



GGHSCWB Partnership Leadership Group Meeting

Briefing Report: Social Services and Wellbeing Act: Performance Management requirements.

Meeting Date: 2nd October 2015

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Purpose of briefing report

This purpose of this briefing report is to provide Leadership Group with an overview of the performance management requirements under the Social Services and Wellbeing Act and points for consideration. This is not an exhaustive overview - as a detailed Code of Practice and National Outcome Framework underpins the related section in the Act.

Introduction

Under Section 145 of the Social Services and Well-being Act, Welsh Government issued and consulted upon a draft code of practice in relation to achieving wellbeing. The code of practice reiterates the definition of well-being, how this will be measured, introduces quality standards for local authorities and performance measurement requirements. The code of practice also builds upon the '*National outcomes framework for people who need care and support and carers who need support*' which was developed to deliver on the actions set out in '*Sustainable Social Services for Wales: A Framework for Action*'. The code of practice includes quantitative and qualitative indicators but reduces the overall number of performance indicators reported annually by Social Services from over 60 to 32.

Quantitative Indicators (measurements).

- There are 18 quantitative measurements that will be reported annually (see appendix 1).
- Majority of indicators are Social Services specific, but some will require linking with other partners such as Housing, Education etc. For example, one is health related (PI 3 appendix 1) and another is related to information, advice and assistance (IAA) (PI 8 appendix 1).

Qualitative Indicators (measurements)

- There are 14 qualitative measurements that will be collected through a service user questionnaire with people receiving care and support services (people known to Social Services). See appendix 2.
- Data to be submitted every 3 years and first return will be for period April 2016 to March 2017.
- Each local authority to achieve a minimum of 400 responses.

Synergies and interdependencies with other legislation

There are potential synergies with the Wellbeing of Future Generations Act which will set ambitious, long term goals to collectively represent what the long term economic, social and environmental well-being of Wales would look like. These will complement the health and social services outcomes frameworks and where appropriate, outcomes and population level measures will be shared and not duplicated.

Current position

The consultation on the performance management code of practice was completed in April 2015. A summary of the consultation responses for the greater Gwent region welcomed the reduction in the total number of PIs. However, in practice some Social Service departments will continue to record much of the data at a local level, as it is still useful e.g. length of time to complete assessments. The qualitative questionnaire will require planning and may benefit from a regional approach.

The Association of Directors of Social Services (ADSS) have identified performance management as a priority work stream for 2015/16 and Practice Solutions will be developing a task and finish group to explore national, regional and local solutions, as well as ensuring links to other outcome frameworks and avoiding duplication.

Points for consideration

1. Under part 9 of the Act Partnership Forums will be required to progress the following priorities: Carers, Integrated Family Support Team (IFST), Children with Complex Needs, Learning Disabilities and Older People with Complex Needs. What performance measures will be identified to ensure the priorities are progressed?
2. The pending Population Needs Assessment (PNA) will highlight need in the greater Gwent region. What priorities and related Performance Indicators (PIs) will emerge from PNA? Will these differ from above or be in addition?
3. There is a number of existing health and wellbeing PIs collected through a variety of outcome frameworks and strategic groups: Health Boards (NHS and PHW Outcome Frameworks), local authority Single Integrated Plans, Local Safeguarding Boards etc. Will the Partnership Forum assume overall governance for health and wellbeing in the area and aggregate existing performance data? Or will the Partnership Forum be better placed focusing on issues that are not being currently addressed?
4. Quantitative data in the code of practice (appendix 1) sets out how wellbeing is measured under the Act, but it is predominately Social Services specific. Will reporting be left to individual Directors of Social Services through annual returns or will the Leadership Group provide a form of governance?
5. Will the qualitative questionnaire (appendix 2) benefit from a regional approach?
6. What PIs will emerge from WFG Act? How will we avoid duplication?
7. An element of governance and performance management of processes will be required to ensure the Regional Implementation Plan (RIP) is delivered effectively. Will this be wrapped into the overall performance management?



8. How will we report PM data? Partnership Forum or Leadership Group? How often? [REDACTED]

Recommendations

1. **Note content of report**
2. **Discuss points for consideration**
3. **Agree Next Steps**



Appendix 1: Social Services and Wellbeing Act: National Outcome Framework –

Quantitative Data

1. The percentage of Welsh speakers who took up the active offer to receive care and support through the Welsh language
2. The percentage of adult protection reports where the risk has been managed
3. The percentage of unscheduled admissions of older people (aged 65 or over) to hospital who were receiving care and support services
4. The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over
5. The percentage of adults at the end of a completed period of reablement phase who:
 - a. have no package of care and support 6 months later
 - b. have no package of care and support 12 months later
6. The percentage of adults at the end of reablement phase who have no package of care and support 6 months later
7. The percentage of adults at the end of reablement phase who have no package of care and support 12 months later
8. The percentage of adults who have received advice and assistance and have not contacted social services for 6 months for the same outcome during the year
9. The percentage of people supported to remain in their own home with a home adaptation
10. The average length of time adults (aged 18-64, 65-74 and 75+) are supported in care homes per 1,000 population by the local authority
11. The percentage of re-registrations of children on Local Authority Child Protection Registers (CPR)
12. The average length of time of children on the CPR
13. The percentage of looked after children seen by a registered dentist within 3 months of becoming looked after
14. The percentage of looked after children registered with a GP
15. Percentage of looked after children achieving the core subject indicator at key stage 2 and 4
16. 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
17. The percentage of looked after children on 31 March who have had three or more placements during the year
18. The percentage of all care leavers who are in sustained education, training or employment for 12 months and 24 months after leaving care
19. The percentage of eligible care leavers who have experienced homelessness during the year
20. The percentage of children supported to stay with their family



Appendix 2: Guidance for qualitative data returns

Qualitative data must be submitted every 3 years, the first year of data will detail the financial year April 2016 to March 2017. For the purposes of this return, different questions must be asked to:

- children aged between 10 years old and 17 years old;
- young adults aged between 16 and 24 years old;
- young carers aged between 16 and 24 years old;
- carers aged 18 or over; and
- adults aged 18 or over.

The following questions will be asked to people who need care and support and carers who need support, although some questions are specific to groups of people:

**1. Overall, how satisfied are you with the care and support services that you have received?
(Very satisfied / quite satisfied / not sure / dissatisfied / very dissatisfied)**

Thinking about the care and support services you have received, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 2. I have been treated with dignity and respect (aged 10+);**
- 3. I have received the right information, advice or assistance when I have needed it (aged 10+);**
- 4. I have received advice, help and support to prepare me for adulthood (aged 16-25);**
- 5. I have been given written information about a named team in social services (aged 10+);**
- 6. I have been involved in decisions made about my care and support (aged 10+);**
- 7. I have been involved in any decisions made about my child's care and support (parents);**
- 8. I have been involved in designing the care and support plan for the person that I care for (carers aged 10+).**

Thinking about your life at the moment, please tell us whether you agree or disagree to the following statements: (Yes, I agree / No, I disagree / I don't know)

- 9. The care and support I have received has helped me to live in a home that is right for me (aged 10+);**
 - 10. The care and support I have received has helped me to do the things that matter to me (aged 10+);**
 - 11. The care and support I have received has helped me to feel safe (aged 10+);**
 - 12. The care and support I have received has helped me to feel like I belong to my community (aged 18+);**
 - 13. The care and support I have received has helped me to feel supported to continue in my caring role (carers aged 10+);**
 - 14. The care and support I have received has helped me to enjoy going to school or further education or training (aged 10-25).**
- *The questions must be asked to all people who have a care and support plan during 1 April and 31 March each year which has been in place for a minimum of 3 months.*
 - *In order to obtain the minimum number of returns and based on a 25 per cent response rate each local authority should administer a **minimum of 1,600** questionnaires each year. Local authorities must monitor the number of returns throughout the year to ensure they achieve **at least 400 responses** at the end of the year.*

