

SOCIAL SERVICES AND WELL-BEING (WALES) ACT

GLOSSARY

Key word	Definition from the Act or code of practice or statutory guidance	Definition from another source
Abuse	Abuse means physical, sexual, psychological, emotional or financial abuse and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place.	
Adult	A person who is aged 18 or over.	
Advice	Advice [is] a way of working co-productively with a person to explore the options available [to them to meet their personal outcomes].	
Advocacy	Section 181(2) defines "Advocacy services" as: services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support.	Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate. The Mind Guide to Advocacy (2015)
APSO	Adult Protection and Support Orders are orders to authorise entry to premises (if necessary by force) for the purpose of enabling an authorised officer to assess whether an adult is at risk of abuse or neglect and, if so, what if any action should be taken.	



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Assessment	An assessment is a conversation about promoting independent living, and achieving a good level of development for a child, to co-productively identify an individual's personal outcomes and help address difficulties or barriers which are stopping them achieving this. It is essential that people are enabled and supported to identify their own personal outcomes, and how they can achieve those outcomes.	Assessments gather information about a child and their family which will help the practitioner to: • understand the child's needs and assess whether those needs are being met by the family and / or any services already provided • analyse the nature and level of any risks facing the child as well as identifying protective factors • decide how to support the family to build on strengths and address problems to assure the child's safety and improve his or her outcomes NSPCC Assessing Children and Families
Assets	People – children, young people, adults and carers, their families and their communities – are rich assets and have skills, expertise and capabilities... [that have] a positive contribution to make to the design and operation of services.	
Assistance	Assistance, if needed, will follow the provision of information and advice. Assistance will involve another person taking action with the enquirer to access whatever support is identified as being needed.	
Authorised officer	An authorised officer is the person that may apply to a justice of the peace for an Adult Protection Support Order (APSO).	



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Capacity		Capacity means the ability to understand information and make decisions about your life. Sometimes it can also mean the ability to communicate decisions about your life. If you do not understand the information and are unable to make a decision about your care, for example, you are said to lack capacity. Mind – Mental Capacity Act 2005 'Mental capacity' means a person's ability to make their own choices and decisions. Under UK law, someone's capacity is judged according to the specific decision to be made, so a person may have sufficient capacity to make some decisions but not others. The law works on the principle that everyone is assumed to have capacity to make decisions for themselves if they are given enough information, support and time. Abridged from Sense for deafblind people
Carer	Carer means a person who provides or intends to provide care for an adult or disabled child (but excludes paid carers and those undertaking voluntary work).	A carer provides unpaid care and / or support and could include family members, partners, neighbours or friends. Code of Professional Practice for Social Care
Care leaver		Any adult who spent time in care as a child (i.e. under the age of 18). This care would have been approved by the state through a court order or on a voluntary basis. Such care could be in foster care, residential care (mainly children's homes) or other



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		arrangements outside the immediate or extended family. The care could have been provided directly by the state (mainly through local authority social services departments) or by voluntary or private sector organisations. It also includes a wide range of accommodation. For example, it would include secure units, approved schools, industrial schools and other institutions that have a more punitive element than mainstream foster or residential care. Care Leavers' Association
Child	Child means a person who is aged under 18.	Childhood is a time of evolving capabilities, relative vulnerability to abuse and exploitation, as well as a critical time for survival and development within the lifetime of a human being. The United Nations Convention on the Rights of the Child (UNCRC) recognises the child's unique developmental needs and addresses the whole child... The basic premise of the Convention is that children are born with fundamental freedoms and the inherent rights of all human beings but with specific additional needs because of their vulnerability. The UNCRC makes children the holders of more than 40 fundamental rights. Children's Rights in Wales
Co-production		Co-production is an approach to public services which enables citizens and professionals to share power and work together in equal and reciprocal relationships... [Co-production] means that both service professionals and citizens are



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		acknowledged as having expertise, in different areas; the combination leads to more effective and relevant services, and more engaged and empowered citizens. All in this together Wales There is no single formula for co-production but there are some key features that are present in co-production initiatives. They: • define people who use services as assets with skills • break down the barriers between people who use services and professionals • build on people's existing capabilities • include reciprocity (where people get something back for having done something for others) and mutuality (people working together to achieve their shared interests) • work with peer and personal support networks alongside professional networks • facilitate services by helping organisations to become agents for change rather than just being service providers Social Care Institute for Excellence: Co-production in social care
Eligible need	Needs for care and support which meet the eligibility criteria in the Care and Support (Eligibility) (Wales) Regulations 2015. These regulations set out separate but parallel descriptions of the needs	Needs for care and support, that relate to one or more specified outcomes or which have an adverse effect on a child's development, which the individual and / or their family or carer is not able to

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	which meet the eligibility criteria with respect to adults, children and carers.	meet, and which will result in the individual being unlikely to achieve one or more of their personal outcomes unless care and /or support is provided or arranged.
Enquiry	If a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk, it must a) make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken (whether under this Act or otherwise) and, if so, what and by whom, and b) decide whether any such action should be taken. When a child is suspected of being at risk of abuse or neglect the local authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard or promote the child's welfare under section 47 of the Children Act 1989.	
Financial abuse	Signs of financial abuse in relation to people who may have needs for care and support include: • unexpected change to their will • sudden sale or transfer of the home • unusual activity in a bank account • sudden inclusion of additional names on a bank account • signature does not resemble the person's normal signature	Financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Department of Health No Secrets

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	• reluctance or anxiety by the person when discussing their financial affairs • giving a substantial gift to a carer or other third party • a sudden interest by a relative or other third party in the welfare of the person • bills remaining unpaid • complaints that personal property is missing • a decline in personal appearance that may indicate that diet and personal requirements are being ignored • deliberate isolation from friends and family • giving another person total control of their decision-making	
Harm	Harm means abuse or the impairment of a) physical or mental health, or b) physical, intellectual, emotional, social or behavioural development.	
Independent Living		Independent Living enables us as disabled people to achieve our own goals and live our own lives in the way that we choose for ourselves... The Welsh Government subscribes and upholds the social model of disability. The social model of disability recognises that people are disabled more by poor design, inaccessible services and other people's attitudes than by their impairment. Addressing these issues is fundamental to ensure independent living. Disability Wales

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Information	Information will be quality data that provides support to a person to help them make an informed choice about their well-being.	
Investigation	A formal commissioned investigation as part of the protection of vulnerable adult or child protection process.	
National Independent Safeguarding Board	A National Independent Safeguarding Board is a national board to enable Welsh Ministers to commission and secure an overview of safeguarding in Wales underpinned by evidence based recommendations for improvement. The National Board will also give advice and support to Safeguarding Boards with a view to securing improvement and increasing consistency in Wales.	
Neglect	Neglect means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being (for example, an impairment of the person's health).	
Permanency	Achieving 'permanence' will be a key consideration from the time a child becomes looked after, and the Part 6 care and support plan should set out from the outset how this is to be achieved. Permanence includes emotional permanence (attachment), physical permanence (stability), and legal permanence (who has parental responsibility for the child). Together these give a child a sense of security, continuity, commitment and identity.	



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Person-centred approach		Approaches and ways of working that fully recognise the uniqueness of the individual and establish this as the basis for the planning and delivery of care. Code of Professional Practice for Social Care
Personal Education Plan	A personal education plan is a plan that sets out how a looked after child's education needs and outcomes will be met and forms part of the Part 6 care and support plan for a looked after child.	
Personal outcomes	People who need care and support and carers who need support will want to achieve outcomes that are personal to them and their circumstances. People are best placed to determine the personal outcomes they wish to achieve based on their own values and what matters to them. Focusing on personal outcomes means that local authorities [must] work with people and communities to identify and plan for support and opportunities that can help people achieve what matters to them. Personal outcomes refer to what an individual wants to achieve rather than what services they receive.	
Placement plan	[Local authorities are required] to draw up a 'placement plan' for a looked after child. This will form part of the overall Part 6 care and support plan, and will set out in detail how the placement will contribute to meeting the child's needs as set out in that care and support plan. This will include	



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Practice Review	how the placement will help achieve permanence.	A child practice review (CPR) takes place after a child dies or is seriously injured and abuse or neglect is thought to be involved. It looks at lessons than can help prevent similar incidents from happening in the future. NSPCC An adult practice review is a method used to learn from serious mistakes from previous adult cases. It looks at lessons to be learnt to prevent and safeguard adults better in the future.
Prevention	Prevention is at the heart of the Welsh Government's programme of change for social services. There is a need to focus on prevention and early intervention in order to make social services sustainable into the future. It is vital that care and support services do not wait to respond until people reach a crisis point. The preventative approach includes promoting children being brought up by their families and preventing children becoming looked after. Local authorities, health boards and their partners will need to develop a strategic approach to prevention.	
Relevant partner agency	Relevant partners are defined by section 162(4) of the Act as: the local policing body and the chief officer of police for a police area any part of which falls within the area of the local authority	

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	- any other local authority with which the authority agrees that it would be appropriate to co-operate under this section - the Secretary of State to the extent that the Secretary of State is discharging functions under Sections 2 and 3 of the Offender Management Act 2007 in relation to Wales; any provider of probation services that is required by arrangements under Section 3(2) of the Offender Management Act 2007 to act as a relevant partner of the authority; a Local Health Board for an area any part of which falls within the area of the authority - an NHS trust providing services in the area of the authority - the Welsh Ministers to the extent that they are discharging functions under Part 2 of the Learning and Skills Act 2000 - such a person, or a person of such description, as regulations may specify	
Safeguarding	Where it appears that the needs of the individual are such that there is a duty on the local authority to exercise its function in order to protect and safeguard the person from abuse or neglect or the risk of abuse or neglect (and in the case of a child: harm or the risk of harm) the local authority must act on this information immediately and without delay. Local authorities must determine whether	

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	the needs of the individual require the exercise of any function it has under Part 7 (Care and Supervision) or Part 5 (Protection of Children) of the Children Act 1989 or under this Act, and if this is the case, the local authority should act on this immediately and without delay.	
Safeguarding Board	Section 134 of the Act establishes Safeguarding Children and Adults Boards across Wales. The objectives of a Safeguarding Children Board are: • to protect children within its area who are experiencing, or are at risk of abuse, neglect or other kinds of harm, and • to prevent children within its area from becoming at risk of abuse, neglect or other kinds of harm The objectives of a Safeguarding Adults Board are: • to protect adults within its area who – i. have needs for care and support (whether or not a local authority is meeting any of those needs), and ii. are experiencing, or are at risk of, abuse or neglect, and • to prevent adults within its area from becoming at risk of abuse or neglect	
Section 47 of the Children Act 1989	When a child has been reported under Section 130 [Duty to report children at risk], the local authority shall make, or cause to be made, such enquiries as they consider necessary to enable them to decide whether they should take any action to safeguard	



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Strengths-based approach, also known as a barriers and assets approach	or promote the child's welfare under Section 47 of the Children Act 1989.	An approach that focuses on what strengths and resources people and communities have to draw upon to support their well-being and personal outcomes and overcome any barriers to achieving them. This represents a distinct shift from 'deficit' approaches to assessment, planning and review, i.e. what is wrong?, to a positive approach drawing on people's strengths, capacity and capabilities i.e. what can I do?/ how can I be supported?
WASPI	Welsh Accord of the Sharing of Personal Information	WASPI is a framework, for service providing organisations directly concerned with the well being and safety of an individual, to share personal information between them in a lawful and intelligent way... It applies to all public sector organisations, voluntary sector organisations and those private organisations contracted to deliver relevant services to the public sector who provide services involving the health, education, crime prevention and social well-being of people in Wales. In particular, it concerns those organisations that hold information about individuals and who may consider it appropriate or necessary to share that information with others. WASPI
Welfare	The Act imposes a duty to ensure well-being in relation to a child – this includes welfare as that word is interpreted within the Children Act 1989.	Whenever UK courts are dealing with proceedings which relate to a child's upbringing or the administration of a child's property, the Children



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		Act 1989 governs that the court's paramount consideration shall lie with the welfare of the child. Courts that are making decisions relating to a child's welfare have to have regard to particular areas: • the ascertainable wishes and feelings of the child concerned (considered in the light of his age and understanding); • his physical, emotional and educational needs; • the likely effect on him of any change in his circumstances; • his age, sex, background and any characteristics of his which the court considers relevant; • any harm which he has suffered or is at risk of suffering; • how capable each of his parents, and any other person in relation to whom the court considers the question to be relevant, is of meeting his needs; and • the range of powers available to the court under this Act in the proceedings in question The Children Act 1989
Well-being	Reference to well-being in the Act means the well-being of an individual who needs care and support or carer who needs support in relation to	

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	any of the following aspects: • Physical and mental health and emotional well-being • Protection from abuse and neglect • Education, training and recreation • Domestic, family and personal relationships • Contribution made to society • Securing rights and entitlements • Social and economic well-being • Suitability of living accommodation In relation to a child, “well-being” also includes: • physical, intellectual, emotional social and behavioural development • “welfare” as that word is interpreted for the purposes of the Children Act 1989 In relation to an adult, “well-being” also includes: • Control over day to day life • Participation in work	
What matters conversations	The local authority must be clear about what matters to the person, and what the person themselves can do to maximise their own well-being... [A conversation] to establish ‘what matters to them’ in terms of their well-being, what they wish to achieve and what strengths, capacity and	

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	capabilities they can draw on to enable them to overcome barriers. This conversation will be undertaken through the assessment process to identify personal outcomes.	