**National Evaluation of the Social Services and Well-being Act – the IMPACT study**

Colleagues from the Welsh Institute for Health and Social Care, University of South Wales in partnership with academics from Swansea, Cardiff and Bangor Universities have been researching the implementation of the Social Services and Well-being Act – the IMPACT study: <https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/>. The study is being led by Professor Mark Llewellyn ([mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk)). It commenced in November 2018, and publications from the work to date can be found here: <https://gov.wales/evaluation-social-services-and-well-being-wales-act-2014>.

There are three areas of focus for their work over the coming months to make you aware of.

1. Engagement with Service Users and Carers

The study team are currently working to hear the experiences of care and support under the Act from service users and unpaid carers. They are hopeful that ADSS members could help raise awareness of the study through links with their service users and unpaid carers. The best way of keeping in touch with this phase of the work is to follow them on social media:

* Twitter - [https://twitter.com/wihscusw](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftwitter.com%2Fwihscusw&data=04%7C01%7Cmark.llewellyn%40southwales.ac.uk%7C0aa4617fbe564d4ba62608d930180399%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637593701959792503%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=GJSSEKgRpuOgCbPhr32eVcYAfJgqRTBKw2F5AtGQRPk%3D&reserved=0)  @wihscusw
* Facebook - [https://www.facebook.com/WihscUSW](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.facebook.com%2FWihscUSW&data=04%7C01%7Cmark.llewellyn%40southwales.ac.uk%7C0aa4617fbe564d4ba62608d930180399%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637593701959802458%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=pxerE0hSASpzOSf%2BdEkNYFAWsf52WXXzCSs0mOi06Dc%3D&reserved=0)
* LinkedIn -  [https://www.linkedin.com/company/64645328/admin/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2F64645328%2Fadmin%2F&data=04%7C01%7Cmark.llewellyn%40southwales.ac.uk%7C0aa4617fbe564d4ba62608d930180399%7Ce5aafe7c971b4ab7b039141ad36acec0%7C0%7C0%7C637593701959812416%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=bniq1KFmC1mD4HbAQc0VmQsnJNMsGmgQ21SGr%2FCpdC8%3D&reserved=0)

There is also a short ‘recruitment’ film available in [English](https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/impact-evaluation/) and [Welsh](https://wihsc.southwales.ac.uk/cymraeg/gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/gwerthuso-effaith/) which gives a sense of what the team are hoping to do in this phase which is subtitled and has BSL integrated within it. There are lots of ways for people to get involved in the study:

* Interview – if people would like to speak to the team directly in an interview, they can email Prof. Mark Llewellyn ([mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk)) to make an appointment
* Online pro forma – people can take part via an online pro forma in [English](https://southwales.onlinesurveys.ac.uk/impact-pro-forma), [English Easy Read](https://southwales.onlinesurveys.ac.uk/impact-proforma-easy-read), [Welsh](https://southwales.onlinesurveys.ac.uk/impact-proforma-cymraeg) or [Welsh Easy Read](https://southwales.onlinesurveys.ac.uk/impact-fersiwn-hawdd-ei-ddeall)
* Facebook group – people can join our Facebook group to take part in discussions: [www.facebook.com/WihscUSW/](http://www.facebook.com/WihscUSW/)

1. Financial and economic implications of the Act

The study team are working with four local authorities in the pilot phase of their work to understand the costs and consequences associated with the implementation of the Act. Following the completion of the work at local authority level, the team will undertake a national workshop to validate and/or challenge the findings. The team are also working with National Commissioning Board and will undertake the national workshop in the Autumn, supported by ADSS.

1. Multi-agency work under the Act

Prof. Carolyn Wallace is leading the sub-theme in the national evaluation of the Social Services and Well-being Act. She and her team are concerned with the extent to which multi-agency work is working in practice. To help understand this in more detail, over the summer, Carolyn is seeking the support of colleagues working in social care (whether in frontline care and support, or in managerial or leadership roles) who would like to take part in an online consensus building method. Carolyn and her team are interested in two key questions:

* What are the critical success factors for multi-agency working?
* Which critical success factors are most important and have most impact?

The time commitment is very modest – the work will all be done online in three 20-30 minute stages spread out across two months. The approach is called ‘Group Concept Mapping’ which sees connections and linkages between statements that are generated by participants. We’d be very grateful for your participation – if you’re interested to find out more, please email Carolyn: [carolyn.wallace@southwales.ac.uk](mailto:carolyn.wallace@southwales.ac.uk)

If you have any questions about the study or want to be involved in any of the phases of work, please contact Professor Mark Llewellyn: [mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk)