Y PWYLLGOR CRAFFU – GOFAL CYMDEITHASOL AC IECHYD
25 IONAWR 2017

GWASANAETH GWYBODAETH, CYNGOR A CHYMORTH

Y Pwrpas:

Rhoi'r wybodaeth ddiweddaraf i'r Pwyllgor am y Gwasanaethau Gwybodaeth, Cyngor a Chymorth sy'n cael eu darparu gan yr Awdurdod ar hyn o bryd ac yn y dyfodol mewn perthynas â'r dyletswyddau statudol o dan Ddeddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Y camau sydd wedi eu cymryd o ran datblygu Gwasanaeth Gwybodaeth, Cyngor a Chymorth yn Sir Gaerfyrddin.

Rhesymau:

Er mwyn i'r Pwyllgor gael gwybodaeth a rhoi sylwadau.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:
NAC OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyng. J. Tremlett (Y Portffolio Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth		
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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
25TH JANUARY 2017

INFORMATION, ADVICE & ASSISTANCE SERVICE

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

1.0 Background

The Social Services and Wellbeing (Wales) Act introduces a duty on local Authorities to secure an information, advice and assistance (IAA) service.

This paper provides a current position statement in relation to the progress of development of Carmarthenshire's IAA service. Specifically it considers the provision of a single point of access to social services for Adults, Children and Housing services.

Part 2 / Section 17 of the ***Social Services and Wellbeing (Wales) Act*** introduces a duty on local authorities to secure an information, advice and assistance (IAA) service that provides all individuals within their locality with:

- Information, advice and assistance to enable an individual to make plans to meet their care and support needs or a carer to meet their support needs now and in the future;
- Information, advice and assistance that is accessible to that individual.

The service must provide information about:

- how the care and support system operates in this area of work in nationally and locally;
- the types of care and support available locally, including the range of preventative services
- how individuals can gain access to these services and support mechanisms; and
- how individuals can raise concerns about themselves or others who appear to have a need for care and support, or support in the case of a carer.

Section 17 will mean that everyone in the local authority area will have an accessible contact point relating to care and support which will be available through a variety of media. The service will proactively support individuals to access the care and support that matters to them. The service will undertake a proportionate assessment of care and support needs when offering advice and assistance.

The IAA service is central to the success of the new care and support system, and will set the tone of working in partnership with individuals. The activities associated with Section 17 are closely linked to all parts of the Act but particularly assessment and meeting needs for care and support (Parts 3 and 4).

Definitions

Information - prompt and accurate information to enable an individual to make an informed choice about their wellbeing.

Advice – working jointly with the individual to discuss what is important to them and what they want to achieve; considering options and reaching agreement on the way forward through a proportionate assessment.

Assistance – ensuring action is taken that will assist the individual to access appropriate care and support, or support in the case of a carer.

The local authority must ensure that the service is accessible to all – that it is welcoming and approachable to adults, children and carers of all ages.

The local authority must ensure that the information, advice and assistance is made available through a range of media e.g. web, telephone, face to face, outreach, social networks, publications.

To achieve this, the infrastructure and workforce within the Department of Communities will need to be fit for purpose to meet these requirements of the Social Services and Wellbeing (Wales) Act (2014).

2.0 Progress to date

Currently the provision of advice for Social Services and Housing within Carmarthenshire is delivered across 17 teams at various locations across the County, in person, by telephone or online. The teams respond to all referrals ranging from requests for information and advice through to care management of individuals with complex care needs and safeguarding. Failure to make adequate arrangements to provide information, advice and proportionate assessment at the point of referral to the authority could result in additional pressure and lack of focus within teams.

In addition to these access points we have the 'Careline' service which provides help and support as needed via a 'lifeline / telecare' service 24 hours per day, 7 days per week, amounting to in excess of 600,000 calls per year via the technology. The team also accepts referrals for older adult services (Community Resource Teams) via telephone or online enquiry. 'Careline' manages around 12000 social care related telephone calls and around 5000 online referrals per annum. The service also receives around 45,000 out of hours calls each year with this figure set to increase as it takes on Welsh Government's 'out of hours' service this year.

Our Vision for IAA

It has been acknowledged that the existing 'Careline' service provides an excellent foundation on which to develop the IAA service for Carmarthenshire. Therefore our vision for IAA is to develop Careline into a service that;

- Is Robust and Financially Sustainable
- Complies with the Welsh Language Standards and the needs of our population.
- Is a Single Point of Access providing a holistic response to all social services enquiries through sign posting accurately and efficiently to the appropriate support
- Embraces solutions utilising technological innovation such as 'Telecare' and 'Telehealth' and which are attractive to external corporate customers
- Considers opportunities to develop the service through collaborative working with other stakeholders e.g. the Health Board.

Progress to date:

- Consultation with Adult Services (older adults, mental health and learning disabilities), Children's services and Housing in relation to their expectations for IAA
- Gap analysis of current service provision against the requirements of the Act which informed a modernisation programme.
- Establishment of an IAA Programme Board to ensure timely and efficient implementation of the modernisation programme.

Workforce Development:

- Targeted recruitment of Careline staff which has resulted in 85% of the team being able to deliver a first point of contact Welsh language service.
- Training needs analysis of existing 'Careline' staff in relation to their current skills and competencies and those competencies required to deliver efficient and compliant IAA
- Development of a training strategy for 'Careline' staff
- 'Careline' staff enrolled on NVQ level 4 'Information, Advice & Guidance' module and have received briefing on SSWBA and safeguarding training
- One-to-one mentoring introduced for all staff based within the 'Careline' service

Service Development

- The relocation of 'Careline' to new premises in Eastgate, Llanelli which co locates 'Careline' with Llanelli Community Resource Team (Older Adults and Adults with Physical Disabilities) and Housing.

- Identified additional resources to bulk load all relevant information onto the Dewis information portal. This exercise will be ongoing, the team will continue to work with the 3rd sector to complete this exercise.
- Commenced proof of concept for the IAA service initially for Integrated Services for Older Adults using a team of Health & Social Care professionals with a focus on ensuring we are better able to meet people's needs at first point of contact. This allows us to prioritise providing care for those who need it whilst also supporting individuals to maintain their own well-being and independence through provision of timely advice and information.

3.0 Next Steps:

We will continue to build on the learning of the proof of concept within Integrated services and enhance our IAA provision to provide a robust front door for all Social Services enquiries for Carmarthenshire, this includes Housing Services, Childrens Services and Mental Health & Learning Disabilities.

The aim is to have a fully operational IAA service by the end of March 2017.

Alongside this we will be working with the Health Board to ensure that our IAA service supports the '111' service which will be launching in Carmarthenshire during March / April.

DETAILED REPORT ATTACHED ?	**NO**

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Rhian Dawson** **Head of Integrated Services**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	**YES**	**NONE**	**NONE**	**NONE**	**YES**	**NONE**

2. Legal

The development of the IAA service supports the implementation of the Social Services and Wellbeing (Wales) Act 2014 and hence ensures our compliance against this legislation

7. Staffing Implications

The department's trade union forum has been informed and consulted on the developments of the IAA service. Senior professional staff have volunteered to be part of the pilot phase. Some staff from Careline have opted to join the new service and undergo IAA training, whilst other staff were specifically recruited as IAA officers.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: **Rhian Dawson** **Head of Integrated Services**

1.Local Member(s)

Not appropriate

2.Community / Town Council

Not appropriate

3.Relevant Partners

Not appropriate

4.Staff Side Representatives and other Organisations

Not appropriate

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THERE ARE NONE.