



# Social Services and Well-being (Wales) Act 2014: First point of contact assessments



## Social Services and Well-being (Wales) Act 2014:

- ▶ Changes and simplifies the law on social services
- ▶ Introduces new duties for councils, health boards and other public bodies
- ▶ Covers adults, children and their carers

## Our study:

- ▶ Overall question: Are local authority first point of contact assessment and processes better meeting the needs of service users and carers in line with the commitments of the Act?
- ▶ This study will look at councils' arrangements for the first point of contact and assessment for adults and review councils' preventative approaches within the context of the Act
- ▶ We will look at:
  - how comprehensive are the assessments;
  - if the assessment is person-centred;
  - if councils' approaches are leading to preventing escalating needs;
  - the impact of assessments on people's wellbeing; and
  - interaction with the Wellbeing of Future Generations Act 2015.
- ▶ The study will also focus on outcomes for people

## What this study will not look at:

- ▶ Analysing each aspect of the Act
- ▶ Analysing the wider social care system in Wales
- ▶ Children's services





## Methods:

- ▶ Look at previous studies including public data and online information
- ▶ Look at the Public Services Ombudsman for Wales' complaints casebook
- ▶ Telephone survey of carers (to determine the level of care and support they receive and if they feel the Act is improving their wellbeing)
- ▶ Carers' stories – in-depth interviews with a small number of carers.
- ▶ Detailed fieldwork in five councils: Cardiff, Denbighshire, Merthyr Tydfil, Pembrokeshire and Carmarthenshire
- ▶ Online survey of third sector provider organisations
- ▶ Interviews with relevant national organisations

## What we will do with the information:

- ▶ The study is part of the Auditor General for Wales' annual programme of national local government studies
- ▶ We will produce a national report summarising our findings

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