

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	Executive
Date:	31st May 2016
Subject:	Anglesey's Information, Advice and Assistance HUB (In response to the Social Services and Wellbeing Act ((Wales)) 2014.)
Portfolio Holder(s):	Aled Morris-Jones (Social Services) Kenneth Hughes (Lifelong Learning)
Head of Service:	Anwen Huws (Children's Services)
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Local Members:	All - Anglesey wide service

A –Recommendation/s and reason/s

Recommendation:

R1 That the Executive approves the establishment of an 'Anglesey Hub', which will act as a one stop shop for any enquiries relating to the provision of Information, Advice and Assistance (Social Services and Wellbeing) for Children and Families on Anglesey.

R2 That the Executive notes that Part 9 of the Social Services and Wellbeing Act states that the Director of Social Services has overall responsibility for the Information, Advice and Assistance service; that this be delegated on her behalf to the Head of Children Services and that the new service sits under the management of Children's Services.

Reasons:

To ensure that the Local Authority complies with the legal requirements of the Social Services and Wellbeing Act (Wales) 2014 to **secure an information, advice and assistance service for care and support that is accessible, welcoming and approachable to all individuals within their locality be they adults or children.**

The proposal ensures that the Local Authority is able to provide:

- An accessible contact point relating to care and support which will be available through a variety of media (web, telephone, face to face, outreach, social networks and publications). This contact point must provide **information** on how the care system operates, the types of care and support available including preventative services, how individuals can access such services and how citizens can raise concerns about themselves or others who appear to have care and support needs. It should be flexible and responsive in order to deal with enquiries directly from the citizen as well as queries/referrals from professionals.
- A proactive service which supports individuals to access the care and support that matters to them. Presenting options and signposting citizens towards appropriate care and support, including **advice** on the range of preventative services available in the community. Where appropriate the service will actively **assist** people through, for example, the booking of appointments or commissioning services on their behalf.
- A proportionate assessment of care and support needs when offering advice and assistance shall be undertaken.

Most children are brought up and have their needs met within their own families and communities, accessing some services outside their immediate family unit by a range of universal services. Where they need additional support it is essential that they can access information, advice and assistance so that they can make informed decisions on how best to achieve their desired outcomes. This is a period of major change, with the advent of the Social Services and Wellbeing (Wales) Act 2014. The Local Authority more than ever will need to provide a cohesive model of well-being across services for children and their families. Establishing the Information Advice and Assistance service will enable

the Local Authority to improve the citizens' experience of finding out about care and support and to ensure a coordinated approach to the pathways of support.

B – What other options did you consider and why did you reject them and/or opt for this option?

Do Nothing:

The 'Do nothing' option in this case is not recommended as it would not enable the Local Authority to meet its statutory obligation. Whilst there is currently, a plethora of support available for differing health, social and wellbeing needs across Anglesey, neither these nor the pathways of support are coordinated. All too often pathways between agencies supporting children and families remain complex and difficult to negotiate for many. Often organisational boundaries get in the way of swift access to support and families revolve between the various "doors of access" to support. Maintaining the status quo will impact on the citizen's ability ensure that their needs are met and that they reach their potential. A culture of referring on will continue rather than an active engagement with families to help them make changes to improve their resilience and independence.

Do Something:

There has been a National drive in recent months towards an on-line central information point, funded by the Welsh Government and driven by the SSIA. DEWIS <http://www.dewis.wales/>. Currently this website is geared predominantly towards adult services; however they are working closely with local Family Information Services to enhance its capabilities to include Children's Services in the very near future. This may serve to address the provision of information in an on-line platform, but does not provide advice or assistance. We recognise that web based information portals will certainly be one of the main tools for the delivery of Information, however; the provision of Information and advice in its entirety is not just about producing accessible websites.

Partnership with Another Local Authority

This option has been considered and is not recommended. The role of the Information Advice and Assistance Hub is to respond to, and deliver on a truly local basis, and to create a whole systems change within the continuum of support for children and their families. This is a service that is best delivered on a local authority foot print.

Preferred Option: Enhanced Family Information Services

The Option presented to the Senior Leadership Team on the 21st March 2016 is to build on the current Family Information Service, with resources from the Team around the Family and Children Services to act as a "one stop shop". The recommendation involves the bringing together of services currently delivered within Children's Services and Lifelong Learning Service. There is initial interest from other agencies to join the Anglesey HUB and we are keen to develop this relationship. Early project indication is that there is no additional cost to the establishment of the Anglesey HUB, being that it is based on the movement of current dispersed resources into a central service; there may be costs associated to up-skilling of staff and the development of supportive ICT tools for effective data management.

C – Why is this a decision for the Executive?

The advice of the Head of Functions (Council Business) and Monitoring Officer has been sought.

This is a full executive decision because:-

- It has cross cutting implications for more than one service
- It involves partnership working with other bodies

CH – Is this decision consistent with policy approved by the full Council?

Yes

D – Is this decision within the budget approved by the Council?

Currently yes, the project will be aiming to deliver the new service within current budgets. The project is about joining posts across the Authority which are already funded within Council budgets.

Any additional funding that may become evident as part of the project will be linked to Training (particularly around 'assessing' needs) and the ICT needs of a new service.

DD – Who did you consult?**What did they say?**

1	Chief Executive / Strategic Leadership Team (SLT)	21/03/16 – Supportive of Business Case
2	Finance / Section 151	11/04/16 – Portfolio Holder requested Business Case makes clear that this is not a project to achieve savings; it is addressing our legal requirements from the Social Services and Wellbeing Act and improving customer experience. 11/05/16 – S151 Officer, no specific comments and no expectation for savings to be achieved from this change.
3	Legal / Monitoring Officer	To seek Executive approval
4	Human Resources (HR)	10/05/16 - Further details of the staffing implications will need to be discussed to consider the implications that may arise with the possible need to consult affected staff. The timelines already allow for relevant consultation periods. It would also be useful to outline any possible training needs that may arise as a result of implementing the new service.
5	Property	11/05/16 – Executive report viewed, no comment at this stage
6	Information Communication Technology (ICT)	09/05/16 - Supportive and able to support as project develops
7	Scrutiny	See point 2 above.
8	Local Members	Those in attendance at the 11/04/2016 scrutiny
9	Any external bodies / other/s	Third Sector Representation and Health Service within the Project Group.

E – Risks and any mitigation (if relevant)

1	Economic	
2	Anti-poverty	
3	Crime and Disorder	
4	Environmental	
5	Equalities	
6	Outcome Agreements	
7	Other	

F - Appendices:

See Part 2, Chapter 5 (point 293 – 325)

<http://www.assembly.wales/laid%20documents/sub-ld10420/sub-ld10420-e.pdf>

FF - Background papers (please contact the author of the Report for any further information):

