

PROCESS EVALUATION FOR THE EVALUATION OF THE SOCIAL SERVICES AND WELL-BEING ACT



This easy read document provides findings from the Process Evaluation.



This is part of the Social Services and Well-being Act Evaluation. The Evaluation is known as the IMPACT study.

More information on the Act can be found in easy read form at:

<https://gov.wales/sites/default/files/publications/2019-06/social-services-and-well-being-wales-act-easy-read.pdf>

Welsh Government wants to know how well the Act has been working in Wales.

WHAT IS THE PROCESS EVALUATION?



The Process Evaluation looks at how the Act is being carried out. It also looks at how well the Act has been working in Wales.

It does this through the five principles:



1. Prevention



2. Well-being



3. Voice and Control



4. Co-production



5. Multi-Agency work

It also does this through looking at five groups:



1. Service Users



2. Carers



3. Families and Communities



4. Workers

5. Organisations

The Process Evaluation focusses on groups 4 and 5.



This helped us understand the work people are doing to carry out the aims of the Act.



We will speak to service users and carers in the next part of the study in 2021.



We spoke with professionals and organisations across Wales. We did this to understand if the Act is working well.

To do this, we used:



1. A survey which was sent to organisations and networks across Wales



2. Interviews with workers in four different parts of Wales. These were from important organisations in Wales.

Altogether, we spoke with 150 people and received 30 surveys.



All of the surveys and interviews took place before Covid-19. They took place between January and March 2020.

IMPORTANT FINDINGS

Principles of the Act



People liked the principles behind the Act.

But they said that more work needs to be done to put all the principles into practice.

Prevention



There were some good examples of prevention but this is not always consistent.

There were mixed experiences in having enough funding for prevention.

Co-production



There were good examples of co-production. These helped people to develop care and support services to suit them.

But people said that carrying out co-production properly was challenging.

Well-being



Well-being is important to people but can be difficult to understand. It can also be difficult to measure.



Supporting well-being means that people have to feel in charge of their care. They have to feel that can talk about what matters to them.

Voice and control



Workers are more aware of how they can help people have their say.



It is important to keep reminding people that they can speak up and be heard.

Multi-agency working



There were good examples of different types of staff working well together.

But there are gaps. It doesn't work well everywhere.



Trusting each other and having good relationships are important for teams working together.

Carrying out the Act



The Act has helped new ways of working.

Partnerships are much stronger because of the Act.



Training people in getting ready for the Act was useful.



Carrying out the Act isn't finished. There is more to do.



More people need to know what the Act is about. This will make sure that more people get what they need.

Local authority and social services

Assessments



Assessments were focused more on what people needed.



People said that they wanted to have more local control over how assessments were made.

'What matters'



'What matters' conversations were thought to be good. They help to find out what is important to people.

Outcomes



Measuring outcomes is difficult.

There is more to do to make this better.

Organising services



There is more to do to make sure things happen in the same way everywhere in Wales.

Keeping people safe



The new way of keeping people safe has been good.

It has helped people work better together.

Relationships with other workers

Good leadership is important to make services better.



The Act has helped to make relationships better. This is especially true for health and social services.



More time and more resources are needed to make even better relationships.



The voluntary sector works really well as a partner. But there are worries that it doesn't have enough money.

There are differences in how different people are supported. This needs to change.

Relationships with other organisations



Relationships between different organisations are important.

More work is needed to make these relationships better.



The size of some parts of Wales makes it difficult to work together.

Workforce



Workers need to be well supported to make things better.



Workers think it is important to work together with people to help them.

But workers are very busy. They have to support people who have lots of needs which is difficult.



It is hard to find enough people who want to work to support people.

Data



It is good that data can be collected in different ways. It is not just about counting numbers.



The Act has meant that there is much more focus on what matters to people.



Systems used to record information are sometimes helpful. But they can be frustrating to use.

There often isn't enough time to collect data properly.

Funding the Act



It was difficult that the Act came in at a time when there was a shortage of money.



Developing and running services on short-term funding creates problems.

There were some good things about making savings.



People were worried that there isn't enough money to help everyone who needs help.

CONCLUSIONS



There were lots of different views from people about how good the Act has been.

They thought that carrying out the Act has been good for some and not so good for others.

What should happen now?



1. Workers and organisations need to work well together.



2. Workers and organisations need to be given time and money to make sure they work together well.



3. Workers need to collect information to understand how well things are going for people, their carers, and their families.



4. There needs to be good communication and good working relationships between Welsh Government and local authorities.

What should the Welsh Government do next?



1. There needs to be long-term funding to improve services and help make sure people are supported well.
2. Health and social services should be given funding in the same way.



3. More workers need to know more about the Act. This would mean that people would have the care and support they need.



There is evidence of the difference the Act has made in Wales.



There is more to do to make sure the Act is working as it should be.

What will the study do next?



We will hear from service users, carers, families and communities.

Their voices will be heard.



We will see if the results in this report are the same or different.

For more information contact:

Professor Mark Llewellyn

University of South Wales

01443 483070

mark.llewellyn@southwales.ac.uk