



**Older People's Commissioner for Wales**  
**Comisiynydd Pobl Hŷn Cymru**

---

# **Navigating Social Services**

---

**Factsheet 3: Information, advice and assistance**



# The Older People's Commissioner for Wales

The Older People's Commissioner for Wales is an independent voice and champion for older people across Wales. The Commissioner and her team work to ensure that older people have a voice that is heard, that they have choice and control, that they don't feel isolated or discriminated against and that they receive the support and services that they need.

The Commissioner and her team work to ensure that Wales is a good place to grow older, not just for some but for everyone.

## How to contact the Commissioner:

The Older People's Commissioner for Wales  
Cambrian Buildings  
Mount Stuart Square  
Cardiff  
CF10 5FL

Phone: 029 2044 5030

Email: [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

Website: [www.olderpeoplewales.com](http://www.olderpeoplewales.com)

Twitter: [@talkolderpeople](https://twitter.com/talkolderpeople)

# Information, advice and assistance

Under the new Act, a Local Authority must provide everyone with information, advice and assistance about care and support services.

This information must be provided in a way that everybody can understand it. The Local Authority must make every effort to ensure this happens.

As a minimum, the Information, Advice and Assistance service must include information and advice on:

- How the social care system operates
- What care and support is available to them
- How to raise concerns about the care and support, or in the case of carers, the support they receive.

This includes information, advice and assistance for carers.

The IAA service in each Local Authority may be unique to each area. Some Local Authorities may provide this service and others may contract another agency to provide it on their behalf. To find out how to access the IAA service in your area, contact your Local Authority. You will be able to contact your IAA service by telephone, online or by visiting the service in person.

For further information on Information, Advice and Assistance, please refer to Section 17 of the Act and Part 2 of the Code of Practice (General Functions), Page 62.

## Preventative Services

A Local Authority must make sure that a range of services are available to help prevent a person's quality of life from deteriorating. These 'preventative' services will do one or more of the following:

- Delay a person from needing care and support
- Reduce a person's care and support needs
- Promote the upbringing of children by their families
- Help to minimise the effect of a person's disability
- Prevent a person from suffering abuse and neglect
- Help a person to live independently

The Information, Advice and Assistance service will be able to 'sign post' you to a service in your area that could increase your wellbeing. For some people, this may be all the help they need. For others, a preventative service may be part of (or the entirety of) their Care and Support Plan (or Support Plan for carers). There may be a cost attached to a preventative service (see section on Paying for Care for further details).

For further information on preventative services, please refer to Section 15 of the Act and Part 2 of the Code of Practice (General Functions), Page 37.

