

Public Document Pack

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed CF82 7PG

Ty Penallta,
Parc Tredomen,
Ystrad Mynach,
Hengoed CF82 7PG



www.caerphilly.gov.uk
www.caerffili.gov.uk

For all enquiries relating to this agenda please contact Julie Lloyd
(Tel: 01443 864246 Email: lloydj4@caerphilly.gov.uk)

Date: 17th November 2021

Dear Sir/Madam,

A meeting of the **Social Services Scrutiny Committee** will be held via Microsoft Teams on **Tuesday, 23rd November, 2021 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

This meeting will be recorded and made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals speaking will be publicly available to all via the recording on the Council website at www.caerphilly.gov.uk

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chrissy', enclosed in a large, loopy oval shape.

Christina Harrhy
CHIEF EXECUTIVE

A G E N D A

- | | Pages | |
|---|-----------------------------------|--|
| 1 | To receive apologies for absence. | |
| 2 | Declarations of Interest. | |

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest (s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

A greener place Man gwyrddach



To approve and sign the following minutes: -

- 3 Social Services Scrutiny Committee held on 1st November 2021. 1 - 8
- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 Social Services Scrutiny Committee Forward Work Programme. 9 - 20
- 6 To receive and consider the following Cabinet report*: -
1. Local Housing Strategy 2021-26 – 27th October 2021.

**If a Member of the Scrutiny Committee wishes for the above Cabinet report to be brought forward for discussion at the meeting please contact Julie Lloyd, Committee Services Officer, Tel no. 01443 864246 by 10.00am on Monday 22nd November 2021.*

To receive and consider the following Scrutiny reports: -

- 7 ABUHB Presentation.
- 8 Final Report from the Task and Finish Group on Non-Residential Care Charges. 21 - 32
- 9 Gwent Regional Partnership Board Annual Report 2020/2021. 33 - 80

Circulation:

Councillors: A. Angel, J. Bevan, C. Bezzina (Vice Chair), Bishop, D. Cushing (Chair), K. Etheridge, M. Evans, A. Gair, Ms J. Gale, D.C. Harse, V. James, L. Jeremiah, Mrs A. Leonard, S. Skivens, C. Thomas and W. Williams

Users and Carers: Mr C. Luke and Michelle Jones

Aneurin Bevan Health Board: A. Gough (ABUHB)

Co-opted Member: P. Cook

And Appropriate Officers

HOW WE WILL USE YOUR INFORMATION

Those individuals that attend committee meetings to speak/give evidence will be named in the minutes of that meeting, sometimes this will include their place of employment or business and opinions expressed. Minutes of Meetings including details of speakers will be publicly available to all via the Council website at www.caerphilly.gov.uk. except for discussions involving confidential or exempt items.

You have a number of rights in relation to your information, including the rights of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please view the Full Committee Meetings Privacy Notice on our [website](#) or contact Legal Services by email griffd2@caerphilly.gov.uk or telephone 01443 863028.



SOCIAL SERVICES SCRUTINY COMMITTEE

MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON MONDAY 1ST NOVEMBER 2021 AT 5.30 P.M.

PRESENT:

Councillor D. Cushing - Chair

Councillors:

C. Bezzina (Vice Chair), C. Bishop, K. Etheridge, M. Evans, A. Gair, J. Gale, V. James, L. Jeremiah, S. Skivens, C. Thomas, W. Williams.

Cabinet Member: S. Cook (Cabinet Member for Social Services).

Together with:

Officers: D. Street (Acting Chief Executive), G. Jenkins (Assistant Director - Children's Services), J. Williams (Assistant Director – Adult Services), M. Jones (Financial Services Manager), C. Forbes-Thompson (Scrutiny Manager), E. Sullivan (Senior Committee Services Officer), S. Hughes (Committee Services Officer) J. Lloyd (Committee Services Officer), and J. Thomas (Committee Services Officer).

Users and Carer: M. Jones, C. Luke and P. Cook.

Also in attendance: M. Robotham and Councillor C.P. Mann

RECORDING AND VOTING ARRANGEMENTS

The Chair reminded those present that the meeting was being filmed but would not be live streamed, however a recording would be available following the meeting via the Council's website – [Click Here To View](#). She advised that decisions would be made by Microsoft Forms.

1. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors A. Angel, J. Bevan, D. Harse, and A. Leonard.

2. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

3. MINUTES – 13TH SEPTEMBER 2021.

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 13th September 2021 (minute nos. 1 - 9) be approved and signed as a correct record.

4. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

5. SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

The Scrutiny Manager introduced the report that informed the Committee of its Forward Work Programme planned for the period November 2021 to March 2022.

Following consideration, it was moved and seconded that the recommendation in the report be approved. By way of electronic voting this was agreed.

RESOLVED that the Forward Work Programme as appended to the meeting papers be published on the Council's website.

6. CABINET REPORT

There had been no requests for the Cabinet report to be brought forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. NOTICE OF MOTION – DAY CENTRES.

Members were referred to the Notice of Motion on Day Centres submitted by Cllr. C.P. Mann and were asked to consider the details included in the Notice of Motion and to make an appropriate recommendation to Council.

Councillor Mann outlined his notice of motion and the reasons for bringing it forward for consideration. Councillor Mann acknowledged that some of the provisions with the motion had been superseded since its submission, however he still felt that it should progress as submitted. The Scrutiny Committee were asked to note the views expressed to Councillor Mann from Carers that they had lost a vital lifeline and were unable to cope with the reduced day services provision, placing stress and anxiety on families.

The Acting Chief Executive addressed the committee in relation to the second sentence in paragraph 3 of the motion and although he would not usually pass comment on the content of a motion, he felt that he should do so in this instance as he fundamentally disagreed with the view expressed. The reference projected an entirely unfair appraisal of Officers who had worked with the best of intentions in relation to the consultation process and having seen the work they had done throughout the pandemic to safeguard service users he felt no other option but to challenge the comments made. He accepted that the reduced provision had consequences for families, but the high infection rates levels, the risks associated for very

vulnerable services users and the need to safeguard the public health could not be underestimated.

A Member expressed his disappointment that the motion had progressed as submitted despite his attempt to work with fellow Councillors on this issue as he would have preferred a collaborative approach and endorsed the comments from the Acting Chief Executive in relation to Social Services staff. To his end Councillor Kevin Etheridge proposed an amendment to the motion to read: -

“In view of those recent concerns raised by users and carers at a public meeting and a petition of over 1000 names and the worry, distress, anxiety upset, and stress caused for many in our communities we are pleased that the authorities have recognised that the original consultation exercise was withdrawn, and a more effective robust exercise will be undertaken by an Independent person with all stakeholders: users, carers and families.

We therefore call for all parties to work together, and in order to work in partnership a working group is set up with specific terms of reference to monitor and evaluate progress to ensure fairness and consistency. The Group would therefore be Chaired by the Cabinet Member, Cllrs from this Scrutiny limited numbers 2/3, Carer and Users, Officers from Social Services and Union representative. A report will be produced with recommendations for evaluation and consideration with options going forward ensuring regular engagement with all parties.”

The Chair sought clarification as to whether Councillor Etheridge could propose such an amendment as his was not a signatory of the original motion and it was confirmed that this would need to be accepted by the proposer or one of the signatories and the Chair would need to consider how significant the change to be. The Chair confirmed that as this was on a similar theme, she did not consider this to be a significant change and sought confirmation from Councillor Mann as to whether he was prepared to accept this as the motion to progress on to Council.

Councillor Mann confirmed that he would be prepared to remove the previously referred to sentence from his motion and take this forward. This amendment was then moved and seconded by the Committee.

Members then debated the current risks around service provision and infection rates and concerns were expressed that a return to full service would go against Welsh Government Guidance, Risk Assessments, and place vulnerable people at an increased risk of infection. A Co-opted Member updated the Committee on the robust nature of the risk assessment they had in place and how increased infection rates made it impossible for them to run their services at original levels in order to safeguard service users and felt that everyone must be mindful of doing the upmost to reduce infection rates. Another Co-opted Member advised Members that the way in which day services had adapted their provision in light of the pandemic were popular with service users, getting them out and about.

A Member expressed concern regarding the negative impact on physical and mental wellbeing caused by the reduction of service but felt that consideration must be given to the wider range of implications and service provision.

Councillor Mann was then asked to reconsider the wording of his motion in line with the amendment proposed by Councillor Etheridge and Councillor Mann agreed to a combined motion which was moved and seconded to read: -

“In view of significant public concern about suggested changes to the council’s day care services, the Plaid Cymru group calls on the council to return to providing a full service of hours at day centres, pending an extensive review. We also call on CCBC not to withdraw previous transport arrangements for service users.

The proposals, as they stand, have caused immense distress and anxiety for carers and some of the most vulnerable members of our society which is having a detrimental effect on their Mental Health and Wellbeing.

We are concerned that the existing consultation exercise has not gone out to all Carers and those vulnerable individuals they care for. A better system of communication with service users and families is badly needed so that they are a proper part of the decision-making process

In the meantime, there should be a moratorium on any changes taking place for at least 12 months with a final decision on any changes being considered by the full council.

In view of those recent concerns raised by users and carers at a public meeting and a petition of over 1000 names and the worry, distress, anxiety upset, and stress caused for many in our communities we are pleased that the authorities have recognised that the original consultation exercise was withdrawn, and a more effective robust exercise will be undertaken by an Independent person with all stakeholders; users, carers and families.

We therefore call for all parties to work together, and in order to work in partnership a working group is set up with specific terms of reference to monitor and evaluate progress to ensure fairness and consistency. The Group would therefore be Chaired by the Cabinet Member, Cllrs from this Scrutiny limited numbers 2/3, Carer and Users, Officers from Social Services and Union representative. A report will be produced with recommendations for evaluation and consideration with options going forward ensuring regular engagement with all parties.

Councillor Etheridge expressed his reservations in relation to the proposed combined motion and emphasised the need for elected members, officers, and partners to work together.

The matter then progressed to vote by rollcall, verbal confirmation.

Amendment 2 – The Combined Motion from Councillor Mann and Councillor Etheridge having been moved and seconded proceeded to the vote and by way of verbal confirmation was declared lost by the majority present.

Amendment 1 – The Amended Motion from Councillor Mann with the removal of sentence 2 of paragraph 3 having been moved and seconded proceeded to the vote and by way of verbal confirmation was declared lost by the majority present.

Substantive Motion – The Original Motion from Councillor Mann was not moved or seconded and was therefore declared lost.

The Social Services Scrutiny Committee therefore RECOMMENDED to Council that the Notice of Motion not be supported.

With the approval of the Chair, it was agreed that Agenda Item No. 10 be brought forward for consideration with Agenda Items 8 and 9 following.

10. SOCIAL SERVICES COVID-19 POSITION STATEMENT.

The Cabinet Member introduced the report which provided Members with an update on the key issues which affected the service and the challenges faced by the changing guidance throughout the pandemic and wished to note his thanks to the whole social care workforce for their dedication and resilience during unprecedented times. The Acting Chief Executive also advised Members of the ongoing pressures currently being faced by social services staff.

The Assistant Director for Children's Services provided information to members on the provision of Children's Services throughout the pandemic. A blended/hybrid approach has

enabled the Service to continue to safeguard and protect the most vulnerable children and young people.

Members were advised that although Children's referrals have remained stable pre-pandemic, during the pandemic and in the year to date, the numbers of referrals progressing to assessment dropped by 10.5% in 2020/21, from 1840 in 2019/20, to 1640 in 2020/21 and for the year to date the figure is predicted to return to pre covid levels of around 1900. Members were also advised of the referrals progressed to assessment, where there was an even more significant reduction in those progressing to preventative services of 41% from 591 in 2019/20 to 347 in 2020/21. For the year to date, this figure is predicted to increase to around 400.

The numbers of children's names included on the Child Protection Register have remained constant over the last three years averaging around 170 at any time. Members were advised that this is positive, as despite the reduction in assessments undertaken, it is evident that those children in greatest need have continued to be safeguarded.

Members were advised that applications to court to protect children were already reducing and have continued to reduce since 2020. In 2018/19, the number of proceedings was 174. In 2019/20 this had dropped to 153 and in 2020/21 this reduced further to 130. For 2021/22, the number is predicted to be around 100. Overall, this is in line with the UK wide review of Public Law proceedings which reported that too many children were becoming subject of Care Orders.

Members were also advised that increasing numbers of chronic parental neglect cases are being reported. Whilst the exact reasons are not able to be confirmed, the reduction in monitoring, screening and surveillance of other professionals including Health Visitors and Teachers during the lockdowns has inevitably impacted on the early identification of concerns.

Members were referred to the increase in the numbers of young people presenting with emotional and mental health issues, often at the point of crisis leading to an Emergency Department admission. The majority of the young people have had no previous involvement with Children's Services but due to the risks of self-harm, are having to be accommodated by the Local Authority to ensure their ongoing safety. Due to the risks the young people present, foster placements are not appropriate, and we have seen an increase in the number of residential placements being commissioned with the inevitable associated budgetary pressures.

Members were advised that during the earlier lockdowns, family time was supported virtually with only those children subject of court proceedings or under two years of age being prioritised for physical meetings. As restrictions eased and the seasons improved, more use of outdoor contact was made. However, with the approach of autumn, Children's Services offices have had to be made safe for physical contact indoors to resume.

The Chair sought clarification on the blended approach to provide children's services and members were advised that work had been undertaken with telephone contact, facetime calls, and face to face visits, where necessary. Visits in person by social services would be pre-planned and would include risk assessments and personal protective equipment (PPE) when required. Members were advised that, where possible, these visits would be undertaken outdoors with the minimum number of persons required to be present. The Chair also queried the reduction in court cases and members were advised that social services had used different methods to deal with cases that did not then require attendance at court.

A member sought clarification on the staffing issues within social services and queried what effect an increase in mental health issues, due to the pandemic, would have on the current staff. Members were advised that recruitment into children's services had included a market supplement in order to attract new staff and to compete with salary scales of neighbouring authorities. Discussion followed in relation to mental health concerns for staff, parents, carers

and foster parents, and members were advised of the flexible working arrangements and support provided by social services.

The Assistant Director for Adult Services advised members in relation to the adult services aspect of the report and noted recurring themes similar to children's services. This included robust risk assessments throughout the provision of adult services with safeguarding as the main priority.

Members were referred to an increase of 57% in Occupational Therapy referrals, compared to the same period pre-covid. Members were advised that the 16 week waiting time had currently increased to 18 weeks, although it was hoped that this would soon be resolved with the additional recruitment of 2 persons into these roles and another 2 current members of staff due to return from maternity leave in January 2022.

Members were also referred to an increase in the demand for the service in relation to mental health and the work of social workers within the Gwent Police control rooms. This had increased from 248 requests in August 2021 to 293 requests in September 2021. Members were referred to the work of social care staff with the health board, in line with Welsh Government guidance, which restricted social care staff more than the general public. This had an effect on staff rotas which had to be covered, particularly within residential homes. This guidance has since been updated to allow less restrictions for social care staff, however with the continued use of Lateral Flow Tests.

Members were given an update on persons waiting to be discharged from hospital and those awaiting care packages, together with details of the total hours of care required in the community and the shortage of staff due to a decrease in numbers from one of the authority's care providers.

Members were advised that 11 care homes remain in 'incident' with 52 staff and 33 residents testing positive. 3 care homes are under review with a single staff member currently testing positive. Members were referred to the current situation with day services and the level of impact this had on unpaid carers and users of this service. Members were also referred to 2 other local authorities who have undergone an independent review of their day services provision and have co-produced a 'model' for day services going forward.

Members were made aware of the staffing challenges within residential homes, with the authority using agency staff for the first time in twenty years. Recruitment is ongoing using a variety of different avenues including advertising through social media and apprenticeships.

The Chair sought clarification on care homes in 'incident' and members were advised that this confirmed there were current covid cases within the care home. Clarification was also sought on attendance at day centres which were only open part time. Members were advised that there was a reduction in the day centre provision due to compliance with Welsh Government guidance and health and safety risk assessments and that priority for attendance at day bases had been identified by Social Workers.

The guest speaker gave a presentation to members on behalf of a group of 200 carers and service users that he represented. The speaker was very clear regarding the impact of individuals not attending had on carers. Members were informed that his son's non-attendance at a day centre could have a direct impact on his availability for employment. Members were advised that a carer could not pursue a career or further education due to the reduced provision of day services.

Members were given an insight into the life of a full-time carer and service users that would always require care throughout their lives. Members were referred to the Local Authority's duty under the Social Services and Well Being Act 2014, to provide care to individuals, including the use of buildings in the community.

The guest speaker wished to note that current circumstances that allowed leisure centres and libraries to reopen should also apply to day centres and thanked the Committee for the opportunity to speak at the meeting on behalf of all the carers and users that he represented.

The Committee thanked the guest speaker and noted their appreciation for all the information he had shared to the members, on behalf of those he represented.

A member sought clarification on a statement included in the report by the Acting Chief Executive, 'we are confident that Social Services will be able to respond quickly and proportionately to any changes that need to be put into operation'. The member also queried the effect this would have on the pressure on staff, risk assessments, prioritisation of work and the backlog of work for occupational therapists. In addition, confirmation was sought on the timescale for the independent review of day services, and when they can be fully re-opened, including the use of Lateral Flow Tests.

Members were advised of staffing issues for domiciliary care and the continued reduction in staff numbers and were referred to the recruitment process. Members were advised that an independent review was being sought and would be undertaken as soon as possible. Members were also advised that lateral flow tests are currently done by all day care staff, as required.

The Chair wished to note her thanks to all social care staff, and on a personal level, those staff that had recently dealt with a member of her family. Members also noted thanks to social care staff during pre-covid times and currently.

A member sought clarification on the review of pay and conditions of social care staff during these difficult times. Members were advised that the new job descriptions would be subject to a full job evaluation as requested by the trade unions. If Job evaluations confirms grade 5, this will impact on 10 staff members, they will be afforded 18 months protection and can remain in day services. Members were advised that all other provider services staff were grade 5 and those services are 24/7.

The Acting Chief Executive wished to note a response to the member's comments regarding social services staff and noted that staff had faced and dealt with many challenges in the past 18 months, most of which he has not experienced in 40 years in social care.

The Social Services Scrutiny Committee noted the content of the report and the ongoing operational pressures experienced by Social Services as a result of the Covid-19 pandemic.

8. BUDGET-MONITORING REPORT (MONTH 5).

The Cabinet member introduced the report which informed members of the projected revenue expenditure for the Social Services Directorate and the financial impact of the Covid 19 pandemic upon the Directorate for the 2021/22 financial year. Members were referred to the projected underspend of £671k for Social Services in 2021/22, inclusive of transport costs, and also referred to the funding made available to Social Services during the 2021/22 financial year through the Welsh Government Covid 19 Hardship Fund.

Members were asked to note that the projected underspend of £671k against the Social Services budget for 2021/22 (inclusive of transport costs) includes a number of non-recurring underspends attributable to the impact of the Covid 19 pandemic which mask an underlying increase in demand for social care along with significant inflationary pressures within the social care market.

The Financial Services Manager advised members that additional Social Care Recovery funding from Welsh Government was announced as the budget-monitoring report was being finalised, but it had been assumed that this additional funding would be matched by additional

expenditure over the remaining part of the financial year. Members were informed that it was anticipated that this additional funding would be used for the services that had not already been provided and would not have any impact on the net financial positions, so the original report was not amended. Members were advised that Welsh Government had subsequently changed the conditions of the funding to allow it to be used to fund additional expenditure that had occurred since April 2021, to support service users, care providers and the social care workforce. This meant that the overspend on supported living services could be funded from the Social Care Recovery fund which could increase the reported underspend by as much as £800k.

Members were advised that Welsh Government had recently increased the grant funding to just over £4 million, to include unpaid carers and children's services. Members were also advised that this could be used to fund the £1.2 million overspend identified in the report, in respect of children's residential placements which would increase the overall directorate underspend by £1.2 million. Members were informed that this was a one-off payment for 2021 and noted that the overspend in children's residential placements was a recurring amount.

The Social Services Scrutiny Committee noted that the projected underspend of £671k against the Social Services budget for 2021/22 (inclusive of transport costs) includes a number of non-recurring underspends attributable to the impact of the Covid 19 pandemic which mask an underlying increase in demand for social care along with significant inflationary pressures within the social care market.

9. ANNUAL CORPORATE SAFEGUARDING REPORT 2020 – 2021.

The Cabinet member introduced the report which included the completed Action Plan in response to the Wales Audit Office follow-up review in 2019 that were both approved by the Council's Corporate Safeguarding Board on 13th September 2021. Members were asked to note the content of the Annual Corporate Safeguarding Board Report and the progress made in implementing the Action Plan.

The Assistant Director for Children's Services noted that this was a review of the corporate governance of safeguarding arrangements and did not consider operational safeguarding practice and procedures for children which is the responsibility of Care Inspectorate Wales (CIW). Members were referred to the Action Plan included with the report, and in particular the information provided in relation to staff training. Members were also advised that based on the Board's approval, the Action Plan to be closed down and replaced with a Forward Work Programme for 2021/22.

The Social Services Scrutiny Committee noted the content of the Annual Corporate Safeguarding Board Report and the progress made in implementing the Action Plan.

The meeting closed at 7.36 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 23rd November 2021.

CHAIR



SOCIAL SERVICES SCRUTINY COMMITTEE – 23RD NOVEMBER 2021

**SUBJECT: SOCIAL SERVICES SCRUTINY COMMITTEE FORWARD
WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES**

1. PURPOSE OF REPORT

1.1 To report the Social Services Scrutiny Committee Forward Work Programme.

2. SUMMARY

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

3. RECOMMENDATIONS

3.1 That Members consider any changes and agree the final forward work programme prior to publication.

4. REASONS FOR THE RECOMMENDATIONS

4.1 To improve the operation of scrutiny.

5. THE REPORT

5.1 The Social Services Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Monday 1st November 2021. The work programme outlines the reports planned for the period November 2021 to March 2022.

5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the

council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

5.3 The Social Services Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 1st November 2021. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 As this report is for information only an Integrated Impact Assessment is not necessary.

8. **FINANCIAL IMPLICATIONS**

8.1 There are no specific financial implications arising as a result of this report.

9. **PERSONNEL IMPLICATIONS**

9.1 There are no specific personnel implications arising as a result of this report.

10. **CONSULTATIONS**

10.1 There are no consultation responses that have not been included in this report.

11. **STATUTORY POWER**

11.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqu@carphilly.gov.uk

Consultees: Dave Street, Acting Chief Executive
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,

Legal Services

Councillor Donna Cushing, Chair of Social Services Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny
Committee

Appendices:

- Appendix 1 Social Services Scrutiny Committee Forward Work Programme
- Appendix 2 Cabinet Forward Work Programme
- Appendix 3 Forward Work Programme Prioritisation Flowchart

This page is intentionally left blank

Forward Work Programme - Social Services					APPENDIX 1
Date	Title	Key Issues	Author	Cabinet Member	
23/11/21 17:30	Regional Partnership Update (November 2021)			Cllr. Cook, Shayne;	
23/11/21 17:30	Report from Task and Finish Group on Non-Residential Care Charges	This report outlines the findings and recommendations of the task and finish group established to review charges for non-residential care set by Caerphilly County Borough Council.	Jacques, Mark;	Cllr. Cook, Shayne;	
23/11/21 17:30	ABUHB Presentation (November 2021)			Cllr. Cook, Shayne;	
23/11/21 17:30	Information Item - Youth Justice Board YOS Plan		Rogers, Michaela;	Cllr. Cook, Shayne;	
25/01/22 17:30	Period 7 Budget report 2021/22		Jones, Mike J;	Cllr. Cook, Shayne;	
08/03/22 17:30	Directorate Performance Assessment - Social Services 6 monthly Report 2021/22		Street, Dave;	Cllr. Cook, Shayne;	

This page is intentionally left blank

Appendix 2 - Cabinet Forward Work Programme as at 16th November 2021

24/11/2021 10:30	Team Caerphilly Transformation Programme – 6 monthly update	To provide Cabinet with an update on progress against the Team Caerphilly Transformation Strategy.	Richards, Sue;	Cllr. Stenner, Eluned;
24/11/2021 10:30	Grass Cutting Regime	To seek the views of Cabinet in relation to grass cutting regimes across the county borough and proposals to enhance and promote bio-diversity following consultation with local members and presentation to Scrutiny Committee.	Hartshorn, Robert;	Cllr. George, Nigel;
24/11/2021 10:30	The principles of a regional approach to employability programme	To consider a regional approach to the provision of employment support programmes within the Cardiff Capital Region.	Kyte, Rhian;	Cllr. Marsden, Philippa;
24/11/2021 10:30	Business Rate Relief - WG Funding	To seek Cabinet approval of a proposal for the distribution of targeted rated relief.	Carpenter, John;	Cllr. Stenner, Eluned;
24/11/2021 10:30	The Lawns, Rhymney – Culvert issues and subsequent cost overrun - Exempt item - Urgent item	This report sets out the issues relating to urgent works required to the culvert and resultant projected outturn costs associated with the Lawns Employment new build project at Rhymney.	Dallimore, Allan;	Cllr. Stenner, Eluned;
08/12/2021 10:30	Report from Task and Finish Group on Non-Residential Care Charges	This report outlines the findings and recommendations of the task and finish group established to review charges for non-residential care set by Caerphilly County Borough Council.	Jacques, Mark;	Cllr. Cook, Shayne;
08/12/2021 10:30	Welsh Education Strategic Plan 2022-2032	For Cabinet to consider and approve the new 10 year plan.	Cole, Keri; Mutch, Sarah;	Cllr. Whiting, Ross;

Appendix 2 - Cabinet Forward Work Programme as at 16th November 2021

08/12/2021 10:30	Economic Recovery Framework Report	To update Cabinet on our strategic approach in relation to assisting businesses across the county borough to recover from the pandemic and to provide information on progress to date.	Hudson, Paul; Kyte, Rhian;	Cllr. Stenner, Eluned;
08/12/2021 10:30	Council Tax base for 2022/23	For Cabinet to agree the calculation of the Council Tax base for 2022/23.	O'Donnell, Sean;	Cllr. Stenner, Eluned;
08/12/2021 10:30	Procurement and Implementation of a Hybrid Meeting solution	To seek Cabinet approval to appoint a preferred supplier of a hybrid meeting solution for the Council.	Edmunds, Richard (Ed);	Cllr. Gordon, Colin J;
12/01/2022 10:30	Active Travel Network Map Review and Consultation	Review of the statutory consultation process/responses and approval of the ATNM prior to submission to WG by the 31st December 2021.	Lloyd, Marcus; Campbell, Clive;	Cllr. Pritchard, James;
12/01/2022 10:30	Newbridge to Risca Regeneration Masterplan	To obtain approval to consult on the Draft Newbridge to Risca Corridor Masterplan, the 4th of the Masterplans aligned under the regeneration Strategy "A Foundation for Success", which sets out the regeneration aspiration for the area for the next five years and beyond.	Kyte, Rhian;	Cllr. Whitcombe, Andrew;
Special Cabinet 19/01/2022 10:30:00	Draft Budget Proposals for 2022/23	To present Cabinet with details of draft budget proposals for the 2022/23 financial year to allow for a period of consultation prior to final decision by Council on the 24th February 2022.	Harris, Stephen R;	Cllr. Stenner, Eluned;

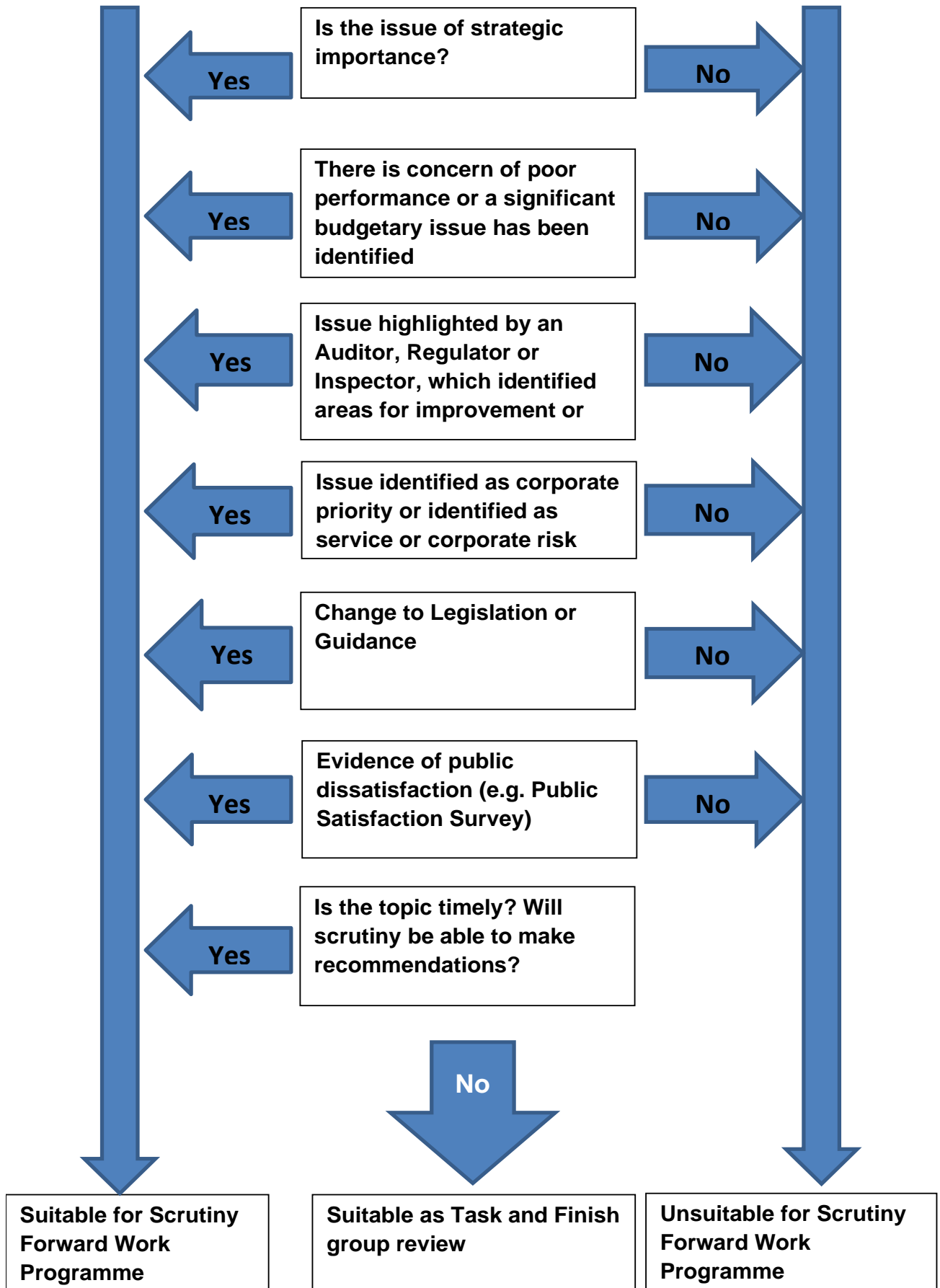
Appendix 2 - Cabinet Forward Work Programme as at 16th November 2021

26/01/2022 10:30	21st Century Schools – Band B - Phase 2: Consultation Report / Statutory Notice	For Members to consider the contents of 21st Century Schools consultation report prior to determination to proceed to Statutory Notice by Cabinet in December 2021.	West, Andrea; Richards, Sue;	Cllr. Whiting, Ross;
09/02/2022 10:30	HRA Charges (rent increase) report	Members to agree the level of rent increase for council tenants effective from April 2022.	Street, Dave;	Cllr. Cook, Shayne;
23/02/2022 10:30	Oakdale Housing Development	For Cabinet to consider the development options presented by Willmott Dixon on behalf of Caerphilly Homes, on the basis of need and viability with regard to the site of the former Oakdale Comprehensive School.	Roberts-Waite, Jane;	Cllr. Cook, Shayne;
23/02/2022 10:30	Low Cost Home Ownership	The LCHO (Low Cost Home Ownership) report will document the formulation, implementation and the publication of a new policy which governs the process by which the Council will sell homes to people living and/or working in the borough wanting to access homeownership but cannot afford to do so without some form of public subsidy.	Roberts-Waite, Jane;	Cllr. Cook, Shayne;
23/02/2022 10:30	Ty Darren site in Risca	To discuss with Cabinet the proposed development plan and construction contract for the former Ty Darren site in Risca by Caerphilly Homes.	Roberts-Waite, Jane;	Cllr. Cook, Shayne;
23/02/2022 10:30	Welsh Government Lease Scheme Proposal	To discuss the WG lease scheme proposal in comparison to Caerphilly Keys and to seek a decision on which scheme we take forward for PRS option to assist in the discharge of statutory Homeless Duties.	Denman, Kerry;	Cllr. Cook, Shayne;

Appendix 2 - Cabinet Forward Work Programme as at 16th November 2021

23/02/2022 10:30	Budget Proposals for 2022/23	To present Cabinet with details of draft budget proposals for the 2022/23 financial year to allow for a period of consultation prior to final decision by Council on the 24th February 2022.	Harris, Stephen R;	Cllr. Stenner, Eluned;
------------------	------------------------------	--	--------------------	------------------------

Scrutiny Committee Forward Work Programme Prioritisation



This page is intentionally left blank



SOCIAL SERVICES SCRUTINY COMMITTEE – 23RD NOVEMBER 2021

**SUBJECT: FINAL REPORT FROM THE TASK AND FINISH GROUP ON
NON-RESIDENTIAL CARE CHARGES**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND
CORPORATE SERVICES**

1. PURPOSE OF REPORT

- 1.1 This report seeks to inform Members of the Social Services Scrutiny Committee of the findings of the task and finish group that was established to review charges for non-residential care set by Caerphilly County Borough Council. Committee Members are asked to consider the recommendations of the review group and then determine their recommendations to the Cabinet.

2. SUMMARY

- 2.1 This report outlines the findings and recommendations of the task and finish group established to review charges for non-residential care set by Caerphilly County Borough Council. It charts the process that led to the group concluding that charges within the County Borough should be closer to the Welsh median rather than one of the lowest in Wales. According to a 2020/21 survey the hourly charge for home care in Caerphilly was rated 16th in terms of cost out of 18 Welsh Local Authorities surveyed, and the rate for day care was rated 17th out of the 18 councils who responded to the survey.
- 2.2 The report will also highlight how there is a statutory cap on the rates that Welsh Local Authorities can charge for the provision of non-residential care. The current cap ensures that nobody in Wales pays more than £100 per week.

3. RECOMMENDATIONS

- 3.1 Following their review, the Task and Finish Group on Charging for Non-Residential Social Care concluded that future charges within the County Borough should be set around the Welsh mid-point for rates rather than the current position which is one of the lowest in Wales. The principal issue is how quickly the rates reach the Welsh median. Therefore, Members of the Social Services Scrutiny Committee are asked to

endorse **ONE** of the following options **FOR BOTH** the hourly rate for home care and the sessional rate for day care for a five-year period commencing 2022/ 23:

3.2 **Hourly rate for Home Care**

Option 1: That Committee supports an annual increase of 10% for hourly rates until 2024/25 when an annual uplift of 3% should be applied. This would mean that that the hourly rate within the County Borough would reach the Welsh median in 2023/24, assuming an annual inflationary uplift of 2% by the other Welsh Local Authorities surveyed. The hourly rate for 2023/24 would be £18.55. In 2026/27 the hourly rate would be £20.26.

Option 2: That Committee supports an annual increase of 6% for hourly rates. This would mean that that the hourly rate within the County Borough would reach the Welsh median in 2025/26, assuming an annual inflationary uplift of 2% by the other Welsh Local Authorities surveyed. The hourly rate for 2025/26 would be £19.35. In 2026/27 the hourly rate would be £20.51.

3.3 **Sessional rate for Day Care**

Option 1: That Committee supports an annual increase of 10% for sessional rates. This would mean that that the sessional rate within the County Borough would not reach the Welsh median but would rise out of the lower quartile of rates for Wales in 2025/26, assuming an annual inflationary uplift of 2% by the other Welsh Local Authorities surveyed. The sessional rate for 2025/26 would be £16.97. In 2026/27 the sessional rate would be £18.66.

Option 2: That Committee supports an annual increase of 20% for sessional rates. This would mean that that the sessional rate within the County Borough would not reach the Welsh median but would rise out of the lower quartile of rates for Wales in 2023/24, assuming an annual inflationary uplift of 2% by the other Welsh Local Authorities surveyed. The sessional rate for 2023/24 would be £16.70. In 2026/27 the sessional rate would be £28.84.

Option 3: That Committee supports an annual increase of 30% for sessional rates. This would mean that that the sessional rate within the County Borough would reach the Welsh median in 2026/27, assuming an annual inflationary uplift of 2% by the other Welsh Local Authorities surveyed. The sessional rate for 2026/27 would be £43.05.

4. **REASONS FOR THE RECOMMENDATIONS**

- 4.1 These recommendations have been suggested so that rates for non-residential care in the County Borough move closer to the Welsh median rather than remaining as one of the lowest in Wales.

5. **THE REPORT**

- 5.1 Previously a cross party members task and finish group consisting of scrutiny members was established to examine the requirements and impact of charging for non-residential services, the services that had a charge and the application of charges and disregards. The findings of the task and finish group were presented to the Health, Social Care and Wellbeing Scrutiny Committee on 26th March 2013, and

an annual increase of 10% per hour for home care and supported living and an annual increase of 20% per session for day care services was endorsed and recommended to Cabinet. These increases were to be reviewed after 5 years. Following their review task and finish group members expressed surprise that the charges set by the Council were the lowest of its neighbours, in particular the sessional charge for day care attendance of £1.62. This contrasted sharply with the cost of providing day care, which was an average of £ 41 per day in Caerphilly County Borough Councils' own day centres.

- 5.2 On the 5th February 2019 a Non-Residential Social Services Charging report came before the Health, Social Care and Wellbeing Scrutiny Committee. It was endorsed and recommended to Cabinet that the level of charges for non-residential care for 2019/20 and the subsequent financial year continue to increase by 10% per annum for home care and supported living and by 20% per annum for day care services and be subject to review by a Task and Finish Group thereafter.
- 5.3 The terms of reference for this Task and Finish Group are: To consider the level of inflationary uplift and minimum charging levels that should be applied to non-residential care charges in the 2021/22 financial year and in subsequent financial years.
- 5.4 The Task and Finish Group on non-residential care charges met for the first time on 25th September 2019. A second meeting of the Task and Finish Group took place on 7th November 2019. The Task and Finish Group was made up of the following Members;
- Councillor L Binding (until standing down as a Councillor in March 2021)
Councillor A Gair
Councillor V James – Chair
Councillor L Jeremiah
Ms M Jones – Vice Chair
Mr C Luke
- 5.5 At the initial meeting the Interim Financial Services Manager advised the Group that just under £11M of the Adult Services budget came as a result of charging service users in 2018/19. The section of this figure that came as a result of Non-Residential Charging income was £2.865M.
- 5.6 The group were given an introduction to the legal framework for charging which was set out in the Social Services and Wellbeing (Wales) Act 2015 and its supporting Regulations. Section 59 of the Act gives the power to impose charges. The presentation to Members focussed specifically on the Regulations on Financial Assessment and Charging. It was explained that under Care and Support Regulations there was a legal requirement for the Council to disregard the value of the service user's main home when calculating the available income for charging for non-residential care. Earnings from employment and other specified sources of income were also disregarded under the legislation, but certain capital assets could be included to reach the available income for charging figure. It was also pointed out that the current maximum weekly charge for non-residential care and support was £90 per week. This maximum weekly charge has since been increased by Welsh Government to £100 for the current financial year.
- 5.7 Members heard how a buffer is added to the personal allowance and pension premium to calculate the Minimum Income Amount which is an amount disregarded as part of the financial assessment to cover the individual's expenditure such as

utility bills. Officers also advised Members that Caerphilly County Borough Council applies an additional 10% buffer across the board, on top of the statutory figure of 35%, to allow for any additional Disability Related Expenditure and therefore to avoid any dispute. This Minimum Income Amount is disregarded when calculating an available income for charging purposes.

- 5.8 Members were advised that even with the increases of 10% per annum for hourly rates and 20% per annum for sessional charges for the past 6 years, Caerphilly County Borough Council was in the lower quartile of Standard Charges for all Welsh local authorities.
- 5.9 The weekly charge was determined based on the lower of (i) the standard charge, (ii) the maximum weekly charge set by Welsh Government and (iii) available income. The Task Group heard how under this assessment process nobody is expected to pay more than they can afford.
- 5.10 At the first meeting of the Task Group the possibility of having to draft an Interim Report requesting that the current increase be extended for the 2021/22 financial year was discussed by Members. This was due to timescale issues.
- 5.11 The second meeting of the Task and Finish Group on non-residential care charges took place on 7th November 2019.
- 5.12 During a presentation Members were shown a graphic outlining the number of people accessing services charged for on an hourly rate. It was explained to Members that of the 1,167 service users in the County Borough, it was only the 216 people paying full standard charges who would be affected by any future increases in charges for this type of non-residential social care. Therefore, based on figures as at 30th September 2019, the vast majority of care recipients are unaffected by a charge increase.
- 5.13 Members asked about the charging policy for the Telecare Service. The Interim Financial Services Manager advised that there was a charge for this service but that it was not included as part of charges for non-residential social care. Officers outlined that Telecare had now been adopted by the Social Services department, but previously had been administered by Housing Services. Discussion ensued on the possible impact of incorporating Telecare into the package of non-residential social care services. It was generally acknowledged that this would require further consideration and should possibly be considered as part of a future review.
- 5.14 At the second meeting Members agreed to consultation suggestions such as engaging with stakeholders via GAVO (Gwent Association of Voluntary Organisations). Contact was also made directly with associated organisations such as Age Cymru and Disability Rights UK. Subsequently, this consultation process proved challenging due to a lack of engagement from organisations. A Stakeholder Engagement Session scheduled for 27th February 2020 had to be cancelled due to a lack of interest. Planned face-to-face consultation sessions at events organised by Caerphilly People First also had to be cancelled following the national lockdown because of the Covid-19 pandemic in March 2020.
- 5.15 Plans to restart the inquiry with an evidence gathering meeting via Microsoft Teams were made during Autumn, 2020. The Wales School for Social Care Research in Swansea, and Social Care Wales were both approached and a Social Care Management expert from the University of South Wales agreed to speak to the Task and Finish group on 30th November 2020. But this session had to be cancelled due to

a family bereavement. This session was rescheduled for February 2021.

- 5.16 On Tuesday 2nd February 2021 the Social Services Scrutiny Committee endorsed the recommendations of an Interim Report (referred to in 5.10), which requested that Cabinet extended the policy of increasing non-residential charges by 10% per annum for hourly rates and 20% per annum for sessional rates for a further year in to the 2021/22 financial year. The Task and Finish group on Non-Residential Care charges would then make recommendations for Cabinet consideration on the charges from 2022/23 onwards. The Interim Report outlined how disruption caused by the Covid-19 pandemic meant that the Task and Finish group were not in a position to make recommendations on the application of charges for non-residential care for the 2021/22 financial year. The recommendations of this report were approved by Cabinet on Wednesday 24th March 2021.
- 5.17 The third meeting of the Task and Finish Group was an evidence-gathering session and it took place on 15th February 2021. Members heard views from Tony Husein, Head of Contract Services at Age Cymru Gwent and Owain Jones, Course Director of the Health & Social Care Management degree programme at the University of South Wales. The Assistant Director for Adult Services at Caerphilly County Borough Council also spoke to Members at this meeting.
- 5.18 During the meeting in February 2021 it was suggested that a modelling exercise took place to determine how quickly charges within the County Borough could reach the midpoint for rates in Wales.
- 5.19 The fourth meeting of the Task and Finish Group took place on 28th June 2021. Members discussed a synopsis of key emerging themes and the evidence received throughout the review.
- 5.20 At the meeting in June Members also discussed a comparison chart of rates charged by other Welsh Local Authorities and a rate modelling exercise of the councils surveyed up until 2026/27. It was agreed that a report recommending options which would take rates within the County Borough to the Welsh median, be drafted and presented to the Social Services Scrutiny Committee.

5.21 **Conclusion**

A study of charges for non-residential care in Wales reveals that Caerphilly County Borough Council has one of the cheapest national rates for both hourly home care and day care. According to the most recent survey the current hourly charge for home care in Caerphilly is rated 16th in terms of cost out of 18 Welsh Local Authorities surveyed, and the current rate for day care is rated 17th out of the 18 councils who responded to the survey. During the Task and Finish inquiry Members heard how even with the increases of 10% per annum for hourly rates and 20% per annum for sessional charges for the past 6 years, Caerphilly was still in the lower quartile of Standard Charges for all Welsh authorities. Following their review Members concluded that Caerphilly County Borough Council's charging policy for non-residential care should ensure that rates reached the Welsh median at a defined point in the future, whilst maintaining the principle that only those who could afford to pay were charged.

6. **ASSUMPTIONS**

- 6.1 As it would be impossible to accurately determine future annual uplifts made by other Welsh Local authorities, the recommendations on moving towards a Welsh median are based on assuming an annual inflationary uplift of 2% by the other councils surveyed.

7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 On completion of the Integrated Impact Assessment (IIA) the conclusion reached is that this proposal has a largely neutral impact on the Protected Characteristics identified under the Equality Act 2010 and those experiencing Socio-economic Disadvantage. Any negative impact is mitigated by a legal framework for charging set out in the Social Services and Wellbeing (Wales) Act 2015 and its supporting Regulations, which help to ensure that only those that can afford it are charged for non-residential care.

[Link to full Integrated Impact Assessment](#)

8. **FINANCIAL IMPLICATIONS**

8.1 **Hourly rate for Home Care**

(i) If Option 1 is endorsed the current annual increase for hourly rates (10% per annum) would remain in place until 2024/25 when an annual uplift of 3% would be applied until 2026/27.

(ii) If Option 2 is endorsed an annual uplift of 6% would be applied until 2026/27

8.2 **Sessional rate for Day Care**

(i) If Option 1 is endorsed an annual increase for day care of 10% would be applied from 2022/23. The annual uplift of 10% would be applied until 2026/27

(ii) If Option 2 is endorsed the current annual increase for day care (20% per annum) would be retained until 2026/27.

(iii) If Option 3 is endorsed an annual increase of 30% would be applied for day care from 2022/23. The annual uplift of 30% would be applied until 2026/27.

9. **PERSONNEL IMPLICATIONS**

- 9.1 There are no personnel implications with respect to this report.

10. **CONSULTATIONS**

- 10.1 All responses from the consultations have been incorporated in the report.

11. STATUTORY POWER

- 11.1 The Local Government Act 2000.
Social Care and Well-Being (Wales) Act 2015.

12. URGENCY (CABINET ITEMS ONLY)

- 12.1 Non-urgent but would need to be considered prior to setting the 2022/ 23 rates for non-residential care.

Author: Mark Jacques, Scrutiny Officer – jacqum@caerphilly.gov.uk

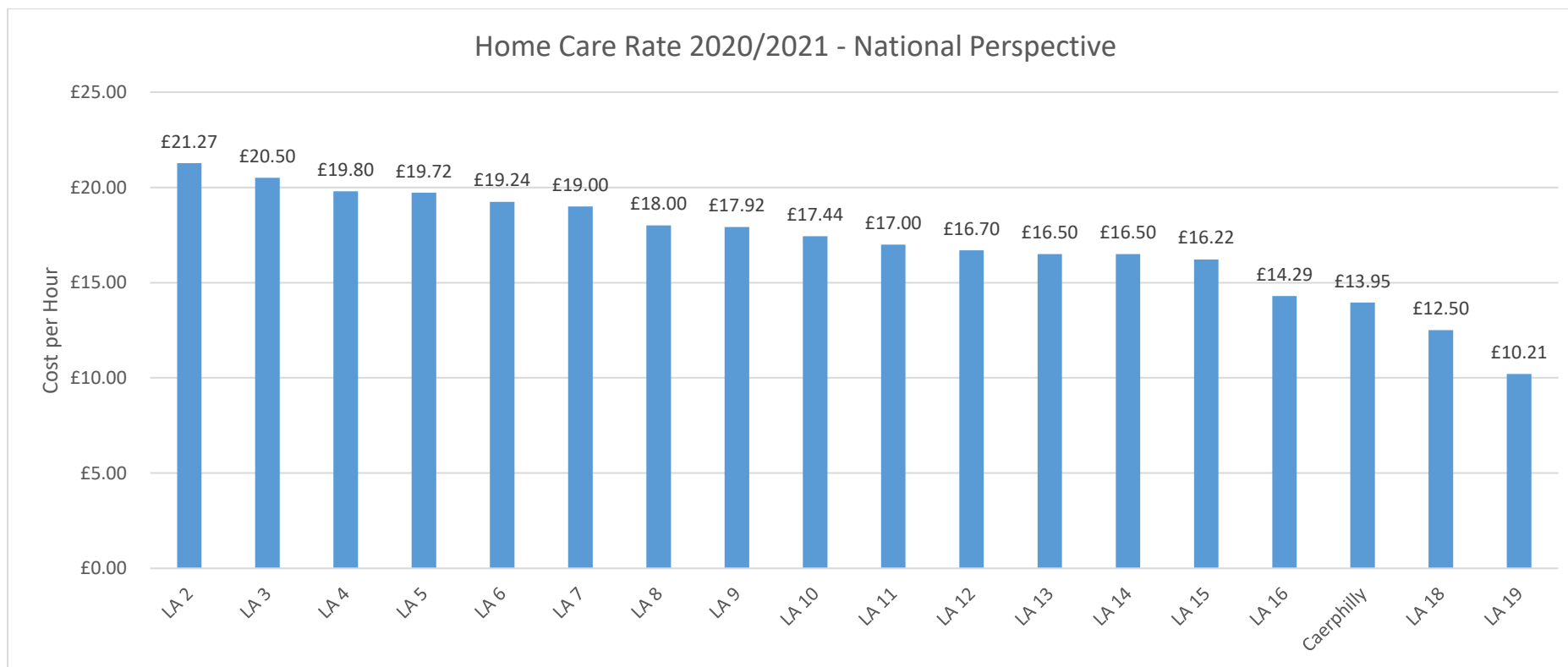
Consultees: Dave Street, Acting Chief Executive
Richard Edmunds, Corporate Director for Education and Corporate Services
Jo Williams, Assistant Director Adult Services
Mike Jones, Financial Services Manager
Robert Tranter, Head of Legal Services/ Monitoring Officer
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer, Legal Services
Councillor Shayne Cook, Cabinet Member for Social Care
Councillor Donna Cushing, Chair of Social Services Scrutiny Committee
Councillor Carmen Bezzina, Vice Chair of Social Services Scrutiny Committee

Appendices:

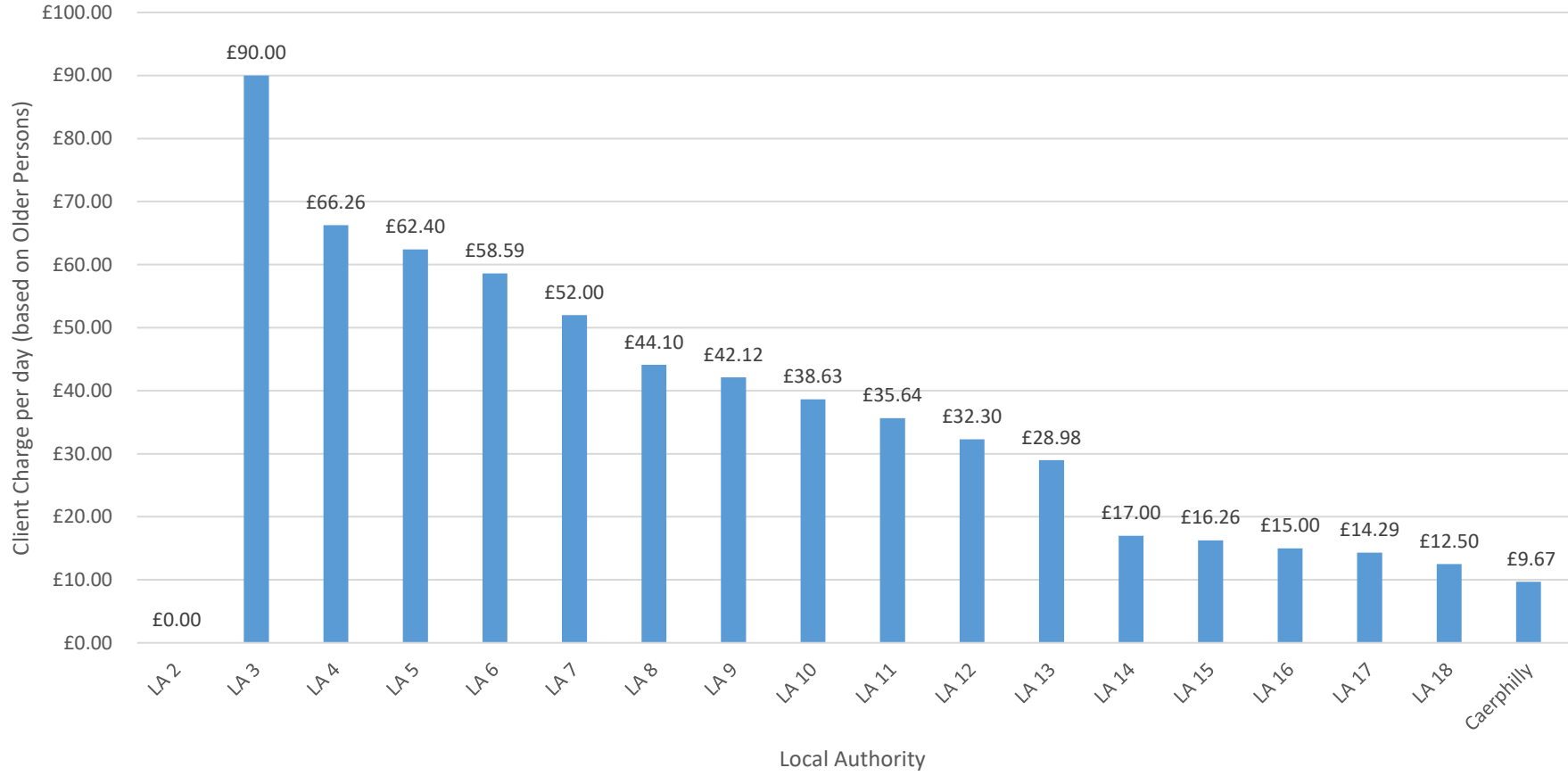
Appendix 1 – Charging Rates – National Perspective 20-21
Appendix 2 – Modelling to 2026/ 27 – Summary of Options

This page is intentionally left blank

Home Care Rate 2020/2021 - National Perspective



Day Care Rate 2020/2021



Option 1a	20/21	Assuming an annual uplift of:-					
		10%	10%	10%	3%	3%	3%
		21/22	22/23	23/24	24/25	25/26	26/27
Caerphilly	£13.95	£15.34	£16.87	£18.55	£19.10	£19.67	£20.26
Ranking	16 out of 18	15 out of 18	14 out of 18	9 out of 18	9 out of 18	9 out of 18	8 out of 18
Above Average?	no	no	no	yes	yes	yes	yes
Above Median?	no	no	no	yes	yes	yes	yes
upper quartile?	no	no	no	no	no	no	no
lower quartile?	yes	yes	no	no	no	no	no

Option 1b	20/21	Assuming an annual uplift of:-					
		10%	6%	6%	6%	6%	6%
		21/22	22/23	23/24	24/25	25/26	26/27
Caerphilly	£13.95	£15.34	£16.26	£17.23	£18.26	£19.35	£20.51
Ranking	16 out of 18	15 out of 18	15 out of 18	14 out of 18	11 out of 18	9 out of 18	7 out of 18
Above Average?	no	no	no	no	no	yes	yes
Above Median?	no	no	no	no	no	yes	yes
upper quartile?	no	no	no	no	no	no	no
lower quartile?	yes	yes	yes	no	no	no	no

Sessional Rate for Day Care

Option 2a	20/21	Assuming an annual uplift of:-					
		20%	10%	10%	10%	10%	10%
		21/22	22/23	23/24	24/25	25/26	26/27
Caerphilly	£9.67	£11.60	£12.76	£14.03	£15.43	£16.97	£18.66
Ranking	17 out of 18	17 out of 18	17 out of 18	16 out of 18	16 out of 18	14 out of 18	13 out of 18
Above Average?	no	no	no	no	no	no	no
Above Median?	no	no	no	no	no	no	no
upper quartile?	no	no	no	no	no	no	no
lower quartile?	yes	yes	yes	yes	yes	no	no

Option 2b	20/21	Assuming an annual uplift of:-					
		20%	20%	20%	20%	20%	20%
		21/22	22/23	23/24	24/25	25/26	26/27
Caerphilly	£9.67	£11.60	£13.92	£16.70	£20.04	£24.04	£28.84
Ranking	17 out of 18	17 out of 18	16 out of 18	14 out of 18	12 out of 18	12 out of 18	12 out of 18
Above Average?	no	no	no	no	no	no	no
Above Median?	no	no	no	no	no	no	no
upper quartile?	no	no	no	no	no	no	no
lower quartile?	yes	yes	yes	no	no	no	no

Option 2c	20/21	Assuming an annual uplift of:-					
		20%	30%	30%	30%	30%	30%
		21/22	22/23	23/24	24/25	25/26	26/27
Caerphilly	£9.67	£11.60	£15.08	£19.60	£25.48	£33.12	£43.05
Ranking	17 out of 18	17 out of 18	15 out of 18	12 out of 18	12 out of 18	11 out of 18	9 out of 18
Above Average?	no	no	no	no	no	no	yes
Above Median?	no	no	no	no	no	no	yes
upper quartile?	no	no	no	no	no	no	no
lower quartile?	yes	yes	yes	no	no	no	no



SOCIAL SERVICES SCRUTINY COMMITTEE – 23RD NOVEMBER 2021

**SUBJECT: GWENT REGIONAL PARTNERSHIP BOARD ANNUAL
REPORT 2020/2021**

REPORT BY: ACTING CORPORATE DIRECTOR – SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To present Scrutiny Committee with the 2020-2021 Annual Report for the Gwent Regional Partnership Board (RPB) and provide updates in relation to the key successes across the strategic partnerships operating beneath the RPB.

2. SUMMARY

- 2.1 The RPB is a statutory partnership body, established to lead and guide the implementation of the Social Services and Well Being (Wales) Act 2014 across the five Gwent Local Authorities of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen within the footprint of the Aneurin Bevan University Health Board area.
- 2.2 The priorities of the RPB are:
- To improve health and wellbeing outcomes and reduce inequalities in the region;
 - To improve carer, treatment and support, ensuring people have more say and greater control;
 - To provide information and advice to help people sustain good health and wellbeing;
 - To provide co-ordinated, person centred care, treatment and support;
 - To make more effective use of resources, skills and expertise;
 - To align or integrate functions and resources, where integration adds values to citizens.
- 2.3 The RPB Annual Report for 2020/21 is attached for information at Appendix 1 and provides a strategic overview of the work of the Board in delivering against these priorities through the work of the themed Strategic Partnerships sitting beneath it. Although it is a regional report, most of the work undertaken is cross cutting and is relevant to Caerphilly.

3. RECOMMENDATIONS

3.1 Scrutiny Committee is requested to note the content of the RPB Annual Report.

4. REASONS FOR THE RECOMMENDATIONS

4.1 To ensure Scrutiny Committee is fully aware of the work of the RPB.

5. THE REPORT

5.1 As stated at paragraph 2.3 above, the work of the RPB is supported through six themed sub partnerships. The key successes for each are contained in Section 2 of the attached report and are highlighted below:

Gwent Adult Strategic Partnership (GASP)

5.2 The RPB implemented the Discharge to Recovery and Assessment pathway which supports the prevention of admissions into hospital and speedier discharges from hospital.

5.3 The GASP has focused on community pressures and developed an action plan which links to work being undertaken by the Community Care Sub Group (CCSG) and the recently established Tactical Contingency Group (TCG) to try to look at short and long term actions to address the whole system problems

5.4 The Partnership has monitored the continued implementation of the Frailty programme via the Community Resources Teams (CRT's) in each borough

5.5 The Partnership has participated in recent consideration panels for all projects funded via the Integrated Care Fund and Transformation Grant

Carers Strategic Partnership

5.6 The Partnership has continued to provide Information, Advice and Assistance to carers during the pandemic. A very successful small grants scheme has been developed, this has been augmented by funding from the additional carers grant award received from Welsh government

5.7 Carers Week in 2020 was celebrated in a variety of ways making the best use of social media and technology. In Caerphilly, the Carers Support Team delivered a Prize Quiz through Zoom, sent out daily messages to thank carers, held their own 'clap for carers' event and ran a photography contest.

Children and Families Strategic Partnership

5.8 The key strategic development for the Children and Families Partnership is the implementation of the Iceberg Model which is transforming the delivery of health and social care services to children and families at all levels of intervention.

5.9 The model incorporates the development of: a single point of access for children with emotional health and wellbeing issues called the SPACE Wellbeing Panel; the Family Intervention Team (FIT); Platform Peer Support and the regional role out of the My Support Team (MyST) model across all Local Authorities.

- 5.10 In addition, the RPB has overseen the allocation of the Integrated Care Fund (ICF) for children through endorsing a regional approach to the delivery of 'Edge of Care' services, Family Meetings, Mediation and additional supports for Special Guardians.

Dementia Board

- 5.11 The RPB has overseen the ICF Dementia funding which has been subjected to consideration panel in respect of evaluation of all projects that provide support for both people with dementia and their carers.
- 5.12 The ongoing rollout and development of Dementia Friends and Dementia Friendly Communities across schools and community support organisations which has helped to raise awareness particularly in relation to the impact of Covid-19 on people with dementia.

Health, Social Care and Housing Strategic Partnership

- 5.13 The priority for this Partnership is the provision of appropriate accommodation and housing options for older people and its membership includes the Local Authorities, Housing Providers and Registered Social Landlords (RSL's).
- 5.14 The Partnership established a Task Group to scope the housing and accommodation needs across the region, to share development opportunities and to ensure new developments are Age Friendly. A commissioned piece of work on Accessible Housing has made a series of recommendations which will be progressed during 2021/22.

Mental Health and Learning Disability Partnership

- 5.15 This Partnership has led on the development of a central point of access for information and self-help called Melo Cymru. Since its launch in January 2021 until the end of March, the site had over 6,500 visits and this was prior to any communication campaign.
- 5.16 In addition, a 24/7 crisis and out of hours support service has been implemented. Between the hours of 9am and 9pm, a Crisis Resolution Home Treatment Team (CRHTT) undertakes assessments within the patient's local area. After 9pm, the support is centralised at St Cadoc's Hospital.
- 5.17 For children and young people, Specialist CAMHS provision has been increased with Emergency Liaison, Crisis Outreach and the new Intensive Support and Engagement Team all aimed at increasing support in the community and reducing the need for hospital admissions.
- 5.18 The partnership has commenced work with the Children and Families Strategic Partnership Board to look at transition pathways across health and Social Care

6. ASSUMPTIONS

- 6.1 There are no assumptions made or presumed in this report.

7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT

- 7.1 This report is for information purposes only, so the Council's full Integrated Impact Assessment process does not need to be applied.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no direct funding implications for the Council arising from this report.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel or HR implications arising from this report.

10. CONSULTATIONS

- 10.1 The report is for information purposes and reflects the views of consultees.

11. STATUTORY POWER

- 11.1 Social Services & Well Being (Wales) Act 2014

Author: Gareth Jenkins, Acting Corporate Director / Head of Children's Services
jenkig2@caerphilly.gov.uk

Consultees: Dave Street, Acting Chief Executive, streed@caerphilly.gov.uk
Cllr Shayne Cook, Cabinet Member for Social Services,
cooks3@caerphilly.gov.uk
Cllr Donna Cushing, Chair – Social Services Scrutiny Committee
cushid@caerphilly.gov.uk
Cllr Carmen Bezzina, Vice Chair – Social Services Scrutiny Committee
bezzic@caerphilly.gov.uk
Social Services Senior Management Team

Attachments:

Appendix 1: Gwent Regional Partnership Board Annual Report for 2020/21
(Please note that this report may not be fully accessible, if you experience any issues or would like to receive this in an alternative format please contact the report author)

This page is intentionally left blank



Bwrdd Partneriaeth
Rhanbarthol Gwent
Gwent Regional
Partnership Board

Regional Partnership Board Annual Report

An integrated system of health, care and wellbeing for Gwent

2020/21

Working in Partnership



Bwrdd Iechyd
Aneurin Bevan
Health Board



Actively supporting the contribution of
individuals, through voluntary action.
Charity Registration No: 1097079
Company No: 4803713



Gwent Association of Voluntary Organisations
Cymdeithas Mudiadau Gwirfoddol Gwent

Contents

	page
Foreword	4
01. Perspectives from Partners	5
02. Executive Summary	7
03. PART 1: Partnership governance and development overview	8
■ Regional Partnership Board Overview.	
■ Key partnership developments over the last year.	
■ Progress on implementing changes in revised. Part 9 Social Services & Wellbeing Act guidance.	
04. PART 2: General Progress Update	16
■ a) Delivery against Key Objectives.	
■ b) Supporting Better Integration and Delivery.	
05. PART 3: Communication, Engagement And Social Value	33
■ How the Regional Partnership Board engaged directly with service users.	
■ How the Regional Partnership Board promoted co-operation and participation with relevant partners.	
■ How the Regional Partnership Board engaged with wider stakeholders, including service providers from the third and independent sectors.	
■ Progress to establish social value forums to promote social value and share good practice.	
06. PART 4: FORWARD LOOK	36
07. Annexe 1: Register of RPB monthly meetings	37
09. Annexe 2: Membership of the Gwent RPB	38
10. Annexe 3: Dewis Citizen Portal	39
11. Annexe 4: Regional College Consortium Update	40

Foreword



“This year of 2020/21 has been a momentous year - and a challenging time for myself as a new Chair for the Gwent RPB. Obviously the Covid-19 pandemic has dominated all that we have done in health and social care over the past 12 months plus, but one positive has been that the working relationships that we have developed in the RPB have really helped as Covid-19 testing was established and a vaccination programme planned and rolled out.

I would like to pay tribute to my predecessor as RPB Chair, Cllr Carl Cuss from Caerphilly, who had to step down earlier than planned because of personal circumstances, as he provided energy and ideas that really helped the Gwent RPB to move ahead. I also want to pass on thanks to Phil Robson, who was previously RPB Chair, and who stayed on throughout the last year as Vice-Chair, so giving me - and the Board as a whole - the benefit of his considerable experience and insight.

We know that we will continue to face considerable challenges as health and social care seeks to learn the lessons of the Covid-19 pandemic and adapt to different ways of working. None of us could have expected how much work would be done on-line, and we have all had to get used to using our ‘mute’ buttons effectively! Chairing on-line meetings has been very much a learning experience.

We also had the opportunity to contribute as a Partnership Board to the Welsh Government White Paper consultation on Rebalancing Care and Support, and so we look forward to seeing how the wide range of comments passed forward are taken ahead by the new Welsh Government. I would wish to thank my RPB colleagues for the patience, tolerance and commitment that they have given throughout this most unusual of years - it has been very much appreciated.

My thanks as well go to those officers who have supported the RPB over the past year. They have helped us to adapt to the on-line ways of working and to keep us well informed as we have taken oversight of an increased range of regional funding streams. I know that we will see some changes as experienced colleagues move on to other things, but I am confident that we can and will continue to develop as a Partnership Board to serve the citizens of Gwent as best that we can.”

Councillor Paul Cockeram
Chair of Regional Partnership Board

1. Perspective from Partners

Citizen Panel Representative:

“Reflecting on my contribution to last year’s annual report, there are some similarities. We are still affected by Covid-19, lockdown, a lack of face to face meetings but there is now some light at the end of the tunnel. The Citizen’s Panel has continued to meet virtually and to learn from and share its experiences with a range of agencies. It has provided front line reporting about subjects such as hospital discharge and vaccinations and remains an informed voice for the RPB in particular. Personally, after 4 years in post, I thought it the right time to step down as Chair and pass the baton to the capable hands of Lorraine Morgan who will make sure the Citizen’s Panel carries on its good work in Gwent.”

Chris Hodson - Citizen Panel Chair

GAVO:

“2020/2021 and the Covid-19 Pandemic has been a challenge like no other that we can remember but the Regional Partnership Board and all its supporting structures have been focused on ensuring that in order to manoeuvre out of this pandemic, we have needed to work together for the benefit of all our residents. All sectors have been instrumental in this process and all of their voices and struggles have been heard. Collaboration continues to be at the forefront of thinking moving forward and there is a desire to continue to review all ways of working to ensure continuous improvement.

As a representative of the Third Sector, the support provided by Organisations, groups and Volunteers has been incredible and the support given by the Regional structures have gone some way to ensuring this has been possible. The RPB Annual Report gives us a great opportunity to promote the great work of all partners and we look forward to continuing this contribution moving forward.”

Stephen Tiley - Chief Executive Officer, GAVO

Chief Executive, Aneurin Bevan University Health Board:

“The year 2020/21 continued to present enormous challenges to the Health Board, partner organisations and our communities as a result of the COVID-19 pandemic. That led to a need to focus on our hospital and community capacity as well as advancing the Mass Vaccination Programme at scale and pace. Close work with partners has been fundamental, both in relation to the pandemic response, but more broadly across the range of priorities we have collectively agreed for our region. It is good to see the positive progress of the combined efforts reflected in this RPB annual report.”

Judith Paget - Chief Executive, Aneurin Bevan University Health Board

1. Perspective from Partners

Director of Social Services:

“The last 12 months has been a huge challenge for all organisations with the outbreak of the COVID-19 pandemic and particularly the onset of the second wave. The relationships we have fostered over the years through the Regional Partnership Board have been tested to the full and I think we have emerged from the other side much stronger and confident in those relationships. We still don’t always agree with each other but we will challenge each other’s views and opinions to try and make sure we collectively make the best decisions for our communities across Gwent. If anything this pandemic has taught us is that health and social services cannot work alone to fight such major health or social services crisis, we require support from other areas of expertise such as our Public Health Wales, Environmental Health/Public Protection and Emergency Planning colleagues together with those willing volunteers within our communities to tackle such problems head on.”

Damien McCann - Director of Social Services in Blaenau Gwent

South West and South East Wales, Care Forum Wales:

“As provider representative on the Gwent RPB, representing the regional forum of care providers across the third and private sectors, being on the RPB gives me an opportunity to sense check decisions from the perspective of what is workable for providers and care workers and whether they can deliver the outcomes we want for Gwent citizens. I am keen to see partnership working extending across the different parts of the sector and, in particular, to ensure that regulated care settings such as domiciliary care agencies and care homes are fully able to participate. Whilst I would like to see greater provider involvement at a strategic level, there has been some really positive engagement on some key issues. The pandemic has delayed some of this work from being taken forward, but it has also highlighted the value of social care and what can be achieved when we work together - we need to seize the opportunity to build on these strengths.”

Melanie Minty - Policy Adviser for South West and South East Wales, Care Forum Wales.

2. Executive Summary

The Regional Partnership Board have continued to progress priorities highlighted in the regional Area Plan over the last year despite the huge challenges presented through the COVID-19 pandemic. As lockdown restrictions are lifted across the region and organisations and society move to a recovery phase; health and social care partners are still very much in a response phase given the vulnerabilities and needs of the people supported by RPB partners. This will be the case as we move forward with winter planning and the strain on front line workers will require close monitoring, given the pressures they have worked under over the last 18 months. It is testament to the passion and commitment of all RPB partners and their staff that we have been able to continue with the delivery of priorities in the Area Plan and key successes include:

Adult Strategic Partnership:

- Implementation of a challenging transformation agenda and place-based care working and an example Home First Hospital Avoidance programme exceeding the target 25 discharges per week, and based on the last 5 months of data, equates to 31 discharges a week. This would give a total of 1612 discharges per annum: an aggregated saving of £3.2 million. With the additional investment to scale up the service, Home First is costing approximately £1.7 million per annum to operate, giving a crude return on investment of £1.5 million.

Carers Strategic Partnership:

- Continued to provide information and support to carers during the pandemic and national carers week as well as administering the Carer's small grant scheme.

Children and Families Board:

- Have furthered the development of the Iceberg model and SPACE wellbeing panels, as well as continuing the wider Adverse Childhood Experiences (ACE) agenda with a further 158 Community Support Officers, Police Staff Investigators completing training.

Dementia Board:

- Have led on the development of the national 'Get There Together' project helping people living with dementia to gain confidence to access communities after recent lockdown restrictions as well as continuing to delivering 231 virtual Dementia Friends awareness creating 530 Dementia Friends.

Heath & Housing Strategic Partnership:

- Members continue to work closely with Integrated Care Funding (ICF) team to implement capital projects and improve existing resources and establishments.

Mental Health and Learning Disability Partnership:

- Have played a key role in supporting the national Mental Health survey and developing a new online resource - Melo - to improve emotional wellbeing across the region.

Regional Integrated Autism Service:

- Have continued to support individuals with autism and their families, providing direct access to specialist support through a self-referral model:
 - 72% of all support referrals were self-referrals (70% in 19/20)
 - 40% of diagnostic referrals were self-referrals (35% in 19/20)
 - 154 people in 20/21 attended the Virtual Autism Advice Sessions which were set up in response to the pandemic and cessation of community drop-in service.

3. PART 1: Partnership Governance and Development Overview

i Purpose, role, membership, operating structure and key priorities of the regional partnership board.

The Board's purpose as set out in the Terms of Reference are:

'The Greater Gwent Health, Social Care and Well-being Partnership Board is a key partnership body; established to lead and guide the implementation of the Social Services and Well Being (Wales) Act 2014 in the Greater Gwent area (covering the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen), sitting within the footprint of the Aneurin Bevan University Health Board area.'

The priorities of the RPB are:

- To improve health and wellbeing outcomes and reduce inequalities in the region;
- To improve care, treatment and support, ensuring people have more say and greater control;
- To provide information and advice, to help people sustain good health & well-being;
- To provide co-ordinated, person centred care, treatment and support;
- To make more effective use of resources, skills and expertise;
- To align or integrate functions and resources, where integration adds value to citizens.

In order to deliver RPB priorities and the objectives of the Area Plan, there are a series of thematic integrated partnerships, which also have oversight of the relevant programmes of work and projects within ICF and Transformation funding.

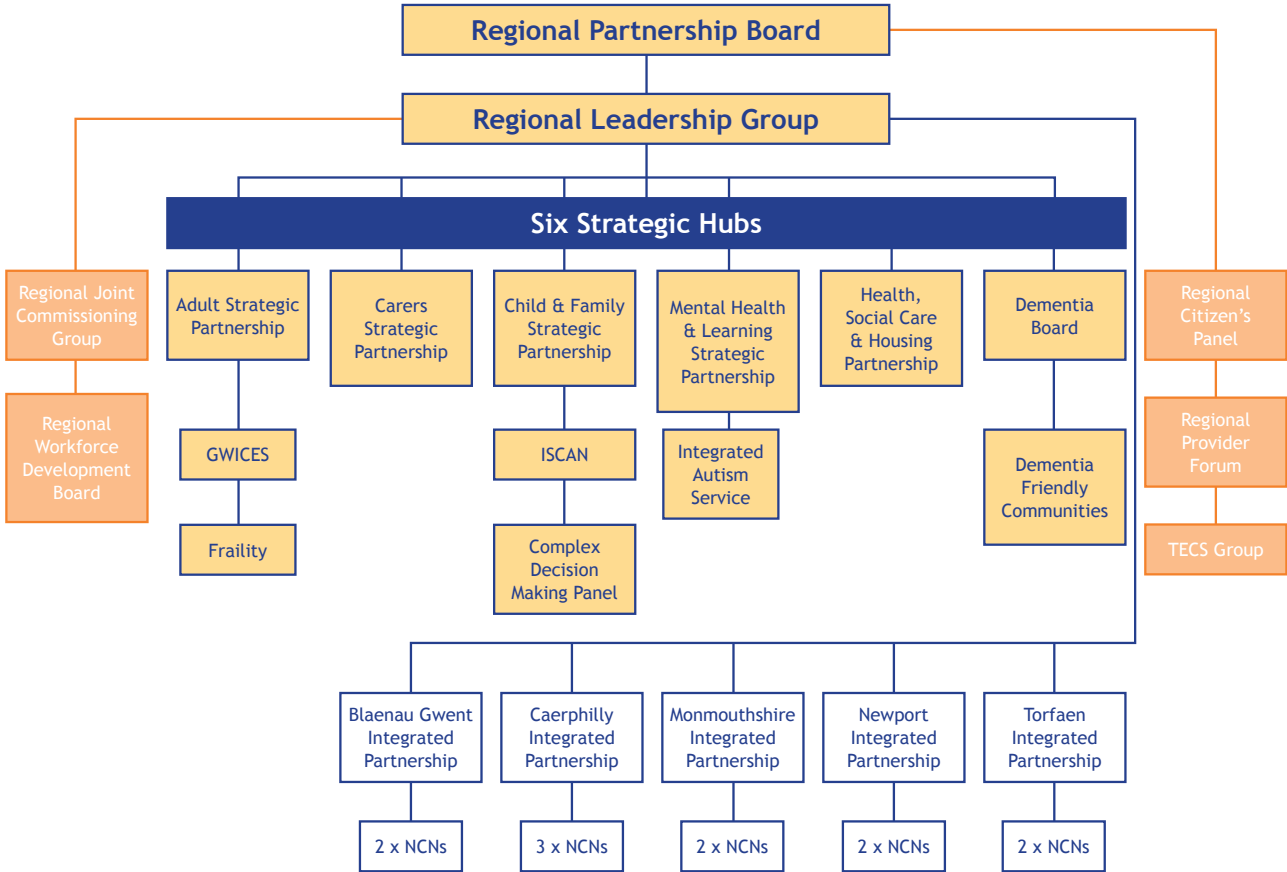
These sub partnerships report directly to the RPB and update on progress against Area Plan priorities and challenges:

- Carers Strategic Partnership;
- Children and Families Strategic Partnership;
- Dementia Board;
- Gwent Adult Strategic Partnership;
- Health, Housing and Social Care Strategic Partnership;
- Mental Health and Learning Disability Strategic Partnership.

The thematic partnerships each have a strategic work programme, which is translated at a local level via the 'Integrated Partnership Boards' and Neighbourhood Care Networks.

There are also some other functional groups, set out in the SSWB Act as required at regional level. This include:

- The regional citizens panel (including carers), with two representatives to sit on the Board;
- The value based provider forum, to connect to the RPB directly - having two elected representatives to sit on the Board;
- A regional joint commissioning group;
- A regional Workforce Development Board;
- A regional Technology Enabling Care (TECS) group.



The Gwent Area Plan sets out actions for an integrated system of health, care and wellbeing across Gwent. Collaborative leadership from Health, Local Government, and Third sector colleagues has driven the development of the plan. It is ambitious, and it sets a clear route map for the delivery of an integrated model of health care and wellbeing across Gwent. The Regional Partnership Board (RPB) will provide leadership and oversight on the delivery of the plan, supported by appropriate governance and performance management systems.

The Plan is structured around the statutory core themes identified in Population Needs Assessment guidance and priority population groups, where a step change in the pace of transformation is required, these are: older adults, children and young people, carers; and people with mental health and learning disabilities. Underpinning these strategic groups are work streams on housing, workforce, finance and assistive technology. The plan will be delivered through the structure set out above comprising regional activity (strategic partnerships) local activity (5 x integrated boards) and locality models (NCN's).

Key Developments over the last year

Gwent Transformation Model

The Gwent Transformation Programme has continued to make good progress with the programmes adapting their scope and focus to ensure they are able to support the local response to COVID-19. The four programmes comprise a whole systems approach to supporting improved community wellbeing and developing a place-based model of care closer to home and preventing unnecessary hospital admission. The emphasis in the final year will be on developing a coherent place-based care framework, predicated on the principles and successful elements of each of the four programmes. They remain the strategic programme for supporting integration and partnership working across health, social care, housing and third sector, with co-production and collaborative working at the heart of the programme.

Programme delivery has been supported by the development of the Gwent Research, Innovation and Improvement Coordination (RIIC) Hub, with Learning and Improvement Networks now operational and supporting ongoing transformation within each programme. In addition, the Gwent RIIC is taking a lead on the national stage on innovation approaches for Regional Partnership Boards, with a package of training under development.

Given the likelihood that transformation funding will cease in its current format in March 2022, each programme is developing a programme of work around financial sustainability, making clear the value of the programmes in line with the wider strategic improvement objectives of the Regional Partnership Board. To support this work, Welsh Government are working with the regions to develop Communities of Practice, to share learning and plan regional scaling and economic modelling, to demonstrate where longer term system efficiencies can be secured.

Going forward into the final year the emphasis will be on aligning the programmes into a framework around place-based care, which supports early intervention and prevention, the provision of care closer to home and preventing unnecessary hospital admission. The programmes will be refined to ensure they take account of the early opening of the Grange University Hospital, and national evaluation findings.

Continued best use and maximisation Integrated Care Fund

The Integrated Care Fund is provided by Welsh Government as an enabler to delivering on the Social Services and Wellbeing Act and the more recent 'A Healthier Wales Strategy'. Funding is provided to support the priority groups for integration as specified in the Social Services and Wellbeing Act 2014.

For these priority groups, the current ICF guidance provides aims for integrated service delivery models and approaches that will:

- Enable older people to maintain their independence and remain at home, avoiding unnecessary hospital admissions and delayed discharges;
- Enable families to meet their children's needs and help them to stay together;
- Support carers in their caring role and enable them to maintain their own wellbeing;
- Support the development of integrated care and support services for individuals with complex needs, including people with learning disabilities, children with complex needs and autism;
- Offer early support and prevent the escalation of needs; and
- Promote emotional health and wellbeing as well as prevent poor mental health.

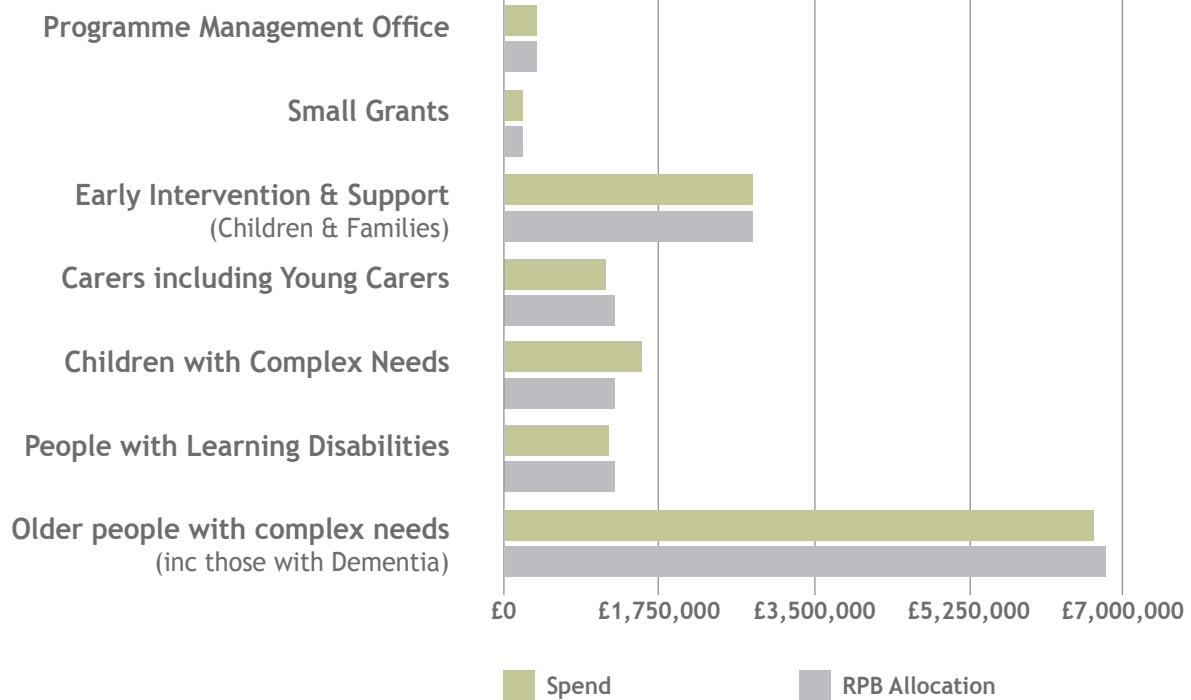
ICF is intended to assist regional partnership boards in developing and testing new integrated models for health and care, to include:

- **Partnership working and co-operation:** Regional partners are expected to take a collaborative and co-productive approach to planning, designing, testing and evaluation ICF projects across the region, with a view to enhancing and mainstreaming successful integrated models and practice.
- **Workforce:** Projects should include a clear focus on developing the necessary skills, behaviours and cultures that will support change and develop effective integrated delivery teams and services. The learning taken from projects developing successful integrated teams should be used to inform and shape mainstream practices.
- **Infrastructure:** Partners should consider how their wider collective resources such as accommodation, systems, IT infrastructure and equipment can be shared and contribute to the delivery of ICF projects.

From 2018-19 the fund has been provided via three funding streams; ICF Revenue, ICF Dementia and ICF Capital. Nationally the ICF Revenue and Dementia Funding allocations have grown to £89million. The Integrated Care Fund (Revenue) stream for 2020/21 including Dementia, Integrated Autism Service and W.C.C.I.S. totals £16.475m (the same as in 2019/20). In addition, the 2020/201 allocation of the ICF Capital 3-year investment plan provided £7.4 million for the region.

To support the development associated with the growth in funding, governance activities, and evaluation and reporting requirements, Gwent RPB were proactive in responding to the opportunity of funding and developed an ICF Portfolio Management Office (PMO) ensuring investment opportunities align with local strategic needs, and a programme of continuous improvement enabled via information sharing and evaluation of investment.

Utilisation by Priority Area



ii Progress on implementing changes in the revised Part 9 guidance. Specifically Housing and Education

In line with ‘A Healthier Wales’ and the capital element of ICF, housing are having an increasing profile within RPBs. The revised Part 9 guidance requires: At least one housing representative from a local authority and at least one registered social landlord onto the membership of each board. The Gwent region had already established a Health, Social Care & Housing Partnership and the Chair of this group Paula Kennedy, Chief Executive of Melin Homes, was nominated by Registered Social Landlord (RSL) colleagues to represent them on the RPB.

The Children’s Commissioner 2018/19 Annual report called for greater focus from the regional boards on prioritising integration of services for children with complex needs. The Amendment Regulations add a requirement for at least one senior local authority officer from the education sector to be a member of the board.

A nominated Director of Education has joined the RPB this year. It is worth noting that Directors of Education are members of the Children and Families Strategic Partnership which reports directly to the RPB and the collective regional education voice is also present during discussions.

Children and Young People

SPACE-Wellbeing

We are particularly encouraged by the Gwent region's SPACE-Wellbeing early help panels that are the most advanced example we have found of a timely, 'no wrong door' approach to supporting families where children are experiencing mental or emotional health issues or behavioural difficulties. There are also other good examples across Wales where regions are starting to pull services together to help children with complex needs. Regions need to do more to learn from each other where good practice examples exist, and to be more ambitious in aiming for a 'no wrong door' experience right across their regions.

Children's Commissioner for Wales, No Wrong Doors report.

Integrated Family Support Services (IFSS) provides targeted support and help connect children and adult services, focusing on the family as a unit. IFSS work with families to help them to make positive changes, so that any concerns are lessened and children can stay safely at home. In the ABUHB region, Newport City Council were originally the lead organisation and coordinated operations across the region. The 5 local authorities funded a shared service specifically delivering the original IFST model. The pooling of funds for IFST is a requirement under Part 9 of SSWB Act, and these arrangements were in place prior to the Act implementation date of 6th April 2016 for the IFST model.

From 2016 to 2018 the 5 LAs reviewed and remodeled approaches to interventions for Edge of Care services. This included a review of the efficacy of our previous IFST provision. There was concern and potential risk of having parallel services with duplication for families. All IFSTs have evolved the original model of support to more effectively meet the needs of families experiencing parental substance misuse, domestic violence and parental mental ill health. The 5 Gwent LAs have different structures with set ups which vary for family support, intensive interventions, family contact, preventions and edge of care services. The previous IFST provision had been overtaken with the developments of improved edge of care services using the best elements of the IFST model but moving away from some of the less useful aspects.

The 5 LAs all offer intensive family support with a mixture of models, staffing and partners but rooted in research and evidence-based practice. Partners include health colleagues, consultant social workers, specialist domestic abuse workers as well as family support workers. The 5 LAs all take a role with the Children and Families Strategic Partnership and work together as appropriate; for example, on recent ICF bids to further develop family support interventions.

Under the Children and Families Strategic Partnership we have developed a regional Integrated Service for Children with Additional Needs (ISCAN) subgroup and this supports children with complex needs with a single front door approach and also focuses on transition between children and adult services.

As outlined in Part 9 of the SSWB Act, the 5 LAs work together to share practice and collaborate with training and expertise. The five LAs have developed a Gwent offer using the ICF monies along with core budgets across four areas of: Family Group Conferences, Mediation, Family and Friends, and Edge of Care services. All are delivered using a trauma focus and a strengths-based approach so embracing the learning of IFST methodology. The ICF resource is monitored regionally and work with the ICF team continues in order to evaluate this work across the region.

Joint Commissioning and Pooling of funds. Including progress against KPMG report recommendations on pooled budgets.

Regional Commissioning: Prior to the COVID-19 pandemic, the Regional Commissioning Group (RCG) was progressing on to the next phase of its work programme. During the pandemic, the RCG provided extensive support to care providers across the region, monitoring care home vacancies, helping to administer the Welsh Government Hardship Fund and ensure effective communication of latest guidance and information. The terms of reference and membership was also refreshed.

The overarching aim of the RCG is:

‘To support and enable people to live where they want to live and to establishing what matters to them as the starting point.’

Key Requirements:

- Work with the care market(s) to elicit change;
- Work with commissioners to change commissioning practice;
- Work with staff to change culture and practice;
- Work to have a clear communication strategy and messages shared by all commissioners.

The RCG has a cross-cutting function across the regional strategic partnerships and is available to undertake work on their behalf and on behalf of the Regional Leadership Group. The RCG also provides oversight of regional commissioning programmes across the region and an information and good practice sharing forum across the regional partnerships. The RCG is also available to provide specialist technical advice to partners on commissioning related activity but the focus over the next year will be supporting the care home sector with high number of vacancies and planning long term sustainability of the sector.

Pooled Budgets - KMPG report

The maturity matrix, i.e. how they assessed Gwent arrangements is below:

Purpose & scope of pooled funds	Maturity level 3
Fund governance arrangements	Maturity level 5
How decisions are made around the fund's use	Maturity level 5
How the pooled funds risk is shared	Maturity level 1
Initial outcomes of pooled funds	Maturity level 2
Future Development	Maturity level 3
Collaboration	Maturity level 3

The KPMG report has been used to develop the regional agenda and helped to provide a focus on key areas.

Pooled budgets for care homes:

The region has picked up the challenge of developing a Pooled Fund (Section 33) Agreement and has made significant progress. To date all partners 'signed up' to a comprehensive work plan for 2019/20 which builds directly upon the progress made against the requirements of Part 9 of the SSWBA.

Progress to date:

- Section 33 Pooled Fund Arrangement signed by all parties;
- Common regional contract implemented and operational;
- Common Specification for care home accommodation functions agreed and implemented;
- Common fee methodology agreed jointly with care homes and progressing towards a detailed testing period (delayed in light of Covid-19 pandemic);
- A common contract monitoring tool is in production;
- A regional approach to medication administration in domiciliary care has been agreed and implemented;
- A common approach to appointeeship and deputyship services are being explored;
- Care home vacancies were monitored throughout the COVID-19 pandemic.

Going forward, the RCG Work Programme 2021/22 will cover:

- Part 9 SSWB Act Accommodation Services for Older People;
- Regional Programme for Domiciliary Care Services;
- Regional Mental Health and Learning Disability Services;
- Regional Adult Advocacy Services;
- Regional Children's Services;
- Regional Day Services;
- Supporting COVID-19 recovery for Care Homes and Domiciliary Care providers.

4. PART 2: General progress update

2a: Delivery against Key Objectives

The Area Plan outcomes are delivered and monitored through the 6 strategic Partnerships that also ensure the national priority groups set out in the Population Needs Assessment are prioritised:

- Children and young people with complex needs (including new part 9 definitions);
- Unpaid carers;
- Older people, with specific reference to supporting people living with dementia;
- People with physical disabilities;
- People with learning disability/autism;
- People with poor mental health or emotional support needs;
- People with sensory impairment;
- People experiencing VAWDASV or homelessness and the secure estate (as set out in the Code of Practice).

Partnership working with strategic boards is key to ensuring we create synergy across the region and avoid duplication of efforts; and the PRB also links closely with the Area Planning Board, which lead on substance misuse issues and Safeguarding Boards. At a strategic level the RPB links closely with Public Service Boards to ensure there is a collaborative approach to the delivery of the Area Plan and 5 Wellbeing Plans and VAWDASV agenda. The RPB are involved with plans to merge the 5 PSBs to a Regional Public Service Board.

This section of the annual report sets out key work taken forward through each of the partnerships under the RPB and key outcomes in the year in relation to delivering the Regional Area Plan.

Gwent Adults Strategic Partnership (GASP)

Area Plan Outcome identified through the Population Needs Assessment:

- To improve emotional well-being for older people by reducing loneliness and social isolation with earlier intervention and community resilience.

Progress

- RPB has overseen winter planning across the region and implemented Discharge to Recovery and Assessment pathway. This service spans the 5 Gwent local authority areas and supports admission prevention and speedier discharge. The partnership has also supported and coordinated Home First Transformation Initiative supporting admission avoidance and discharge to assess.
- The GASP have worked very closely with local care home and domiciliary care providers during the pandemic to provide information, advice and guidance in relation to the numerous challenges such as care home visiting, testing of staff and vaccination processes.
- Continued to develop a regional commissioning approach for care homes and monitored bed vacancies and directed, and administered, Hardship Funding to ensure care homes are financially supported. The pandemic has affected the timescales and testing of a common fees methodology but this will move forward at an accelerated pace over the next year.

Case Study

Monmouthshire Community Support Networks (GAVO)

Local networks developed during the pandemic as groups and communities worked together to support vulnerable residents. These networks are being supported to continue by GAVO and Monmouthshire County Borough Council as an effective way for communities to identify things they need and want going forward. The networks also provide a structure to decide on the necessary assistance and resources needed. This is a great example of local people leading, and organisations supporting them to put ideas into action.

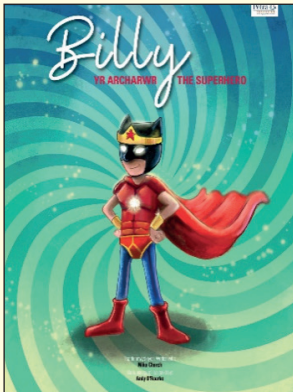
A quote from the MCC Wellbeing social worker who has been part of the support for community volunteers :-

“I have developed a better understanding of the role and needs of the volunteers who have played such a massive part in supporting people through the Lockdown. Volunteers have, of course, always been there and of course I knew about them. But I can honestly say that until now I wasn’t aware of the importance of their role and how important they are, in turn, to the people who they are supporting.”

- The partnership has also overseen the implementation of the Compassionate Communities Transformation project to redesign primary and community care support, with training in Care Navigation taken forward across GP practices and front line services across the region over the last year.

Case Study

Billy the Superhero book



Co-produced by The Gwent Regional Partnership, ABUHB and the Caerphilly parent's network in December 2018, this picture book provided an innovative way of introducing the topic of health and social care to younger children and encouraged them to recognise the important role it plays within their local communities. This year with the support of the University of South Wales a digital resource has been developed to support primary school teachers and pupils to explore and discuss some of the key themes contained within the original 'Billy' book. The bilingual resource is currently awaiting sign off from Hwb with a plan for it to go live in September 2021.

Children & Families Strategic Partnership

Area Plan Outcome identified through the Population Needs Assessment:

- To improve outcomes for children and young people with complex needs through earlier intervention, community based support and placements closer to home;
- To ensure good mental health and emotional well-being for children young people through effective partnership working (priority under Mental Health core theme).

Progress:

- Continued to implement SPACE wellbeing programme through Transformation funding and positively evaluated by Children's Commissioner for Wales. We have also developed a Single Point of Access for neurodevelopmental service and is accessed via the SPACE and Well-being panels.
- The CFB have developed a new evidence based support for children and young people with moderate/severe learning disabilities that provides Intensive Positive Behavioural Support (IPBS) and the IPBS team has been delivering services during the pandemic through a pilot in one of the local authorities. The initial evaluation and outcomes include the prevention of family breakdown, increased family resilience, seamless transition into alternative arrangements.
- Another related support service is 'Helping Hands' and this is an evidenced based early intervention service that offers psychological advice and therapeutic support to children with developmental delay, to their families and the people that care for them.
- The five LAs with colleagues in ABUHB have been considering how best to provide residential care for children in the region and Windmill Farm in Newport is being developed with ICF capital. There were some delays with planning due to Covid-19 but building commenced in January with an estimated completion date of December 2021. Windmill Farm will be a four bedroomed children's home developed specifically as a home for children who need time in a safe and trauma informed environment as partners support them and their family to establish the best care in the longer term.

Case Study

Gwent Iceberg Model

The ICEBERG programme was recognised as a leader of best practice by the Children's Commissioner for Wales, in her report 'No Wrong Door'. This encapsulated the essence of the model, ensuring that families, support staff and children and young people could easily access the help and support they need, with no door a wrong door. Our SPACE wellbeing panel, has provided a Single Point of Access (SPOA) and proved a lifeline for many during the pandemic and beyond, enabling easier access into a complex system. The other programmes including Family Intervention Team (FIT), Platform Peer Support for Children and Young People, and My Service Team (MyST), have proved invaluable during the pandemic, and the final year of the programme will focus on delivering the whole schools approach, and bringing together the distinct programme interventions | into a holistic multi-agency service framework, which is equipped to meet unmet need in a more integrated and timely approach.

Headline Messages:

- Families receive help earlier than they would have previously.
- Frontline staff feel more confident in managing cases themselves, rather than having to refer them on to others.
- Staff working across different disciplines (education, social care, third sector, and health) feel as though they are working in a more integrated and co-ordinated system.
- There is potential for long-term financial sustainability, if key assumptions are met.

MH & LD strategic partnership including Regional Integrated Autism Service - key priority areas

Area Plan Outcome identified through the Population Needs Assessment:

- To improve emotional well-being and mental health for adults and children through early intervention and community support;
- Increased understanding and awareness of mental health amongst the public to reduce stigma and help people to seek support earlier;
- To support people with learning disabilities to live independently with access to early intervention services in the community; and greater public awareness and understanding of people with learning disabilities needs;
- To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice.

Foundation Tier work

Progress:

The ABUHB Executives agreed to the initiation of a Foundation Tier Project in September 2020, to be led by the Aneurin Bevan Gwent Public Health and guided by a multi-agency steering group which included representation from the Mental Health & Learning Disabilities division, Gwent Mental Health Alliance and Local Authorities.

This included:

- The design and launch of a Central Point of Access: a website 'Melo Cymru' in January 2021. This acts as a repository for approved self-help resources and information on mental wellbeing and is accessible to all using Browse aloud.
<https://www.melo.cymru/>
- There have been over 6,500 visits made to the website up until March 2020. This was prior to any major communication campaigns.
- An extensive range of good quality, evidence based resources in different formats and languages has been uploaded onto the website- this includes the WG funded initiatives - Silver Cloud and ACTivate Your Life.
- A mental Wellbeing Workforce (Evidence based) Training programme was developed and branded Gwent Connect 5 Training. 32 local Gwent Connect 5 Trainers have been recruited and trained from the Gwent Regional Partnership, DWP, Gwent Police, South Wales Fire & Rescue, a range of Housing Organisations, South Wales Carers Trust. Another 10 partners are being trained in May, including partners from Diverse Cymru.
- A Young Persons Panel has been established to review self-help resources and messages.
- A non-digital Five Ways to Wellbeing resource pack has been produced for Care Home Staff and Residents, which will be rolled out in 2021-22.



Crisis and out of hours support

A model has been put in place to allow 24/7 access to crisis assessments. Between the hours of 9am-9pm, the three Crisis Resolution Home Treatment Teams (CRHTT) are available and assessments are carried out within the patient's local area.

- After 9pm, a centralised Out of Hours assessment clinic is available within St Cadoc's Hospital. This location is aligned to the 136 suite which is available 24/7 for anyone who requires a place of safety.

- Between 9am and midnight a crisis liaison service operates within the Grange University Hospital with in-reach into the Royal Gwent Hospital and Nevill Hall Hospital. People who present in crisis to an emergency department can be assessed by crisis liaison workers between these times. Access to ward admissions is available 24/7.
- For children and young people there has been an expansion to the current SCAMHS Emergency liaison, Crisis Outreach and Intensive Support and Engagement Service provision. This has reduced hospital admissions for children and young people through their outreach work and provision of rapid assessment / engagement as an alternative to hospital admission. This enhanced service has also supported training on mental health issues to improve the confidence and support for practitioners.
- The Health Board was successful in December 2020 in securing resource from the Regional Partnership Board Transformation Fund to commission a Third Sector provider to implement and evaluate a 12 month pilot of Sanctuary provision within Gwent starting in Q1 2021/22. The provision will offer a non-accommodation based 'safe space' for people and will operate outside of traditional service hours, Thursday - Sunday 6pm - 3am. The pilot is being evaluated by the Institute of Public Care, Oxford Brookes University.

Case Study

Crisis Support House

Considerable progress has been made regarding the creation of a support house. This is a new service initiative, the first of its kind in Gwent, and only the second one in Wales. Following the procurement process and tender evaluation exercise, the contract to run Ty Lles was awarded to Platform in late April 2021.

Ty Lles is a house in Bettws that has been refurbished to a high standard and will open in the summer of 2021. It will have capacity to offer 5 people presenting in mental health crisis an alternative to inpatient hospital admission. The new service will be run collaboratively between Platform and ABUHB's 3 crisis resolution and home treatment teams.

Case Study

Bereavement support pilot

In September 2020, Welsh Government awarded funding for 2 Wish Upon A Star to deliver a pilot project providing bereavement support to anyone affected by the suicide of an individual, of any age, in Gwent.



The pilot is run in partnership with the Gwent Suicide and Self-Harm Prevention Group and supported by partners at the Mental Health and Learning Disability Strategic Partnership.

There have been 42 deaths by suicide in Gwent since September 2020 of individuals aged 26 and above and 76% of families have accepted support from the project. Immediate support is offered and family contacted within 48 hours of the death referral being made. Two thirds of the referrals have come from Gwent police, who have been instrumental to the success of the project.

There are a range of therapies offered such as counselling, play therapy, complementary therapy and focus support groups. There are two Focus Support Groups scheduled to run in September 2021. One group will consist of spouses, whilst the other will be attended by children of the deceased.

“2 Wish provides an amazing service and I am so grateful for the help and support I have received since my husband died. Having an Immediate Support Coordinator for advice and guidance around the inquest process, has given me a better understanding and more control over the process.”

- Within the Integrated Autism Service (IAS) as of January 2021 we have a new Peer Mentor in post on a permanent basis. This is following a health board pilot project funded through Mental Health Service Improvement Funding.
- Work has continued throughout the pandemic within the IAS has been challenging but has provided an opportunity to work differently. The service has adapted to using virtual video consultations to complete diagnostic assessments, support sessions, group and virtual autism advice sessions.
- Also, collaborative work has taken place with Autism Spectrum Connections Cymru (ASCC) and their third sector project providing employment and benefit advice and collaboration with National Autistic Society (NAS) and their third sector project for led social groups. (Case study included in appendices).

Carer's strategic partnership

Area Plan Outcomes identified through the Population Needs Assessment:

- Support carers to care through flexible respite, access to accurate information, peer to peer support and effective care planning;
- Improve well-being of young carers and young adult carers through an increased public understanding (this is a priority highlighted in Together for Mental Health).

Progress:

- The Gwent Carers Hub has received over 758 referrals this year with more than 1483 carers accessing the various services available through Gwent Carers Hub.

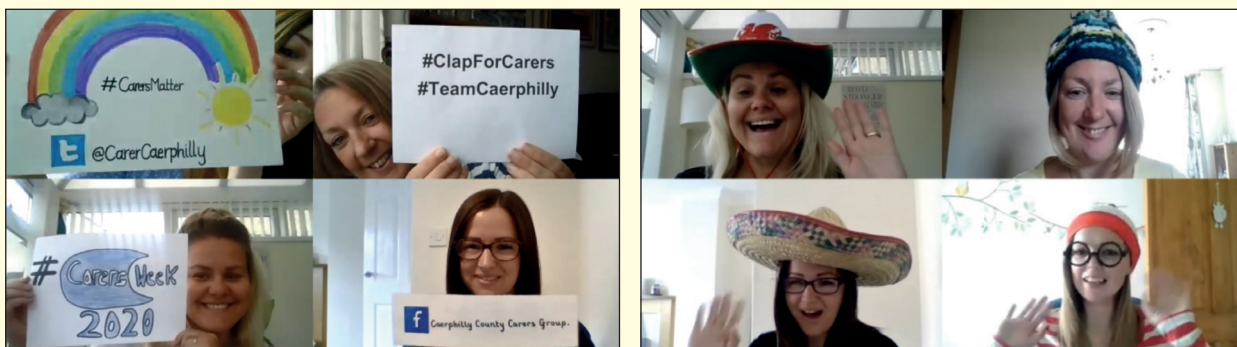
Case Study

National Carers Week 2020

In Blaenau Gwent a daily Facebook / Twitter post was shared covering a range of topics and tips around the benefits of nature, self-care goals, Emotional Tool Boxes, baking, talking to someone, hobbies and interests and being outdoors. These posts were shared with all network groups/organisations.

Goody bags/kits consisting of Self Care Journals, pens, candles, hand cream, bath salts, teabags, biscuits, puzzle books, bookmarks, mugs, thank you cards were also organised. Young carers packs included information for young people, a day in the life, caring during corona, staying active, my home, my education, poetry corner, my future self, lockdown low down and lonely in lockdown.

In Caerphilly there was a Zoom prize quiz, use of Facebook, needle felting, virtual coffee and cake, card making, uploads from carers on a cake decorating video and a makeup demonstration. They recorded a daily message to thank carers (welcomed them to Carers Week, put silly hats on and wigs) did their own #ClapForCarers and sang carers a song. There was also a photography competition with a prize.



ABUHB would traditionally have information stands at hospital sites. Instead, due to lack of access to sites this year, carer's week links and carer's stories were shared on IT platforms and with partnership networks. Neville Hall hospital highlighted CTSEW services and carer friendly accreditation at the main hospital reception area and the Royal Gwent hospital A&E and C4 East ward supported and promoted carers week with staff.



Identifying Carers:

It was recognised early on that although people may not physically visit the GP, queuing systems were in place at pharmacies to collect prescriptions. We have worked to improve identification, recognition and support for carers with all 131 pharmacies in Gwent through a variety of initiatives. We

- Have a health board Neighbourhood Care Network (NCN) carers lead who is also a pharmacist and part of our young carer's operational group as well as the Gwent Carers Strategic Board. This has helped to better understand collaborative working processes and make the necessary links into primary care;
- Set up a task and finish group to look at ways in which pharmacists can help to identify carers of all ages;
- Sent a letter to every pharmacy in Gwent to raise awareness of young carers;
- Engaged with schools and young carers to design a poster for pharmacies;
- Developed a pilot project in the Torfaen area; the average monthly prescriptions provided in that locality are 60,000. This pilot will ensure that stickers are placed on pharmacy prescription bags which signpost to the central regional Carers hub. The stickers were delivered to pharmacies in February /March in readiness to be piloted during the month of April 2021. The outcome will be monitored through hub contact and the results used to inform the consideration for extension to other pharmacies in the region;
- Continue to identify pharmacy champions;
- Are considering ways in which young carers can be involved in pharmacy patient consultation processes;
- Have encouraged pharmacies to join the CFA programme by sending a letter offering support and free Carer Friendly training;
- Informed pharmacies about the national identification scheme that supports young carers.

CEFNOGI GOFALWYR YNG NGWENT

Os ydych chi'n gofalu am unrhyw un na allai ymdopi heb gymorth, ac os nad ydych yn cael eich talu i wneud hyn, **RYDYCH CHI'N OFALWR** (yn cynnwys y rheini sy'n hawlio lwfans gofaluwr) Gallwn eich cefnogi gyda chynghor a gwybodaeth am eich hawliau, budd-daliadau a chymorth.

FFONIWCH Hwb Gofalwyr Gwent



Menter sy'n rhan o Fwrdd Partneriaeth Rhanbarthol Gofalwyr Gwent.

SUPPORTING CARERS IN GWENT

If you look after anyone who could not manage without help and are not paid to do this, **YOU ARE A CARER** (those claiming carers allowance are included) We can support you with advice and information on your rights, benefits and support.

CALL The Gwent Carers hub

An initiative part of the Gwent Carers Regional Partnership Board.

 **01495 367564**  Bwrdd Partneriaeth Rhanbarthol Gwent
Gwent Regional Partnership Board

Case Study

Carers Mental Health and Wellbeing Support

To further support life alongside caring, it was identified that carers (particularly during Covid) would benefit from 1:1 to provide mental health and wellbeing support. The Gwent partnership funded a counselling service to provide a confidential support service to help carers deal with the significant and emotional challenges of caring through an 8-week support plan.

Initially face to face counselling was the preferred method of delivery and a private space had been identified at the Carers hub. In light of ongoing Covid restrictions, this accessibility was enhanced to include online and telephone support. To date, 13 carers have been supported, an additional 2 carers are due to receive support imminently and a further 4 are on the waiting list.

Dementia Board

Area Plan Outcomes identified through the Population Needs Assessment:

- To improve outcomes for people living with dementia and their carers (through delivery of national Dementia Action Plan at a regional level).

Progress:

- A range of additional investment opportunities to support regional delivery of the Dementia Action Plan commenced during 2019/20 utilising £1.6million of ICF Dementia funding, including projects to expand the scope of Re-ablement services to provide a specific Dementia focus, and additional support for people with dementia and their carers.
- We have continued to work with schools in Gwent providing online Dementia Friends sessions and supporting them to continue online work with communities to provide those much needed connections.
- Dementia Friendly Communities now sits as a standing item on the agenda at the Age Friendly Monmouthshire partnership for more effective collaborative working.
- Dementia Friends sessions have continued online throughout the pandemic for community support organisations. This has helped to improve understanding of dementia and the impact of Covid-19.

Case Study



Get There Together

Get There Together is a national, Bevan Exemplar project led by Dr Natalie Elliott, Consultant Allied Health Professional for Dementia. In Gwent the project is coordinated by the Gwent Regional Partnership Team who have formed a subgroup to take the work forward, as part of the recovery agenda. We have been working in collaboration with partners from ABUHB, Gwent Police, WAST, Social Care Wales, Breaking Barriers Community Arts, Local Authorities, Elected Members, National Museum Wales and Independent/ Third Sector to develop resources to support people living with dementia and their carers.

The 2-minute video clips focus on community venues and areas of change as a result of Covid 19, identifying current social distancing rules, hand sanitizer points, what to do on entry, waiting areas, screens, masks, one-way systems and other current guidelines. Videos have been developed within several large supermarkets, memory clinics, hospitals, GP surgeries, Costa coffee, libraries and lots of other venues. We were fortunate in Gwent that ABUHB Occupational Therapy students supported the project whilst on their work placement from Cardiff University. They developed many resources across Gwent and were a huge asset to project progress.

The resources can be found on the Dewis Cymru website and have been promoted by the Alzheimer's Society and other partners across Gwent. Work from Gwent was also showcased at the Wales International Dementia Conference in February 2021 and presented at the Centre for Ageing and Dementia Research (CADR) conference. The project has also received interest from BBC Wales who covered the project in a news article about loneliness and isolation.

We are continuing to promote and develop video clips in Gwent and are about to take forward an evaluation programme in the community to test the impact of the resources.

Case Study

Digital Inclusion (GAVO)

Over the past year, the ICF small grants scheme has enabled organisations to provide digital equipment to people affected by isolation and support them to use devices. People have been able to access the internet, information, interests and talk with others. It has also progressed the participation of particular groups, enabling them to get involved and have a voice in the process. Monmouthshire People First is a good example of this as an organisation involving people with learning disabilities.

The People First member who has been employed to work alongside the coordinator was able to participate in online training on how to develop easy read guides for using iPads.

“Having the iPad has been amazing for me, I can hear people so much better now and I can see people’s faces better than when I was using my mobile phone. I can’t believe how easy it is to use. I have made videos and the screen makes it so easy for me to watch things online.”

Health, Social Care & Housing (HSC&H) Partnership

Area Plan Outcomes identified through the Population Needs Assessment:

- Appropriate housing and accommodation for older people.

Progress:

- The HCH&H Partnership requested a scoping of the work to be carried out under the HSC&H Operational Group to understand what work had been considered for older person’s accommodation across Gwent. In line with recommendations from the ‘Appropriate and Rightsizing Study’ by ABUHB and Public Health Wales, a task and finish group - consisting of RSLs, LA reps and a citizen - has been working to understand what practical steps are to be taken. Training on Ageism, being age friendly and understanding needs of older people was identified as a key area. Links with University of South Wales made through a citizen rep have started to consider a 3-tier offer of training for RSL’s, local authorities and the public.
- The task and finish group have also developed a consistent approach to recording stocks, voids and development/build opportunities, with the priority being to consider long term impacts of developments and ensuring that they are flexible and can be easily adapted.
- The task and finish group have engaged with the Ageing Friendly Communities groups to understand where housing sits on agendas and priorities within these groups and to ensure voices of the public are heard.
- The HSC&H Partnership commissioned piece of work on Accessible Housing which has been progressed to final report; recommendations have been agreed and signed off by RPB. The report - having collated views from citizens and organisations on the function of a consistent approach to accessible housing - has sought commitment on taking recommendations forward and awaits nominated persons from RPB colleagues.

2b: Supporting Better Integration and Delivery

ICF and Transformation Funding

A summary of how the RPB has maximised ICF funding is set out in Part 1 of this report, with individual examples and case studies also referenced above in general progress. Transformation funding has been utilised to develop distinct programmes set out below:

Transformation Programme

First evaluation reports from across the programmes, were received in 2020 and demonstrated that despite the impact of the pandemic on operational delivery of the programmes, the four transformation programmes have embedded well, with evaluation reports demonstrating both financial efficiencies and improved outcomes for citizens. Outcomes include a more seamless experience of care, which promoted community wellbeing and created a multi-disciplinary environment to reduce complexity and handoffs.

Key messages:

- Early positive impact on staff and service users can be evidenced, with qualitative data collected including surveys and case studies across each programme.
- Some quantitative financial data, which is beginning to demonstrate that cost efficiencies can be ‘reasonably predicted.’
- Not yet enough evidence to robustly demonstrate cost savings, to enable services to be reconfigured or mainstreamed.

As a direct result of the Transformation programme, the pace of integration has been accelerated and the concept of a placed based approach agreed by the Regional Partnership Board. Using the ten design principles from ‘A Healthier Wales’ to drive forward transformation, there is a clear emphasis on higher value, good quality and accessible services, driven by the ‘what matters to you’ approach. The Board are now focused on developing an Integrated ‘Place Based Framework’ which takes into account the changes and impact of the pandemic both on services and people’s needs. Further information and evaluation feedback are set out below.

Integrated Wellbeing Networks

The Integrated Wellbeing Networks have embedded well, acting as a critical resource to support community resilience during the pandemic, with specific work on vaccinations, support for those shielding and building the community capacity to manage COVID-19. Place-based Well-being Networks are now established in all areas, with at least 400 stakeholders across the community, public and voluntary sectors committing to work together to develop community well-being on a place basis. The programme will re-focus on addressing the health and well-being impacts of COVID-19 in communities, in particular the detrimental impact on mental health and well-being.

For the final year, two specific pieces of work will be undertaken, and include the delivery of a new train the trainer programme on mental wellbeing, designed to improve reach and outcomes for those in need and also the provision of a 'sanctuary' model in Gwent, which if successful can be scaled, and responds specifically to the escalating levels of need due to loneliness, isolation, shielding and the closure of many community resources during the pandemic.

Gwent Compassionate Communities

The ambition of the Compassionate Communities programme for Gwent was to develop an approach that could provide the basis of a future 'Place Based Care' pan regional framework. Its objective was to shift more health care from hospitals settings, closer to people's homes and integrated wider care and wellbeing services into a community model. The intention was to facilitate a culture of transformation, which would, over time move from reactive care to prevention and proactive models of care based on early intervention and improved wellbeing. It is delivered in close partnership with the Integrated Wellbeing Networks as the front line of supporting community wellbeing and with Home First, recognising the importance of the D2RA approach and the implementation in Gwent of the 'recovery' model.

The evaluation of Place Based Care found that the evidence so far suggests that 'where the compassionate communities model has been implemented and is managed efficiently, with the right processes and professionals in place, positive outcomes for patients are realised and positive working arrangements for staff are reported in a multi-disciplinary environment'.

Further progress included:

- Designing performance indicators and measures that are meaningful, clearly demonstrate a shift in how communities support themselves, and link to the quadruple aim of a Healthier Wales
- A reduction in demand on long term packages of care/social care, professionals experiencing a reduction in inappropriate referrals and post discharge contact is having a positive impact of readmission rates. We can see an increase in people signposted to different services and there is an impact on GP capacity.
- Whilst cost benefits can be demonstrated on a small scale (around a reduction in GP appointments), compassionate communities will need to create a formula that can capture actual financial savings across the whole system. An example of this can be seen in how the St Johns virtual ward quantified potential savings through a Multi-disciplinary Team (MDT) approach.
- Comparisons from the baseline of emergency admissions/readmissions collected pre covid cannot be made in such an extraordinary year for the NHS.
- MDTs have been established, with a variation in uptake between boroughs. Referrals to community connectors are lower than the same period pre COVID-19, however changes in data collection and different periods of data collection puts a caveat on this data.

Home First

Home First has continued to provide a critical frontline service 7 days a week to support hospital discharge during the current COVID-19 crisis. The Grange University Hospital opened mid November 2020 and Home First was extended to cover the site from the beginning of December. The model continues to support a regional approach to discharge and to work with health colleagues to support discharge at the earliest opportunity. The development of Home First across three sites has been achieved against a backdrop of staffing and recruitment challenges.

The evaluation found that:

- There is evidence that change is taking place. The service is now widely known about in the hospitals and feedback from acute hospital staff suggest that Home First has become well embedded service which is regarded as a service that supports hospital discharge and helps to avoid admissions.
- The active drive from the acute staff for Home First to be on site in GUH shows a change in how staff recognise its value, further evidenced by the instant uptake in referrals to the service at GUH in the first month of operating.
- Based on ‘average’ emergency admission costs and ‘average’ hospital bed day costs it is a reasonable assumption that each Home First discharge or admission avoidance generates a saving of approximately £2,000; this could be seen as either an emergency admission avoided at a cost of £2,360 or around 5 days reduction in length of stay at £400 per day.
- Home First exceeds the target 25 discharges per week, and based on the last 5 months of data, it equates to 31 a week. This would give a total of 1612 discharges per annum: an aggregated saving of £3.2 million. With the additional investment to scale up the service, Home First is costing approximately £1.7 million per annum to operate, giving a crude return on investment of 1.5 million.

Going forward funding has been secured from Welsh Government for an additional year to continue with programme delivery, across the four programmes. In addition, funding has been secured for two new programmes, which focus on protecting mental wellbeing. This is in direct response to the devastating impact the pandemic has had on mental wellbeing, due to ongoing lockdowns, social restrictions and the economic impact, with many people losing jobs and businesses. The two new programmes will deliver a Sanctuary provision, a safe space for those experiencing low level mental health concerns. In addition, a new strategic programme ‘The Mental Health Foundation Tier’ will deliver a suite of training, train the trainer opportunities and the MELO website and resources, to ensure a new raft of support and services are implemented to meet the emerging demand and prevent escalation to crisis for many people.

System Resilience Funding

Gwent RPB fully utilised £3.714million of in-year funding provided by Welsh Government via the Accelerated discharge and Discharge to Recovery and Assess funds.

Plans to address constraints during the pandemic were developed in collaboration with health and social care colleagues, supporting additional capacity and resilience within our critical services over the winter period. Additional capacity was resourced across multiple professions within our health and social care system to ensure patient pathways and discharge pathways were adequately resourced. Our regional response was mobilised in time for the Christmas period, and provided part of the COVID-19 response during the first wave of the pandemic. As the first area to be faced with the challenges of high covid cases in Wales, the additional capacity within our system proved highly advantageous and enabled effective deployment of resources to support our regional response.

It was recognised through this process that regional activity to support winter planning and resilience should commence earlier in the year to ensure plans are embedded in good time; it was therefore arranged for winter planning to commence in June 2020.

Key areas of capacity were identified through this process, influencing ongoing work-streams within our partnership focussing on workforce and assistive technology. Developments have continued a collaborative basis via the regional partnership and local resilience forums to support our ongoing regional response to health and social care challenges.

2018-22 Dementia Action Plan

The regional Dementia Board oversee development and implementation of the national Dementia Action Plan (DAP) across Gwent; and general progress is highlighted in part 2a above, including how the RPB has delivered against the DAP aims. The ICF allocation has been distributed and allocated against the national DAP aims and an investment profile is included below.

PART 3: Communication, Engagement and Social Value

i How your Board engaged directly with service users, or groups representing service users (e.g. citizen panels).

Citizen's Panel - RPB

The Social Services and Wellbeing Act (Wales) sets out through coproduction principles the need for partners, including citizens to work together. The Chair and Vice Chair attend Regional Partnership Board (RPB) meetings and feedback topics raised at the Citizen's Panel Meetings. Due to the pandemic the meetings took on a new format. Most of the panel joined virtually and those who couldn't or chose not to received printed copies of the notes so not to exclude anyone.

Standard agenda items discussed at each meeting:

- Hospital Discharge - Case examples from the panel were put to Mel Laidler (ABUHB)
- RPB Report - Feedback from the meetings are put into a report and taken to RPB by the Chair.
- Covid 19 update - Any current issues and concerns discussed.
- Transport Related Issues - Any current issues and concerns discussed.
- Health/Wellbeing Champions - updates when relevant.

"It is always a pleasure to hear from you even if it is only virtually. I am personally grateful to receive the information you circulate - there is a lot going on out there even though it is 99% Covid-19 related. I am sure that we all welcome contact at these stressful times."

Gwent Citizen Panel member

Some other agenda items brought to the meetings:

- Care packages and support - iPads have been purchased to connect with more members and some have learned a lot of virtual things since lockdown.
- WG issued an invitation to people in Wales to send their thoughts on how they should support future post-Covid recovery and reconstruction in Wales.
- Befriending Service.

- Care Homes Post Covid 19, dealing with covid and protecting care homes. Chair suggested that it would be a good idea to get residents in care homes to join the Citizen's Panel. Care homes should be seen as part of the community. I.T. equipment such as iPads have been delivered to sheltered accommodation and care homes.
- New Over 75 TV Licence Briefing.
- Advocacy Champion training completed 3 sessions at the end of September this was provided virtually. The panel were asked for feedback.
- What matters to me when I'm paying for care- the Madeline project. Presentation was shared which focused understanding the process of paying for care from the perspective of people with dementia.
- RIIC - Covid Learning, an engagement strategy for engaging with citizen's during Covid.
- Transforming adult mental health services across Gwent. Mental health and wellbeing champions launched plus a new Engagement and Involvement Strategy Gwent developed by people with learning disabilities.
- Integrated Autism Service presented update and actions to progress such as training and resources.
- Time Credits.

Co-operation and participation with relevant partners and adults with care and support needs, carers, people with dementia and children and young people:

- The Mental Health & Learning Disability strategic partnership have engaged with people within mental health and learning disability services to develop an Engagement and Involvement Strategy for Gwent, to help transform future services and are looking to implement coproduction training for both professionals and experts by experience.
- Carers sit on the Gwent Carers Strategic Partnership Board and provide a voice for carers across the region. The board also links to established carers groups and coordinators in each of the 5 local authority areas and ABUHB
- The Dementia Board oversee Dementia Friendly Communities across the region with 5 local groups coordinating delivery and Dementia Friends awareness. People with Dementia and their carers sit on local groups and help coproduce approaches to deliver DFC. We have been continuing to link with people living with dementia and their carers via online webinars and forums during the past year.

How we have engaged with wider stakeholders, including Public Service Boards, other strategic partnerships, service providers from the third and independent sectors:

Third sector partners sit on the RPB including the Chairs and senior strategic leads from the 2 CVCs: Gwent Association Voluntary Organisations (GAVO) and Torfaen Voluntary Alliance (TVA). The chair of the Provider Forum also sits on the RPB to ensure a voice for local providers. The third sector are also represented on the strategic partnerships under the RPB including CVC reps on Carers Board, GASP, Dementia Board and a specific third sector network developed under the Children and Families Board. The voice and input from third sector colleagues has contributed to partnership working across the region at all levels and in particular ensuring ICF funding was appropriately utilised across the third sector, in line with Welsh Government's requirement for RPBs to ensure an identified proportion was made available. Recently, third sector staff have been seconded to work in the Performance Management Office administering ICF and Transformation funding.

The Regional Partnership Team that supports the RPB work closely with Public Service Board colleagues and sit on a joint regional needs assessment and engagement group. A PSB Chair has also attended and shadowed RPB members at meetings. The 5 PSBs are planning to merge to a regional board and a joint development session will be organised later in the financial year.

Progress to establish social value forums to promote social value and share good practice:

The RPB submitted a social value forum report to Welsh Government as required in 2019/20 and Transformation funding is being used to broaden engagement with wider stakeholders to develop social value forums. The Dementia Board also supported a social value forum to support people living with dementia.

PART 4: Forward Look

The impact of Covid-19 is still presenting significant challenges across the region with partner agencies still in a response phase, despite the relaxation of wider restrictions.

A great number of priorities identified in the Area Plan are still current and in particular:

- Children with complex needs and children looked after, especially provision and impact of out of county placements;
- The increasing need to support people living with dementia and their carers especially with community support and earlier intervention;
- The domiciliary care marketplace requires innovative solutions to long term recruitment;
- Reduce length of hospital stays for older people and return safely back home with sustainable support;
- Isolation, loneliness and impact on mental health;
- Respite is critical for carers and needs to be available in a timely and flexible way (formal, informal) especially in crisis situations;
- Covid-19 impact on day services for people with learning disabilities;
- Recruitment across health and social care, especially Domiciliary Care workers.

Annexe 1: Register of RPB monthly meetings.

Meeting date	Meeting type	Key topics covered
September 2020	Business	Integrated Care Fund/Transformation Fund, Governance Review, Strategic Role of RPB.
October 2020	Special	Winter Plan.
November 2020	Business	RPB Chair/Vice Chair Ratification, Feedback from Regional Citizen's Panel, Regional Vaccination Update, Integrated Care Fund/Transformation Fund, Balancing Rights and Responsibilities - Integrated Health and Social Care Programme, Winter Planning.
January 2021	Business	Mental Health and Learning Disabilities Strategic Partnership Update, Covid-19 Position/Regional Vaccination Update, Integrated Care Fund/Transformation Fund, Regional Citizen's Panel Update, Winter Protection Plan.
January 2021	Focused Session	Integrated Care Fund.
January 2021	Focused Session	Transformation Fund.
March 2021	Business	Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund/Transformation Fund, Winter Plan Review, ABUHB Planning and Link to RPB, Launch of the Multi-Agency Safeguarding Arrangements.
March 2021	Focused Session	Rebalancing Care and Support.
May 2021	Business	Oversight of Housing Support Grant, Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund/Transformation Fund, Integrated Partnership Boards Next Steps.
May 2021	Focused Session	Early Years and Prevention Funding and Integrated Care Fund.
June 2021	Focused Session	Roles and Responsibilities, Priorities and Programme of Work for the Next Welsh Government Term.
July 2021	Business	Covid-19 Position Update, Regional Citizen's Panel Update, Integrated Care Fund Position/Partnership Finance, A Healthier Wales 2021/22, Regional Public Service Board update.
August 2021	Focused Session	Children's Services Regional Development - Update for Children's Commissioner/RPB.

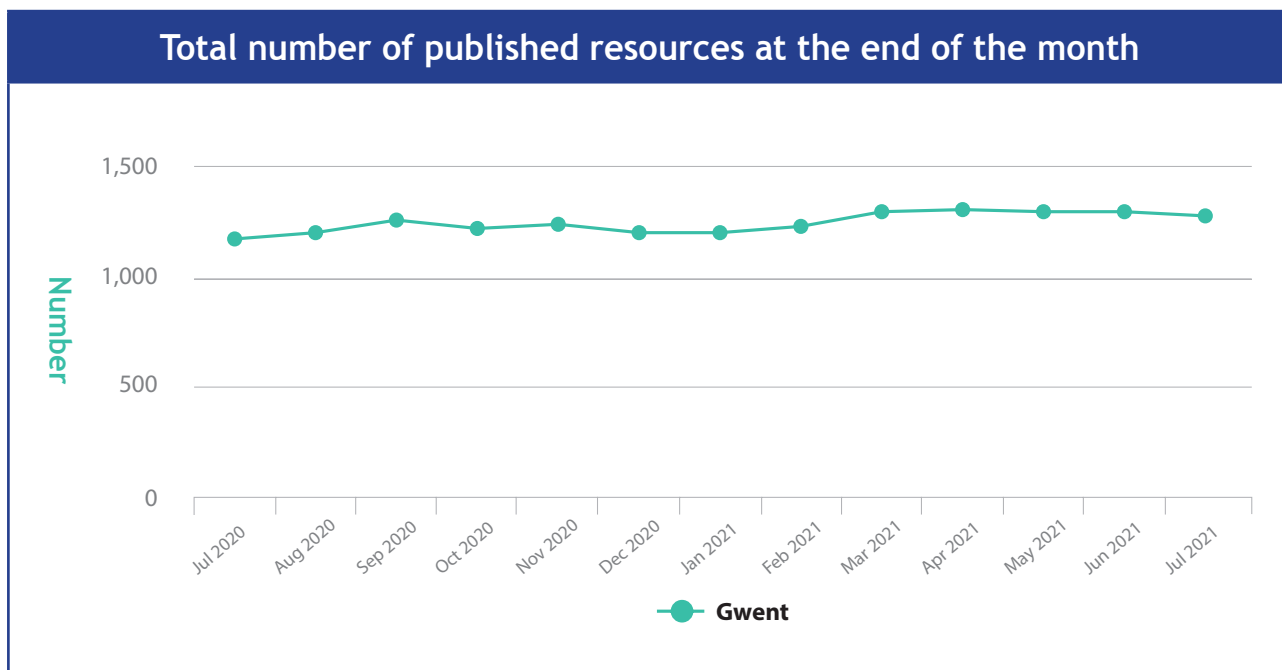
Annexe 2: Membership of the Regional Partnership Board

The required membership of the Regional Partnership Board is set out in statutory guidance in Part 9 of the Social Services and Wellbeing (Wales) Act. It is to include local authority elected members from each local authority in the Board area, the Directors of Social Services for each local authority in the Board area, Independent Members of the Local Health Board, Chief Executive and senior Directors of the Area Local Health Board, and Chairs of Community Voluntary Councils (CVC's) in the Board area. The Board also has the flexibility to co-opt additional members should they wish.

The current RPB membership as of June 2021 is set out below:

Cllr Paul Cockeram	Executive Member	Newport (Chair)
Phil Robson	Independent Member	ABUHB (RPB Vice Chair)
Ann Lloyd	ABUHB Chair	ABUHB
Katija Dew	Independent Member	ABUHB
Richard Howells	Board Secretary	ABUHB
Cllr David Daniels	Executive Member	Torfaen
Cllr John Mason	Executive Member	Blaenau Gwent
Cllr Shayne Cook	Executive Member	Caerphilly
Cllr Penny Jones	Executive Member	Monmouthshire
Judith Paget	Chief Executive	ABUHB
Nick Wood	Chief Operating Officer	ABUHB
Sarah Aitken	Director of Public Health	ABUHB
Damien McCann	Director, Social Services	Blaenau Gwent
Dave Street	Director, Social Services	Caerphilly
Julie Boothroyd	Director, Social Services	Monmouthshire
Chris Humphrey	Director, Social Services	Newport
Keith Rutherford	Director, Social Services	Torfaen
Paula Kennedy	Chief Executive	Melin Homes
Melanie Minty	Care Forum Wales	Provider Rep
Lorraine Morgan		Citizen Rep
Christine Kemp-Philp		Citizen Rep
Stephen Tiley	GAVO	Third Sector Rep
Malcom Prowle	TVA	Third Sector Rep
Will McLean	Monmouthshire	Education Rep

Annexe 3: DEWIS Citizen Portal



In July 2020 there was 1,171 published resources in Gwent, and this has increased over the last year to 1279 resources in July 2021.

Resource detail views in the month

(clicks onto the resource for further info)

■ June 2020 - 14,335

■ June 2021 - 16,549

There are currently 1,300 total local resources available covering Gwent (excludes the national services).

Total registered users

(people who edit information, not the public searching the site as this is anonymous)

■ June 2020 - 1,667

■ June 2021 - 1,961

Annexe 4: Regional College Consortium Update

The consortium have progressed a number of opportunities as set out below as well as developing a new promotional video to encourage young people in health and social care careers.

https://youtu.be/Gq1j4_I4Ja0

Gwent Care Career Pathway made an Accolades Finalist!



Gofal Cymdeithasol Cymru
Social Care Wales

Students Volunteer to support Patients in Hospital during COVID Pandemic.



25 Health and Social Care Learners have volunteered with ABUHB's Person-Centred Care Team as part of ABUHB's innovative befriending project: 'Ffrind I Mi'

10 Coleg Gwent Learners have become youth volunteers with the Mind Matters project.

Addressing the mental health & wellbeing of young people through peer to peer support.

July 2021

Key Achievements to Date!

The Gwent Care Career Pathway has developed a new structure of collaboration between Coleg Gwent, Aneurin Bevan University Health Board, Gwent's 5 local authorities & social care providers.

our aim is:
To develop & recruit a compassionate, skilled & diverse health & social care workforce across the region.

The Gwent Care Career pathway was made a Bevan Commission Exemplar for 2020/21!



18 Health & Social Care Students supported onto ABUHB's Resource Bank to help with the response to the COVID-19 Pandemic.

18

Widening Access to Medicine!

An engagement programme has been developed that provides advice on careers in health and care professions to students.

Featured in the national WeCare Wales recruitment & retention campaign - in order to attract more people to consider work in the Social Care Sector.



Llwybr Gyrfaoedd Gofal Gwent
Cuddwethro i ddatblygu gweithwyr maeortus a broffesiïol

Gwent career pathway
Working together to develop a skilled and compassionate workforce





