The national outcomes framework for people who need care and support and carers who need support, 2014-15; working document
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**Minister’s Foreword**

My well-being statement describes the most important outcomes that people who need care and support, and carers who need support, expect in order to achieve well-being. To secure these outcomes we must recognise and value people’s strengths, and support them to do the things that matter to them.

I am pleased that the Social Services and Well-Being (Wales) Act has become law, however, this is only the beginning. I have every confidence in the abilities of all partners in driving forward the implementation of this groundbreaking legislation.

I am publishing an update to the National Outcomes Framework in this working document. This will support discussions and stakeholder engagement as we prepare for the commencement of the Act in April 2016. This will include development of the formal Code of Practice that will be issued for consultation in late Autumn 2014.

We have been working with a wide range of partners over some time to develop the National Outcomes Framework and I want to thank everyone from across social care who has contributed to this critically important work.

The National Outcomes Framework will be a key tool to track progress locally and nationally towards the transformation of care and support services. Having this framework will help us measure how much the care and support provided is making a real difference to peoples’ lives – how it is enabling them to achieve the things we all expect for ourselves and for our family and friends.

We need to work together across Welsh Government, across sectors and agencies to promote well-being. While my well-being statement focuses on the well-being of people who need care and support, and carers who need support, I have been clear that there needs to be alignment of shared outcomes across social services, NHS and Public Health outcome frameworks.

**Gwenda Thomas AM,**  
**Deputy Minister for Social Services**
1. Overview

The current model of social care provision in Wales is no longer sustainable, and services will come under increasing pressure through rising demand and reduced budgets. In 2011, the Welsh Government published its ambitions for the future of social care in Sustainable Social Services for Wales: A Framework for Action. This paper puts in place a framework for meeting the challenges facing social services in the next decade and beyond, and sets out the priorities for action.

The Social Services and Well-being (Wales) Act creates a new legal system for social services. The Act aims to transform the way social services are delivered. Key changes are that the principle of social services is based on the well-being of people who need care and support, and carers who need support. This, and greater voice and control for service users and carers, will set the foundations for improvement across the sector. This is about having different conversations with people to determine what matters to them to secure their well-being. The Act defines well-being, in relation to a person as:

- 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;
- securing rights and entitlements;
- social and economic well-being;
- suitability of living accommodation.

In relation to a child, “well-being” also includes—

- physical, intellectual, emotional, social and behavioural development;
- “welfare” as that word is interpreted for the purposes of the Children Act 1989.

In relation to an adult, “well-being” also includes—

- control over day to day life;
- participation in work.

The Act places a statutory duty on the Welsh Ministers to issue a statement specifying the well-being outcomes that are to be achieved for people who need care and support and carers who need support. The Act also places a duty on the Welsh Ministers to issue, and from time to time revise, a code to help achieve the outcomes specified in the well-being statement. This document:

- sets out the national outcomes framework for people who need care and support and carers who need support 2014/15;
- provides the details to deliver and use the national outcomes framework;

1 Sustainable Social Services for Wales: A Framework for Action can be seen at http://wales.gov.uk/topics/health/publications/socialcare/guidance1/services/?lang=en

2 Social Services and Well-being (Wales) Act can be found at http://www.senedd.assemblywales.org/mgIssueHistoryHome.aspx?Id=5664
• details the underpinning simplified and streamlined performance measurement framework for care and support services; and,

• outlines a forward look for the framework in future years.

2. Background

The national outcomes framework for people who need care and support and carers who need support in Wales has been created to deliver on the actions set out in Sustainable Social Services for Wales: A Framework for Action, and the need to fulfil the duties set out in the Act.

The national outcomes framework for people who need care and support and carers who need support is made up of the well-being statement and the outcome indicators to measure whether well-being is being achieved.

The key objectives for the national outcomes framework are:

• **To describe the important well-being outcomes that people who need care and support and carers who need support should expect in order to lead fulfilled lives.** This will give people a greater voice and control over their lives and enable them to make informed decisions to ensure they achieve their personal well-being outcomes.

• **To set national direction and promote the well-being of people in Wales who need care and support, and carers who need support.** A shift in service provision to focus on well-being outcomes will provide a focus for service professionals working with people and carers to determine needs and desired outcomes. People are best placed to determine what well-being outcomes they wish to achieve. Services must work in partnership to build on people’s strengths and abilities to enable them to maintain an appropriate level of independence with the appropriate level of care and support.

• **To provide greater transparency on whether care and support services are improving well-being outcomes for people in Wales using consistent and comparable indicators.** This will allow the sector to scrutinise its performance and will shine a spotlight on what needs to be done to improve people’s well-being rather than focussing on the processes involved in delivering social services.


The Deputy Minister for Social Services issued her well-being statement for people who need care and support and carers who need support on 16 April 2013; this was the first phase in developing the national outcomes framework. The well-being statement builds on the well-being definition set out in the Social Services and Well-being (Wales) Act and articulates what the Welsh Government expects for people who need care and support and carers who need support.

The outcomes and expectations outlined in the well-being statement were co-produced with a range of stakeholders, including people who need care and support and carers who need support, the Association of Directors for Social Services Cymru (ADSSC), the Welsh Local Government Association (WLGA) and the voluntary and independent sectors. Following the publication of the well-being statement, people have continued to be involved in developing the statement further and identifying any further outcomes for specific user groups that were not already captured.

The Wales Carers Alliance and Children in Wales have facilitated workshops with both older and younger carers to identify outcomes for carers and ensure that what matters to carers is properly captured. This work has identified a number of specific well-being outcome indicators for carers that must be captured in the refreshed well-being statement. The statement has also been tested with other user groups, including older people and people with mental health and disabilities.

The Social Services and Well-being (Wales) Act has undergone a scrutiny process and completed its passage through the National Assembly for Wales. The Deputy Minister for Social Services accepted an amendment to include ‘suitability of living accommodation’ to the definition of well-being as described in the Social Services and Well-being (Wales) Act. This new aspect of well-being has been developed to determine outcomes for people; this has been reflected in the well-being statement. The refreshed well-being statement can be found at Annex A.

The second phase of the national outcomes framework has involved developing outcome indicators to measure whether national policies and local practices are supporting people to achieve the well-being outcomes described in the well-being statement for people who need care and support and carers who need support; these can be found in Annex B.

The data for these outcome indicators will be collected and published in 2015. The national outcomes framework will be kept under review and refreshed every year to ensure that they continue to measure the well-being of people who need care and support and carers who need support.

The well-being statement contains a number of subjective measures of well-being, such as life satisfaction. The commissioned report ‘Feasibility Report into Measuring the Subjective Well-being of People who need care and support report’ describes ways that subjective information could be collected. Following this work, and discussions with stakeholders and across government, relevant questions will be included in the National Survey for Wales. These questions have been developed with stakeholders and the first results will be reported in Spring 2015.

4. Aligning Welsh Government Outcomes Frameworks

Programme for Government set the scene for promoting well-being. The supporting people chapter set out the aim to develop high quality, integrated, sustainable, safe and effective people-centred services that build on people’s strengths and promotes their well-being. This is being taken forward across the Welsh Government and sits firmly within the overall approach to the delivery of social services in Wales.

Many agencies will come together from throughout the sectors to support people in securing the well-being outcomes set out in the well-being statement. It will be important to integrate service delivery based on people and the well-being outcomes they wish to achieve.

Given the integration of service delivery between health and social services, it is essential that the health and social services outcomes frameworks align to provide all services with a shared sense of priorities. Social services and health services in Wales have different roles and functions to help secure this well-being.

The NHS Wales have developed an outcomes framework to support the public in achieving and maintaining health and well-being. The outcome indicators across each framework have been

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4 Feasibility Report into Measuring the Subjective Well-being of People who need care and support report can be seen at http://wales.gov.uk/topics/health/publications/socialcare/reports/feasibility/?lang=en

5 Programme for Government can be seen at http://wales.gov.uk/about/programmeforgov/?lang=en
reviewed to identify the links and shared indicators, with the aim to remove duplication and to ensure all services are held accountable to secure the well-being of people.

Some shared measures identified across the health and social services outcomes framework are:

- Percentage saying that they have used Welsh to communicate with health or social care staff;
- Self reported physical and mental health status;
- Healthy life expectancy (at 65);
- Percentage of Flying Start children reaching or exceeding their developmental milestones at 3 years;
- Percentage of children achieving the expected level of learning or above at the end of Foundation Phase;
- Percentage of people provided with information about how to lead a healthy life.

It must be noted that this is a phased approach to joint delivery and a transparent way of monitoring success. It will uncover joint areas for development in order that measures can be developed to support better integration of health and social care.

The Future Generations Bill is the Welsh Government’s commitment to legislate to set a course for all public services in Wales to provide for the well-being of a sustainable Wales. The Bill will set ambitious, long term goals to collectively represent what the long term economic, social and environmental well-being of Wales would look like. These will complement the health and social services outcomes frameworks and where appropriate, outcomes and population level measures will be shared and not duplicated.

### 5. Performance Measurement Framework

A simplified and streamlined performance measurement framework for care and support services will underpin the national outcomes framework. The performance measurement framework will contain service quality standards and performance measures to support these, and will:

- enable people to understand the standard of service they are entitled to and make informed decisions about their care and support;
- be outcomes focussed and drive a shift in service provision to focus on well-being outcomes for people. This approach will support the national outcomes framework by evidencing clearly, the contribution that services make in supporting people to achieve their well-being outcomes, ensuring clear accountability for delivery;
- give transparent and comparable measures that will allow the sector to scrutinise their performance in order to learn and improve;
- drive improvement and to raise the quality and consistency of services to improve the well-being outcomes of people;
- underpin and inform the inspection regime.

The Social Services Regulation and Inspection Bill includes a provision for completion of an annual report by each service provider. Reporting against the performance measurement framework will be integral to this annual report. These annual reports will be made publicly available and provide transparent and accessible information to the public.
In the first instance, a performance measurement framework will be developed for local authority Social Services. This will be set out in a code of practice to be included under the Social Services and Well-being (Wales) Act. Local authorities will be required to comply with the code.

The measures set out in this performance framework for local authority social services will replace the existing performance measures currently captured, known as Performance Measurement 1, (PM1) and Performance Measurement 2, (PM2). There needs to be consistency of reporting and a managed changeover of data.

We intend that the Social Services Regulation and Inspection Bill will develop this performance measurement framework for all care and support service providers. This approach to performance improvement is shown diagrammatically below.

![Diagram of national outcomes framework](image)

Work has begun to develop the performance measurement framework for local authority social services. A set of standards have been co-produced with stakeholders and are detailed below. These directly relate to the well-being statement for people who need care and support and carers who need support. These standards will be set out in the Code of Practice for the Social Services and Well-being (Wales) Act, which will be issued for consultation in late Autumn 2014.

In the standards detailed below, ‘People’ means those who need care and support and carers who need support.
### Well-being statement

<table>
<thead>
<tr>
<th>What well-being means</th>
<th>What people expect</th>
<th>Local Authority Social Services Performance Measurement Framework</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Well-being</strong> (Also for children: “welfare” as that word is interpreted for the purposes of the Children Act 1989)</td>
<td>I know and understand what care, support and opportunities are available to me</td>
<td>1. Local Authority Social Services will work with people to define the personal outcomes they wish to achieve; services will ensure they measure the impact of the care and support they deliver on people’s lives and the achievement of personal outcomes. Local Authority Social Services will:</td>
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<tr>
<td></td>
<td>I get the help I need, when I need it, in the way I want it</td>
<td>a) Ensure access to clear and understandable information, advice and assistance to support people to actively manage their well-being and make informed decisions.</td>
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<td></td>
<td>My rights are respected I have voice and control I am involved in making decisions that affect my life My individual circumstances are considered I can speak for myself or have someone who can do it for me</td>
<td>b) Arrange services in a way that prevents or delays peoples need for care and support.</td>
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<tr>
<td></td>
<td>I can speak for myself or have someone who can do it for me</td>
<td>c) Work with people to undertake a proportionate assessment of needs in a timely manner.</td>
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<tr>
<td><strong>Securing rights and entitlements</strong> (Also for adults: Participation in work)</td>
<td></td>
<td>d) Treat people with dignity and respect.</td>
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<td></td>
<td></td>
<td>e) Ensure people have voice and control over the planning and delivery of their care (or have someone who can do it for, or with, them)</td>
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<td></td>
<td></td>
<td>f) Ensure people have a named contact who shares relevant information with partners to allow a seamless transition of care and support across services.</td>
</tr>
<tr>
<td><strong>Physical and mental health and emotional well-being</strong> (Also for children: Physical, intellectual, emotional, social and behavioural development)</td>
<td>I am happy I am healthy</td>
<td>2. Local Authority Social Services work with people and relevant partners to promote, protect and improve people’s physical and mental health and emotional well-being. Local Authority Social Services will:</td>
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<tr>
<td></td>
<td></td>
<td>a) Jointly develop with people the means to promote and support people to maintain a healthy lifestyle.</td>
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<tr>
<td></td>
<td></td>
<td>b) Encourage and empower people to manage their own health, be physically active and benefit from proactive, preventative care and support.</td>
</tr>
<tr>
<td><strong>Protection from abuse and neglect</strong></td>
<td>I am safe and protected from abuse and neglect</td>
<td>3. Local Authority Social Services prevent, protect and safeguard people from abuse and neglect or any other kinds of harm.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Abuse, neglect and harm are defined in the Social Services and Well-being (Wales) Act. Local Authority Social Services will:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>a) Work with families and carers to prevent the need for care and support.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b) Develop suitable arrangements for people who put their safety or that of others at risk to prevent abuse and neglect.</td>
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<tr>
<td></td>
<td></td>
<td>c) Manage risk in ways which empower people to feel in control of their life.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>d) Respond effectively to changing circumstances and regularly review achievement of personal outcomes.</td>
</tr>
</tbody>
</table>
| Contribution to society | I can learn and develop to my full potential. I can do the things that matter to me. | 4. **Local Authority Social Services actively encourage and support people to learn and develop and participate in society.**  
Local Authority Social Services will:  
- a) Support people to do the things that matter to them to achieve their personal outcomes.  
- b) Assist people to achieve their full potential.  
- c) Encourage people to be active members of their communities, and to support each other in reducing social isolation. |
| --- | --- | --- |
| Domestic, family and personal relationships | I can engage and participate. I feel valued in society. | 5. **Local Authority Social Services support people to safely develop and maintain healthy domestic, family and personal relationships.**  
Local Authority Social Services will:  
- a) Support people to maintain the relationships that matter to them, consistent with safeguarding needs.  
- b) Help people to recognise unsafe relationships and protect them from abuse and neglect.  
- c) Take the views of people’s families and other personal relationships into consideration when assessing their care and support needs, if appropriate.  
- d) Provide people with stable care and support placements. |
| Social and economic well-being (Also for adults: Participation in work) | I am supported to work. I have a social life and can be with the people that I choose. I do not live in poverty. I get the help I need to grow up and be independent. I get the care though the Welsh language if I need it. I have suitable living accommodation that meets my needs. | 6. **Local Authority Social Services support people to work, achieve greater economic well-being, have a social life and live in accommodation that meets their needs.**  
Local Authority Social Services will:  
- a) Support people to participate as active citizens both economically and socially.  
- b) Support people in accessing financial advice and help with benefits and grants.  
- c) Provide access to services through the medium of Welsh, in line with the more than just words framework.  
- d) Support people to access living accommodation that suitably meets their needs and facilitates independent living. |

These standards are being issued under Part 2 of the Social Services Well-being (Wales) Act and will come into effect on 1 April 2016.
6. Implementation

The National Outcomes Framework is a key tool to provide national direction, set priorities for care and support services, and measure national progress against these priorities. The next phase of this work will involve:

1. Developing an online reporting tool to present the national outcomes framework.

2. Developing subjective measures of well-being for carers who need support, using the Welsh Health Survey. This will evidence whether outcomes specific to carers are being met. This question set will be developed in conjunction with the NHS Outcomes Framework.

3. Continuing to further align the health and well-being outcome frameworks, through identifying and developing shared indicators where appropriate.

4. Developing the code of practice that will detail quality standards for local authority social services and will provide performance measures against which services can be assessed to ensure their services are of a high quality and up to standard. The code will be issued for consultation in late Autumn 2014. This will include a full implementation plan and the timetable for the collection and reporting of performance data.

5. Working to ensure that the standards are aligned with others, including National Institute for Health and Care Excellence (NICE) Quality Standards, and the Fundamentals of Care Standards.

6. Working to align standards with those developed under the Regulation and Inspection Bill for care and support service providers.
## Annex A: The well-being statement for people who need care and support and carers who need support

<table>
<thead>
<tr>
<th>What well-being means</th>
<th>What people expect</th>
<th>What we will measure</th>
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</thead>
<tbody>
<tr>
<td><strong>Well-being</strong>&lt;br&gt;Also for children: &quot;welfare&quot; as that word is interpreted for the purposes of the Children Act 1989</td>
<td>I know and understand what care, support and opportunities are available to me&lt;br&gt;I get the help I need, when I need it, in the way I want it</td>
<td>Whether people report that the right information is available at the right time&lt;br&gt;Satisfaction with care and support received&lt;br&gt;Satisfaction with the people who give care and support</td>
</tr>
<tr>
<td><strong>Physical and mental health and emotional well-being</strong>&lt;br&gt;Also for children: Physical, intellectual, emotional, social and behavioural development</td>
<td>I am healthy&lt;br&gt;I am happy</td>
<td>Whether people say they feel healthy physically and mentally&lt;br&gt;Life satisfaction&lt;br&gt;Whether people are living a healthy lifestyle (life expectancy, physical health, uptake of childhood vaccinations)&lt;br&gt;Children's development&lt;br&gt;Mental and emotional health</td>
</tr>
<tr>
<td><strong>Protection from abuse and neglect</strong></td>
<td>I am safe and protected from abuse and neglect</td>
<td>How much abuse and neglect takes place&lt;br&gt;Whether people say they feel safe&lt;br&gt;Children and young people's involvement in crime and anti-social behaviour</td>
</tr>
<tr>
<td><strong>Education, training and recreation</strong></td>
<td>I can learn and develop to my full potential&lt;br&gt;I can do the things that matter to me</td>
<td>Children and young people's key educational attainment, numeracy and literacy levels&lt;br&gt;Whether young people say they are supported to remain in school&lt;br&gt;Young people accessing post 16 opportunities&lt;br&gt;Whether carers say they are supported through periods of change&lt;br&gt;Participation in sport, recreation and cultural activities&lt;br&gt;Adults accessing learning opportunities</td>
</tr>
<tr>
<td><strong>Domestic, family and personal relationships</strong></td>
<td>I belong&lt;br&gt;I have safe and healthy relationships</td>
<td>Satisfaction with personal relationships&lt;br&gt;Satisfaction with family life&lt;br&gt;Satisfaction with homelife</td>
</tr>
<tr>
<td><strong>Contribution made to society</strong></td>
<td>I can engage and participate&lt;br&gt;I feel valued in society</td>
<td>Participation in society&lt;br&gt;Opportunities to participate in society&lt;br&gt;Whether carers say they are recognised in society</td>
</tr>
<tr>
<td><strong>Securing rights and entitlements</strong>&lt;br&gt;Also for adults: Control over day-to-day life</td>
<td>My rights are respected&lt;br&gt;I have voice and control&lt;br&gt;I am involved in making decisions that affect my life&lt;br&gt;My individual circumstances are considered&lt;br&gt;I can speak for myself or have someone who can do it for me&lt;br&gt;I get care through the Welsh language if I need it</td>
<td>Whether people feel their rights are respected&lt;br&gt;Whether people feel they are in control over their daily life and are listened to&lt;br&gt;Whether people feel they have been involved in making decisions that affect themselves or the life of the person that they care for&lt;br&gt;Use of advocacy&lt;br&gt;Whether people who need it get care through the Welsh language</td>
</tr>
<tr>
<td><strong>Social and economic well-being</strong>&lt;br&gt;Also for adults: Participation in work</td>
<td>I am supported to work&lt;br&gt;I have a social life and can be with the people that I choose&lt;br&gt;I do not live in poverty&lt;br&gt;I get the help I need to grow up and be independent</td>
<td>People working and supported to work&lt;br&gt;People not in education, employment or training&lt;br&gt;Satisfaction with social life&lt;br&gt;Poverty&lt;br&gt;Whether public transport and public spaces (including public toilets) are safe and accessible&lt;br&gt;Whether young people feel they have been supported into adult life</td>
</tr>
<tr>
<td><strong>Suitability of living accommodation</strong></td>
<td>I have suitable living accommodation that meets my needs</td>
<td>Whether housing meets peoples needs</td>
</tr>
</tbody>
</table>
Annex B: The national outcomes framework for people who need care and support and carers who need support, 2014-15

### Well-being

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
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</table>
| I know and understand what care, support and opportunities are available to me. I get the help I need, when I need it, in the way I want it. | • Percentage of people reporting they have the right information about how to lead a healthy life  
• Percentage of people who think that good social care services are available in their local area  
• Percentage of people whose quality of life has improved from the care and support they have received  
• Percentage of people that received the right information or advice when they needed it  
• Percentage of people who feel satisfied with the people that provided their help, care and support  
• Percentage of people who feel satisfied with the care and support they have received. |

### Physical and mental health and emotional well-being

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
</tr>
</thead>
</table>
| I am healthy  
I am happy | • Self reported status of physical and mental health  
• Healthy life expectancy at 65  
• Percentage of Flying Start children reaching or exceeding their developmental milestones at 3 years.  
• Self reported happiness score  
• Percentage of children with up-to-date immunisations  
• Percentage of children aged 5 and over with up-to-date dental checks  
• Percentage of children with mental health problems  
• Percentage of adults with high life satisfaction scores  
• Percentage of children and young people with high life satisfaction scores. |

### Protection from abuse and neglect

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
</tr>
</thead>
</table>
| I am safe and protected from abuse and neglect | • Proportion of referrals where the risk has been removed or reduced for the alleged victim  
• Incidence of domestic abuse  
• Incidence of sexual crime  
• Percentage of people reporting that they feel safe  
• Number of Children on the Child Protection Register by reason  
• Children classified as in need / looked after by category of need  
• Percentage of Flying Start children aged 0 - 47 months who have an open case with social services as Child in Need. |

### Education, training and recreation

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
</tr>
</thead>
</table>
| I can learn and develop to my full potential. I can do the things that matter to me. | • Key stage 2 results for Children in Need  
• Key stage 4 results for Children in Need  
• School attendance rates of Children in Need  
• Percentage of children achieving the expected level of learning or above at the end of the Foundation Phase  
• Percentage of people reporting that they can do the things that matter to them. |

### Domestic, family and personal relationships

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
</tr>
</thead>
</table>
| I belong  
I have safe and healthy relationships | • Percentage of people who feel that they belong to their local area  
• Percentage of people who think that their local area is a place where people from different backgrounds get on well together  
• Percentage of people who think that people in their local area treat each other with respect and consideration. |

### Contribution made to society

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
</tr>
</thead>
</table>
| I can engage and participate. I feel valued in society | • Things I do in my life are worthwhile  
• Percentage of people who feel safe walking alone in their area after dark  
• Percentage of people reporting that they often feel lonely  
• Percentage of people reporting that they feel valued in society. |

### Securing rights and entitlements

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
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</thead>
</table>
| My rights are respected  
I have voice and control  
I am involved in making decisions that affect my life  
My individual circumstances are considered  
I can speak for myself or have someone who can do it for me. | • Percentage of people who felt involved in decisions about their life  
• Percentage of people reporting that they are in control of their daily life as much as they can be  
• Percentage of people who felt that they were treated with respect. |

### Social and economic well-being

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
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</table>
| I am supported to work  
I have a social life and can be with the people that I choose  
I do not live in poverty  
I get the help I need to grow up and be independent  
I get care through the Welsh language if I need it. | • Percentage of people satisfied with the amount of time they have to do things they like doing  
• Percentage of people who used the Welsh language to communicate with health or social care staff  
• Percentage of materially deprived households. |

### Suitability of living accommodation

<table>
<thead>
<tr>
<th>What people expect</th>
<th>What we will measure</th>
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<tbody>
<tr>
<td>I have suitable living accommodation that meets my needs</td>
<td>• Percentage of people reporting that their accommodation is suitable for their needs.</td>
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