



Llywodraeth Cymru  
Welsh Government

## Technical guidance for the social services performance measures 2018-19



---

## Technical guidance for the social services performance measures 2018-19

---

This guidance applies to local authorities in relation to exercising their social services functions.

**This document provides the technical guidance for the performance measurement framework set out in the code of practice in relation to measuring social services performance, issued under section 145 of the Social Services and Well-being (Wales) Act 2014. Local authorities must comply with the guidance in this document, in line with their duties under the Social Services and Well-being (Wales) Act 2014 and associated codes of practice.**

This guidance replaces all other versions of the Technical Guidance for the Social Services Performance Measures and comes into effect on 1<sup>st</sup> April 2018. This guidance applies to the 2018-19 financial year only as new performance measures will be developed for April 2019.

This document covers:

- Chapter 1 - Introduction (page 2)
- Chapter 2 - Guidance for quantitative performance measures (page 5)
- Chapter 3 - Guidance for qualitative performance measures (page 27)



---

## Chapter 1 - Introduction

---

The code of practice in relation to measuring social services' performance requires local authorities to collect the performance measures below, in line with the guidance stated in this document:

1. People reporting that they live in the right home for them
2. People reporting they can do what matters to them
3. People reporting that they feel safe
4. People reporting that they feel a part of their community
5. People reporting they feel satisfied with their social networks
6. Children and young people reporting that they are happy with who they live with
7. People reporting they have received the right information or advice when they needed it
8. People reporting they have received care and support through their language of choice
9. People reporting they were treated with dignity and respect
10. Young adults reporting they received advice, help and support to prepare them for adulthood
11. People with a care and support plan reporting that they have been given written information of their named worker in social services
12. People reporting they felt involved in any decisions made about their care and support
13. People who are satisfied with care and support that they received
14. Parents reporting that they felt involved in any decisions made about their child's care and support
15. Carers reporting they feel supported to continue in their caring role
16. Carers reporting they felt involved in designing the care and support plan for the person that they care for
17. People reporting they chose to live in a residential care home
  
18. The percentage of adult protection enquiries completed within statutory timescales
19. The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
20. The percentage of adults who completed a period of reablement
  - a. And have a reduced package of care and support 6 months later
  - b. And have no package of care and support 6 months later
21. The average length of time older people (aged 65 or over) are supported in residential care homes
22. Average age of adults entering residential care homes
23. The percentage of adults who have received support from the information, advice and assistance service and have not contacted the service again during the year



2



24. The percentage of assessments completed for children within statutory timescales
25. The percentage of children supported to remain living within their family
26. The percentage of looked after children returned home from care during the year
27. The percentage of re-registrations of children on local authority Child Protection Registers (CPR)
28. The average length of time for all children who were on the CPR during the year
29. Percentage of children achieving the core subject indicator at key stage 2 and 4
30. The percentage of children seen by a registered dentist within 3 months of becoming looked after
31. The percentage of looked after children registered with a GP
32. The percentage of looked after children who have experienced (1) or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March
33. The percentage of looked after children on 31 March who have had three or more placements during the year
34. The percentage of all care leavers who are in education, training or employment at 12 months and 24 months after leaving care
35. The percentage of care leavers who have experienced homelessness during the year

Quantitative performance measures are listed at 18-35; the technical guidance on how to collect these measures is stated in Chapter 2.

Qualitative performance measures are listed at 1-17; the technical guidance on how to collect these measures is stated in Chapter 3.

The performance measures are stated in relation to duties on local authorities, which are stated in the Social Services and Well-being (Wales) Act 2014 and associated subordinate legislation. All codes of practice issued under the Social Services and Well-being (Wales) Act 2014 can be found here:

<http://gov.wales/topics/health/socialcare/act/code-of-practice/?lang=en>

These are also published on the Social Care Wales' website, the Learning Hub:

<https://socialcare.wales/hub/sswbact-codes>

In addition, these performance measures are complementary to the national activity data collected from local authority social services. The guidance for all of the local authority social services' activity data can be found here:

<http://gov.wales/statistics-and-research/local-authority-social-services-data-collections/?lang=en>

These performance measures must be collected for people who need care and support and carers who need support. People who need care and support and



carers who need support include children, adults and carers. Children, adults and carers are defined in the Social Services and Well-being (Wales) Act 2014, as:

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

Care and support is defined in the Act as:

- care;
- support; and
- both care and support.

The code of practice in relation to Part 4 (meeting needs) of the Act states that, if a person has needs for care and support that can only be met by the local authority providing or arranging care and support, then they are eligible for care and support, and will have a care and support plan. Therefore a person is deemed to be in receipt of care and support, if they are eligible and have a care and support plan, or have a support plan if they are a carer.

A person who previously had a care and support plan which has ended (and they no longer receive any services from the local authority social services) is not deemed to be in receipt of care and support. If that person comes forward again for an assessment which results in a care and/or support plan (the provision of service) then in terms of the data return, they should be counted as a new person.

A child who is looked after by a local authority is provided with accommodation (for a continuous period of more than 24 hours) under Part 6 of the Act by the authority in the exercise of its social services functions i.e. they are either in the care of the local authority or provided with accommodation by the local authority.

For the purposes of the performance measures, only eligible people with a care and support plan should be counted. This will include people with direct payments. This also includes people who self fund, and pay the direct costs for services, but whose care and support is reviewed at the expense of the local authority, as these people will have a care and support plan.

For the purposes of the performance measures, include all children who have a care and support plan, all adults who have a care and support plan and all carers who have a support plan.



---

## Chapter 2 - Guidance for quantitative performance measures

---

A number of quantitative data items have been specified to measure the performance of local authorities in relation to the exercise of their social services functions. Specific guidance for each of these quantitative requirements is given below.

---

### **Measure 18 The percentage of adult protection enquiries completed within seven working days**

---

**Guidance** The Social Services and Well-being (Wales) Act 2014 puts in place a clear adult safeguarding policy. Statutory guidance on this policy is detailed in the statutory guidance in relation to Part 7 (Safeguarding) of the Social Services and Well-being (Wales) Act 2014 and can be found on Social Care Wales' Learning Hub at: <https://socialcare.wales/hub/sswbact-codes>

The statutory guidance sets out that if 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, it must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken and, if so, what and by whom; and decide whether any such action should be taken.

In broad terms, enquiries should have three phases:

- i. Screening: to check general factual accuracy of any report
- ii. Initial evaluation: This will involve collecting, reviewing and collating information.
- iii. Determination: Given the outcome of the screening/initial evaluation what, if anything, should be done? This may include initiating a single or multi agency investigation.

The local authority may make the enquiries itself, or may cause them to be made by another body. The duty to determine the nature of the enquiries required remains with the local authority even where another body is carrying out the enquiries. Relevant partners may be asked to undertake enquiries on behalf of the local authority, and are required to comply with such requests unless to do so is incompatible with their own duties.

An enquiry should normally be completed within seven working days of the report. This will not prevent immediate action being taken when necessary to protect an adult at risk.

Include only those completed enquiries that have gone through the three stages of enquiries and where the conclusion of the enquiry has been determined within seven working days. The start date of an enquiry is the day the report is received. The conclusion of an enquiry should include whether the person is or is not an adult at risk and what action should be taken and by whom.

---

---

**Calculation Numerator:** The number of adult protection enquiries completed in the year that were completed within seven working days

**Denominator:** Total number of adult protection enquiries completed in the year

---

---

**Measure 19 The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over**

**Guidance** A delayed transfer of care (DToC) is experienced by an inpatient in hospital that is ready to move on to the next stage of care but is prevented from doing so. The 'next stage' of care covers all appropriate destinations within and outside the NHS i.e. those patients who are unable to be discharged from NHS care, and also patients who are unable to be transferred within the NHS to a more appropriate bed.

Social care reasons are defined as those listed in the groupings '1- Community Care Assessment' and '2- Community Care Arrangements' in detailed in the guidance document 'Codes for delayed transfers of care (revised October 2009) '.

The number of local authority residents experiencing a DToC during the year should be counted each month on the census date – the third Wednesday of each month.

Local health boards enter DToC data into the HOWIS database, which is managed by the NHS Wales Informatics Service. The numerator for this indicator is post-populated with data from the year ending 31 March from the HOWIS database.

Local health boards must validate the social care figures, (captured under codes 1 and 2) with local authorities before submitting the data into HOWIS.

**Calculation** This data will be prepopulated from the HOWIS database. Monthly figures will be aggregated to provide the yearly figure.

---

---

**Measure 20 The percentage of adults who completed a period of reablement a) and have a reduced package of care and support six months later b) have no package of care and support six months later**

**Guidance** Reablement is about helping people to do things for themselves to maximise their ability to live life as independently as possible with an



6



appropriate level of support. The overall intention of reablement is to restore and re-able a person to achieve skills and abilities they previously had in order to reduce or minimise the need for ongoing support after reablement. Reablement should support the person to return to maximum independence in their own home.

A person receiving reablement provided or arranged by a local authority will have a care and support plan and is usually supported by a reablement team over a limited period, usually up to six weeks (42 days).

A reablement period ends at the point in which reablement services are no longer provided. A reablement period may end, but may not be completed. For example, a person may become ill or go into hospital and therefore will be unable to complete their reablement period, but that period will come to an end (these people must be excluded from this measure). Only those phases that have been completed must be included.

This measurement must be taken from the most recent period of completed reablement within the year. If any further reablement is provided (sometimes called “top up” reablement), six months must be recorded from the point that this period is completed.

If it is known that a person has moved out of the local authority, become hospitalised or died at six months after completing a period of reablement, they must not be counted.

If a person goes into reablement after a period of hospitalisation, and they had a care and support plan before they entered hospital, it is the package of care and support before they were admitted that must be used as a baseline.

This is a rolling measure - local authorities must report on all cases of reablement six months after the period has been completed during the year. This will be different for different people, and may mean that in some instances, the reablement period might have been completed in the previous reporting year.

For both parts of this measure, only include the number of domiciliary care hours, rather than all services that you can allocate a time scale to.

For both parts of this measure, exclude telecare, equipment, home adaptations and direct payments.



7



**a) and have a reduced package of care and support six months later**

Six months after a person has completed a period of reablement they must be in receipt of less care and support than before the reablement period began. This must not be counted by financial value, but must be counted in terms of the number of hours of domiciliary care provided to the person i.e. client hours. This includes people who did not have a care and support plan at the time that their reablement began.

**b) have no package of care and support six months later**

Six months after a person has completed a period of reablement, they must not be in receipt of care and support from the local authority (and must not have a care and support plan), regardless of whether they were in receipt of services or had a care and support plan before their reablement period began.

**Calculation a) The percentage of adults who completed a period of reablement and have a reduced package of care and support six months later**

**Numerator**

Include the number of adults who completed a period of reablement between October of the previous financial year and September of the current financial year who:

- prior to reablement had a care and support plan (within the week the reablement started) and after reablement had a reduced package of care and support;
- prior to reablement had a care and support plan (within the week the reablement started) and after reablement had no care and support plan;
- prior to reablement did not have a care and support plan (within the week the reablement started) and after reablement had a reduced package of care and support than that received during the reablement period; and
- prior to reablement did not have a care and support plan (within the week the reablement started) and after reablement had no care and support plan.

**Denominator**

Include the number of adults who completed a period of reablement services between October of the previous financial year and September of the current financial year and who had a package of care and support, with a care and support plan, within the week before the reablement began.

Include people who had a period of reablement during October of the



8



---

previous financial year and September of the current financial year who did not have care and support plan within the week before reablement.

**b) The percentage of adults who completed a period of reablement and have no package of care and support six months later**

**Numerator**

The number of adults who completed a period of reablement between October of the previous financial year and September of the current financial year who were not receiving a package of care and support six months after they completed the period of reablement.

**Denominator**

Include the number of adults who completed a period of reablement services between October of the previous financial year and September of the current financial year, regardless of whether a care and support plan was in place before the reablement began.

Include people who had a package of care and support, with a care and support plan, within the week before the reablement began.

Include people who had a period of reablement and did not have care and support plan within the week before reablement.

---

**Measure 21 The average length of time adults (aged 65 or over) are supported in residential care homes**

**Guidance** Include the length of time for all people who were permanently placed in a residential care home on or after their 65th birthday.

Exclude people who were placed in a residential care home before their 65<sup>th</sup> birthday.

Include people in a dual residential and nursing home if they are on a residential placement only.

Include people who have episodes of care in hospitals, if they have returned by 31 March each year. If a person was in hospital during the year, but has returned to a residential care home by 31 March, count the number of days that they were also in hospital, regardless of their length of stay in hospital.

Exclude people receiving respite care (in a residential care home) as a series of planned short term breaks and exclude people who are in a



9



temporary placement. The code of practice in relation to Part 5 of the Act defines a short term resident stay as a period not exceeding eight weeks.

Include only those people in a residential care home that have a care and support plan with the local authority at 31 March of the reporting year. This will include any person who has a care and support plan which identifies that their well-being outcomes can only be met by a stay in a residential care home and where the local authority is commissioning their place, these are:

- People who have their placement in the residential care home paid for by the local authority, with the person contributing to the cost of this from their available income. This will include those who initially self funded their residential care home place themselves but whose financial means subsequently reduces to a point where they become eligible to have their place paid for by their local authority;
- People who self fund their place in a residential care home themselves but who have requested that the local authority arrange for their accommodation on their behalf under section 35(4) (b) (ii) of Part 4 of the Act.

If a person is moved from one residential care home to another (change of episode), the point in which they entered the first residential care home must be counted.

Exclude nursing care homes from this calculation.

Exclude people who self-fund their place in a residential care home themselves and have no care and support plan.

Exclude people who self-fund their care home placement but who have requested that the local authority arrange for their accommodation on their behalf under section 35(4) (b) (ii) of Part 4 of the Act. This group of people will not have residential care specified on a care and support plan.

**Calculation Numerator:** The sum of the number of days from the admission date to a residential care home, to the 31 March. Only include those people who were placed in a residential care home on or after their 65<sup>th</sup> birthday and have a care and support plan on 31 March

**Denominator:** The number of people who were placed in a residential



10



care home on or after their 65<sup>th</sup> birthday and have a care and support plan on 31 March

**Measure 22 Average age of adults entering residential care homes**

**Guidance** Only include people aged 65 and above entering a residential care home for a permanent residence during the reporting year.

If a person changes providers during the year, include the age of that person when they first entered care, regardless of the provider.

Exclude people receiving respite care as a series of planned short term breaks (exclude unplanned respite care), people in a temporary placement and people in nursing homes, or on a nursing placement in a dual residential and nursing home.

Include only those people in a residential care home that have a care and support plan with the local authority during the reporting year (from 1st April to the 31st March).

Exclude people who self-fund their place in a residential care home themselves and have no care and support plan

Exclude people who self-fund their care home placement but who have requested that the local authority arrange for their accommodation on their behalf under section 35(4) (b) (ii) of Part 4 of the Act. This group of people will not have residential care specified on a care and support plan.

**Calculation Numerator:** The sum of the ages of each adult entering a residential care home during the year

**Denominator:** The total number of adults entering residential care homes during the year

**Measure 23 The percentage of adults who have received advice and assistance from the information, advice and assistance service and have not contacted the service for six months**

**Guidance** The code of practice issued in relation to Part 2 of the Social Services and Well-being (Wales) Act 2014 places duties on local authorities in relation to the provision of a service for providing people with information and advice relating to care and support, and assistance in accessing care and support.



A person may receive information, advice and assistance from the information, advice and assistance service without having a care and support plan. Include all people who contact the service including carers, regardless of whether they have a care and support plan or support plan.

When information is provided, personal data is not needed. In this way the person accessing the service for information could remain anonymous for recording purposes. When information is provided this should be recorded to as part of the Population Needs Assessment.

When advice or assistance is offered, the code of practice requires the service to undertake an assessment proportionate to the circumstances and/or the presenting needs; record as much personal data in the core data set as possible; and record the nature and outcome of the enquiry. Further information about core data is available in the code of practice on Part 3 of the Act relating to Assessing Needs.

Advice and assistance are defined in the code of practice under Part 2 as follows:

- Advice will be a way of working co-productively with a person to explore the options available. This will require staff to undertake an assessment proportionate to the circumstances and/or the presenting needs, through a discussion and analysis of the five elements of the National Assessment and Eligibility tool. The provision of advice will require the service provider to use the National Assessment and Eligibility Tool to record the assessment. Staff should record as much of the basic personal data for the Core Data set that is appropriate for that assessment, and record the advice given and outcome of the enquiry.
- Assistance, if needed, will follow the provision of information and advice. Assistance will involve another person taking action with the enquirer to access care and support, or a carer to access support. The provision of assistance will also require an assessment proportionate to the circumstances and/or the presenting needs, and the service to record any additional personal data for the core data set and details of the assistance offered and accepted on the National Assessment and Eligibility Tool.

There is no need to distinguish between advice and assistance; advice and assistance does not need to be separated out. This is intended to capture face-to-face advice and assistance provided through a



12



telephone call, video call, messaging or emails and not what advice and assistance adults access themselves, for example through web sites. Contacts with professionals should not be counted.

This measure is capturing if a person comes back in the year, regardless of their reason for coming back. Therefore if a person contacts the service for the same reason, or a different reason within six months (either within the current financial year, or the previous financial year), they must be recorded twice.

There will be other ways that people seek help in relation to care and support; this measure seeks to report on the advice and assistance provided by a local authority only in relation to care and support (by the duties on local authorities in relation to their social services functions under the Act to provide an information, advice and assistance service).

**Calculation Numerator:** Number of adults who received advice and assistance from the information, advice and assistance service between October of the previous financial year and September of the current financial year and did not contact the service again for six months.

**Denominator:** Number of adults who received advice and assistance from the information, advice and assistance service between October of the previous financial year and September of the current financial year.

---

## Measure 24 The percentage of assessments completed for children within statutory timescales

**Guidance** A local authority must offer an assessment to any child where it appears to that authority that the child may have needs for care and support in addition to, or instead of, the care and support provided by the child's family.

The detail of the duty to assess children is provided in the code of practice for Part 3 of the Act, (Assessing the Needs of Individuals) issued under the Social Services and Well-being (Wales) Act 2014. The duty applies in relation to children that are ordinarily resident in the area and to other children in the area, regardless of the level of need for care and support and the level of financial resources of the child, or any person with parental responsibility for the child.

An assessment may be provided directly through a referral from another agency or when a person accesses the information, advice and assistance service.



13



Of the services provided by the information, advice and assistance service, only the provision of information does not require some sort of an assessment. If advice and/or assistance are given, an assessment of a person's needs will have taken place.

An assessment must be proportionate to the needs and circumstances but should at a minimum record the core data set out in the national minimum core data set, which forms part of the national assessment and eligibility tool and structures the assessment around the five elements as set out in the code of practice for Part 3 of the Act.

The response from social services departments to an initial contact or a referral requesting help is critically important. It is important, also, that each social services department 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, 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** (that may be from the point date on which the child accessed the information, advice and assistance service).

If a child is already receiving services and their circumstances change they may have a re-assessment, this child must not be counted.

If a child has an assessment through the information, advice and assistance service, and a more comprehensive assessment is required, this should be counted as a single assessment.

**Calculation Numerator:** Number of assessments for children completed during the year that were completed within 42 working days from the point of referral

**Denominator:** Number of assessments for children completed during the year

## Measure 25 The percentage of children supported to remain living within their family

**Guidance** A local authority may support a child (under the age of 18) to remain within their family by providing services that prevent that child from becoming looked after. These services will be provided following an assessment of need under Part 3 of the Social Services and Well-being (Wales) Act 2014, and will form part of the care and support plan provided for the child under Part 4 of the Act. For example, a child may be supported to continue to live with his or her parents or other family members with parental responsibility.

All children who are being supported by a local authority to remain



14



with their family by social services will have a care and support plan detailing the activities that will help to achieve this outcome. If services are withdrawn, a care and support plan will end.

Children who are eligible for care and support will have a care and support plan. Looked after children will be a subset of eligible children. Care and support plans for looked after children will be provided under Part 6 of the Act (referred to in the Part 6 code of practice as a 'Part 6 care and support plan'). Some looked after children will be living with family members in a foster placement.

A child will either have a Part 4 care and support plan or (if they are a looked after child) a Part 6 care and support plan. If a child already has a Part 4 care and support plan when they become looked after, this will become a Part 6 care and support plan. No child will have a Part 4 and a Part 6 care and support plan.

This measure seeks to determine the number of children who are supported to live with their family under Part 4 of the Act, relative to the overall number of children with a care and support plan (whether a Part 4 care and support plan or a Part 6 care and support plan).

For the purposes of this measure, therefore, 'the number of children with a care and support plan' includes children with a Part 4 care and support plan and looked after children with a Part 6 care and support plan.

Include V1s

**Calculation Numerator:** The number of children with a care and support plan at 31 March minus the number of children looked after at 31 March

Do not include V1s as part of the LAC cohort.

Include V1s as part of the children with a care and support plan

**Denominator:** The number of children with a care and support plan at 31 March

## Measure 26 The percentage of looked after children returned home from care during the year

**Guidance** For the purposes of this measure, the period of time during which a child is looked after by the local authority is broken down into "episodes" of care. Each episode represents a period of being looked after under the same legal status and in the same placement. When either the legal status or the child's placement changes, that child will start a new episode and the reason the episode ceased is recorded.



15



The relevant categories for denoting where a looked after child has returned home following an episode of being looked after are:

1. (E4) Returned home to live with parents, relatives, or other person with parental responsibility.
2. Returned home to live with parents, relatives, or other person with parental responsibility, supplemented by:
  - (E43) Special guardianship order made to former foster carers
  - (E44) Special guardianship order made to carers other than former foster carers

Include children accommodated under section 76 of the Social Services and Well-being (Wales) Act 2014 and section 31 of the Children Act 1989.

If a child is returned home more than once during the year (a child may have more than one episode during the year), include the latest episode during the year where the child returned home.

Exclude all children with a V1 categorisation.

**Calculation Numerator:** Number of looked after children who return home from care during the year

**Denominator:** Number of looked after children during the year

## Measure 27 The percentage of re-registrations of children on local authority Child Protection Registers

**Guidance** All Wales Child Protection Procedures available at:  
<https://socialcare.wales/research-and-data/research-on-care-finder/all-wales-child-protection-procedures>

The child protection register provides a record of all children in the area with unresolved child protection issues and who are currently the subject of an inter-agency protection plan.

The number of children who are re-registered on the child protection register within the year must be counted.

Include all children registered during the year where the child has had a previous registration which ended in the previous 12 months, regardless of whether the previous registration ended within the current financial year or not



16



Children moving from temporary to permanent registrations should not be counted as re-registrations.

Exclude children with a temporary registration.

**Calculation Numerator:** Number of re-registrations of children on the child protection register during the year within 12 months from the end of the previous registration

**Denominator:** Total number of registrations on the child protection register during the year

**Measure 28 The average length of time for all children who were on the child protection register during the year**

**Guidance** The child protection register provides a record of all children in the area with unresolved child protection issues and who are currently the subject of an inter-agency protection plan.

Include the length of time of all children registered on the child protection register, regardless of time of registration. The start time should be taken from the date a child was first placed on the register. The end date will be the date the child is removed from the register during the year.

Exclude children with a temporary registration.

If a child is registered and removed from the child protection register within 3 months:

**Numerator** - sum up the lengths of time the child spent on the CPR for those episodes.

**Denominator** - the child should only be counted once.

**Calculation Numerator:** Sum of the lengths of time (in days) each child had been on the child protection register if they were removed from the register during the year

**Denominator:** Number of children who were removed from the child protection register during the year

**Measure 29 Percentage of children achieving the core subject indicator at key stage 2  
Percentage of children achieving the core subject indicator at key stage 4**

**Guidance** Children undertake key stage 2 and key stage 4 at local authority maintained schools. This measure will be captured for children who



17



need care and support.

It is a statutory requirement to assess pupils in year 6 at key stage 2. The core subject indicator represents the percentage of pupils achieving the expected level or above in English or Welsh (first language), Mathematics and Science in combination. Children who were new to the English or Welsh based education system are included in the Wales total but some are excluded at local authority level.

The key stage 4 measure includes all pupils aged 15 at the start of the academic year. The core subject indicator represents the percentage of pupils achieving GCSE grades A\*- C in each of English or Welsh (first language), mathematics and science in combination.

Children who were new to the English or Welsh based education system are included in the Wales total but some are excluded at local authority level.

**Calculation** The key stage 2 data will be obtained through the national data collection. The national data collection is the electronic collection of teacher assessment data at end of foundation phase and key stages 2 and 3. It also included the collection of national reading test results for the first time in 2013. Data is sent by schools to Knowledge and Analytical Services within the Welsh Government care of their local authority.

### **Measure 30 The percentage of children seen by a registered dentist within three months of becoming looked after**

**Guidance** This measures whether a looked after child who has a **qualifying period** of being looked after has been seen by a registered dentist within timescales.

The Care Planning, Placement and Case Review (Wales) Regulations 2015 state that the responsible authority must ensure that a looked after child is under the care of a registered dental practitioner as soon as practicable and in any event not later than 20 working days after the placement is made.

NICE Clinical Guideline [CG19] – ‘Dental checks: intervals between oral health reviews’ sets out the guidance on the frequency of dental checks. This is based on the individual patient’s risk factors for dental disease. Looked after children are generally considered to be at increased risk of dental disease and it is, therefore, expected that most looked after children would be put on recall for either three months or six months. <https://www.nice.org.uk/guidance/cg19>

A **qualifying period** satisfies all of the following criteria:

- It is a continuous period of being looked after for three or



18



- more months
- It must start in the most recent, full calendar year
  - Take the start date from either the newest episode started to be looked after (denoted by an 'S' reason code) or the child's second birthday – whichever is latest
- The child is two years old or over
- Must have a dental check due within this period

Include children who are in a care home.

Exclude children who are under two years old, however if a child turns two years old during a period of being looked after they might be included (see **qualifying period** above).

Exclude children who are looked after under a series of short term breaks (V1 legal status code).

**Calculation Numerator:** The number of children who became looked after during the calendar year (January - December), who were due a dental check and received that check on time whilst being looked after

- Only include children who have a **qualifying period**
- Only include the latest **qualifying period**
- Only include the latest due dental check that occurred within the latest **qualifying period**
- "On time" means within the first three months, or when the check is due – whichever is latest

**Denominator:** The number of children who became looked after during the calendar year (January - December), who were due a dental check whilst being looked after

- Only include children who have a **qualifying period**
- Only include the latest **qualifying period**
- Only include the latest due dental check that occurred within the latest **qualifying period**

**Measure 31** The percentage of children looked after at 31 March who were registered with a GP within ten working days of the start of their placement

**Guidance** A placement is the provision of accommodation for a child. Include children who are placed with their parents.

Exclude:

- Children who are looked after under a series of short term breaks
- Children who are missing from placement
- Placements that do not last ten working days



The Care Planning, Placement and Case Review (Wales) Regulations 2015 state that responsible authorities must ensure that a looked after child is registered with a GP as soon as is practicable and in any event not later than ten working days after the placement is made.

Include instances where a child has been able to remain registered with the same doctor as they were previously.

There may be reasons why this is appropriately a temporary registration, but wherever possible registrations should be on a permanent basis and in any event temporary registration should be no longer than three months.

This measure may span across two financial years. A child may be looked after and placed before the 31 March, but may be registered with a GP after 31 March.

If a child has had more than one placement started during the reporting year, report on their latest placement, i.e. their placement at 31 March.

**Calculation Numerator:** Number of looked after children at 31 March who had a placement start during the year where the child was registered with a provider of general medical services within ten working days of the start date of a placement or where the child was able to remain registered with their current GP

**Denominator:** Number of looked after children at 31 March who had a placement start during the year.

**Measure 32** The percentage of looked after children who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the year to 31 March

**Guidance** Include all looked after children of compulsory school age.

Exclude looked after children in an agreed series of short-breaks under the provisions of regulation 62 of the Care Planning, Placement and Case Review (Wales) Regulations 2015.

A child is of compulsory school age from the start of the term following their fifth birthday until the last Friday in June in the school year in which the child reaches the age of 16.

A period of being looked after is a continuous period of time during which a child is looked after by the authority. There may be more than



20



one period of being looked after for a child during the year if they cease to be looked after for any reason during the year and subsequently return to being looked after the same year.

Transitional arrangements refer to changes from infant school to primary school, primary school to junior school, junior school to secondary school and secondary school to sixth form college.

Include:

- Children moving to education provision out of county
- Changes of school on becoming looked after

Exclude:

- Changes where the child's current school has closed
- Changes to meet a statement of special educational need
- Changes to or from home tutoring as long as the child remains registered at the same school
- Changes arising as a result of the child ceasing to be looked after
- Changes arising from a result of the child being placed for permanent adoption
- Changes to school as a result of preparing the child to return home.

**Calculation Numerator:** The number of children of compulsory school age looked after at 31 March who have experienced one or more changes of school, which were not due to transitional arrangements, in the twelve months to 31 March

**Denominator:** The number of children of compulsory school age looked after at 31 March

### Measure 33 The percentage of looked after children on 31 March who have had three or more placements during the year

**Guidance** In its broadest sense, a placement can be defined as where a child is living. Please note three placements during a year correspond to two moves.

Placements include (a full list of placement codes can be found in the looked after children census guidance):

- Family placements (Foster placements: Carer lives inside or outside the local authority boundary, placed for adoption with consent, placed for adoption with placement order or placed with own parents)
- Other placements in the community (Independent living, e.g. in flat or lodgings with or without formal support staff, or in bedsit, B&B or with friends or residential employment)
- Placements in residential settings (looked after, and placed in secure unit, placements in homes and hostels subject to Children's Home Regulations, placements in other hostels and



21



supportive residential settings, placements in other residential settings and schools)

A change of placement can occur when:

- A child moves to a new placement (even if this does not require using a different placement code)
- If the child remains at the same location, but the placement code changes for any other reason

These changes are indicated by the use of 'Reason for New episode' codes P & B. Include:

- Placements that were already open on 1 April at the beginning of the year
- Placements that were open on 31 March at the end of the year
- Placements that were separated by periods of not being looked after, even if they were with the same carer
- 'Temporary' breaks of longer than 21 days.

Exclude:

- Temporary periods whilst the child is on holiday or in hospital
- Temporary placement with an alternative carer while the child's foster carer is on holiday
- Other temporary absences of seven consecutive days or less, where the child is then returned as planned to the previous placement
- Children that are missing or have absconded from a placement
- A move from being fostered to being adopted, this does not need to be with the same family.
- Any placements that formed part of an agreed series of short-term placements under the provisions of Reg. 14 of Placement of Children (Wales) Regulations 2007
- Pre-adoptive placements
- All children with a V1 legal status

**Calculation Numerator:** The number of children looked after at 31 March who had three or more separate placements during the year

**Denominator:** The total number of children who were looked after at 31 March

**Measure 34** The percentage of all care leavers who are in education, training or employment at:  
a) 12 months after leaving care  
b) 24 months after leaving care

**Guidance** The definition of a care leaver has changed, and is set out in Section 104 of the Social Services and Well-being (Wales) Act 2014. A care leaver is defined as:

1. a category 2 young person - someone who is 16 or 17, who is not



22



being looked after by the local authority and who was a category 1 child;

2. a category 3 young person - someone who was a category 1 child or a category 2 child but who is now 18 or older up to the age of 21; or
3. a category 4 young person to whom the duties of a local authority had ceased under categories 2 or 3 but who wishes to reengage for the purposes of a programme of education or training up to age 24 or beyond if the programme they are engaged in extends beyond their 25<sup>th</sup> birthday.

A category 1 child is a child who is age 16 or 17, has been in care for a total of 13 weeks since their 14<sup>th</sup> birthday and remains in the care of the local authority.

“Education, training or employment” is defined as young people whose main activity was:

- F1 – Young person engaged full time in higher education
- F2 – Young person engaged full time in education other than higher education
- F3 – Young person engaged full time in training or employment
- F4 - Young person engaged part time in education, training or employment

F1 - This means all studies at a higher academic level than A-level. This includes degrees, diplomas in higher education, teaching and nursing qualifications, HNDs, ONDs, and BTEC. For the purpose of OC3 this includes either full-time or part-time study if it is considered the main activity. The educational course does not have to be residential.

F2 - This means all other education not covered by code F1. This can be either full-time or part-time study if this is considered to be the young person’s main activity. The educational course does not have to be residential.

F3 - Young person engaged full time in training or employment  
‘Training’ includes government-supported training, Youth Training, New Deal, Training for Work and National Traineeships.

P1 – Young person engaged part time in education, training or employment. ‘Employment’ includes paid employment, self-employment and voluntary unpaid work. This includes both full-time and part-time training or employment, if it is considered the main activity.

Include the activity of all care leavers at the 12th and 24th month



23



anniversary of the date that they left care during the year. For example, if a child left care on 27 November 2017 then the anniversary dates would be 27.11.18 and 27.11.19 respectively.

Include all care leavers where the case is active with the local authority and the young person is supported by a personal adviser.

Exclude all care leavers where the case is inactive with the local authority and the young person is not supported by a personal adviser.

For measure a) for 2018-19 reporting year, exclude any care leavers who came back into care during 2017-18

For measure (b) for 2018-19 reporting year, exclude any care leavers who came back into care during 2017-18 or 2016-17

**Calculation Numerator (a):** Number of young people who became care leavers during 2017-18 who were engaged in education, training or employment and still supported by a personal adviser on the day of the 12 month anniversary after they left care

**Denominator (a):** The number of young people who became care leavers during 2017-18

**Numerator (b):** Number of young people who became care leavers during 2016-17 who were engaged in education, training or employment and still supported by a personal adviser on the day of the 24 month anniversary after they left care

**Denominator (b):** The number of young people who became care leavers during 2016-17

### Measure 35 The percentage of care leavers who have experienced homelessness during the year

**Guidance** A care leaver as defined in the Act is:

1. a category 2 young person - someone who is 16 or 17, who is not being looked after by the local authority and who was a category 1 child;
2. a category 3 young person - someone who was a category 1 child or a category 2 child but who is now 18 or older up to the age of 21; or
3. a category 4 young person to whom the duties of a local authority had ceased under categories 2 or 3 but who wishes to reengage for the purposes of a programme of education or training up to age 24 or beyond if the programme they are engaged in extends beyond their 25<sup>th</sup> birthday.



24



A category 1 child is a child who is age 16 or 17, has been in care for a total of 13 weeks since their 14th birthday and remains in the care of the local authority.

Under s.55 of the Housing (Wales) Act 2014, a person is homeless if he or she has no accommodation in the UK or elsewhere which is available for his or her occupation and which that person has a legal right to occupy. A person will also be homeless where he or she has accommodation but cannot secure entry to it, or where he or she has accommodation that is a moveable structure (such as a caravan or house boat) and there is no place where it can be placed in order to provide accommodation. Under the Housing (Wales) Act 2014, the Welsh Government has issued a code of guidance for local authorities on the Allocation of Accommodation and Homelessness that recommends the following broader definition of 'homelessness' for service planning purposes:

'Where a person lacks accommodation or where their tenure is not secure'. Examples of people covered by this definition will include people who are:

- sleeping rough
- living in insecure/temporary housing (excluding assured/assured short hold tenants)
- living in short term hostels, night shelters, direct access hostels
- living in bed and breakfasts
- moving frequently between relatives/friends
- squatting
- unable to remain in, or return to, housing due to poor conditions, overcrowding, affordability problems, domestic violence, harassment, mental, physical and/or sexual abuse, unsuitability for physical needs etc.
- threatened with losing their home and without suitable alternative accommodation for any reason, e.g. domestic abuse
- leaving hospitals, police custody, prisons, the armed forces and other institutions or supported housing without a home to go to,
- required to leave by family or friends or due to relationship breakdown.

Include all care leavers where the case is active with the local authority and the young person is supported by a personal adviser.

Exclude all care leavers case is inactive with the local authority and the young person is not supported by a personal adviser.



25



**Calculation Numerator:** The number of care leavers who have experienced homelessness during the year

**Denominator:** The number of care leavers who are aged 16 to 24 on 31 March

The quantitative data for the performance measures will be submitted to the Welsh Government annually via Microsoft Excel spreadsheets; these will be distributed to local authorities by the Knowledge and Analytical Services will also be available on the Welsh Government website.



26



---

## Chapter 3 - Guidance for qualitative performance measures

---

Local authorities are required to annually collect qualitative information about people who use their social care services. The qualitative data (performance measures 1 to 17) are to be collected locally and provided nationally to the Welsh Government in relation to the provision of care and support, although some questions are specific to groups of people.

The collection of qualitative information for these performance measures is just one way in which a local authority can secure citizen's voice in designing, developing and improving care and support. In addition to this, local authorities must have complementary processes in place.

The process of issuing paper questionnaires to users does not evidence or provide quality assurance for citizens' voices in contract monitoring processes. Quality assurances will need to be sought through face to face interviews in relation to a person's care and support in their particular setting in line with CSSIW's performance evaluation recommendations.

### Timing

---

Local authorities must collect this qualitative information during the period 1 September to 31 March within the financial year for which they are reporting.

Responses must be submitted to the Welsh Government in May each year. The exact date will be confirmed by the Knowledge and Analytical Services team.

---

### Population:

The questions can be asked to adults, children, carers and parents who are receiving local authority services, not just those with a care and support plan or carers with a support plan.

For the purposes of this return, different questions must be asked to different groups of people receiving care and support and carers receiving support; these groups are:

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

### Exempt groups:

Local authorities **must not** include the following people:



- people who are known to the authority to have become hospitalised but continue to receive a care and support plan during this period;
- people who lack the capacity to give their consent to answer the questions. Each local authority should identify those people who lack the mental capacity to give informed consent to participate in the survey and remove them from their sample-and
- people who are involved in any active investigation regarding a complaint about the care and support they receive, either through the local authority social services complaints procedure or the Public Services Ombudsman for Wales.

### Selecting the sample:

The sample of people to be selected is for local authorities to determine. There is no minimum number of people who have to be engaged, but local authorities should aim to gather a representative picture of the views of the people in their area.

### Unique identifier:

Local authorities can choose whether they wish to use a unique identifier to help to manage the survey process.

### Methods:

The data can be collected using a range of different methods, which could include:

- a paper self completion questionnaire;
- an online survey;
- telephone interviews; and
- face-to-face interviews.

---

**A range of materials which can support the collection of data for the qualitative performance measures are available on the Welsh Government website:**

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

**These materials were developed for the 2016-17 survey arrangements and can be adapted for use by local authorities if they choose to.**

---

The materials include:



1. Cover letters for children, parents, carers and adults (available in English, Welsh and easy read);
2. Paper questionnaires; for children, parents, carers and adults (available in English, Welsh and easy read);
3. Face to face interview scripts for children, parents, carers and adults (available in English and Welsh);
4. Telephone interview scripts for children, parents, carers and adults (available in English and Welsh);
5. 5. Ask for Research - Cognitive testing of Social Services Performance Indicators in Wales: A Technical Report; and
6. The code of practice in relation to measuring social services performance (available in English and Welsh).

#### Adding additional questions:

The existing questions that have been set by the Welsh Government must not be changed.

Additional questions can be added to the surveys if local authorities choose to do so. Any additional questions must be added after the national questions, at the end of the survey.

Local authorities must arrange for any additional questions to be translated where necessary.

#### Reporting:

Local authorities must give people an opportunity to provide their story behind a given answer and for people to add in any specific comments regarding their experience after each question, regardless of the method chosen to administer the questionnaire; These comments will allow Welsh Government and local authorities to identify areas of improvement and good practice. The data gathered from these additional comments must be submitted to the Welsh Government as part of the return.

#### Storing and returning data to Welsh Government:

Completed questionnaires must be returned to local authorities by 31 March. If any responses are received after 31 March these must be used to inform a local



authority's understanding of performance and should be stored and deleted as appropriate; these should not be submitted the Welsh Government.

Validation checks should be carried out by local authorities throughout the data entry process to ensure the correct information is submitted to the Welsh Government. Local authorities should begin data entry and validation of responses as soon as they have been received.

Local authorities must follow internal information management standards and protocols to securely store and delete all questionnaires (following their validation processes) and data gathered from collecting the qualitative data; local authorities must also adhere to the Data Protection Act and, from 25 May 2018, the General Data Protection Regulation (GDPR) to handle personal data fairly and lawfully.

Contracting elements of the process:

Local authorities may contract out any or all parts of the process to third party organisations. Local authorities must ensure that the external contractors adhere to the guidance contained in this document in order to ensure consistency across all local authorities.

Local authorities must also ensure that external contractors adhere to any local authority information management standards and guidance regarding the sharing and storage of any personal details of the people selected as part of this process.

