

## **Appendix 4: Social Services Business Support Functions**

### **Financial Services**

The Financial Services Team is seconded to Directorate of Social Services from Corporate Financial Services and provides accountancy services and financial advice to the Directorate and the various services hosted by Caerphilly on behalf regional partnerships. The team is also responsible for the financial assessment of service users to determine how much they can afford to contribute towards the cost of their care and for collecting those contributions from service users. The financial assessments undertaken by the team must conform to regulations set out in the Social Services & Wellbeing (Wales) Act.

### **Customer Services**

The Customer Services Team ensures that the Directorate complies with the requirements of the Social Services & Wellbeing (Wales) Act relating to complaints and that the lessons learned from complaints are shared across the Directorate. The team also helps the Directorate to comply with legislation in respect of data protection, subject access requests and Freedom of Information requests.

### **South East Wales I.T. Consortium Team**

This team is a partnership arrangement hosted by Caerphilly, providing IT support and development across the South East Wales local authorities that used the SWIFT database software to record social care related information. The Team has begun to evolve to support the implementation of the Welsh Community Care Information System (WCCIS) which Welsh Government has commissioned and expects all local authorities and health boards across Wales to adopt to record health and social care related information.

### **Joint Workforce Development Team**

The Joint Workforce Development Team is hosted by Blaenau Gwent Social Services and provides a service to Caerphilly and Blaenau Gwent and contributes to the Greater Gwent Regional Social Care Workforce Development Plan. The team provides access to various forms of learning opportunities for social care staff across all sectors. The team also provides advice and support and contributes to workforce planning.