	Metric	Why are we measuring this?
AD/042	The number of adults who paid the maximum weekly charge towards the cost of care or support for carers during the year	This metric gives an insight into charging in Wales with the ability to collect trends over time.
AD/043	The number of adults who paid the flat-rate charge for care and support or support for carers during the year	The flat-rate metric allows a better understanding of the number of people who are charged for flat rate services in Wales during the year, plus an understanding as to the levels of charging that is levied for simple services by local authorities in Wales.
AD/044	The total number of adults who were charged for care and support	This metric allows a comparison of the number of adults charged for care and support which can be compared across Wales when normalised by population (rate per 10,000). It can also be used to estimate the total percentage of adults who have a care and support plan who have to contribute to the cost of their care.
9. Delayed Transfer of Care		
Reference	Metric	Why are we measuring this?
AD/045	The number of adults over the age of 75 who experienced a delayed transfer of care for social care reasons during the year.	Delays in the arrangements made for an adult to leave hospital or move to another more appropriate facility that are for social care reasons are an important metric to measure.

		<p>Data can be normalised by population and then compared across local authorities. High numbers of DTOC for social care reasons should prompt authorities to investigate further in order to understand and resolve the reasons behind these delays.</p> <p><i>Data derived from the Health in Wales dataset</i></p>
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5.2 List of proposed Metrics – Children and Young People

10. Information, Advice and Assistance (Referrals)		
Reference	Metric	Why are we measuring this?
CH/001	The total number of contacts to the Information, Advice and Assistance (IAA) Service during the year	This metric allows a local authority to capture information about demand. Measuring individuals coming through the front door. This is important as it allows organisations to effectively resource that element of the service so that it provides a timely response to individuals who access help and support delivered by this service.
CH/002a CH/002b CH/002c	Of those contacts to the Information, Advice and Assistance (IAA) Service during the year: the number that were helped by providing information only the number where advice and assistance was provided the number that were screened out as ineligible at IAA	The information, advice and assistance service is central to the success of the transition to the care and support system under the Social Services and Well-being (Wales) Act. This metric looks at the people who contact the IAA service, and how they were helped (whether an assessment was required).
CH/003	The number of contacts to the IAA service received during the year where a decision was made by the end of the next working day.	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 335 states, <i>The (IAA) service must provide access to relevant, accurate, high quality and timely information, advice and assistance.</i>
CH/004a CH/004b CH/004c	The number of contacts received during the year received from: Self or family member Friend or neighbour Health	Knowing who contacts the IAA service helps organisations to identify how people access the IAA service. Working with partner agencies to better identify demand and routes in to social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.

CH/004d	Education	
CH/004e	Police	
CH/004f	Probation	
CH/004g	Housing	
CH/004h	Early Intervention / Prevention Service (Step-up)	
CH/004i	3 rd Sector organisation	
CH/004j	Internal (Social Worker, other team)	
CH/004k	Other	
CH/005	The number of contacts to the IAA service received during the year where Advice and Assistance had been previously provided in the preceding 12 months	Multiple contacts to the IAA service may have a number of root causes. It could be that a person's needs have escalated, their needs are different, or that they weren't satisfied with the advice or assistance they first received. IAA is itself seen as a preventative service in its own right. High numbers of repeat contacts should prompt an organisation to investigate further as this might suggest a service that was not able to provide good quality early intervention and prevention at first point of contact.
11. Assessments		
Reference	Metric	Why are we measuring this?
CH/006	The total number of assessments completed by the IAA service during the year	The number of people who needed, or requested an assessment of eligibility for care and support during the year provides insight into the general social care needs of the population proportionally when viewed as a rate per 10,000 of the total population.

<p>CH/007a</p> <p>CH/007b</p> <p>CH/007c</p> <p>CH/007d</p> <p>CH/007e</p> <p>CH/007f</p> <p>CH/007g</p>	<p>The total number of assessments completed by the IAA service during the year where:</p> <p>A more comprehensive assessment was required (which may include more specialist assessments)</p> <p>Needs were met through the provision of IAA</p> <p>Needs were met through the provision of preventative services</p> <p>Needs were met wholly, or in part by the individual or family themselves (with or without the help of others)</p> <p>Other matters contributed to the achievement of the personal outcomes or otherwise met needs</p> <p>Needs were only able to be met through a care and support plan</p> <p>The child protection process was started</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 116 states, <i>A local authority must record the outcome of the assessment and any advice or guidance given on the assessment and eligibility tool. In all cases the record of the assessment must include an explanation of how the recommended action will help meet the identified outcome or otherwise meet needs identified by the assessment.</i></p> <p>Having an understanding of how individuals are helped during the assessment process is critical to local authorities' intelligence of how social services assessment processes function. Comparison across Wales will show any differences in outcome of assessment amongst the 22 local authorities, including the use of preventative services and how local authorities use community assets to achieve the outcomes of people who seek help and support from the IAA service.</p>
<p>CH/008</p>	<p>The total number of comprehensive assessments completed during the year where there is evidence that the child has been seen</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>Where the assessment is of the care and support needs of a child, the child must be seen.</i></p> <p>The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 74 states, <i>Fundamental to establishing the care and support needs of a child and how those needs should be met is that the approach must be child centred. This means that the child must be seen and his/her welfare kept in focus throughout the assessment. Account must always be taken of the child's</i></p>

		<p><i>perspective. The significance of seeing and observing the child throughout any assessment cannot be overstated. Direct work with children during assessment is important, including developing multiple, age, gender and culturally appropriate methods for ascertaining their wishes and feelings, and understanding the meaning of their experiences to them. Throughout the assessment process, the safety of the child must be ensured.</i></p>
<p>CH/009a CH/009b</p>	<p>The number of assessments completed during the year where: There was evidence of the active offer of Welsh The assessment was undertaken using the language of choice</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>The assessment process must recognise the concept of language need and practitioners should ensure that the active offer principle is embedded in practice. This means that the local authority should be proactive in its approach and the individual should be asked which language they would prefer at the beginning of the process.</i></p> <p>The concept of the active offer of Welsh should be used to ensure that the communication needs of individuals and families whose first language is not English or Welsh is considered equally.</p>
<p>CH/010a CH/010b CH/010c</p>	<p>The number of assessments completed during the year: where there is evidence of the active offer of advocacy where an advocate was requested by the child or family where a professional deemed advocacy was necessary to effectively represent the child's wishes and feelings</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 10 Code of Practice (Advocacy) Para. 18 states, <i>The (assessment) process must ensure that people are empowered to express their needs and are able to participate fully as equal partners. This must include enabling an individual to indicate that they want to have someone sitting</i></p>

		<p><i>alongside them when weighing up options and making decisions about their well-being outcomes.</i></p> <p>Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 53 states, <i>A local authority must ensure that all local and specialist assessment arrangements comply with the overarching duties in sections 6 and 7 of the Act (see the Code on part 2) and also consider the following principles:</i></p> <ul style="list-style-type: none"> • <i>provide information on accessing advocacy support where this is required to enable the individual to be an equal partner in the process.</i>
CH/011	The number of assessments where an advocate was provided	The metric enables local authorities to assess the take-up of advocacy services in their local authorities enabling better future planning and commissioning. At a national level this metric would show any differences in the take-up of advocacy services across Wales.
CH/012	The number of assessments that were completed within statutory timescales	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 53 states, <i>The response from a local authority to an initial contact or a referral requesting help is critically important. It is important, also, that each local authority has structures and systems in place to ensure an effective, accessible and speedy response to children and families. A timely response to responding to a child's needs means that the process of assessment cannot continue unchecked over a prolonged period without an analysis being made of what is happening and what action is needed,</i>

		<p><i>however difficult or complex the child's circumstances. The timescale for completion of the assessment is a maximum of 42 working days from the point of referral.</i></p> <p>The notion of proportionality is explicitly introduced in the Act as a means of delivering response that is relative to the needs of the presenting individual. This notion extends through to the time taken to complete the assessment so that it does not last an unjustifiably long time. Having the ability to review the time taken to assess children and families shows how quickly social care teams are able to respond to the presenting needs.</p>
CH/013	The number of assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 97 states, <i>Where there has been a change in identified personal outcomes, or a change in the individual's or family's needs or circumstances, a local authority must assent to requests to review assessments. This request must be made by the person themselves, persons with parental responsibility for a child, persons with legal rights to act on the person's behalf, or those the person has identified as their advocate for the assessment process.</i></p> <p>Early intervention and prevention is a key principle within the Social Service and Well-bring (Wales) Act 2014. The ability for social services to provide the right service to the right people at the right time is critical in ensuring that needs do not go unmet at the first point of contact, thereby increasing the risk of needs escalating. A high number of reassessments may</p>

		demonstrate that the service needs further critical examination to ensure that the service is able to be responsive to presenting needs at the first point of contact.
CH/014a CH/014b CH/014c CH/014d CH/014e CH/014f CH/014g	<p>The number of assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months where:</p> <p>There were no eligible needs to meet (NFA)</p> <p>Needs were met through the provision of IAA</p> <p>Needs were met through the provision of preventative services</p> <p>Needs were met wholly, or in part by the individual or family themselves (with or without the help of others)</p> <p>Other matters contributed to the achievement of the personal outcomes or otherwise met needs</p> <p>Needs were only able to be met through a care and support plan</p> <p>The child protection process was started</p>	By looking at the outcomes of reassessment, local authorities can determine whether the correct response was selected at the first point of contact as well as examining how to reduce the number of people who ask for reassessment to take place. Numbers for this metric are likely to be low, but any trends or patterns in this data must be critically examined in order to align services to presenting need.
12. Plans		
Reference	Metric	Why are we measuring this?
CH/015	The total number of children with a care and support plan at 31 st March	This metric allows us to get a better picture of the need for care and support for children across Wales. It will also allow local authorities to compare the level of need in their area to others across Wales (data will be normalised to rates per 10,000 for easier comparison). Data on the needs for care and support by area can be used in conjunction with other datasets to determine the well-being of the nation.

CH/016	The total number of children with eligible needs for care and support maintained by Direct Payments at 31 st March	<p>A fundamental principle underpinning the preparation and delivery of care and support plans is that Individuals should have the option of receiving direct payments to meet their care and support needs. This is an important mechanism where individuals or families can exercise voice, choice and control. Local authorities have powers to provide direct payments under section 51 of the Social Services and Well-being (Wales) Act 2014 and may be for some, or all of the care and support needs that have been identified. A direct payment can involve an innovative or novel mechanism to deliver the wellbeing outcomes of the individual and can only be refused where it is clear that it would not secure the outcomes required.</p> <p>Measurement of the numbers of children and families who are assisted in achieving their well-being outcomes is important for budget setting as well as demonstrating compliance to promoting self-management and independence.</p> <p>Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 97 states, <i>Local authorities must promote self-management and aim to increase independence by enabling people to become actively involved in shaping their care and support. In the development of, and provision of a direct payment, a local authority must encourage and support people to determine their own personal outcomes and the care and support they require to achieve these taking into account their existing support networks. People must be encouraged to find creative, flexible and innovative ways to maximise their personal outcomes.</i></p>
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13. Reviews		
Reference	Metric	Why are we measuring this?
CH/017	The number of reviews of care and support plans or support plans that were due during the year	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para 58. States, <i>Section 54 of the Act provides that a local authority must prepare and maintain a care and support plan or a support plan for a person whose needs it is required to meet. The plans must be kept under review. If the local authority believes that a person's circumstances have changed in a way that affects the plan, it must conduct such assessments and revise the plan in the light of those assessments. A plan must not be closed without a review.</i>
CH/018a CH/018b CH/018c CH/018d	The number of reviews of care and support plans that were due during the year that were: child protection reviews looked after reviews (<i>including pathway plan reviews and pre-adoption reviews</i>) That were reviews of children in need of care and support That were reviews of support plans (SGOs, direct payments etc.)	The review timescales for the review of a care and support plan differ by the status of the child or young person at the time of the review. By disaggregating the data at this point we are able to more accurately judge the review timescales of each group of individuals.
CH/019a CH/019b CH/019c	The number of reviews completed within statutory timescales that were: child protection reviews looked after reviews (<i>including pathway plan reviews and pre-adoption reviews</i>) reviews of children in need of care and support	Reviewing the effectiveness of Care and Support Plans as well as enabling the child / young person to have a voice and a say in how their care and support is delivered is a vital part of the well-being process. Different children will have different timescales for review prescribed dependent on their status. These are as follows:

CH/019d	reviews of support plans (<i>SGOs, direct payments etc.</i>)	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 88. states, <i>Care and Support Plans must contain a clear date, which should be agreed with the individual and/or family, by which the plan will be reviewed however:</i>
CH/019e	and The total number of reviews due during the year that were not completed during the year	<ul style="list-style-type: none"> • <i>in the case of a child the date of review must not exceed 6 months</i> <p>The all Wales Child Protection Procedures (section 3.17) defines the timescales for reviewing care and support plans where the child’s name is placed on the child protection register as, 3 monthly as a maximum time from the date of the initial child protection conference and thereafter at no more than 6 monthly intervals</p> <p>Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 374-375. states, <i>The local authority is required to carry out a first review of a child’s case within 20 working days of the date on which the child becomes looked after (regulation 39 of the CPPCR Regulations)</i></p> <p>and</p> <p><i>The second review must be carried out no more than three months from the first. Subsequent reviews must be carried out no more than six months after the previous review.</i></p>

		<p>This metric only looks at the timeliness of reviews. Whilst this is an important component in measuring the delivery of care and support to children, it is important to remember that the quality of the plan and the rigour provided by a good reviewing process is an equally important measure that is difficult to quantify without additional processes that should be defined and delivered locally via routine auditing and Independent Reviewing Officer monitoring metrics.</p>
14. Safeguarding		
Reference	Metric	Why are we measuring this?
CH/020	The total number of Strategy Discussions held during the year	The strategy discussion is the first point in the child protection process where professionals gather together the information gathered up until that point to decide on whether to instigate the formal Section 47 enquiry. Information on this metric will allow local authorities to measure the total number of instances of suspected significant harm that are dealt with by the organisation during the year and also, in conjunction with the metrics below, to ascertain the attrition rate of individuals who move through the child protection process. This attrition rate provides a broad indicator of the effectiveness of the child protection process in the organisation and whether too many or too few individuals are subject to the process.
CH/021	The total number of Strategy Discussions held during the year that progressed to Section 47 Enquiries	Information on this metric will allow local authorities to measure the total number of instances of significant harm that progressed to formal assessment by the organisation during the year and also, in conjunction with the metrics above and below, to ascertain the attrition rate of individuals who move

		through the child protection process. This attrition rate provides a broad indicator of the effectiveness of the child protection process in the organisation and whether too many or too few individuals are subject to the process.
CH/022	The total number of Section 47 Enquiries completed during the year that progressed to Initial Child Protection Conference	Information on this metric will allow local authorities to measure the total number of instances of significant harm that are placed before multi-agency meeting to objectively analyse the concerns in relation to the existence and/or risk of future significant harm. Also, in conjunction with the metrics above and below, to ascertain the attrition rate of individuals who move through the child protection process. This attrition rate provides a broad indicator of the effectiveness of the child protection process in the organisation and whether too many or too few individuals are subject to the process.
CH/023a CH/023b CH/023c CH/023d CH/023e CH/023f CH/023g CH/023h CH/023i	The total number of children that were placed on the Child Protection Register during the year under the category of: Neglect Physical abuse Sexual abuse Emotional abuse Financial abuse Neglect and physical abuse Physical and sexual abuse Neglect and sexual abuse Neglect, physical and sexual Abuse And	Measuring different types of significant maltreatment abuse experienced by children and young people allows for more insight into the risks that children are subjected to in Wales. Our understanding of abuse and neglect and the sub-categories that lie within gives local authorities a better understanding of how children are at risk locally, allowing for a more tailored response. As a national metric, the longstanding collection of this data allows us to see changes over time and to ascertain if initiatives aimed at reducing harm are having any impact on the numbers subject to a particular form of abuse.

CH/023j	The number where the child is not deemed to be at risk of significant harm but may have need for Care and Support	
	And	
CH/023k	The number where no further action was required	
CH/024	Of those children who were placed on the child protection register during the year, the number that has been previously registered under any category, at any time during the previous 12 months	Re-registration on the child protection register is a proxy measure for repeated significant harm. High numbers of children with multiple registrations within 12 months could be a sign that the children are being placed at undue risk because they are being de-registered too soon. Whilst the true context of each case cannot be determined numerically, the measure provides a warning flag to organisations to examine these cases in more detail.
CH/025	The total number of initial child protection conferences held within statutory timescales	Measuring Compliance. The Part 1 Codes of Practice Working Together to Safeguard People: Volume 5 (Handling Individual Cases to Protect Children at Risk) Para. 159 states that <i>Where practitioners judge that a child may continue to be at risk of suffering significant harm, the local authority should convene a child protection conference within 15 working days of the strategy meeting</i>
CH/026	The total number of children on the child protection register at 31 st March	The total number of children placed on the child protection register allows local authorities to see the number of children at risk of significant harm. This allows for better intelligence for staffing, resources and training to be planned. Nationally, the numbers on the register provides a valuable dataset that is

		used to assess the need to provide safety allied with a number of other measures to determine the overall safety and well-being of the nation.
CH/027	The total number of initial core group meetings held during the year	The local authority led Core Group is responsible for formulating the detail of the initial child protection plan that was drawn up at conference. It is therefore vital that the Core Group meets as soon as possible following registration to commence work on the plan so that it can be put into action. The measure is good a check locally to ensure that all Core Groups that should have taken place have done so.
CH/028	The total number of initial core group meetings held during the year that were held within statutory timescales	Measuring compliance. The Part 1 Codes of Practice Working Together to Safeguard People: Volume 5 (Handling Individual Cases to Protect Children at Risk) Para. 172 states that the <i>(Core group must) meet within 10 working days of the initial conference to develop in more detail the care and support protection plan; decide what further steps are required, by whom</i>
CH/029	The total number of visits to children placed on the child protection register that were due during the year	Visiting children in need of care and support is imperative. The All Wales Child Protection Procedures describes the duties of the key worker and the timescales for visiting that are defined by the Core Group.
CH/030	The total number of visits to children placed on the child protection register that were due during the year that were completed within approved timescales	Measuring compliance. The All Wales Child Protection Procedures (Section 3.20) 2008 states, The key worker should:

		<ul style="list-style-type: none"> • See the child at least every 10 working days, and ensure that the child is seen at home at least every 4 weeks;
CH/031	The total number of instances of children who go missing during the year	<p>Local safeguarding boards have a responsibility for monitoring children who go missing and making recommendations for improved practices where necessary (All Wales Protocol on Missing Children, Section 7.2)</p> <p>Children who go missing present a particular issue for local authorities as they may put themselves into situations of extreme danger. Authorities should be closely monitoring these instances in conjunction with partners such as the police to determine the risks that these individuals place themselves under and the connections to serious forms of abuse.</p>
CH/032	Of those the total number of children that these incidences relate to	This metric allows local authorities to track the numbers of children who go missing with a view to analysing the cause of absence and ensuring that links are made to the child protection process where necessary.
CH/033	The total number of reports of child exploitation received during the year	Child exploitation forms a particular sub-set within children who are at risk of significant harm. The routine recording and reporting of these factors improves the recognition of this abuse amongst partners and allows for local intelligence of serious forms of systematic abuse so that services can be planned accordingly. At a national level, aggregate data demonstrates the areas where these forms of abuse are most widespread.

<p>CH/034a CH/034b CH/034c</p>	<p>The total number of reports of child exploitation received during the year that were:</p> <p>Child sexual exploitation Child criminal exploitation Human trafficking</p>	<p>Child exploitation can take many forms, but all will involve the abuse of a child or children. The abuse may be sexual, criminal and physical or may constitute an act of Modern Slavery, often in exchange for money, drugs or resulting in the manufacture and distribution of child pornography. Whilst Child Sexual Exploitation (CSE) is far better understood than it was 20 years ago, there is still a great deal to learn. Likewise, the rise of criminal exploitation through criminal enterprises such as County Lines has become more established in recent years. Better knowledge of these cases allows for a greater understanding of the issues at a local level. Whilst the numbers alone do not provide enough detail, the identification of these cases as a distinct entity gives the focus needed to better understand the vulnerabilities of those involved so we can make sure that we provide defined pathways for those at risk of exploitation. Nationally aggregated data will establish the areas where these forms of abuse are most widespread.</p>
<p>CH/035</p>	<p>The total number of days on the child protection register for children who were removed from the register during the year</p>	<p>Children who have a child protection plan as a result of having their names placed on the child protection register do so as a temporary measure. A registration that does not last very long might suggest that the child may have been inappropriately placed on the register. Too long a registration suggests that the risks are still too apparent, challenging the effectiveness of the child protection plan at diminishing the risk of significant harm.</p>

CH/036	The total number of children removed (de-registered) from the child protection register during the year	This metric allows local authorities to assess movement within the child protection register and allows a quick view of those who have had their names removed from the register thereby establishing a total (average) time of registration.
CH/037a CH/037b CH/037c CH/037d CH/037e CH/037f CH/037g CH/037h CH/037i	The total number of days on the child protection register for children who were removed from the register during the year that were registered under: Neglect Physical abuse Sexual abuse Emotional abuse Financial abuse Neglect and physical abuse Physical and sexual abuse Neglect and sexual abuse Neglect, physical and sexual Abuse	This metric allows local authorities to see if there is any difference in length of registration dependent on the category of registration.
CH/038a CH/038b CH/038c CH/038d CH/038e CH/038f	The total number children removed (de-registered) from the child protection register during the year that were registered under: Neglect Physical abuse Sexual abuse Emotional abuse Financial abuse Neglect and physical abuse	Using the thinking behind CH/037, this metric allows a finer granularity of data to be viewed so that local authorities can determine if there is any difference in the drivers for being placed (or removed) on the child protection register when different categories of abuse are considered.

CH/038g	Physical and sexual abuse	
CH/038h	Neglect and sexual abuse	
CH/038i	Neglect, physical and sexual Abuse	
15. Looked After Children		
Reference	Metric	Why are we measuring this?
CH/039	The number of children becoming looked after during the year	<p>Children who become looked after represent the most complex cases of children who require care and support, taking up the most time and resources. The inclusion of this metric will allow local authorities to compare data (that will be normalised by population) on the number of children becoming looked after by local authority and also to assess the effectiveness of local processes designed to keep children out of the care system.</p> <p><i>This data is derived from the Children Looked After Census</i></p>
CH/040	The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 66 states, <i>Most children who start to be looked after have been known to social services for some time. Where a child is to be accommodated it should therefore be possible to begin the care and support planning process in advance of the care episode. Where this is not possible, the Part 6 care and support plan must be prepared within ten working days of the start of the first placement.</i></p>
CH/041	The number of children looked after at 31 st March	<p>At a local level this data can also be used to determine the number of looked after children as a percentage of the total number of children in need of care and support. Looked after</p>

		<p>children represent some of the most complex and resource intensive cases dealt with by children’s social services at any time. Understanding the number (and needs) of those children who are looked after at the end of the year allows for services to be planned more efficiently, including resource allocation, staffing and commissioning. Nationally aggregated data tells us about the wellbeing of the nation in comparison to previous years as well as allowing us to better plan for future needs.</p> <p>It is not sufficient to rely solely on the number of looked after children at the end of the year to get an understanding of need. The Looked After Children census, from which this number is derived gives a much fuller picture of the needs and status of looked after children as does the Census of Children in Need of Care and Support. Both these collections will persist in the future.</p> <p><i>This data is derived from the Children Looked After Census</i></p>
CH/042	The number of children receiving (S76) short breaks at 31 st March	<p>It is important that parents and carers have the breaks they need when caring for a child or young person knowing that the child will be cared for in appropriate care setting. This metric will allow a national view of the numbers of children who have short breaks away from home and when normalised by population will provide a national picture of the numbers of children who have these breaks per 10,000.</p> <p><i>This data is derived from the Children Looked After Census</i></p>

CH/043	The number of statutory visits for looked after children due during the year	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 306-307 states,</p> <p><i>The Act requires a local authority to ensure that each child it is looking after is visited by a representative of the local authority, and to arrange for appropriate advice and support to be available to that child (section 97). The visits should usually be undertaken by the child's allocated social worker, other than in exceptional circumstances.</i></p> <p><i>The local authority must ensure that the representative visits the child wherever that child is living. This will include those children who are placed in secure accommodation, or who are remanded to youth detention accommodation.</i></p>
CH/044	The number of visits to looked after children that were completed within statutory timescales	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 316-321 states, <i>The child must be visited within one week of the start of any placement. Thereafter, the child must be visited at intervals of not more than six weeks for the first year of any placement commencing. Visits during subsequent years must also take place at intervals of not more than six weeks, unless the placement has been formally agreed as a permanent placement which is intended to last until the child is 18. In permanent placements, the intervals between visits in the second and subsequent years of placement must not be longer than three months.</i></p>

		<p>Or</p> <p><i>Where a care order has been made in relation to a child under section 31 of the Children Act 1989 and the child is placed back home with a parent, the child must be visited within one week of the making of the care order and then at intervals of no more than six weeks. A child placed back home with a parent before the assessment is completed must be visited at least weekly until the time of the first review, and subsequently at intervals of not more than six weeks or until the completion of the assessment.</i></p> <p>Or</p> <p><i>Where a child has been placed with a temporarily approved foster carer (usually a relative, friend or other connected person), or where an interim care order has been made in respect of that child (under section 38 of the Children Act 1989) and the child is still living with the parent, the child must be visited at least weekly until the time of the first review. Subsequently, visits must take place at intervals of not more than four weeks until either the carer is approved as a local authority foster carer or the final hearing has been completed in the care proceedings. These frequencies reflect the potentially greater vulnerability of a child who has been placed with a carer before the assessment of that person's suitability to care for the child has been completed, or where the child continues to live with a parent in circumstances where the local authority has concerns about a possible continuing risk of the child suffering significant harm. These visits will allow the</i></p>
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		<i>proposal to remove the child from the placement because there are concerns about the child's wellbeing.</i>
CH/045	The total number of children looked after at 31 st March who have experienced three or more placements during the year	<p>Children who have multiple placements during the year (accepting for certain exclusions) will be those that are most likely to have suffered unplanned moves, sometimes referred to as placement breakdowns. These moves can be extremely stressful and disruptive for the child or young person and can badly affect their long term outcomes.</p> <p><i>This data is derived from the Children Looked After Census</i></p>
CH/046	The total number of children looked after on the 31 st March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home)	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 98, 218 states</p> <p><i>When deciding where to place a looked after child, a local authority should do everything possible to minimise disruption to the child's education. This means maximising efforts to arrange a care placement which enables existing educational provision to be maintained, where this is in the child's best interests. It is important to seek, and take into account, the child's views about their education (subject to age and level of understanding) when deciding where best to place the child. Where a child is in Key Stage 4 (years 10 and 11) everything possible should be done to maintain them in their existing school, and a move should only be made in exceptional circumstances</i></p> <p><i>And</i></p>

		<p><i>Continuity of education is also important, not only to a child's academic success but also to their emotional and social wellbeing. When placing a child, the local authority must ensure that the placement does not disrupt the child's education or training.</i></p>
CH/047	The total number of children who returned home during the year	<p>The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 38 states that permanence for some children can be achieved through a successful return to birth family.</p> <p>Measuring this gives an indication as to the ability of an authority to achieve outcomes that wherever possible, keep families together.</p>
CH/048	The total number of initial Pathway Plans due to be completed during the year	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 53 states, <i>When a looked after child is about to turn 16, the local authority must prepare a pathway plan to assist that young person with the transition to adulthood and leaving care. The pathway plan will build upon the child's existing Part 6 care and support plan, which will be subsumed within the pathway plan.</i></p>
CH/049	The number of initial Pathway Plans completed within the statutory timescales	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 428 states, <i>A pathway plan must be prepared for each category 2 care leaver under 18. This pathway plan should be prepared prior to the young person ceasing to be a looked after child (i.e. when they are</i></p>

		<p><i>looked after age 16 or 17), and considered at a statutory review chaired by the young person's independent reviewing officer.</i></p> <p>The codes of practice do not define a set timescale for the completion of the pathway plan, but refer to the completion of the pathway plan as soon as possible after completing the assessment of the young person. In practice, a pathway plan should be completed within 3 months of the young person's 16th birthday or 3 months following the attainment of eligibility for those children looked after aged 16 or 17.</p>
CH/050	The total number of young people allocated a personal advisor during the year	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 428 states, <i>The local authority must, however, appoint a personal adviser (PA) to support them. The PA will act as the focal point to ensure that care leavers are provided with the right kind of personal support. All care leavers should be aware of who their PA is and how to contact them, so that throughout their transition to adulthood they are able to rely on consistent support from their own key professional.</i></p>
CH/051	The total number of young people allocated a personal advisor that were allocated within the approved timescales	<p>Measuring compliance. Allocation of a Personal Adviser (PA) should happen when a child becomes eligible for leaving care services. For looked after children this happens when they reach 16 and have at least 13 weeks of placement between the ages of 14-16.</p>
CH/052	The total number of care leavers who experience homelessness (<i>as defined by the Housing (Wales) Act 2014</i>)	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and</p>

	<p>within 12 months of leaving care</p>	<p>Accommodated Children) Para. 547 states, <i>When young people leave their care placement, the local authority must ensure that their new home is suitable for their needs and linked to their wider plans and aspirations.</i></p> <p>In addition The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 578-596 provides specific requirements on the provision and contingency planning for care leavers who present as homeless. No former looked after child should find themselves presenting as homeless within 12 months of leaving care if the planning process is sufficiently robust.</p> <p>The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 580 states, <i>In the event of a housing crisis the young person's PA is responsible for making sure that there is a review of the plan and that the relevant housing providers or services are involved.</i></p>
<p>CH/053a CH/053b CH/053c</p>	<p>The total number of care experienced young people in the following categories at the 31st March:</p> <p>category 1 category 2 category 4</p>	<p>The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 399 defines the different categories of care experienced children and the statutory duties that local authorities have to those particular children. An understanding of the different categories allows for better planning of services to these individuals and other ancillary services that need to be commissioned.</p>

CH/054	<p>Of those, the total number who have completed at least 3 consecutive months of employment, education or training in</p> <p>the 12 months since leaving care</p> <p>the 13 -24 months since leaving care</p>	<p>The Social Services and Well-being (Wales) Act 2014, Part 6 Code of Practice (Looked After and Accommodated Children) Para. 475-488 makes specific provision for the education, training and employment of care leavers.</p> <p>As part of the Pathway planning process, education, training and employment must have a distinct focus. This metric tests local authorities' ability to provide sustained periods of education, employment and training activity set out in the pathway plan in order to facilitate a more successful transition to adulthood.</p>
CH/055	<p>The number of young people leaving care who move into a 'When I'm Ready' placement</p>	<p>'When I am Ready' is the name given to the scheme through which local authorities will fulfil their statutory duty to facilitate post-18 living arrangements. It was developed by the Welsh Government in partnership with local government and key third sector partners, and rolled out across Wales in 2015-16.</p> <p>Counting the number of 'When I am Ready' placements allows local authorities to plan for future need as well as a national picture of use of the scheme.</p>

5.3 List of proposed Metrics – Carers

Where the Carer is an Adult

16. Information, Advice and Assistance (Referrals)		
Reference	Metric	Why are we measuring this?
CA/001	The total number of contacts to the IAA service by carers or professionals contacting the service on their behalf received during the year	This metric allows a local authority to capture information about demand. Measuring the number of carers contacting social services. This is important as it allows organisations to effectively resource that element of the service so that it provides a timely response to carers who access help and support delivered by this service.
CA/002a CA/002b CA/002c	Of those: the number that were helped by providing information only the number where advice and assistance was provided the the number that required no further action at IAA	<p>This metric will provide insight into how carers who approach the IAA service are supported and how this compares to those who come to the service with care and support needs.</p> <p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 300 states, <i>Local authorities must provide an information, advice and assistance service which includes the provision of:</i></p> <ul style="list-style-type: none"> • <i>information on care and support, or support in the case of a carer, that is accurate and up to date, without the need for core data to be recorded in the National Assessment and Eligibility Tool and without an assessment having been undertaken</i> • <i>advice on care and support, or support in the case of a carer, that is appropriate to the individual, following a proportionate assessment</i>

CA/003	The number of contacts from carers (<i>CA/002a+b</i>) to the IAA service received during the year where a decision was made by the end of the next working day.	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 335 states, <i>The (IAA) service must provide access to relevant, accurate, high quality and timely information, advice and assistance.</i>
CA/004a CA/004b CA/004c CA/004d CA/004e CA/004f CA/004g CA/004h CA/004i CA/004j CA/004k	The number of contacts from carers received during the year (<i>CA/001</i>) received from Self or family member Friend or neighbour Health Education Police Probation Housing Early Intervention / Prevention Service (Step-up) 3 rd Sector organisation Internal (Social Worker, other team) Other	Knowing who contacts the IAA service helps organisations to identify how carers access the IAA service. Working with partner agencies to better identify demand and routes in to social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.
CA/005	The number of contacts from carers to the IAA service received during the year where Advice and Assistance had been previously provided in the preceding 12 months	It is important that carers get the right assistance at the right time. Carers may come back to the service if they feel that their circumstances change or that they did not get the service they felt they needed at the first time of contact. Keeping track of those who come back to the IAA service allows local authorities to assess the quality of the first response and to identify opportunities to prevent repeated presentation to IAA.

17. All assessments for carers during the year		
Reference	Metric	Why are we measuring this?
CA/006	The total number of carers identified during the year	Identifying people who have caring responsibilities is not an action that is restricted to the IAA service. Carers are often identified through the process of assessing the cared for person and the ability for local authorities to identify carers' pathways to assessment is an important factor in understanding how support can be offered to these individuals.
CA/007	The total number of carers needs assessments offered during the year	<p>The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 15 states, <i>A local authority must assess whether the carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be. A carer is defined in the Act as a person who provides or intends to provide care for an adult or a disabled child. In general, professional carers who receive payment should not be regarded as carers for the purposes of the Act, nor should people who provide care as voluntary work.</i></p> <p><i>However, a local authority can treat a person as a carer even if they would not otherwise be regarded as a carer if they consider that, in the context of the caring relationship, it would be appropriate to do so. A local authority can treat a person as a carer in cases where the caring relationship is not principally a commercial one.</i></p>

CA/008	The total number of offers of a carers needs assessment that were refused during the year	<p>The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 115 states, <i>If an adult carer or a carer aged 16 or 17 refuses an assessment then the duty to assess does not apply. A carer who refuses an assessment is entitled to change their mind and the local authority must then carry out an assessment. Also, the local authority must again offer to carry out an assessment if it is satisfied that the carer’s circumstances have changed meaning that a further assessment would be beneficial to the carer. Again the local authority is not required to undertake the assessment if the carer refuses.</i></p> <p>Knowing the number (and proportion) of carers who refuse assessment will give local authorities information which should be beneficial in improving information on the carer’s assessment process.</p>
CA/009a CA/009b CA/009c CA/009d CA/009e CA/009f	<p>Of those the number that were refused because:</p> <p>The carer did not want to be assessed</p> <p>The carer felt they did not have the time for the assessment</p> <p>The carer felt they were able to cope without support from social services</p> <p>The carer felt they did not need an assessment at this point in time</p> <p>The carer already had established support networks (from family and friends)</p> <p>Other reason</p>	Information on why carers refuse assessment may be used by local authorities to work with partners to improve information on the help and support that is available to carers.

CA/010	The total number of offers of carers needs assessments that were accepted during the year	This metric allows local authorities to measure the proportion of carers that are identified that go on to be assessed. When combined with adjacent metrics, it will allow a more complete picture of how the service is set up to provide the help and support for carers.
CA/011	Of those, the total number of carers assessments that were completed during the year	Not all carers will complete the assessment process with local authorities. Many will drop out mid-way through the process. A high number of carers needs assessments that do not reach end should prompt the local authority to determine if changes to how the assessment process for carers needs to take place.
CA/012a CA/012b CA/012c CA/012d CA/012e CA/012f CA/012g	Of those, the total number where: A more comprehensive assessment was required (which may include specialist assessments) Needs were met through the provision of IAA Needs were met through the provision of preventative services Needs were met wholly, or in part by the individual or family themselves (with or without the help of others Other matters contributed to the achievement of the personal outcomes or otherwise met needs Needs were only able to be met through a support plan The adult protection process was started	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 116 states, <i>A local authority must record the outcome of the assessment and any advice or guidance given on the assessment and eligibility tool. In all cases the record of the assessment must include an explanation of how the recommended action will help meet the identified outcome or otherwise meet needs identified by the assessment.</i> Having an understanding of how carers are helped during the assessment process is critical to local authorities' intelligence of how their assessment service functions. Comparison across Wales will show any differences in outcome of assessment amongst the 22 local authorities, including the use of preventative services and how local authorities use community assets to achieve the outcomes of people who seek help and support from the IAA service..

<p>CA/013a CA/013b</p>	<p>The number of carers needs assessments completed (CA/007) during the year where:</p> <p>There was evidence of the active offer of Welsh The assessment was undertaken using the language of choice</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>The assessment process must recognise the concept of language need and practitioners should ensure that the active offer principle is embedded in practice. This means that the local authority should be proactive in its approach and the individual should be asked which language they would prefer at the beginning of the process.</i></p> <p>The concept of the active offer of Welsh should be used to ensure that the communication needs of individuals and families whose first language is not English or Welsh is considered equally.</p>
<p>CA/014a CA/014b CA/014c CA/014d</p>	<p>The number of carers needs assessments (CA/007) completed during the year:</p> <p>Where there is evidence of an offer of advocacy where an advocate was requested by the individual or family where a professional deemed advocacy was necessary to effectively represent the individual's wishes and feelings where the provision of an advocate was necessary by law</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 10 Code of Practice (Advocacy) Para. 18 states, <i>The (assessment) process must ensure that people are empowered to express their needs and are able to participate fully as equal partners. This must include enabling an individual to indicate that they want to have someone sitting alongside them when weighing up options and making decisions about their well-being outcomes.</i></p> <p>Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 53 states, <i>A local authority must ensure that all local and specialist assessment arrangements comply with the overarching duties in sections 6 and 7 of the Act (see the Code on part 2) and also consider the following principles:</i></p>

		<ul style="list-style-type: none"> • <i>provide information on accessing advocacy support where this is required to enable the individual to be an equal partner in the process.</i>
CA/015	The number of carers needs assessments where an advocate was provided	The metric enables local authorities to assess the use of advocacy services in their local authorities enabling better future planning and commissioning. At a national level this metric would show any differences in the take-up of advocacy services across Wales.
CA/016	The number of carers needs assessments that were requested by the individual or their family during the year where a previous carers needs assessment had been completed in the previous 12 months	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 97 states, <i>Where there has been a change in identified personal outcomes, or a change in the individual's or family's needs or circumstances, a local authority must assent to requests to review assessments. This request must be made by the person themselves, persons with parental responsibility for a child, persons with legal rights to act on the person's behalf, or those the person has identified as their advocate for the assessment process.</i></p> <p>The ability of social services to provide the right service to the right people at the right time is critical in ensuring that needs do not go unmet at the first point of contact. A high number of reassessments for carers may demonstrate that the service needs further critical examination to ensure that it is able to be responsive to the carer's support needs at the first point of contact. In addition, a significant change in circumstances may mean that carers are suddenly unable to meet the needs of the individual they are caring for which may require an assessment for care and support needing to be undertaken.</p>

CA/017a	Of those, the number where: There were no eligible needs to meet (NFA)	By looking at the outcomes of reassessment, local authorities can determine whether the correct response was concluded upon at the first point of contact as well as examining how to reduce the number of people who ask for reassessment to take place. Trends or patterns in this data must be critically examined in order to align services to presenting need.
CA/017b	Needs were met through the provision of IAA	
CA/017c	Needs were met through the provision of preventative services	
CA/017d	Needs were met wholly, or in part by the individual or family themselves (with or without the help of others)	
CA/017e	Other matters contributed to the achievement of the personal outcomes or otherwise met needs	
CA/017f	Needs were only able to be met through a support plan	
CA/017g	The adult protection process was started	
18. Early Intervention and Prevention		
Reference	Metric	Why are we measuring this?
CA/018a	The total number of assessments completed during the year where:	Support for carers is often provided by externally commissioned services or 3 rd sector partners. This metric will allow a view on how many carers are diverted to services that are able to provide the support needed outside of the local authority.
CA/018b	An internally provided or commissioned service was provided The individual was signposted to external preventative services	
19. Plans		
Reference	Metric	Why are we measuring this?
CA/019	The number of carers with a support plan at 31 st March	The number of carers with a support plan managed by the local authority will allow for better future planning and resource allocation. It will also allow a national picture that shows how local authorities are likely to respond to the support needs of carers.

CA/020a CA/020b CA/020c CA/020d CA/020e CA/020f CA/020g CA/020h	Of these the number that were caring for a: Spouse or Partner Parent(s) Grandparent(s) Sibling Child Other family member Friend/Neighbour Other	Understanding the individuals who have caring responsibilities gives local authorities more detail with which to plan effective services as well as how to target information to particular groups of people.
CA/021	The number of carers supported by direct payments at 31 st March	The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>Direct payments are monetary amounts made available by local authorities to individuals, or their representative, to enable them to meet their care and support needs; or in the case of a carer, their support needs. Direct payments are an important mechanism by which people can exercise choice, voice and control to decide how to meet their needs for care and support and achieve their personal outcomes. As such direct payments are an integral part of meeting people’s needs through care and support planning, and must not be seen as a separate, secondary, consideration.</i>

20. Reviews		
Reference	Metric	Why are we measuring this?
CA/022	The number of carers support plans that were due to be reviewed during the year	<p>Provision of support to carers must be regularly reviewed to ensure that support is suitable and that there are no additional needs for the person cared for that need to be assessed.</p> <p>The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>A review is a key part of effective care and support and good arrangements can ensure that services remain appropriate, well targeted and relevant to the individual, and encourage the individual to continue to maintain control over their support.</i></p>
CA/023	Of those, the number whose reviews were completed within statutory timescales	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>All care and support plans must have a review date. This date must be agreed or set at the inception of the care and support plan and each subsequent review. A care and support plan and a support plan must be reviewed within such period as is agreed between the local authority and the person to whom the plan relates and any person who the local authority is required to involve in the preparation and review of the care and support plan. This will include an advocate where required to enable the person to engage and participate fully in the care and support planning process. in the case of an adult the date of review must not exceed 12 months.</i></p>

Where the Carer is a Child or Young Person

1. Information, Advice and Assistance (Referrals)		
Reference	Metric	Why are we measuring this?
CA/024	The total number of contacts to the IAA service by young carers or professionals contacting the service on their behalf received during the year	This metric allows a local authority to capture information about demand, measuring young carers who contact social services. This is important as it allows organisations to effectively resource that element of the service so that it provides a prompt response to carers who access help and support delivered by this service.
CA/025a CA/025b CA/025c	Of those: the number that were helped by providing information only the number where advice and assistance was provided the number that required no further action at IAA	<p>This metric will provide insight into how young carers who approach the IAA service are supported and how this compares to those who come to the service with care and support needs.</p> <p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 300 states, <i>Local authorities must provide an information, advice and assistance service which includes the provision of:</i></p> <ul style="list-style-type: none"> • <i>information on care and support, or support in the case of a carer, that is accurate and up to date, without the need for core data to be recorded in the National Assessment and Eligibility Tool and without an assessment having been undertaken</i> • <i>advice on care and support, or support in the case of a carer, that is appropriate to the individual, following a proportionate assessment</i>

CA/026	The number of contacts from young carers (CA/002a+b) to the IAA service received during the year where a decision was made by the end of the next working day.	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 2 Code of Practice (General Functions) Para. 335 states, <i>The (IAA) service must provide access to relevant, accurate, high quality and timely information, advice and assistance.</i>
CA/027a CA/027b CA/027c CA/027d CA/027e CA/027f CA/027g CA/027h CA/027i CA/027j CA/027k	The number of contacts regarding young carers received during the year (CA/001) received from Self or family member Friend or neighbour Health Education Police Probation Housing Early Intervention / Prevention Service (Step-up) 3 rd Sector organisation Internal (Social Worker, other team) Other	Knowing who contacts the IAA service helps organisations to identify how young carers access the IAA service. Working with partner agencies to better identify demand and routes in to social care IAA services allows for better inter-organisational planning and resourcing to ensure that the right people get the right service at the right time.
CA/028	The number of contacts from young carers to the IAA service received during the year where Advice and Assistance had been previously provided in the preceding 12 months	It is important that young carers get the right assistance at the right time. Young carers may come back to the service if they feel that their circumstances have changed or that they did not get the service they felt they needed at the first time of contact. Keeping track of those who come back to the IAA service allows local authorities to assess the quality of the first response ensuring that young carers receive the right service at the right time.

2. All assessments for young carers during the year		
Reference	Metric	Why are we measuring this?
CA/029	The total number of young carers identified during the year	Identifying people who have caring responsibilities is not an action that is restricted to the IAA service. Young carers are often identified through the process of assessing the cared for person or through an assessment for care and support. The ability for local authorities to identify young carers' pathways to assessment is an important factor in understanding how support can be offered to these individuals.
CA/030	The total number of young carers needs assessments offered during the year	<p>The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 15 states, <i>A local authority must assess whether the carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be. A carer is defined in the Act as a person who provides or intends to provide care for an adult or a disabled child. In general, professional carers who receive payment should not be regarded as carers for the purposes of the Act, nor should people who provide care as voluntary work.</i></p> <p><i>However, a local authority can treat a person as a carer even if they would not otherwise be regarded as a carer if they consider that, in the context of the caring relationship, it would be appropriate to do so. A local authority can treat a person as a carer in cases where the caring relationship is not principally a commercial one.</i></p>

CA/031	The total number of offers of a carers needs assessment that were refused during the year	<p>The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 115 states, <i>If an adult carer or a carer aged 16 or 17 refuses an assessment then the duty to assess does not apply. A carer who refuses an assessment is entitled to change their mind and the local authority must then carry out an assessment. Also, the local authority must again offer to carry out an assessment if it is satisfied that the carer's circumstances have changed meaning that a further assessment would be beneficial to the carer. Again the local authority is not required to undertake the assessment if the carer refuses.</i></p> <p>Knowing the number (and proportion) of young carers who refuse assessment will give local authorities information which might be beneficial in improving engagement with young carers and information on the young carer's assessment process.</p>
CA/032a CA/032b CA/032c CA/032d CA/032e CA/032f CA/032g	<p>Of those the number that were refused because:</p> <p>The carer did not want to be assessed</p> <p>The carer's parent(s) did not want the assessment</p> <p>The carer felt they did not have the time for the assessment</p> <p>The carer felt they were able to cope without support from social services</p> <p>The carer felt they did not need an assessment at this point in time</p> <p>The carer already had established support networks (from family and friends)</p> <p>Other reason</p>	Information on why young carers refuse assessment gives a richer pictures of the main factors behind the refusal. This information may be used by local authorities to work with partners to improve information on the help and support that is available to them.

CA/033	The total number of offers of young carers needs assessments that were accepted during the year	This metric allows local authorities to measure the proportion of young carers that are identified that go on to be assessed. When combined with adjacent metrics, it will allow a more complete picture of how the service is set up to provide the help and support for young carers.
CA/034	Of those, the total number of young carers assessments that were completed during the year	Not all young carers will complete the assessment process with local authorities. Many will drop out mid-way through the process. A high number of young carers needs assessments that do not reach end should prompt the local authority to investigate the reasons behind these to determine if any changes to the carers assessment process needs to take place.
CA/035a CA/035b CA/035c CA/035d CA/035e CA/035f CA/035g	Of those, the total number where: A more comprehensive assessment was required (which may include specialist assessments) Needs were met through the provision of IAA Needs were met through the provision of preventative services Needs were met wholly, or in part by the individual or family themselves (with or without the help of others Other matters contributed to the achievement of the personal outcomes or otherwise met needs Needs were only able to be met through a support plan The child protection process was started	Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 116 states, <i>A local authority must record the outcome of the assessment and any advice or guidance given on the assessment and eligibility tool. In all cases the record of the assessment must include an explanation of how the recommended action will help meet the identified outcome or otherwise meet needs identified by the assessment.</i> Having an understanding of how young carers are helped during the assessment process is critical to local authorities' intelligence of how their assessment service functions. Comparison across Wales will show any differences in outcome of assessment amongst the 22 local authorities, including availability and recourse to 3 rd sector partners and the ability of local authorities to use community assets to

		achieve the outcomes of people who seek help and support from the social services.
CA/036a CA/036b	<p>The number of young carers needs assessments completed (CA/031) during the year where:</p> <p>There was evidence of the active offer of Welsh The assessment was undertaken using the language of choice</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>The assessment process must recognise the concept of language need and practitioners should ensure that the active offer principle is embedded in practice. This means that the local authority should be proactive in its approach and the individual should be asked which language they would prefer at the beginning of the process.</i></p> <p>The concept of the active offer of Welsh should be used to ensure that the communication needs of individuals and families whose first language is not English or Welsh is considered equally.</p>
CA/037a CA/037b CA/037c CA/037d	<p>The number of carers needs assessments (CA/031) completed during the year:</p> <p>Where there is evidence of an active offer of advocacy where an advocate was requested by the individual or family where a professional deemed advocacy was necessary to effectively represent the individual's wishes and feelings where the provision of an advocate was necessary by law</p>	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 10 Code of Practice (Advocacy) Para. 18 states, <i>The (assessment) process must ensure that people are empowered to express their needs and are able to participate fully as equal partners. This must include enabling an individual to indicate that they want to have someone sitting alongside them when weighing up options and making decisions about their well-being outcomes.</i></p> <p>Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 53 states, <i>A local authority must ensure that all local and</i></p>

		<p><i>specialist assessment arrangements comply with the overarching duties in sections 6 and 7 of the Act (see the Code on part 2) and also consider the following principles:</i></p> <ul style="list-style-type: none"> • <i>provide information on accessing advocacy support where this is required to enable the individual to be an equal partner in the process.</i>
CA/038	The number of young carers needs assessments where an advocate was provided	The metric enables local authorities to assess the take-up of advocacy services in their local authorities enabling better future planning and commissioning. At a national level this metric would show any differences in the take-up of advocacy services across Wales.
CA/039	The number of young carers needs assessments that were requested by the individual or their family during the year where a previous carers needs assessment had been completed in the previous 12 months	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 97 states, <i>Where there has been a change in identified personal outcomes, or a change in the individual's or family's needs or circumstances, a local authority must assent to requests to review assessments. This request must be made by the person themselves, persons with parental responsibility for a child, persons with legal rights to act on the person's behalf, or those the person has identified as their advocate for the assessment process.</i></p> <p>The ability for social services to provide the right service to the right people at the right time is critical in ensuring that needs do not go unmet at the first point of contact. A high number of reassessments for young carers may demonstrate that the service needs further critical examination to ensure it is able</p>

		<p>to be responsive to the young carer's support needs at the first point of contact.</p> <p>In addition, a significant change in circumstances may mean that young carers are suddenly unable to meet the needs of the individual they are caring for which may require an assessment for care and support needing to be undertaken.</p>
<p>CA/040a CA/040b CA/040c CA/040d CA/040e CA/040f CA/040g</p>	<p>Of those, the number where:</p> <p>CA/040a There were no eligible needs to meet (NFA) CA/040b Needs were met through the provision of IAA CA/040c Needs were met through the provision of preventative services CA/040d Needs were met wholly, or in part by the individual or family themselves (with or without the help of others CA/040e Other matters contributed to the achievement of the personal outcomes or otherwise met needs CA/040f Needs were only able to be met through a support plan CA/040g The child protection process was started</p>	<p>By looking at the outcomes of reassessment, local authorities can determine whether the correct response was concluded upon at the first point of contact as well as examining how to reduce the number of people who ask for reassessment to take place. Numbers for this metric are likely to be low, but any trends or patterns in this data must be critically examined in order to align services to presenting need.</p>
3. Early Intervention and Prevention		
Reference	Metric	Why are we measuring this?
<p>CA/041a CA/041b</p>	<p>The total number of young carers needs assessments completed during the year where:</p> <p>CA/041a An internally provided or commissioned service was provided CA/041b The individual was signposted to preventative services</p>	<p>Support for young carers is often provided by externally commissioned services or 3rd sector partners. This metric will allow a view on how many young carers are diverted to services that are able to provide the support needed outside of the local authority.</p>

4. Plans		
Reference	Metric	Why are we measuring this?
CA/042	The number of young carers with a support plan at 31 st March	The number of young carers with a support plan managed by the local authority will allow for better future planning and resource allocation. It will also allow a national picture that shows how local authorities are likely to respond to the support needs of young carers.
CA/043a CA/043b CA/043c CA/043d CA/043e CA/043f CA/043g	Of these the number that were caring for a: Parent(s) Grandparent(s) Sibling Child Other family member Friend/Neighbour Other	Understanding the individuals who have caring responsibilities gives local authorities more detail with which to plan effective services as well as how to target information to particular groups of people.
CA/044	The number of young carers supported by direct payments at 31 st March	The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>Direct payments are monetary amounts made available by local authorities to individuals, or their representative, to enable them to meet their care and support needs; or in the case of a carer, their support needs. Direct payments are an important mechanism by which people can exercise choice, voice and control to decide how to meet their needs for care and support and achieve their personal outcomes. As such direct payments are an integral part of meeting people's needs through care and support planning, and must not be seen as a separate, secondary, consideration.</i>

5. Reviews		
Reference	Metric	Why are we measuring this?
CA/045	The number of young carers support plans that were due to be reviewed during the year	<p>Provision of support to young carers must be regularly reviewed to ensure that support is suitable and that there are no additional needs for the person cared for that need to be assessed.</p> <p>The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>A review is a key part of effective care and support and good arrangements can ensure that services remain appropriate, well targeted and relevant to the individual, and encourage the individual to continue to maintain control over their support.</i></p>
CA/046	Of those, the number whose reviews were completed within statutory timescales	<p>Measuring compliance. The Social Services and Well-being (Wales) Act 2014, Part 4 Code of Practice (Meeting Needs) Para. 128 states, <i>All care and support plans must have a review date. This date must be agreed or set at the inception of the care and support plan and each subsequent review. A care and support plan and a support plan must be reviewed within such period as is agreed between the local authority and the person to whom the plan relates and any person who the local authority is required to involve in the preparation and review of the care and support plan. This will include an advocate where required to enable the person to engage and participate fully in the care and support planning process. In the case of a child the date of review must not exceed 6 months.</i></p>

5.4 List of proposed Metrics – Workforce

1. Workforce		
Reference	Metric	Why are we measuring this?
WF/001	The total number of staff employed directly by social services within your organisation	This metric provides an overall measure of the resources and personnel that a local authority deems necessary to provide a good quality service under the Social Service and Well-being (Wales) Act 2014. Nationally, and in conjunction with other metrics it allows a view of how care and support is delivered in Wales.
WF/002a WF/002b	Of those, The total that are employed full time (>= 37 hrs per week) The total that are employed part time (<37 hrs per week)	Detail on workforce hours is a useful measure to assess the resources required for elements of work that require staff inclusion, i.e. meetings, training etc.
WF/003a WF/003a	The total number of whole time equivalent (WTE) staff directly employed by social services in your organisation In services for Adults In services for Children	This metric allows for comparison of staff in adult and children's services across Wales.
WF/004a WF/004b WF/004c WF/004d WF/004e WF/004f WF/004g WF/004h	Of those employed in adult Services, the number that are: Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service	As with WF/003, this metric allows for comparison of staff tasked with delivering adult social services across Wales, but at a different level of detail. This time by profession.

<p>WF/005a WF/005b WF/005c WF/005d WF/005e WF/005f WF/005g WF/005h</p>	<p>Of those in employed in children's Services, the number that are:</p> <p>Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service</p>	<p>As with WF/003, this metric allows for comparison of staff tasked with delivering children's social services across Wales, but at a different level of detail. This time by profession.</p>
<p>WF/006a WF/006b</p>	<p>The total number of qualified social workers employed in your organisation who have 12 months or less post-qualifying experience who work in:</p> <p>Adult Services Children's Services</p>	<p>A healthy workforce is one that has a range of skills and experience. Social workers are at their most vulnerable in their first year of practice. It is really important that organisations understand the number of newly qualified staff in their organisation in order to provide them with the support they need to grow their skills and confidence.</p> <p>Nationally it will show any differences in experience across Wales and highlight any differences between adults and children's services.</p>
<p>WF/007a WF/007b</p>	<p>The total number of trainee (student) social workers placed within your authority during the year in:</p> <p>Adult Services Children's Services</p>	<p>A local authorities' ability to provide quality placements for student social workers provides the next generation of social workers the experience they need to ready themselves for employment.</p> <p>Too many placements however may point towards over-reliance on unqualified staff to undertake work that should be</p>

		<p>completed by qualified, experienced staff.</p> <p>This metric at a national level allows a view of the number of students that are helped to achieve their qualification in social work in Wales.</p>
WF/008	The total number of staff who work in social services in your organisation who are not directly employed by social services	<p>The delivery of responsibilities in the Social Services and Well-being (Wales) Act 2014 is not limited to social care professionals. Many local authorities now have multi-agency teams that deliver all aspects of care and support from IAA onwards. Whilst local authorities are now directly employing professionals with alternate expertise, most are still employed by other organisations such as health, the police, 3rd sector and are seconded to the local authority.</p> <p>This metric allows Welsh Government to assess how well services are integrating in order to provide seamless services.</p>
2. Workforce Demographics		
Reference	Metric	Why are we measuring this?
WF/009a WF/009b WF/009c WF/009d WF/009e	<p>The total number of staff employed directly by adult services within your organisation,</p> <p>That are male</p> <p>Aged 16-25 years Aged 26-35 years Aged 36 to 45 years Aged 46 to 45 years Aged 46 to 55 years</p>	<p>Understanding workforce demographics, including metrics around age and gender is helpful with respect to workforce development and succession planning.</p> <p>A workforce with high proportions of younger or older people may create challenges in terms of succession planning and sharing expertise - staff nearing retirement, or through lack of experience.</p> <p>The age ranges have been chosen to reflect the start to end of</p>

<p>WF/009f WF/009g</p> <p>WF/009h WF/009i WF/009j WF/009k WF/009l WF/009m WF/009n</p> <p>WF/009o WF/009p WF/009q WF/009r WF/009s WF/009t WF/009u</p>	<p>Aged 56 to 65 years Aged over 65 years</p> <p>That are female</p> <p>Aged 16-25 years Aged 26-35 years Aged 36 to 45 years Aged 46 to 45 years Aged 46 to 55 years Aged 56 to 65 years Aged over 65 years</p> <p>That choose not to define their gender</p> <p>Aged 16-25 years Aged 26-35 years Aged 36 to 45 years Aged 46 to 45 years Aged 46 to 55 years Aged 56 to 65 years Aged over 65 years</p>	<p>working age, be simple to understand and to give a reasonable level of detail.</p>
	<p>The total number of staff employed directly by children's services within your organisation,</p> <p>That are male</p>	<p>Understanding workforce demographics, including metrics around age and gender is helpful with respect to workforce development and succession planning.</p>

WF/010a	Aged 16-25 years	<p>A workforce with high proportions of younger or older people may create challenges in terms of succession planning and sharing expertise - staff nearing retirement, or through lack of experience.</p> <p>The age range has been chosen to reflect the start to end of working age, be simple to understand and to give a reasonable level of detail.</p>
WF/010b	Aged 26-35 years	
WF/010c	Aged 36 to 45 years	
WF/010d	Aged 46 to 45 years	
WF/010e	Aged 46 to 55 years	
WF/010f	Aged 56 to 65 years	
WF/010g	Aged over 65 years	
	That are female	
WF/010h	Aged 16-25 years	
WF/010i	Aged 26-35 years	
WF/010j	Aged 36 to 45 years	
WF/010k	Aged 46 to 45 years	
WF/010l	Aged 46 to 55 years	
WF/010m	Aged 56 to 65 years	
WF/010n	Aged over 65 years	
	That choose not to define their gender	
WF/010o	Aged 16-25 years	
WF/010p	Aged 26-35 years	
WF/010q	Aged 36 to 45 years	
WF/010r	Aged 46 to 45 years	
WF/010s	Aged 46 to 55 years	
WF/010t	Aged 56 to 65 years	
WF/010u	Aged over 65 years	

	<p>The total number of staff employed directly by social services within your organisation who define as:</p> <p>White</p> <p>WF/011a White Welsh</p> <p>WF/011b White British</p> <p>WF/011c White Irish</p> <p>WF/011d White European</p> <p>WF/011e White Other</p> <p>Black</p> <p>WF/011f Black Welsh</p> <p>WF/011g Black British</p> <p>WF/011h Black African</p> <p>WF/011i Black Caribbean</p> <p>WF/011j Black Other</p> <p>Asian</p> <p>WF/011k Asian Welsh</p> <p>WF/011l Asian British</p> <p>WF/011m Asian Indian</p> <p>WF/011n Asian Pakistani</p> <p>WF/011o Asian Chinese</p> <p>WF/011p Asian Bangladeshi</p> <p>WF/011q Asian Other</p> <p>Mixed/Multiple Ethnicity</p> <p>WF/011r White / Black Caribbean</p>	<p>Whilst there is no significant difference in organisational commitment between ethnic groups, it is an important factor in good workforce planning understanding that culture, language and faith play an important role in the assessment and planning process.</p> <p>Actively monitoring the ethnicity of the workforce and comparing it to the ethnic makeup of service users is a good way to test whether the alignment is appropriate to the needs of the population.</p>

WF/011s WF/011t WF/011u	White / Black African White and Asian Other Mixed	
WF/011v WF/011w WF/011x	Other Ethnic Group Arabic Gypsy / Traveller All other ethnic groups	
3. Language		
Reference	Metric	Why are we measuring this?
WF/012a WF/012b WF/012c WF/012d	The number of staff directly employed by social services in your organisation who are fluent (CEFR C1 or above) in: English Welsh Other European language Other Non-European language	Our ability to effectively communicate with the people who seek our help is a vital component of delivering good quality care and support. The Social Services and Well-being (Wales) Act 2014, Part 3 Code of Practice (Assessing the needs of individuals) Para. 25 states, <i>The assessment process must recognise the concept of language need and practitioners should ensure that the active offer principle is embedded in practice.</i>
4. Recruitment and Retention		
Reference	Metric	Why are we measuring this?
WF/013a WF/013b WF/013c	The number of staff who were directly employed by social services in your organisation that left the organisation during the year who were: Qualified Social Workers Social Care support workers Occupational Therapists	Staff turnover is inevitable in any organisation. Monitoring of this metric will allow local authorities to define normal parameters for turnover. High numbers of departures should prompt local authorities to investigate and remedy issues that are the root cause of this.

<p>WF/013d WF/013e WF/013f WF/013g WF/013h</p>	<p>Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service</p>	
<p>WF/014a WF/014b WF/014c WF/014d WF/014e WF/014f WF/014g WF/014h WF/014i</p>	<p>Of those above, the number that left:</p> <p>To take up a new position outside your organisation Retirement Redundancy Were dismissed for gross misconduct Left due to ill health Left temporarily (career break) To take care of another person Did not disclose reason for leaving Left for any other reason</p>	<p>It takes a great deal of time and effort to find replacement staff and all of the effort of growing skills and expertise departs with the staff member who leaves.</p> <p>Establishing normal parameters in this metrics allows local authorities to assess why staff are leaving the organisation.</p> <p>Further analysis of the detail behind this metric allows managers to uncover areas where morale is low, or where there may be structural difficulties. Many people leave for promotion. This is a natural process of turnover that is to be expected, but some staff may leave due to stress of the job, poor management arrangements or by feeling a lack of support.</p> <p>Capturing this information through robust exit interviews can provide local authorities with the intelligence needed to address any issues to create a stable workforce.</p> <p>Understanding why people leave the organisation is an important factor in keeping the workforce stable, allowing local authorities to address any issues that may be a precursor to a staff member leaving.</p>

<p>WF/015a WF/015b WF/015c WF/015d WF/015e WF/015f WF/015g WF/015h</p>	<p>The number of staff who were appointed to a position in social services in your organisation during the year who were :</p> <p>Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service</p>	<p>An organisation's ability to attract the right sort of people to their workforce is critical in creating a healthy workforce that is less likely to suffer from a high turnover of staff.</p> <p>Service realignment often changes the skills mix that a local authority determines is necessary to deliver its strategic plan. This metric allows local authorities to ensure that staff who leave are appropriately replaced with staff who have the right skills.</p>
<p>WF/016a WF/016b WF/016c WF/016d WF/016e</p>	<p>Of those above, the number that came from:</p> <p>Another local authority A 3rd Sector Organisation A private or commercial enterprise Straight from education (School, college, university) Were not working prior to employment</p>	<p>Understanding the workforce marketplace helps local authorities to target opportunities to attract high quality individuals to the organisation and also to ensure that wherever possible, staff have a range of skills and abilities that complement the workforce.</p>
<p>WF/017a WF/017b WF/017c WF/017d WF/017e</p>	<p>The total number of agency staff employed within social services in your organisation at 31st March in the following positions:</p> <p>Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers</p>	<p>From time to time local authorities may need to resort to using agency staff to plug gaps or address shortfalls in recruitment to certain staff groups.</p> <p>Over-reliance on agency staff however shows that an organisation is struggling to recruit the staff they need. Agency staff are highly transient so offer little in terms of organisational stability, or the stability that service users need in providing a high quality service. They are also not financially</p>

WF/017f WF/017g WF/017h	Residential Care Workers Day Care Workers Central management and service	sustainable in the long term due to their high costs.
WF/018a WF/018b WF/018c WF/018d WF/018e WF/018f WF/018g WF/018h	The total number of vacancies advertised for the following positions during the year that could not be filled Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service	Recruitment is an expensive and time consuming process. This metric will allow local authorities to assess the effectiveness of their recruitment strategy should they not be able to attract the people they need to operate effectively.
WF/019a WF/019b WF/019c WF/019d WF/019e WF/019f WF/019g	The total number of vacant or unfilled posts in your organisation at the 31 st March for the following Qualified Social Workers Social Care support workers Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Central management and service	Unfilled posts should be a particular worry for social services departments. Good organisations are generally designed to operate with a minor loss of staff for short periods of time, but it is rare for local authorities to overstaff. High numbers of vacancies, either through an inability to recruit, or through elective suspension of recruitment for financial reasons places more stress on existing staff, leading to sickness and resignation. Local authorities should closely monitor vacant posts,

		particularly in conjunction with overall performance to establish the impact of vacant posts on organisational stability.
5. Sickness		
Reference	Metric	Why are we measuring this?
WF/020a WF/020b	The total number of sick days recorded within social services in your organisation during the year: In adult services In children's service	Sickness is an inevitable fact of life. Absenteeism is extremely costly and hugely inconvenient to an organisation and high sickness levels can point to more fundamental issues. Sickness can often be symptomatic of more significant problems within work or private life. This metric can help local authorities to promote staff wellbeing more proactively by bringing these issues to the fore much sooner. Monitoring sickness provides a barometer of organisational health. Nationally, it will allow organisations to compare and learn how each other manages absence due to ill health.
WF/021a WF/021b	Of these the total number of days that were classified as: Short-term sickness Long-term sickness	Regularly monitoring and analysing short and long term sickness absence provides organisation with an understanding of organisational health including capacity to deliver.
WF/022a WF/022b	The total number of sick days recorded for each of the following types of staff Qualified Social Workers Social Care support workers	This metric, when used in conjunction with other metrics can provide an early warning for an organisation delivering particular services and enable them to take action to prevent further difficulties.

WF/022c WF/022d WF/022e WF/022f WF/022g WF/022h	Occupational Therapists Qualified health professionals Domiciliary Care Workers Residential Care Workers Day Care Workers Central management and service	Nationally, this metric allows organisations to compare how their sickness levels differ by profession.
WF/023a WF/023b WF/023c WF/023d WF/023e WF/023f WF/023g WF/023h WF/023i	The total number of sick days recorded within social services in your organisation for the following reasons: Stress (Work Related) Stress (Non-Work Related) Significant Ill health (cancer, heart attack, stroke etc.) Post-Operative Care Other mental health Back Injury Limb injury Common ill health (cold, flu, minor stomach complaints etc.) Other illness	Monitoring the reasons staff tell us they are not able to work enables local authorities to provide local solutions and initiatives to address the well-being of their workforce. e.g. high work related stress is an indicator of an issue that can be addressed by the organisation. Nationally, this metric gives greater intelligence to Welsh Government so that they might be able to help in offering solutions.