

# **The Provision of Information, Advice and Assistance (IAA) Across Monmouthshire**

## Background

The Social Services and Well-Being (Wales) Act (SSWBA) 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 are able to make the underpinning aspirations of these a reality by reshaping social care provision as of April 2016.

The SSWBA forms part of a suite of new laws issued by the Welsh Government which includes the Wellbeing of Future Generations (Wales) Act (WFGA) 2015. The WFGA makes clear the need for public bodies to consider the long-term impact of their decision making on future generations. It requires public bodies to engage and work better with people, communities and each other. The WFGA has a focus on early intervention and prevention and encourages a more joined-up approach. This new law introduces, for the first time, a duty upon public bodies to ensure what they do is sustainable. It has defined the principles of sustainability as long-term; integrated; collaborative; preventative and with full involvement of citizens.

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, helping people to have a stronger voice, more choice and control and supporting meaningful and valued contribution to local community life.

Central to the SSWBA is the **well-being duty**

This overarching duty applies to local authorities (or other individuals, organisations or services with delegated functions).

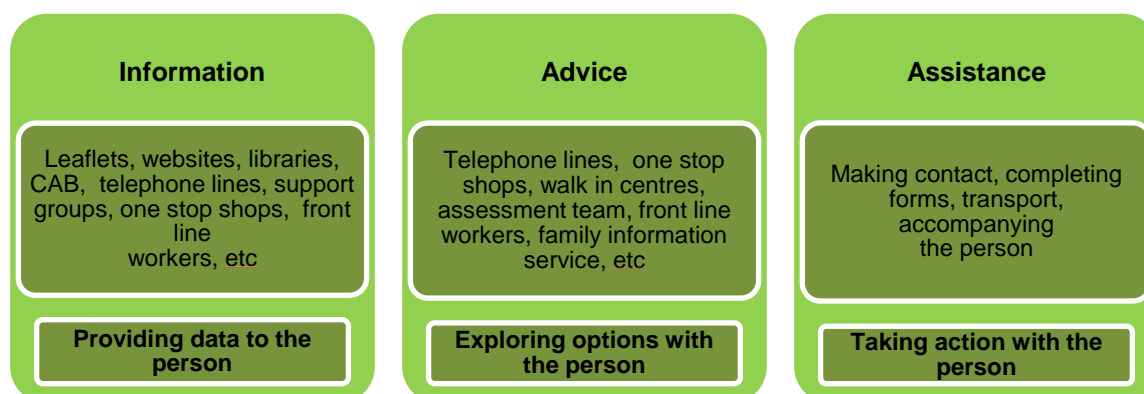
In meeting this duty, consideration must be given to what people can contribute towards achieving their personal well-being outcomes as well as how the appropriate level of care and support may help them to do so.

This will involve working alongside people to build on their individual strengths and abilities together with those of their family, friends and the communities in which they live.



*Well-being is defined with 8 common elements and a further 2 specific to either children (e.g. a child's physical, intellectual, emotional, social and behavioural development) or adults (e.g. participation in work).*

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



In developing an information advice and assistance (IAA) service the local authority must ensure the common elements 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, a 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

Further legislative duties for local authorities in the provision of IAA include:

- Section 27 of the Childcare Act 2006, requires local authorities to provide a Family Information Service
- The Education Act 1996 and the Special Educational Needs and Disability Act 2001 requires local authorities to provide services offering information and advice and a means of resolving disputes for parents of children with Special Educational Needs
- Section 60 of the Housing (Wales) Act 2014 requires local authorities to provide homelessness information and advice services
- The National Strategy on Violence against Women Domestic Abuse and Sexual Violence Act (VAWDASV), A Framework for Delivery 2016 to 2021 (currently out for consultation until 10 October) requires that all those subject too, or at risk of violence have easy access to IAA

## What We Did

The Chief Officer, Social Care, Safeguarding and Health, needed to be assured that the local authority was well placed to deliver information, advice and assistance to ensure compliance with the SSWBA duty, whilst meeting the wellbeing needs of Monmouthshire citizens.

Interviews with a selection of local authority services, voluntary and third sector organisations were undertaken. The aim being to establish how IAA is currently provided across Monmouthshire and to set out a model and approach which makes this accessible to all citizens across the county.

An interview structure was developed (appendix 1) to ensure consistent methodology and also so that key messages could be extrapolated.

Potential interviewees (appendix 2) were identified by corporate and voluntary sector colleagues. Individuals were selected to provide a representative range of local and national organisations with a presence in Monmouthshire.

## What We Wanted To Achieve

- To ensure that the local authority was able to meet the requirements of IAA as described in the SSWBA or to identify where it could not
- To determine what good looks like in relation to the delivery of IAA throughout the county
- To ensure that IAA is accessible to all Monmouthshire citizens
- Where possible, to identify how joint approaches for the provision of IAA could be established to ensure longer term sustainability
- To build on existing work in engaging and empowering local communities
- To align Monmouthshire's developments with other IAA initiatives in the region, to share learning and where possible offer a consistent approach to citizens

## Findings and Main Headlines

### 1. The Availability of Information, Advice and Assistance

*NB: The outcome of this work provides a snapshot of the IAA activity currently provided throughout Monmouthshire, it is not intended to be nor is it a comprehensive review.*

IAA is available from a range of providers, for all client groups and includes a variety of activity e.g. signposting to support, managing debt, and access to food banks. Citizens can self-refer to most IAA services. Staff and volunteers aim to provide a positive response even in the most complex of situations. Access is open and information is available in a wide range of formats, leaflets, posters, websites etc. Contact is through telephone, drop in and or face to face. Social media (Facebook, Twitter and YouTube) is being developed - and take up via these methods, particularly for the younger generation, is increasing.

## People make their own wellbeing decisions and choices

IAA support for carers is very good with a range of information (carer's handbook) advice (benefits) and practical assistance (local carer support workers, carer's emergency cards). Work has commenced on developing a young carers strategy.

Carers Week is an annual campaign which raises awareness of caring, highlights the challenges carers face and recognises the contribution they make to families and communities throughout the UK.

The authority values Carers Week as a time for carers to take a break so they can receive information, advice and support in a relaxing, fun and welcoming environment. All carers are encouraged to attend and through these events, those who need extra support or training to allow them to continue in this vital role have been identified.

Acorns Integrated Children's Centre is based in Abergavenny and is a hub of activity that hosts services that support local families.

The Acorn Project provides an open, easily accessible environment that is welcoming and non-oppressive to those who chose to access the centre. It is a well-respected service provision in the local community and, although referrals are made mostly by professionals, word of mouth has seen an increase in self-referrals.

Taster Sessions are offered to parents less able to manage group sessions in the first instance and this will often enable a growth in confidence on a personal level which then opens up other opportunities available to them.

The support offered is varied and includes Wait Watch and Wonder, Enjoy your Baby and The Teenage Brain Workshop.

The centre outreaches to Chepstow, Caldicot and Monmouth and in relation to IAA provides information, advice and assistance.

MIND Monmouthshire has increased participation with community groups, partners and other organisations.

100% of participants who have taken part in depression and anxiety management courses report an improvement in the ability to manage their mental health.

MIND has developed a strategy (Mind Monmouthshire Annual Review 2015) that, in partnership, provides information and/or advice to 10,000 people

## 2. Monmouthshire's Approach to its Communities

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*“We do not believe that Councils develop communities; we take the view that people that live in communities develop communities. These individuals, their families and their friends have a greater stake than we do in their place. Our role is to enable local people to engage with and build things that they are passionate about. We do understand that there are moments where we can lend direct support and make a difference. Our County that Serves programme puts our citizens at the heart of our efforts to develop local solutions to local challenges, citizens are galvanised, trained and supported to make an impact on the issues that matter most in their areas. We have people, resources and networks that we can deploy sensitively and thoughtfully. If we get this blend right, today's generations get to live great lives on their terms within resilient and sustainable communities and we all act as custodians for those yet to come.”*

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As a largely rural county the major towns draw citizens for core services and shopping.

The use and development of community hubs is an approach to provide sustainable locality based support. The hubs meet a range of IAA need, their provision is dynamic and organic and continues to evolve. Community education supports learning at the hubs via a range of courses both academic and skills based e.g. reading, writing and numeracy, cooking and job clubs.

Community hub managers are keen to use Wi Fi buses to visit rural hot spots to deliver an internet service.

They will also use this opportunity to engage communities and to provide information, advice and assistance.

The DEWIS (citizen wellbeing information portal) will be made available to these communities via the Wifi service.

**Communities  
share  
responsibility  
for their own  
well-being**

Social capital is high and the authority has used this to recruit, support and train volunteers. Volunteers are usually local people with local knowledge, connections and contacts which provides for a more resilient and sustainable IAA resource. In partnership with others, Monmouthshire has invested in volunteer coordination and developed a volunteer programme to support service delivery.

Schools within Monmouthshire are linked to locally based resources. Breakfast clubs and afterschool support for working but low income families are established in communities and enable safe care to be provided for children while parents develop their earning capacity.

The Supporting People Gateway is able to provide assessment and direct intervention for those with housing concerns. The Gateway also deals with a wider range of presenting issues including homelessness, debt management and signposting to other support. If longer term support is needed this is able to be brokered through contracts with other agencies.

For an overview of a range of projects and partnerships that support children and families to tackle poverty and reduce social isolation through IAA please open the link below.

[https://www.youtube.com/watch?v=mcw\\_yOV02ww](https://www.youtube.com/watch?v=mcw_yOV02ww)

Leisure centres across Monmouthshire offer information and advice re: general facilities and classes in addition to exercise programmes that cater for individual requirements.

Centres meet complex individual health needs through exercise referral schemes. GP's refer directly to this provision and Monmouthshire centres have the highest retention rates. Specialist nurses also in-reach to leisure centres to facilitate classes in pulmonary and cardiac rehabilitation.

At the front door of adult social care and health, integrated teams provide a first point of response from hospital and community bases. The approach called FISH (Finding Individual Solutions Here) operates between the hours of 9 and 5, Monday – Friday and ensures a range of staff including nurses, therapists and social workers are available to take calls and visits from the public and other professionals. A listen to understand conversation identifies immediate issues which need to be addressed and the most appropriate member of the team will provide information, advice and assistance as necessary.

For those with more complex needs who require an assessment, the integrated teams based at Mardy Park, Chepstow Hospital and Monnow Vale are able to work with the person, their family and carers to facilitate longer term solutions.

Greater assimilation of primary and community healthcare is being developed across the locality. Recent Care Closer to Home workshops have informed the development of a joint integration strategy which will progress and extend provision in line with NCN (Neighbourhood Care Networks)<sup>1</sup>.

The front door of children's services provides a single point of contact for anyone wishing to make an enquiry or who has a concern about a child or young person.

This service (the Family Support Team) is designed to ensure that the right children, young people and families get the right help at the right time. It does this by sharing information, assessing need and co-ordinating integrated help and support.

In relation to IAA, the Family Support Team offers information and advice about services and support available to children and their families and information about how practitioners can work together to support a child and their family.

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<sup>1</sup> 'A system of empowered localities, in the form of Locality Networks, which will be developed around natural communities as a key platform for local service planning and delivery. They will be built around Primary Care, Community and Social Care Teams'.

In addition the county council website provides information about childcare or any other support that could assist a parent or carer in their role

Organisations are working in partnership across all sectors at strategic and operational levels. There is evidence that the shared underlying philosophy is one of supporting people in their own communities to make sure information, advice and assistance, wellbeing and care and support needs are met.

Some organisations e.g. Bridges Centre in Monmouth have been a community based resource for many years. The centre hosts a wide range of activities e.g. befriending, support for young people in transition, tea dances, support groups for people with Parkinson's, Alzheimer's, and support for families via Homestart.

Monmouthshire Housing Association (MHA) provides a range of innovative social and preventative services alongside property provision. MHA works to improve the wellbeing of tenants through support for people to contribute to the economy of Monmouthshire and the in development of sustainable communities.

MHA works with a range of external organisations to establish projects that re-engage and empower people within their communities and the world of work. An example of this is 'in- work' support to ensure people remain committed and in touch with their work place.

MHA's Safe at Home team provide a range of practical and personal support for older people, the inclusion team deal with rent management, antisocial behaviours and money and benefit advice and the engagement team have established a "Dads Can" project for young fathers and Ziggy's – a dynamic reading scheme for parents of primary age children.

### 3. Team Monmouthshire

Without exception, those interviewed demonstrated a commitment to the communities they serve. Many live and work in Monmouthshire and have a clear understanding the needs of this rural landscape. Interviewees provided evidence of working toward a common goal with wellbeing, early intervention and prevention at the core of their work and activity. People are keen to solve problems at points of access and entry and there are few hands offs. The Council's priority of "building resilient and sustainable communities" is being operationalised at the front line of service delivery.

Staff across all organisations are creative, committed and entrepreneurial. Leadership and management permits freedom to act and develop support for citizens as required and blocks and barriers are overcome through a team approach. There is also positive support and engagement from local councillors and portfolio holders.

**IAA provision is  
co-ordinated  
and consistent**

Further investment in early intervention and preventative approaches (an outcome of the evaluation of the Community Coordination and Small Local Enterprise pilot) has established an infrastructure for greater collaboration and integration. The unifying feature of place provides a framework for "rolling in" information, advice and assistance and wellbeing support beyond that of traditional social and health care services, as is fitting for the needs of each local community.



## Measuring the Impact of Services

The SSWBA introduces a statutory requirement for local authorities to report on the provision of IAA by April 2017 - the range of quantitative measures are:

Performance Indicator:

- The percentage of adults who have received support from the information, advice and assistance service and have not contacted the service again during the year

Aggregate data return:

- The number of children and families who received advice or assistance from the information, advice and assistance service during the year.
- The number of adults who received advice or assistance from the information, advice and assistance service during the year

Regional discussions have highlighted a difference in the interpretation of the duty to provide an information, advice and assistance “service” and examples 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 and 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.

Initially, it is intended to measure advice and assistance from the point of delivery at the statutory front door(s) of adult and children’s services, but, as this 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 the systems developed which will measure the numbers of people who access these and, more importantly, the impact this has had on wellbeing at individual and community levels.

## What does good look like?

The purpose of social care and health in Monmouthshire is to:

***Help people live their own lives.***

Given the particular pressures of working with families and vulnerable children this includes:

***Enabling families and communities to keep children and young people safe and to reach their own potential.***

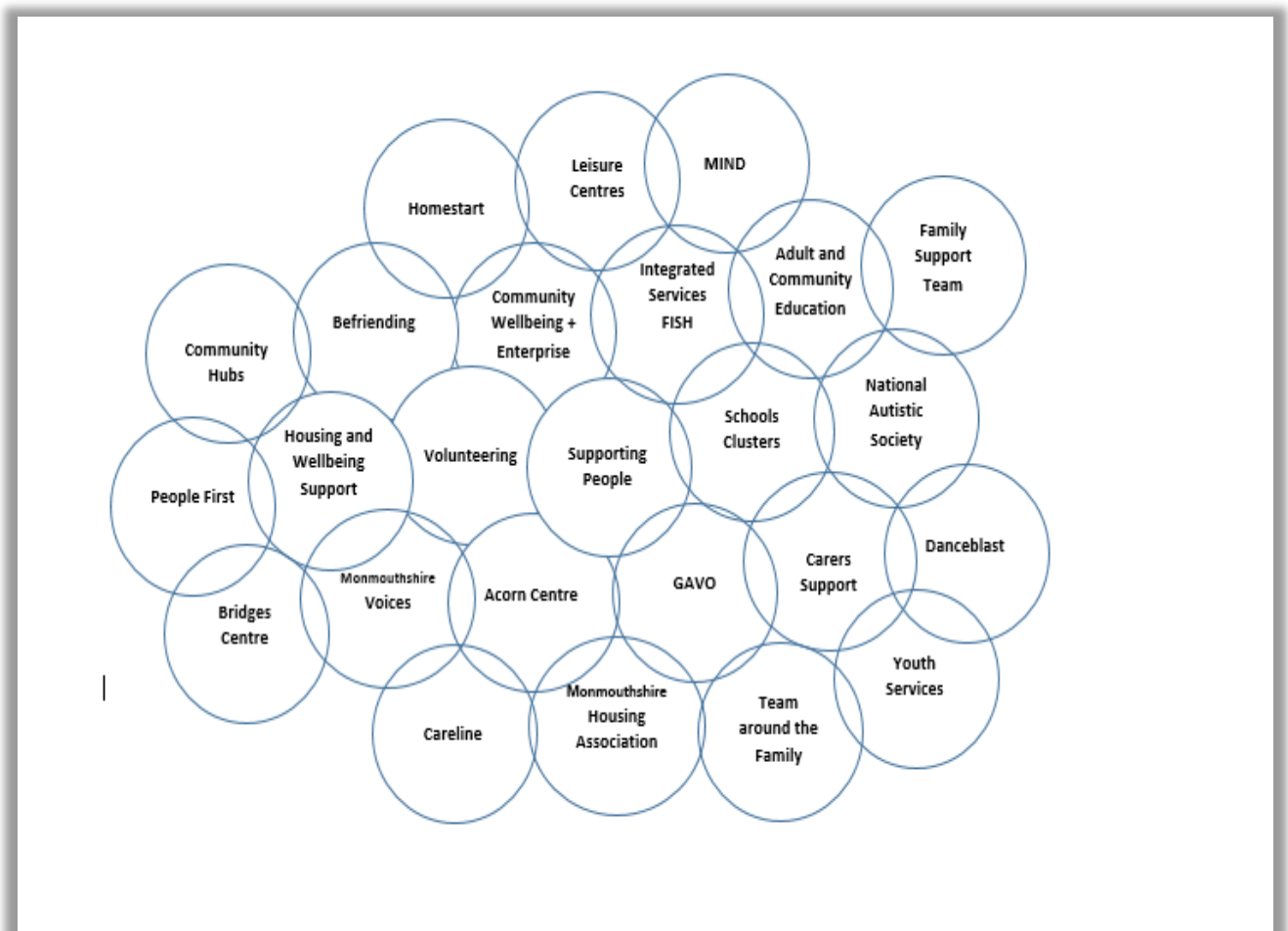
Key to this is the ability to intervene at the earliest opportunity and support people to build networks and connections and to find their own solutions to the issues they face.

**People are engaged,  
more confident,  
independent and  
involved with their  
networked communities**

## Health and social care resources and support are utilised to best effect

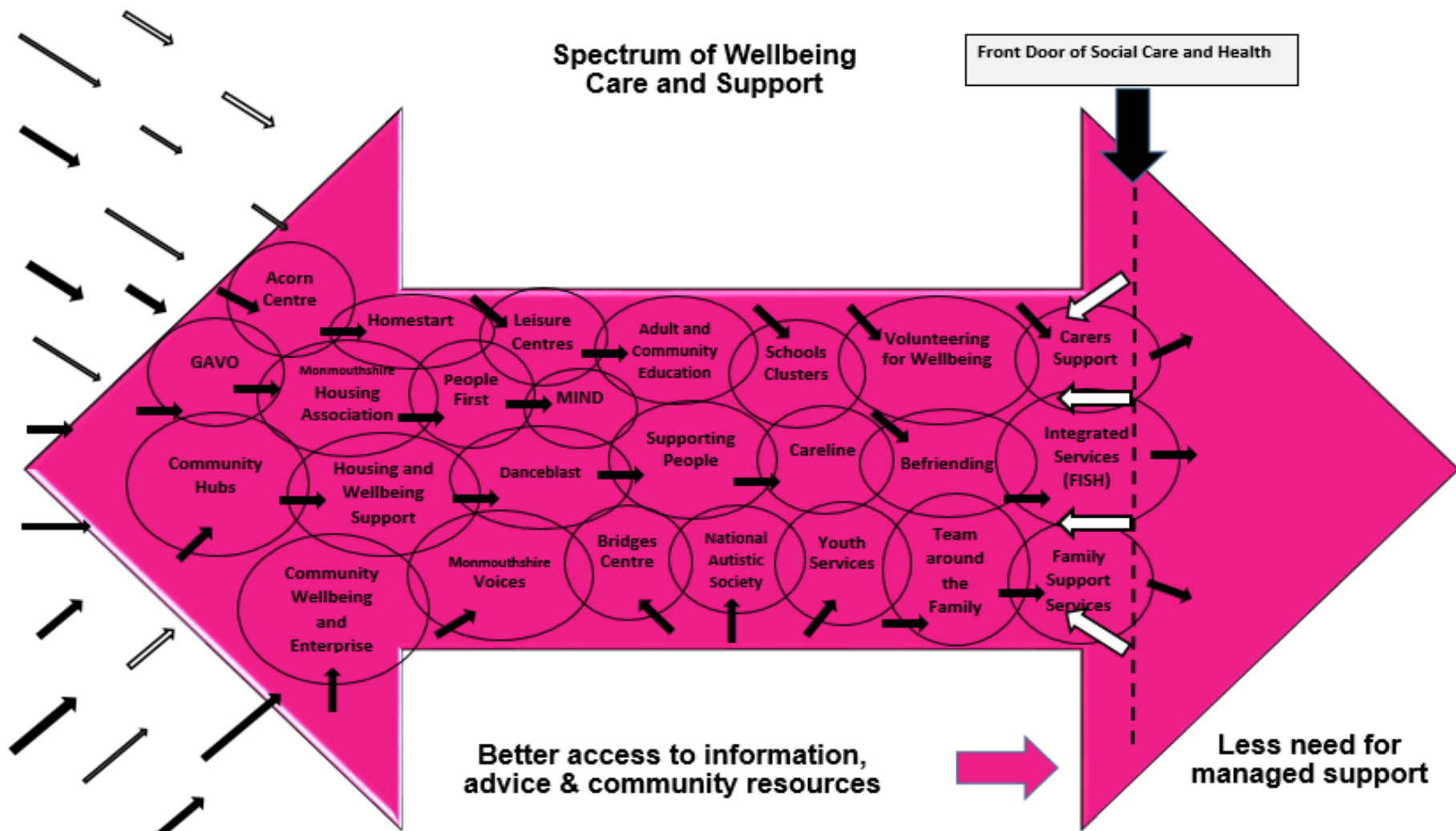
Information, advice and assistance is fundamental to enable people to take control of, and make well informed choices about their care and support. The provision of IAA helps people feel engaged, involved and supports full participation in wellbeing activities. IAA is a vital component of preventing, delaying or escalating a person's need for care and support.

The diagrams below provide a snapshot of the ways people receive information, advice and assistance currently across Monmouthshire. The first shows the people interviewed for this report, the second how, through their intervention, people who otherwise would be travelling towards the front door of social services are provided with real choice and control re: the support which best enables them to live well.



# Spectrum of Wellbeing Care and Support

Front Door of Social Care and Health



To meet the **wellbeing duty** of the SSWBA the intention is to build upon this foundation, offering the broadest access to information, advice and assistance possible to help people stay strong, safe and connected.

We will know this approach works when:

- it is place based<sup>2</sup>
- there are multiple front doors and robust wellbeing networks throughout Monmouthshire communities
- everyone is skilled up to have “what matters” conversations
- we know where people go to stay well
- we know what information, advice and assistance we provide, how and when and what is done with it
- we know exactly where resources are going and they are invested to achieve our purpose
- we use all available data to plan, develop and deliver wellbeing care and support
- we understand the skills and knowledge our communities possess and how we can support the development of this
- we have active individuals/communities
- we will be able to measure the impact IAA has on individuals, their families and carers

The effects of this will be that:

- People are engaged, more confident, independent and involved with their networked communities
- People make their own wellbeing decisions and choices
- IAA provision is co-ordinated and consistent
- Communities share responsibility for their own well-being
- Health and social care resources and support are utilised to best effect

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<sup>2</sup> *“Place-based working is a person centred, bottom up approach used to meet the unique needs of people in one given location by working together to use the best available resources and collaborate to gain local knowledge and insight”* Pugalis L and Bentley G (2014) place-based development strategies: Possibilities, dilemmas and ongoing debates, Local Economy, 19 561- 572

*“By working collaboratively with the people who live and work locally, it aims to build a picture of the system from a local perspective, taking an asset- based approach that seeks to highlight the strengths, capacity and knowledge of those involved”* Iriss on ...Place-Based Working

At community level, local authorities and their partners, are using **place based wellbeing teams** to *“develop creative ways of working, which overcome departmental or agency silos in order to make best use of the resources available within the area in question.”* Ageing Well – a whole system approach - a guide to place based working Local Government Association

## Challenges

### 1. Failure Demand

The SSWBA expectation of **co-producing** solutions with people, building on individual strengths and abilities provides a mandate for doing things radically differently. Learning to date however, has revealed a strong gravitational pull towards statutory provision and a belief that people's problems can be fixed with services. This is the case despite there being a wealth of alternative wellbeing support within communities.

The paths to our front door  
are so well trodden that  
people never explore  
other journeys that could  
take them to better places

### 2. Economics

The fiscal backdrop has had a significant effect on local authority services, voluntary and third sector organisations. Short term grants and reductions in statutory funding makes strategic planning difficult. This has a knock on effect - less money for wellbeing, early intervention and preventative services means behaviours and challenges, not managed at community level escalate to require statutory interventions.

For children and families the reduction in funding from Families First will have an impact on the range and impact of preventative services. Recent correspondence from Welsh Government advises that the Families First grant will continue for 2017 during which time there will be a transitory period with new arrangements in place by October 2017. Some services e.g. debt advice and training for employment will no longer be funded which is likely to have a direct impact on tackling poverty, and supporting people into work.

Conversely Flying Start has a stable funding base and as such is able to extend the support offered, but this is postcode based, with no provision for young children in those communities not included in the scheme.

### 3. Availability of Provision

There are waiting lists for some services across Monmouthshire. Specialist counselling and therapies for children and adults (MIND, Youth Services, and Families First) are particularly highlighted. There is also an increase in demand for additional provision e.g. for children with autism. All those interviewed who work with children and young people expressed concern at the availability of CAMHS (Children and Adolescent Mental Health Services) due to access thresholds and long waiting lists. Children with the most complex behaviours, who do not receive this early intervention and support, often end up requiring statutory mental health or child protection interventions at greater financial and human cost.

### 4. Data Collection and Data Sharing

This varies enormously across initiatives and funding streams and requires a range of documentation and reporting within differing time scales. Many IT systems are in place but as there is no connectivity between them, information cannot be shared between services and organisations. It is intended to develop the corporate CRM system to address internal IAA performance measurement and management across the broad range of corporate activity.

Interviewees for this report are working within a multitude of funding schemes e.g. Big Lottery, Supporting People, Intermediate Care Fund and the Carers Grant. Each of these require different recording and reporting requirements and have uncoordinated cycles for review. If an organisation is receiving two or more grants a disproportionate amount of time is spent preparing the necessary paperwork for monitoring and evaluation.

Monmouthshire Youth Service is a fundamental preventative service for young people from 11 to 25 years. It provides a range of support from youth centres in the main towns, therapeutic family and group work and play, young people's clinics, outdoor clubs, summer camps, education teams linking into all secondary schemes, Duke of Edinburgh awards etc.

The service is funded through the Local Authority, Families First, Health, European Grants, Welsh Government Grant and some others. Quantitative data requirements differ for each individual grant as do the detail of the reports and timescales for submission. Capacity is therefore taken away from delivery of the service in order to provide information to various funders.

Many grants are short term (often one off) making it difficult to strategically plan for the future. There appears to be duplication with the same monitoring information being required by a number of agencies. Even when organisations can evidence positive impact this doesn't guarantee the service will continue.

## 5. Assessment

The requirements of the SSWBA, stipulate that the **national core data set** is completed and a **proportionate assessment** is begun at the stage of supporting a person through the provision of advice and assistance. This poses difficulties, as is evidenced in this report, advice and assistance is provided by a range of individuals and agencies who have neither delegated responsibility to undertake care and support assessments nor compatible IT systems to record and share this information. Furthermore the notion of beginning an assessment (albeit proportionate) at this stage is not aligned to the aspiration of the SSWBA e.g. voice, choice and control for one's own wellbeing.

Past experience substantiates that the collection of core data and the mention of "assessment" early on in the development of supportive relationships causes a person to disengage due to concerns about where personal data will be stored or shared. The implications of this is that advice and assistance is seen as a statutory intervention and the stigma of involvement from social services is likely to prevent individuals and families from accessing the very support which will prevent further interventions.

## 6. Rurality

Although seen as a very affluent County (manifested in allocation of RSG) Monmouthshire has areas of rural deprivation and social isolation. It is therefore imperative that a model of outreach to these communities and individuals is further developed. Transport in rural areas is always a challenge. New community schemes are being tested using current resources available in the County but this is hampered by national transport schemes not being joined up or co-ordinated. Wi-Fi hot spots also create problems in accessing information and support.

## 7. Secure Estate

Monmouthshire has two secure estates within its county boundaries. Work is ongoing to establish front door clinics for direct access to the provision of information, advice and support and also to utilise the internal buddies' scheme as an internal response to provide support.

### Next Steps

This year will be a transitional one - the duty to collect performance information in relation to IAA begins in April 2017. Initially it will be difficult to measure what good looks like, and therefore comparing the authority's position with others nationally will be problematic for a time. As identified in this work, a range of local authority services, voluntary and third sector organisations all provide information, advice and assistance but their ability to capture and report on this or begin a proportionate assessment, as stipulated in the SSWBA Code of Practice, will not be possible for the reasons identified. Work has started in the region, and Monmouthshire plays a role in this, to clarify with Welsh Government, the exact performance and assessment requirements of the SSWBA IAA duty.

The full impact of information, advice and assistance will only be felt if it goes deep into communities. The approach presented in this report seeks to build on what is already available and move at scale and pace to develop this through the unifying feature of place. Already well established in adult services, this methodology is being extended to include children and families and will continue to optimise resources based on shared purpose and outcomes through expertise in the voluntary sector and the Supporting People Gateway.

Elements of the Future Monmouthshire work plan will bring about greater integration of approaches at community level - creating the conditions needed to further unlock social capital and helping people through IAA to support one another to find solutions to the problems they face.

Neighbourhood Care Networks form part of the landscape of public service delivery at local level. Recent Care Closer to Home workshops have identified the NCN priorities for Monmouthshire that senior managers in both organisations will take forward.

Understanding what matters to people is key to helping the articulation and meeting of personal wellbeing outcomes. Building upon facilitative models of support – collaborative communication, motivational interviewing and coaching - all colleagues providing of information advice and assistance will be supported to develop the skills and knowledge necessary to do this both consistently and well.

Mechanisms will be developed that ensure up to date information is available to all in our local communities. Promotion of the national DEWIS citizen wellbeing portal will be key to this as will fostering of a shared identity through the place based approach.

Using data available to the authority and that gathered via the Wellbeing of Future Generations and SSWBA Population Assessments Monmouthshire will better understand demand, trends and opportunities for the development of information, advice and assistance and more broadly wellbeing care and support.

The review of commissioning practices will help identify if resources are being utilised effectively or could be invested differently. A shift to greater preventative, early intervention provision is likely to reduce escalation of need for complex statutory intervention and therefore avoid costs over the medium to longer term.

## Conclusion

The performance framework of the SSWBA has five key elements. It must enable people to make informed decisions about their care and support, target resources and improve activity, enable Local Authorities to compare and benchmark to learn and improve, evidence the work they do by being responsible and accountable for LOCAL delivery and finally support and inform scrutiny and inspection.

Monmouthshire has utilised a range of community services and partnerships to ensure information, advice and assistance is available to all citizens. The authority is well placed to meet and develop this duty of the SSWBA in its broadest and most preventative sense through place based approaches, working alongside individuals, partners and local communities, to build reciprocity and resilience and ensure the right support is available at the right time and in the right place.



**Appendix 1 Interview Outline - Capturing Information and Access Points**

**In Monmouthshire**

Name or Organisation.....

Date Visited/interviewed.....

Introduction

Why I am here- SSWB Act- focus on prevention and empowerment of individuals. Allowing people to have the relevant local information to make informed choices about their own lives and individual circumstances. Only the most risky and complex cases should be held by social services and other statutory bodies. Aim is to map those organisations in Monmouthshire to identify the role they play in contributing to the individuals overall wellbeing. Report will be produced which will consider the recommendations and the ways forward which will be presented to the Director of Social Services and the councils cabinet during Autumn 2016.

- 1) How can local people access your service? (prompts:- front door, on line, telephone, face to face interviews, letter, other) What is provided, how and opening times/access.
  
- 2) What type of information do you provide that supports the wellbeing (use definition in the SSWB Act) agenda?
  
- 3) How is it offered, face to face verbal, leaflets, internet links, social media etc)
  
- 4) Is your service provided for particular citizen groups and in a particular area/catchment?

- 5) The new central DEWIS system is an easy access data base where all statutory, voluntary and 3<sup>rd</sup> sector information will be held for the public's use. Are you a statutory, voluntary/3<sup>rd</sup> sector or other service provider and do you provide core but non statutory services?
  
- 6) In relation to IAA, what services do you provide? (Prompts:- one, two or all three use agreed definition in act and regional principals)
  
- 7) Who else do you think in this community provides information, advice and assistance? Are there gaps in the information, Advice and assistance available out there and are there problems for people to access these services?
  
- 8) Are your staff employed or volunteers?
  
- 9) Do you provide information about other services in your area? If so what and to whom?
  
- 10) Are there particular gaps in the current IAA services in Monmouthshire that prevents people from meeting their own wellbeing needs- if so what are they?
  
- 11) How do you measure and evaluate the service/s that you provide? Do you store, keep any data/figures etc? What ways do you measure the impact you are having?
  
- 12) What opportunities do you take to ensure that you meet the particular needs of the communities whom you serve?

Any other Comments?

## Appendix 2 - List of Contacts for Interviews

IAA Activity/Organisation	Contact	Contact
FISH	Andrew Burford/Debbie Jones	<a href="mailto:andrewburford@monmouthshire.gov.uk">andrewburford@monmouthshire.gov.uk</a> <a href="mailto:deborahjones2@monmouthshire.gov.uk">deborahjones2@monmouthshire.gov.uk</a>
Children's Services Front Door	Tracy Welch	<a href="mailto:tracywelch@monmouthshire.gov.uk">tracywelch@monmouthshire.gov.uk</a>
Carers Support	Deb Saunders/Kim Sparry	<a href="mailto:deborahsaunders@monmouthshire.gov.uk">deborahsaunders@monmouthshire.gov.uk</a> <a href="mailto:kimsparry@monmouthshire.gov.uk">kimsparry@monmouthshire.gov.uk</a>
Careline/Telecare	Lorraine Bermingham/Sarah Turvey -Barber	<a href="mailto:lorrainebermingham@monmouthshire.gov.uk">lorrainebermingham@monmouthshire.gov.uk</a> <a href="mailto:sarahturvey-barber@monmouthshire.gov.uk">sarahturvey-barber@monmouthshire.gov.uk</a>
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