

SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014

The main principles underpinning the Act:
voice and control, prevention and
early intervention, well-being,
co-production and multi agency



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Introduction

Implementation of the Social Services and Well-being (Wales) Act 2014 requires very significant changes in the way social services are planned, commissioned and delivered, characterised by a stronger emphasis on:

- increased citizen engagement and ensuring **voice and control** for people who need care and support, and carers who need support
- **prevention and early intervention**
- the promotion of **well-being**
- **co-production** – citizens and professionals sharing power and working together as equal partners
- **multi agency** working and co-operation.

WHAT'S IN THIS SECTION?

An outline of what the codes of practice and guidance say about these main principles.

Further information and links to relevant learning resources about voice and control, prevention and early intervention, promoting well-being and asset-based approaches, co-production, and multi agency working and collaboration.

A blend of different materials, including presentations, research and evaluation reports, briefings, videos and links to other useful websites.

What do the codes of practice and guidance say about these principles?

Welsh Government's Code of Practice and guidance on the exercise of social services functions and partnership arrangements in relation to Part 2 (General Functions) of the Social Services and Well-being (Wales) Act 2014 (the Code).

The Code provides more detailed information about these principles and their relationship with other overarching duties including the relevant UN Principles and Conventions and Welsh Government guidance. The following outline should therefore be read in conjunction with the Code of Practice and guidance, and **the Act itself**.

Chapter 1 of the Code sets out the context for the Act's approach, and its associated regulations and guidance. It provides a focus on:

- the well-being of people who need care and support, and carers who need support; rights and entitlements; and empowering people to have a new relationship with social services. It's about supporting people who deliver social services and empowering them to co-produce solutions with people who need care and support, and carers who need support.

Well-being

The principle of **well-being** is at the heart of the Act:

- it links to the role that prevention and early intervention can play in promoting well-being and how people can be empowered by information, advice and assistance. It involves people in the design and operation of the services they use. The Code of Practice also puts in place a system where people are full partners.

Well-being refers to the well-being of a person who needs care and support, and carers who need support, and includes the following:

- physical and mental health, and emotional well-being
- protection from abuse and neglect
- education, training and recreation
- domestic, family and personal relationships
- being able to participate and contribute to society
- respecting and securing rights and entitlements
- achieving social and economic well-being
- having suitable living accommodation.

In relation to a child, well-being also includes physical, intellectual, emotional, social and behavioural development, as well as "welfare" as that word is interpreted for the purposes of the Children Act 1989.

In relation to an adult, well-being also includes control over day-to-day life and participating in work.



The **well-being duty**, as set out in Section 5 of the Act, requires any person exercising functions under the Act to seek to promote the well-being of people who need care and support, and of carers who need support. This overarching duty applies to all persons and bodies exercising functions under the Act, including Welsh Ministers, local authorities, local health boards and other statutory agencies.

However, to discharge this duty, responsibility for well-being must be shared with people who need care and support, and carers who need support. Persons exercising functions under the Act must recognise people as assets and empower them to contribute to achieving their own well-being. To promote well-being, local authorities need to understand what matters to people and the well-being outcomes they wish to achieve. Paragraph 31 of the Code sets out the relationship between the different aspects of well-being outlined above and the national well-being outcome statements.

A local authority must **promote well-being** for people who need care and support, and carers who need support, when carrying out any of its functions in relation to a person who has needs for care and support. This includes people who do not have needs that meet the eligibility criteria, but who do have needs for care and support that may be met in other ways. For example, via the provision of information, advice and assistance, and preventative well-being services.

The Code explains how local authorities must:

- use information about people's well-being to **inform the population assessment**
- include a focus on **delaying and preventing** the need for care and support
- put in place a system that provides people with the **information, advice and assistance** they need to take control over their day-to-day life and achieve what matters to them
- seek to **empower people to produce innovative solutions** for delaying, preventing and meeting the needs for care and support through local networks and communities
- ensure that people have **greater voice and control** over the care and support they receive by actively involving individuals in decisions about their lives, including when **assessing and meeting needs**
- in relation to **co-operation and partnership**, work with all their functions within that local authority and other relevant partners that are identified as essential to help people achieve well-being
- ensure that **providers from whom they commission or procure services** encourage and enable the involvement of all people in designing the shape of services and how they will operate to deliver well-being outcomes, and that providers involve people in the evaluation and review.

Anyone providing care and support must ascertain and have regard to an individual's **views, wishes and feelings**, and have regard to the importance of promoting and respecting the **dignity of an individual**. Local authorities must take these into account when identifying, assessing and supporting people to achieve well-being outcomes, what matters to them and their needs for care and support.

Anyone providing care and support must also have regard to the **characteristics, culture and beliefs** of the individual (including, for example, language) and local authorities must consider an individual's circumstances and ensure these are reflected when promoting their well-being.

The Act's definition of well-being includes "securing rights and entitlements". For many Welsh speakers, language is an integral element of their care, and securing rights and entitlements will include being able to use their own language to communicate and participate in their care as equal partners. The Welsh Government has established a strategic framework for Welsh language services in health, social services and social care, **More Than Just Words**.

The Hub's section on the **Principles of the Act** includes an information pack developed by the Welsh Government to help staff in the health, social services and social care sectors provide an 'Active Offer' to service consistent with the objectives of More Than Just Words. It includes information on delivering the Active Offer for social services, social care and health, as well as a link to supporting video material.

The other main principles have been referred to as an integral part of the discussion on well-being and are outlined in more detail below.

Voice and control

Having a strong voice and real control is central to the Act as this optimises everyone's opportunity to achieve well-being and an appropriate level of independence. Everyone has a right to be heard as an individual and as a citizen. Citizen engagement is a central theme of the Act and advocacy has an important role to play in underpinning the wider requirements of the Act in terms of well-being, safeguarding and prevention. It can greatly assist people with expressing their views and making informed choices.

Prevention and early intervention

Prevention and early intervention are at the heart of the Welsh Government's programme of change and there is a clear need to focus on these principles to ensure that social services are sustainable for the future. Promoting well-being must include a focus on delaying and preventing the need for care and support to avoid escalation. It follows that appropriate information, advice and assistance must be made available at the right time and in the right place to enable people to retain control over their day-to-day lives and achieve what matters to them. Local authorities must empower people to produce innovative solutions for delaying, preventing and meeting the needs for care and support through local networks and communities. In this context, Chapter 4 of the Code explains the duty under Section 16 of the Act to **promote social enterprises, co-operatives, user-led services and the third sector**.

Co-production

The Codes defines **co-production** as:

a way of working whereby practitioners and people work together as equal partners to plan and deliver care and support.

It's an approach that:

- recognises people as assets who have a positive contribution to make to the design and operation of the services they use and that builds on capabilities
- develops mutuality and reciprocity
- invests in networks to share information
- supports and empowers people to get involved with the design and operation of services
- empowers people to take responsibility for, and contribute to, their own well-being
- ensures that practitioners work in partnership with people to achieve well-being outcomes at an individual and service level
- blurs distinctions between providers and people who need care and support and carers who need support
- involves people in designing outcomes for services
- facilitates rather than delivers services.

The principles and practices of co-production are intended to build the local core economy of people exchanging their skills, interests and time. They will help shift the emphasis towards support, which is created through the shared interests and common commitment of people with an investment in it. Social enterprises, co-operatives, user-led services and third sector organisations are types of organisation that lend themselves well to applying co-production principles because they are often democratic membership organisations.

A separate guide is available in relation to **Planning, Commissioning and Co-production**.

Multi agency

Collaboration across organisations will help make sure the principles of voice and control are achieved through the design and operation of services. Section 162 of the Act requires local authorities to make arrangements to **promote co-operation** in relation to the exercise of all their functions relating to people with needs for care and support. For example, efforts to prevent or delay the development of care and support needs should be closely aligned to other responsibilities including housing, leisure and education. Relevant partners, such as the NHS, must comply with a request to co-operate in relation to the delivery of well-being outcomes except where this would be incompatible with their other duties.

Section 166 of the Act enables Welsh Ministers to require a combination of local authorities and local health boards to enter into partnership arrangements for carrying out specific functions. Separate draft regulations under Section 166 have been developed that will require each local health board and the local authorities within that local health board area to put in place a partnership arrangement to undertake the population assessment.

Where can I find further information and resources about these principles and how they operate in practice?

In practice, the principles of well-being, co-production, assets-based approaches, prevention and early intervention, often overlap and this is reflected in the various resources referred to below. While some resources have been grouped together, we have not attempted to present them under simple sub-headings.

The Hub's section on the **Principles of the Act** includes **What does the Act mean for me?**, a learning and development resource aimed at frontline workers to introduce important information about the Act and the principles that underpin it, as well as how these principles can be applied in practice. It includes introductory videos, a workbook, trainer's presentation and a practice example.

The Welsh Government has produced a **fact sheet** to provide information on the opportunities and relationship between the **Well-being of Future Generations (Wales) Act 2015** and the **Social Services and Well-being (Wales) Act 2014**. It provides a brief overview of both acts and how they can work together in practice e.g. in assessing the well-being of the local area, working in partnership and planning in response to the assessments.

Prudent Healthcare: Securing Health and Well-being for Future Generations (2016), a presentation by Alex Hicks, Head of Health Strategy Unit at Welsh Government, explains the key principles of prudent healthcare and its relationship with other developments, including the Social Services and Well-being (Wales) Act and the Well-being of Future Generations (Wales) Act.

A presentation to the Greater Gwent Health Social Care and Well-being Partnership (August 2016) provides an **Overview of the Social Services and Well-being (Wales) Act 2014** including the main principles, introduction to the different parts, and cross-cutting themes.

The Enabling State is a programme of work being undertaken by the Carnegie UK Trust to explore a new relationship between government and citizens, where citizens and communities have more control over their own well-being and how the state (and others, including the third sector) can play a more engaged and responsive role to help achieve it. The **resources** include video presentations, examples of **The Enabling State in Practice** and a series of **case studies** from across the UK. In 2016, the Carnegie Trust also published **Sharpening Our Focus: Guidance on Well-being Frameworks for Cities and Regions**.

The 2014 annual report of the Executive Director of Public Health, **Children and Young People are Our Future: An Asset-based Approach**, is one of a series of annual reports examining well-being at different stages of the life course. Previous annual reports have focused on **The Early Years – Building the Blocks for Future Life** (2011), **Health and Fulfilment in the Later Years** (2012) and **Resilient and Resourceful Adults: An Asset-based Approach** (2013). These are available [here](#).

A briefing paper published by the Welsh NHS Confederation considers **The Impact of Welfare Reform on People's Health and Well-being** (March 2015). This includes case studies and research that illustrate the profound effects welfare reform is having on the lives of disabled people, people affected by cancer, children, older people and carers in Wales. It also demonstrates the support available to people affected by the benefit changes and provides details of the organisations to which frontline professionals can refer and signpost people.



A presentation by Sally Holland (2014) considered the implications of the Social Services and Well-being (Wales) Act for child and family social work in Wales.

The Social Services and Well-being page of the Hub features a presentation by Ruth Henke QC about **Looked After Children under the Social Services and Well-being (Wales) Act**.

Since April 2016, young people in Wales have had a right to stay with their foster families beyond the age of 18, known as the **When I Am Ready scheme**. This change to the law came into force with the Social Services and Well-being (Wales) Act. The Welsh Government published **guidance** in March 2016 to assist local authorities in developing and implementing the scheme. The Fostering Network has published frequently asked questions, **When I Am Ready: Planning Transition to Adulthood for Care Leavers**, covering finance; entering and ending a When I'm Ready agreement; higher education; information for independent fostering providers and foster carers; recruitment; training and support for carers; monitoring; residential placements; young people not in education; pathway planning; supported lodgings; and special guardianship and legal protection. The Fostering Network has also produced a **When I Am Ready film**, on behalf of the Welsh Government, focusing on young people and looking at carers' and young people's concerns.

The Children's Commissioner for Wales has published **The Right Care** (2016), which explains children's rights in residential care in Wales and **A Plan for All Children and Young People: 2016-2019**.

De-escalating Interventions for Troubled Adolescents (2016), by the Public Policy Institute for Wales, is an expert roundtable report, which summarises evidence about the potential for de-escalating interventions in the lives of troubled adolescents.

Making Sense (Elliot and Roberts, 2016) is a report by young people on their well-being and mental health, and their experience of services, published by Hafal.

The Children's Commissioner has also published **Challenging the Negative Media Reporting of the LGBT Community** (2015).

The Cultural Competency Toolkit, developed by the equalities charity Diverse Cymru, provides guidance on how staff can take action to overcome the barriers that Black and Minority Ethnic (BME) people often face when accessing services because of difference in culture.

Social Work with Older People: A Vision for the Future (2014) is a report by eight social work academics from across England and Wales on specialist social work with older people concerned with 'maintaining and enhancing the quality of life and well-being of older people and their families, and with promoting independence, autonomy and dignity'.

The Welsh Government's **Carers Strategy for Wales** provides a framework for agencies to work together to deliver services and support to carers.

The **Carers Wales** website features a range of resources to support carers, including a self-advocacy toolkit.

New Approaches to Supporting Carers' Health and Well-being (2011) summarises evidence from the National Carers' Strategy Demonstrator Sites programme.

Dewis Cymru is a Welsh social care and well-being information website developed by the Social Services Improvement Agency (SSIA) in response to the new requirements on local authorities and the NHS in relation to providing information, advice and assistance as set out in Part 2 of the Social Services and Well-being (Wales) Act.

The Wales Council for Voluntary Action (WCVA) – Putting People at the Centre recognises that Wales needs a new relationship between people and organisations, and that ‘we all need to make a commitment to a new relationship of putting people at the centre’. WCVA has developed a suite of helpful e-leaflets on **Putting People at the Centre and Co-production**.

The RNIB’s **10 Principles of Good Practice in Vision Rehabilitation** (2016) cover initial contact, information, assessment, planning, service provision and the training needs of those providing services.

Praisesongs is a creative space and research resource dedicated to the celebration of older men and women of colour living in Wales and to the development of a digital story archive of their lives. The stories include: communication, life after cancer, unity, treat me as me, dignity is being heard, Chinese dignity and growing old gracefully. This resource was contributed by Dr Roiyah Saltus, Principal Research Fellow at the University of South Wales.

The **Big Lottery Fund** has supported a range of projects in relation to health and well-being. Its website includes a **thematic review of health and well-being**, which draws together the learning from different projects and identifies 10 key success factors: thinking strategically; being community-led; engaging volunteers; knowing your beneficiaries; applying skills and learning; being holistic and flexible; evaluating; marketing; having able staff; and ensuring an appropriate location and environment. The website also includes more detailed information on projects under specific programmes including: clinical care and prevention; health; healthy eating; mental health; palliative care; physical activity; and well-being. These programmes include resources in a range of different formats, such as information on case studies, evaluation materials and lessons on sustainability.

Promoting Children and Young People’s Emotional Health and Well-being (2015), published by Public Health England and the Children and Young People’s Mental Health Coalition, outlines a whole school and college approach based around eight main principles: leadership and management; school ethos and environment; curriculum, teaching and learning; student voice; staff development, health and well-being; identifying need and monitoring impact; working with parents/carers; and targeted support.

Other sources of information on health and well-being include:

- The **North Wales Cancer Network Patient Forum**.
- A series of videos on the experience and expectations of transgender people in relation to social care services, including an **introduction**, the **fears of older trans people, family issues** and **practice examples**, both **good** and **bad**.
- The **National Centre for Population Health and Well-being Research** is an all-Wales research centre developed as a partnership between the universities of Bangor, Cardiff and Swansea.
- The **Arts Council of Wales** website includes information about the role of the arts in health and well-being in Wales.
- The New Economics Foundation's **Five Ways to Well-being** project identified a set of evidence-based actions that promote people's well-being: **Connect, Be Active, Take Notice, Keep Learning** and **Give**. These activities are simple things individuals can do in their everyday lives.
- Advice and information about mental health and well-being is also available from **Five Steps to Mental Well-being**, an NHS Choices video, and **Health Challenge Wales**.
- The Children's Society report **Promoting Positive Well-being for Children**.

Other resources on asset-based approaches include:

- **A Glass Half-full – How an Asset-based Approach Can Improve Community Health and Well-being** (2010), published by the Improvement and Development Agency.
- **Animating Assets** is a partnership between the Glasgow Centre for Population Health and the Scottish Community Development Centre that has been established to help test asset-based approaches to improving community health and well-being. Their **Insight Report** (2015) provides an update on learning, including brief case studies.
- a report by Trevor Hopkins and Simon Rippon, **Head, Hands and Heart: Asset-based Approaches in Health Care** (2015), commissioned by The Health Foundation, includes an evidence review and case studies of asset-based approaches in health, care and well-being.
- Wakefield Council has published a number of resources on **Developing an Asset-based Approach to the Joint Strategic Needs Assessment**.

Co-production Wales and **Working With Not To** provide a wide range of resources on co-production, including case studies of not-for-profit organisations, information about training events and video presentations in Welsh and English.

Related resources are available on the **Scottish Co-production Network** website.

A report by the **New Economics Foundation** on **Commissioning for Outcomes and Co-Production** (2014) sets out a model for designing, commissioning and delivering services so that they focus on commissioning for outcomes and promoting co-production and social value. The Foundation has also developed a useful **Co-production Self-assessment Framework**.

Rethink Mental Illness has recently completed a Department of Health funded pilot project on **Co-production in Mental Health Commissioning**.

1000 Lives Improvement is the national improvement programme, supporting organisations and individuals with delivering the highest quality and safest healthcare for the people of Wales.

A report on **Co-producing Services – Co-creating Health** (2013), written by Mike Spencer, Ruth Dineen and Andrew Phillips was produced to help healthcare organisations and their teams successfully implement interventions to improve the safety and quality of care using a co-production approach.

A report by Andrews et al on **Developing Evidence-enriched Practice in Health and Social Care with Older People** (2015) summarises the lessons learned from an appreciative and collaborative approach to using a range of evidence in service and workforce development to promote a better life for older people. This study was part of the Joseph Rowntree Foundation's A Better Life programme. Further information on the **DEEP Project** – Developing Evidence Enhanced Practice – is available [here](#).

Working with NHS Wales, Welsh Government and education providers, **Workforce, Education and Development Services (WEDS)** aims to make sure that NHS Wales has a workforce with the skills to meet the demands of modern day healthcare. This includes information about **Workforce Modernisation** and the new **Learning@Wales** resource.

Other useful resources include:

- **Stories of Co-production**, a video by the New Economics Foundation.
- A video link to a presentation by **Ruth Dineen on Co-production** (2014).
- **co-production video by SPICE**.
- The Social Care Institute for Excellence (SCIE)'s guide to **Co-production in Social Care: What It Is and How to Do It** (October 2013) predates the Social Services and Well-being (Wales) Act but includes a series of practice examples with helpful video links.

There are parallels between the main principles of the Social Services and Well-being (Wales) Act – for example, promoting well-being, asset-based approaches and co-production – and **European social pedagogy**. The latter has been the subject of increasing interest in Scotland and parts of England. For example:

- The **Head, Heart, Hands programme** managed by The Fostering Network has introduced social pedagogy within foster care in sites across Scotland and England.
- **Derbyshire County Council**, in partnership with the University of Derby, has been exploring the introduction of social pedagogy across children and young people's services.
- In Scotland, researchers from the University of Edinburgh have undertaken an evaluation of a pilot project in adult social care – Roesch-Marsh et al (2015) **Social Pedagogy: Pilot Project Evaluation**.
- Further resources on social pedagogy are available [here](#) and [here](#).

The following websites include a range of helpful resources on citizen involvement, participation and promoting voice and control:

- **More Than Just Words**, the strategic framework for Welsh language services in health, social services and social care, stresses the importance of professionals in these services recognising “that many people can only communicate their care needs effectively through the medium of Welsh. For many Welsh speakers being able to use your own language has to be seen as a core component of care, not an optional extra”.
- The Care Council’s resource **Working in Welsh** provides further information about relevant training resources.
- Disability Wales’s **Transforming Social Services: Towards an Enabling Wales** toolkit sets out some of the key barriers to involvement and how these can be overcome.
- The Older People’s Commissioner for Wales has published an **Effective Engagement with Local Authorities** toolkit to support older people in ensuring their voices are heard by local authorities.
- **Voices From Care, Children in Wales**, the **Children’s Commissioner for Wales** and **Children’s Rights in Wales** can help local authorities and other organisations seek the views of, and facilitate engagement with, children and young people.

Other useful websites:

- The **National Principles for Public Engagement** in Wales includes links to the practitioner’s manual for public engagement and evaluation toolkits.
- **The Participation Workers’ Network for Wales.**
- **Young Wales.**

Many of the resources listed above are also relevant to prevention and early intervention, as well as to co-operation between partners. The following provide additional materials:

- An **Evaluation of Families First: Year 3 Report** (September 2015) has been published by Welsh Government.
- The **Big Lottery Fund** website includes reports on the prevention and early intervention programme.
- The **Joseph Rowntree Foundation** website features a range of resources on prevention and early intervention, including evaluation reports on the **Dementia Friendly Communities Programme.**
- **The Social Care Institute for Excellence (SCIE)** website has a large number of relevant and helpful resources, including reports, knowledge reviews and practice guides.
- Powys County Council’s **Fit for Purpose project, promoting independence** provides a good example of how different agencies – social services, housing, highways and the third sector – can work together to support older people’s independence.
- A report by Livingston et al, **Integration in North Wales: Localised Responses to National Agendas** (2015), explores how prepared local authorities and the health board are for the implementation of the Social Services and Well-being (Wales) Act in north Wales, as perceived by senior staff.



UN Principles and Conventions and Welsh Government resources

- **The United Nations Principles for Older Persons.**
- **The United Nations Convention on the Rights of the Child (UNCRC).**
- **The United Nations Convention on the Rights of Persons with Disabilities.**
- **Shared Purpose – Shared Delivery** is the statutory guidance for local authorities and their partners for developing Single Integrated Plans (SIP).
- **Devolution, Democracy and Delivery – Reforming Local Government: Power to Local People.**
- Welsh Government statutory guidance **Fulfilled Lives, Supportive Communities** commissioning framework and guidance applies to commissioning by local authority social services and to wider partnerships where social services are engaged. The guidance encourages partnership working.



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