

# Know Your Rights

## Your guide to the Social Services and Well-being (Wales) Act 2014



This leaflet was written by **Disability Wales**. It is an easy read version of “**Know your rights Use your rights Live your rights**’.

March 2022

# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 16**.



Where the document says **we**, this means **Disability Wales**. For more information contact:

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

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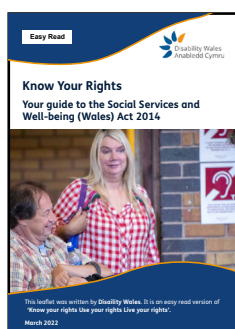
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# Introduction



This booklet has been written by **Disability Wales**.



This booklet is for disabled people and disabled people's organisations.



This booklet gives information about **The Social Services and Well-being (Wales) Act 2014**. But it is not legal advice.



There are 8 booklets in total. Each booklet has information about a different law.



This booklet was correct in January 2021. But **The Social Services and Well-being (Wales) Act 2014** might change in the future.

# About our work



We work hard to protect the **rights** of Disabled People.



**Rights** are the things you are allowed to do. For example, you have the right to get married and the right to vote.

**Rights** tell us how we should be treated. For example, you have the right to be treated with respect.

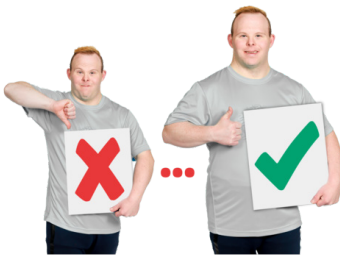
Other people have **rights** too. For example, you must treat other people with respect.



In 2020, we asked disabled people in Wales about their **rights**.



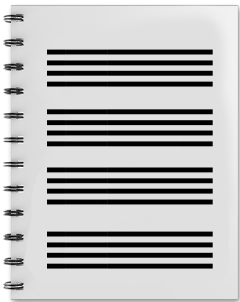
A lot of disabled people told us their **rights** were not well protected in Wales.



A lot of disabled people felt this would not improve in the future.



We want disabled people to know and use their **rights**. And to feel protected.



We wrote these 8 booklets to help.



# The Social Services and Well-being (Wales) Act 2014



The **Social Services and Well-being (Wales) Act 2014** has changed social services in Wales.

We will call **The Social Services and Well-being (Wales) Act 2014** the **Act** for short.



The **Act** improves the **well-being** of people who need care and support. Including carers.

**Well-being** means a person is happy, healthy and is comfortable with their life and what they do.



The Act tells **local authorities** what to do to support people.



The **local authority** is your council. They provide lots of services in your area like social services, education, roads, lighting, and rubbish collection.

# Know your rights

## The Social Services and Well-being (Wales) Act 2014 - 4 main ideas



1. You should have a say in your own care and well-being.



2. It is better that you get help early. Before your problems get bad.



3. Your **well-being** should be protected.



4. If you need support, you should have a say in how services are run.



**Well-being** in the **Act** means your **rights** are protected too. You should be able to do things you like doing. And you should be safe.

The **Act** 4 main ideas includes disabled people.



# Assessments for care and support



An **assessment** is a check to see what care and support you might need.



The **Act** says anyone who needs an **assessment** should get one.



You can have an **assessment** if you are a carer too.



**Local authorities** use the rules to see if you can get support. These rules are called **eligibility criteria**.



You might have to pay for the support you get.



**Local authorities** will check first what money you have. And what you can afford to pay.



**Local authorities** will never charge for the care and support of a child.



And **local authorities** will always provide extra care and support for a disabled child.



If you get support, **local authorities** must write a care and support plan for you.



**Local authorities** should give you information and advice about well-being. Even if they can't give you care and support.

## Using advocates



The **Act** says you can have an **advocate** to help you plan your care.

An **advocate** is someone who speaks up for you to help you say what you want to say and get your needs met.



Someone who has suffered **abuse** might also need an **advocate**.

**Abuse** is when someone hurts you or treats you badly.



**Local authorities** must provide an **advocate** if you need one. Or you can get your own.



An **advocate** should always be someone you are comfortable with.

## Supporting disabled people



Disabled people should have a say in their own care.  
And in their own lives.



Disabled people should be able to live where they  
want to. Like in their own home.



**Local authorities** must consider disabled people's  
views, wishes and feelings.



**Local authorities** should respect disabled people.  
And trust they know what's best for their own  
**well-being**.



**Local authorities** should give information and  
advice in a way that's easy to understand. Like in  
Easy Read.

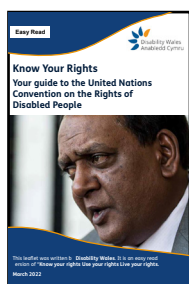
# Use your rights



**Local authorities** must follow the **Act** when providing services.



**Local authorities** must follow the **United Nations Convention on the Rights of disabled people** too.



Find out more about the **United Nations Convention on the Rights of disabled people** in **Know Your Rights - Booklet 3**.



If you are not happy with your **local authorities** or you think they have broken the rules you should complain.



Every **local authority** has a **complaints officer** you can complain to.

# A real life story



## Case Study Film – Disabled person in South Wales vs local authority

Trevor talks about the problems he had getting the right care from social services.

Watch film with English subtitles:

[www.youtube.com/watch?v=bPoz2tLCVFk](http://www.youtube.com/watch?v=bPoz2tLCVFk)



Watch film with Welsh subtitles:

[www.youtube.com/watch?v=goByqK40F-8](http://www.youtube.com/watch?v=goByqK40F-8)



## More information

The **Welsh Government's** short guide to the **Act**:  
[gov.wales/sites/default/files/publications/2019-05/social-services-and-well-being-wales-act-2014-the-essentials.pdf](http://gov.wales/sites/default/files/publications/2019-05/social-services-and-well-being-wales-act-2014-the-essentials.pdf)

The **Welsh Government** Easy Read version of **Act**:  
[gov.wales/sites/default/files/publications/2019-06/social-services-and-well-being-wales-act-easy-read.pdf](http://gov.wales/sites/default/files/publications/2019-06/social-services-and-well-being-wales-act-easy-read.pdf)

The Information and Learning Hub on the **Act**:  
[socialcare.wales/hub/sswbact](http://socialcare.wales/hub/sswbact)

**Social Care Wales** video guide – ‘What Does the Act Mean For Me?’:  
[www.youtube.com/watch?v=-Ci5WByP6Gw](http://www.youtube.com/watch?v=-Ci5WByP6Gw)

**Social Care Wales** guide to the **Act** and workbook:  
[socialcare.wales/cms\\_assets/hub-downloads/Workbook-What-does-the-Act-mean-for-me.pdf](http://socialcare.wales/cms_assets/hub-downloads/Workbook-What-does-the-Act-mean-for-me.pdf)

# Hard words

## Abuse

Abuse is when someone hurts you or treats you badly.

## Advocate

An advocate is someone who speaks up for you to help you say what you want to say and get your needs met.

## Assessment

An assessment is a check to see what care and support you might need.

## Local authority

The local authority is your council. They provide lots of services in your area like social services, education, roads, lighting, and rubbish collection.

## Rights

Rights are the things you are allowed to do. For example, you have the right to get married and the right to vote.

Rights tell us how we should be treated. For example, you have the right to be treated with respect.

Other people have rights too. For example, you must treat other people with respect.

## Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.



