



Llywodraeth Cymru
Welsh Government

Social Services:

The national outcomes framework for people who need care and support and carers who need support

Date issued: February 2019



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

Background

In 2011, the Welsh Government published its ambitions for the future of social care in Sustainable Social Services for Wales: A Framework for Action¹. 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.

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

Care and support will be based on the well-being outcomes that people want to achieve, and on their rights and their responsibilities. All people, children, adults and carers have a right to be involved in decisions made about their care and support. Working in partnership with people will be key to securing well-being and preventing the development of people's needs for care and support.

Our population

This document sets out the social services national outcomes framework. It has been developed to fulfil a requirement in the Act to describe well-being for people who need care and support and carers who need support and provide a consistent approach to measuring well-being.

People who need care and support and carers who need support may receive care and support from their local authority, in the community (by their family, and friends, through social enterprises, co-operatives, user led services or through the third sector) or directly through the independent sector.

The national outcomes framework is for all people who need care and support and carers who need support, their families and friends, and for all services undertaking social services functions under the Act; e.g. local authorities, social enterprises, co-operatives, user led services, the third sector and the independent sector.

The social services national outcomes framework

The key objectives for the national outcomes framework are:

- **To set the national direction to promote the well-being of people who need care and support and carers who need support in Wales.**

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

1 Sustainable Social Services for Wales: A Framework for Action can be seen at: www.wales.gov.uk/topics/health/publications/socialcare/guidance1/services/?lang=en
2 Social Services and Well-being (Wales) Act can be found at: www.senedd.assemblywales.org/mgIssueHistoryHome.aspx?IID=5664

- **To describe the important national 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 more control over their lives and enable them to make informed decisions to ensure they engage in improving their own well-being. Focussing on people's well-being outcomes will drive better experiences and better services for people who need care and support and carers who need support.

- **To provide greater transparency on whether services are improving well-being outcomes for people who need care and support and carers who need support in Wales using consistent and comparable indicators.**

This will allow the sector to scrutinise its performance and will shine a spotlight on what needs to be done to improve people's well-being rather than focussing on the processes involved in delivering social services. The national outcomes framework will be the key driver for identifying evidenced based national priorities for improvement. This information will be used effectively to focus improvement resources in the most important areas, identify and extend best practice and identify where new policies are required.

Well-being statement

The national well-being outcomes that people who need care and support and carers who need support should expect in order to lead fulfilled lives are contained within the well-being statement, which forms the first part of the national outcomes framework.

The well-being statement is a statutory requirement. Welsh Ministers are required to issue a statement of well-being outcomes to be achieved for people who need care and support and carers who need support under Section 8 of the Social Services and Well-being (Wales) Act 2014.

The well-being statement builds on the definition of well-being in Section 2 of the Act. For the purposes of the Act, Section 2 defines well-being in relation to a person in eight aspects of their life:

- 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; and
- suitability of living accommodation.

National well-being outcomes that are to be achieved for people who need care and support and carers who need support have been developed for each of the eight aspects of well-being. Some outcomes describe the responsibilities that people themselves have to undertake to help achieve their own well-being.

The outcomes were developed through extensive engagement with people who use care and support services to identify what matters to them. The development of the well-being statement with people and partners is detailed in the impact assessments published alongside this document.

The following table shows the definition of 'what well-being means', from Section 2 of the Act, and the national well-being outcomes:

What well-being means	National well-being outcomes
<p>Securing rights and entitlements</p> <p>Also for adults: Control over day-to-day life</p>	<p>I know and understand what care, support and opportunities are available and use these to help me achieve my well-being.</p> <p>I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being.</p> <p>I am treated with dignity and respect and treat others the same.</p> <p>My voice is heard and listened to.</p> <p>My individual circumstances are considered.</p> <p>I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me.</p>
<p>Physical and mental health and emotional well-being</p> <p>Also for children: Physical, intellectual, emotional, social and behavioural development</p>	<p>I am healthy and active and do things to keep myself healthy.</p> <p>I am happy and do the things that make me happy.</p> <p>I get the right care and support, as early as possible.</p>
<p>Protection from abuse and neglect</p>	<p>I am safe and protected from abuse and neglect.</p> <p>I am supported to protect the people that matter to me from abuse and neglect.</p> <p>I am informed about how to make my concerns known.</p>
<p>Education, training and recreation</p>	<p>I can learn and develop to my full potential.</p> <p>I do the things that matter to me.</p>
<p>Domestic, family and personal relationships</p>	<p>I belong.</p> <p>I contribute to and enjoy safe and healthy relationships.</p>
<p>Contribution made to society</p>	<p>I engage and make a contribution to my community.</p> <p>I feel valued in society.</p>
<p>Social and economic well-being</p> <p>Also for adults: Participation in work</p>	<p>I contribute towards my social life and can be with the people that I choose.</p> <p>I do not live in poverty.</p> <p>I am supported to work.</p> <p>I get the help I need to grow up and be independent.</p> <p>I get care and support through the Welsh language if I want it.</p>
<p>Suitability of living accommodation</p>	<p>I live in a home that best supports me to achieve my well-being.</p>

People who need care and support and carers who need support will want to achieve personal outcomes that are personal to them and their individual circumstances. When people who need care and support and carers who need support co-produce their personal well-being outcomes with services, people can expect to achieve personal outcomes which reflect the national well-being outcomes defined in the well-being statement.

Welsh Ministers are also required to specify measures by reference to which the achievement of the national well-being outcomes is to be assessed. A number of national outcome indicators have been identified to measure the national well-being outcomes.

The well-being statement is published as a stand alone document on the Welsh Government website, along with an easy read and children's version at the following link: www.gov.wales/topics/health/publications/socialcare/strategies/statement/?lang=en

The statement of well-being was laid before the National Assembly for Wales when the Act came into force in April 2016.

National outcome indicators

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

The Welsh Government has identified indicators that will suitably measure whether the national well-being outcomes are being achieved. The well-being statement contains a number of subjective measures of well-being, such as life satisfaction.

The commissioned study 'Feasibility report into measuring the subjective well-being of people who need care and support', recommended that the National Survey for Wales should be used to collect subjective information. In response to the report, a number of subjective outcome indicators were developed with stakeholders to be included in the National Survey.

Other national outcome indicators have been selected from a range of administrative or survey data. Indicators were chosen to measure the well-being outcomes based on whether the data source was reliable, provided quality and regular data and whether the data covered all people who need care and support and carers who need support.

A summary of the national well-being outcomes and national outcome indicators, including details about how the data will be collected, and a full rationale for each indicator, can be seen within this report. Technical information on the national outcome indicators can be found within the technical guidance document published alongside this report.

Annual Reporting

Reporting on the national outcomes framework will be done by Welsh Government on an annual basis and will provide an understanding on the overall impact of care and support on people's lives. It will provide a transparent approach to reporting on well-being to enable prioritisation of improvement activity, based on well-being outcomes.

Links to the performance measurement framework for local authorities

The approach to measuring outcomes follows the principles of Results Based Accountability (RBA). RBA draws a distinction between the well-being of the population (well-being outcomes) and service performance (the difference that services make for their users). All people who need care and support and carers who need support, and all services, each have their own responsibilities to help improve well-being, as set out in the national outcomes framework. There is collective accountability for population outcomes (measured by the national outcomes framework) but each service has direct accountability for their service delivery.

To measure direct accountability for local authorities, a performance measurement framework has been developed in relation to local authority social services functions. The performance measurement framework measures the things that local authorities are doing to improve well-being outcomes for people. The performance measurement framework is detailed in the code of practice on measuring social services performance issued under section 145 of the Act, available at this link:

www.gov.wales/topics/health/socialcare/well-being/performance/?lang=en

The Regulation and Inspection of Social Care (Wales) Act 2015 will develop the approach to ensure regulated care and support services can be held to account.

Further information on the principles and terminology used in Results Based Accountability can be found at this link: www.raguide.org/the-language-of-accountability/

Alignment with other Welsh Government frameworks, programmes and strategies

The Welsh Government has a clear commitment to improving the well-being of people in Wales and places well-being as a central principle in all its policies. The Well-being of Future Generations (Wales) Act 2015³ aims to improve the social, economic, environmental and cultural well-being of Wales. It describes seven national well-being goals that provide a shared vision that public bodies listed in the Act must work towards.

The social services national outcomes framework complements the Well-being of Future Generations (Wales) Act 2015. Both the Social Services and Well-being (Wales) Act and the Well-being of Future Generations (Wales) Act set expectations and requirements for public bodies to work together to improve outcomes; recognising that the needs of people, families and communities are met by multiple organisations.

The Social Services and Well-being (Wales) Act is about people who need care and support and carers who need support whereas the Well-being of Future Generations (Wales) Act is set at the Wales population level.

³ Well-being of Future Generations (Wales) Act 2015: The Essentials
www.gov.wales/docs/dsjlg/publications/150623-guide-to-the-fg-act-en.pdf

Other programmes implemented by the Welsh Government, such as Families First, Flying Start and Supporting People, will support the objectives of the social services national outcomes framework and contribute towards improving the well-being of people who need care and support and carers who need support and making a real difference to people's lives.

While local authorities, health and public health services in Wales have different roles and functions, the integration of these services in Wales is essential to securing well-being. The NHS and Public Health outcomes frameworks have been developed by the Welsh Government, and it is important that the health and social services outcomes frameworks align to provide all services with a shared sense of priorities, where appropriate.

A separate statement has been developed that outlines the approach taken to ensure the three frameworks align; the statement is available at this link:

www.gov.wales/topics/health/socialcare/well-being/?lang=en

Annex A: Summary of the national well-being outcomes and national outcome indicators

What well-being means	National well-being outcomes	National outcome indicators
<p>Securing rights and entitlements</p> <p>Also for adults: Control over day-to-day life</p>	<p>I know and understand what care, support and opportunities are available and use these to help me achieve my well-being</p> <p>I can access the right information, when I need it, in the way I want it and use this to manage and improve my well-being</p> <p>I am treated with dignity and respect and treat others the same</p> <p>My voice is heard and listened to</p> <p>My individual circumstances are considered</p> <p>I speak for myself and contribute to the decisions that affect my life, or have someone who can do it for me</p>	<p>Percentage of people who rate the care and support they have received as excellent or good</p> <p>Percentage of people whose care and support has helped them have a better quality of life</p> <p>Percentage of people who feel they have been treated with respect</p> <p>Percentage of people who rate the people that provided their help, care and support as excellent or good</p> <p>Percentage of people that received the right information or advice when they needed it</p> <p>Percentage of people reporting that they are in control of their daily life as much as they can be</p> <p>Percentage of people who felt involved in decisions about their care and support</p> <p>Percentage of voluntary organisations offering family welfare and children activities</p> <p>Percentage of adult service users receiving a direct payment</p>

What well-being means	National well-being outcomes	National outcome indicators
<p>Physical and mental health and emotional well-being</p> <p>Also for children: Physical, intellectual, emotional, social and behavioural development</p>	<p>I am healthy and active and do things to keep myself healthy</p> <p>I am happy and do the things that make me happy</p> <p>I get the right care and support, as early as possible</p>	<p>Percentage of people with high happiness scores</p> <p>Percentage of people with high life satisfaction scores</p> <p>Mean mental well-being score for people</p> <p>Percentage of people who have fewer than two healthy lifestyle behaviours</p> <p>Percentage of live singleton births with a birth weight of less than 2500 grams</p> <p>Percentage of children who receive care and support with mental health problems</p> <p>Percentage of children who receive care and support with up-to-date immunisations</p> <p>Percentage of children who receive care and support aged 5 and over with up-to-date dental checks</p> <p>Percentage of adults reporting their health in general is very good or good</p> <p>Healthy life expectancy at birth</p> <p>Hip fractures among older people</p>
<p>Protection from abuse and neglect</p>	<p>I am safe and protected from abuse and neglect</p> <p>I am supported to protect the people that matter to me from abuse and neglect</p> <p>I am informed about how to make my concerns known</p>	<p>Incidence of domestic abuse and sexual offences</p> <p>Percentage of re-registrations of children on local authority child protection registers</p> <p>Percentage of people reporting they feel safe</p> <p>Percentage of adults at risk of abuse or neglect reported more than once during the year</p>

What well-being means	National well-being outcomes	National outcome indicators
Education, training and recreation	<p>I can learn and develop to my full potential</p> <p>I do the things that matter to me</p>	<p>Key stage 2 and 4 results for children who receive care and support</p> <p>School attendance rates of children who receive care and support</p> <p>Learner outcomes in the further education, work-based learning and adult community learning sectors</p> <p>Percentage of adults aged 16-64 with at least one qualification</p> <p>Percentage of children who receive care and support achieving the expected level of learning or above at the end of the Foundation Phase</p> <p>Percentage of people reporting that they are able do the things that matter to them</p>
Domestic, family and personal relationships	<p>I belong</p> <p>I contribute to and enjoy safe and healthy relationships</p>	<p>Percentage of people who feel that they belong to their local area</p> <p>Percentage of people who think that their local area is a place where people from different backgrounds get on well together</p> <p>Percentage of people reporting overall, emotional and social loneliness</p> <p>Percentage of people who think that people in their local area treat each other with respect and consideration</p>

What well-being means	National well-being outcomes	National outcome indicators
Contribution made to society	<p>I engage and make a contribution to my community</p> <p>I feel valued in society</p>	<p>Percentage of people reporting the things they do in life are worthwhile</p> <p>Percentage of people who volunteer</p> <p>Percentage of voluntary organisations offering community or youth activities</p> <p>Percentage of voluntary organisations offering disability activities</p>
<p>Social and economic well-being</p> <p>Also for adults: Participation in work</p>	<p>I contribute towards my social life and can be with the people that I choose</p> <p>I do not live in poverty</p> <p>I am supported to work</p> <p>I get the help I need to grow up and be independent</p> <p>I get care and support through the Welsh language if I want it</p>	<p>Employment rate of over 50's</p> <p>Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled</p> <p>Gap in healthy life expectancy between least and most deprived</p> <p>The percentage of 19-24 year olds who are not in education, employment or training (NEET)</p> <p>Percentage of materially deprived households</p>
Suitability of living accommodation	I live in a home that best supports me to achieve my well-being	<p>Percentage of people reporting that their accommodation is suitable for their needs</p> <p>Percentage of homeless households which include dependent children</p> <p>Percentage of voluntary organisations offering housing activities</p> <p>Percentage of social housing compliant with Welsh Housing Quality Standard</p>

Annex B: Technical information on the national outcome indicators



Securing rights and entitlements

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

People who need care and support and carers who need support expect to receive a quality service from care and support providers. There are a number of standards of conduct and practice expected of care and support services when providing the services to the people they care for and support. This indicator provides a direct measure of the overall quality of care and support services reported by people who have received care and support and carers who received support in the last 12 months.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

Care and support services have a duty to promote the well-being of people who need care and support and carers who need support. Services must help people achieve their well-being outcomes and have a better quality of life. This indicator provides a measure of the impact that care and support has had on the quality of life experienced by people who have received care and support and carers who received support in the last 12 months.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

Percentage of people who feel they have been treated with respect

People must be treated with dignity and respect, and treat others the same. This indicator will measure whether people feel like they have been treated with respect. People will be asked about respect throughout all areas of their life, and not just when receiving care and support services; however, it will be possible to assess whether there is a difference in the scores between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

People who need care and support and carers who need support expect high quality help and support from people who provide their care and support; there are a number of standards of conduct and practice expected of care and support workers when providing direct care and support to people. This indicator provides a measure of the quality of the care and support provided to people in the last 12 months.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

Information, advice and assistance, and signposting people to appropriate preventative and well-being services in the community, will play a vital role in preventing the need for care and support escalating. This indicator will monitor whether people who have received care and support and carers who received support in the last 12 months were able to access information or advice as soon as they needed it, and that it was the right information to enable them to maximise their well-being.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

Helping people to be in control of their own lives, as much as is reasonably practicable, and be involved in decisions about their care and support are key well-being outcomes. This indicator will monitor whether people who have received care and support and carers who received support in the last 12 months felt in control of their lives. It will be possible to assess whether there is a difference in the scores between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

People must be involved in the design and the delivery of their care and support; people know what is best for them and must be equal partners in their care and support. This indicator will measure whether people who have received care and support and carers who received support in the last 12 months felt involved in decisions made about their care and support.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

Percentage of voluntary organisations offering family welfare and children activities

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. It is estimated that there are over 33,000 third sector organisations working in Wales, ranging from local fundraising groups of national charities, tenants and residents groups or hobby and sports clubs to large national and UK charities. This indicator measures the percentage of voluntary organisations offering activities to support family welfare and children. These activities include: preschool provision, local centres providing services, adoption and fostering services, children's rights organisations and services for disabled children. It is intended that the performance of the section 16 duty will increase the diversity of provision available, recognising in so doing that there is no 'one size fits all' approach. It is also aimed at facilitating an environment where people are better enabled to support themselves, where appropriate.

What does good look like?	Increase in percentages over time
Data source:	Wales Council for Voluntary Action Third Sector Statistical Resource
User group:	All people
Geographical level:	Local authority

Percentage of adult service users receiving a direct payment

Direct payments are monetary payments made by local authorities directly to adults for the purchase of care and support services. This indicator looks at those adult service users receiving a direct payment. This indicator is important as it shows those who have exercised the choice of receiving a payment from their local authority to arrange for themselves the social care and support they have been assessed as requiring. This provides these individuals with real control over the way in which their care and support needs are met.

What does good look like?	Increase in percentages over time
Data source:	Adults receiving care and support local authority data return
User group:	Adults receiving care and support
Geographical level:	Local authority



Physical and mental health and emotional well-being

Percentage of people with high happiness scores

People's levels of happiness can reflect their emotional well-being. This indicator is a measure of people's evaluation of their own lives and their assessment of their own emotional well-being. This is one of the four measures of well-being created by the Office for National Statistics; people are asked 'how happy did you feel yesterday?' It will be possible to assess whether there is a difference in the scores between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in scores over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

Percentage of people with high life satisfaction scores

People's levels of life satisfaction can reflect their emotional well-being. This indicator is a measure of people's evaluation of their own lives and their assessment of their own emotional well-being. This is one of the four measures of well-being created by the Office for National Statistics, and people are asked 'how satisfied are you with your life nowadays?' It will be possible to assess whether there is a difference in the scores between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in scores over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework

Mean mental well-being score for people

This indicator monitors people's self reported mental well-being using the Warwick-Edinburgh Mental Well-being Scale (WEMWBS). The WEMWBS was developed in Scotland and is widely used throughout the UK. Further information on WEMWBS can be found at: www.healthscotland.com/scotlands-health/population/Measuring-positive-mental-health.aspx It will be possible to assess whether there is a difference in the scores between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in scores over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

Percentage of children receiving care and support with mental health problems

This indicator measures whether children who receive care and support are experiencing emotional or behavioural development difficulties which may impact upon their ability to achieve their full potential in life.

What does good look like?	Decrease in percentages over time
Data source:	Local authority Children receiving care and support census
User group:	Children with a care and support plan
Geographical level:	Local authority

Percentage of people who have fewer than two healthy lifestyle behaviours

People have a responsibility to do the things that keep them healthy and active. There are five lifestyle behaviours most commonly attributed to good health. These are: not smoking, having a healthy weight, eating five fruit or vegetables a day, not drinking above guidelines and meeting physical activity guidelines. This indicator is a measure of adults who do fewer than two of the healthy lifestyle behaviours. It will be possible to assess whether there is a difference in healthy lifestyle behaviours of people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Well-being of Future Generations (Wales) Act national outcome indicators

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

This indicator monitors low birth weights in Wales; being born with a low birth weight can pose long term challenges for a child's development and their likelihood to achieve their full potential throughout childhood and adult life. Factors associated with low birth weights, such as substance misuse in pregnancy, can often lead to the involvement of social services.

What does good look like?	Decrease in percentages over time
Data source:	National Community Child Health Database
User group:	All children born in Wales
Geographical level:	Local authority
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

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

The NHS has produced a checklist of the vaccines that are routinely offered to everyone in the UK for free on the NHS, and the ages at which they should ideally be given. This indicator monitors whether children who receive care and support are being protected against infectious diseases to help ensure they stay healthy throughout their childhood.

What does good look like?	Increase in percentages over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan
Geographical level:	Local authority

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

Poor dental health is often an early indicator for other health issues later on in life. This indicator looks at whether children who receive care and support are having regular dental checks to minimise the risk of developing conditions such as tooth decay and erosion.

What does good look like?	Increase in percentages over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan
Geographical level:	Local authority

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

People have a responsibility to maintain their health. Effective care and support services should support people to improve their health where possible. This indicator will capture people's evaluation of their own personal health. It will be possible to assess whether there is a difference in the health of people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	NHS outcomes framework Public Health outcomes framework

Healthy life expectancy at birth

This indicator looks at how long people are expected to spend the rest of their life in 'good' or in 'not good' health beyond 65 years of age. Care and support services will play a significant role in ensuring that people continue to maintain good physical and emotional health as they get older and therefore contribute to increases in healthy life expectancy at age 65 of the whole population.

What does good look like?	Increase in years over time
Data source:	Office for National Statistics (ONS) life tables
User group:	All adults aged 65
Geographical level:	Wales

Hip fractures among older people

Emergency admissions to hospital for hip fractures among older people are most commonly as a result of a fall either inside or outside the home. Once a person has experienced a fall it can damage their self-confidence, can lead to people to become fearful in their daily lives and can result in increased likelihood of social isolation. Preventing falls can help to ensure people can live their lives to the full, as well as reducing emergency admissions to hospital. This indicator measures the age standardised rate per 100,000 of emergency admissions for hip fractures in people aged 65 and over.

What does good look like?	Decrease in rates over time
Data source:	Patient Episode Database for Wales (NWIS) Mid year population estimates (ONS)
User group:	All adults aged 65 and over
Geographical level:	Local Health Board
Shared with:	Public Health outcomes framework



Protection from abuse and neglect

Incidence of domestic abuse

The well-being statement describes well-being outcomes to protect people from abuse and neglect, as well as educating people and those around them to recognise the signs and dangers. This indicator measures the percentage change of the number of domestic abuse incidents in Wales and the percentage of those incidents that resulted in at least one crime or offence being committed. While increases in reporting may affect the figures, the overall aim is to see a reduction in domestic abuse incidents over time.

What does good look like?	Decrease in incidents over time
Data source:	Numbers of offences recorded by each police force area in Wales
User group:	All people in Wales
Geographical level:	Police force area

Incidence of sexual offences

The well-being statement describes well-being outcomes to protect people from abuse and neglect, as well as educating people and those around them to recognise the signs and dangers. This indicator measures the year on year percentage change of the number of sexual offences in Wales. While increases in reporting may affect the figures, the overall aim is to see a reduction in sexual offences over time.

What does good look like?	Decrease in offences over time
Data source:	Numbers of offences recorded by each police force area in Wales
User group:	All people in Wales
Geographical level:	Local authority

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

This indicator looks at the percentage of re-registrations of children on the child protection register to understand whether children are being protected from abuse or neglect. While it is important that children continue to be protected when at risk, the aim is to see the rates decrease over time to show that less children are experiencing abuse or neglect.

What does good look like?	Decrease in percentages over time
Data source:	Local authority performance measure
User group:	Children on local authority child protection registers
Geographical level:	Local authority

Percentage of people reporting they feel safe

This indicator measures whether adults feel safe and captures people's own evaluation of whether they feel safe in all aspects of their life (people will decide what this means to them individually). It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and the rest of the respondents in the survey (those who have not received care and support services).

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

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

Local authorities and their relevant partners are required to report to the appropriate local authority where they suspect that an adult may be at risk of abuse or neglect. Reports may also be received by the local authority from individuals including people receiving care and support, family, friends, advocates, and organisations such as those from the third sector. This indicator captures those people who are experiencing repeated incidents of abuse or neglect throughout the year.

What does good look like?	Decrease in percentages over time
Data source:	Local authority Adult safeguarding data return
User group:	All adults (data available from 2017-18)
Geographical level:	Local authority



Education, training and recreation

Key stage 4 results for children who receive care and support

Key Stage 4 is the term given to the two years of school education which incorporate GCSEs, and other exams, in maintained schools in England and Wales, when pupils are aged between 14 and 16. Care and support services must encourage children to participate in education, training and recreation. This indicator measures attainment to the expected level in Maths, Science and either English or Welsh first language, and will provide a measure of whether children who receive care and support are learning and developing to their full potential as well as other children in Wales.

What does good look like?	Increase in achievement over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan
Geographical level:	Local authority (3 year averages)

Key stage 2 results for children who receive care and support

Key Stage 2 is the term given to the four years of schooling in maintained schools in England and Wales when pupils are aged between 7 and 11. Care and support services must encourage children to participate in education, training and recreation. This indicator measures attainment to the expected level in Maths, Science and either English or Welsh first language, and will provide a measure of whether children who receive care and support are learning and developing to their full potential as well as other children in Wales.

What does good look like?	Increase in achievement over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan
Geographical level:	Local authority (3 year averages)

School attendance rates of children who receive care and support

School attendance can have a significant impact on the attainment of education outcomes for children. The indicator identifies whether children who receive care and support are present at school and are therefore able to get the most out of their education. It will be possible to assess whether there is a difference in attendance rates between children in need and all children in Wales.

What does good look like?	Increase in rates over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan in 2016-17
Geographical level:	Local authority

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

People who need care and support and carers who need support should be able to learn and develop to their full potential. This is not limited to children and their education; developing knowledge and skills through adult learning can give individuals a sense of independence, greater confidence and improve the career prospects available to them. This indicator looks at the proportion of all adult learning activities that are both completed and achieved.

What does good look like?	Increase in achievement over time
Data source:	Data collected by learning providers across Wales via the Lifelong Learning Wales Record
User group:	All adult learners
Geographical level:	Wales

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

Basic educational skills such as reading, writing and maths can have a huge impact on people's daily lives, from understanding bills, forms and documents, to guiding children through education. Qualifications can also impact on a person's ability to getting and keeping a job, and having a regular income and staying out of poverty can have a significant impact on people's health and well-being. This indicator looks at the percentage of adults (aged 16-64) with at least one qualification to monitor the educational attainment of adults in Wales.

What does good look like?	Increase in percentages over time
Data source:	Annual Population Survey, Office for National Statistics
User group:	All adults aged between 16-64
Geographical level:	Local authority

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

The Foundation Phase is the statutory curriculum for all 3 to 7 year olds in Wales. It helps children to develop and acquire the necessary skills in order to have the best possible basis for their future growth and development. This indicator assesses a child's outcomes in personal and social development, well-being and language, literacy and communication skills in English or Welsh and mathematical development. It will be possible to assess whether there is a difference in achieved learning between children who receive care and support and all children in Wales.

What does good look like?	Increase in percentages over time
Data source:	Children receiving care and support census
User group:	Children with a care and support plan in 2016-17
Geographical level:	Local authority

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

People must be able to achieve their own personal well-being outcomes and continue to do what is important to them to provide people with their own independence. People's individual circumstances must be considered; people know what's best for them, and their views wishes and feelings must be taken into account. This indicator looks to understand whether people who need care and support and carers who need support feel that they are able to do things that matter to them. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales



Domestic, family and personal relationships

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

Having a sense of belonging to a greater community can improve people's confidence, self worth, health and happiness. This indicator captures people's evaluation of whether they feel they are a part of their local community (people will decide what this means to them individually). It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework. Well-being of Future Generations (Wales) Act national outcome indicators

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

Getting on with people builds a sense of community, and can impact upon whether a person feels safe in their community, and can reduce feelings of isolation by allowing people to engage with each other. This indicator captures people's evaluation of whether people from different backgrounds get on well together in their local area. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

Percentage of people reporting overall, emotional and social loneliness

Loneliness is an indicator of social well-being and has also been proved to impact upon a person's health; social networks and friendships not only have an impact on reducing the risk of mortality or developing certain diseases, but they also help individuals to recover when they do fall ill. Academic research is clear that preventing and alleviating loneliness is vital to enabling older people to remain as independent as possible. This indicator monitors whether people who need care and support and carers who need support are experiencing emotional and social loneliness. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

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

Being treated with respect and consideration in the wider community can impact upon whether a person feels safe in their community, and can reduce feelings of isolation by allowing people to engage with each other. Being treated with respect can also improve people's feelings of their own value and worth. This indicator measures people's evaluation of whether people in their local area treat each other with respect and consideration. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators



Contribution made to society

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

Feeling worthwhile can help people to take better care of their physical, mental and emotional health. It can also help people make positive steps towards achieving their personal well-being outcomes. A low sense of worth can affect mental health, behaviours and how people relate to other people, including their friends and family. This indicator captures people's evaluation of their own self worth. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

Percentage of people who volunteer

This indicator monitors the percentage of people who say that they have volunteered for a number of activities during the last 12 months. Volunteering is a way for people to be able to engage in and make a contribution to their local community. Volunteering can bring many benefits to people, including developing new skills, increased social interaction and a sense of feeling valued. It will be possible to assess whether there is a difference in the results between people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

Percentage of voluntary organisations offering community or youth activities

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. This indicator measures the percentage of voluntary organisations offering activities for the local community and activities for younger people. Community activities include groups working to regenerate their local communities, improving local access to services, community newsletters and development programmes. Youth activities include groups that involve young people, youth centres, young farmer's clubs, uniformed organisations and cultural groups. It is intended that the performance of the section 16 duty in the Act, to promote social enterprises, co-operatives, user led services and the third sector, will increase the diversity of provision available, recognising in so doing that there is no 'one size fits all' approach. It is also aimed at facilitating an environment where people are better enabled to support themselves, where appropriate.

What does good look like?	Increase in percentages over time
Data source:	Wales Council for Voluntary Action Third Sector Statistical Resource
User group:	All people in Wales
Geographical level:	Local authority

Percentage of voluntary organisations offering disability services

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. This indicator measures the percentage of voluntary organisations offering disability services, which provide support for people with disabilities and their families and to help empower people with disabilities to live in the community. It is intended that the performance of the section 16 duty in the Act, to promote social enterprises, co-operatives, user led services and the third sector, will increase the diversity of provision available, recognising in so doing that there is no 'one size fits all' approach. It is also aimed at facilitating an environment where people are better enabled to support themselves, where appropriate.

What does good look like?	Increase in percentages over time
Data source:	Wales Council for Voluntary Action Third Sector Statistical Resource
User group:	All people in Wales
Geographical level:	Local authority



Social and economic well-being

Employment rate of adults aged 50 and over

Older people may be faced with a number of barriers to employment, through health issues, or having skills that do not reflect the current work environment. Helping older people to stay in work will ensure they can continue to play an active role in society and live as healthy, independent and fulfilling lives as possible. It can also increase older people's access to services. This indicator looks at whether people aged 50 and over are in employment.

What does good look like?	Increase in the rates over time
Data source:	Annual Population Survey, Office for National Statistics
User group:	People aged over 50
Geographical level:	Local authority

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

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

What does good look like?	Increase in rates over time
Data source:	Annual Population Survey, Office for National Statistics
User group:	People aged between 16-64 who are Equality Act core or work-limiting disabled
Geographical level:	Local authority

Gap in healthy life expectancy between least and most deprived

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

What does good look like?	Decrease in years over time
Data source:	Office for National Statistics and Welsh Index of Multiple Deprivation
User group:	All people in Wales
Geographical level:	Wales
Shared with:	Public Health outcomes framework

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

This indicator identifies whether 19-24 year olds are engaged in some form of training, further or higher education, or securing sustained employment. High NEET rates can have a range of negative consequences for young people and on society more widely, for example through increases in general health problems or crime rates.

What does good look like?	Decrease in percentages over time
Data source:	The Wales estimate is calculated by the Welsh Government from administrative education data sources, Annual Population Survey data and Office for National Statistics population estimates and projections
User group:	All people aged between 19-24
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators

Percentage of materially deprived households

This indicator monitors whether households in Wales are materially deprived (that is, whether a household is able to afford things like keeping the house warm enough, make regular savings, or have a holiday once a year). This is a common measure of poverty in the UK, taken from the Family Resources Survey and included in the National Survey for Wales. It will be possible to assess whether there is a difference in the results between the households of people who have received care and support and carers who received support in the last 12 months and those who have not received care and support services.

What does good look like?	Decrease in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales
Shared with:	Public Health outcomes framework Well-being of Future Generations (Wales) Act national outcome indicators



Suitability of living accommodation

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

Where people live has a significant impact on their well-being, particularly in relation to the provision of care and support. This indicator looks at people's own evaluation of whether they feel that the place that they live is suitable for their needs (people will decide what this means to them individually). People should live in a place that best supports them to achieve their well-being (with the help of care and support if necessary).

What does good look like?	Increase in percentages over time
Data source:	National Survey for Wales
User group:	People who have received care and support and carers who received support (aged 16 and over)
Geographical level:	Wales

Percentage of homeless households which include dependent children

A number of different personal and social factors can contribute towards people becoming homeless. Homelessness causes huge disruption and trauma to anyone involved, but children are especially vulnerable to the effects of homelessness, often missing out on schooling. Housing services and care and support services often have to work together to provide adequate support to homeless families. During 2014-15, for those households accepted as homeless, the most commonly stated priority need was the presence of dependent children or a pregnant woman in the household. This indicator monitors those households accepted as homeless that contained dependent children.

What does good look like?	Decrease in percentages over time
Data source:	Local authority homelessness data collections
User group:	Households accepted as homeless in Wales
Geographical level:	Local authority

Percentage of voluntary organisations offering housing activities

The third sector complements statutory services by supporting seamless service provision and providing services for the benefit of people and communities in Wales. This indicator measures the percentage of voluntary organisations offering housing activities, such as homelessness projects, care and repair schemes, housing advice services and tenants and residents associations. It is intended that the performance of the section 16 duty in the Act, to promote social enterprises, co-operatives, user led services and the third sector, will increase the diversity of provision available, recognising in so doing that there is no 'one size fits all' approach. It is also aimed at facilitating an environment where people are better enabled to support themselves, where appropriate.

What does good look like?	Increase in percentages over time
Data source:	Wales Council for Voluntary Action Third Sector Statistical Resource
User group:	All people in Wales
Geographical level:	Local authority

Percentage of social housing compliant with Welsh Housing Quality Standard

People should expect to live in a home that best supports them to achieve their well-being. The National Survey for Wales 2014-15 showed that people who had received care and support services were twice as likely to live in social housing compared with people who had not received care and support services. The quality of social housing in Wales can therefore have an impact upon people who receive care and support services. This indicator measures the percentage of social housing in Wales that meet the Welsh Housing Quality Standard (WHQS). The WHQS was first introduced in 2002 and aims to ensure that all dwellings are of good quality and suitable for the needs of existing and future residents.

What does good look like?	Increase in percentages over time
Data source:	Welsh Housing Quality Standard data collection submitted to the Welsh Government by all social landlords (local authorities and registered social landlords)
User group:	Social housing stock in Wales
Geographical level:	Local authority