

## Adults receiving care and support in Wales, 2016-17 (Experimental statistics)

31 October 2017  
SFR 167/2017

This annual release summarises information on assessments and care and support provided to people aged 18 and over by local authorities in Wales.

The Social Services and Well-being (Wales) Act 2014 changes the way people's needs are assessed and the way services are delivered, introducing new duties on local authority social services in relation to assessment and provision of care and support.

This is the first year of collection and this release is the first in this series of statistical outputs reporting on data derived from the [Adults Receiving Care and Support](#) return. See the [Key Quality Information](#) section for more information about the data. Information on adult social services has been published previously in the Assessments and Social Services for Adults in Wales series of statistical outputs however these results are not comparable due to changes to definitions in legislation and measurement.



There were 70,303 assessments of need for care and support undertaken for adults during the year, 20,886 led to a care and support plan<sup>1,2,3</sup>

- (1) Includes adults in the secure estate.
- (2) If an adult has need for care and support and is also a carer, the adult may have an assessment of their need for care and support, and an assessment of their need for support as a carer.
- (3) Based on data provided by 21 authorities. Merthyr Tydfil was unable to provide information on the number of assessments.

### Other key results for the period 6 April 2016 to 31 March 2017:

- 6,207 assessments of need for support for carers were undertaken, which led to the provision of 1,823 support plans for carers.
- 41,599 care and support plans and support plans were reviewed, of which 24,824 (59.7 per cent) were within timescales agreed by individuals and professionals.
- 147,336 total services provided to adults through a care and support plan or support plan.

### About this release

This release summarises the key findings from the Adults receiving care and support data collected for the first time in 2016-17 following implementation of the Social Services and Well-being (Wales) Act on 6 April 2016.

The release provides information on the activity of local authority social services in relation to assessment and provision of care and support for adults.

Further information and full details for individual local authorities are published on [StatsWales](#).

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## **Accuracy**

These statistics are published as experimental statistics reflecting the scale of change happening in social services and system changes for the first year of data collection. Following the first year, the collection process and publication will be reviewed. More information on the designation of these statistics can be found in the [correspondence between the Welsh Government and the Office for Statistical Regulation](#).

The Welsh Government worked with local authorities to collect statistics on the activities of adult social services through the Adults receiving care and support data return. Statisticians within the Welsh Government review the data and query any anomalies with local authorities between submissions to ensure coherence of the data received, and before tables are published. Data adhere to the national standards and guidance, thus ensuring coherence within and across organisations. Local authorities are expected to comply with the guidance notes for completion that accompany the data collection form.

The figures in this release reflect the final position of the 2016-17 data year, and are correct as at 31 March 2017. 2016-17 is the first year of collecting and reporting on data derived from the Adults receiving care and support return following implementation of the Social Services and Well-being (Wales) Act. During the year, some issues were raised about the quality of the data and not all local authorities provided complete returns; in most of these cases changes to systems and reporting processes had not yet been fully implemented. Extensive quality assurance was undertaken with local authorities and where issues were due to the need for more clarity around some specific data requirements greater agreement was reached in interpretation as the year progressed. One local authority (Merthyr Tydfil) was unable to provide any figures as a result of technical problems following implementation of the new Welsh Community Care Information System (WCCIS) computer system.

## Assessments and reviews

### Information, Advice and Assistance

Under Section 128 of the Social Services and Well-being (Wales) Act 2014, local authorities are required to secure the provision of a service for providing people with information and advice relating to care and support, and assistance in accessing care and support.

During the year 2016-17, 52,759 adults received advice and/or assistance from the Information Advice and Assistance (IAA) Service in relation to their own care and support or that of their friend/family member/person they care for/advocate for.

### Assessments

Where it appears that an adult may have needs for care and support, that adult has a right to an assessment of those needs. Similarly, if it appears to the local authority that a carer may have needs for support, a local authority must assess whether the carer has needs for support (or is likely to do so in the future) and if they do, what those needs are or are likely to be.

The assessment process will often start when a person accesses the IAA service, but should not be restricted to being accessible through this service alone. If an assessment determines a person's identified needs are eligible to be met by the provision of care and support from the local authority, a care and support plan (or support plan for carers) is developed and agreed.

**Table 1: Number of assessments undertaken during the year**

Data item	Number
Number of assessments of need for care and support undertaken during the year (a)(b)(c)	70,303
Of those, the number that led to a care and support plan(c)	20,886
Number of assessments of need for support for carers undertaken during the year	6,207
Of those, the number that led to a support plan(c)	1,823
Number of carers who refused an assessment during the year(c)	6,864

Source: Adults receiving care and support

(a) Includes adults in the secure estate.

(b) If an adult has need for care and support and is also a carer, the adult may have an assessment of their need for care and support, and an assessment of their need for support as a carer.

(c) Based on data provided by 21 authorities. Merthyr Tydfil was unable to provide information on the number of assessments.

There were 70,303 assessments for care and support undertaken during the year, of which 20,886 (30 per cent) led to a care and support plan.

There were also 6,207 assessments for care and supports for carers undertaken during the year, of which 1,823 (29 per cent) led to a support plan. However, there were also 6,864 carers who refused an assessment during the year.

## Secure estate

Local authorities also have a duty on to provide care and support to those in the secure estate, just as they would to individuals living in the community. For adults, the duty falls on the local authority where the individual is based in secure estate, regardless of their previous place of residence or nationality.

Secure estate facilities are defined as prisons, approved premises or bail accommodation (including youth detention accommodation for those aged over 18); such facilities are provided by five local authorities in Wales. 49 assessments of need for care and support for adults were undertaken during the year whilst in the secure estate. Of those assessments, 25 (51 per cent) led to a care and support plan.

## Repeat-assessments

An adult deemed ineligible for care and support following an assessment may request another assessment; if there has not been a significant change in the individual's or family's needs or circumstances then this is counted as a repeat assessment for the purposes of this release.

**Table 2: Number of repeat assessments undertaken during the year**

Data item	Number
Number of requests for repeat assessment of need for care and support and need for support made by an adult during the year (a)(b)	2,789
Of those, the number of repeat assessments undertaken (b)	2,206
Of those, the number of repeat assessments that led to a care and support plan or support plan (b)	235

Source: Adults receiving care and support

(a) Includes adults in the secure estate and carers

(b) Based on data provided by 19 authorities. Carmarthenshire, Denbighshire and Merthyr Tydfil were unable to provide information on the number of repeat assessments.

There were 2,789 requests for repeat assessment of need for care and support and need for support made by an adult during the year. Of which, 2,206 (79 per cent) assessments were undertaken and these led to 235 care and support or support plans.

## Reviews of care and support plans or support plans for carers

Where a local authority is required to meet care and support needs it must prepare a care and support plan for the adult concerned, or a support plan for the carer concerned. Local authorities must review care and support plans to understand whether the provision of that care and support is meeting the identified needs of the individual and consider if their needs have changed.

Care and support plans must contain a clear date, which should be agreed by the practitioner and the individual and/or family, by which the plan will be reviewed however, in the case of an adult, the date of review must not exceed 12 months.

**Table 3: Number of care and support plans and support plans reviewed during the year**

Data item	Number
Number of care and support plans and support plans that were reviewed during the year (a)(b)	41,599
Of those, the number of plans that were reviewed within agreed timescales (c)	24,824

Source: Adults receiving care and support

- (a) Includes children in the secure estate and young carers.
- (b) Based on data provided by 20 authorities. Denbighshire and Merthyr Tydfil were unable to provide information on the number of care and support plans and support plans reviewed during the year.
- (c) Based on data provided by 19 authorities. Denbighshire, Flintshire and Merthyr Tydfil were unable to provide information of those plans that were reviewed.

If it appears to the local authority that the care and support plan is not meeting the assessed needs the local authority must undertake a review irrespective of the agreed review date. This may be at the request of the individual or any person authorised to act on their behalf. During the year, there were 41,599\* care and support plans and support plans reviewed during the year, as requested by the adult, carer or their family, including those for adults in the secure estate. Of the 19 authorities which were able to provide data within the agreed timescale, data shows 24,824 (62 per cent) of care and support plans were reviewed within the agreed timescales.

\*based on 20 authorities

## Care and support

**Table 4: Number of adults receiving care and support during the year by age group**

Category	Aged 18-64	Aged 65-74	Aged 75-84	Aged 85+	Total Aged 18+
Domiciliary care	5,370	4,129	8,799	13,387	31,685
Day Care	3,206	918	1,786	2,247	8,157
Respite Care	1,482	554	1,409	2,019	5,464
Reablement	1,052	1,652	4,062	5,025	11,791
Equipment	5,744	4,342	6,750	7,055	23,891
Adaptations	3,113	2,050	2,820	2,214	10,197
Direct Payments	3,684	658	636	881	5,859
Supported Accommodation	2,393	400	175	150	3,118
Sheltered Accommodation	338	378	432	386	1,534
Adult Placements	445	48	22	9	524
Adult care home (without nursing)	1,709	1,117	2,936	6,468	12,230
Adult care homes with nursing	305	665	1,634	2,961	5,565
Telecare	2,262	2,119	5,354	7,797	17,532
Advocacy (b)	328	67	78	107	762
Recreational, leisure and lifelong learning opportunities (c)	2,270	186	89	75	2,620
Other (d)	1,910	756	1,493	2,248	6,407
<b>Total of services (volume)</b>	<b>35,611</b>	<b>20,039</b>	<b>38,475</b>	<b>53,029</b>	<b>147,336</b>
<b>Total number of adults supported (count) (e)</b>	<b>19,963</b>	<b>11,432</b>	<b>21,432</b>	<b>29,734</b>	<b>82,561</b>

Source: Adults receiving care and support

- (a) Merthyr Tydfil was unable to provide information for all of the categories.
- (b) Wrexham was unable to provide a full age breakdown for the 'advocacy' category'. However a total of 182 adults received advocacy services. This total has been included in the 'aged 18+' column. Therefore there is an apparent discrepancy between the sum of the constituent item and the total.
- (c) Wrexham was unable to provide this data.
- (d) The 'other' category includes categories such as meals-on-wheels, meals at Home, meals provided at Day-care, short term service, community support, professional support and transport costs.
- (e) Data based on 19 local authorities. Carmarthenshire, Merthyr Tydfil and Caerphilly were unable to provide data.

82,561 adults received care and support, where the care and support was arranged or provided by the local authority and specified in the care and support plan or support plan for carers. If the adult received different types of care and support they are counted once in each of the relevant categories. If the adult received more than one of the same types of care and support they are only counted within that category once.

During the year the total volume of services provided to adults for domiciliary care was 31,685, this equates to 22 per cent of the total volume of services provided to adults. 70 per cent of these adults were 75 or over.

Section 16 of the Social Services and Well-being (Wales) Act 2014 introduces a duty on local authorities to promote the development, in their area, of not for private profit organisations to

provide care and support and support for carers, and preventative services. 3,917 adults who had a care and support plan had been provided with care and support through a social enterprise, co-operative organisation (or co-operative arrangements), user led service or third sector organisation.

## Charging for care and support

The Social Services and Well-being (Wales) Act 2014 and associated regulations allow local authorities to charge for care and support.

**Table 5: Number of adults who paid a contribution towards care and support or support during the year**

Services	Aged	Aged	Total aged
	18-64	65+	18+
Domiciliary care	2,199	16,466	18,665
Day Care	1,088	2,492	3,580
Respite Care	661	2,345	3,006
Reablement	81	678	759
Equipment	25	189	214
Adaptations	41	302	343
Direct Payments	1,134	1,169	2,303
Supported Accommodation	1,423	363	1,786
Sheltered Accommodation	15	16	31
Adult Placements	176	30	206
Adult care home (without nursing)	1,118	8,300	9,418
Adult care homes with nursing	381	5,145	5,526
Telecare	1,166	9,037	10,203
Advocacy (b)	0	0	0
Recreational, leisure and lifelong learning opportunities (b)	335	129	464
Other (c)	256	1,419	1,675
<b>Total of services (volume)</b>	<b>10,099</b>	<b>48,080</b>	<b>58,179</b>
<b>Total number of adults supported (count) (d)</b>	<b>4,967</b>	<b>24,052</b>	<b>29,019</b>

Source: Adults receiving care and support

- (a) Caerphilly and Merthyr Tydfil were unable to provide information for all of the categories.
- (b) Wrexham were unable to provide data on advocacy. Therefore data based on 19 authorities for this category.
- (c) The 'other' category includes categories such as meals-on-wheels, meals at Home, meals provided at Day-Care, short term service, community support, professional support and transport costs.
- (d) Data based on 17 authorities; Carmarthenshire, Neath Port Talbot, Merthyr Tydfil, Caerphilly and Monmouthshire were unable to provide data.

29,019 adults paid a contribution towards the care and support or support they received during the year. If the adult paid a contribution for different types of care and support they are counted more than once.

During the year, there were 58,179 services for which a contribution towards care and support or support was paid for by adults. Domiciliary care accounted for 18,665 (32 per cent) of all services; 88 per cent receiving domiciliary care were aged 65 and over.

Currently, the maximum weekly charge, or contribution or reimbursement in connection with direct payments, towards the cost of non-residential care and support is £60 per week. Of the 19 local authorities who provided data, 11,342 adults paid the maximum weekly charge towards the cost of care and support or support for carers at least once during the year.

Local authorities may charge a low flat rate for the provision or arrangement of preventative services or assistance. Flat rate charges would typically be for care and support which are tasks which a person would normally have to do as a part of everyday life, such as preparing meals or laundry. In some cases it might be the only care and support a person receives and they may not have a care and support plan. Of the 19 local authorities who provided data, 11,016 adults paid a flat rate charge for care and support at least once during the year. Where the adult paid a flat rate charge for different types of care and support they are counted more than once.



## Glossary

**Adaptations:** Permanent or fixed alterations to make homes more suitable for the occupants, that the local authority has an obligation to review on an annual basis and involve the authority in an ongoing financial commitment to maintain.

**Adult:** A person who is aged 18 or over.

**Adult care home:** Local authority residential care homes (local authority run establishment providing accommodation together with personal care as defined in the Care Act 2000) and independent sector care homes under contract (privately run establishment providing accommodation together with personal care).

**Adult care home with nursing:** Local authority funded nursing care homes (local authority funded establishment providing accommodation together with personal and nursing care as defined in the Care Act 2000) and independent sector care homes under contract providing nursing care (privately run establishment providing accommodation together with personal and nursing care).

**Adult placement:** Accommodation and support provided to one, two or, exceptionally, three adults placed with the agreement of an Adult Placement Scheme.

**Advocacy:** Assistance (by way of representation or otherwise) to persons for purposes relating to their care and support.

**Assessment:** A product of the conversation between the individual or family and the practitioner designed to identify how to meet care and support needs.

**Care and support:** Care, support and both care and support.

**Care and support plan (or support plan for young carers):** A description of a person's care and support needs and how these will be met.

**Carer:** A person who provides or intends to provide care for an adult or disabled child. A young carer refers to a child who is a carer.

**Child:** A person who is aged under 18.

**Child protection register:** A record of all children in the area for whom there are unresolved child protection issues and who are currently the subject of an inter-agency protection plan.

**Co-operative:** An organisation or arrangement conforming sufficiently to the following principles for co-operatives: is autonomous, has voluntary membership, has the purpose of meeting common economic, social and cultural needs and aspirations, is jointly owned, and is democratically controlled.

**Day care:** Attendance at a day centre for care and/or meals.

**Direct Payment:** Monetary payments made by local councils directly to individuals for the purchase of social services.

**Domiciliary care:** Practical services that assist the person to function as independently as possible and/or continue to live in their home. This does not include reablement services that take place in a person's own home.

**Equipment:** Items of equipment that the authority has an obligation to review on an annual basis and involve the authority in an ongoing financial commitment to maintain or service the equipment.

**Flat rate charge:** A charge made by local authorities for the provision or arrangement of preventative services or assistance. Flat rate charges would typically be for care and support which are tasks which a person would normally have to do as a part of everyday life, such as preparing meals or laundry. In some cases it might be the only care and support a person receives and they may not have a care and support plan.

**Information, Advice and Assistance (IAA):** Information and advice relating to care and support, and assistance in accessing care and support, provided by the IAA service. Information is quality data that provides support to a person to help them make an informed choice about their well-being. Advice is a way of working co-productively with a person to explore the options available. Assistance, if needed, will follow the provision of information and advice, and involves another person taking action with the enquirer to access care and support, or a carer to access support.

**Looked after child:** A child who is in the care of the local authority or who is provided with accommodation by the local authority social services department for a continuous period of more than 24 hours.

**Maximum weekly charge:** The maximum weekly charge a local authority may charge a person in receipt of non-residential care and support for all of the non-residential care and support they receive. Currently this charge is £60 per week.

**Preventative services:** Services can be universally provided to help people avoid developing needs for care and support; targeted at individuals who have an increased risk of developing care and support needs; and aimed at minimising the effect of an existing care and support need on a service user. It is for each local authority to decide what they consider a preventative service. A care and support plan is not required when providing a service considered as preventative.

**Re-assessment:** During a review, if it becomes apparent that there has been a significant change in the individual's or family's needs or circumstances the person may have a re-assessment and the care and support plan may need to be updated to ensure the services detailed in the plan are meeting the person's needs and outcomes.

**Reablement:** Intended to restore and re-able a person to achieve skills and abilities they previously had in order to support them to return to maximum independence in their own home.

**Recreational, leisure and lifelong learning opportunities:** Any form of service provision or support which is provided or arranged by the local authority social services department to enable people to achieve their personal well-being outcomes as defined in their care and support plan.

**Repeat assessment:** If following an assessment, an individual is deemed ineligible for care and support but then requests another assessment, where there has not been a significant change in the individual's or family's needs or circumstances, this should be counted as a repeat assessment for the purposes of this return.

**Respite care:** Care provided by the local authority to provide relief to the carer(s) and person being cared for.

**Review:** A process by which the practitioner and the individual and/or family consider how effective the care and support plan has been in supporting the person to meet their identified well-being outcomes.

**Secure estate:** Secure estate facilities refer to prisons, approved premises, youth detention accommodation or bail accommodation.

**Sheltered accommodation:** Sheltered housing schemes, which may have a warden, and provide 24-hour emergency help through an alarm system.

**Social enterprise:** An organisation whose activities are wholly or mainly activities which a person might reasonably consider to be activities carried on for the benefit of society (“its social objects”), and which generates most of its income through business or trade, reinvests most of its profits in its social objects, is independent of any public authority, and is owned, controlled and managed in a way that is consistent with its social objects.

**Supported accommodation:** 24-hour care for people in their own home for which they have their own tenancy agreement.

**Telecare:** Continuous, automatic remote monitoring of real life emergencies and lifestyle changes over time in order to manage risks associated with independent living.

**Third sector organisation:** An organisation which a person might reasonably consider to exist wholly or mainly to provide benefits for society.

**User led service:** An organisation run by the people whom the organisation represents or provides a service to.

## Notes

The Social Services and Well-being (Wales) Act came into effect on 6 April 2016. It is the new legal framework that brings together and modernises social services law in Wales. The Act changes the way people's needs are assessed and the way services are delivered. It introduces a new process for assessment and care planning, a streamlined framework for charging, a focus on preventative services and promotion of not for profit organisations in the provision of care and support.

From 6 April 2016, local authorities are expected to collect and return data on the activities of adult social services based on new reporting requirements developed in line with the implementation of Act. This release examines key findings for 2016-17 and is intended to monitor the introduction of the new assessment and eligibility model to support delivery and assess its impact.

Data will be used to monitor policies under the Act, including the new assessment and eligibility model, to support delivery, inform policy improvement and assess impact.

## Key Quality Information

This section provides a summary of information on this output against five dimensions of quality: Relevance, Accuracy, Timeliness and Punctuality, Accessibility and Clarity, and Comparability and Coherence.

### Relevance

The statistics are used both within and outside the Welsh Government to monitor adult social services trends and as a baseline for further analysis of the underlying data. More specifically they will provide a summary of activity in relation to new legal duties introduced in the Social Services and Well-being (Wales) Act. Some of the key users are:

- Ministers and the Members Research Service in the National Assembly for Wales;
- The Department for Health and Social Services in the Welsh Government;
- Other areas of the Welsh Government;
- Local authorities;
- The third sector (e.g. charities);
- The research community;
- Students, academics and universities;
- Individual citizens and private companies.

The statistics may also be useful for other UK governments

- The Northern Ireland Executive's Department of Health, Social Services and Public Safety
- The Scottish Government, Analytical Services Division
- The Department of Health in England.

These statistics are used in a variety of ways. Some examples of these uses include:

- Advice to Ministers;
- To inform the social services policy decision-making process in Wales;
- Local authority analysis;
- To inform the Care and Social Services Inspectorate Wales and Healthcare Inspectorate Wales;
- To model the financial consequences of changes in the population or the care system;
- To assist in research on adults receiving care and support.

### **Symbols and rounding conventions**

All the figures are rounded to the nearest 5 for confidentiality. Where figures have been rounded there may be an apparent discrepancy between the sum of the constituent items and the total.

The following symbols are used in the tables:

- the data item is not exactly zero, but is less than half the final digit shown.
- . the data item is not applicable.
- .. the data item is not available.
- \* the data item is disclosive or not sufficiently robust for publication.

Occasionally, revisions can occur due to errors in our statistical processes or when a data supplier notifies the Welsh Government that they have submitted incorrect information. In these cases, a judgement is made as to whether the change is significant enough to publish a revised statistical release. Where changes are not deemed to be significant, figures will be corrected if they appear in future releases. However minor amendments to the figures may be reflected in the StatsWales tables prior to the next release.

### **Timeliness and punctuality**

The Data Collection team within the Welsh Government collected data, for the year 2016-17 from implementation of the Social Services and Well-being (Wales) Act i.e. from 6th April 2016 to 31st March 2017, between May and July 2017. Data in this release refers to final 2016-17 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in October 2017, meeting the planned date of publication.

### **Accessibility and clarity**

This statistical first release is pre-announced and then published on the Statistics and Research section of the Welsh Government website. It is accompanied by more detailed tables on [StatsWales](#), a free to use service that allows visitors to view, manipulate, create and download data.

## Comparability and coherence

2016-17 is the first year of collecting and reporting on data derived from the [Adults receiving care and support](#) return. This statistical release provides figures at the Wales level. Further information for local authorities is available on [StatsWales](#). To ensure that the national data are comparable and consistent, local authorities are expected to comply with the guidance notes for completion that accompany the data collection form. When comparing figures for different local authorities, relevant factors such as the size of the local authority population should be taken into account. [Local authority population estimates](#) by age can be found on StatsWales.

Data has been published previously on social services for adults based on the previous Performance Management - Adult services (PM2) data collection. Results are not comparable due to changes in legislation and to definitions and reporting requirements.

Statistics collected in each United Kingdom country may differ and the detailed guidance available from each country's website should be consulted before using these statistics as comparative measures.

England's adult service publications ([NHS Digital](#)).

Scotland's adult services publications ([Scottish Government](#)).

Northern Ireland's adult service publications ([Department of Health, Social Services and Public Safety](#)).

## Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on indicators and associated technical information - [How do you measure a nation's progress? - National Indicators](#)

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#)

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

## Further details

The document is available at:

<http://gov.wales/statistics-and-research/adults-receiving-care-support/?lang=en>

Data at local authority level is available on StatsWales: [Number of assessments by local authority and measure](#).

[Codes of practice](#) and statutory guidance issued under the Social Services and Well-being (Wales) Act are available from the Welsh Government website.

Further information is available in other Social Services statistical releases on the Welsh Government website including '[Children receiving care and support in Wales](#)'.

Information on the costs to local authorities of services provided for adults are produced by the Welsh Government from local authority financial returns. Detailed figures are available on [StatsWales](#).

Next update

October 2018 (Provisional)

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to [stats.pss@gov.wales](mailto:stats.pss@gov.wales).

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