

FINAL REPORT OF THE EVALUATION OF THE SOCIAL SERVICES AND WELL- BEING (WALES) ACT, 2014



This easy read document brings together all the findings from the IMPACT study.



This report 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 at:

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

What is the IMPACT Study?



The IMPACT study looked at how well the Act has been working in Wales.

It did this through the five principles:



1. Prevention



2. Well-being



3. Voice and Control



4. Co-production



5. Multi-Agency work

It also did this through looking at five groups:



1. Service Users



2. Carers



3. Families and Communities



4. Workers

5. Organisations

What have we been doing?



This final report brings together all our findings from the IMPACT study.

The other reports from the IMPACT study include:



The Framework for Change. This helped to understand the links between the Act and its impact on well-being and social services in Wales.



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



Service User and Carer Perspectives of the Act helped us understand their views about the Act.

It also helped us understand their expectations and experiences of care and support under the Act.



Bringing all the reports together helped us to think about how well the Act has been working in Wales.

How well has the Act been working in Wales?



Service users, carers, and the workforce support all the principles of the Act.



The Act and its principles help to support social service practice and delivery.

1. Well-being



The aim for social services to support well-being is seen as a positive by the workforce.

It is also seen as a positive by service users and carers.



2. Prevention

Organisations developed different types of support to help stop problems starting or getting worse.



3. Voice and control

Direct payments and information about rights help service users and carers to have voice and control.



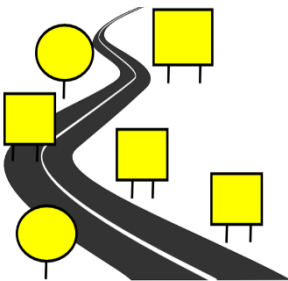
4. Co-production is firmly supported by service users, carers, and the workforce.

Trust, respect, and partnerships between service users, carers, and the workforce is important.



5. Multi-agency working helps new ways of working between professionals and organisations.

Sharing information, trust, and good relationships helps good multi-agency working.



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

The process of putting the principles into practice is seen as a journey.



Our findings also show the importance of including the voluntary sector to help deliver the Act.

More recognition is needed of their role.

What are the challenges to making the Act work well?



Since the Act was introduced, there have been many challenges.

These include Covid-19, Brexit, and the cost-of-living crises.



Challenges like Covid-19 disrupted the focus of putting the principles into practice.



Mixed with other challenges like a shortage of money for services have made it difficult to carry out the Act.



This has meant that the ways in which the Act was hoped to deliver change has been disrupted.



People have worked very hard to try and overcome all these challenges.

There are lots of good examples of work to continue putting the principles into practice.



But some problems continue.

What does this mean?



The story of how the Act has been working in Wales is not straightforward. It is messy and complicated.



When the Act was first developed and passed as law, people felt positive about the change it could make.



When the Act was introduced and put into practice, the workforce had positive and mixed experiences.



Service users and carers views of the Act in practice, were more negative.

Their experiences of the Act were mostly not being able to achieve what they wanted from their care and support.

What are our conclusions?



Through the principles, the Act set out what social services should look like for people in Wales.



But ideas of what the Act was meant to do and people's experiences of the Act are different.

Hopes for care and support to be made better through the Act have not been met.



This has meant that people feel upset that their expectations of the Act and its principles have not been met.



The journey towards reaching what the Act set out to do is not complete.

There is still work to do.

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