



Llywodraeth Cymru
Welsh Government

Measuring national well-being:

A report on the national outcomes framework for people who need care and support and for carers who need support, 2020-2021



Mae'r ddogfen yma hefyd ar gael yn Gymraeg.
This document is also available in Welsh.

Contents

Tables and Figures.....	5
Foreword	6
Introduction	6
Background.....	6
Principles of the Act.....	7
Measuring national well-being	8
Links with other frameworks	9
About this report	10
Securing rights and entitlements	13
Percentage of people who rate the care and support they have received as excellent or good	14
Percentage of people whose care and support has helped them have a better quality of life	15
Percentage of people who feel they have been treated with respect	15
Percentage of people who rate the people that provided their help, care and support as excellent or good	16
Percentage of people that received the right information or advice when they needed it .	17
Percentage of people reporting that they are in control of their daily life as much as they can be	18
Percentage of people who felt involved in decisions about their care and support.....	18
Percentage of voluntary organisations offering family welfare and children activities.....	19
Percentage of adults who receive care and support receiving a direct payment	19
Physical and Mental Health & Emotional Well-Being	20
Percentage of people with high happiness scores	21
Percentage of people with high life satisfaction scores	21
Percentage of people with high mental well-being	22
Percentage of people who have fewer than two healthy lifestyle behaviours	23
Percentage of live singleton births with a birth weight of less than 2500 grams	23
Percentage of children receiving care and support with mental health problems	24
Percentage of children receiving care and support with up-to-date immunisations	24
Percentage of children receiving care and support aged 5 and over with up-to-date dental checks	25
Healthy Life Expectancy at Birth	25
Hip Fractures amongst Older People.....	25

Percentage of adults reporting their health in general is very good or good.....	26
Protection from abuse and neglect.....	27
Percentage of people reporting they feel safe.....	27
Percentage of re-registrations of children on local authority child protection registers	28
Incidence of domestic abuse	28
Incidence of sexual offences	29
Percentage of adults at risk of abuse or neglect reported more than once during the year	29
Education, Training and Recreation	29
Percentage of people reporting that they are able do the things that matter to them.....	30
Key Stage 2 results for children receiving care and support	31
Key Stage 4 results for children receiving care and support	31
School attendance rates of children receiving care and support	31
Learner outcomes in further education, work based learning and adult community learning	32
Percentage of adults aged 16-64 with at least one qualification.....	32
Percentage of children receiving care and support achieving the expected level of learning or above at the end of the Foundation Phase	33
Domestic, family and personal relationships	33
Percentage of people reporting overall emotional and social loneliness	34
Percentage of people who think that people in their local area treat each other with respect and consideration	34
Percentage of people who feel they belong to their local area	35
Percentage of people who think that their local area is a place where people from different backgrounds get on well together	35
Contribution made to society	36
Percentage of people reporting the things they do in life are worthwhile.....	37
Percentage of people who volunteer	37
Percentage of voluntary organisations offering community or youth activities.....	38
Percentage of voluntary organisations offering disability activities.....	38
Social and economic well-being	38
Employment rate of adults aged 50 and over.....	39
Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled	40
Gap in healthy life expectancy between least and most deprived	40
The percentage of 19-24 year olds who are not in education, employment or training (NEET)	40

Percentage of materially deprived households	41
Suitability of living accommodation.....	42
Percentage of people reporting that their accommodation is suitable for their needs.....	42
Percentage of homeless households which include dependent children.....	43
Percentage of voluntary organisations offering housing activities	43
Percentage of social housing compliant with Welsh Housing Quality Standard (WHQS) .	43
Next Steps.....	44

Tables and Figures

Chart 1: Percentage of people who rate the care and support they have received as excellent or good	14
Chart 2: Percentage of people whose care and support has helped them have a better quality of life	15
Chart 4: Percentage of people who rate the people that provided their help, care and support as excellent or good.....	16
Chart 5: Percentage of people who received the right information or advice when they needed it	17
Chart 6: Percentage of people reporting that they are in control of their daily lives as much as they can be	18
Chart 8: Percentage of people with high happiness scores.....	21
Chart 9: Percentage of people with high life satisfaction scores	22
Chart 10: Percentage of people with high mental well-being.....	22
Chart 11: Percentage of children receiving care and support with mental health problems, with up-to-date immunisations and aged 5 and over with up-to date dental checks	24
Chart 12: Percentage of adults reporting that their health in general is very good or good	26
Chart 13: Percentage of people reporting that they feel safe.....	28
Chart 14: Percentage of people reporting that they are able do the things that matter to them	30
Chart 16: Percentage of people who think that people from their local area treat each other with respect	34
Chart 17: Percentage of people who feel they belong to their local area.....	35
Chart 18: Percentage of people who think that their local area is a place where people from different backgrounds get on well together	35
Chart 19: Percentage of people reporting the things they do in life are worthwhile	37
Chart 20: Employment rate of adults aged 50 and over and aged 16-64 who are Equality Act core or work-limiting disabled.....	39
Due to a change in method for calculating Healthy Life Expectancy there will not be an update in this report; data will be available in future updates	40
Chart 22: The percentage of 19-24 year olds who are not in education, employment or training (NEET).....	40
Chart 23: Percentage of materially deprived households	41
Chart 24: Percentage of people reporting that their accommodation is suitable for their needs	42

Foreword

In the beginning of 2020 the world encountered a pandemic on a scale as what we have not experienced in recent times. The magnitude of the Covid-19 pandemic is unprecedented and the impact remains. Everyone has at some point felt the effects that it has imposed on us and there is no doubt that the long term impact of this pandemic will be unparalleled and it will take the world years to recover.

The personal impact of the pandemic must not be underestimated; it has affected us all, but particularly children and young people, disabled people, unpaid carers and older people, to name but a few. As a result it is critically important to continue to value and monitor the well-being of those who need care or support.

The COVID-19 pandemic has demonstrated the significance of well-being and the importance of the people of Wales being provided with equal opportunities to become the best versions of themselves.

The well-being statement was laid before the National Assembly for Wales on 24th August 2016 and builds upon the definition of well-being in the Social Services and Well-being (Wales) Act 2014.

The well-being statement demonstrates the Welsh Government's commitment to achieving well-being for people who need care or support. It will also be used to build a common understanding of well-being across all organisations, to ensure everyone is working together towards the same important outcomes for individuals.

In addition to this; our Programme for Government sets out both our priorities for this Senedd, and also the ten well-being objectives which we will use to maximise the government's contribution to achieving each of the well-being goals.

It is of utmost importance that we continue to monitor the health and well-being of the people of Wales. We will endeavour to do this in line with the findings of the latest National Outcomes Framework Report and work to rebuild and recover from the pandemic.

Introduction

Background

In 2011, the Welsh Government published its ambitions for the future of social care in Sustainable Social Services for Wales: A Framework for Action¹, which at the time set in place a framework for meeting the challenges facing social services in the next decade and beyond, and sets out the priorities for action.

¹ Sustainable Social Services for Wales: A Framework for Action [Title \(wales.nhs.uk\)](#)

Sustainable Social Services for Wales is supported in legislation by the Social Services and Well-Being (Wales) Act² ('the Act') and will provide a system that will be centred on the well-being of people who need care and support and for carers who need support.

The Act is made up of eleven separate parts (below) and supported by Regulations and Codes of Practice:

- **Part 1** – Introduction
- **Part 2** – General functions
- **Part 3** – Assessing the needs of individuals
- **Part 4** – Meeting needs
- **Part 5** – Charging and financial assessment
- **Part 6** – Looked after and accommodated children
- **Part 7** – Safeguarding
- **Part 8** – Social Services functions
- **Part 9** – Co-operation and partnership
- **Part 10** – Complaints, representations and advocacy services
- **Part 11** – Miscellaneous and general

The Act imposes duties on local authorities, health boards and Welsh Ministers that require them to work to promote the well-being of those who need care and support, or carers who need support.

The Act changes the social services sector so that:

- People have control over what support they need, making decisions about their care and support as an equal partner
- Proportionate assessment focuses on the individual
- Carers have an equal right to assessment for support to those who they care for
- Easy access to information and advice is available to all
- Powers to safeguard people are stronger
- A preventative approach to meeting care and support needs is practised
- Local authorities and health boards come together in new statutory partnerships to drive integration, innovation and service change

Principles of the Act

- The Act supports people who have care and support needs to achieve well-being
- People are at the heart of the new system by giving them an equal say in the support they receive
- Partnership and co-operation drives service delivery

² Social Services and Well-being (Wales) Act 2014
http://www.legislation.gov.uk/anaw/2014/4/pdfs/anaw_20140004_en.pdf

- Services will promote the prevention of escalating need and the right help is available at the right time

The Act transforms social care in Wales and aims to improve people's well-being. Care and support services across Wales will focus on the well-being outcomes that people who need care and support and carers who need support want to achieve, and on people's rights and responsibilities.

Measuring national well-being

The development of the National Outcomes Framework³ was a requirement in Part 2 Section 8 of the Act to describe well-being for people who need care and support and carers who need support and provide a consistent approach to measuring well-being.

The framework builds further on the national well-being outcomes that are described in the well-being statement⁴ by setting out fifty-two national outcome indicators defined under eight aspects of well-being that relate to all areas of an individual's life. These include:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

The national outcome indicators evidence whether the national well-being outcomes are being achieved, and provide a measure of the well-being of people who need care and support and for carers who need support.

The national outcome indicators have been set by Welsh Government⁵ working in collaboration with a wide range of stakeholders from across the social care sector in Wales.

The key objectives of the national outcomes framework are:

- **to set the national direction to promote the well-being of people who need care and support and carers who need support in Wales;**
This shift in service provision to promote well-being provides a focus for all services (statutory, third and independent sector) to work with people who receive care and support and carers to understand what matters to them. Services must work in partnership to build on people's strengths and abilities to enable them to maintain an appropriate level of independence with the appropriate level of care and support. The national outcomes framework will support services to work together to promote well-being in relation to care and support.

³ National Outcomes Framework [Social services national outcomes framework | GOV.WALES](#)

⁴ Well-being statement [29438 Wellbeing Statement \(gov.wales\)](#)

⁵ National Outcomes framework - [Social services national outcomes framework | GOV.WALES](#)

- **to provide greater transparency on whether services are improving well-being outcomes for people who need care and support and carers who need support in Wales using consistent and comparable indicators;**
 This will allow the sector to scrutinise its performance and will shine a spotlight on what needs to be done to improve people’s well-being rather than focussing on the processes involved in delivering social services. The national outcomes framework will be the key driver for identifying evidenced based national priorities for improvement. This information will be used effectively to focus improvement resources in the most important areas, identify and extend best practice and identify where new policies are required.
- **to describe the national well-being outcomes that people who need care and support and carers who need support should expect in order to live fulfilled lives.**
 This will give people a greater voice and more control over their lives and enable them to make informed decisions to ensure they engage in improving their own well-being. Focussing on people’s well-being outcomes will drive better experiences and better services for people who need care and support and carers who need support.

A summary of the national outcome indicators and sources of data relating to the indicators can be found on the National Outcomes Framework pages on the Welsh Government website.

Links with other frameworks

This Social Services National Outcomes Framework is developed particularly to underpin the national indicators of the *Well-being of Future Generations (Wales) Act 2015*⁶ that measure whether Wales is achieving the seven well-being goals set out in the Act. These goals include achieving a prosperous, resilient, more equal and healthier Wales, through improving the social, economic, environmental and cultural well-being of Wales, both now and in the future.

This National Outcomes Framework also links closely to other outcomes frameworks including those for the National Health Service and the Public Health Outcomes Framework⁷. There is a direct overlap with some indicators that are shared across these frameworks, whilst there are some indicators which are complementary to others. Work is ongoing to further align these frameworks as outlined in the Healthier Wales⁸

In addition to the outcomes frameworks, a new performance and improvement framework for social services in Wales⁹ came into effect in April 2020. Produced by

⁶ Well-being of Future Generations - <https://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

⁷ Public Health Outcomes Framework - <http://www.publichealthwalesobservatory.wales.nhs.uk/phof>

⁸ **A Healthier Wales: our Plan for Health and Social Care** - <https://gov.wales/topics/health/publications/healthier-wales/?lang=en>

⁹ Performance and Improvement Framework - [measuring-activity-and-performance-guidance-2020-21.pdf \(gov.wales\)](https://gov.wales/topics/health/publications/measuring-activity-and-performance-guidance-2020-21.pdf)

Welsh Government in collaboration with local authorities and social care stakeholders in Wales, it describes Welsh Government's ambition to use a range of methods to collect, analyse and understand data and evidence on the delivery of care and support, and support for carers across Wales.

About this report

Due to the COVID-19 pandemic, the national outcomes framework report was not published in 2020. The last report was published in 2019 and included data for the 2017-18 financial year.

This report will include data from 2018-19 where possible as well as the most recent data for 2019-20.

This is the second annual report against the national outcomes framework for people who need care and support and carers who need support. Where new data has been made available, this report will provide an update for each indicator,. Trends will be reported where possible.

All subsequent reports of the national outcomes framework will be published annually. As information is gathered through the national outcomes framework over the coming years, we hope to establish the evidence base that will identify the national priorities for improvement in Wales. This will provide an understanding of the overall impact of care and support on people's lives.

Table 1: Indicators that have been updated or removed.

SECURING RIGHTS & ENTITLEMENTS

INDICATOR UPDATED - YES / NO

1. Percentage of people who rate their care and support as excellent or good - **YES**
2. Percentage of people whose care and support has helped them have a better quality of life - **YES**
3. Percentage of people who feel they have been treated with respect - **YES**
4. Percentage of people who rate the people that provided their help, care and support as excellent or good - **YES**
5. Percentage of people that received the right information or advice when they needed it - **YES**
6. Percentage of people reporting that they are in control of their daily life as much as they can be - **YES**
7. Percentage of people who felt involved in decisions about their care and support - **YES**
8. Percentage of voluntary organisations offering family welfare and children's activities - **YES**

9. Percentage of adult service users receiving a direct payment - **YES**

PHYSICAL & MENTAL HEALTH & EMOTIONAL WELL-BEING

INDICATOR UPDATED - YES / NO

10. Percentage of people with high happiness scores – **YES**

11. Percentage of people with high life satisfaction scores – **YES**

12. Percentage of people with high mental well-being – **YES**

13. Percentage of people who have fewer than two healthy lifestyle behaviours – **YES**

14. Percentage of children receiving care and support with mental health problems – **YES**

15. Percentage of live singleton births with a birth weight of less than 2500 grams – **YES**

16. Percentage of children receiving care and support with up-to-date immunisations – **YES**

17. Percentage of children in need with up-to-date dental checks – **YES**

18. Healthy life expectancy at birth – **YES**

19. Hip Fractures amongst older people – **YES**

20. Percentage of people reporting that their health in general is good or very good - **YES**

PROTECTION FROM ABUSE AND NEGLECT

INDICATOR UPDATED - YES / NO

21. Percentage of people reporting they feel safe – **YES**

22. Percentage of registrations of children on local authority child protection registers – **YES**

23. Incidence of sexual offences – **YES**

24. Incidence of domestic abuse – **YES**

25. Percentage of adults at risk of abuse and neglect referred more than once during the year - **YES**

EDUCATION, TRAINING & RECREATION

INDICATOR UPDATED - YES / NO

- 26. Percentage of people reporting that they are able do the things that matter to them – **YES**
- 27. Key Stage 4 results for children receiving care and support – **YES**
- 28. Key Stage 2 results for children receiving care and support – **YES**
- 29. School attendance rates for children receiving care and support – **YES**
- 30. Learner outcomes In further education, work based learning and adult community learning – **YES**
- 31. Percentage of adults aged 16-64 with at least one qualification – **YES**
- 32. Percentage of children receiving care and support achieving expected level of learning or above at foundation phase - **YES**

DOMESTIC, FAMILY & PERSONAL

INDICATOR UPDATED - YES / NO

- 33. Percentage of people reporting overall, emotional and social loneliness – **NO**
- 34. Percentage of people who think that people in their local area treat each other with respect and consideration – **YES**
- 35. Percentage of people who feel they belong to their local area – **YES**
- 36. Percentage of people who think that their local area is a place where people from different backgrounds get along well together - **YES**

CONTRIBUTION MADE TO SOCIETY

INDICATOR UPDATED - YES / NO

- 37. Percentage of people reporting the things they do in life are worthwhile - **YES**
- 38. Percentage of people who volunteer – **NO**
- 39. Percentage of voluntary organisations offering community or youth activities – **YES**
- 40. Percentage of voluntary organisations offering disability activities - **YES**

SOCIAL & ECONOMIC WELL-BEING

INDICATOR UPDATED - YES / NO

- 41. Employment rate of adults aged 50 and over - **YES**
- 42. Gap in healthy life expectancy between least and most deprived - **NO**

- 43. The percentage of 19 – 24 year olds who are not in education, employment or training (NEETS) - **YES**
- 44. Employment rate of adults aged 16-64 who are equality act core or work limiting disabled – **YES**
- 45. Percentage of people living in households in material deprivation - **YES**

SUITABILITY OF LIVING ACCOMODATION

INDICATOR UPDATED - YES / NO

- 46. Percentage of people reporting that their accommodation is suitable for their needs – **YES**
- 47. Percentage of voluntary organisations offering housing support – **YES**
- 48. Percentage of households which include dependent children – **YES**
- 49. Percentage of social housing compliant with Welsh Housing Quality Standards – **YES**



Securing rights and entitlements

Everyone has a right to be given a voice and an opportunity to be heard as an individual and as a citizen, and to have real control over their day to day lives. The well-being statement reflects the commitment outlined in the Social Services and Well-being (Wales) Act 2014 that social care must focus on the rights and entitlements of people who need care and support and carers who need support.

Helping people to be in control of their own lives, as much as is reasonably practicable, and be involved in decisions about their care and support are key well-being outcomes.

Outcome Indicators

Percentage of people who rate the care and support they have received as excellent or good

Percentage of people whose care and support has helped them have a better quality of life

Percentage of people who feel they have been treated with respect

Percentage of people who rate the people that provided their help, care and support as excellent or good

Percentage of people that received the right information or advice when they needed it

Percentage of people reporting that they are in control of their daily life as much as they can be

Percentage of people who felt involved in decisions about their care and support

Percentage of voluntary organisations offering family welfare and children activities

Percentage of adult service users receiving a direct payment

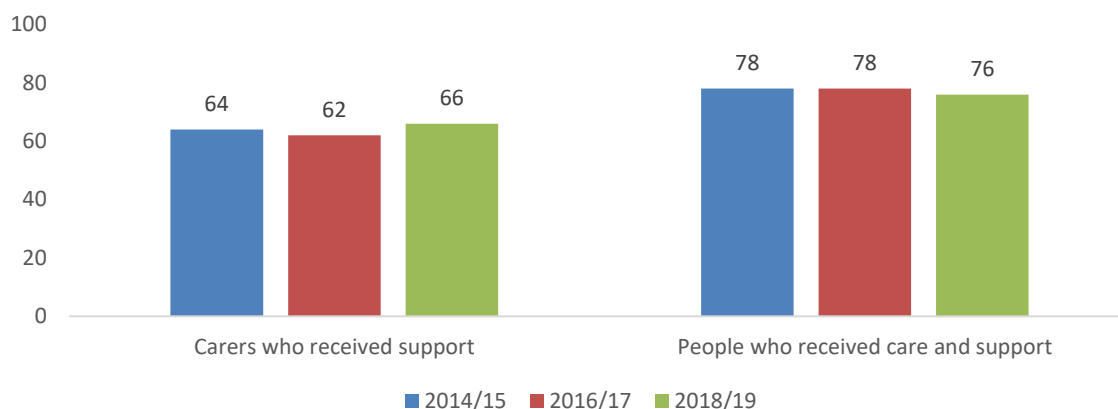
Percentage of people who rate the care and support they have received as excellent or good

To be able to improve their well-being, live independently and achieve their personal well-being outcomes, it is essential that people and carers must receive good quality care and support services.

In 2018-19, around three quarters (76 per cent) of people who received care and support in Wales rated the care and support they received as excellent or good. People who received care and support were more likely to rate the overall service as excellent or good compared with carers who received support (66 per cent).

As chart 1 shows, there was no significant difference between the results for 2014-15, 2016-17 and those for 2018-19.

Chart 1: Percentage of people who rate the care and support they have received as excellent or good

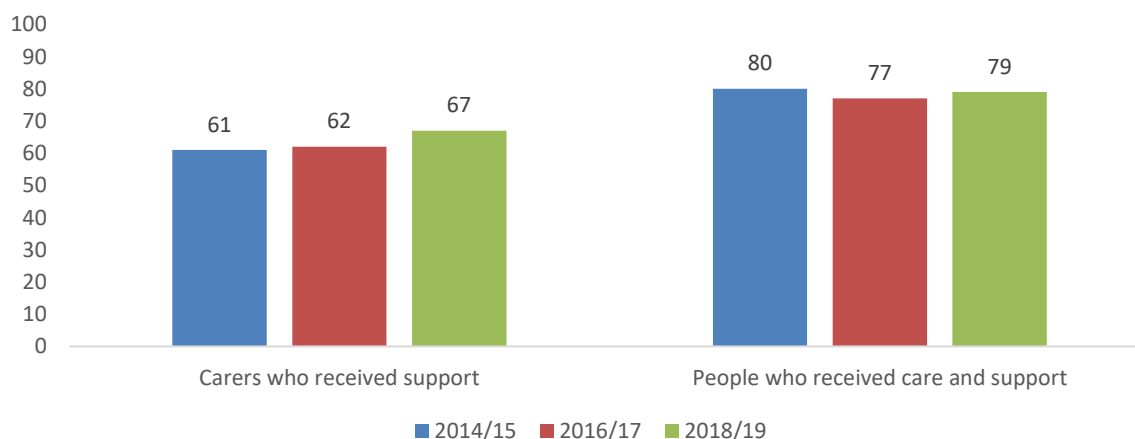


Source: National Survey for Wales

Percentage of people whose care and support has helped them have a better quality of life

People who received care and support and carers who received support were asked whether care and support services have helped them to have a better quality of life. In 2018-19, 79 per cent of people who had received care and support and 67 per cent of carers who received support agreed that their care and support had helped them have a better quality of life. Chart 2 shows the results were similar to those in 2016-17 and 2014-15.

Chart 2: Percentage of people whose care and support has helped them have a better quality of life



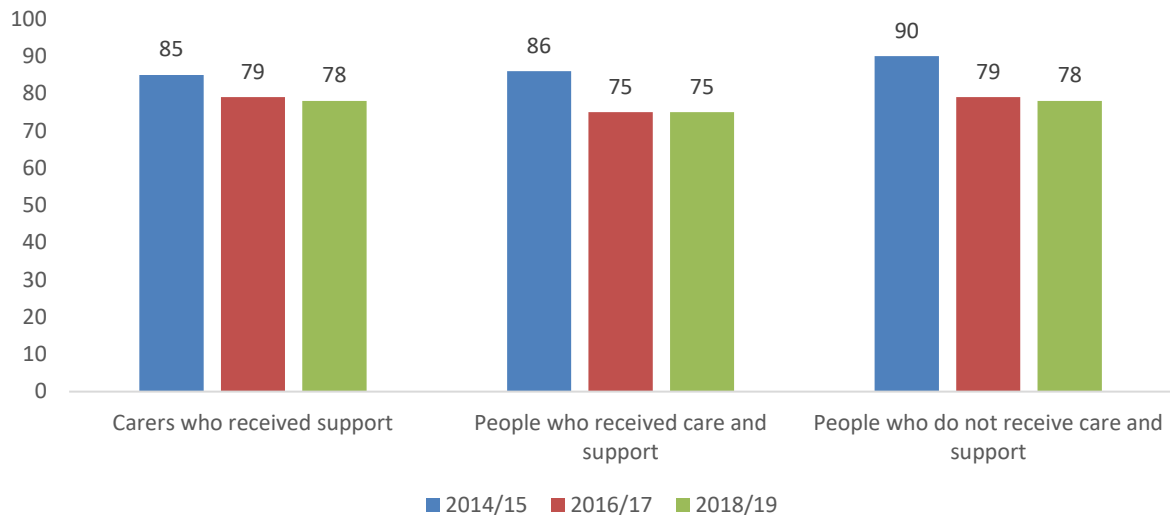
Source: National Survey for Wales

Percentage of people who feel they have been treated with respect

Being treated with dignity and respect, receiving the appropriate care, free from abuse or neglect and being supported to live independently will help people and carers to improve their well-being and help achieve their personal well-being outcomes.

For people who receive care and support, in 2018-19, 75 per cent felt that people treated them with respect this was similar to results in 2016-17. The percentage of people who felt that people treated them with respect also remained similar for carers (78 per cent in 2018-2019; 79 per cent in 2016-17) and those who do not receive any care and support (78 per cent in 2018-19; 79 per cent in 2016-17).

Chart 3: Percentage of people who feel they have been treated with respect



Source: National Survey for Wales

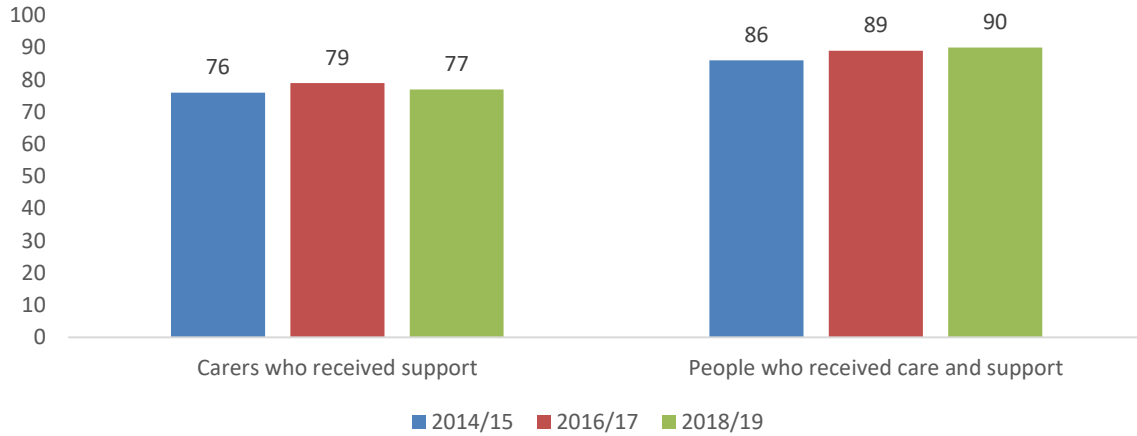
Percentage of people who rate the people that provided their help, care and support as excellent or good

People who received care and support and carers who received support were asked to rate the people who directly helped, cared for, or supported them.

Chart 4 shows that in 2016-17, 89 per cent of people who received care and support rated the people who directly helped, cared for, or supported them as excellent or good. This compares with 90 per cent in 2018–19.

For carers who received support 77 per cent rated the people who directly helped, cared for, or supported them as excellent or good. This figure has decreased by two percentage points from 2016-17 (79 per cent).

Chart 4: Percentage of people who rate the people that provided their help, care and support as excellent or good



Source: National Survey for Wales

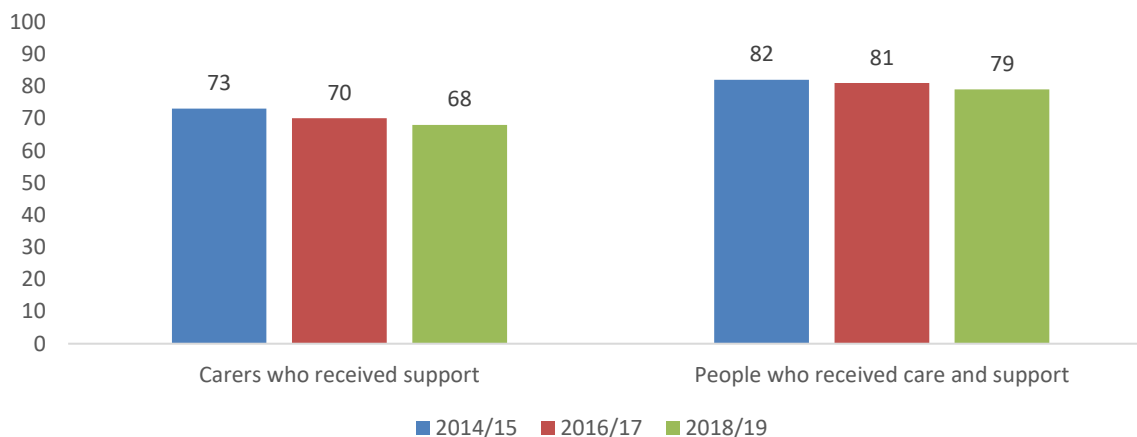
Percentage of people that received the right information or advice when they needed it

In order for people to make informed decisions about how best to manage their well-being, access to information, advice and assistance relating to care and support must be made available at the right time and in the right place.

People who received care and support and carers who received support were asked whether they agreed or disagreed that 'when receiving care and support in the last 12 months they had received the right information or advice when they needed it'.

There has been gradual decrease in this indicator since 2014-15. Chart 5 shows people who received care and support were more likely to agree that within the last 12 months they had 'received the right information or advice when they needed it' (2018-19, 79 per cent; 2016-17, 81 per cent; 2014-15, 82 per cent), compared with carers who received support (2018-19, 68 per cent; 2016-17, 70 per cent; 2014-15, 73 per cent).

Chart 5: Percentage of people who received the right information or advice when they needed it



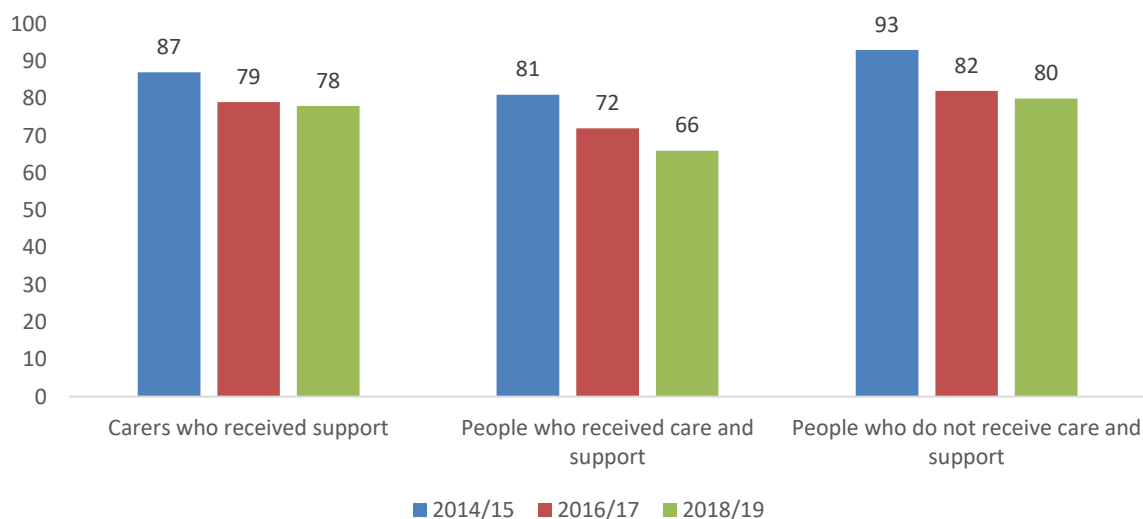
Source: National Survey for Wales

Percentage of people reporting that they are in control of their daily life as much as they can be

In 2018-19, 66 per cent of people who received care and support and 78 per cent of carers who received support agreed that they were in control of their daily life as much as they can be; however, people who had not received any care and support were more likely to feel in control of their daily life (80 per cent).

Chart 6 shows these figures have decreased for all respondents since 2014-15.

Chart 6: Percentage of people reporting that they are in control of their daily lives as much as they can be



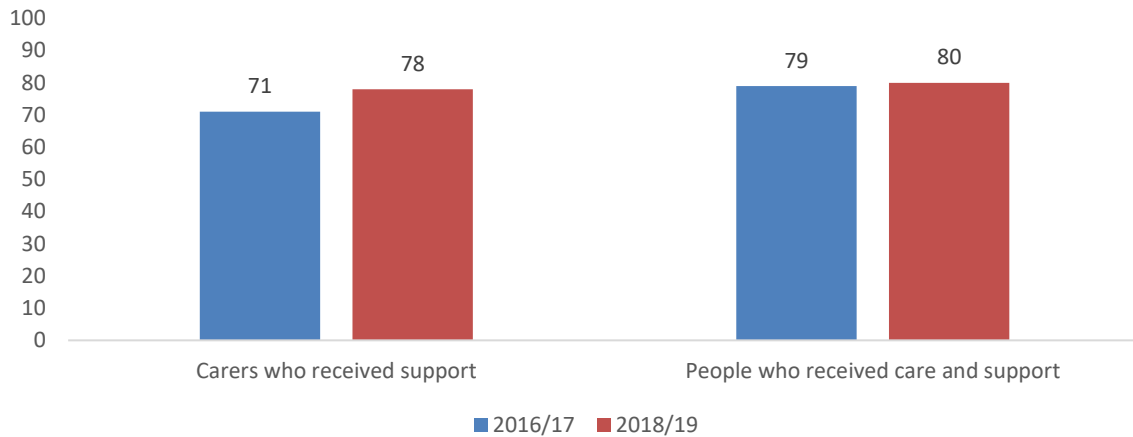
Source: National Survey for Wales

Percentage of people who felt involved in decisions about their care and support

People receiving care and support must be equal partners in the design and the delivery of their care and support as they know what is best for them. The Act provides carers in Wales with equal legal rights to those they look after.

In 2016-17, around 4 in 5 people who received care and support (79 per cent) and carers who received support (71 per cent) agreed that they had been involved in any decisions made about how their care or support was provided for themselves or the person they cared for respectively. In 2018-19 this figure increased for people who receive care and support (80 per cent) and carers who receive support (78 per cent) suggesting people feel more involved in decisions about their care and support.

Chart 7: Percentage of people who felt involved in decisions about their care and support



Source: National Survey for Wales

Percentage of voluntary organisations offering family welfare and children activities

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. Voluntary organisations offer activities to support family welfare and children, including: preschool provision, local centres providing services, adoption and fostering services, children's rights organisations and services for disabled children. In 2020, there was a decrease to around 10 per cent (9.9 per cent) of voluntary organisations offering welfare and children activities. This compares to 10.2 per cent in 2017 and 11.4 per cent in 2018.

Percentage of adults who receive care and support receiving a direct payment

Direct payments are monetary payments made by local authorities directly to adults for the purchase of care and support services. This is one mechanism by which individuals can take control over the way in which their care and support needs are met. In 2018-19, the percentage of direct payments made by local authorities in Wales was around 8 per cent (8.2 per cent). This compares to around 8 per cent (7.7 per cent) in 2017-18 and around 7 per cent in 2016-17. This suggests small increases in the percentage of people who receive care and support receiving a direct payment.



Physical and Mental Health & Emotional Well-Being

The well-being statement recognises how important it is for people who need care and support and carers who need support to have good physical, mental and emotional health in order to enjoy a good quality of life.

Being healthy and active can allow children to flourish and develop to their full potential, and limit the likelihood of needing assistance from care and support services later on in life. For adults, enjoying good physical and emotional health and well-being as they get older can help keep their independence and reduce social isolation by continuing to work and participate in their communities.

There are many factors that will contribute to mental health and emotional well-being levels. To improve the overall well-being of people who need care and support and carers who need support, care and support services must work with people to look at the person's life as a whole to see how services can contribute to supporting people to achieve what matters to them.

Outcome Indicators

Percentage of people with high happiness scores

Percentage of people with high life satisfaction scores

Percentage of people with high mental well-being

Percentage of people who have fewer than two healthy lifestyle behaviours

Percentage of live singleton births with a birth weight of less than 2500 grams

Percentage of children receiving care and support with mental health problems

Percentage of children receiving care and support with up-to-date immunisations

Percentage of children receiving care and support aged 5 and over with up-to-date dental checks

Percentage of adults reporting their health in general is very good or good

Healthy life expectancy at birth (males and females)

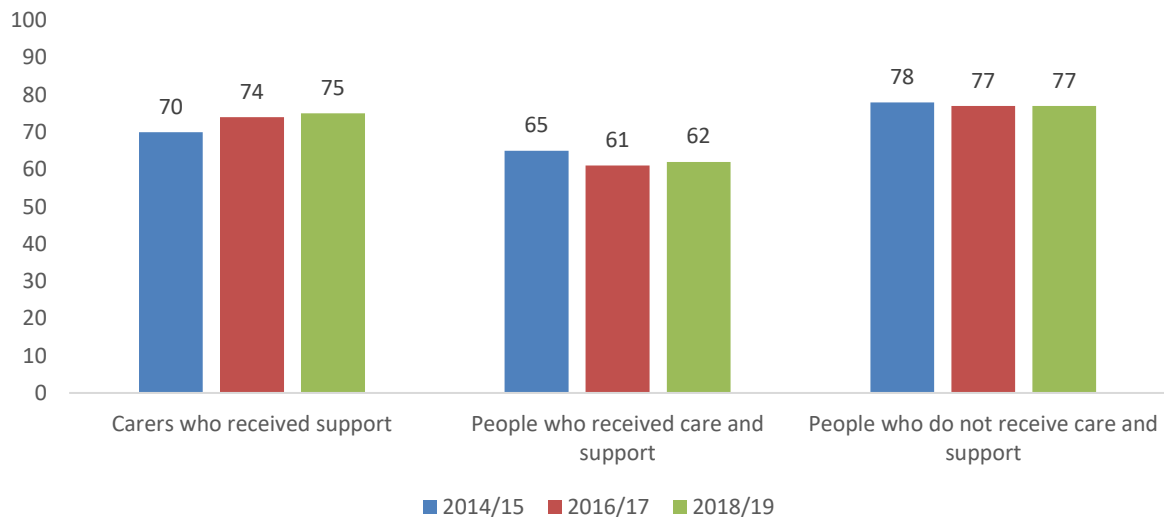
Hip Fractures amongst Older People

Percentage of people with high happiness scores

The majority of people who received care and support and carers who received support reported high or very high levels of happiness. When asked in the National Survey around two thirds of people who received care and support reported high or very high levels of feeling happy yesterday (62 per cent). Almost three quarters (75 per cent) of carers who received support, reported high or very high levels of feeling happy.

Despite the majority of those who receive care and support and carers who receive support having high happiness scores, it is slightly lower than those who do not receive care and support. In 2016-17, 77 per cent of people in this group reported high or very high levels of feeling happy (the previous day). Chart 8 shows these 2018-19 findings and the similar results for 2016-17 and 2014-15.

Chart 8: Percentage of people with high happiness scores



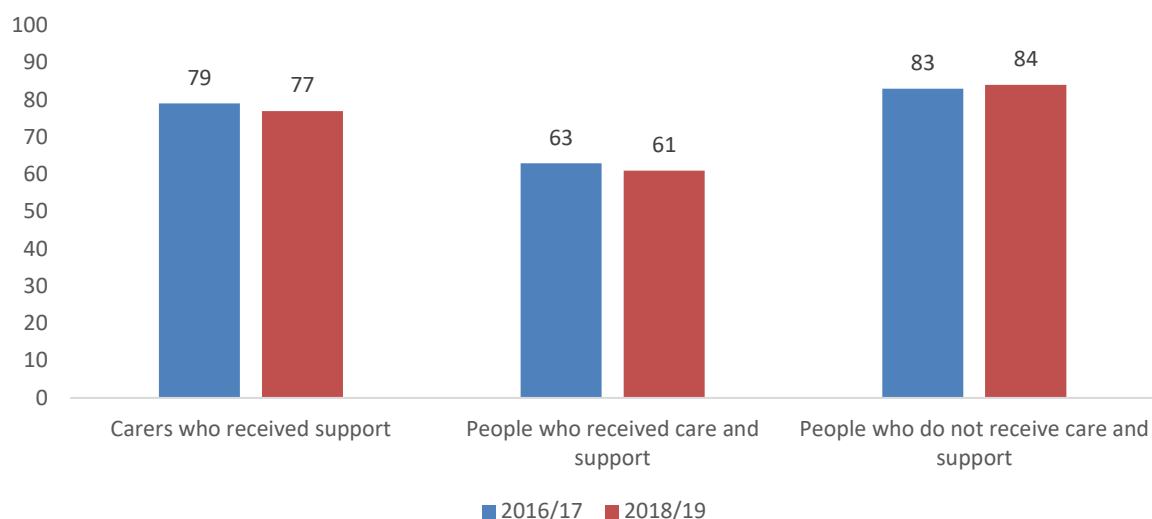
Source: National Survey for Wales

Percentage of people with high life satisfaction scores

The majority of people who received care and support and carers who received support reported high or very high levels of life satisfaction scores. Chart 9 shows in 2018-19 around two thirds of people (61 per cent) who receive care and support had high life satisfaction scores. This compares with 77 per cent of carers who receive support and 84 percent of people who do not receive care and support. These

results are similar to results in 2016-17 (63 per cent; 79 per cent; 83 per cent respectively).

Chart 9: Percentage of people with high life satisfaction scores



Source: National Survey for Wales

Percentage of people with high mental well-being¹⁰

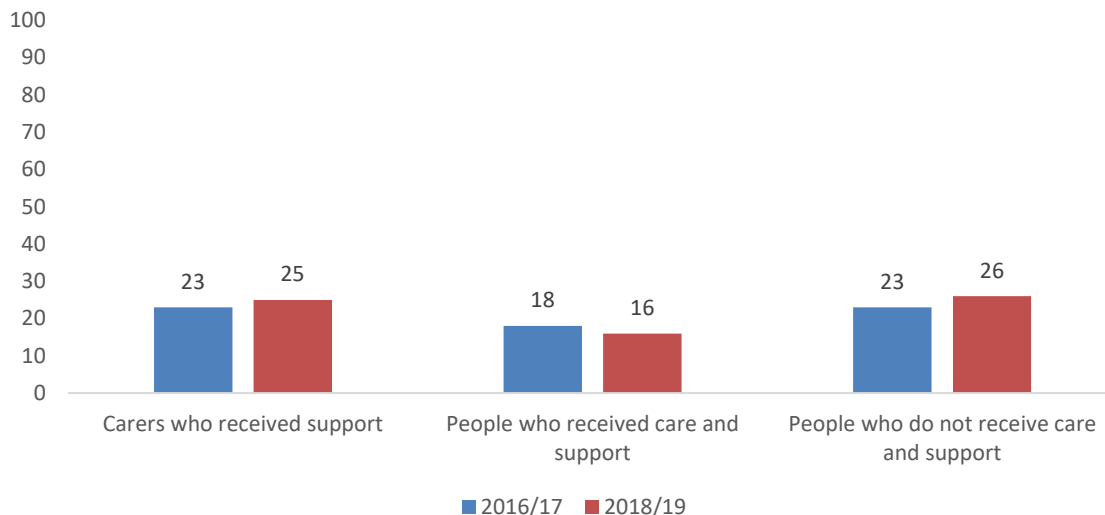
The Warwick-Edinburgh Mental Well-Being Scale (WEMWBS) was included in the National Survey to give information on mental well-being. Respondents were asked a series of statements, and based on their answers a score of between 14 (lowest mental well-being) and 70 (highest) was assigned. For analysis purposes we grouped these scores; below average mental well-being (scores 14 to 44), average well-being (scores 45 to 57), and above average mental well-being (scores 58 to 70).

Chart 10 shows that in 2016-17, 23 per cent of carers had high mental well-being. In 2018-19 this increased to 25. Similar trends could also be seen for those individuals who did not receive care and support. In 2016-17 23 per cent reported high mental well-being. This increased to 26 percent in 2018-19.

For those individuals who do receive care and support these figures were significantly lower. In 2016-17 18 per cent reported high mental well-being. This decreased slightly in 2018-19 to 16 per cent.

Chart 10: Percentage of people with high mental well-being

¹⁰ Figures presented are for adults only



Source: National Survey for Wales

Percentage of people who have fewer than two healthy lifestyle behaviours¹¹

People have a responsibility to do the things that keep them healthy and active. There are five lifestyle behaviours most commonly attributed to good health. These are: not smoking, having a healthy weight, eating five fruit or vegetables a day, not drinking above guidelines and meeting physical activity guidelines.

In 2016-17, one in ten people (10 per cent) who do not receive care and support have fewer than two of these healthy lifestyle behaviours. Similar percentages can be seen for people receiving care and support (10 per cent) and carers receiving support (9 per cent).

In 2018-19, figures remain similar for those who do not receive care and support (10 per cent) and carers (9 per cent). However, there was a significant difference in those who receive care and support with 20 per cent reporting fewer than two healthy lifestyle behaviours.

Percentage of live singleton births with a birth weight of less than 2500 grams

Being born with a low birth weight can pose long term challenges for a child's development and their likelihood to achieve their full potential throughout childhood and adult life.

The number of single babies (as opposed to twins or triplets etc.) born weighing less than 2.5 kg (5 pounds, 8 ounces) had been falling over the last decade or so but has increased in the last 2 years. The most recent statistics for 2019 showed that 5.9 per

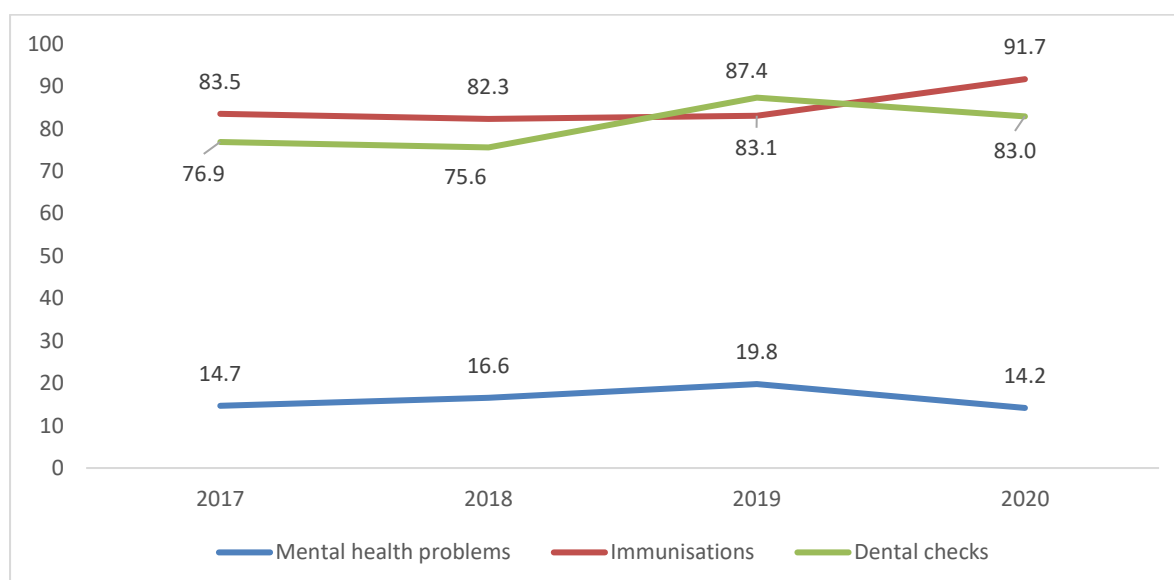
¹¹ Figures presented are for adults only

cent of births (single babies) were low birth weight. This is the highest percentage since 2009 and represents a steady increase since 2014.

Percentage of children receiving care and support with mental health problems

The Children Receiving Care and Support records the number of children over the age of 10 who are experiencing emotional or behavioural development difficulties. Chart 11 shows that amongst the 8,490 children over the age of 10 who were receiving care and support in 2020, 14.2 per cent (1,185) had mental health problems. This is the lowest recorded in the last four years.

Chart 11: Percentage of children receiving care and support with mental health problems, with up-to-date immunisations and aged 5 and over with up-to date dental checks



Source: Children Receiving Care and Support Census

Percentage of children receiving care and support with up-to-date immunisations

Information on immunisations was provided for 16,050 (96.8 per cent) of the children receiving care and support. Chart 11 also shows that in 2020 there was an increase to 91.7 per cent of children receiving care and support for whom information was provided had up to date immunisations, suggesting levels are now in line with the general child population¹²

¹² See the Statistical Release, NHS Immunisation, for information about immunisation for all children.

Percentage of children receiving care and support aged 5 and over with up-to-date dental checks

Information on dental checks was provided for 12,155 (93.9 per cent) children aged 5 and over. Chart 11 shows that in 2020, 83 per cent of children who received care and support had up to date dental checks. The proportion of children looked after who were up to date with dental checks was higher (89 per cent) than for other children receiving care and support who were not looked after or on the child protection register (80 per cent) or those children who were on the child protection register (72 per cent).

Healthy Life Expectancy at Birth

Healthy life expectancy represents the number of years a person might expect to live in good health. Estimates may vary depending on the methods and sources used, however latest averages suggest that between 2015 and 2017¹³ the healthy life expectancy for males is 61.4 and for females it is 62.0. This is a decrease since the previous estimates in 2010 to 2014, which were 65.2 for males and 66.7 for females.

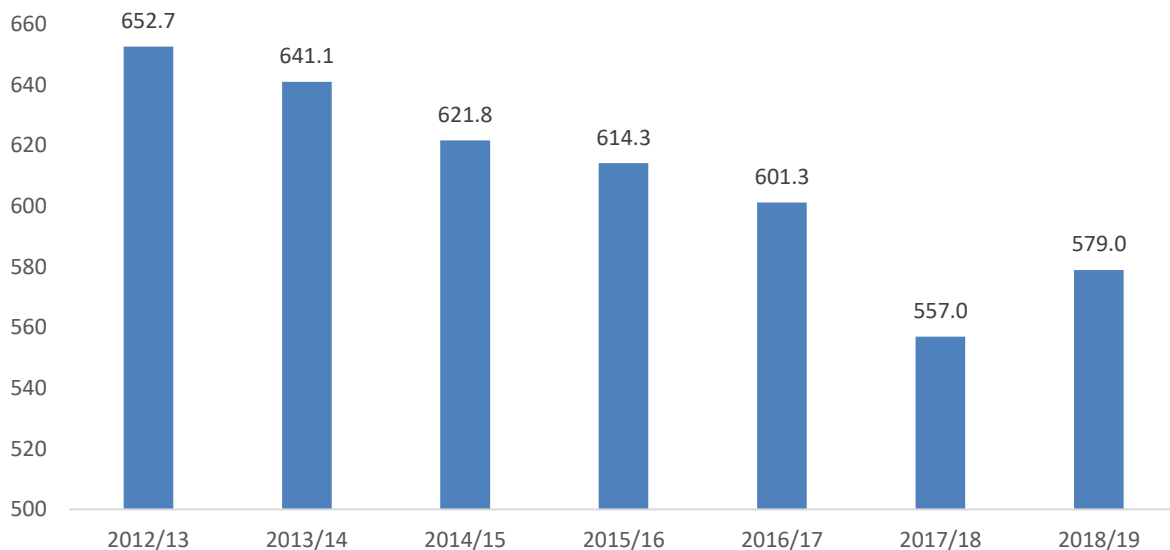
Hip Fractures amongst Older People

Emergency admissions to hospital for hip fractures among older people are most commonly as a result of a fall either inside or outside the home. Once a person has experienced a fall it can damage their self-confidence, can lead to people to become fearful in their daily lives and can result in increased likelihood of social isolation.

The rate of emergency admissions for hip fractures in people aged 65 and over has decreased over the last six years. Chart 12 shows that in 2018-19 there were 579.0 admissions per 100,000. This compares to 614.3 per 100,000 in 2015-16 and 652.7 per 100,000 in 2012-13.

Chart 12: The rate of emergency admissions for hip fractures in people aged 65 and over

¹³ Data after 2017 will be available in next year's report.

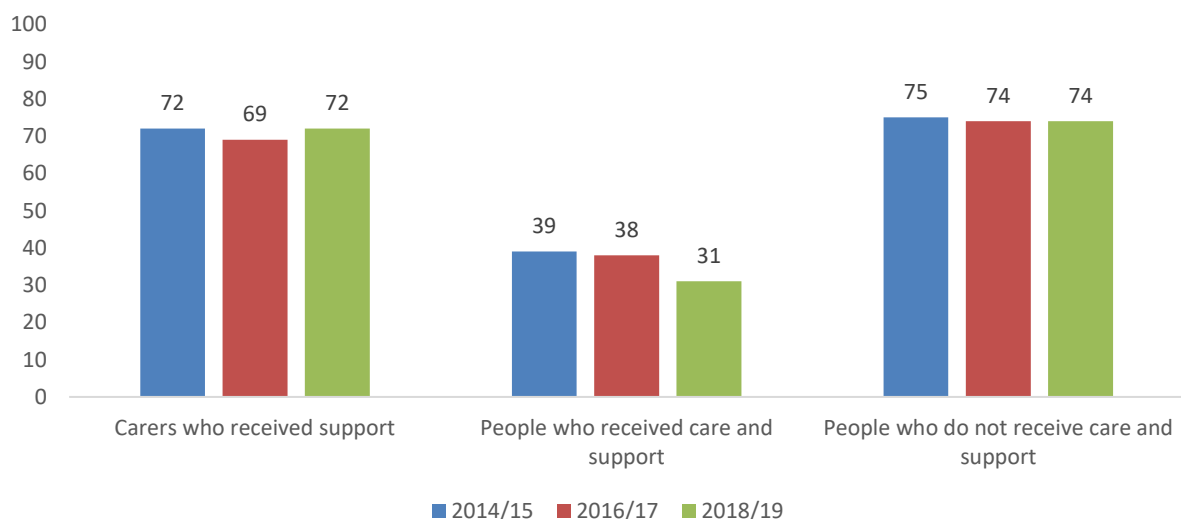


Source: Public Health Outcomes Framework

Percentage of adults reporting their health in general is very good or good

In 2018-19, people who received care and support were less likely to say that their health was either very good or good (31 per cent) when compared with carers who received support (72 per cent) and people who had not received any care and support (74 per cent). Chart 13 displays the 2014-15 and 2016-17 results.

Chart 13: Percentage of adults reporting that their health in general is very good or good



Source: National Survey for Wales

Protection from abuse and neglect

The well-being statement recognises that feeling safe is an important well-being outcome; everyone has the right to be safe and protected from abuse and neglect. The Social Services and Well-being (Wales) Act strengthens existing safeguarding arrangements in relation to children, and introduces a duty to ensure that relevant partners (e.g. the police or local health boards) must report to a local authority any situation where they think an adult is at risk of abuse or neglect.

Supporting individuals to protect the people that matter to them is also an important well-being outcome, for example, by educating people and those around them to recognise the signs and risks of abuse and neglect.

In the wider community, feeling safe in public spaces can increase the likelihood of an individual getting out and enjoying their local community, which can help to reduce social isolation and provide a greater sense of trust and belonging to their local area.

Outcome Indicators

Incidence of domestic abuse

Incidence of sexual offences

Percentage of re-registrations of children on local authority child protection registers

Percentage of people reporting they feel safe

Percentage of adults at risk of abuse or neglect referred more than once during the year

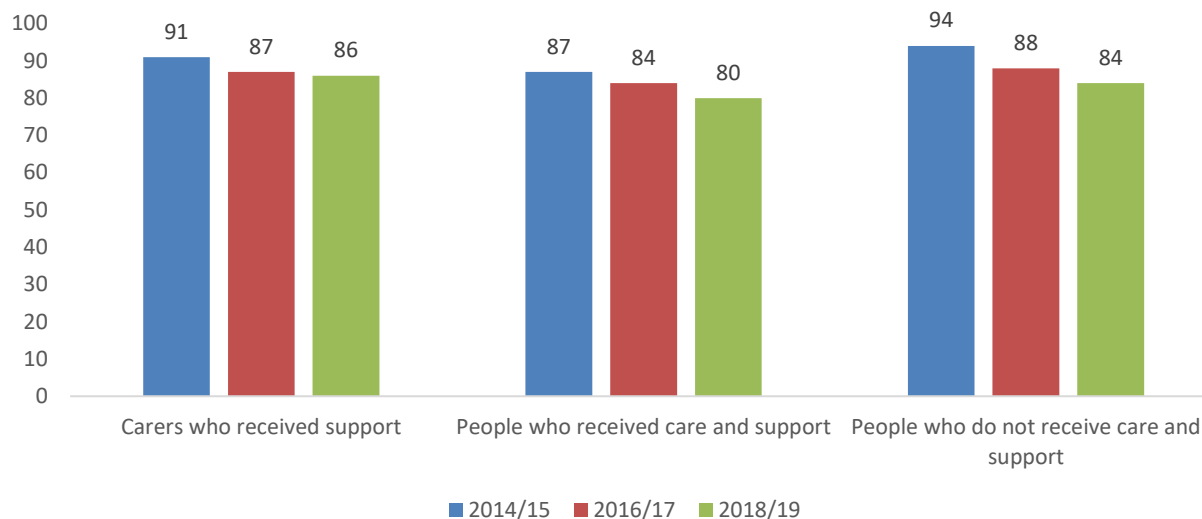
Percentage of people reporting they feel safe

The well-being statement describes well-being outcomes for people who need care and support and carers who need support in relation to protection from abuse and neglect. The statement recognises that feeling safe is an important well-being outcome.

In 2018-19, the majority of both people who received care and support and carers who received support reported that they felt safe (80 per cent and 86 per cent

respectively). Figures were broadly similar for those who had not received any care and support (84 per cent). Chart 14 shows that although a large proportion of people feel safe, figures have decreased steadily over the last four years.

Chart 14: Percentage of people reporting that they feel safe



Source: National Survey for Wales

Percentage of re-registrations of children on local authority child protection registers

The well-being statement describes how people should be safe and protected from abuse and neglect. It is important that children continue to be protected when at risk and that potential cases of repeated safeguarding issues are highlighted. In 2018-19, only a small percentage of registrations of children on local authority child protection registers during the year were re-registrations (5.1 per cent). This compares to 5.4 per cent in 2017-18 and 6.3 per cent in 2016-17.

Incidence of domestic abuse

The well-being statement describes well-being outcomes to protect people from abuse and neglect, as well as educating people and those around them to recognise the signs and dangers of abuse and neglect.

At year end March 2020 there were around 83,550 domestic abuse incidents and offences in Wales. This compares to around 80,925 domestic abuse incidents and offences at year end March 2019. This shows a 3.2 percentage point increase in domestic abuse incidents between 2019 and 2020¹⁴.

¹⁴ Domestic abuse and Sexual Offences Data should be read with a caveat – it is known that a high proportion of offences are not reported to the Police, and changes in recorded figures may reflect changes in reporting or

Incidence of sexual offences

Tackling all forms of sexual violence is an overriding priority for the Welsh Government, and this is reflected in our Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act introduced into the Assembly in June 2014.

Across Wales, the number of sexual offences reported to the police has steadily increased over the last 6 years. In 2017-18 around 8,800 sexual offences were reported in Wales. This is over 2000 more sexual offences reported than 2016-17 (6,300). However, in 2019-20, this number has dropped down to 7,400, after peaking at 9,100 in 2018-19¹⁵.

Percentage of adults at risk of abuse or neglect referred more than once during the year

Under the Social Services and Well-being (Wales) Act, local authorities and their relevant partners are required to refer to the appropriate local authority where they suspect that an adult is an adult at risk (of abuse or neglect). In 2018-19, 20,472 referrals were received and completed by local authorities during the year, where it was suspected that an adult was at risk of abuse or neglect. Just over half of these referrals progressed to an enquiry. In 2018-19 it was reported that 14.9 percent of adults were at risk of abuse or neglect. This is a decrease from 2017-18, where 15.9 were reported to be at risk.

Education, Training and Recreation

The well-being statement recognises that being able to learn and develop to their full potential and being able to do things that matter to them are important well-being outcomes for people who need care and support and carers who need support.

Children must be able to acquire the necessary developmental skills in order to help them achieve their educational potential and progress to higher and further education. Into adulthood, a lack of basic educational skills such as reading, writing and numeracy can have a huge impact on people's daily lives, for example, being able to understand household bills, forms and documents.

Learning is not limited to children and their education; further developing knowledge and skills through adult learning and training can give adults a sense of independence, improve confidence, and positively impact on a person's ability

recording rates rather than actual victimisation. For these reasons, caution should be used when interpreting trends in these offences.

¹⁵ Figures at year ending March 31st. Recorded crime figures remain subject to revision in future publications, as forces resubmit data to reflect the latest information

to getting and keeping a job. Having a regular income and staying out of poverty can have a significant impact on people's health and well-being.

Outcome Indicators

Key stage 2 results for children receiving care and support

Key stage 4 results for children receiving care and support

School attendance rates of children receiving care and support

Percentage of children receiving care and support achieving the expected level of learning or above at the end of the Foundation Phase

Learner outcomes in the further education, work-based learning and adult community learning sectors

The average external qualifications point score for 16 year old looked after children in any local authority maintained learning setting

Percentage of adults aged 16-64 with at least one qualification

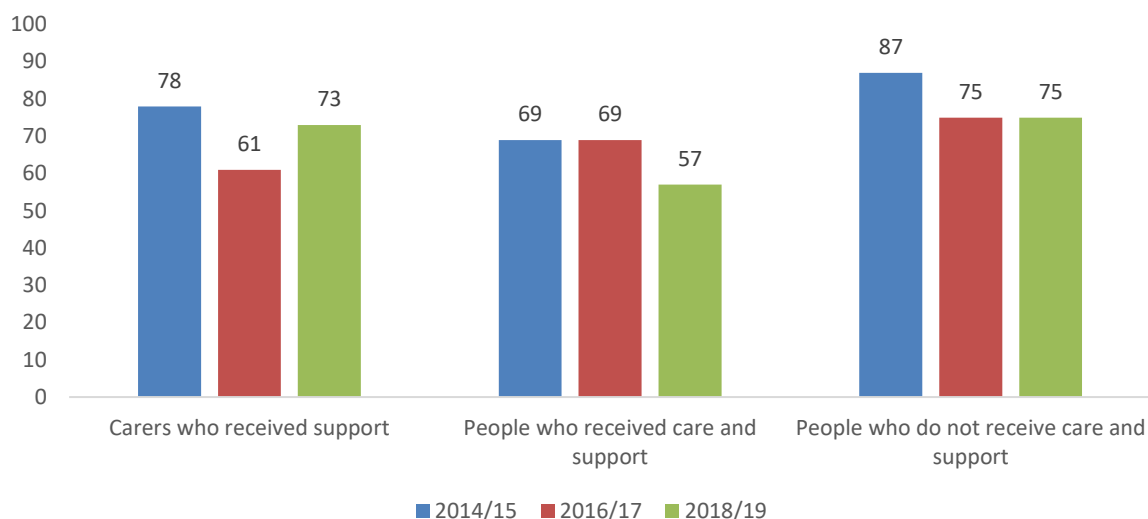
Percentage of people reporting that they are able do the things that matter to them

Percentage of people reporting that they are able do the things that matter to them

People must be able to achieve their own personal well-being outcomes and continue to do what is important to them to provide people with their own independence. People's individual circumstances must be considered; people know what's best for them, and their views wishes and feelings must be taken into account.

In 2018-19, people who received care and support were less likely to report that they were able to do the things that matter to them (57 per cent) compared with carers who received support (73 per cent) and people who had not received any care and support (75 per cent). As chart 15 shows, there has been a decrease since 2014-15 in the proportion of people who received care and support reporting they were able to do the things that matter to them.

Chart 15: Percentage of people reporting that they are able do the things that matter to them



Source: National Survey for Wales

Key Stage 2 results for children receiving care and support¹⁶

Key stage 2 is the term given to the four years of schooling in maintained schools in England and Wales when pupils are aged between 7 and 11. Care and support services must encourage children to participate in education, training and recreation to support them in learning and developing to their full potential.

There is a wide educational attainment gap between children receiving care and support and all pupils in Wales. In 2019, 56.6 per cent of children who received care and support achieved the core subject indicator at Key Stage 2. This level has been declining over the last two years, down from 60.2 per cent in 2017.

Key Stage 4 results for children receiving care and support

Key stage 4 is the term given to the two years of school education which incorporate GCSEs, and other exams, in maintained schools in England and Wales, when pupils are aged between 14 and 16. The percentage of children receiving care and support achieving the core subject indicator for Key Stage 4 is lower than those achieving Key Stage 2 and there is again a wide educational attainment gap between children receiving care and support and all pupils in Wales. In 2019, 12.0 per cent of children who received care and support achieved the core subject indicator at Key Stage 4.

School attendance rates of children receiving care and support

School attendance can have a significant impact on the attainment of education outcomes for children. In 2019, the school attendance rate of children receiving care

¹⁶ The Curriculum for Wales will be changing in September 2022, as such references to Key Stages will no longer be appropriate. The data collected regarding educational attainment will change as a result of this. Future reports will be updated in line with the data collected for the new curriculum.

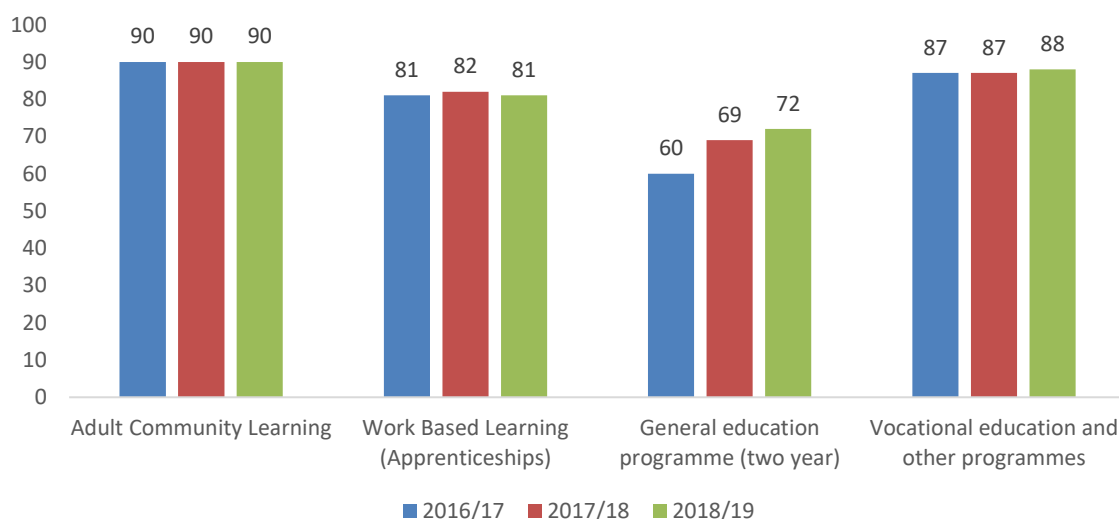
and support was 89.5 per cent. This is lower than 2017 and 2018 where the attendance rate was 91.8 and 91.6 per cent respectively.

Learner outcomes in further education, work based learning and adult community learning

Learning providers in all sectors are crucial to driving education standards forward. This indicator looks at the proportion of all learning activities in the Further Education (FE) and Adult Community Learning (ACL) sectors in Wales that are both completed and achieved. The indicator for the Work based Learning (WBL) sector relates to successful completion of apprenticeship frameworks. The FE includes two indicators, one for those completing the general educational programme (AS and A Levels) and another for those completing vocational education and other programmes.

The learning activity success rate in Wales in the adult community learning sector in 2018/19 was 90 per cent, which has been stable for the last three years. The work based learning apprenticeship framework success rate was 81 per cent, the same rate as in 2015-16. The completion rate of the general educational programme has increased to 72 per cent, up twelve percentage points from 2016/17. Completion of vocational and other learning programme has remained stable at 88 per cent.

Chart 16: Trends in learner outcomes



Source: Lifelong Learning Wales Record (LLWR)

Percentage of adults aged 16-64 with at least one qualification

Basic educational skills such as reading, writing and numeracy can have a huge impact on people’s daily lives, from understanding bills, forms and documents, to guiding children through school and onto further education opportunities. In

adulthood, educational qualifications can also impact on a person's ability to getting and keeping a job, and their ability to receive a regular income.

The percentage of working age adults (aged 16 to 64) with at least one qualification has seen a steady increase since 2012. In 2020, 92.7 per cent of working age adults held at least one qualification which is an increase of two percentage points since 2014.

Percentage of children receiving care and support achieving the expected level of learning or above at the end of the Foundation Phase

The Foundation Phase is the statutory curriculum for all 3 to 7 year olds in Wales. It helps children to develop and acquire the necessary skills in order to have the best possible basis for their future growth and development. In 2019, 48.3 per cent of children who receive care and support achieved the expected level of learning at Foundation Phase. This is lower than in previous years, where 52.3 and 55.6 per cent achieved the expected level in 2017 and 2018 respectively. This compares to 80 per cent of all pupils in Wales in 2019.

Domestic, family and personal relationships

The well-being statement recognises that having strong social networks, family and friendships, and having a sense of belonging to the local community is important to reduce social isolation and loneliness for people who need care and support and carers who need support.

Having a sense of belonging to a greater community can improve people's confidence and self-worth and can reduce feelings of isolation by allowing people to engage with each other.

Outcome Indicators

Percentage of people who feel that they belong to their local area

Percentage of people who think that their local area is a place where people from different backgrounds get on well together

Percentage of people reporting overall, emotional and social loneliness

Percentage of people who think that people in their local area treat each other with respect and consideration

Percentage of people reporting overall emotional and social loneliness¹⁷

Emotional and social loneliness can impact upon a person's health; social networks and friendships can impact on reducing the risk of mortality or developing certain diseases, but also help individuals to recover when they do fall ill.

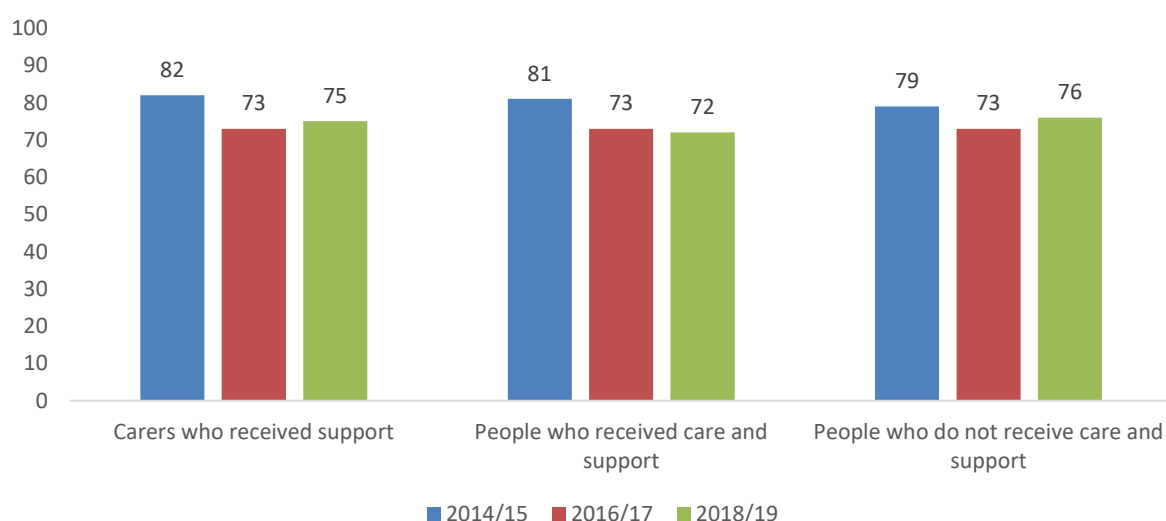
In 2016-17, the group reporting the highest levels of overall emotional and social loneliness were those who receive care and support (22 per cent). This was followed by people who do not receive care and support (17 per cent) and then carers who receive support (15 per cent).

Percentage of people who think that people in their local area treat each other with respect and consideration

Feeling safe, being willing to participate in and contribute to the local community is important to ensure people's well-being. Being treated with respect and consideration by family and friends, public services and in the wider community can impact upon whether a person feels safe and willing to participate in and make a contribution to their local community.

Chart 17 shows that in 2018-19, almost three quarters of people in each category felt that people in their local area treated each other with respect and consideration. People who receive care and support reported the lowest levels of feeling that people in their local area treat each other with respect, with 72 per cent feeling that way, compared to 75 per cent of carers who receive support and 76 per cent of people who do not receive care and support.

Chart 17: Percentage of people who think that people from their local area treat each other with respect



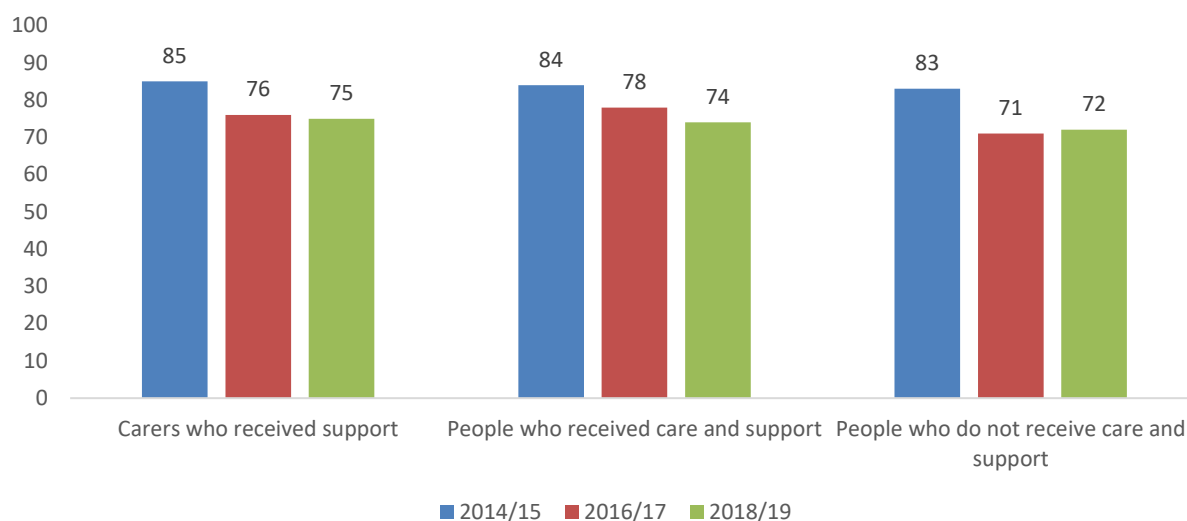
Source: National Survey for Wales

¹⁷ Loneliness measure – De Jong Gierveld scale – see Terms & definitions

Percentage of people who feel they belong to their local area

In 2018-19, 74 per cent of people who received care and support, 75 per cent of carers who received support and 72 per cent of people who did not receive care and support felt that they belonged to their local area. As chart 18 shows, the proportion of people who felt they belonged to their local area has generally fallen since 2014-15.

Chart 18: Percentage of people who feel they belong to their local area

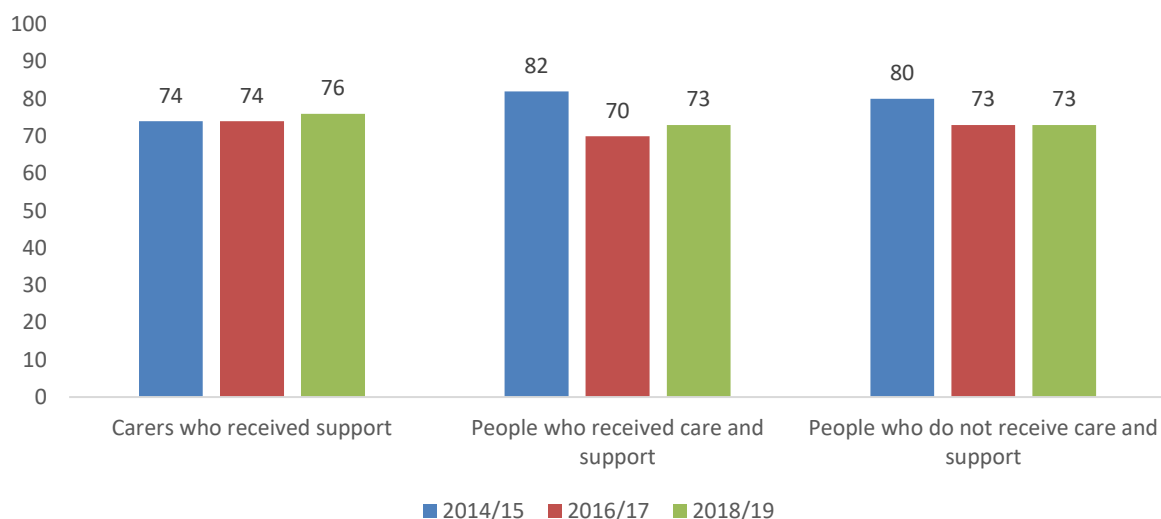


Source: National Survey for Wales

Percentage of people who think that their local area is a place where people from different backgrounds get on well together

Chart 19 shows that in 2018-19, 73 per cent of people receiving care and support, 76 per cent of carers receiving support and 73 per cent of people not receiving support feel that their local area is a place where people from different backgrounds get on well together. There has been little change since 2016/17.

Chart 19: Percentage of people who think that their local area is a place where people from different backgrounds get on well together



Source: National Survey for Wales

Contribution made to society

The well-being statement recognises that the key well-being outcomes for people who need care and support and carers who need support are being able to engage and make a contribution to their community, and to feel valued in society. Both of these outcomes can provide a sense of feeling worthwhile which can help people to take better care of their physical, mental and emotional health.

A low sense of worth can affect mental health, behaviours and how people relate to others, including their friends and family. Being treated with respect and consideration by family and friends, public services and in the wider community can impact upon whether a person feels safe and willing to participate in and make a contribution to their local community.

Outcome Indicators

Percentage of people reporting the things they do in life are worthwhile

Percentage of people who volunteer

Percentage of voluntary organisations offering community or youth activities

Percentage of voluntary organisations offering disability support

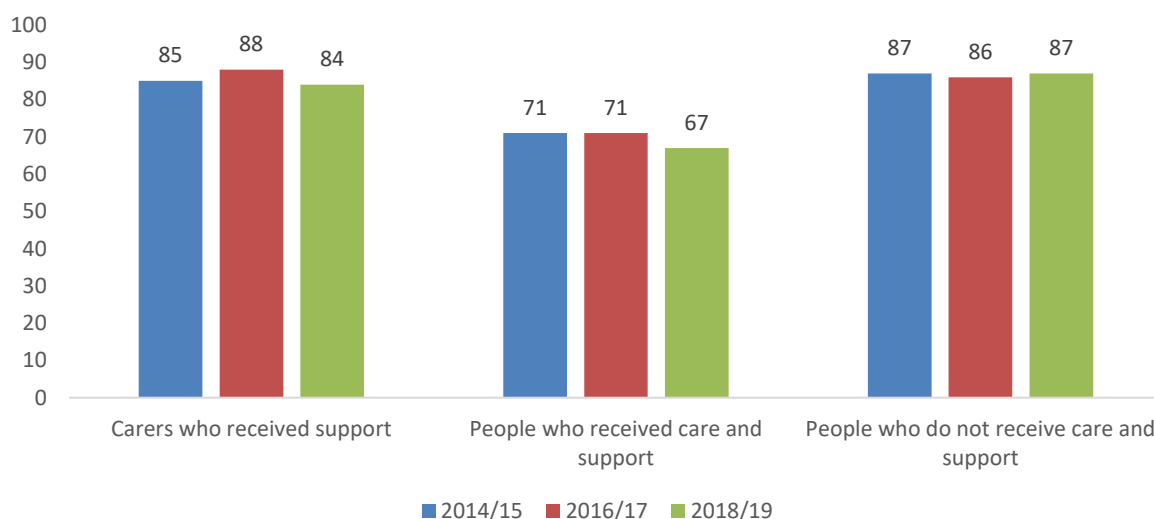
Percentage of people reporting the things they do in life are worthwhile

The well-being statement recognises that a sense of feeling worthwhile and being valued in society can help people who need care and support and carers who need support to take better care of their physical, mental and emotional health, and can help people make positive steps towards achieving their personal well-being outcomes.

In 2018-19, people who received care and support were the group with the lowest percentage of people who felt that the things they do in life are worthwhile (67 per cent). This compares with carers who received support (84 per cent) and people who had not received any care and support (87 per cent).

As chart 20 shows, there has been little change since 2014-15 for people not receiving care and support, but a decrease for those receiving care and support.

Chart 20: Percentage of people reporting the things they do in life are worthwhile



Source: National Survey for Wales

Percentage of people who volunteer

Volunteering is a way for people to be able to engage in and make a contribution to their local community. Volunteering can bring many benefits to people, including developing new skills, increased social interaction and a sense of feeling valued.

In 2016-17, 36 per cent of carers volunteered for clubs or organisations for free. This compares with 29 per cent of care users and 28 per cent of people who were neither carers nor users.

Percentage of voluntary organisations offering community or youth activities

The voluntary sector is very diverse. Although the majority of voluntary organisations are registered charities there are also housing associations, credit unions, community interest companies, trusts and local community groups which aim to support various individuals within the community. Community activities include groups working to regenerate their local communities, improving local access to services, community newsletters and development programmes. Youth activities include groups that involve young people, youth centres, young farmer's clubs, uniformed organisations and cultural groups.

In 2020, 22.5 per cent voluntary organisations offered community or youth activities. This figure is the highest since 2017, where only 19.7 per cent reported offering these activities.

Percentage of voluntary organisations offering disability activities

In 2020, the percentage of voluntary organisations offering disability activities decreased to 2.6 per cent. In 2018, the percentage of voluntary organisations offering disability activities was 4.4 per cent.

Social and economic well-being

The well-being statement recognises that the social and economic status of people who need care and support and carers who need support is important in determining their levels of well-being. Quality, secure employment is recognised as being fundamental to people's economic, physical and mental well-being.

Maintaining high employment rates is vital to raising living standards and tackling inequality and poverty. People may be faced with a number of barriers to employment. Some may have health issues; others may simply need to update their skills to reflect the current work environment.

Removing these barriers and supporting people to stay in work will help people have the same access to services and opportunities as the rest of society, and ensure they can continue to play an active role in society and live as healthy, independent and fulfilling lives as possible.

The social and economic conditions of the area where people are born or live can also have a significant impact on their health and well-being. This is especially true for children in need of care and support and children looked after by local authorities, who are more likely to live in the more deprived areas of Wales.

Outcome Indicators

Employment rate of adults aged 50 and over

Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled

Gap in healthy life expectancy between least and most deprived

The percentage of 19-24 year olds who are not in education, employment or training (NEET)

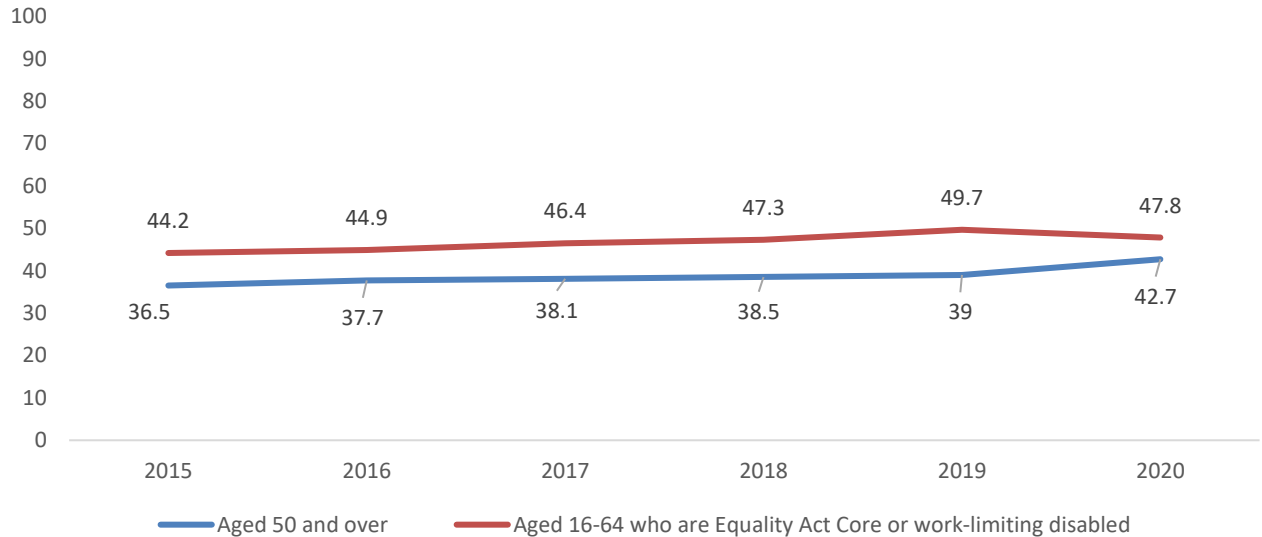
Percentage of materially deprived households

Employment rate of adults aged 50 and over

Older people may be faced with a number of barriers to employment, through health issues, or having skills that do not reflect the current work environment. Helping older people to stay in work will ensure they can continue to play an active role in society and live as healthy, independent and fulfilling lives as possible.

Chart 21 shows that at year-end March 2020, around two in five adults (42.7 per cent) aged 50 and over were in employment, this shows a year on year increase over the last six years, up from 36.5 per cent in 2015.

Chart 21: Employment rate of adults aged 50 and over and aged 16-64 who are Equality Act core or work-limiting disabled



Source: Labour Force Survey

Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled

Quality, secure employment is recognised as being fundamental to people's economic, physical and mental well-being. Removing barriers for disabled people will help make sure disabled people have the same access to services and opportunities as the rest of society.

In year ending March 2020 just under half (47.8 per cent) of people aged between 16-64 who are Equality Act core or work-limiting disabled were in employment. This has decreased since year end March 2019 where the percentage of people aged 16-64 who are equality act core or work-limited disabled who were in employment was 49.7 per cent, but is still an increase over the last six years, as shown by chart 20.

Gap in healthy life expectancy between least and most deprived

Healthy life expectancy remains unequal across Wales. Deprivation is strongly linked to life expectancy – people born into deprived families will have shorter healthy life expectancy. This is reflected in the healthy life expectancy gap between the most and least deprived areas of Wales and this hasn't changed in the most recent years.

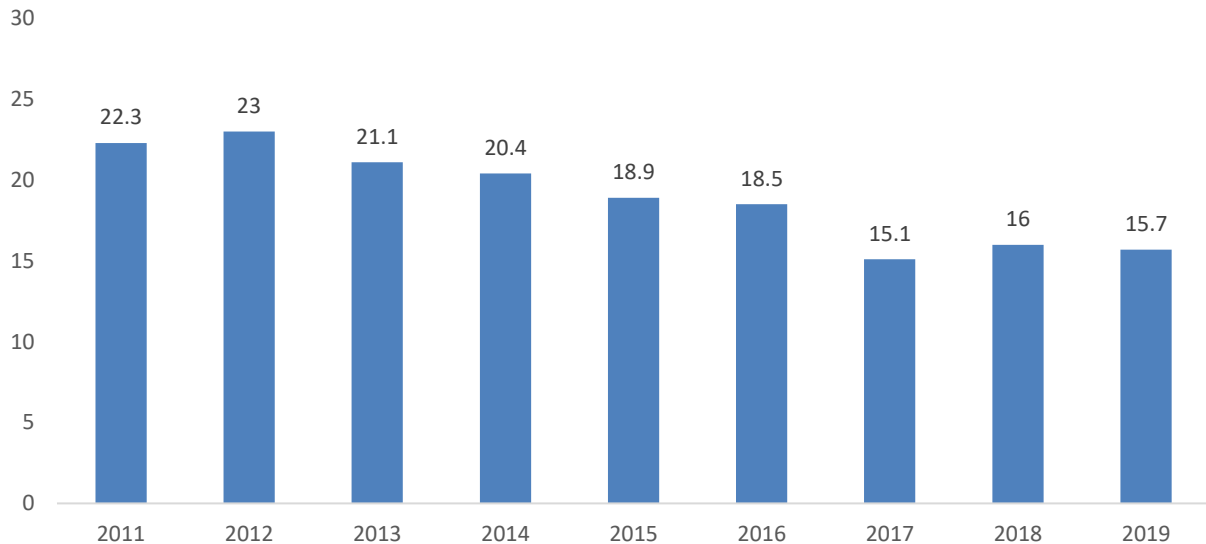
Due to a change in method for calculating Healthy Life Expectancy there will not be an update in this report; data will be available in future updates

The percentage of 19-24 year olds who are not in education, employment or training (NEET)

Training, further or higher education or securing sustained employment is important for young adults (aged 19-24). High numbers of young adults not in some form of training, further or higher education, or securing sustained employment can have a range of negative consequences for young people and on society more widely, for example through increases in general health problems or crime rates.

Chart 22 shows that at the end of 2019, 15.7 per cent of 19-24 year olds in Wales were NEET, this compares to 16 per cent in 2018 and 15.1 per cent in 2017. This continues the gradual improvement in NEET rates since 2012.

Chart 22: The percentage of 19-24 year olds who are not in education, employment or training (NEET)

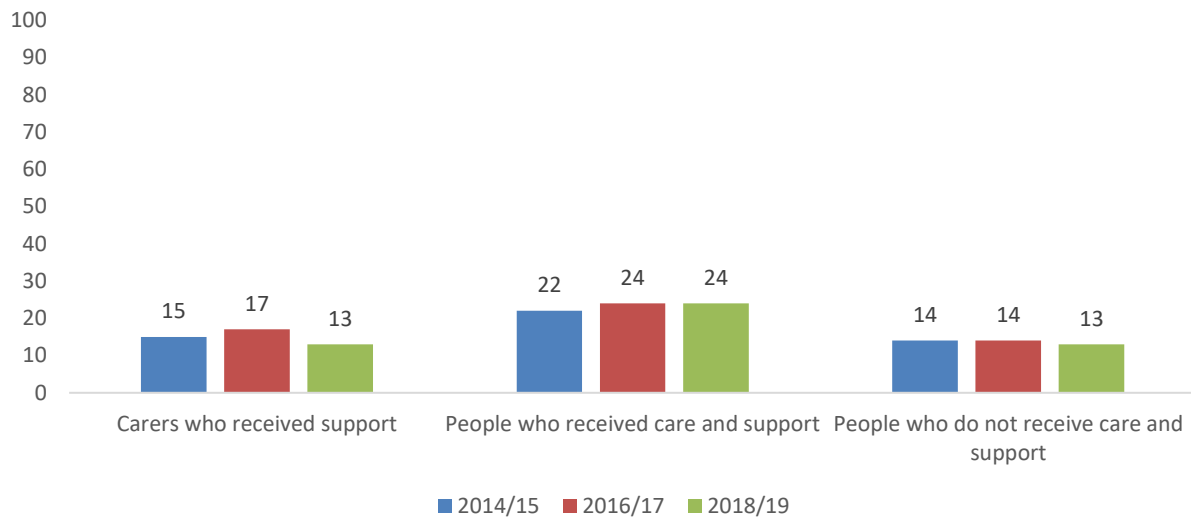


Source: Welsh Government Statistical Release

Percentage of materially deprived households

In 2018-19, people who received care and support were more likely to live in a materially deprived household¹⁸ (24 per cent) compared with carers who received support and people who had not received any care and support (13 per cent). Similar results were found in 2014-15 and 2016-17 as shown in Chart 23.

Chart 23: Percentage of materially deprived households



Source: National Survey for Wales

¹⁸ A materially deprived household is defined as a household that is not able to afford things like keeping the house warm enough, make regular savings, have a holiday once a year, and whether the household has access to the internet

Suitability of living accommodation

Safe, satisfactory and appropriate living accommodation can have a significant impact on the well-being of people. The well-being statement sets out that people who need care and support and carers who need support should live in a home that best supports them to achieve their well-being.

Poor living conditions and overcrowding can have a negative impact on physical health and mental well-being of people and can hinder children's learning and development.

This emphasises the important role and responsibilities care and support services, local authorities and housing associations all have in working together in partnership to ensure living accommodation is suitable for the needs of all people who need care and support and carers who need support.

Outcome Indicators

Percentage of people reporting that their accommodation is suitable for their needs

Percentage of homeless households which include dependent children

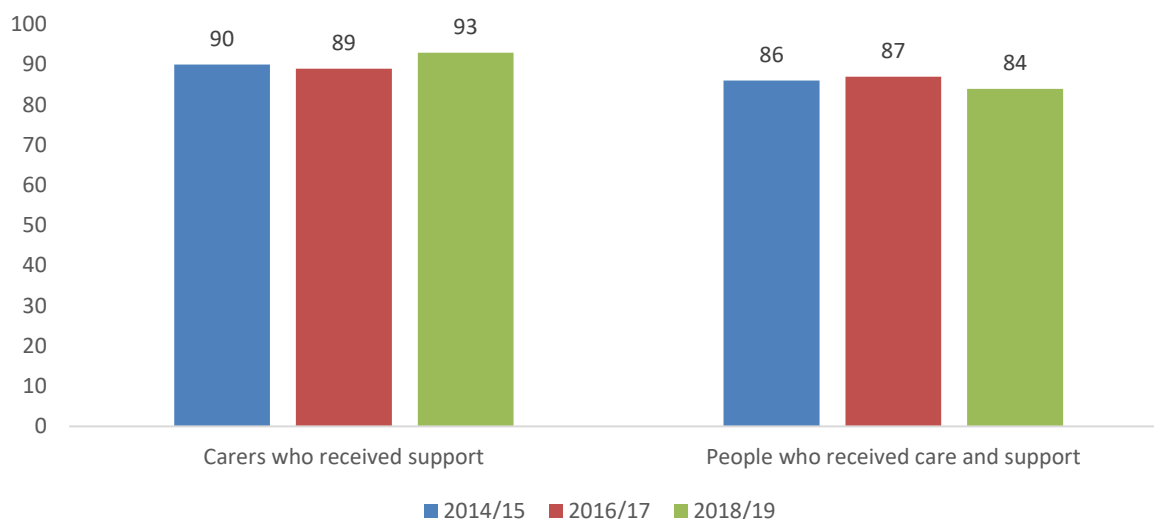
Percentage of voluntary organisations offering housing activities

Percentage of social housing compliant with Welsh Housing Quality Standard

Percentage of people reporting that their accommodation is suitable for their needs

In 2018-19, 84 per cent of people who received care and support agreed that they had suitable accommodation for their needs and 93 per cent of carers who received support agreed that they had suitable accommodation for the needs of the person that they cared for in their household. The data suggests a gradual improvement for carers receiving support, but a decline for those people receiving care and support, as shown by chart 24.

Chart 24: Percentage of people reporting that their accommodation is suitable for their needs



Source: National Survey for Wales

Percentage of homeless households which include dependent children

A number of different personal and social factors can contribute towards people becoming homeless, and can cause huge disruption and trauma to anyone involved, but children are especially vulnerable to the effects of homelessness, often missing out on schooling.

In 2018-19, around a quarter of all households assessed as being homeless contained dependent children (22.7 per cent). This is the lowest level for the last four years, with the peak being 24.8 per cent in 2016-17.

Percentage of voluntary organisations offering housing support

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. The aim is to facilitate an environment where people are better enabled to support themselves, where appropriate.

In 2020, 1.3 per cent of voluntary organisations offer housing support, such as homelessness projects, care and repair schemes, housing advice services and tenants and residents associations. This is lower than previous years, where levels remained steady at 3.1 for 2016 to 2018¹⁹.

Percentage of social housing compliant with Welsh Housing Quality Standard (WHQS)

The quality of social housing in Wales can have an impact upon people who receive care and support services. The WHQS was first published in 2002 and aims to ensure that all dwellings are of good quality and suitable for the needs of existing and future

¹⁹ No data was collected for 2019.

residents. Revised guidance was issued in 2008. The Welsh Government expect all social landlords²⁰ in Wales to adopt the standard and bring all their homes up to it as soon as possible but in any event by 2020 and to maintain this into the future.

In 2018-19, 93.1 per cent of all social housing stock in Wales was compliant with the WHQS (including acceptable fails). This figure has continued to increase since central data collection started in 2011-12, when 42 per cent of all social housing stock in Wales was compliant with the WHQS (including acceptable fails).

Next Steps

Welsh Government will continue to develop and update the indicators for where there is no data available and for where data collection has been amended or data collection has ceased. We will also continue to monitor the data and policies under the Social Services and Wellbeing Act during implementation to understand whether policy is being implemented as intended and to support policy improvement.

The new Welsh Government Social Services Performance and Improvement Framework will offer new data which can be used as indicators under the National Outcomes Framework. This will be reviewed before the next annual publication and may result in the revision of existing indicators and/or the inclusion of new indicators.

Before the next scheduled annual report of the National Outcomes Framework, the Joint Outcomes Framework for health and social care will be published. This Joint Outcomes Framework was a recommendation in the Improving social care arrangements and partnership working consultation²¹ and will provide information on national population outcomes for which health and social care services can and will contribute. The indicators for the Joint Outcome Framework draw on the national level data which can provide insight into the health of the people of Wales. Some of these are currently included in the National Outcome Framework, and so there will be work before the next annual report to review the existing indicators and remove from the National Outcomes Framework where duplication exists.

²⁰ Social landlords provide social housing and include housing associations (not-for-profit organisations that own, let, and manage rented housing) and local councils.

²¹ <https://gov.wales/improving-social-care-arrangements-and-partnership-working>