Information, Advice
and Assistance

1. **If I provide advice or assistance to someone contacting the Information, Advice and Assistance service am I undertaking an assessment?**

If you provide advice and/or assistance to someone who contacts the Information, Advice and Assistance service you must have undertaken an assessment. The assessment is done through discussion and analysis of the five elements of the National Assessment and Eligibility Tool, albeit in proportion to the original enquiry. The obligation to complete all elements of the core data set in its entirety is only required if a care and support plan, or support plan for carers, is required. The [Part 3 Code of Practice](http://gov.wales/docs/dhss/publications/151218part3en.pdf) (Assessing the Needs of Individuals) provides more detail.

1. **When do I need to collect personal data from people?**

Personal data must be recorded when anything other than information alone is given. In all other circumstances, personal data will need to be collected and a record will need to be made. The National Assessment and Eligibility Tool must be used to record any personal data as this will help staff quickly identify if the enquirer has a care and support plan, a support plan, or has received advice and/or assistance from the Information, Advice and Assistance service on previous occasions. Chapter 5 of the [Part 2 Code of Practice](http://gov.wales/docs/dhss/publications/151218part2en.pdf) on Information, Advice and Assistance provides more detail.

1. **Where do I find the National Assessment and Eligibility Tool?**

A National Assessment and Eligibility Tool is being developed in partnership with ADSS Cymru. The tool includes a list of common requirements for all assessments of adults, children and carers, and is available on the [National Assessment and Eligibility Tool page](http://www.ccwales.org.uk/national-assessment-and-eligibility-tool/) on the Hub. Welsh Government will support ADSS Cymru to develop the tool with further resources if needed.

1. **Who has overall responsibility for the Information, Advice and Assistance service?**

The Director of Social Services has overall responsibility for the Information, Advice and Assistance service. Under Part 9 of the Act, local authorities and local health boards must work effectively together to plan and ensure the delivery of integrated services to meet the needs of people in their local area – this includes the Information, Advice and Assistance service. Regional Partnership Boards need to ensure that Information, Advice and Assistance is offered across their region in a manner, which is

accessible and suits the needs of their population. Chapter 5 of the [Part 2 Code of Practice](http://gov.wales/docs/dhss/publications/151218part2en.pdf) on Information, Advice and Assistance provides more detail.

1. **What skills and training does someone working in the Information, Advice and Assistance service need?**

Local authorities must establish a team which reflects a mix of skills and experience from a range of professionals and sectors to operate the Information, Advice and Assistance service. To undertake an assessment (i.e. doing more than simply giving information), staff must be suitably skilled, trained and qualified in undertaking assessments. The [Part 3 Code of Practice](http://gov.wales/docs/dhss/publications/151218part3en.pdf) (Assessing the Needs of Individuals) provides more detail.

1. **Is Information, Advice and Assistance an emergency service?**

No, there is no expectation that this service would be required to be staffed or available 24/7. However, local authorities may want to operate the service longer than a traditional 9-5 to suit the needs of their population. Local authorities will need to provide an easily accessible website to enable people to source information out of hours, and if they use this to direct queries, they should expect to receive a response from the local authority within three working days. Chapter 5 of the [Part 2 Code of Practice](http://gov.wales/docs/dhss/publications/151218part2en.pdf) on Information, Advice and Assistance provides more detail.

1. **Does the local health board have any role to play in the Information, Advice and Assistance service?**

Local health boards and/or NHS trusts must provide local authorities with information about the care and support it provides within the locality. This information must be relevant and accurate, and in a format that enables it to be used effectively within the Information, Advice and Assistance service to provide an integrated response to the local population. Chapter 5 of the [Part 2 Code of Practice](http://gov.wales/docs/dhss/publications/151218part2en.pdf) on Information, Advice and Assistance provides more detail.

1. **How will the directory of services, which supports the Information, Advice and Assistance service, be kept up-to-date?**

The directory of services is a key element of the Information, Advice and Assistance service in that it provides staff with the contact points of services operating locally within any given area, which they can use to signpost callers to preventative services in the community. [DEWIS Cymru](http://www.dewis.wales/) is an online portal, which has been developed by the Social Services Improvement Agency (SSIA), to support local authorities deliver their duty under the Act. The directory of services, which underpins DEWIS, will be updated in future by service providers. Organisations will take responsibility for updating their own data, and checks and balances have been incorporated to ensure the accuracy of

this data. Currently DEWIS is only operating in North Wales, but other regions will be invited to adopt this tool as a means of supporting their Information, Advice and Assistance service.

1. **How will a consistent approach/standard be maintained for Information, Advice and Assistance across Wales?**

The [Code of Practice on Measuring Social Care Performance](http://gov.wales/docs/dhss/publications/151005code-of-practiceen.pdf) sets out a number of standards that local authorities must deliver against, including the Information, Advice and Assistance service.

In addition, staff within the service who undertake assessments must be appropriately trained and skilled in assessments and use a consistent approach through the National Assessment and Eligibility Tool.

If [DEWIS Cymru](http://www.dewis.wales/) is adopted across Wales, it will provide a consistent way of supporting people with a consistent portal, regardless of where the individual is searching from.

1. **Does the Information, Advice and Assistance service need to provide
financial advice?**

Under Section 17 (Provision of Information, Advice and Assistance) of the Act, a local authority must establish and maintain a service for providing people in its area with information and advice in relation to care and support. This must include information and advice about the different care providers available in the local area, as well as information and advice to help people understand care charges, different ways to pay and money management. The [Part 4 and 5 Code of Practice](http://gov.wales/docs/phhs/publications/160106pt45en.pdf) (Charging and Financial Assessment) provides more detail.

1. **Will there be a charge for Information, Advice and Assistance?**

Local authorities cannot charge for information or advice. However, local authorities can charge flat-rate fees under Section 69 of the Act for preventative services and/or assistance it provides or arranges. The [Part 4 and 5 Code of Practice](http://gov.wales/docs/phhs/publications/160106pt45en.pdf) (Charging and Financial Assessment) provides more detail.