



# Working together to write the Social Services and Well-being (Wales) Act

## How well did this work?



This is an easy read version of ‘**The co-productive approach taken to develop the statutory framework for the Social Services and Well-being (Wales) Act 2014. Qualitative research with Welsh Government stakeholders, Executive Summary**’

# How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need help and support to read and understand this document. Ask someone you know to help you.

Some words may be difficult to understand. These are in **bold blue writing** and have been explained in a box beneath the word.

Where the document says 'we', this means the Welsh Government.

For more information please contact:



Website: <http://gov.wales/statistics-and-research/co-productive-approach-taken-develop-statutory-framework-social-services-well-being-act-2014/?lang=en>



Telephone number: 0300 025 0536



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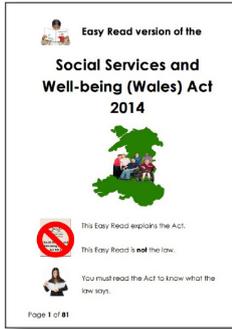
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# What is this about?



In 2014, the **Social Services and Well-being Act** became a new law. We wrote this in a different way to how we usually write new laws.



We worked together with different groups of people.

These groups were:



- **Social Services partners group** - this was for Social Services and organisations who work with them. Such as Health Boards and organisations that give care and support to people.



- **Leaders group** - this was for top managers in Social Services and organisations who work with them.



- **Citizens group** - this was for people who use our care and support services.



- **Small groups** - they looked at some ideas in detail to think about how they may work.



We wanted to find out how well this new way of working together to write the law worked. Could we do it better in the future?



We talked with 20 people from the groups to find out what they think.

# Working together

## Good things



- Most people said it was a really good idea to involve different people writing this new law.



- You said we had a good mix of people in the groups.

## What we can do better



- The citizens group had some young people at the start but they left. You said we need to think more about how to involve young people.



- The small groups said they needed more people from health. You wanted us to keep checking if enough of the right people were in the right groups.



- All the groups said more people needed to be involved. We need to go to communities, groups and staff to get their point of view. This will make sure we really know:



what it is like having care and support



what it is really like for staff doing the work



that everyone knows what changes may be coming.

# How involved were you?

## Good things

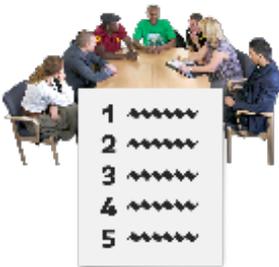


Some people said they were very involved. Others said more can be done to involve you properly.

### Leaders and small groups said:



- we did a good job of involving people



- it was good to have government people being honest about budgets and what is possible



- they always had a chance to say what they thought



- what they said was listened to and used. They liked it when they were told what was useful



- having **diversity** in the group was important to make sure nobody was missed out

**Diversity** means different people with different ways of living and culture.



- ideas they had were used and made a difference to the new law.



Some people think being told what things to talk about was useful.

### Citizens group said:



- it was important to have a chance to speak up



- the group respected each other so you felt comfortable saying what you think



- some people felt they were listened to and their ideas used. But some people felt they were not listened to and their ideas not used



- it was good to have ministers come to the group. People felt more listened to then



- some people did not think what they said made a difference to the new law.

## What we can do better



- involve you from the very start. You want to be involved in what needs to be talked about for a new law



- we need to tell you how we decide to use your ideas. And why we do not use some ideas.

# How well did the meetings work?



Some people in the leaders group and in the small groups said too many meetings happened in Cardiff.



The citizens group came from all over Wales and met in different places in Wales. They were happy with this as it made it fairer for everyone.



The leaders group said that always running the meeting in the same way could be changed. Sometimes having different things to do helps people think in different ways.



The small groups said that in future everyone needs to write what they think. This will mean everyone knows what others think before the meetings. It will mean more time to talk about ideas.



Not all the small groups had the same amount of time to meet. It is better for all groups to be given enough time.



The citizens group was mixed about the group leaders. Some said they were good at getting through everything.



Others said the leaders did not understand the new law properly. Some said they did not understand what life was like for them.



Some people in the citizens group said the support was good, especially the personal assistants. Those without a personal assistant may have liked one. This needs to be checked more often.



The citizens group want to talk more in smaller groups. It was hard to speak up in the big group.



It was good having everything in plain English or easy read. But sometimes everyone needed it explaining more.



Films were a good way to see and understand people's stories.



Some people used **Skype** in between meetings to talk about the new law. This was useful.

**Skype** is a way of using the computer to talk to someone else in another place either by sound or video.



Each group wants to meet the other groups more in the future. The one time they all met helped them understand each other's ideas more.

# Good reasons to work together to write a new law



With different groups involved, a new law is more likely to be accepted.



The law is better because different points of view are part of it.



The people involved understand the new law and how it works. They can tell others about it so everyone is ready for what they need to do.



There was more respect for the Welsh Government for asking people for their ideas.