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**UPDATE ON THE IMPLEMENTATION OF THE SOCIAL SERVICES and WELL - BEING (WALES) ACT 2014 - THE INFORMATION, ADVICE AND ASSISTANCE SERVICE BRIEFING**

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**Purpose of Report**

1. This report provides Committee with a briefing on the progress being made to ensure the Council is prepared to implement the Social Services and Well-being (Wales) Act 2014 around the Information, Advice and Assistance service.

**Background**

2. The Committee has previously received briefings in January and July 2015 and January 2016 providing an update on progress with the preparations for the Act.

These briefings included:

- an implementation timeline and self- assessment of readiness;
- information on the implications of the Act for Social Services and the wider Council;
- details of the advice and support available to assist Councils in implementing the Act;
- details on the various statutory codes of guidance and regulations that Welsh Government were enacting to support the primary legislation;
- the Cardiff and Vale Social Care and Workforce Development Plan, which will ensure the workforce receive the information they need to deliver the changes the Act requires;
- Information that a Regional Steering Group has been established to oversee and monitor the preparations for implementing the Act and reports to the

Integrated Health and Social Care Governance Board, so that all partners are kept up to date on progress;

- An updated Regional Implementation Plan, which reflects the nine work streams being delivered through the Sustainable Social Services Programme and includes a risk assessment of the tasks required to implement the Act; and
  - The governance structure together with regional task and finish groups for each work stream and lead co-ordinating officers.
3. In addition four national work groups have been established to share best practice and produce consistent material on an all Wales basis. Cardiff and the Vale region have appointed officers to contribute to each of these groups. They are helping with the development of national checklists and, where possible, avoidance of duplication.
4. At the meeting in January 2016 Committee asked for further update briefings on different areas of change.

### **Update and Issues**

5. The Act establishes four key principles and these can be summarised as:
- We must support people who have care and support needs to achieve **well-being**.
  - **People** are to be put at the heart of the new system by giving them an equal say in the support they receive.
  - **Partnership** and co-operation must drive service delivery.
  - Services will promote the **Prevention** of escalating need and ensure that the right help is available at the right time
6. New services are being developed to work towards these principles. Part 2 of the Act sets out a duty on local authorities, with support from their local health boards, to ensure the provision of an information, advice and assistance service for all people

in their area, not just people who have an immediate need for care and support. This service will be designed to ensure that people can get access to the right help at the right time to meet their individual situation.

7. The Information, Advice and Assistance Service (the Service) is central to the success of the transition to the care and support system under the Act. **Appendix 1** contains a draft diagram that sets out what this service will include across the Cardiff and Vale region. The development of this Service is still work in progress as the Council secures improved understanding of what is required and what currently exists.
8. The Service must promote early intervention and prevention to ensure that people of all ages can be better supported to achieve their personal outcomes, and explore options for meeting their care and support needs. This Service will provide a preventative service in its own right through the provision of high quality and timely information, advice and assistance. It will be easy to use, welcoming and informative aiming to reach people before crisis point and offering early intervention and prevention.
9. An important part of this Service will be the Council's First Points of Contact for Adult and Children's Social Care Services. There will be a single contact telephone number and email address for all enquiries relating to Adults and one for Children.
10. A First Point of Contact for Adults has been in place since 1 October 2015 and has been taking calls and sign posting people to access the most appropriate service to enable them to remain independent in their own home for as long as possible, through the use of preventative intervention services. Staff will be receiving further training so that they are clear when people need to be referred for a specialist assessment if this is required and also how to carry out a proportionate assessment of need.
11. There is still work to be done to fully meet the requirements of the Act. The Council has recently been working with the Social Services Improvement Agency to pilot a new training course that will equip contact officers to take time to hold a 'Better

Conversation' in line with the principles in the Act to find out what personal outcomes are important to them.

12. A new single number First Point of Contact is being developed for Children's Services, and until this comes into effect the Children's Access Point (CAP), Families First and Families Information Service will form an important part of a First Point of Contact for Children's Services. Staff at these contact points will also be receiving further training to ensure they are able to complete proportionate assessments as required.

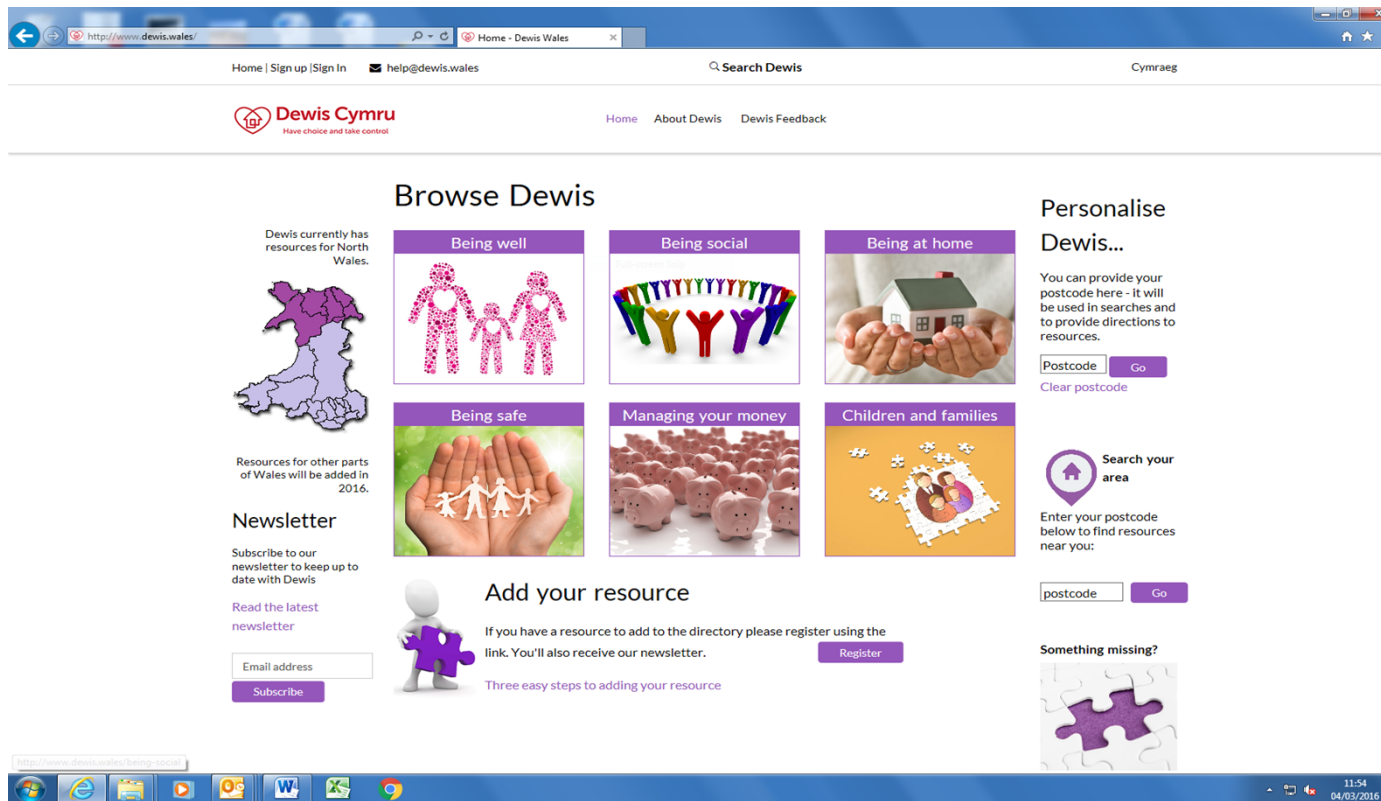
13. It is vital that any information provided to people is accurate and up to date. A new national resource directory is being developed and it will help people to obtain the information they need at any time, either at home using the internet or by contacting a single telephone number or email address. This resource directory will be available across Wales and its success will depend on local authorities, health boards, third sector and the independent sector uploading details of the resources they provide to assist people looking for care and support. This national information portal for Wales has been named Dewis Cymru. It already exists for residents in North Wales, helping people to think about their well-being needs and to find services/resources who can assist them. Dewis can be accessed via [www.Dewis.Wales](http://www.Dewis.Wales) or [www.Dewis.Cymru](http://www.Dewis.Cymru).

14. Content on the site is organised under a range of themes, which were developed in consultation with citizens. These are:

- Being well
- Being at home
- Being social
- Being safe
- Managing your money
- Children and families.

15. Figure 1 below provides an image of the front page of Dews Cymru. Work on establishing the regional content for the Vale and Cardiff is progressing well.

**Figure 1 – Home Page of Dewis Cymru**



16. The Care Council for Wales has developed an Information and Learning hub designed to be a one-stop-shop for a wide range of resources produced to support social care professionals as they implement the legislation in their day to day work. This Hub is updated constantly, with new information and learning materials being added, it can be accessed via <http://www.ccwales.org.uk/getting-in-on-the-act-hub>

## Scope of Scrutiny

17. The scope of this scrutiny is to consider the implementation of the Social Services and Well Being (Wales) Act 2014, and to pass on any observations, comments or recommendations to the Director of Social Services, and cover:

- the progress being made to undertake this area of the Implementation Plan;
- any identified risks and the appropriateness of any proposed countermeasure;

- The effectiveness of the implementation plan in addressing the requirements of the Social Services and Well Being (Wales) Act 2014.

## **Way Forward**

18. Tony Young (Director of Social Services) and Nichola Poole (Regional Lead – Sustainable Social Services) have been invited to Committee present the briefing and answer any questions Members may have.
19. Members are invited to consider the information set out in this report and to identify any issues on which they would wish to receive further information.

## **Legal Implications**

20. 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**

21. 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. These financial implications will need to be considered before any changes are implemented. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **RECOMMENDATIONS**

The Committee is recommended to:

1. Consider this briefing paper and provide comments or advice to the Cabinet Member and Director of Social Services.

**DAVID MARR**  
**Interim Monitoring Officer**  
**8 March 2016**

**TONY YOUNG**  
**Director of Social Services**