



Llywodraeth Cymru
Welsh Government

National Outcomes Framework 2022

A report on the well-being of people who receive care and support and unpaid carers who receive support

April 2023



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Foreword

The last three years have been unprecedented, with the COVID-19 pandemic, the war in Ukraine and the cost of living crisis. People across Wales have faced challenges and the need for support is as high as ever. As such, improving the health and well-being of the people of Wales continues to be a vital goal of Welsh Government.

The **Social Services and Well-being (Wales) Act 2014** emphasises the importance of well-being. It stresses the needs of people to be equal partners in shaping their care, having voice and control and underlines that their well-being must be central to the support they receive. However, in 2020-21 (the period covered by this report) Wales continued to feel the effects of the COVID-19 pandemic. People were isolated and the care and support which could be offered was limited. This meant not all people across Wales were receiving the care and support that was originally envisaged in the Act.

In 2016, we issued the **Well-being Statement** which described what well-being means for people who need care and support and unpaid carers who need support. This Statement is as relevant now as it was six years ago. All people want to achieve their own personal outcomes, both those that are big and small, the things that are important to them. The Statement helps organisations to work together, and better, to support individuals to achieve their outcomes.

Our **Programme for Government** sets out our priorities for this Senedd. It also includes the ten well-being objectives. We use these to make sure our contribution to delivering the Programme for Government is focused on achieving each of the well-being goals. We will work to provide all the people of Wales with equal opportunities to meet their goals and achieve their outcomes.

Therefore, it is of utmost importance that we continue to monitor the health and well-being of everyone in Wales. We will do this using the National Outcomes Framework report. This report provides a summary of the available data we hold about people's well-being. This report has been limited by what could be collected during 2020-21, but still shows important differences between people and where we would want to be in regard to the well-being of the people of Wales.

Executive Summary

There are clear positive outcomes noted in this report. For example, around care experienced children who experience mental health issues, meeting the housing needs of unpaid carers, and adult safeguarding. Yet, there is a lot of scope for improvement, for example, securing rights and education opportunities for people receiving support. Improvements are also needed in physical and mental well-being.

We must acknowledge the effects of COVID-19 on the content of this report: the pandemic changed people's behaviour and the availability of services and support. People also faced wider challenges. These inevitably have impacted many of the measures reported here.

Furthermore, many of the data sources used to compile the measures have been affected by the pandemic. Some collections were paused, and others presented differently. As a result, where we would typically provide time series for certain measures, these are not available prior to 2021-22 and/or data is not comparable to previous data collection due to changes in collection methodology.

We have indicated clearly where this is the case. Many of these measures will be presented in future National Outcomes Frameworks in their new forms and so will be available as time series in due course.

Securing rights and entitlements

Overall, we report a positive picture in securing the rights and entitlements of people in Wales in 2020-21. Most people receiving care and

support and/or support as unpaid carers rated it as excellent or good. They reported that their care helped them lead a better quality of life.

This positive picture continued with the majority of both groups reporting that they were treated with respect. Both groups rated the people providing their help, care, and/or support as excellent or good. Both groups also agreed that they received the right information or advice when they needed it. Additionally, most people reported feeling involved in decisions about the care and/or support they received.

However, it is important to note that when it comes to rights and entitlements, there is still work to be done to improve. It is vital that social services continue to strive to make sure the care provided helps people to have a better quality of life. It is vital that people receiving care and/or support are treated with respect. People need access to information and to be involved in decisions about their care and/or support.

Physical and mental health and emotional well-being

Happiness and life satisfaction scores tended to be lower for those people receiving care and/or support when compared with the general population. This trend continued in terms of physical health, with a notable gap between the proportion of adults receiving care and support who reported good or very good general health in 2020-21, compared with those not receiving care and support.

However, the picture for children receiving care and support was more positive: in 2020 there was a three-year low in the proportion of children receiving care and support who had mental health problems, and most children receiving care and support were up to date with both immunisations and dental checks. This is particularly encouraging in the context of the COVID-19 pandemic and the related additional challenges experienced by health and dental services during 2020-21.

Protection from abuse and neglect

2021 represented a recent low in reported sexual offences, lower than the previous three years, and there was a small reduction in domestic abuse incidents between 2020 and 2021. However, domestic abuse incident figures in 2021 remained higher than in 2019.

There has been a slight, but steady, decline since 2016-17 in the proportion of adults at risk of abuse or neglect who were referred for safeguarding procedures more than once during the year. In addition, in 2018-19 – the latest year data is available – the majority of people felt safe and there was only a small difference between the feelings of safety of those receiving care and support and/or support as unpaid carers, and those not receiving such support.

Education, training, and recreation

COVID-19 disrupted examination processes in 2020 and 2021 and so we do not report attainment data within this report. Future reports will be updated in line with new education policy requirements following the introduction of the Curriculum for Wales in September 2022 and changes to data collection on educational attainment.

The remaining education, training, and recreation measures show a mixed picture.

School attendance rates for looked-after children fell slightly between 2017 and 2019 and their unauthorised absence rate was at a three-year high in 2019. The proportion of adults aged 16-64 with at least one GCSE or NVQ-equivalent qualification has remained relatively high and stable since 2017.

Completion rates for learners in further education, work-based learning, and the adult community sectors have remained consistently high for general education A2 (A-level) outcomes. Adult learning outcomes and general education achievement rates have improved over the last five years. This contrasts with recent dips in completion rates of apprenticeships, a slight dip in achievement rates for vocational outcomes, and notable worsening of achievement rates in adult learning and in apprenticeships.

Domestic, family, and personal relationships

The picture in 2020-21 around domestic, familiar, and personal relationships is largely positive: people report that they relate well to their local area and to their neighbours. However, loneliness is notably higher for those receiving care and support than for the general population.

Contribution made to society

Trends in contributions made to society were mixed for 2020-21. Similar results were found for unpaid carers receiving support and non-carers regarding feeling things they do in life were worthwhile. However, as with other topics, the proportion of people receiving care and support reporting the things they do in life were worthwhile was notably lower than all other groups.

Social and economic well-being

There are also mixed results for the social and economic well-being of people in Wales. While seeing a net reduction over the last decade, the percentage of 19 to 24-year-olds not in education, employment, or training (NEET), has remained fairly level in the last four years. Between 2016-17 and 2018-19 there was a reduction in the proportion of unpaid carers living in material deprivation. Nevertheless, a larger proportion of people receiving care and support lived in material deprivation than did the general population, and this did not improve between 2016-17 and 2018-19.

The employment rate of adults over 50 has fallen slightly between 2019 and 2021. Adults with disabilities have also experienced poorer economic outcomes, with small but continued reductions in employment rates for 16 to 64 year olds with disabilities year-on-year from 2019 to 2021.

Suitability of living accommodation

There remains a positive trend in the quality of social housing in Wales, with almost all compliant with the Welsh Housing Quality Standard in 2019-20. The majority of unpaid carers reported that their accommodation was suitable for their needs in 2018-19, exceeding the proportion of non-carers reporting accommodation suitability.

However, there is room for improvement: the proportion of people reporting their accommodation was suitable for their needs remained lower for those receiving care and support than those not receiving care and support.



Introduction

Background

In 2011, the Welsh Government published its ambitions for the future of social care.

Sustainable Social Services for Wales: A Framework for Action:

- set out the priorities for developing sustainable social services in Wales
- a framework for meeting the challenges facing social services in the next decade
- will provide a system centred on the well-being of:
 - people who receive care and/or support
 - unpaid carers who receive support.

Legislation supports Sustainable Social Services for Wales. The **Social Services and Well-Being (Wales) Act** ('the Act') came into force in April 2016.

The Act is made up of eleven parts:

- **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.

Regulations, Codes of Practice and Statutory Guidance support the Act. Local authorities, health boards and Welsh Ministers have duties under the Act. They have a duty to promote the well-being of people who need care and support, and unpaid carers who need support.

The Act has changed the social services sector so that:

- people have control over what support they need;
- people can make decisions about their care and support as an equal partner;
- proportionate assessment focuses on the individual;
- unpaid 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;
- there is a focus on a preventative approach to meeting care and support needs;
- local authorities and health boards come together in new statutory partnerships. These 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.
- Services will promote prevention; this will avoid escalating need. Services will make sure 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 want to achieve;
- the well-being outcomes that unpaid carers who need support want to achieve;
- people's rights and responsibilities.

Measuring national well-being

The **National Outcomes Framework**:

- describes the well-being of people who need care and support and unpaid carers who need support;
- meets the requirements of Part 2 Section 8 of the Act;
- builds on the national well-being outcomes from the **well-being statement**;
- includes national outcome indicators that relate to eight aspects of well-being.

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. They provide a measure of the well-being of people who need care and support and for unpaid carers who need support.

The **national outcome indicators** were set by Welsh Government. The Welsh Government collaborated with a wide range of stakeholders from across Wales.

The key objectives of the national outcomes framework are:

- **To promote the well-being of people who need care and support and unpaid carers who need support in Wales.**

Changes in service provision to promote well-being provides a focus for all services. This includes statutory services, the third and independent sectors. Services will work together to promote well-being in relation to care and support. Services will work with people who receive care and support and unpaid carers to:

- understand what matters to them;
- work in partnership to build on people's strengths and abilities. This will enable people to maintain an appropriate level of independence. People may need appropriate levels of care and support to remain independent.

- **To show if services are improving well-being outcomes for people who need care and/or support. It will do this using consistent and comparable indicators.**

This will allow the sector to judge its performance. It will highlight actions needed to improve people's well-being. It will do

this rather than focussing on social services' processes. The national outcomes framework will identify national priorities for improvement. It will also identify best practice and the resources and policies needed.

- **To describe the national well-being outcomes that people who need care and/or support. These are the outcomes that people should expect to achieve to live fulfilled lives.**

This will give people a greater voice and more control over their lives. This will enable them to make informed decisions. This will ensure that people engage in improving their own well-being. Focussing on people's well-being outcomes will drive better experiences and better services.

- **To measure if Wales is achieving the goals set out in the *Well-being of Future Generations (Wales) Act 2015*.**

There are seven well-being goals set out in the Act. These include achieving a prosperous, resilient, more equal and healthier Wales. The Act will improve the social, economic, environmental and cultural well-being of Wales. The Act aims to do this both now and in the future.

The **National Outcomes Framework** pages on the Welsh Government website contain information on:

- the national outcome indicators;
- sources of data relating to the indicators.

Links with other frameworks

This National Outcomes Framework also links closely to other outcomes frameworks. These include those for the National Health Service and **the Public Health Outcomes Framework**. There is a direct overlap, with some indicators that are shared across these frameworks. There are some indicators which

are complementary to others. Work is ongoing to further align these frameworks as outlined in *A Healthier Wales*.

Another is Welsh Government's **performance and improvement framework** for social services in Wales. This came into effect in April 2020. It looks at evidence on the delivery of care and support, and support for unpaid carers across Wales. It uses evidence provided by local authorities across Wales.

About this report

This report will include data from 2019-20 where possible as well as the most recent data for 2020-21. The National Outcomes Framework report was not published in 2020. This was due to the COVID-19 pandemic. We last published a report in 2021. The 2021 report included data for the 2018-19 financial year.

This is the fourth National Outcomes Framework report. We will provide an update for each indicator where new data was available. We will report trends where possible. We will publish all future National Outcomes Framework reports annually. The evidence from them will contribute to a larger evidence base for Wales. We will use this evidence to identify the national priorities for improvement. This will provide an understanding of the impact of care and support on people's lives.

Data Quality and Sources

Details of the data sources used to compile this report, and their quality, are available in the annexes at the end of this document.

Please note, data from the 2020-21 National Survey for Wales cannot be compared to previous years due to change in mode of surveying used by the National Survey for Wales due to COVID-19.

Please also note, there are four categories of people included in this report:

- 1. People who have indicated that they receive care and support with their own care needs.**
- 2. People who do not receive care and support for any care needs.**
- 3. People who receive support in their role as an unpaid carer.**
- 4. People who are not unpaid carers.**

These categories are not mutually exclusive. Therefore, some individuals may receive care and support and also have caring responsibilities themselves, and individuals who do not receive care and support may or may not be an unpaid carer receiving support.

The National Survey for Wales is a survey of adults in private households. Therefore, children under the age of 16 are not included. Also, adults living long-term in residential care homes are not included. This means a significant portion of people receiving care and support are not included in this report.

Joint Health and Social Care responsibility

Healthcare and social care shares responsibility for certain items in the National Outcome Framework. For updated information on these data items, which are listed below, please see the Health and Social Care Outcomes Framework.

- 13. Percentage of adults (aged 16 or over) who have two or more healthy lifestyle behaviours (not smoking, healthy weight, eat five fruit or vegetables a day, no drinking above guidelines and meet the physical activity guidelines).**
- 14. Percentage of live single births with a birth weight of under 2500 grams.**
- 18. Healthy life expectancy at birth.**
- 19. Hip fractures amongst older people.**
- 44. Gap in healthy life expectancy between least and most deprived.**

In addition, the Health and Social Outcomes Framework may include additional measures related to similar measures included in this report.

Indicators that have been updated

Securing rights and 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 adults who receive care and support receiving a direct payment – **Yes**

Physical and mental health and 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 adults (aged 16 or over) who have two or more healthy lifestyle behaviours – **See Joint Health and Social Care responsibility section**
14. Percentage of live singleton births with a birth weight of less than 2500 grams – **See Joint Health and Social Care responsibility section**
15. Percentage of children receiving care and support with mental health problems – **Yes**
16. Percentage of children receiving care and support with up-to-date immunisations – **Yes**
17. Percentage of children receiving care and support aged 5 and over with up-to-date dental checks – **Yes**
18. Healthy life expectancy at birth – **See Joint Health and Social Care responsibility section**
19. Hip Fractures amongst older people – **See Joint Health and Social Care responsibility section**
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 re-registrations of children on local authority child protection registers – **Yes**
- 23. Incidence of domestic abuse – **Yes**
- 24. Incidence of sexual offences – **Yes**
- 25. Percentage of adults at risk of abuse and neglect referred more than once during the year – **Yes**

Education, training and recreation



Indicator updated – **yes/no**

- 26. Percentage of people reporting that they are able to do the things that matter to them – **Yes**
- 27. Key Stage 2 results for children receiving care and support – **No**
- 28. Key Stage 4 results for children receiving care and support – **No**
- 29. School attendance rates for looked-after children – **Yes**
- 30. Learner outcomes in further education, work-based learning, and adult community learning sectors – **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 – **No**
- 33. Average external qualifications point score for 16 year old looked-after children in any local authority-maintained learning setting – **No**

Domestic, family and personal



Indicator updated – **yes/no**

- 34. Percentage of people reporting overall, emotional, and social loneliness – **Yes**
- 35. Percentage of people who think that people in their local area treat each other with respect and consideration – **Yes**
- 36. Percentage of people who feel they belong to their local area – **Yes**
- 37. 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**

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

Social and economic well-being



Indicator updated – **yes/no**

- 42. Employment rate of adults aged 50 and over – **Yes**
- 43. Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled – **Yes**
- 44. Gap in healthy life expectancy between least and most deprived – **See Joint Health and Social Care responsibility section**
- 45. The percentage of 19-24 year olds who are not in education, employment, or training (NEET) – **Yes**
- 46. Percentage of materially deprived households – **No**

Suitability of living accommodation



Indicator updated – **yes/no**

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



Securing rights and entitlements



Everyone has a right to a voice and to be heard. People should have real control over their day to day lives. The rights of people who need care and support, and unpaid carers who need support, are central to the 2014 Act. This well-being statement reflects that commitment.

Key well-being outcomes include helping people to be in control of their own lives. It also includes helping people to make decisions about their care and/or support.



80%
of people



73%
of carers

who received care and support agreed that it has helped them have a better quality of life in 2020-21. *(indicator 2).*



72%

of people **who had received** care and support or support as carers, or both, agreed that they were in control of their daily life as much as they could be.



80%

of people **who had not received** care and support felt in control of their daily life. *(Indicator 6).*



80%

of people and carers who received care and support felt involved in decisions about their care and support in 2020-21. *(Indicator 7).*

Outcome Indicators

1. **Percentage of people who rate the care and support they have received as excellent or good.**
2. **Percentage of people whose care and support has helped them have a better quality of life.**
3. **Percentage of people who feel they have been treated with respect.**
4. **Percentage of people who rate the people that provided their help, care and support as excellent or good.**
5. **Percentage of people that received the right information or advice when they needed it.**
6. **Percentage of people reporting that they are in control of their daily life as much as they can be.**
7. **Percentage of people who felt involved in decisions about their care and support.**
8. **Percentage of voluntary organisations offering family welfare and children's activities.**
9. **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

People and unpaid carers must receive good quality care and support services so they can:

- improve their well-being;
- live independently;
- achieve personal well-being outcomes.

In 2020-21, 80% of people receiving care and support rated it as excellent or good, similarly, 80% of unpaid carers who received support rated their support as excellent or good.

In 2018-19, 77% of people receiving care and support rated it as excellent or good and 66% of unpaid carers who received support rated their support as excellent or good.

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

People who received care and support and unpaid carers who received support were asked whether care and support services have helped them to have a better quality of life.

In 2020-21, 80% of people receiving care and support and 73% of unpaid carers receiving support agreed that it has helped them have a better quality of life.

In 2018-19, 79% of people receiving care and support and 67% of unpaid carers receiving support agreed that it has helped them have a better quality of life.

Percentage of people who feel they have been treated with respect

People's well-being and personal well-being outcomes improve when:

- they are treated with dignity and respect;
- they receive appropriate care and/or support;
- they are free from abuse and neglect;
- they are supported to live independently.

Of people who receive care and support in 2020-21, 92% felt that people treated them with respect. 86% of unpaid carers receiving support felt that people treated them with respect.

Previously, 77% of people receiving care and support and/or receiving support as unpaid carers in 2018-19 felt that they were treated with respect, very similar to those not receiving care and support or support as unpaid carers (78%).

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

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

In 2020-21, 86% of people who receive care and support and 85% of unpaid carers receiving support rated the people who provided their help, care, and support as excellent or good.

In 2018-19, 89% of people who received care and support and 78% of unpaid carers receiving support rated the people who provided their help, care, and support as excellent or good.

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

People need timely and accessible information to make informed decisions about their well-being. Information and advice should be available at the right time and places. This includes accessible information relating to care and support. People who received care and support and unpaid 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'.

The majority of supported groups in 2020-21 agreed: 82% of those who received care and support and 80% of unpaid carers who receive support.

In 2018-19, more users of care and support agreed that they received the right information or advice when they needed it (79%) than unpaid carers receiving support (68%).

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

There was no data available for 2020-21. Future National Surveys for Wales may provide updated figures. Data for previous years can be seen in the [2021 National Outcomes Framework report](#).

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

People receiving care and support must be equal partners in their care. This includes the design and the delivery of their care and support. Individuals know what is best for them. The 2014 Act provides unpaid carers in Wales with equal legal rights to those they look after.

In 2020-21, 80% of people who received care and support and 80% of unpaid carers who received support felt involved in decisions about their care and support.

In 2018-19, 80% of people who received care and support and 78% of unpaid carers who received support felt involved in decisions about their care or support.

Percentage of voluntary organisations offering family welfare and children's activities

The third sector complements statutory services. They provide services for the benefit of people and communities in Wales.

Voluntary organisations offer activities to support family welfare and children. These may include:

- preschool provision;
- local centres providing services;
- adoption and fostering services;
- children's rights organisations;
- services for disabled children.

In July 2022, 9.56% of voluntary organisations were involved in children's and families' activities.

This data was taken from a snapshot in July 2022 and may not reflect the data held by WCVA at another time.

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

Direct payments allow people to buy the care and/or support they need. Local authorities provide adults who need care and/or support the money. This is one way individuals can take control over the way in which their care and support needs are met.

In 2020-21, 11.4% of adults with a care and support plan on 31 March had their needs met through a direct payment. Please note that Ceredigion was unable to provide data for 2020-21.

The source data for this item has changed as a result of the introduction of the Performance Improvements Framework metrics which replaces previous performance measures.



Physical and Mental Health and Emotional Well-Being



We need good physical, mental and emotional health to enjoy a good quality of life. This is true for people who need care and support, and for unpaid carers who need support. This well-being statement recognises this. Being healthy and active can allow children to develop to their full potential. It decreased the likelihood of needed help from care and support services in later life. For adults, good physical and emotional health can help people keep their independence. By taking part in their communities, they are less likely to become isolated.

Many factors contribute to mental health and emotional well-being. To improve the well-being of individuals, services must work holistically. Services need to work with the individual and see their life as a whole. Working together they can support the individual to achieve what matters to them.

Outcome Indicators

10. Percentage of people with high happiness scores.
11. Percentage of people with high life satisfaction scores.
12. Percentage of people with high mental well-being.
13. Percentage of adults (aged 16 or over) who have two or more healthy lifestyle behaviours.
14. Percentage of live singleton births with a birth weight of less than 2500 grams.
15. Percentage of children receiving care and support with mental health problems.
16. Percentage of children receiving care and support with up-to-date immunisations.
17. Percentage of children receiving care and support aged 5 and over with up-to-date dental checks.
18. Healthy life expectancy at birth (males and females).
19. Hip Fractures amongst Older People.
20. Percentage of adults reporting their health in general is very good or good.

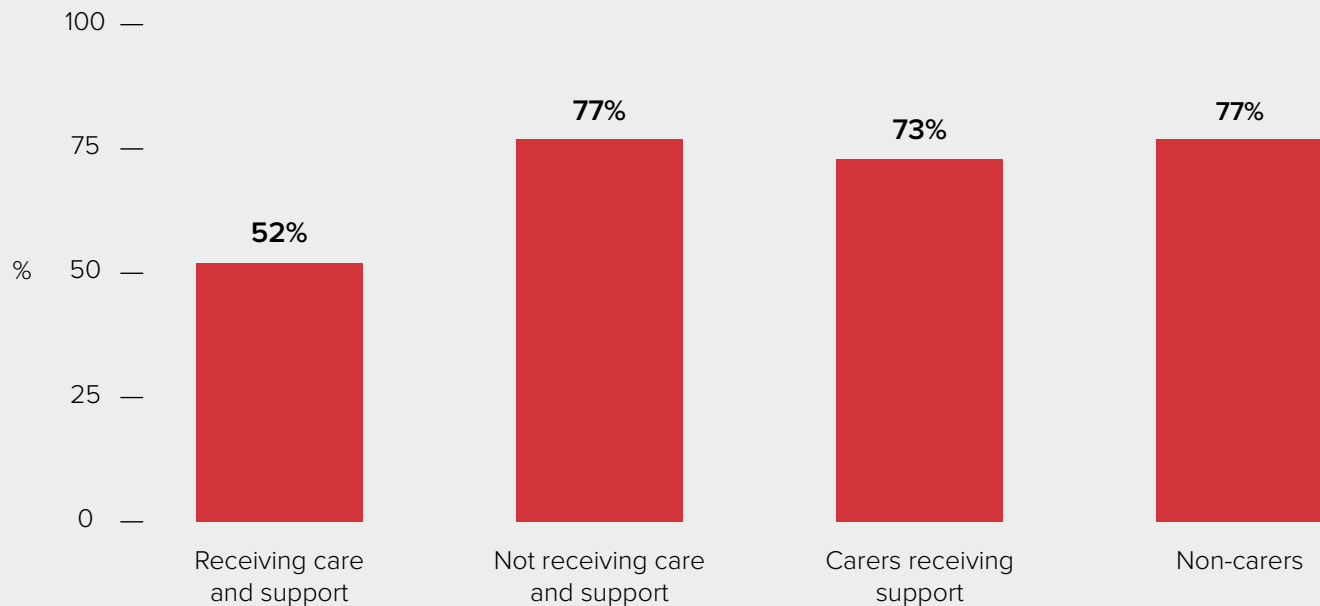
Percentage of people with high happiness scores

When asked in the 2020-21 National Survey for Wales, over half (56%) of people who received care and support reported high or very high levels of happiness and almost three quarters (72%) of unpaid carers receiving support reported high or very high levels of happiness. This compares with 75% of non-carers and 76% of people not receiving care and support reporting high or very high levels of happiness.

In 2018-19, almost two-thirds (62%) of people who received care and support and three-quarters (75%) of unpaid carers receiving support reported high or very high levels of happiness. This compares with 78% of people who do not receive care and support and 77% of non-carers.

Percentage of people with high life satisfaction scores

Figure 1: Proportion of people with high or very high life satisfaction scores in 2020-21, by category of social services care and/or support received



Just over half (52%) of people who received care and support in 2020-21 had high or very high life satisfaction scores, this compares with just over three quarters (77%) of people without care and support (may include carers who receive support). Around three quarters (73%) of unpaid carers who received support had high or very high life satisfaction scores, slightly below the proportion of non-carers (77%).

There was a gap between the life satisfaction scores of people receiving care and support and unpaid carers in 2018-19: 62% of people receiving care and support had high or very high scores whereas 77% of unpaid carers receiving support had high or very high scores. A large majority of non-carers and people not receiving care and support reported high or very high scores: 83% and 84% respectively.

Percentage of people with high mental well-being

Data was not available for 2020-21 or for 2016-17; updates from future National Surveys for Wales will be included, if available, in future National Outcomes Framework reports. Data for previous years can be seen in the [2021 National Outcomes Framework report](#).

Percentage of adults (aged 16 or over) who have two or more healthy lifestyle behaviours

Please see the Health and Social Care Outcomes Framework for up-to-date information.

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

Please see the Health and Social Care Outcomes Framework for up-to-date information.

Percentage of children receiving care and support with mental health problems

The Children Receiving Care and Support census records the number of children over the age of 10 who are experiencing emotional or behavioural development difficulties.

The most recent data available covers 2018 to 2020. In that period, the percentage of children receiving care and support who had mental health problems peaked in 2019 and was lowest in 2020. Of the 8460 children receiving care and support in 2020, 14.0% had mental health problems this was lower than the peak in 2019 (16.5% of 8215) and lower than in 2018 (14.2%, of 7950).

Please note that for a small number of children receiving care and support, mental health information was unavailable.

Responsibility for this data item is shared between health and social care. From 2023 this item will change in the National Outcome Framework to reporting the percentage of looked-after children with mental health problems.

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

In 2020, 88.8% of all children receiving care and support had up-to-date immunisations; information on immunisations was provided for 16,050 of 16,580 (96.8%) children aged 5 and over. This is higher than the previous two years, in 2019, 82.6% of children receiving care and support had up-to-date immunisations and in 2018, 82.3% of children receiving care and support had up-to-date immunisations. Immunisation status was available for 99.4% of children receiving care and support in 2019 and for almost 100% of children receiving care and support in 2018.

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

In 2020, 77.9% of all children receiving care and support aged 5 and over had up-to-date dental checks; dental checks status was available for 93.9% of children aged 5 and over receiving care and support. This is lower than 2019 but higher than in 2018: in 2019 85.8% of children receiving care and support had up-to-date dental checks whereas 74.8% had up-to-date dental checks in 2018. Dental check status was available for 98.3% of children receiving care and support in 2019 and 98.9% of children receiving care and support in 2018.

Healthy life expectancy at birth

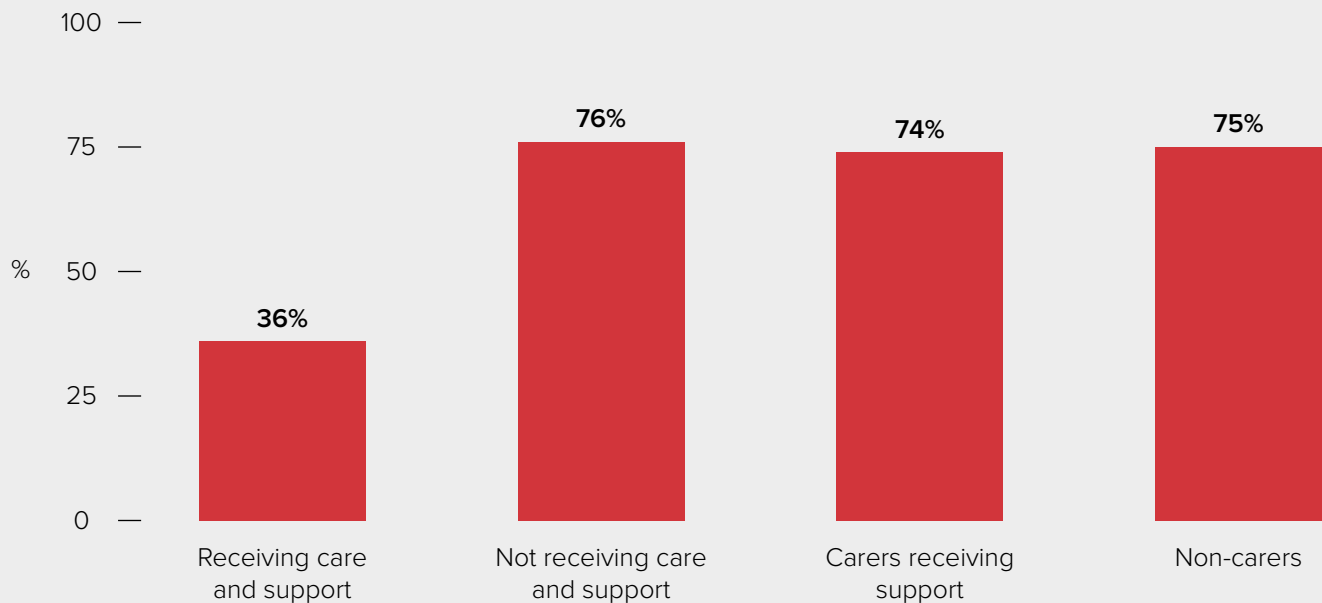
Please see the Health and Social Care Outcomes Framework for up-to-date information.

Hip Fractures amongst older people

Please see the Health and Social Care Outcomes Framework for up-to-date information.

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

Figure 2: Proportion of adults reporting good or very good general health in 2020-21, by category of social services care and/or support



Only 36% of people receiving care and support in 2020-21 reported that their health in general was good or very good, this compares with just over three quarters (76%) of people not receiving care and support. The percentage of unpaid carers who receive support reporting that their health in general was good or very good was similar to non-carers (74% and 75% respectively).

2018-19 showed a slight improvement in the proportion of unpaid carers receiving support reporting that their health was good or very good: it increased to 71% from 69% in 2016-17. Between 2016-17 and 2018-19 there was a reduction in the proportion of people receiving care and support reporting their health was good or very good: from 38% in 2016-17 to 31% in 2018-19.

74% of people not receiving care and support nor receiving support as carers reported their health as good or very good in 2016-17. In 2018-19, 74% of people not receiving care and support reported good or very good health, and 72% of non-carers.

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 for children. It has introduced a duty for agencies (e.g. NHS) to report situations where adults are 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 to recognise the signs and risks of abuse and neglect.

Feeling safe in public spaces can increase the likelihood of an individual getting out. This would result in them enjoying their local community and feel a sense of belonging. This in turn reduces social isolation.



7.4%

of children placed on local authority child protection registers during **2020-21** had been registered previously in the past 12 months. *(Indicator 22).*



↑ 3.2%

increase in domestic abuse incidents between **2019** and **2020** and a

↓ 1.5%

reduction between **2020** and **2021**. *(Indicator 23).*



In 2021,

7,419

sexual offences were reported in Wales. *(Indicator 24).*

In 2020-21, **15,301** adults were at risk of abuse or neglect during the year;

34.6% of adults at risk of abuse and neglect were referred more than once during the year. *(Indicator 25).*



Outcome Indicators

21. Percentage of people reporting they feel safe.
22. Percentage of re-registrations of children on local authority child protection registers.
23. Incidence of domestic abuse.
24. Incidence of sexual offences.
25. Percentage of adults at risk of abuse or neglect referred more than once during the year.

Percentage of people reporting they feel safe

The statement recognises that feeling safe is an important well-being outcome. Data was not available for this report but data for previous years can be seen in the **2021 National Outcomes Framework report**. Future reports may include up to date data.

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

It is important that we protect children who continue to be at risk. For example, when a child is at risk of potential repeated safeguarding issues. 74% of children placed on local authority child protection registers during 2020-21 had been registered previously in the past 12 months.

Please note that these figures are not comparable with those in previous National Outcome Frameworks, which were based on the number of children who were re-registered on local authority child protection registers in within 12 months of their last registration.

This measure has since been replaced by the new Performance Improvement Framework metrics, which we have used above – the number of children placed on local authority child protection registers during the year who had been registered previously in the past 12 months.

Incidence of domestic abuse

Tackling all forms of abuse is an overriding priority for the Welsh Government. The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act highlights this.

In 2020-21, there were around 83,300 domestic abuse incidents and offences in Wales. This compares to around 83,500 domestic abuse incidents and offences in 2019-20, and 81,000 in 2018-19.

This shows a 3.2 percentage point increase in domestic abuse incidents between 2019 and 2020 and a 1.5 percentage point reduction between 2020 and 2021.

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

Incidence of sexual offences

Tackling all forms of sexual violence is an overriding priority for the Welsh Government. The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act highlights this. In 2021, 7,419 sexual offences were reported in Wales. This was over 1500 fewer sexual offences reported than 2020 (9,080). However, between 2018 and 2020 the number of sexual offences steadily increased, from 8,559 in 2018, to 8,730 in 2019 reaching a peak in 2020 (9,080).

Please note, this National Outcomes Framework report provides sexual offences data in calendar years. Previous reports made use of year-ending 31 March.

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

The Social Services and Well-being (Wales) Act strengthens existing safeguarding arrangements. It has introduced a duty for agencies (e.g. NHS) to report situations where adults are at risk of abuse or neglect. Some adults will be referred to social services more than once. This may be for the same or different categories of abuse.

In 2020-21, 15,301 adults were at risk of abuse or neglect during the year; of these over a third (34.6%) were referred more than once during the year. 14.8% were referred more than once for the same category of abuse or neglect while 19.8% were referred more than once for a different category of abuse or neglect.

This is similar to previous recording years. In 2018-19 14,938 adults were suspected of being at risk of abuse or neglect during the reporting year, 36.6% of whom were referred more than once during the year. 14.9% were referred more than once for the same category of abuse or neglect and 21.9% for different categories of abuse or neglect.

Data was not available for 2019-20 due to COVID-19.



Education, Training and Recreation



Learning and doing things that matter are important well-being outcomes. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement recognises this. Children need to develop skills to help them achieve their educational potential. This may include progressing to further or higher education. As adults, a lack of basic educational skills can impact on people's daily lives. We need skills such as reading, writing and numeracy to understand forms and bills.

Learning is not limited to children and their education. Adult learning and training allows people to further develop knowledge and skills. This can give people a sense of independence and improve confidence. It can also improve a person's ability to get and keep a job. Having a regular income and staying out of poverty can have a positive impact on well-being.

Outcome Indicators

26. Percentage of people reporting that they are able to do the things that matter to them.
27. Key stage 2 results for children receiving care and support.
28. Key stage 4 results for children receiving care and support.
29. School attendance rates of children receiving care and support.
30. Learner outcomes in the further education, work-based learning and adult community learning sectors.
31. 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. Average external qualifications point score for 16-year-old looked after children in any local authority-maintained learning setting.

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

People must be able to achieve their own personal well-being outcomes. They must also continue to do what is important to them. This provides people with their own independence. Services should consider people's individual circumstances. People know what's best for them. Services should take their views, wishes, and feelings into account.

Data is not available for 2020-21; updates may be available in future releases. Data for previous years can be seen in the 2021 **National Outcomes Framework report**.

Key Stage 2 results for children receiving care and support

Due to COVID-19, school performance data collection was paused and so it is not possible to provide an update in this report.

Furthermore, a new Curriculum for Wales was introduced 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, and future reports will be updated in line with the data collected for the new curriculum.

Key Stage 4 results for children receiving care and support

Due to COVID-19, school performance data collection was paused and so it is not possible to provide an update in this report.

Furthermore, a new Curriculum for Wales was introduced 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, and future reports will be updated in line with the data collected for the new curriculum.

School attendance rates of looked-after children

School attendance can have a significant impact on the attainment of educational outcomes for children. Previous releases provided school attendance rates for children receiving care and support; we now provide figures for looked-after children only.

In 2019, the school attendance rate of looked-after children was 89.5%. This was lower than in 2018 and 2017 where the attendance rate was 91.6% and 91.8% respectively. The unauthorised absence rates for looked-after children in 2019 was 4.5%, higher than in 2018 (2.9%) and 2017 (2.8%).

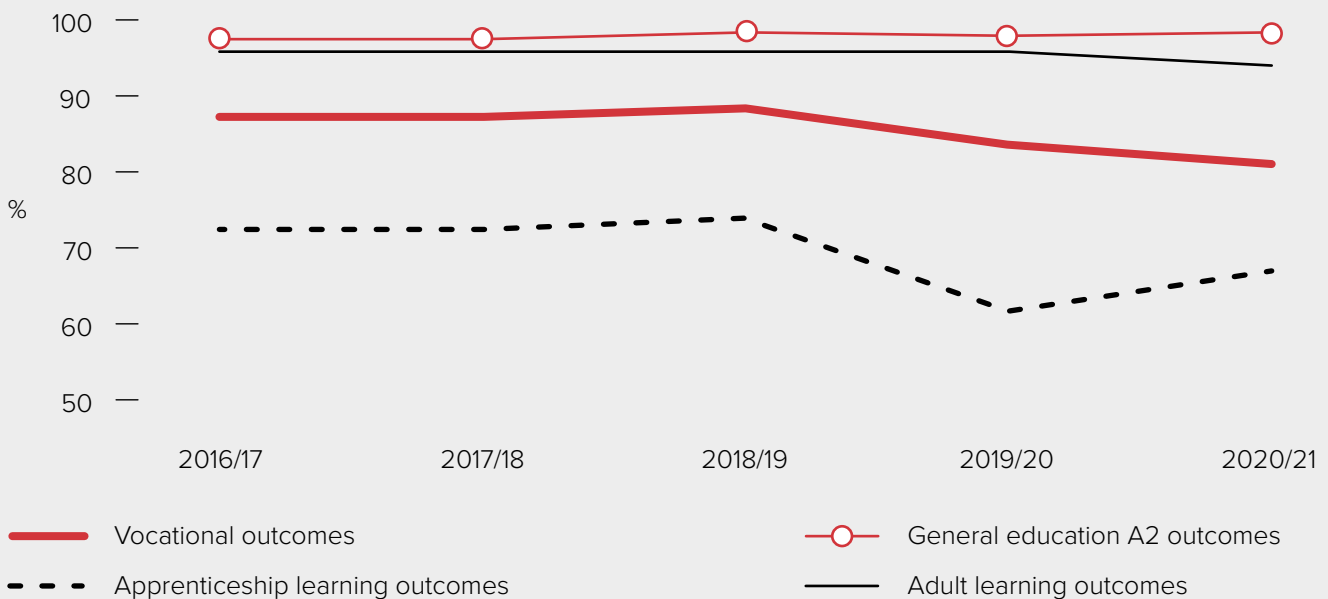
Learner outcomes in further education, work based learning and adult community learning sectors

Learning providers in all sectors are crucial to driving education standards forward. This indicator looks at the proportion of learners completing and achieving qualifications. It includes general education, further education (FE), adult community learning (ACL) and apprenticeships. Due to COVID-19, learning outcome figures have been

produced using a different methodology which cannot be compared to previous years. However, Welsh Government has recalculated figures for pre-pandemic years using the new methodology to enable trends to be seen.

Figure 3 shows the completion rates of all four learning pathways. General education (A2) outcomes had the highest completion rates from 2016-17 to 2020-21 (97% or above); whereas apprenticeships had the lowest, particularly in 2019-20 (62% completion).

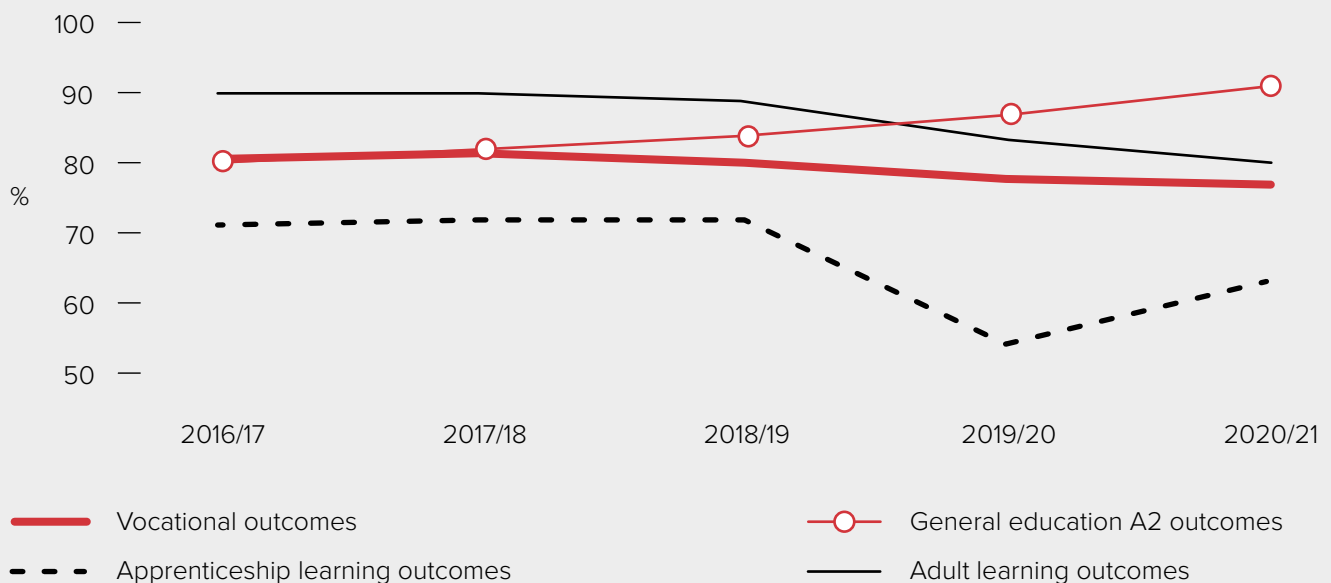
Figure 3: Completion rates for general education, vocational, apprenticeship, and adult learning outcomes



Achievement rates for vocational outcomes, apprenticeships and adult learning are calculated by the Welsh Government. There are a number of general education achievement outcomes; in this report we use the percentage of learners at the 8 week point who go on to achieve 3 or more A-levels at grades A* to E, as the most comparable to achievement rates in other educational pathways.

There has been an increase in achievement rates in general education from 2016-17 to 2020-21 (from 81% to 90%). Whereas there have been reductions in achievement rates for adult learning (from 89% in 2016-17 to 80% in 2020-21); for vocational learning (from 81% in 2016-17 to 77% in 2020-21), and for apprenticeships (from 71% in 2016-17 to 63% in 2020-21).

Figure 4: Achievement rates for general education, vocational, apprenticeship, and adult learning outcomes



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

Educational qualifications can impact a person's ability to get and keep a job. A job helps well-being as it improves a person's ability to receive a regular income.

Most recently, in 2021, 91.5% of economically active people aged 16 to 64 had at least one qualification at GCSE-level or equivalent or above. Similarly, 91.8% had a least one qualification at NVQ Level 1 or equivalent, or above.

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

Due to COVID-19, school performance data collection was paused and so it is not possible to provide an update in this report. Data may be available in future releases.

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

Due to COVID-19, school performance data collection was paused and so it is not possible to provide an update in this report. Data may be available in future releases.



Domestic, family and personal relationships



Having strong social networks, family and friendships can reduce social isolation. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement recognises this.

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



In 2020-21,

34%

of those who receive care and support reported loneliness. *(Indicator 34).*



Outcome Indicators

- 34. Percentage of people reporting overall, emotional, and social loneliness.**
- 35. Percentage of people who think that people in their local area treat each other with respect and consideration.**
- 36. Percentage of people who feel that they belong to their local area.**
- 37. 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

Emotional and social loneliness can impact upon a person's well-being. It can impact on health, social networks and friendships. It can increase the risk of mortality and developing certain diseases. It can also influence recovery if someone falls ill.

In 2020-21, those who receive care and support reported highest levels of overall emotional and social loneliness (34%) whereas only 16% of unpaid carers who received support reported loneliness. Those who did not receive care and support and those who were not carers reported less loneliness (12% and 13% were reported loneliness respectively).

The 2018-19 survey did not ask questions about loneliness.

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

Feeling safe, participating and contributing to the local community ensures people's well-being. People are more likely to do these if they feel respected by family, friends and services.

In 2020-21, most people thought that people in their local area treated each other with respect and consideration. Those receiving care and support had the lowest proportion (75%), whereas 84% of those not receiving care and support, of unpaid carers receiving support and of non-carers all agreed that people in their local area treat each other with respect and consideration.

In 2018-19, a slightly larger proportion of carers receiving support (75%) thought that people in their local area treat each other with respect and consideration than people receiving care and support (71%). The same proportion of people not receiving care and support and of unpaid carers receiving support thought that people in their area treated each other with respect (76%, each).

Percentage of people who feel they belong to their local area

In 2020-21, four-fifths or more of people in every group felt they belonged in their local area. More than any other group, carers agreed that they felt they belonged in their local area (88%). This compares with 83 of non-carers, 80% of people receiving care and support, 83% of people not receiving care and support.

Just over three-quarters of people not receiving care and support felt that they belonged to their local area in 2018-19, slightly greater than the proportion of unpaid carers (75%) and of individuals receiving care and support (71%).

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

Over three-fifths of all groups thought that, in 2020-21, their local area was a place where people from different backgrounds got on well together. Unpaid carers were most positive, with 71% agreeing, a similar proportion (69%) of non-carers also agreed. People receiving care and support were least positive, with 63% agreeing that their local area was a place where people from different backgrounds get on well together, in comparison with 69% of people not receiving care and support.

In 2018-19, around three-quarters of all groups thought that their local area was a place where people from different backgrounds get on well together. (74% of individuals not receiving care and support or support as unpaid carers; 76% of carers receiving support, 73% of people receiving care and support).



Contribution made to society



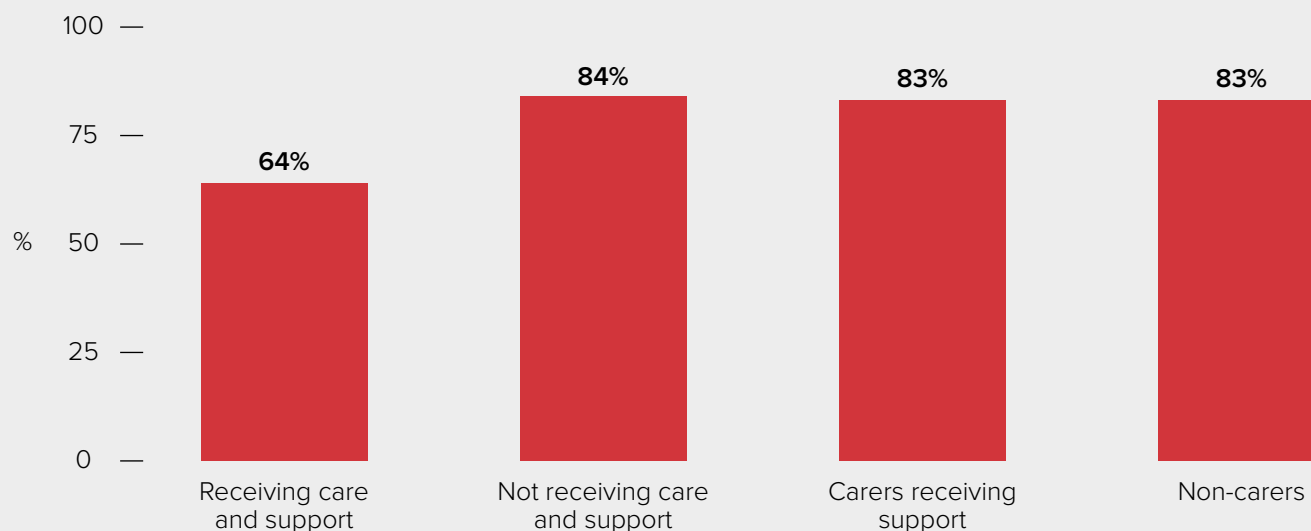
Being able to engage and make a contribution to society are key well-being outcomes. It is important that people feel valued in their communities and in society. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement recognises this.

These outcomes can make a person feel worthwhile. This in turn can help people take better care of their physical, mental and emotional health. A low sense of worth can impact on well-being. It can affect mental health and how people relate to friends and family.

Outcome Indicators

- 38. Percentage of people reporting the things they do in life are worthwhile.
- 39. Percentage of people who volunteer.
- 40. Percentage of voluntary organisations offering community or youth activities.
- 41. Percentage of voluntary organisations offering disability support.

Figure 5: Proportion of people reporting the things they do in life are worthwhile in 2020-21, by category of social services care and/or support



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

A sense of feeling worthwhile and valued can improve well-being. Feeling worthwhile can help people to take better care of their health. It can also help people to achieve their well-being outcomes.

Just under two thirds (64%) of people receiving care and support in 2020-21 felt the things they did in life were worthwhile, substantially lower than people not receiving care and support (84%), than unpaid carers receiving support (83%), and than non-carers (83%).

In 2018-19, 66% of people receiving care and support felt the things they did in life were worthwhile. This was substantially lower than people not receiving care and support, 86% of whom reported the things they did were worthwhile.

84% of unpaid carers who received support reported that what they did in life was worthwhile in 2018-19, this compares with 85% of people not receiving support as carers.

Percentage of people who volunteer

Volunteering is a way for people to be able to engage in and contribute to their local community. Volunteering can bring many benefits to people. These can include developing new skills, social interactions and feeling valued.

No data was available, updates may be available in future releases.

Percentage of voluntary organisations offering community or youth activities

Voluntary organisations aim to support individuals. They can include registered charities, housing associations, credit unions, community interest companies, trusts and local community groups.

Community activities can include groups working to regenerate communities or improve access to services. They can also include community newsletters and development programmes. Youth activities are groups that involve young people. They can include youth centres, clubs, uniformed organisations, sports and cultural groups.

In July 2022, 22.4% of voluntary organisations in Wales offered community activities and 4.53% offered youth activities. Please note, this data was taken from a snapshot in July 2022 and may not reflect data held by WCVA on another occasion.

Percentage of voluntary organisations offering disability activities

In July 2022, the percentage of voluntary organisations offering disability activities was 3.04%. This data was taken from a snapshot in July 2022 and may not reflect data held by WCVA on another occasion.

Social and economic well-being



People's social and economic status can impact their well-being. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement recognises this.

Good quality, secure employment is fundamental to people's economic, physical, and mental well-being.

High employment rates are vital to raising living standards. They also help to reduce inequality and poverty. Some people may face barriers to employment. Barriers may include health problems or a lack of skills. Removing barriers and supporting people to stay in work will improve people's well-being. They will have the same access to services and opportunities as others. People will be able to play an active role in society. This will help them live as healthy, independent, and fulfilling lives.

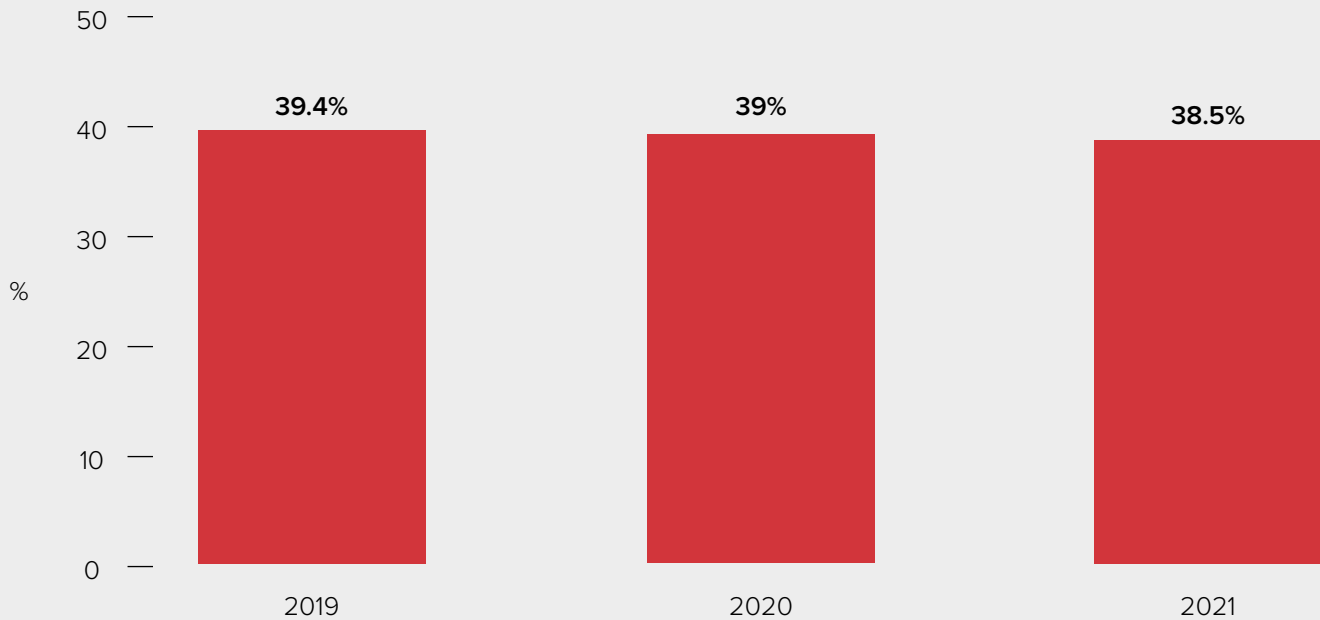
The social and economic conditions of an area can also impact on well-being. For example, children who are in need of care and/or support are more likely to live in the more deprived areas of Wales.

Outcome Indicators

42. Employment rate of adults aged 50 and over.
43. Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled.
44. Gap in healthy life expectancy between least and most deprived.
45. The percentage of 19-24 year olds who are not in education, employment, or training (NEET).
46. Percentage of materially deprived households.

Employment rate of adults aged 50 and over

Figure 6: Proportion of adults aged 50 and over in employment by year, from 2019 to 2021



Older people may face barriers to employment. For example, health issues, or not having relevant skills. Helping older people to stay in work ensures they can play an active role in society. Staying in work can help people live healthy, independent, and fulfilling lives.

In 2021, 38.5% of adults aged 50 and over were in employment. This has decreased over the last two years, from 39.4% in 2019 and 39.0% in 2020.

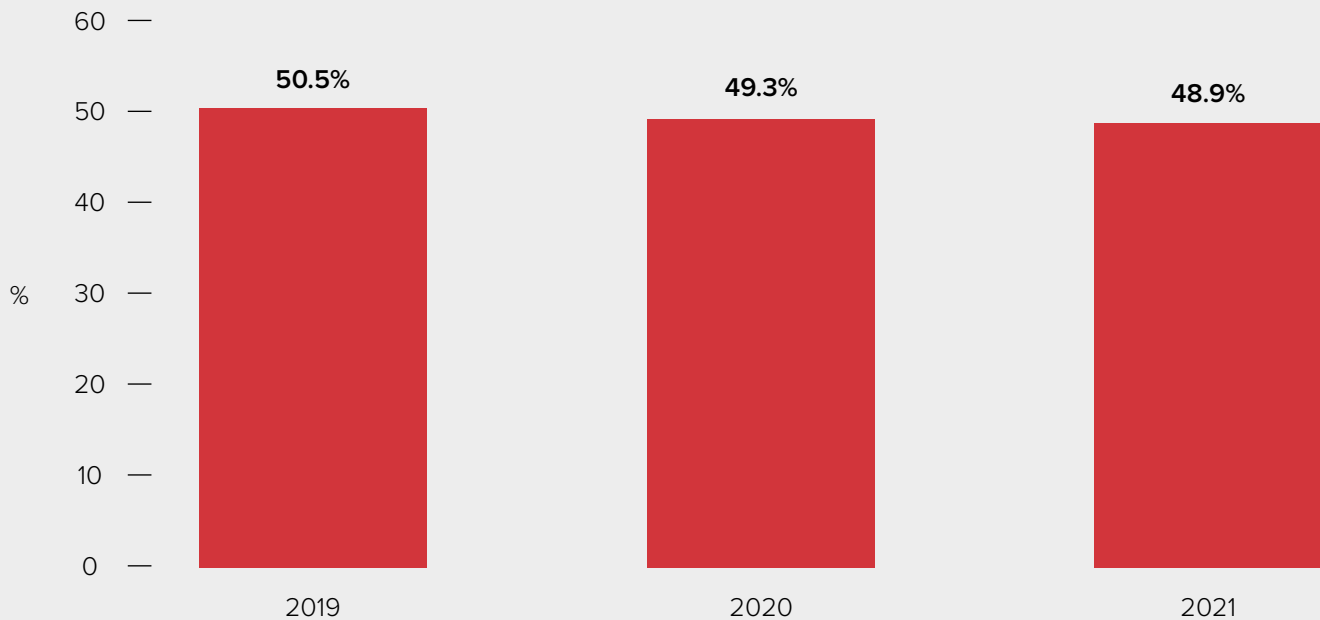
This report gives employment rates by calendar year and, as such, figures are not comparable with those in previous reports which were recorded by financial year (April-March).

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

Equality Act Core is defined as people with disabilities who meet the definition of ‘disabled’ in the **Equality Act 2010**.

Respondents to the Annual Population and **Labour Force Surveys** are defined as having a ‘work-limiting disability’ if they answer that they have a physical or mental health condition or illness lasting or expecting to last 12 months or more, and that this condition or illness reduces their ability to carry out day-to-day activities a lot.

Figure 7: Proportion of adults aged 16 to 64 who are Equality Act core or have a work-limiting disability who were in employment by year, from 2019 to 2021



16-64 who are Equality Act core or work-limiting disabled between 2019 and 2021, including decrease over time.

Good quality, secure employment is fundamental to people’s economic, physical, and mental well-being. Removing work-related barriers for disabled people will help reduce inequalities.

In 2021 just under half (48.9%) of people aged between 16 and 64 who were Equality Act core

This decreased in the last two years: in 2020 the percentage of people aged between 16 and 64 who were Equality Act core or work-limiting disabled in employment was 49.3%, and in 2019 it was 50.5%.

This report gives employment rates by calendar year and, as such, figures are not comparable with those in previous reports which were recorded by financial year (April-March).

Gap in healthy life expectancy between least and most deprived

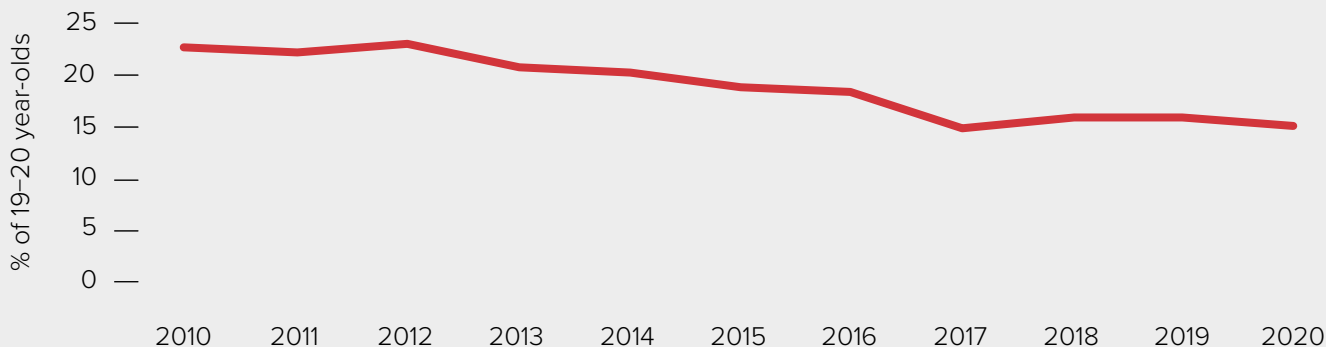
Responsibility for this data item is shared between health and social care. Please see the Health and Social Care Outcomes Framework for up-to-date information.

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

Training, education, or employment is important for young adults (aged 19-24). If a young adult is not in training, education or employment, this can impact their well-being and wider society. It can lead to increases in general health problems or crime rates.

Figure 8 shows that at the end of 2020, 15.2% of 19-24 year olds in Wales were not in education, employment, or training (NEET) this compares to 16.1% in 2019 and 16% in 2018. This continues the gradual improvement in NEET rates since 2012.

Figure 8: Proportion of 19-24 year olds not in education, employment, or training (NEET) between 2010 and 2020



Source: Welsh Government Statistical Release

Percentage of materially deprived households

A materially deprived household is one that is unable to afford certain things. For example, keeping the house warm enough, making regular savings, having a holiday once a year, and having access to the internet.

Data for 2020-21 was not available, updates may be available in future releases. Data for previous years can be seen in the [2021 National Outcomes Framework report](#).

Suitability of living accommodation



Living in safe, satisfactory, and appropriate accommodation can impact on well-being. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement reflects this.

Poor living conditions and overcrowding can have a negative impact on well-being. It can lead to poor physical and mental well-being. It can also impact children's learning and development.

Services need to work together to ensure accommodation is appropriate. This includes care and support services, local authorities and housing associations.



98.8%

of all social housing stock in Wales was compliant with the WHQS (including acceptable fails) in 2019-20. (*Indicator 50*).

Outcome Indicators

- 47. Percentage of people reporting that their accommodation is suitable for their needs.
- 48. Percentage of homeless households which include dependent children.
- 49. Percentage of voluntary organisations offering housing activities.
- 50. Percentage of social housing compliant with Welsh Housing Quality Standard.

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

2020-21 cannot be compared to previous years due to change in mode of surveying used by the National Survey for Wales. Data was not available for 2020-21, updates may be available in future. Data for previous years can be seen in the [2021 National Outcomes Framework report](#).

Percentage of homeless households which include dependent children

Many different personal and social factors can contribute towards people becoming homeless. It can cause huge disruption and trauma to anyone involved. Children are especially vulnerable, often missing out on schooling.

This figure has not been updated as data collection has been paused due to COVID. Data for previous years can be seen in the [2021 National Outcomes Framework report](#).

Percentage of voluntary organisations offering housing support

The third sector complements statutory services. They provide services for the benefit of people and communities in Wales. They provide support, enabling people to support themselves, where appropriate.

In July 2022, 1.36% of voluntary organisations offer housing support, such as homelessness projects, care and repair schemes, housing advice services and tenants and residents associations. This data was taken from a snapshot in July 2022 and may not reflect data held by WCVA on another occasion.

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

Social landlords provide social housing. They include local councils and housing associations. Housing associations are not-for-profit organisations that own, let, and manage rented housing.

The quality of social housing in Wales can impact on well-being. The WHQS was first published in 2002 and updated in 2008. Its aim is to ensure that all dwellings are of good quality and suitable for the needs of residents. The Welsh Government expects all social landlords in Wales to bring all their homes up to it.

In 2019-20, 98.8% of all social housing stock in Wales was compliant with the WHQS (including acceptable fails). This figure is an increase since 2018-19 when 93.1% was compliant. Compliance has continued to increase since central data collection started in 2011-12, when 41.5% 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 example, where data is unavailable, amended or ceased. We will also continue to monitor data and policies under the Social Services and Wellbeing Act. This will support policy improvement in the future.

The Welsh Government Social Services Performance and Improvement Framework offers additional data. We may use this data as indicators in the future. We will review this before the next annual publication. This may result in changes to existing indicators and/or the inclusion of new indicators.



Data Quality Annex

Precision

In this report we use a variety of data sources which each have different levels of precision (such as nearest whole number, one decimal place, nearest thousand). In most cases we have matched the precision of each data item with its original data source(s), to preserve accuracy. Where this is not practical, we have indicated the level of rounding we have used.

Continuity and Comparability

Some of the measures in this report are based upon different data sources to those in previous National Outcomes Frameworks. In particular, several measures that were based upon previous performance measures for social services have been updated to use the new Performance Improvement Framework metrics that replace performance measures. We have indicated clearly where this has caused a discontinuity between figures in the 2022 National Outcomes Frameworks and previous publications. Where this occurs, it is not appropriate to compare measures in the 2022 Framework with previous releases.

In addition, 2020-21 responses to the National Survey for Wales cannot be compared to previous years due to change in mode of surveying used. Typically, the survey is administered in person, however due to COVID-19, in 2020-21 it was completed by phone. As a result, the 2020-21 results cannot be compared with previous years.

Population Groupings

In 2020-21, 2018-19 and in 2016-17 the group “unpaid carers receiving support” may include individuals receiving care and support, provided they are also receiving support as unpaid carers. Similarly, the group “people receiving care and support” may include individuals receiving support as unpaid carers, provided they are also receiving care and support themselves.

In 2016-17, separate figures for a) people not receiving support as unpaid carers, and b) about people not receiving care and support, was not available from National Survey for Wales returns. We only received combined information about individuals receiving neither care and support nor support as unpaid carers. Please bear this in mind when interpreting results.

In 2020-21 and 2018-19 separate figures were available.

Re-categorisation of abuse

In “Percentage of adults at risk of abuse or neglect referred more than once during the year” some adults may have received referrals more than once during the year as a result of their abuse being recategorised.

Data Sources Annex

1. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
2. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
3. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
4. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
5. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
6. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
7. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
8. **The voluntary sector in Wales – WCVA.**
9. Stats Wales – Performance Improvement Framework metrics AD/013 and AD/012.
10. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
11. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
12. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
13. N/A – Please see the Health and Social Care Outcomes Framework for up-to-date information.
14. N/A – Please see the Health and Social Care Outcomes Framework for up-to-date information.
15. Stats Wales – Children Services – **mental health status of children receiving care and support.**
16. Stats Wales – Children Services – **immunisation status of children receiving care and support.**
17. Stats Wales – Children Services – **dental check status of children receiving care and support.**
18. N/A – Please see the Health and Social Care Outcomes Framework for up-to-date information.
19. N/A – Please see the Health and Social Care Outcomes Framework for up-to-date information.
20. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
21. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
22. Stats Wales – Performance Improvement Framework metric CH/024.
23. Office for National Statistics – **incidence of domestic abuse.**

24. Office for National Statistics – **incidence of sexual assault**.
25. Stats Wales – Performance Improvement Framework metrics AS/002 and AS/003.
26. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
27. N/A – not updated in 2022.
28. N/A – not updated in 2022.
29. N/A – not updated in 2022.
30. Welsh Government Statistical Release – **Learner outcome measures for work-based learning and adult learning**.
31. Office for National Statistics – Annual Population Survey – available via **NOMIS service**.
32. N/A – not updated in 2022.
33. N/A – not updated in 2022.
34. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
35. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
36. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
37. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
38. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
39. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
40. **The voluntary sector in Wales – WCVA**.
41. **The voluntary sector in Wales – WCVA**.
42. Office for National Statistics – Annual Population Survey – available via **NOMIS service**.
43. Office for National Statistics – Annual Population Survey – available via **NOMIS service**.
44. N/A – Please see the Health and Social Care Outcomes Framework for up-to-date information.
45. Stats Wales – **Estimated 16-24 age group NEET by economic activity**.
46. N/A – not updated in 2022.
47. **National Survey for Wales** – NB: NSW publishes only high-level statistics.
48. N/A – not updated in 2022.
49. **The voluntary sector in Wales – WCVA**.
50. Stats Wales – **compliance with overall Welsh housing quality standard by provider**.