

**SUBJECT: The Provision of Information, Advice and Assistance (IAA) across Monmouthshire**

**MEETING: Joint Children and Young People and Adult Select Committee**

**DATE: 22<sup>nd</sup> November 2016**

**DIVISIONS/WARDS AFFECTED: All**

## **1 PURPOSE**

- 1.1 To provide members with a report which determines how Information, Advice and Assistance (IAA) is currently delivered across Monmouthshire (to ensure this meets the requirements of the Social Services and Well-being (Wales) Act and to set out proposals for the future model of IAA provision across the county.

## **2 BACKGROUND**

- 2.1 The Social Services and Well-Being (Wales) Act 2014 and associated reforms are the most wide-ranging set of changes to both adult and children's legislation in over 60 years. It is essential that local authorities and their partners (in provider, health, community and voluntary organizations) are able to make the underpinning aspirations of these a reality by reshaping social care provision as of April 2016.
- 2.2 The SSWBA introduces new duties for local authorities, local health boards and other public bodies, and covers adults, children and carers. The Act has a focus on families and communities. It highlights the role of public services in building on individual and family strengths and helping people to have a stronger voice. Individual responsibility choice and control and supporting meaningful and valued contributions to local community life are also key.

2.4 Part 2 of the SSWBA requires each local authority, with support of their local health board (LHB), to secure the provision of a information and advice service relating to care and support in their area (including support for carers) and (where appropriate) assistance (IAA) in accessing these.

2.5 In developing IAA to serve their local areas the local authority must ensure common elements as defined below:

- It will serve as a first point of entry and be sufficiently flexible, comprehensive, and responsive to deal with enquiries directly from citizens and queries/referrals from professionals. It should provide this service to wide range of client groups of all ages and abilities
- It will require IT systems and process to capture the core data set requirements
- It will provide information to help people understand how the care and support system operates within their area; the types of support services available; and how they can access these; and how to raise concerns about the wellbeing of people who appear to have needs for care and support
- This service will be available to all citizens whether they are likely to self-fund or be reliant on some level of local authority funding for their care and support
- It will allow citizens to begin the discussion of their care and support needs and to identify what they want to achieve (in terms of their wellbeing). It will offer first line assessment and a response which is proportionate to presenting needs
- It will present options and signpost citizens toward appropriate care and support, including advice on a range of preventative services available in the community
- It will be provided in a manner which is accessible/understandable to individuals i.e. large print, audio, easy read etc. and is accessible through a number of media e.g. a telephone conversation, a dedicated on line service, face to face consultation
- Where appropriate IAA will also actively assist people in accessing services e.g. booking appointments or commissioning services on their behalf, this may also extend to providing some level of care package management

### **3 WORK UNDERTAKEN IN MONMOUTHSHIRE**

- 3.1 A baseline of current local authority, voluntary and third sector IAA activity was established to determine compliance with the SSWBA and to inform proposals for the future of IAA provision. The accompanying report sets out detailed findings and proposals.

### **4 RECOMMENDATIONS**

- 4.1 Members are invited to read and scrutinise the accompanying report and approve next steps in taking this work forward.

### **5 KEY ISSUES**

- 5.1 The Social Services and Well-being (Wales) Act 2014 came into effect on 6th April 2016. Wellbeing and prevention are at the centre of the Act and the provision of IAA will ensure voice, choice and control for people in meeting their personal wellbeing outcomes and remaining independent of statutory services for as long as possible.
- 5.2 Part 2 of the Act requires local authorities to have in place an information, advice and assistance service as from April 2017. Data capture is required for which there are performance indicators and aggregated data measures.
- 5.3 Regional discussions have highlighted a difference in the interpretation of the duty to provide an information, advice and assistance “service” and models range from delivery at the front door of social services to multiple points within and across communities. As a result it is anticipated there will be a degree of incongruence in reporting and measurement across Wales. It may take some time to ascertain what good looks like in terms of Monmouthshire’s quantitative measures if comparisons are made with differing models of provision.
- 5.4 Initially the authority intends to measure advice and assistance from a point of delivery at statutory front door(s) but, as the attached report illustrates, this is not a complete picture of activity. Through the development of place based approaches, information, advice and assistance provision will continue to be mapped and co-ordinated and systems developed which will measure both the numbers of people who access this and, more importantly, the impact this has had on wellbeing at individual and community levels.

- 5.5 Monmouthshire has excellent foundations on which to build but there are challenges. The model for IAA proposed, incorporates Future Monmouthshire work streams and the development of place based community wellbeing approaches.
- 5.6 Members are requested to approve the next steps to take forward this work and to engage in early debate with Welsh Government civil servants to ensure our compliance with the SSWBA.

## **6. RESOURCE IMPLICATIONS:**

- 6.1 There are no resource implications arising from this report.

## **7. FUTURE GENERATIONS, SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS**

- 7.1 The programme has clear alignment to the sustainable development principles of being long-term; integrated; collaborative; involving people in its development and focusing on prevention. There are no safeguarding or corporate parenting implications arising from this report.

## **8. AUTHORS**

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