



Social Services and Well-being (Wales) Act 2014

2014 anaw 4

PART 2

GENERAL FUNCTIONS

Local arrangements

17 Provision of information, advice and assistance

- (1) A local authority must secure the provision of a service for providing people with—
 - (a) information and advice relating to care and support, and
 - (b) assistance in accessing care and support.
- (2) In subsection (1)(a), “information” includes, but is not limited to, financial information (including information about direct payments).
- (3) The local authority must seek to ensure that the service—
 - (a) is sufficient to enable a person to make plans for meeting needs for care and support that might arise, and
 - (b) provides information, advice and assistance to a person in a manner which is accessible to that person.
- (4) The service must include, as a minimum, the publication of information and advice on the following matters—
 - (a) the system provided for by this Act and how the system operates in the authority's area,
 - (b) the types of care and support available in the authority's area,
 - (c) how to access the care and support that is available, and
 - (d) how to raise concerns about the well-being of a person who appears to have needs for care and support.

Status: Point in time view as at 06/04/2016.

Changes to legislation: *Social Services and Well-being (Wales) Act 2014, Section 17 is up to date with all changes known to be in force on or before 13 July 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details)*

- (5) A Local Health Board or an NHS Trust providing services in the area of a local authority must, for the purposes of this section, provide that local authority with information about the care and support it provides in the local authority's area.
- (6) Two or more local authorities may jointly secure the provision of a service under this section for their combined area; and where they do so—
 - (a) references in this section to a local authority are to be read as references to the authorities acting jointly, and
 - (b) references in this section to a local authority's area are to be read as references to the combined area.
- (7) In this section, “care and support” includes support for carers.

Commencement Information

II S. 17 in force at 6.4.2016 by [S.I. 2016/412](#), **art. 2** (with [art. 4](#), [Schs. 1, 2](#))

Status:

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