Well-being and other overarching duties

**Well-being**

1. **What is the well-being statement?**

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 statement defines what well-being means, based on the definition of well-being in the Act. Section 2 of the Act defines well-being in relation to a person who needs care and support and a carer who needs support as:

a. physical and mental health, and emotional well-being

b. protection from abuse and neglect

c. education, training and recreation

d. domestic, family and personal relationships

e. contribution made to society

f. securing rights and entitlements

g. social and economic well-being

h. suitability of living accommodation

In relation to a child, well-being also includes:

a. physical, intellectual, emotional, social and behavioural development

b. “welfare” as that word is interpreted for the purposes of the Children   
Act 1989

In relation to an adult, well-being also includes:

a. control over day-to-day life

b. participation in work

The statement describes the national well-being outcomes that are to be achieved in terms of the well-being of people who need care and support and carers who need support. People who need care and support and carers who need support have rights and responsibilities in achieving their personal outcomes. When people who need care and support and carers who need support co-produce their personal outcomes with social services and their partners, they can expect to achieve personal outcomes that reflect the national well-being outcome statements.

1. **What is the national outcomes framework?**

The national outcomes framework for people who need care and support and carers who need support is a framework for describing, understanding and measuring   
well-being.

The national outcomes framework consists of the well-being statement that contains outcomes to be achieved for people who need care and support and carers who need

support, and the national outcome indicators that evidence well-being (as defined in the well-being statement).

Reporting on the national outcomes framework 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.

Read the [working draft of the national outcomes framework](http://gov.wales/docs/dhss/publications/151118careen.pdf) for people who need care and support and carers who need support.

1. **Who contributes to the national outcomes framework?**

No one organisation can be held accountable for achieving well-being for people who need care and support. Many services and people themselves will contribute to achieving well-being outcomes set out in the national outcomes framework.

1. **How will performance be measured?**

The [Code of Practice in relation to Measuring Social Services Performance](http://gov.wales/docs/dhss/publications/151005code-of-practiceen.pdf) has been issued under the Social Services and Well-being (Wales) Act 2014. The Code sets out a performance measurement framework for local authorities in relation to their social services functions. The performance measures set out in the Code of Practice will replace all current performance measures for local authority social services and must be collected on the commencement of the Act.

The [Regulation and Inspection of Social Care (Wales) Act 2016](http://www.legislation.gov.uk/anaw/2016/2/pdfs/anaw_20160002_en.pdf) will develop the approach to ensure regulated care and support services can be held to account.

**5. Is there a requirement to report outcome data to Welsh Government?**

[The social services national outcomes framework is available here](http://gov.wales/topics/health/socialcare/well-being/?lang=en).

The Welsh Government will collate data to inform the national outcomes framework from a number of existing sources, including the local authority social services returns and the Welsh Government’s National Survey for Wales. The framework was reviewed with stakeholders in September and will shortly be re-published.

**The Active Offer**

1. **What happens if services can’t offer Welsh language services?**

The [More than Just Words Strategic Framework](http://www.wales.nhs.uk/sites3/Documents/415/WEB%20-%2016184_Narrative_e_WEB.pdf) (2012) states that emphasis is on services to ensure that they can offer Welsh language services – and an expectation they will move towards this good practice over about three years. Language need should feed into the Population Needs Assessment (under the Part 2 of the Act) and influence commissioning.

1. **What national workforce planning is happening to ensure there are enough Welsh speakers available for services where they are needed?**

There is an expectation within the current strategy [More than Just Words Strategic Framework](http://www.wales.nhs.uk/sites3/Documents/415/WEB%20-%2016184_Narrative_e_WEB.pdf) on local authority and social services directors, contained in Strategic Objective 1, which states:

*People receive language sensitive care, because social services and social care providers mainstream Welsh language services into all aspects of planning, commissioning and delivery.*

This requirement is also contained within the follow-on strategy to be launched in April 2016.

**Overarching duties**

1. **Are overarching duties different from how we currently work?**

The duties reflect good practice, but practice may have varied, and not all were statutory duties before. They also reflect what service users and carers have consistently said that they want, but have not always received.