



Rules and values for social prescribing

What is social prescribing and what you should expect



How to use this document



This is an Easy Read version of: **Core standards and values of social prescribing in Wales.**



You might need help to read it. Ask someone you know to help you.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

Website:

gov.wales/national-framework-socialprescribing

Email:

NationalFrameworkforSocialPrescribing@gov.wales



Hawdd ei Ddeall Cymru
Easy Read Wales

[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

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What is social prescribing



Social prescribing is a way of helping you get the support you need. And find lots of ways to improve your health and **wellbeing**.



Wellbeing is about being happy, healthy and comfortable with your life and what you do.



Social prescribing means helping people find local groups, activities and services that support them.

Many people can use social prescribing, including:



- Health and care staff, like your GP, community nurses, and social workers.



- People working in the community, such as staff in charities or community centres.



- Support workers, volunteers, or other trusted people who help you.



They can refer you to a **social prescribing practitioner** to connect you to groups and services in your community.



A **social prescribing practitioner** is a person who helps people with social prescribing as part of their job.



Social prescribing looks at what matters to you. And supports you through things you are interested in.



For example, you may be supported through a walking group, or art classes.



Social Prescribing helps with lots of different things. It joins up your health and care with services in your community, so you are supported as a whole person.

This helps with things like:



- Reducing loneliness and making you feel part of your community.



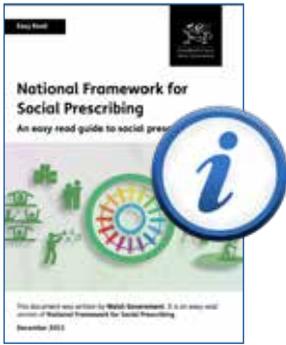
- Getting advice and support to deal with issues, like debt and housing.



- Getting support early, before problems get worse.



- Reducing pressure on healthcare services, because you are supported in other ways.

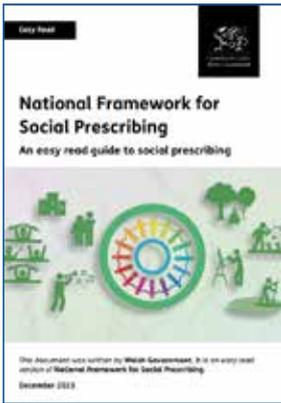


There is more information about social prescribing in the [National Framework for Social Prescribing Easy Read guide](#).



We have also made a [video to help explain Social Prescribing](#).

About this guide



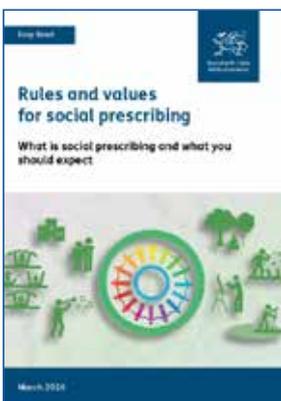
In 2023, we wrote the [National Framework for Social Prescribing for Wales](#).



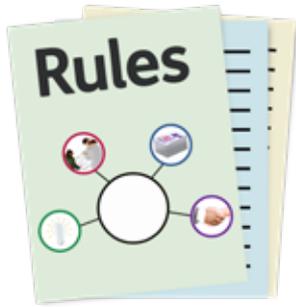
The Framework has guidance and information for **social prescribing practitioners** - The people who connect you to groups and services to help improve your health and wellbeing.



We want to make **social prescribing** a trusted part of health and care services.



This guide gives further information, to make sure **social prescribing** is done in the best ways.



It is about the rules and values we expect **social prescribing practitioners** to follow.



The rules and values are also for people who:

- plan
- manage
- and fund social prescribing.



They also help everyone understand what good **social prescribing** looks like.

Rules for social prescribing

Rule 1: Person-centred approach

What this means:



A person-centred approach means support should focus on what is important to you. You should be involved in planning your support.

Example:



A **social prescribing practitioner** takes time to build trust, listen carefully, and make a plan with you. They check often to make sure the plan still meets your needs.

Rule 2: Fair access for everyone

What this means:



Services should be fair and easy for everyone to use. They should remove barriers and include people who may not usually get support.

Example:



Services reach out to people who need extra help. They offer different ways to get support. And give more time and support to people with complex needs.

Rule 3: Keeping people safe

What this means:



All staff involved in social prescribing know how to keep you safe.



Staff protect you from harm whilst also helping you make your own choices. There are clear rules about what to do if there are concerns.

Example:



Staff notice problems early. They share important safety information when referring you to services and groups.



Staff are trained to keep people safe. They ask for extra help if a situation is too serious for them to handle alone.

Rule 4: Understanding trauma and building trust



Trauma is when something bad happens, and it makes someone feel sad or scared for a long time.

What this means:



Staff understand the impact **trauma** can have. Support should help you feel safe. It should respect your choices and past experiences.

Example:



Staff take things slowly, create calm spaces and build good relationships. They offer activities like walks, art, or support.

Rule 5: Support at every age

What this means:



People get support at every stage of life. The focus is on helping early, stopping problems, and respecting children's rights.

Example:



Children and families can join local play, youth, or family activities.



Older adults are supported to stay active, involved, and connected in their communities.

Rule 6: Support in Welsh



What this means:

People can get support in Welsh. This shows respect and care.

Example:



Support is offered in Welsh from the start. Staff speak Welsh and give information in Welsh without being asked.

Things that underpin social prescribing



Caring for the environment: Being mindful of the impact of social prescribing on the environment and taking part in nature-based activities. Like gardening or walking groups.



Trained staff: Social prescribing practitioners are trained and supported to give good care.



Good leadership: Leaders connect social prescribing with health and community services.



Local activities: Staff offer health and wellbeing activities that meet local needs. And are easy for everyone to use. This is important for making social prescribing work in Wales.



Teamwork: Teams work together and share information clearly. For example, teams use online tools and give updates often.

Values in Social Prescribing



Communities are stronger when people:

- Feel safe.
- Respected.
- Supported.
- Able to make choices.



These values help everyone work together and make good decisions.

People who need support

Important values

People should feel they have:



- Respect.

- Choice.



- Trust.

- Confidence.

- Staff that understand your feelings and views.



- Privacy.

It is important that you:



- Feel listened to and supported.
- Get the right help and be part of planning it.



- Feel better and are able to get help in your community.



- Are treated as a partner in your care.
- Are given clear and respectful information.



- Can give ideas and feedback.
- Are not promised too much.



Social prescribing practitioner

This is the person who connects you to groups and services to help improve your health and wellbeing.

Important values

Social prescribing practitioners should have:



- Respect.

- Honesty.

- Caring.



- Flexibility.

- Creativity.



- Teamwork.

- Supporting the community.

Social prescribing practitioners should:



- Make referrals that match your needs and situation. A referral is when someone sends you to another service or person to get the help you need.



- Work well with community groups and value their work.

- Follow rules.



- Support community resources by working together.



- Communicate clearly and with care.

Community assets



This is something in your local area that can help people stay healthy and happy.

They can be:



- **Places** – like community centres, parks, libraries, or sports clubs.



- **People** – like volunteers, support workers, or group leaders.



- **Activities or Services** – like hobby clubs, exercise groups, arts, or wellbeing programmes.

Important values:

Community assets should:



- Work in open and clear ways.

- Involve everyone.



- Be flexible.



- Be fair.

- Work well with others.



- Be well organised and run.

What this looks like:



- Providing support that meets the needs of the community.



- Listening to feedback and making changes when needed.



- Working with partners and keeps clear roles.

- Clearly saying what it can and cannot do.



- Working with partners to help the community and asking for help if needed.

Checking if social prescribing works well

We can check by:



Keeping clear records and using the information gathered to make services better. Making decisions based on what is needed.



In 2025, research showed how organisations involved in social prescribing should collect information.



It says that we can check if social prescribing is helping people by using 3 simple questions:

- How much was done?
- How well it was it done?
- Did it help people?



Using tools: Check people's wellbeing, health, and confidence by using tools like:

- [Warwick-Edinburgh Mental Wellbeing Scale](#)
- [Office for National Statistics 4 measures](#)
- [Patient Activation Measure](#)



Follow up: See how support helps people in the long term.



Collect stories: Listen to people's experiences and feedback. To show how social prescribing helps people.



Share results: Show what worked using videos, surveys, or reports.



Celebrate success: Talk about people's work and show how many people were helped.

