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Welsh Government

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Making Social Services Better

Putting **part 10** 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 is 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
- when they aren't being looked after as they should be by their families
- when they leave care and are supported to become adults.

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 part 10.

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.

We're putting together the new arrangements (steps) now so 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 part 10 of the Act.

We have already asked some people working in social services, and some children and young people, about these - but now 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 10 about?

Part 10 of the Act covers social services issues that aren't covered in the other 10 parts.

These include what local authorities have to do to:

- give people the support they need to be able to have a voice, give an opinion and be involved in decisions that affect their lives
- make sure everyone including children and young people get the support they need to be heard.

This part of the act is about advocacy.

i **Advocacy services** - give you help and support when you need it. They can also connect you to other people who can be your advocate.

One of the purposes of advocacy is to safeguard people at risk of harm and abuse.

i **Advocate** - someone who can help you be heard when you feel like your opinions are not being listened to.

This can be a family member, a friend or someone independent connected to you from advocacy services.

Advocacy

Local authorities must have advocacy services available for people to use.

The code of practice sets out:

- how advocacy helps people
- the different types of advocacy
- how to let people know about advocacy services
- how to make sure people get information and support to make decisions about advocacy
- how to assess (check) how much advocacy and support someone needs
- when advocacy should be paid for and when it should be free

The code of practice also explains when someone shouldn't be an advocate and when there's a need for an independent advocate.



Thanks for reading this.

Please fill in the questions and send your answers to:

sswbimplementation@wales.gsi.gov.uk

or:

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

by 31 July 2015



Questions:

Do you think the new rules and the Code of Practice that we have developed for Part 10 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: