

Dear

ATISN 24874 – Support Worker Services

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 27 June 2025 regarding user-led support worker services.

We have interpreted your request for information as follows:

- Welsh Government's policies towards user-led support worker services funded by the following means:
 - funding provided as a result of SEN/ALN statements or similar;
 - Social Services / Community Mental Health / Adult Social Care;
 - Independent Remuneration Panel for Wales recommendations / Local Councils / Local Authorities / Fire Authorities / etc.
 - Disabled Students Allowance;
 - Tribunals within the remit of Welsh devolution.

Our Response

The Welsh Government holds some information in relation to your request:

- Within social care, the Welsh Government's approach towards such services is set out in the following Social Services and Well-being (Wales) Act 2014 codes of practice:
 1. [**Part 2 – General Functions \(2024 version\)**](#)
Covers needs assessments, promoting user-led services, and duties around voice, co-production, and preventative services.
 2. [**Part 3 – Assessing the Needs of Individuals**](#)
Sets out how assessments must be person-centred and involve individuals in identifying their own needs and outcomes.
 3. [**Part 4 – Meeting Needs**](#)
Details how local authorities must meet eligible needs in ways that reflect individual preferences and promote independence.
 4. [**Part 5 – Charging and Financial Assessment**](#)
Explains how financial assessments must be fair, transparent, and support access to care and support.
 5. [**Part 10 – Advocacy Services**](#)
Sets out duties to ensure individuals have access to advocacy to support their voice and participation in care planning and decisions.
- Our vision and approach for mental health is laid out in the recently published [**Mental Health and Wellbeing Strategy**](#), and associated [**delivery plan**](#), which recognise the importance of involving those with lived experience.

- Here is a link to the Student Finance Website where the guidance can be found for this and previous years. [Guidance chapters for student finance practitioners | Student Finance Wales](#). There is also some guidance provided to our contractors who deliver our Study Needs Assessments for DSA to help them select a suitable supplier for DSA eligible students. This can be found on this page under the heading Guidance on NMH supplier selection. [Guidance for assessment centres, for student finance practitioners | Student Finance Wales](#)
- The Independent Remuneration Panel for Wales (IRP), now the Democracy Boundary Commission Cymru, was responsible for remunerating elected members of principal and community councils, fire and national park authorities. Please see attached the [IRP's final annual report](#)
- Although the Welsh Devolved tribunals are funded by the Welsh Government, they perform judicial functions and must remain independent from the Welsh Government. Information regarding their policies should be made direct to the Welsh Tribunals.

Next Steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ
or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,