



Llywodraeth Cymru
Welsh Government

National Outcomes Framework 2023

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

September 2024



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Foreword

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

The **Social Services and Well-being (Wales) Act 2014** emphasises the importance of well-being. It stresses the needs of people to be equal partners in shaping their care, having voice and control and underlines that their well-being must be central to the support they receive. However, in 2021-22 and 22-23 (the periods covered by this report) Wales continued to feel the effects of the COVID-19 pandemic. People were isolated and the care and support which could be offered was limited. The isolation that had limited the care and support available was lifting. While this improved the care and support which could be offered, people across Wales remained unable to access the full range of care and support that was originally envisaged in the Act.

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

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

Therefore, it is of utmost importance that we continue to monitor the health and well-being of everyone in Wales. We will do this using the National Outcomes Framework report.

This report provides a summary of the available data we hold about people's well-being. This report has been limited by the difficulties in the 2020-21 data collection, and some data collection has ceased, but still shows important differences between people and where we would want to be in regard to the well-being of the people of Wales.

Executive Summary

There are clear positive outcomes noted in this report. For example, a higher proportion of people feeling safe, referrals for safeguarding and meeting the housing needs of people receiving care and support. The report importantly identifies areas of improvement, for example, tackling loneliness in adults and making sure dental check levels for care experienced children return to pre-pandemic levels.

Acknowledging the lasting effects of COVID-19 is essential context when reviewing this report: the pandemic changed people's behaviour and the facilitation of services and support. People also faced wider challenges, such as the direct health impacts of COVID-19 infections. These inevitably have impacted many of the measures reported here. It is also important to acknowledge the effects of the cost of living crisis, which has affected people's behaviours and outcomes.

Furthermore, while some collections were impacted by the pandemic, others have changed over time, while some have ceased to be relevant. As a result, where we would typically provide timeseries for certain measures, these may not be available prior to the pandemic and/or data is not comparable to previous data collection due to changes in collection methodology. Additionally, some collections have ceased entirely, and so the associated indicators have been discontinued.

Securing rights and entitlements

Overall, we report a positive picture in securing the rights and entitlements of people in Wales in 2023. Most people receiving care and support and/or support as unpaid carers:

- rated the care and support they received as excellent or good
- reported that their care helped them lead a better quality of life
- said that they were treated with respect
- rated the people providing their help, care, and/or support as excellent or good
- agreed that they received the right information or advice when they needed it
- reported feeling involved in decisions about the care and/or support they received
- felt that they are in control of their life, as much as they can be.

However, it is important to note that when it comes to rights and entitlements, there is still work to be done to improve. While many of the indicators are showing very similar results to previous years, there is a concerning decline in the percentage of people who rate the people who provided their help, care, and support as excellent or good.

Physical and mental health & emotional well-being

People receiving care and/or support for their care needs reported lower happiness and life satisfaction compared with the general population. A similar result is seen in terms of physical health, with a notable gap between the proportion of adults receiving care and support who reported good or very good general health compared with those not receiving care and support. Most concerning is that considerably fewer people who received care and support reported high mental wellbeing than those who do not have care and support needs.

There is also room for improvement for children receiving care and support: in 2021, the proportion of children receiving care and support who had mental health problems was 16%, which is no better than three years ago, and while most children receiving care and support were up to date with both immunisations and dental checks, there has been a considerable drop in dental checks since 2020. This is likely due to the lasting impacts of the COVID-19 pandemic and the related additional challenges experienced by health and dental service delivery during 2020-21.

Protection from abuse and neglect

There has been a steady rise in the incidence of domestic abuse and sexual offences, over the last three years. In 2021 there was a definite drop in incident reporting, but this quickly rebounded to new peaks in 2022 and 2023.

Despite this, most people reporting feeling safe, and there has been a small increase in the percentage of adults reporting that they feel safe over the last four years.

There has also been a decline since in the proportion of adults at risk of abuse or neglect who were referred for safeguarding procedures more than once during the year. Finally, the proportion of children being re-registered on child protection registers has decreased.

Education, training, and recreation

COVID-19 disrupted examination processes in 2020 and 2021 and so we do not report attainment data within this report. Furthermore, the introduction of the Curriculum for Wales in September 2022 has resulted in several changes assessment processes and consequently to the data collection on educational attainment. Therefore, some of the indicators used have also changed or had to be discontinued. The remaining education, training, and recreation measures show a mixed picture.

Nearly three quarters of care leavers had undertaken at least three consecutive months of education, employment or training in 2020-21, and nearly all working aged adults have at least one qualification, which also appears to be on the rise. Also positively, achievement of general educational outcomes is improving, up to 75% in 2021-22.

However, there is a considerable gap between people receiving care and support and those not receiving care and support reporting being able to do the things that matter to them.

Domestic, family, and personal relationships

The picture in 2023 around domestic, familiar, and personal relationships is mixed: more people are reporting that they think people in their local area treat each other with respect and consideration. However, loneliness is notably higher for those receiving care and support than for the general population. New data is not available in this report for two of the four indicators in this area.

Contribution made to society

There has been little change in this area over the last year. While nearly two thirds of people receiving care and support reporting things they do in life were worthwhile, it was notably lower than all other groups. A similar result is seen with the percentage of people in each group volunteering, except that of all the groups, unpaid carers are the most likely to volunteer.

Lastly, in regard to voluntary organisations offering community, youth or disability activities, these figures remain largely unchanged since 2022.

Social and economic well-being

The employment rate of adults over 50 has been falling slightly over the last few years. There has also been an increase in the percentage of young adults in not education, employment or training. However, the employment rate of adults with disabilities have also seems to have returned to pre-pandemic levels, at around half in employment.

Potentially related to this, the proportion of people receiving care and support who live in materially deprived households is over twice that of people not receiving care and support, at around three in ten people.

Unpaid carers seem to be faring considerably better than people with care needs, with fewer unpaid carers in material deprivation than people with care needs.

Suitability of living accommodation

There has been substantial improvement in the quality of social housing in Wales over the last ten years, with now all social housing reporting being compliant with the Welsh Housing Quality Standard in 2021-22. In addition to this, nearly all people receiving care and support, or unpaid carers reported that their accommodation was suitable for their needs in 2022-23.

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



Introduction

Background

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

Sustainable Social Services for Wales: A Framework for Action:

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

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

The Act is made up of eleven parts:

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

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

The Act has changed the social services sector so that:

- people have control over what support they need
- people can make decisions about their care and support as an equal partner
- proportionate assessment focuses on the individual
- unpaid carers have an equal right to assessment for support to those who they care for
- easy access to information and advice is available to all
- powers to safeguard people are stronger
- there is a focus on a preventative approach to meeting care and support needs
- local authorities and health boards come together in new statutory partnerships. These drive integration, innovation and service change.

Principles of the Act

- The Act supports people who have care and support needs to achieve well-being.
- People are at the heart of the new system by giving them an equal say in the support they receive.
- Partnership and co-operation drives service delivery.
- Services will promote prevention; this will avoid escalating need. Services will make sure the right help is available at the right time.

The Act transforms social care in Wales and aims to improve people's well-being. Care and support services across Wales will focus on:

- the well-being outcomes that people who need care and support want to achieve
- the well-being outcomes that unpaid carers who need support want to achieve
- people's rights and responsibilities.

Measuring national well-being

The **National Outcomes Framework**:

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

These include:

- securing rights and entitlements
- physical and mental health and emotional well-being
- protection from abuse and neglect
- education, training and recreation
- domestic, family and personal relationships
- contribution made to society
- social and economic well-being
- suitability of living accommodation.

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

The **national outcome indicators** were set by Welsh Government. The Welsh Government collaborated with a wide range of stakeholders from across Wales. The full list of indicators, their source and most recent data can be found in Annex A of this report.

The key objectives of the national outcomes framework are:

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

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

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

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

This will allow the sector to judge its performance. It will highlight actions needed to improve people's well-being. It will do this rather than focussing on social services' processes. The national outcomes framework will identify national priorities for improvement. It will also identify best practice and the resources and policies needed.

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

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

- **To measure if Wales is achieving the goals set out in the **Well-being of Future Generations (Wales) Act 2015**.** There are seven well-being goals set out in the Act. These include achieving a prosperous, resilient, more equal and healthier Wales. The Act will improve the social, economic, environmental and cultural well-being of Wales. The Act aims to do this both now and in the future.

Links with other frameworks

This National Outcomes Framework also links closely to other outcomes frameworks. These include those for the NHS and the **Public Health Outcomes Framework**. There is a direct overlap, with some indicators that are shared across these frameworks. There are some indicators which are complementary to others. Work is ongoing to further align these frameworks as outlined in **A Healthier Wales**.

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

About this report

The evidence from the National Outcomes Framework reports contributes to a larger evidence base for Wales, which includes data collected, local authority annual reports and other requirements, such as **Populations Needs Assessments**. We will use this evidence to identify the national priorities for improvement. This will provide an understanding of the impact of care and support on people's lives.

This report will include data up to March 31 2023, where possible. Where this is not possible, the most recently published data will be included. We last published a report in 2022.

Data Quality and Sources

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

There are four categories of people included in this report:

1. **People with care needs, who have indicated that they receive care and support.**
2. **People who do not receive care and support.**
3. **People who have responsibilities as an unpaid carer.**
4. **People who are not unpaid carers.**

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

The **National Survey for Wales** is a survey of adults in private households. Therefore, children under the age of 16 are not included. Also, adults living long-term in residential care homes are not included.

This means a significant portion of people receiving care and support are not included in this report. Please note, data from the 2020-21 National Survey for Wales onwards cannot be directly compared to previous years due to change in mode of surveying used by the National Survey for Wales due to COVID-19. Previously, the National Survey for Wales was collected face-to-face. From 2020-21 onwards, the survey moved to telephone and online mode. Also, the questions used for determining people receiving care and support and carers receiving support also changed. Therefore, they may not be the comparable. However, data for 2018-19 is provided for reference.

Joint health & social care responsibility

Healthcare and social care shares responsibility for certain items in the National Outcome Framework. These data items will be included in the upcoming Health and Social Care Outcomes Framework. They are no longer included in the National Outcomes Framework report.

The indicators which are no longer included in this report are:

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

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

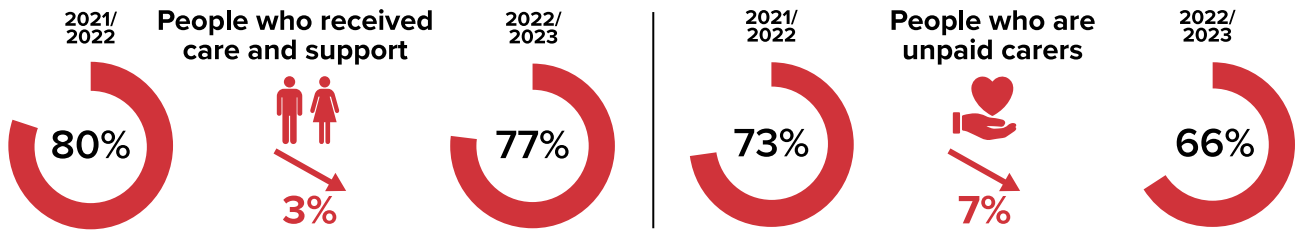
Securing rights and entitlements



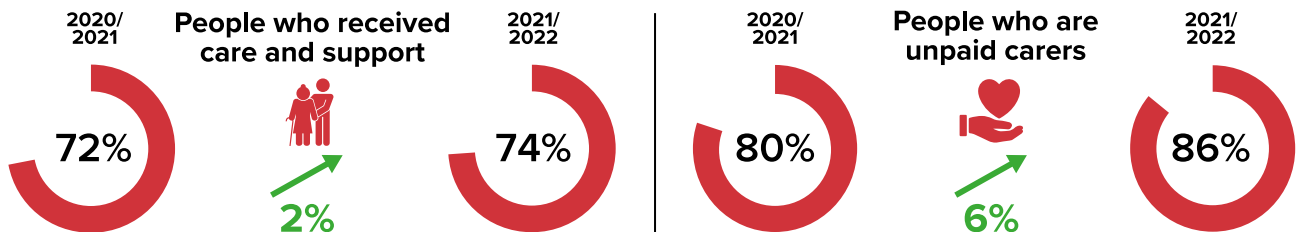
Everyone has a right to a voice and to be heard. People should have real control over their day to day lives. The rights of people who need care and support, and unpaid carers who need support, are central to the 2014 Act. This well-being statement reflects that commitment.

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

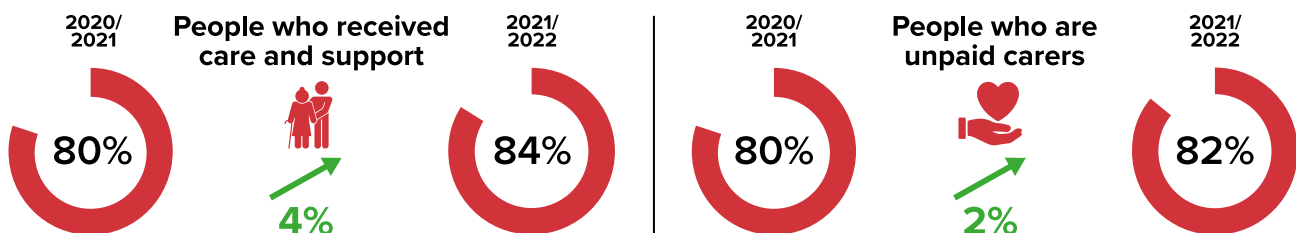
Percentage of people and carers receiving support who agreed that it has helped them have a better quality of life.



Percentage of people and / or carers who agreed that they were in control of their daily life as much as they could be.



People who received support and felt involved in decisions about their care and support.



Outcome Indicators

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

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

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

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

In 2022-23, 80% of people receiving care and support rated it as excellent or good, and 79% of unpaid carers who received support rated their support as excellent or good.

This is similar to previous years where for people receiving care and support this figure was 80% in 2020-21 and 77% in 2018-19, and for unpaid carers who received support it was also 80% in 2020-21 and 66% in 2018-19.

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

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

In 2022-23, 77% of people receiving care and support and 66% of unpaid carers receiving support agreed that it has helped them have a better quality of life.

This is lower than previous years. For people receiving care and support the results were 80% in 2020-21 and 79% in 2018-19. For unpaid carers receiving support, 73% in 2020-21, and 67% in 2018-19, agreed that it has helped them have a better quality of life.

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

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

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

Of people who receive care and support in 2022-23, 89% felt that people treated them with respect and 86% of unpaid carers receiving support felt that people treated them with respect.

This is similar to previous years. In 2020-21, of people who receive care and support in 2020-21, 92% of people who receive care and support, and 86% of unpaid carers receiving support, felt that people treated them with respect.

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

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

In 2022-23, 73% of people who receive care and support and 70% of unpaid carers receiving support rated the people who provided their help, care, and support as excellent or good. This is a significant decrease from 86% and 85% respectively in 2020-21 and 89% and 78% respectively in 2018-19.

Of equal importance, unlike previous years, a notable proportion of people are reporting their care and support was poor or very poor. This is the case for unpaid carers receiving support, where 14% reported poor or very poor, compared to 9% in 2020-21 and 6% in 2018-19.

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

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

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

The majority of supported groups in 2022-23 agreed: 81% of those who received care and support and 74% of unpaid carers who receive support.

The proportion of people who received care and support who received the right information of advice has been stable over the last five years, with 82% in 2020-21 and 79% in 2018-19. However, for unpaid carers who receive support this is more varied, with 80% in 2020-21 and 68% in 2018-19.

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

“Voice and control” is one of the core principles of the 2014 Act, and aims to put the individual, including unpaid carers, and their needs at the centre of their care to enable and/or empower them to shape the outcomes that allow them to achieve a sense of well-being and a good quality of life in terms of the things that matter most to them. Having one’s voice heard and listened to, and having control over daily life is seen as a basic right.

In 2022-23, 74% of people who receive care and support and 86% of unpaid carers receiving support reported that they are in control of their daily life as much as they can be. However, this contrasts with 92% for people who had not received care or support.

There was no data available for 2020-21. In 2018-19, 66% of people who received care and support and 78% of carers who received support agreed that they were in control of their daily life as much as they can be, which is lower than reported in 2022-23.

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

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

In 2022-23, 84% of people who received care and support and 82% of unpaid carers who received support felt involved in decisions about their care and support.

This result is higher than previous years, where in 2020-21 and 2018-19, 80% of people who received care and support and 80%, in 2020-21, and 78% in 2018-19, of unpaid carers who received support felt involved in decisions about their care and support.

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

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

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

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

In July 2023, 9.38% of voluntary organisations were involved in children's and families' activities. This is slightly lower than found in July 2022, where 9.56% of voluntary organisations were involved in children's and families' activities.

This data was taken from a snapshot in July 2023 and may not reflect the data held by Wales Council for Voluntary Action (WCVA) at another time.

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

Direct payments allow people to buy the care and/or support they need, for more information see this [guide to direct payments in Wales](#). Local authorities provide adults who need care and/or support the money. This is one way individuals can take control over the way in which their care and support needs are met.

In 2021-22, 11.1% of adults with a care and support plan on 31st March had their needs met through a direct payment. While this is slightly lower than the 11.4% seen in 2020-21, in fact roughly 350 additional people received direct payments in 2021-22 than in 2020-21.

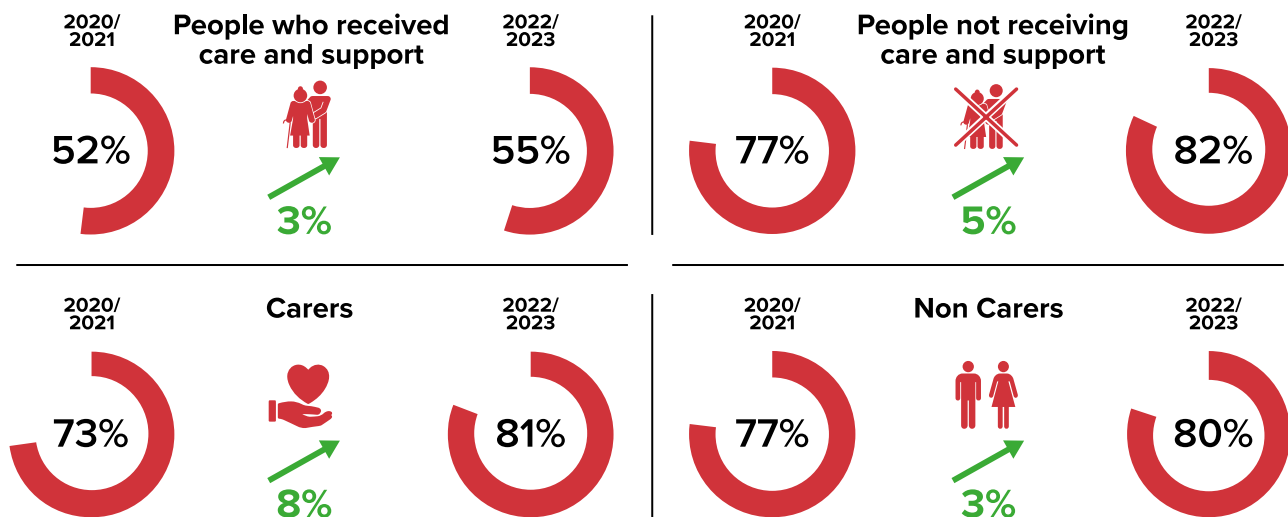
Physical and mental health & emotional well-being



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

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

People who reported high life satisfaction scores.



Outcome Indicators

10. Percentage of people with high happiness scores
11. Percentage of people with high life satisfaction scores
12. Percentage of people with high mental well-being
15. Percentage of children receiving care and support with mental health problems
16. Percentage of children receiving care and support with up-to-date immunisations
17. Percentage of children receiving care and support aged 5 and over with up-to-date dental checks
20. Percentage of adults reporting their health in general is very good or good

10. Percentage of people with high happiness scores

When asked in the 2022-23 National Survey for Wales, 56% of people who received care and support and 74% of unpaid carers receiving support reported high or very high levels of happiness. This compares with 77% of non-carers or people not receiving care and support.

This is very similar to 2020-21, where 56% of people who received care and support, 72% of unpaid carers receiving support, 75% of non-carers and 76% of people not receiving care and support reporting high or very high levels of happiness.

However, this is slightly lower than 2018-19, where 62% of people who received care and support, 75% of unpaid carers receiving support, 78% of non-carers and people not receiving care and support reporting high or very high levels of happiness.

11. Percentage of people with high life satisfaction scores

55% of people who received care and support in 2022-23 had high or very high life satisfaction scores, this compares with 82% of people without care and support which may include carers who receive support. Similarly, 81% of unpaid carers who received support had high or very high life satisfaction scores, slightly above the proportions reported by non-carers at 80%.

The proportions reported in 2022-23 were higher than those in 2020-21, where 52% of people who received care and support, 77% of people without care and support, 73% of unpaid carers who received support and 77% of non-carers had high or very high life satisfaction scores.

This gap in life satisfaction scores between people receiving care and support and other groups was also visible in 2018-19. 62% of people receiving care and support had high or very high scores whereas 77% of unpaid carers receiving support had high or very high scores. A large majority of non-carers and people not receiving care and support reported high or very high scores with 83% and 84% respectively.

12. Percentage of people with high mental well-being

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

- Below average mental well-being: scores 14 to 44.
- Average well-being: scores 45 to 57.
- Above average mental well-being: scores 58 to 70.

In 2022-23, fewer than 5% of people who received care and support reported above average mental wellbeing, compared to 14% for people without care and support needs. For unpaid carers, 13% reported above average mental wellbeing, compared to 14% again for non-carers.

Data was not available for 2020-21. Previous National Outcomes Framework reports provided substantially higher results, with 16% of people who received care and support and 25% of carers receiving support reporting above average mental wellbeing. However, this may be due to the change in methodology for the National Survey for Wales introduced between 2018-19 and 2020-21.



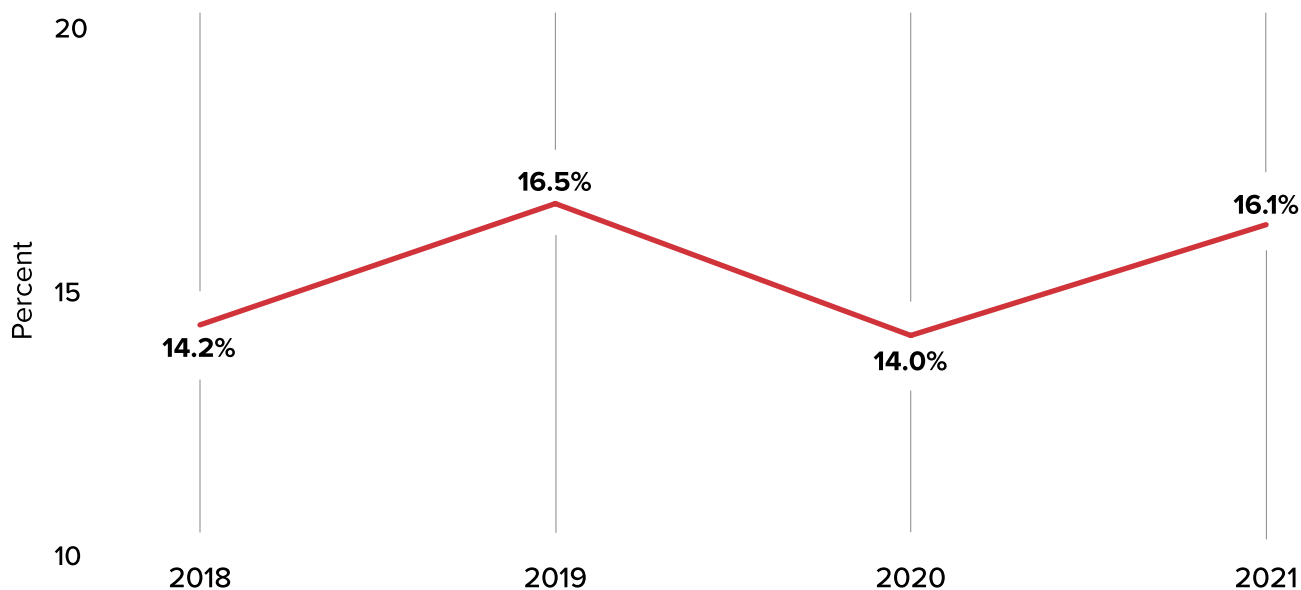
15. Percentage of children receiving care and support with mental health problems

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

The most recent data available covers 2018 to 2021. Figure 1 shows that of the 8,685 children receiving care and support in 2021 (where mental health information was available), 16.1% had mental health problems.

The percentage of children receiving care and support who had mental health problems peaked in 2019 and was lowest in 2020. Of the 8,460 children receiving care and support in 2020, 14.0% had mental health problems. This was lower than the peak in 2019 with 16.5% of 8,215 responses and lower than in 2018 with 14.2%, of 7,950 responses.

Figure 1: Percentage of children receiving care and support with mental health problems in 2018-21.



Source: *Children Receiving Care and Support Census*

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

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

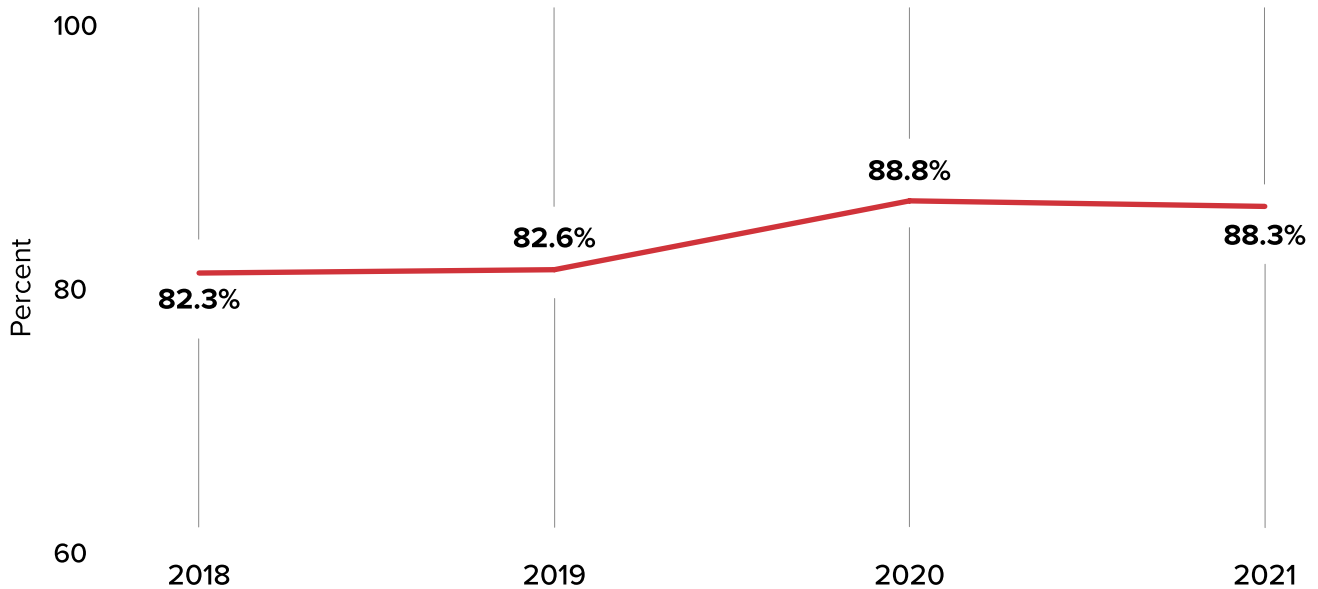
16. Percentage of children receiving care and support with up-to-date immunisations

When drawing up a health plan for children, the responsible authorities are required to ensure that the child is provided with health care, including any specifically recommended and necessary immunisations and any necessary medical and dental attention.

In 2021, 88.3% of all children receiving care and support had up-to-date immunisations; information on immunisations was provided for 96.1% children aged 5 and over.

This continues the upward trend over the last four years. In 2020, 88.8% of all children receiving care and support had up-to-date immunisations, which was higher than the previous two years, see Figure 2.

Figure 2: Percentage of children receiving care and support with up-to-date immunisations in 2018-21.



Source: *Children Receiving Care and Support Census*

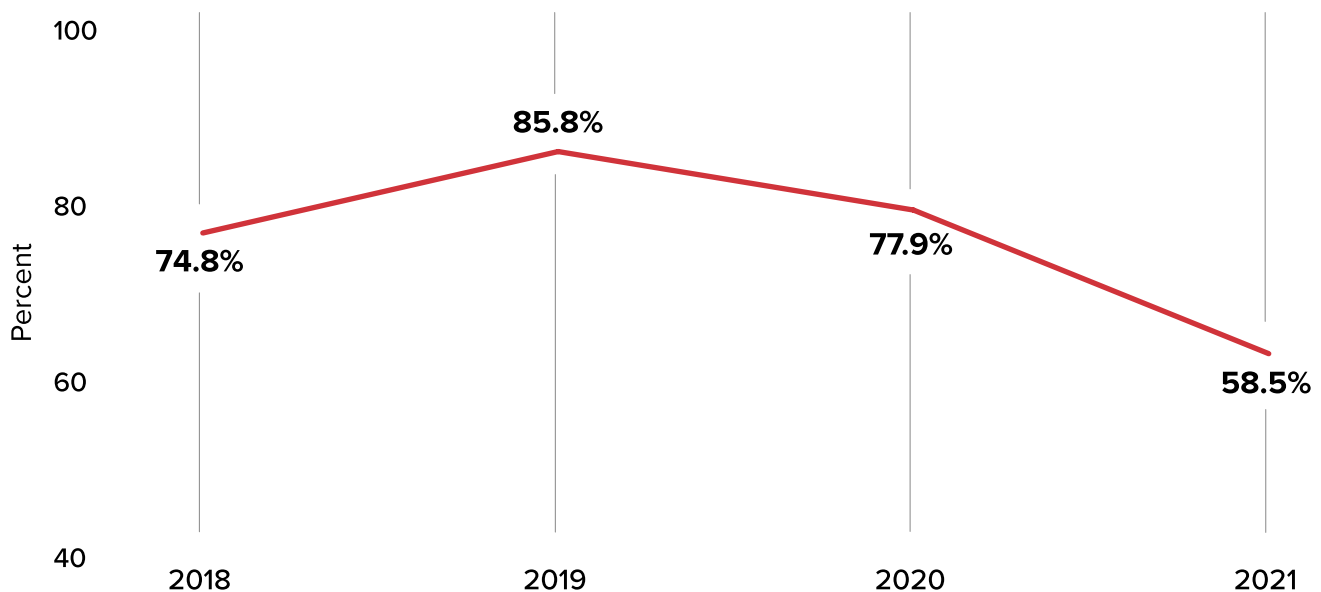
17. Percentage of children receiving care and support aged 5 and over with up-to-date dental checks

In 2021, 58.5% of all children receiving care and support aged 5 and over had up-to-date dental checks; dental checks status was available for 89.4% of children aged 5 and over receiving care and support.

In 2020, 77.9% of all children receiving care and support aged 5 and over had up-to-date dental checks, which is considerably higher than reported in 2021. Similarly, results for 2018 and 2019 were significantly higher than 2021, see Figure 3.

Dental services faced severe disruption during the pandemic, as a result of necessary public health measures to protect staff and patients – including infection control requirements, physical distancing, and enhanced PPE – which have meant fewer people can be ‘seen’ in a clinical session. This may explain the difference between in results between 2020 and 2021.

Figure 3: Percentage of children receiving care and support aged 5 and over with up-to-date dental checks in 2018-21.



Source: *Children Receiving Care and Support Census*

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

Only 26% of people receiving care and support in 2022-23 reported that their health in general was good or very good, this compares with 71% of people not receiving care and support. The percentage of unpaid carers who receive support reporting that their health in general was good or very good was similar to non-carers, at 67% and 69% respectively.

The results in 2022-23 were lower than those reported in 2020-21, where 36% of people receiving care and support, 76% of people not receiving care and support, 74% of unpaid carers and 75% of non-carers reported that their health in general was good or very good.

The 2022-23 results were also lower than previous years, with 31% in 2018-19 people receiving care and support reporting their health was good or very good. Similarly, for unpaid carers, 71% in 2018-19 reported that their health was good or very good.



Protection from abuse and neglect

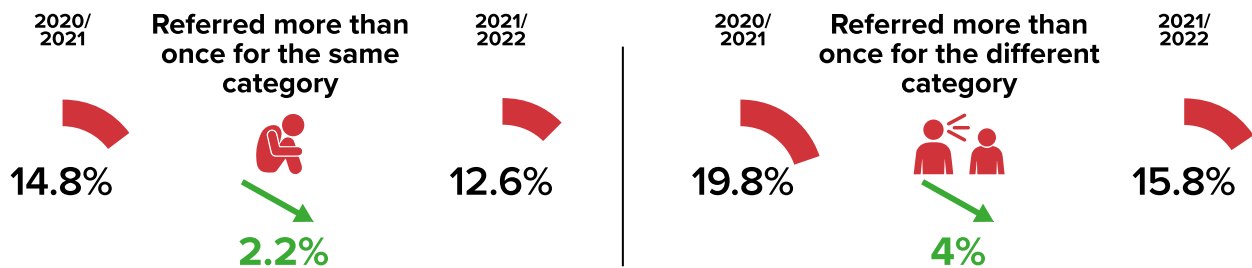


The well-being statement recognises that feeling safe is an important well-being outcome. Everyone has the right to be safe and protected from abuse and neglect. The Social Services and Well-being (Wales) Act strengthens existing safeguarding arrangements for children. It has introduced a duty for agencies (e.g. NHS Wales) to report situations where adults are at risk of abuse or neglect.

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

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

Adults at risk of abuse or neglect.



Outcome Indicators

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

21. Percentage of people reporting they feel safe

The statement recognises that feeling safe is an important well-being outcome. In 2022-23, 82% of people receiving care and support reported feeling safe. For unpaid carers, this rises to 90%. However, people without care and support needs reported 93% and non-carers reported 92%.

Data was not available for 2020-21, but the 2022-23 results are higher than those reported in 2018-19 and earlier. In 2018-19, the majority of both people who received care and support and carers who received support reported that they felt safe at 80% and 86% respectively. However, going further back shows that people reported higher levels of feeling safe.

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

It is important that we protect children who continue to be at risk. For example, when a child is at risk of potential repeated safeguarding issues. 6.2% of children placed on local authority child protection registers during 2021-22 had been registered previously in the past 12 months. This is lower than the 7.4% reported in 2020-21.



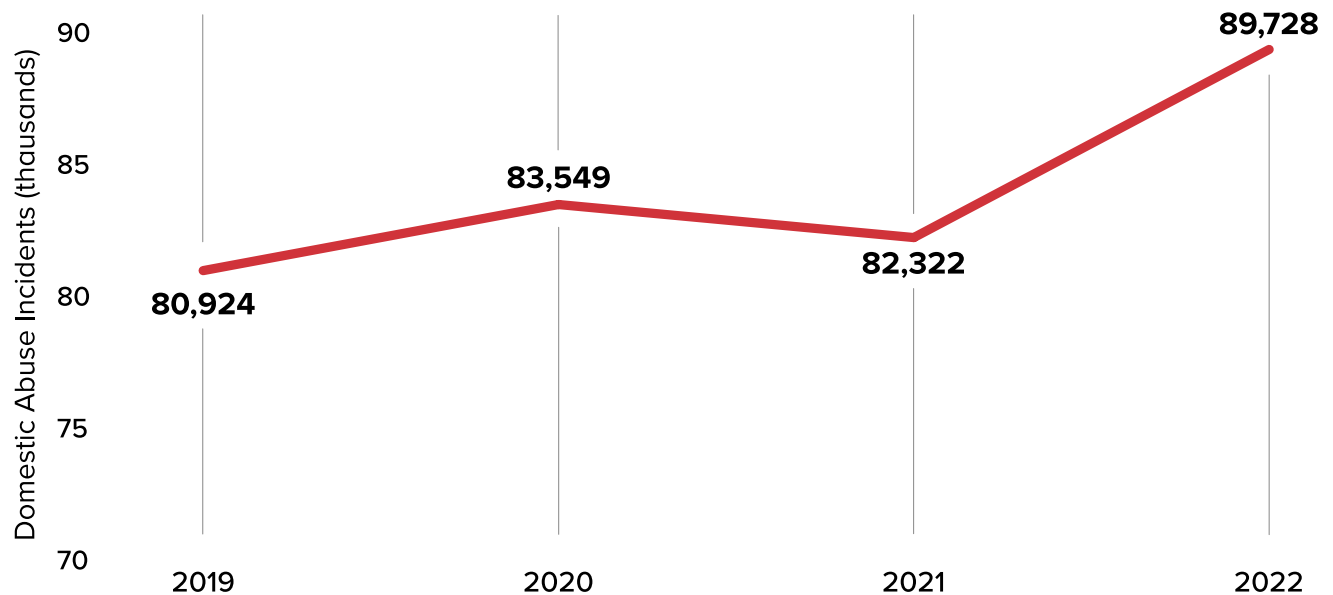
23. Incidence of domestic abuse

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

In 2021-22, there were around 89,700 domestic abuse incidents and offences in Wales, a 10.9% increase from 2019, as shown in Figure 4.

Domestic abuse and sexual offences data should be read with a caveat as it is known that a high proportion of offences are not reported to the police, and changes in recorded figures may reflect changes in reporting or recording rates rather than in actual victimisation. For these reasons, caution should be used when interpreting trends in these offences.

Figure 4: Incidence of domestic abuse in Wales, 2019-22.



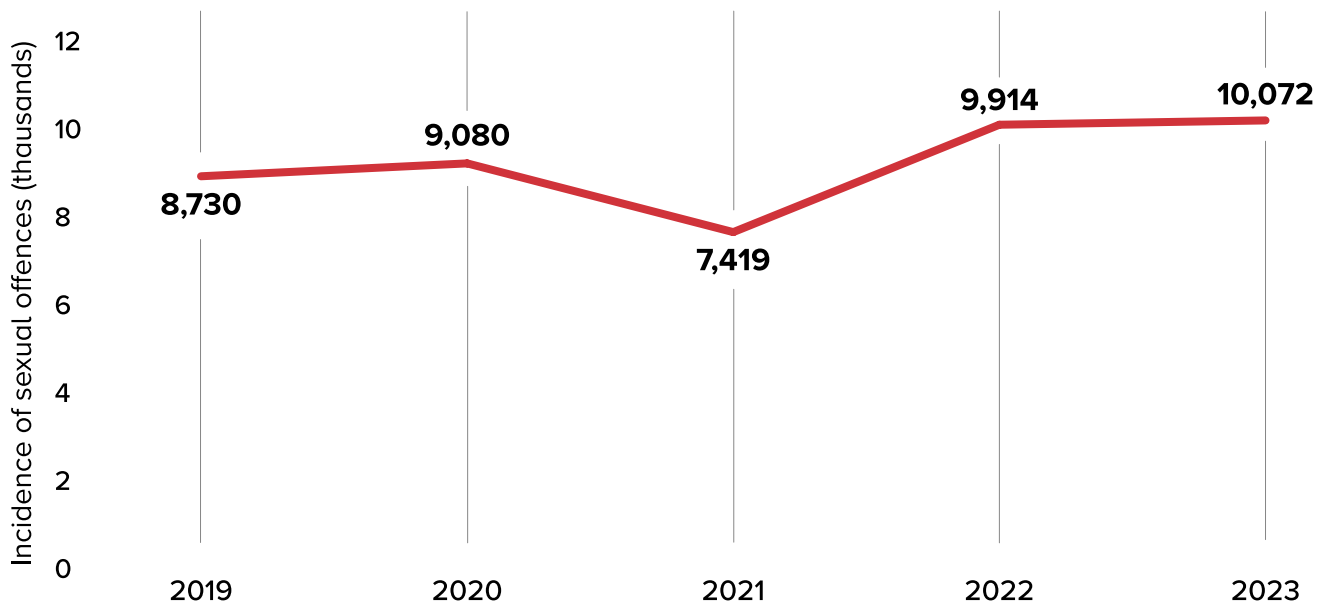
Source: *Office for National Statistics – Police recorded crime*

24. Incidence of sexual offences

Tackling all forms of sexual violence is an overriding priority for the Welsh Government. The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act highlights this. In 2023, 10,072 sexual offences were reported in Wales. This is higher than reported in 2022, where 9,914 sexual offences were reported.

In 2021, 7,419 sexual offences were reported in Wales. Between 2018 and 2020 the number of sexual offences steadily increased, as shown in Figure 5. Similar to domestic abuse, the incidence of reported sexual offences dropped in 2021, but is generally showing a steady increase over time.

Figure 5: Incidence of sexual offences in Wales, 2019-23.



Source: *Office for National Statistics – Police recorded crime*

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

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

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

In 2021-22, 15,950 adults were at risk of abuse or neglect during the year; of these 12.6% were referred more than once for the same category of abuse or neglect while 15.8% were referred more than once for a different category of abuse or neglect.

While the total number of referrals of adults at risk of abuse or neglect rose between 2020-21 and 2021-22, the percentage of them being referred more than once in a year decreased. In 2020-21, 15,301 adults were at risk of abuse or neglect during the year; of these 14.8% were referred more than once for the same category of abuse or neglect while 19.8% were referred more than once for a different category of abuse or neglect.

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

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



Education, training and recreation



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

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



Outcome Indicators

26. Percentage of people reporting that they are able to do the things that matter to them
27. Key Stage 3 results for children looked after
28. Key Stage 4 results for children receiving care and support
29. School attendance rates of children looked after
30. Learner outcomes in further education, work based learning and adult community learning sectors
31. Percentage of adults aged 16-64 with at least one qualification
32. Percentage of children receiving care and support achieving the expected level of learning or above at the end of the Foundation Phase
33. Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care

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

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

In 2022-23, 60% of people receiving care and support reported that they are able to do the things that matter to them. In comparison, 86% of people who do not have care and support need and 86% of unpaid carers receiving support reported that they are able to do the things that matter to them. Interestingly, 77% of non-carers reported that they are able to do the things that matter to them; lower than that reported by unpaid carers.

Data is not available for 2020-21.

27. Key Stage 3 results for children looked after

With the rollout of the new **Curriculum for Wales from September 2022** onwards the collection of teacher assessments at the end of the Foundation Phase and Key Stage 2 has come to an end. Therefore, this measure has been revised to collect Key Stage 3 results instead. Future reports will be updated in line with the data collected for the new curriculum.

The collection Key Stage 3 teacher assessments was suspended in both 2020 and 2021 due to the Coronavirus (COVID-19) pandemic; the data collection will resume in summer 2022.

28. Key Stage 4 results for children receiving care and support

Due to the cancellation of the normal examination period in both 2019-20 and 2020-21 and the ongoing disruption to schools as a result of the COVID-19 pandemic performance measures were not calculated for both Year 11 and sixth form cohorts. Future reports will provide updated data in line with the data collected for the new curriculum.

29. School attendance rates of children looked after

School attendance can have a significant impact on the attainment of educational outcomes for children. Previous releases provided school attendance rates for children receiving care and support, however we now provide figures for children looked after only. Data regarding children looked after school attendance was not collected for 2020 or 2021. Future reports will provide updated data.

National Statistics on attendance are not available in 2019, 2020 or 2021.

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

Learning providers in all sectors are crucial to driving education standards forward. This indicator looks at the proportion of learners achieving qualifications. It includes general education, vocational, adult learning and apprenticeships.

Due to COVID-19, no data is able to be provided for 2019-20 or 2020-21. Therefore, the 2021-22 data will be compared against pre-pandemic results in 2018-19.

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

There has been an increase in achievement rates in general education between 2018-19 to 2021-22, from 65% to 75%. Whereas there have been reductions in achievement rates for adult learning, vocational learning and for apprenticeships:

- Adult learning reduced from 90% in 2018-19 to 82% in 2021-22.
- Vocational learning reduced from 81% in 2018-19 to 74% in 2021-22.
- Apprenticeships reduced from 81% in 2018-19 to 66% in 2021-22.

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

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

The regulatory framework supporting National Vocational Qualifications (NVQs) was withdrawn in 2015 and replaced by the Regulated Qualifications Framework (RQF), therefore, qualification estimates have been replaced with estimates on a RQF basis,

Most recently, in 2022 95% of economically active people aged 16 to 64 had at least one qualification at GCSE-level or equivalent or above.

There has been a slow, but steady, increase in the percentage of adults aged 16-64 with at least one qualification. In 2021, 94.7% of economically active people aged 16 to 64 had at least one qualification at GCSE-level or equivalent or above, and in 2018 this was 94.4%.

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

With the rollout of the new **Curriculum for Wales from September 2022** onwards the collection of teacher assessments at the end of the Foundation Phase and Key Stage 2 has come to an end. Therefore, Measure 27 has been revised to collect Key Stage 3 results instead.

This measure is no longer collected and so is discontinued. This measure will not appear in future reports.

33. Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care

This measure used to be 'Average external qualifications point score for 16-year-old Children looked after in any local authority maintained learning setting'. The data collection process used by this measure has ended. Therefore, this measure has been revised to look at the percentage of care leavers who engage with employment, education or training in the 12 months since leaving care. This measure specifically looks at **Categories 2, 3 and 4 care leavers**.

In 2021, there were 529 category 2, 3 or 4 care leavers in Wales. Of which, 74.1% were completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care.



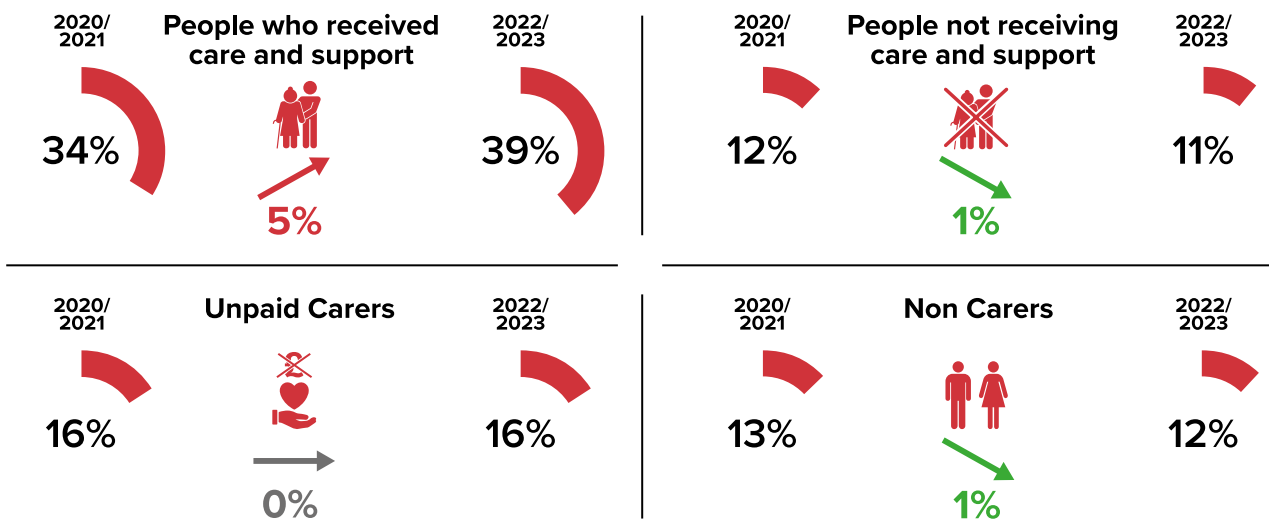
Domestic, family and personal relationships



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

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

Percentage of people who reported loneliness.



Outcome Indicators

- 34. Percentage of people reporting overall emotional and social loneliness**
- 35. Percentage of people who think that people in their local area treat each other with respect and consideration**
- 36. Percentage of people who feel they belong to their local area**
- 37. Percentage of people who think that their local area is a place where people from different backgrounds get on well together**

34. Percentage of people reporting overall emotional and social loneliness

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

In 2022-23, those who receive care and support reported highest levels of overall emotional and social loneliness at 39% whereas only 16% of unpaid carers who received support reported loneliness. Those who did not receive care and support and those who were non-carers reported less loneliness at 11% and 12% respectively.

These results are similar to those seen in 2020-21, where 34% of those who receive care and support, 16% of unpaid carers who received support, 12% of those who did not receive care and support and 13% of those who were not carers reported feeling lonely. This means while loneliness has remained fairly stable for the majority of people, those who receive care and support are reporting higher levels of loneliness.

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

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

In 2020-21, most people thought that people in their local area treated each other with respect and consideration. Those receiving care and support had the lowest proportion at 77%, whereas 87% of unpaid carers receiving support and 90% of those not receiving care and support, or non-carers, agreed that people in their local area treat each other with respect and consideration.

Compared to 2020-21, more people in 2022-23 thought that people in their local area treated each other with respect and consideration. Previously 75% of people receiving care and support and 84% of carers receiving support, and those who did not receive care or support, or non-carers thought that people in their local area treated each other with respect and consideration.

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

36. Percentage of people who feel they belong to their local area

This question was not included in the National Survey for Wales for 2022-23, therefore has not been updated. Updates will be provided in future reports.

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

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

This question was not included in the National Survey for Wales for 2022-23, therefore has not been updated. Updates will be provided in future reports.

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



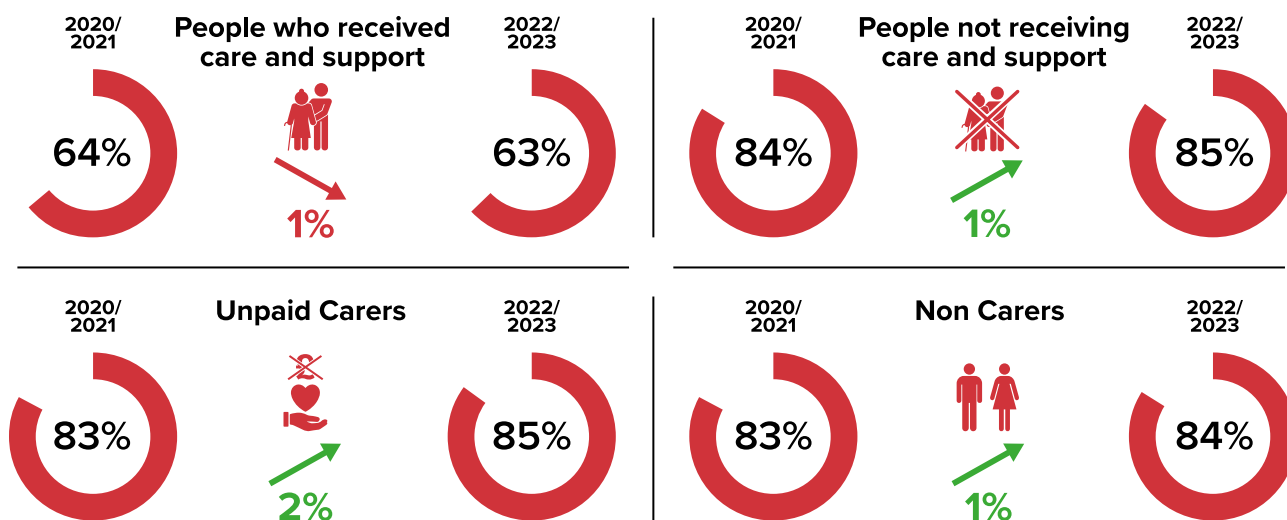
Contribution made to society



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

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

Percentage of people who felt the things they did in life were worthwhile.



Outcome Indicators

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

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

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

63% of people receiving care and support in 2022-23 felt the things they did in life were worthwhile, substantially lower than people not receiving care and support at 85%, than unpaid carers receiving support at 85%, and non-carers at 84%. This is a similar result to 2020-21, where 64% of people receiving care and support, 84% of people not receiving care and support, and 83% of carers receiving support and non-carers felt the things they did in life were worthwhile.

39. Percentage of people who volunteer

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

In 2022-23 it was reported that 27% of people receiving care and support volunteers, either formally or informally.

This is lower than those who did not receive care and support at 30% and non-carers at 29%. People receiving support as an unpaid carer had the highest levels of volunteering, at 39%.

40. Percentage of voluntary organisations offering community or youth activities

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

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

In July 2023, 22.48% of voluntary organisations in Wales offered community activities and 4.61% offered youth activities. This is very similar, but slightly higher than July 2022, where 22.40% of voluntary organisations in Wales offered community activities and 4.53% offered youth activities.

Please note, this data was taken from a snapshot in July 2023 and may not reflect data held by WCVA on another occasion.

41. Percentage of voluntary organisations offering disability activities

The voluntary sector can offer innovative ways of meeting three challenges facing social care: increasing demand; decreasing funds; and changing expectations.

In July 2023, the percentage of voluntary organisations offering disability activities was 2.95%. This is slightly lower than July 2022, where 3.04% of voluntary organisations offered disability activities.

This data was taken from a snapshot in July 2022 and may not reflect data held by WCVA on another occasion.

Social and economic well-being



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

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

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

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

Percentage of people aged between 16 and 64 who were Equality Act core or work-limiting disabled were in employment.



Percentage of people in material deprivation.

Receiving Care and Support



Not receiving Care and Support or non-Carers



Outcome Indicators

- 42. Employment rate of adults aged 50 and over
- 43. Employment rate of adults aged 16-64 who are Equality Act Core or work-limiting disabled
- 45. Percentage of 19-24 year olds who are not in education, employment or training (NEET)
- 46. Percentage of materially deprived households

42. Employment rate of adults aged 50 and over

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

In 2022, 37.4% of adults aged 50 and over were in employment. The employment rate of adults over 50 has been steadily declining over the last three years, down from 38.5% in 2021, 39.0% in 2020 and 39.4% in 2019.

The Office for National Statistics conducted a study into the **reasons for workers aged over 50 years leaving employment since the start of the coronavirus pandemic**. They reported people experiencing long-term sickness and students have driven the rise in economic inactivity. In 2022, **the sickness absence rate for those with long-term health conditions is at 4.9%**, its highest point since 2008 when it was 5.1%.

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

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

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

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

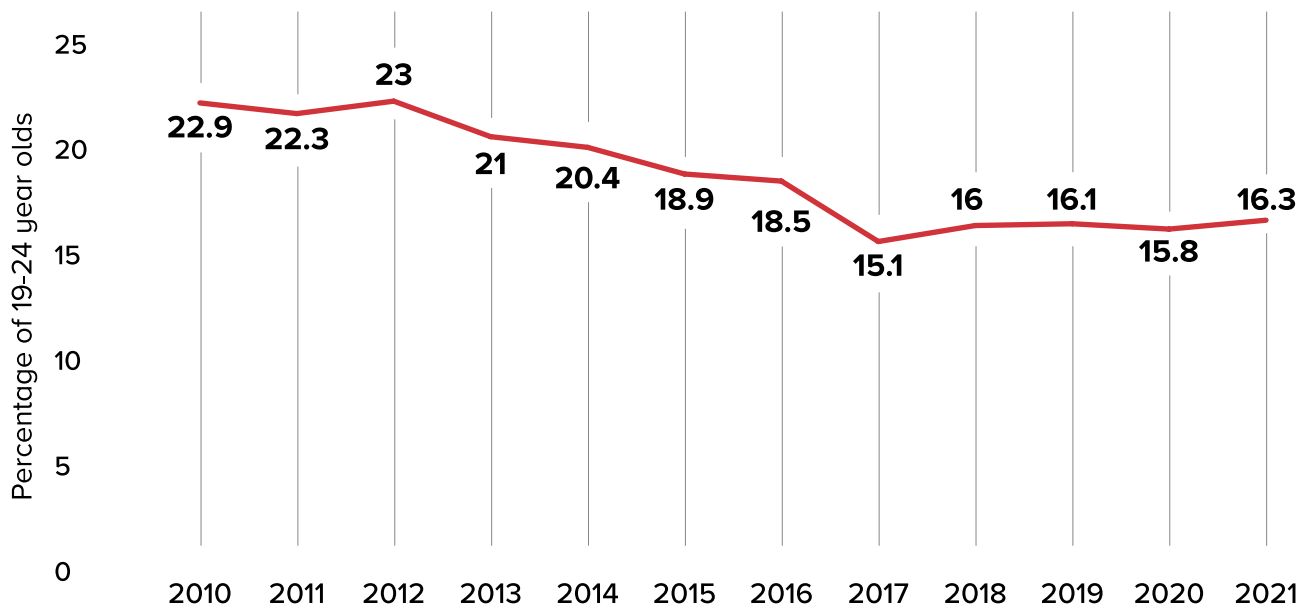
In 2022, 50.4% of people aged between 16 and 64 who were Equality Act Core or work-limiting disabled were in employment. This result suggests employment levels have returned to pre-pandemic levels, where in 2019 it was 50.5%. In 2020 and 2021 the percentage of people aged between 16 and 64 who were Equality Act Core or work-limiting disabled in employment was lower, at 49.3% and 48.9% respectively.

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

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

Figure 6 shows that at the end of 2021, 16.3% of 19 to 24-year-olds in Wales were NEET this compares to 15.8% in 2020 and 16% in 2018. This suggests a slight increase in NEET since 2016.

Figure 6: Proportion of 19-24 year olds not in education, employment, or training (NEET) between 2010 and 2021.



Source: *Welsh Government Statistical Release*

46. Percentage of materially deprived households

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

In 2022-23, 31% of those receiving care and support were in material deprivation. This is higher than any other group, even unpaid carers receiving support, where 18% were in material deprivation. Only 15% of those not receiving care and support or non-carers were in material deprivation.

Data for 2020-21 was not available.

Suitability of living accommodation



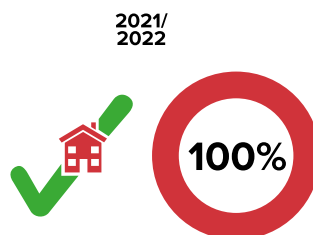
Living in safe, satisfactory, and appropriate accommodation can impact on well-being. This is true for people who receive care and support and for unpaid carers who need support. The well-being statement reflects this.

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

Targeted approaches are often needed to ensure that social care for people experiencing homelessness is available, accessible, and provided to the same standards and quality as for the general population.

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

All social housing stock in Wales was compliant with the WHQS (including acceptable fails).



Outcome Indicators

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

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

In 2022-23, 89% of those receiving care and support, compared to 92% of those not receiving care and support, reported that their accommodation was suitable for their needs. Regarding unpaid carers receiving support, 92% felt their accommodation was suitable for their needs, compared to 90% of non-carers.

Data was not available for 2020-21.

48. Percentage of homeless households which include dependent children

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

This figure has not been updated as data collection has been paused due to COVID-19. Future reports will contain updated data. Data for previous years can be seen in the **2021 National Outcomes Framework report**.

49. Percentage of voluntary organisations offering housing support

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

In July 2023, 1.34% of voluntary organisations offer housing support, such as homelessness projects, care and repair schemes, housing advice services and tenants and residents associations. This is similar to July 2022 which was 1.36%.

This data was taken from a snapshot in July 2022 and may not reflect data held by WCVA on another occasion.

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

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

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

In 2021-22, 100% of all social housing stock in Wales was compliant with the WHQS, including acceptable fails. This shows a considerable achievement in the quality of social housing, where ten years ago, in 2011-12, 41.5% of all social housing stock in Wales was compliant with the WHQS, including acceptable fails.

Next Steps

Welsh Government will continue to develop and update the indicators. Many of the indicators under the heading of Education and Training have changed over the last few years, and so there is a need to reassess these indicators. New data will be available over the coming year, and so changes may be made to the indicators to reflect this.

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

Lastly, new guidance for Local Authority Social Services Annual Reports is being published over the coming six months, which will change how local authorities report on their services.

It is anticipated that together with the Performance and Improvement Framework and this National Outcomes Framework, the new annual reports will form a rounded view of social services performance and outcomes.



Annex A. Data Sources

Full list of indicators by number, and if they have been updated

Securing rights & entitlements

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

Physical & mental health & emotional well-being

10.	Percentage of people with high happiness scores	Yes
11.	Percentage of people with high life satisfaction scores	Yes
12.	Percentage of people with high mental well-being	Yes
13.	Percentage of adults (aged 16 or over) who have two or more healthy lifestyle behaviours	See Joint Health & Social Care responsibility section
14.	Percentage of live singleton births with a birth weight of less than 2,500 grams	See Joint Health & Social Care responsibility section
15.	Percentage of children receiving care and support with mental health problems	Yes
16.	Percentage of children receiving care and support with up-to-date immunisations	Yes
17.	Percentage of children receiving care and support aged 5 and over with up-to-date dental checks	Yes

Physical & mental health & emotional well-being (cont)

18	Healthy life expectancy at birth	See Joint Health & Social Care responsibility section
19	Hip Fractures amongst older people	See Joint Health & Social Care responsibility section
20	Percentage of people reporting that their health in general is good or very good	Yes

Protection from abuse and neglect

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

Education, training & recreation

26	Percentage of people reporting that they are able to do the things that matter to them	Yes
27	Key Stage 2 results for children receiving care and support	Discontinued
27	REVISED: Key Stage 3 results for children receiving care and support	No
28	Key Stage 4 results for children receiving care and support	No
29	School attendance rates for children looked after	No
30	Learner outcomes in further education, work-based learning, and adult community learning sectors	Yes
31	Percentage of adults aged 16-64 with at least one qualification	Yes
32	Percentage of children receiving care and support achieving expected level of learning or above at Foundation Phase	Discontinued
33	Average external qualifications point score for 16-year-old children looked after in any local authority-maintained learning setting	Discontinued
34	REVISED: Percentage of care leavers who have completed at least 3 consecutive months of employment, education or training in the 12 months since leaving care	Yes

Domestic, family & personal

35	Percentage of people reporting overall, emotional, and social loneliness	Yes
36	Percentage of people who think that people in their local area treat each other with respect and consideration	Yes
37	Percentage of people who feel they belong to their local area	No
38	Percentage of people who think that their local area is a place where people from different backgrounds get along well together	No

Contribution made to society

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

Social & economic well-being

43	Employment rate of adults aged 50 and over	Yes
44	Employment rate of adults aged 16-64 who are Equality Act core or work-limiting disabled	Yes
45	Gap in healthy life expectancy between least and most deprived	See Joint Health & Social Care responsibility section
46	The percentage of 19–24-year-olds who are not in education, employment, or training (NEET)	Yes
47	Percentage of materially deprived households	Yes

Suitability of living accommodation

48	Percentage of people reporting that their accommodation is suitable for their needs	Yes
49	Percentage of homeless households which include dependent children	No
50	Percentage of voluntary organisations offering housing activities	Yes
51	Percentage of social housing compliant with Welsh Housing Quality Standards	Yes