

Social Services Wellbeing Act Data Collection Report

Introduction:

- ❖ Local authorities must collect qualitative information during 1 September to 30 November and submit responses to the Welsh Government by 31 March each year.
- ❖ Any follow up must happen during this collection period (*September-November*). Children's Services are currently in the process of sending out 'follow up' letters with Adults Services due to follow shortly.
- ❖ The questions must be asked to people who have a care and support plan, or support plan, and are receiving services from the local authority

Client Groups:

- ❖ Carers aged 18 or over; and
- ❖ Adults aged 18 or over (*including adults in a residential care home*)
- ❖ Children (aged 7 – 17yrs of age)
- ❖ Parents of those relevant children

The data can be collected using 4 different methods:

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

Local authorities must use a 25% response rate for Adult service users and 40% response rate for Carers & Children for the first year of data collection, following this; the response rate can be amended to the authority response rate from the first collection. There is no requirement to report the response rate of questionnaires issued to the Parents of the Children included in this process.

Current Position as @ 11th October 2016:

Adult services

- ❖ **499** completed Adult service user questionnaires (36% response rate)
- ❖ **192** completed Carers questionnaires (34% response rate)

Children's Services

- ❖ **130** completed Children service user questionnaires (21% response rate)
- ❖ **69** completed Parents questionnaires out of 552 issued.