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Welsh Government

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# Making Social Services Better

Putting **parts 3 and 4** of the  
Social Services and Well-being (Wales) Act 2014  
into action



A consultation for young people

## We've got good social services in Wales but the Welsh Government are making them even better.

Social services help families and individuals when they need help.

They also help children and young people:

- when they're in danger of being hurt;
- when they have family problems;
- when they have a disability;
- when they're in trouble with the law or police;
- when they're looked after in care; or
- when they aren't being looked after as they should be by their families.

## A new way of doing things.

In 2014 we made a new  
**Social Services and Well-being (Wales) Act.**

*(An Act makes changes to the law.)*

This new Act sets out everything that local authorities (councils) have to do to help people in their area.

It has 11 parts that cover everything social services do and this booklet is about parts 3 and 4.

To read about the whole new Act  
- click here:



## Getting ready

Everyone working in social services will be changing the way they work and using this new Act from April 2016.

So we're putting together the new arrangements (steps) now so that everyone understands what the new Act means and what they need to do.

The arrangements will include:

- The Social Services and Wellbeing (Wales) Act itself
- New rules (regulations) that can be made because of the Act
- Codes of Practice (guides) for everyone who works in social services to follow.

This booklet tells you about some of the new rules and the Code of Practice that we have developed for Parts 3 and 4 of the Act.

We have already asked some people working in social services about these but we want to know what you think.

After this we'll send the codes and the regulations to the National Assembly for Wales for them to agree in time for everyone to start working to them from April 2016.



## What is Part 3 about?

Part 3 of the Act means that everyone has a right to have their needs looked at. This means sitting down with people and working out what needs to happen to improve their situation, what they can do and what we need to do. **We call this an assessment.**

Local authorities have to involve the person having an assessment and their families. They have to listen to their opinions about the decisions that affect their lives.

This includes looking at the needs of people who are carers and young carers.

**We'd like to look at:**

## Assessments

— meeting people's needs.

## Assessments — meeting people's needs.

We want to make sure that all assessments are simple but that they're carried out in the right way and meet people's needs.

The new rules say that every assessment must at least cover these five main areas:

- their personal goals or the outcomes they'd like to see;
- what things would stop them reaching their goals;
- what's going on in their life and around them;
- their own strengths and what things they can do to help themselves; and
- the risks.

If someone has a lot of different needs in different areas then the assessment will have to go on to look at other areas to make sure they get the support they need.

At the end of the assessment the person will know what the local authority will do to help and what things they can do to help themselves.

The Code of Practice will help to make sure that each local authority carries out their assessment to the same high level and in the same way.



## What is Part 4 about?

Part 4 of the Act means that when a local authority does an assessment they have to look at what support and care people have a right to have from the local authority and what they can do for themselves. **We call this their eligibility.**

**There are two areas we'd like to look at in this part of the Act:**

**Care and support plans** — setting out the steps for people to reach their goals.

**Direct Payments** — helping people choose.

### Care and support plans — setting out the steps for people to reach their goals.

The new Act means that everyone who has a right to support must have a care and support plan that is regularly looked at and changed if needed.

The Code of Practice means that all care and support plans must be done in the same way, no matter where someone lives in Wales.

Every plan must have:

- the person's goals and how they want to reach them;
- what needs the plan will meet;
- who does what;
- what's needed (including money) and where will it come from;
- how to check the plan and make changes if needed;
- who is the main contact person who will make sure the plan happens.



## Direct Payments — helping people choose.

When money is given to people so they can choose what support and care they want we call this direct payments. This gives people more control over the decisions in their lives.

The new Act makes it possible for even more people to choose to get direct payments.

The new rules mean that:

- we're removing the rule that says some people shouldn't have direct payments - like those with drug or alcohol problems - although we will make sure people are kept safe;
- people can buy their care from local authorities if they want;
- they can employ someone in their family if they need to; and
- local authorities will be more open to look at new ways to meet people's care and support needs if they want.

The Code of Practice will set out steps to help local authorities deal with direct payments so it is the same across Wales.

## Thanks for reading this.

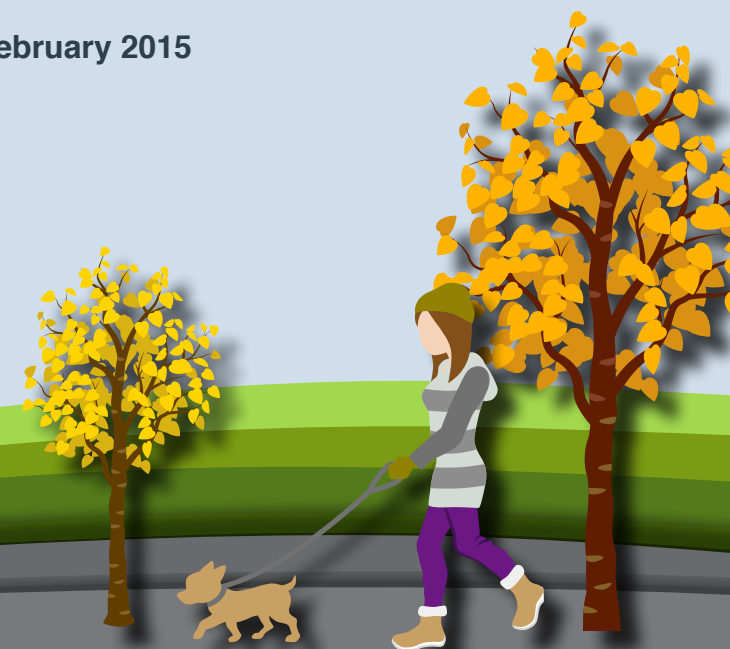
Please fill in the questions below and send your answers to:

[sswbimplementation@wales.gsi.gov.uk](mailto:sswbimplementation@wales.gsi.gov.uk)

or:

Sustainable Social Services Implementation Branch  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

**by 2 February 2015**





## Questions:

Do you think the new rules and the Code of Practice that we have developed for Parts 3 and 4 of the Act are a good idea?

Yes

No

Don't know

Do you think we have left anything important out when making these plans?

Yes

No

Don't know

Comment:

Comment:

