
INFORMATION, ADVICE & ASSISTANCE – UPDATE

Purpose of Report

1. The Community & Adult Services Scrutiny Committee has requested regular briefing reports be provided on the implementation of the Social Services and Wellbeing (Wales) Act 2014, hereafter referred to as the Act.
2. The Act provides a pathway approach to social services and sets out the requirements and duties for local authorities for each stage in the pathway. This briefing provides information on the first stage - Information Advice and Assistance (IAA). It also sets out previous consideration of IAA by this Scrutiny Committee.
3. In addition to considering IAA services under the Act, Members will also hear from Riverside Advice Service, who provide Specialist Welfare Rights Advice Services for vulnerable people in Cardiff.

Background

Legislative Overview

4. According to Welsh Government ¹ “*Section 17 (Part 2) of the Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to secure the*

¹ <http://law.gov.wales/publicservices/social-care/Local-authority-responsibilities/general-and-strategic-duties/information-advice-and-assistance/?lang=en#/publicservices/social-care/Local-authority-responsibilities/general-and-strategic-duties/information-advice-and-assistance/?tab=overview&lang=en>

provision of an information, advice and assistance service. The purpose of the service is to provide people with information and advice relating to care and support, including support for carers, and to provide assistance to them in accessing it. Information, advice and assistance must be provided in a manner that makes it accessible to the individual for whom it is intended.

Information and advice is to be made available to all people regardless of whether they have needs for care and support. Such persons could include carers or interested parties, for example.

The service must include information (including, but not limited to, financial information) and advice about the care and support system provided for under the Act, the types of care and support available in a local authority area and how to access it, and how to raise concerns about people who appear to have needs for care and support, or support.”

5. Section 17 states that local authorities must put in place a system that provides people with the information, advice and assistance that they need to take control over their day-to-day lives and achieve what matters to them.

6. Attached as **Appendix A**² is an extract from the Code of Practice relating to the duties placed on the Council in relation to IAA. The attached document gives Members details duties including:
 - Core Requirements of IAA
 - Definitions of IAA
 - What the Service should look like
 - Accessibility
 - Advocacy
 - Safeguarding
 - Measuring Performance
 - Recording Information
 - Governance Arrangements (including Regional Partnership Working)

² <http://gov.wales/docs/dhss/publications/151218part2en.pdf>

CASSC Consideration of Information, Advice & Assistance Issues to Date

7. During 2015, Members from this Scrutiny Committee undertook an Inquiry into ***“Information, Advice and Assistance for Mental Health Service Users in Cardiff”*** in light of the new requirement of the Social Services and Well Being (Wales) Act 2014 for local authorities to ensure provision of IAA services.
8. Whilst IAA duties apply to all social services client groups, it was agreed that, in order for an Inquiry on IAA to be achievable and timely, Members would focus on one client group. Members chose mental health service users, given the increase in numbers in during recent years in this client group and because people in other social services client groups have a higher likelihood of needing mental health services.
9. The terms of reference, key findings and recommendations arising from the report is attached as **Appendix B³**, which was approved by this Scrutiny Committee on the 2 December 2015. The Inquiry made 10 recommendations to the Cabinet, which covered:

³ The full Inquiry report and research report are available at:

<http://cardiff.moderngov.co.uk/ieListDocuments.aspx?CId=151&MId=2360>

- Approaches to Implementation
- Improving Accessibility
- Training
- Monitoring

10. The Cabinet agreed their response at its meeting in May 2016, with this Scrutiny Committee considering its response on the 8 June 2016⁴. At that time:

- 0 - of the recommendations were accepted.
- 3 – were partially accepted – R3, R4, R5.
- 6 – were not accepted – R1a, R1b, R2, R7, R8, R9, R10.
- 1- where it was unclear whether it is accepted or not – R6 – stated that it was partially accepted but narrative under this heading stating that it could not be accepted.

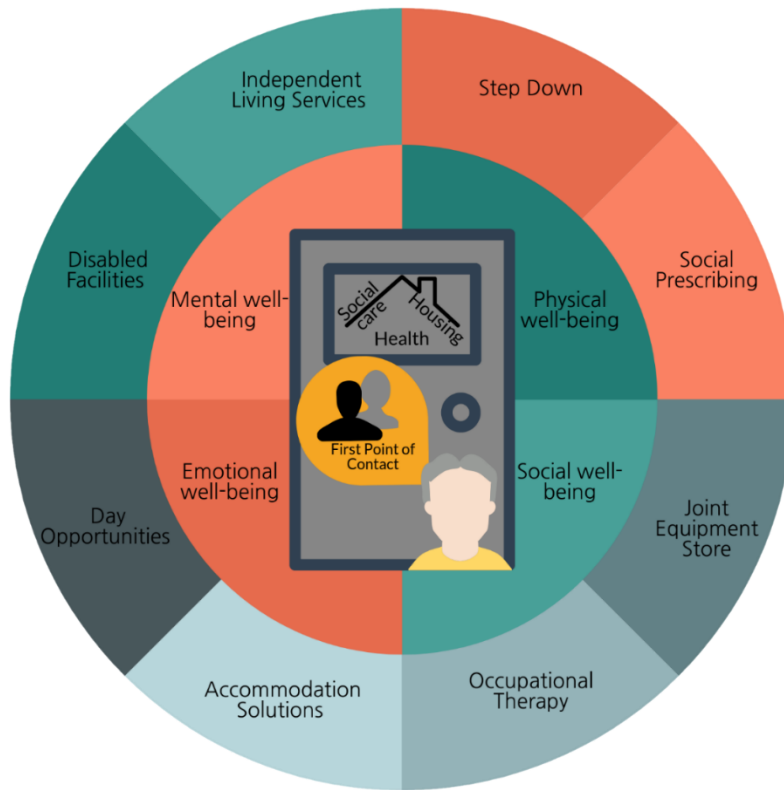
11. As part of this Committee's commitment to the ongoing monitoring of the implementation of the Act, Members of this Scrutiny Committee, when setting the Work Programme for the current year, agreed that they would wish to receive an update on Information, Advice & Assistance (IAA) at an appropriate juncture.

Issues

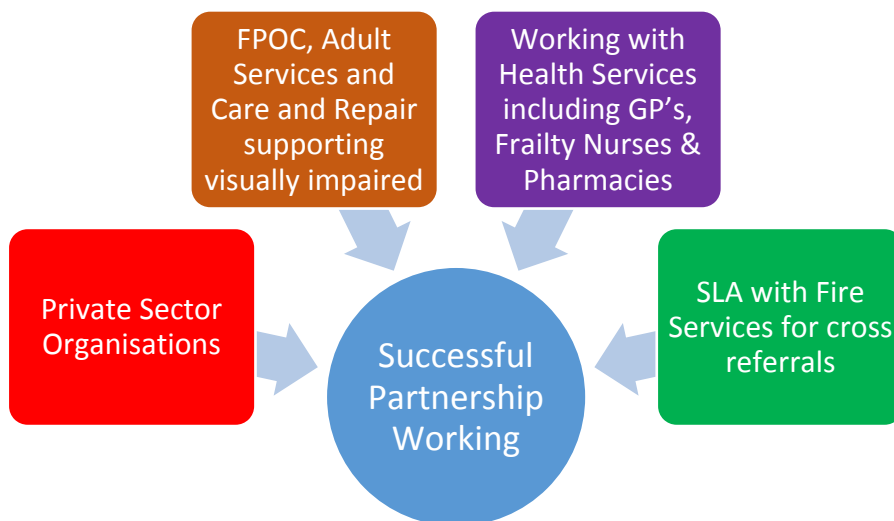
12. In Cardiff, Preventative Services, in partnership with Adult Social Services provide IAA Services for adults through **First Point of Contact (FPOC)**. The service is open to all adults including those without an assessed need, and is the initial stage of triage for new referrals into Independent Living Services (ILS) and Adult Social Services. However, the service is not a gateway for Children's Services, Learning Difficulties or Mental Health services.

13. Through IAA, individuals work co-productively with Preventative Services and Adult Services to find solutions to their independent living needs, and is tailored to meet the individual's expectations, wellbeing needs and personal services using a range of internal and external resources. This can be shown graphically below:

⁴ The Cabinet Response can be found at <http://cardiff.moderngov.co.uk/documents/s10561/Appendix%20A%20Cabinet%20Response%20IAA.pdf?LLL=0>



14. Many services are now fully integrated with a range of partners to find solutions for individuals and new partnership relationships are being continually sought to expand services available to clients and individuals. An overview is shown graphically below:



15. As well as the above, there is a large and varied range of third sector organisations involved in this Service. A small number of these are included in paragraph 17 below and more will be highlighted in the presentation given to Members at this meeting.
16. Members will receive a presentation from Officers, which will give more details in relation to paragraphs 12-15 above, as well as outline the benefits of the IAA Service in Cardiff, including data on service usage and user experience. The presentation will also include information on the IAA Function in Community Mental Health Teams.
17. 18 x Third Sector organisations were contacted ahead of this Scrutiny Committee, informing them that this Item was on the Agenda and inviting written/oral evidence if they wanted to provide it. These were:
- Cardiff Institute for the Blind
 - Action on Hearing loss
 - Alzheimer's Society
 - Care & Repair – Managing Better Service
 - Cardiff Mind
 - Age Cymru Advice
 - NEST
 - Tenovus Cancer Care
 - Speakeasy
 - SNAP
 - Women Connect First
 - Race Equality First
 - Homestart
 - Taith Cardiff
 - Cardiff People First
 - Friends and Neighbours (FAN)
 - Oasis Cardiff
 - The Mentor Ring

At this time, none wished to attend Committee on this occasion, but were interested in further developments arising from today's discussions.

18. In addition to the consideration of IAA under the Act, the Chair of this Scrutiny Committee received a request from Riverside Advice Centre to address the Committee on their experience in providing specialist welfare advice services in Cardiff for vulnerable people. Therefore, Barbara Kerridge from Riverside Advice Centre will be in attendance to make a presentation and answer Members' questions in relation to specialist welfare rights advice. They have also provided a written brief, which is attached as **Appendix C**.

Way Forward

19. At this meeting, Barbara Kerridge from Riverside Advice Centre will be in attendance to give a presentation to the Committee. Members will then have an opportunity to ask Barbara questions.

20. In addition, the following witnesses will be in attendance:

- (i) Councillor Susan Elsmore, Cabinet Member Social Care, Health & Well-Being
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Carlyne Palmer, Operational Manager, Prevention Services
- (iv) Lisa Wood, Operational Manager Locality Services - First Contact & Assessment

21. The aim of this Agenda Item is to update Members on latest developments in relation to IAA, and establish how far the Council and its partners are meeting their responsibilities in relation to the Act. Members will be able to decide if they wish to feed any comments, observations or recommendations to the appropriate Cabinet Member for their consideration.

Legal Implications

22. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

23. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

It is recommended that the Committee note the briefing report and consider the future scrutiny of this item.

DAVINA FIORE

Director of Governance and Legal Services

12 April 2018