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**Date: 20th July 2022**

To Whom It May Concern

A multi-locational meeting of the **Social Services Scrutiny Committee** will be held in Penallta House, and via Microsoft Teams on **Tuesday, 26th July, 2022 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. A simultaneous translation will be provided on request.

Members of the public or Press may attend in person at Penallta House or may view the meeting live via the following link: <https://civico.net/caerphilly>

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Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chrissy'.

**Christina Harrhy**  
CHIEF EXECUTIVE

## AGENDA

	Pages
1 To receive apologies for absence.	

A greener place Man gwyrddach



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.

To approve and sign the following minutes: -

- 3 Social Services Scrutiny Committee held on 14th June 2022. 1 - 6
- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 Social Services Scrutiny Committee Forward Work Programme. 7 - 14
- 6 Regional Partnership Boards - Update.
- 7 Day Centres Review - Presentation by Contractor.

**Circulation:**

Councillors: C. Bishop, A. Broughton-Pettit, D. Cushing (Chair), M. Chacon-Dawson (Vice Chair), R. Chapman, Mrs P. Cook, K. Etheridge, M. Evans, D.C. Harse, T. Heron, L. Jeremiah, Mrs D. Price, J.A. Pritchard, J. Rao, S. Skivens and Mrs A. Leonard

Users and Carers:

Aneurin Bevan Health Board: A. Gough (ABUHB)

And Appropriate Officers

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## **SOCIAL SERVICES SCRUTINY COMMITTEE**

### **MINUTES OF THE DIGITAL MEETING HELD VIA MICROSOFT TEAMS ON TUESDAY 14TH JUNE 2022 AT 5.30 P.M.**

PRESENT:

Councillor D. Cushing –Chair

Councillors:

C. Bishop, A. Broughton-Petitt, M. Chacon-Dawson (Vice-Chair), R. Chapman, P. Cook, K. Ethridge, M. Evans, D. Harse, T. Heron, L. Jeremiah, D. Preece, J. A. Pritchard, S. Skivens.

Cabinet Member: Councillor E. Forehead, S. Cook, J. Simmonds, J. Pritchard, C. Andrews.

Together with:

Officers: D. Street (Corporate Director- Social Services and Housing), G. Jenkins (Assistant Director–Children’s Services), J. Williams (Assistant Director- Adult Services), M. Jones (Financial Services Manager), C. Forbes-Thompson (Scrutiny Manager), J. Thomas (Committee Services Officer).

Users and Carer: Vacant

### **RECORDING AND VOTING ARRANGEMENTS**

The Chair reminded those present that the meeting was being live streamed, and a recording would be made available to view via the Council’s website, except for discussions involving confidential or exempt items. [Click Here To View](#).

#### **1. APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillors D. Price and J. Rao.

#### **2. DECLARATIONS OF INTEREST**

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

#### **3. MINUTES – 8<sup>TH</sup> MARCH 2022.**

RESOLVED that the minutes of the meeting of the Social Services Scrutiny Committee held on 8<sup>th</sup> March 2022 (minute nos. 1-6) 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**

Cath Forbes-Thompson (Scrutiny Manager) introduced the report that informed the Committee of its Forward Work Programme planned for the period April 2022 to March 2023. The Scrutiny Manager referred to a request made by Councillor K. Etheridge to add additional items to the Social Services Forward Work Plan. Councillor K. Etheridge addressed the Scrutiny Committee requesting a presentation from the Consultant carrying out the consultation in relation to Operation of Day Centres in the next Scrutiny Committee meeting being held on the 26<sup>th</sup> July, 2022 which would outline the status of the review. The Councillor also requested that the Council consider issuing an email in relation to the timetable. The Councillor also requested the Scrutiny Committee Members support for a report on an update in relation to the Delayed Discharges of Care from Hospitals, which would include the cost on resources, time scales, the mechanisms in place for assessments, communication and any improvement plans to be presented in the September Scrutiny meeting. It was also requested that the Scrutiny Committee consider having a Member of the Health Board present to talk to the subject in the future.

A Member sought information on whether Day Care Service provision has increased the hours available to services users since the relaxation in COVID restrictions from Welsh Government. The Corporate Director for Social Services & Housing, Dave Street confirmed every opportunity to increase capacity is always taken. However, there hasn't been any significant increases, this is not due to restrictions it is primarily due to the work force issues. The Members were reminded COVID has not gone away, and the service area is still sizably impacted by staff self-isolating.

Dave Street agreed to the additional items requested from Councillor K. Etheridge be added to the Forward Work Programme.

Following consideration of the report, and subject to the additional reports proposed, it was moved and seconded that the recommendations be approved. By way of electronic voting this was unanimously agreed.

Subject to the inclusion of additional reports highlighted at the meeting, it was 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. ANNUAL CORPORATE SAFEGUARDING REPORT 2021-2022

Councillor E. Forehead, the Cabinet Member for Social Care, introduced the report which provided Members with the 2021-2022 Annual Corporate Safeguarding Board Report and the Forward Work Programme. The Committee were advised that Audit Wales had undertaken a follow up review of the Corporate Safeguarding arrangements in Caerphilly and in response the Corporate Safeguarding Board developed an Action Plan, which addressed both the strategic recommendations and the areas of good practice for consideration which Audit Wales identified in the review. The Scrutiny Committee were informed this Action Plan was completed during 2021 and agreement had been given for it to be replaced by a Forward Work Programme.

The Assistant Director - Head of Children's Services Gareth Jenkins, advised Members of the Scrutiny Committee that it was important to note that Corporate Safeguarding and Operational Safeguarding are two totally separate arrangements and only the Corporate Safeguarding had been reviewed by Audit Wales. There were no concerns with the way in which Operational Safeguarding is currently operating.

The Officer advised all Members of the Scrutiny Committee to familiarise themselves with the Corporate Safeguarding Policy which can be found on the Councils Website. [Corporate Safeguarding Policy](#)

A Member referred the Committee and Officers to section 5.3 and 5.4 of Appendix 1 which referred to agreed recommendations to continue the positive work into 2021/22 and overall progress to date. Clarification was sought on whether the recommendation included had been carried out and if so whether the basic awareness video had been made available. The Officer assured the Scrutiny Committee this had been completed in the Summer of 2021 and had been made available in September 2021. The Scrutiny Committee were advised there was a link to this on the Corporate Safeguarding page on the Councils Website. Members were also advised that the Annual Safeguarding Report would be made available on the Website once it has been approved.

The Chair raised a query in relation to 5.6.C of Appendix 1 which referred to a recommendation on work to acquire a Learning Management System (LMS). The query raised was how the consortium of the four Local Authorities had been formed and it was explained that grant funding had been made available from Welsh Government. To access the grant funding there had to be a consortium of 2 or more Local Authorities. There is already a link between Blaenau Gwent and Caerphilly as we currently share a Work Force Development Team so this was the first obvious choice. Caerphilly also offered all the neighbouring Local Authorities the opportunity and Merthyr Tydfil wanted to take part. Carmarthenshire heard about the work and requested to be part of the Pilot. The Officer advised the Scrutiny Committee the system has the potential to develop into a national system and other Authorities can join at any time in the future.

The Officer provided an update to the Scrutiny Committee in relation to the current consultation in relation to the National Safeguarding Framework which is due to close in June. The Local and Regional Safeguarding Leads are involved with consulting with Staff to produce the Framework. Robust feedback will be given once the consultation is complete. The Framework is expected to be implemented from November. A Member raised a query as to whether the training would be tested for effectiveness before it is implemented. The Officer assured Members as part of the development process of the online training it has to be tested, therefore by the time the version of the training is ready for Local Authorities to consider there has to be confidence that it has gone through a robust development process. There are concerns that the online training that has been already developed by Caerphilly will be better in terms of being able to make local connections in the way that national frameworks may not be able to do.

In response to The Chair's requested for an update on Corporate Safeguarding on a Regional Basis. The Scrutiny Committee were advised the overall aim is that the five Gwent Local

Authorities work together, to have consistency. Corporate Safeguarding is one area where the learning can be shared. The Local Authorities are responsible to a Regional Safeguarding Board, which is a Statutory Board therefore, aligning as many processes as possible with the five Local Authorities is beneficial. This is an on growing process and a further update will be given in the next Annual Report.

Having fully considered the report, the Social Services Scrutiny Committee noted the contents.

## **8. ANNUAL REVIEW OF COMPLAINTS RECEIVED UNDER THE SOCIAL SERVICES COMPLAINTS POLICY DURING 2021/2022**

Councillor E Forehead the Cabinet Member for Social Care introduced the report which provided the Scrutiny Committee Members with information and analysis on the operation of the Social Services Directorate's Representations and Complaints procedure from 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. The report also includes a summary of the compliments received in the same period. The Members were informed representations and complaints relating to Social Services are dealt with by the Directorate's Complaints and Information Team, who also record compliments received.

Councillor E. Forehead was pleased to note that the vast majority of complaints were resolved at stage 1 of the process with a very small number progressing to stage 2.

A Member referred the Committee and Officers to 5.31 of the report which referred to a survey which took place in 2021 which sought feedback on their experience of the Supporting Family Change (SFC) Team. The Member sought further information on how the survey was carried out. The Member also requested a brief explanation of what Supporting Family Change is. The Officer advised the Scrutiny Committee the survey was carried out via Snap, which can be accessed through a variety of means. The Officer did not have all the details to hand but would provide the Scrutiny Committee with the information at a later date. The Officer explained to the Members that Supporting Family Change is an early intervention and prevention team, which is funded through the Families First Grant. To access the grant funding, Welsh Government require the Local Authority to have a Team around the Family Team (TAF). Within Caerphilly, the TAF is called Supporting Family Change. It is a team dedicated to working on family needs such as parenting skills and behavioural support, for families who are on the cusp of requiring Local Authority Services, such as Care and Support, Child Protection or Accommodation. The team is in place to work with lower- level requirements, trying to prevent the requirement for statutory services.

Following consideration and discussion the report was noted.

## **9. 2022/23 SOCIAL SERVICES REVENUE BUDGET**

Councillor E. Forehead the Cabinet Member for Social Care introduced the report which provided the Scrutiny Committee Members with details of the 2022-2023 revenue budget for service areas within Social Services and also outlined the reasons for movements in the revenue budget since 2021-2022. The Members were also provided with an overview of the corporate context within which the 2022/23 revenue budget has been set and the considerations on how the budget has been shaped by the Directorate's financial performance in 2021/22. It also gave the Members the Welsh Government's response to the financial pressures faced within the social care sector across Wales.

In response to a Member's query, the Scrutiny Committee were advised that a standard Contract Policy is in place for external care providers who have received contracts from the Local Authority. When any external site is visited, an Officer has to be shown evidence the staff are being paid appropriately. Dave Street confirmed that the 4% increase will not be

enough and there will be no further monies made available. Further information will be provided on the Integrated Care Fund at the next Scrutiny Meeting following discussions with the Regional Boards.

The Assistant Director Adult Services, Jo Williams, responded to the query regarding Frailty Resources, which is now called Community Resource Team (CRT's). The team is primarily in place to try to prevent unnecessary hospital admissions. There are various projects on going, such as direct access from GP's, hot clinics, which allow Consultants to make medical appointments which links to the rapid response medical care at home. The Officer advised there will be a report submitted in the September Scrutiny Committee Meeting covering off these items.

A Member queried whether the uplift in Children Services would be sufficient following the negative affect on children during the pandemic as this is such a vast area of concern. The Financial Services Manager advised Members within the Corporate Budget there is still £1.9million being held in a contingency fund in case of further increases in demand across social care, which can be used if required.

Following a query from a Scrutiny Member Dave Street advised the Scrutiny Committee, money given to the Local Authority from Welsh Government was passed to agencies and private providers as a way of uplifting fees. Therefore, the hourly rates the external employers charged Caerphilly Borough Council increased to allow them to pay more money to their staff. Welsh Government have very clear expectations that the Local Authority will ensure the external employers comply. The Officer explained that the Local Authority have a responsibility that when they are in those private settings, they request evidence that staff are receiving a real living wage. The Officer also recognised that even though £9.90 per hour is a step in the right direction, the hourly rate would need to be increased dramatically in the near future to retain staff.

The Officer responded to a question's raised by Members of the Scrutiny as to what strategies are currently in place to retain staff. It was explained that the Authority have a range of strategies over and above what the staff are paid, with an extensive terms and conditions package. However, staff recruitment and retention is an issue. The Office advised there will be a report brought to the Scrutiny Committee in the future, regarding the pressures across the services. The Scrutiny Committee Members noted the Corporate Director for Social Services & Housing's concerns regarding members of staff potentially looking for alternative employment due to the increase in fuel costs. The Officer advised the Members they are currently working with the Chief Executive and the HR on a solution to this issue. Jo Williams advised Member's that there is a significant amount of work currently being undertaken with secondary schools, colleges and universities. Videos were produced during COVID from staff currently working within the care setting to educate pupils on the career opportunities within care. Colleges have also been approached to obtain casual workers, who have capacity to cover in the summer holidays. Work is also being carried with universities regarding the content of their courses.

Following consideration and discussion the report was noted.

The meeting closed at 6.51 pm.

Approved as a correct record, subject to any amendments agreed and recorded in the minutes of the meeting held on the 26<sup>th</sup> July 2022.

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CHAIR

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## **SOCIAL SERVICES SCRUTINY COMMITTEE – 26<sup>TH</sup> JULY 2022**

**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 Tuesday 14<sup>th</sup> June 2022. The work programme outlines the reports planned for the period July 2022 until March 2023.

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. The 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 4<sup>th</sup> July 2022. 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, Corporate Director Social Services  
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 Marina Chacon-Dawson, 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

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## Forward Work Programme - Social Services

Appendix 1

Date	Title	Key Issues	Author	Cabinet Member
26/07/22 17:30	Regional Partnership Update	To update Members on the key actions / issues for the Gwent regional Partnership Board.	Street, Dave;	Cllr. Forehead, Elaine;
26/07/22 17:30	Day Centres Review – presentation by Contractor		Street, Dave;	Cllr. Forehead, Elaine;
06/09/22 17:30	MyST Presentation		Welham, Jennie;	Cllr. Forehead, Elaine;
06/09/22 17:30	Delayed discharges of care from hospitals report		Street, Dave;	Cllr. Forehead, Elaine;
06/09/22 17:30	Final report from the Task and Finish Group on Tackling Potential Mental Health Issues Post Pandemic	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 how Caerphilly County Borough Council works with partners to tackle any potential mental health issues post-pandemic.	Jacques, Mark;	Cllr. Forehead, Elaine;
06/09/22 17:30	Period 3 Budget report 2022/23		Jones, Mike J;	Cllr. Stenner, Eluned;
11/10/22 17:30	Annual Report of the Director of Social Services		Street, Dave;	Cllr. Forehead, Elaine;
11/10/22 17:30	Period 5 Budget report 2022/23		Jones, Mike J;	Cllr. Stenner, Eluned;

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27/07/2022 13:00	Shared Ambitions Strategy 2019 – 2022	To provide Cabinet with an update on the Shared Ambitions Strategy 2019-2022. As part of the Council's self-evaluation, a review of the impact of the Shared Ambitions Strategy has been completed. Recommendations are included in the new Strategy to be launched in September 2022.	Keri Cole	Cllr. Carol Andrews
27/07/2022 13:00	Childcare Sufficiency Assessment	Childcare Sufficiency Assessment 2022-2027 and subsequent action plan has been completed and now needs consultation and approval to submit final report to WG.	Sarah Mutch	Cllr. Carol Andrews
Page 13 27/07/2022 13:00	Proposed construction of a multi-purpose Cadet and Sports Pavilion at Morgan Jones Park, Caerphilly	To seek the views of Cabinet in relation to a joint project with the Ministry of Defence (MOD) to construct a multi-functional cadet and sports pavilion at Morgan Jones Park, Caerphilly and to seek capital funding.	Mike Headington	Cllr. Chris Morgan
27/07/2022 13:00	Additional fee increase for small residential home providers for 2022/23	The report explains the request to increase the 5% uplift in fees agreed for 2022/23 to 10% for the providers of small home residential services in the Caerphilly Borough.	Viv Day, Mike Jones	Cllr. Philippa Leonard
27/07/2022 13:00	Response to increase fuel costs for community-based staff employed by independent sector providers	Increased fuel costs are meaning independent providers of community-based services are experiencing difficulties in recruiting and retaining staff. Cabinet is asked to support proposals to ensure independent sector staff can afford to use their vehicles for work.	Dave Street	Cllr. Elaine Forehead

27/07/2022 13:00	Withdrawal from Ty Pontygwindy (Unit 7 De Clare Court, Pontygwindy Industrial Estate) (exempt item)	To update Cabinet on the current position regarding withdrawal from Ty Pontygwindy.	Mark James	Cllr. Nigel George
07/09/2022 13:00	Submission of CCBC's Rapid Rehousing Strategy to Welsh Government	Rapid rehousing is based upon a systematic approach to understanding what housing is needed, how that housing is going to be funded, developed and allocated to people who find themselves homeless. This approach, when properly applied, means the need for many forms of temporary accommodation will diminish and where it is needed, is for a shorter period than currently. CCBC's strategy will outline how this will be achieved through various route and partnerships over the term of this 5 years strategy.	Nick Taylor-Williams	Cllr. Shayne Cook
21/09/2022 13:00	Car Parking charges	To update Cabinet on the outcome of the car parking scrutiny task and finish group and to seek decisions on future strategy for town centre car parking charges.	Marcus Lloyd	Cllr. Julian Simmonds



### Scrutiny Committee Forward Work Programme Prioritisation



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## **SOCIAL SERVICES SCRUTINY COMMITTEE – 26TH JULY 2022**

**SUBJECT: REGIONAL PARTNERSHIP BOARDS - UPDATE**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES & HOUSING**

### **1. PURPOSE OF REPORT**

- 1.1 To inform members of the role and functions of the Regional Partnership Boards (RPB's) that were introduced as part of the implementation of the Social Services & Wellbeing (Wales) Act 2014 (SSWBA).
- 1.2 For Members to understand the increasing significance of the RPB's in the eyes of Welsh Government (WG) and how they are becoming key drivers in delivering "seamless services" in Health and Social Care.
- 1.3 For Members to understand some of the historical work of the RPB since its inception, its key statutory obligations and its current priorities.

### **2. SUMMARY**

- 2.1 Part 9 of the Social Services & Wellbeing (Wales) Act 2014 required local authorities and Health Boards to establish Regional Partnership Boards. RPB's were established on Health Board footprints with consequently seven Boards being established. The RPB for this area is titled the Gwent Regional Partnership Board.
- 2.2 Since their inception in 2016 the RPB have become increasingly influential in developing integrated health and social care services across the region. The Board has also been recipient of significant amounts of grant funding from WG to support and develop integrated service.
- 2.3 Previous members of scrutiny committee will be aware that previous updates on the work of the RPB were presented in February 2020, December 2020 and June 2021. Some content of those reports is repeated in this report for the benefit of new members.

### **3. RECOMMENDATIONS**

- 3.1 Members note the content of the report.
- 3.2 Members comment on the work of the Board, particularly current priorities and some of the challenges continuing to be faced in the context of regional working.
- 3.3 Members consider how they are best sighted on the work of the Board.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The RPB is becoming increasingly influential in shaping health and social care services, not just in Caerphilly CBC but across Wales. Increasingly staff and Members will need to be able to balance the priorities and use of resources locally with the requirements of Welsh Government around regional working.

### **5. THE REPORT**

- 5.1 Part 9 of the Social Services & Wellbeing (Wales) Act 2014 required local authorities and Health Boards to establish Regional Partnership Boards to manage and develop services to secure strategic planning and partnership working between local authorities and local health boards and to ensure effective services, care and support are in place to best meet the needs of their respective population.
- 5.2 RPB's were to be established on Health Board footprints with consequently seven Boards being established. The RPB for this area is titled the Gwent Regional Partnership Board. Membership of the Gwent RPB consists of the five local authority Cabinet Members for Social Services, five Directors of Social Services, Health Board senior executives as well as representatives from the third sector, independent providers and citizen and care representatives. The board also has the ability to co-opt other members as required.
- 5.3 Under the provisions of the Act RPB's were required to prioritise the integration of services in relation to;
  - Older people with complex needs, including dementia.
  - People with learning disabilities.
  - Carers, including young carers.
  - Integrated Family Support services
  - Children with complex needs due to disability or illness.
- 5.4 In order to support this Boards must produce;
  - A Population Needs Assessment
  - An Area Plan
  - An Annual Report
  - Integrated Market Position Statement
  - Establish pooled funds for care homes and family support functions.

The majority of these documents can be found on the Gwent RPB website which can be found at [www.gwentrpb.wales](http://www.gwentrpb.wales).

- 5.5 In June 2018, WG published 'A Healthier Wales' its plan for Health & Social Care in Wales which required the development of 'new models of seamless local health and social care'. This document clearly laid out a significant role for RPB's in developing these services, supported by the provision of a dedicated Transformation Fund of £100m over two years across Wales. Bids initially submitted by the Gwent RPB secured just over £13m to support the development services such as Home First to prevent unnecessary admissions to hospital and the 'iceberg model' to support young people requiring mental health support. This funding allocated via the health boards who in essence acted as Treasurer.
- 5.6 Members will be aware that in March 2020 the Local authority and its statutory partners began their response to the Coronavirus pandemic and as a result the Regional Partnership Board did not meet again until the 16 July 2020. The report taken to Scrutiny Committee on the 1 December 2020 explained how RPB partners had worked collectively on many of the challenges that had been faced and sought discussion on what had worked well and not so well in preparation for any future waves.
- 5.7 The report also went onto describe the progress that had been made using the £1m transformation monies allocated to the Board (referenced above) and the "transformation offer that had been made to Welsh Government via the region.
- 5.8 The offer in Gwent related to four areas, derived from the priority areas within the then Area Plan and the considered directions of the Regional Partnership Board. These included:
- The development of early intervention and prevention services (Integrated Wellbeing Networks);
  - The development of primary and community care services (Compassionate Communities);
  - The redesign of child and adolescent emotional and mental health services (Iceberg model);
  - The development of an integrated 'Home First' prevention and discharge model;
  - The development of workforce planning and organisational development to underpin transformational activity.
- 5.9 The report submitted to Scrutiny on the 15 June 2021, whilst referencing Covid, turned its attention to post covid, priorities including,
- Progress against the Transformation Grant
  - Uncertainties with grant funding
  - The Welsh Government expectations with regard to rebalancing care and support.
  - Pressures likely to be experienced as the second wave of covid passed
  - NHS turning its attention to backlogs and waiting lists
- 5.10 The above paragraph provides a very brief summary of how the RPB came into being and some of its initial priorities. Since the last report in June 2021 the work of the Board has continued. Attached as appendices to this report are the Draft Annual Report of the RPB for 2021/22 and Population Needs Assessment Summary for 2022. Please click the link for access to these 2 documents  
<https://www.gwentrpb.wales/rpb-annual-reports>.
- 5.11 The Annual plan lays out the priorities of the RPB as being:

- 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.

5.12 In order to deliver RPB priorities and the objectives of the Area Plan, the RPB have established 6 strategic integrated partnerships, which also have oversight of the relevant programmes of work and projects within the new Regional Integration Fund. These sub partnerships report 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 Annual report sets out the work and progress of many of these groups.

5.13 The Social Services and Well-being (Wales) Act 2014 requires that local authorities and local health boards must jointly carry out a population needs assessment (PNA) of the needs for care and support, and the support needs of carers in the local authority areas. Care and support is in relation to people known to Social Services and/or the Health Board and those supported through preventative services. The PNA consists of two sections:

1. Assessing the extent to which there are people or their carers who need care and support and the extent to which they need support
2. Assessing the range and level of services required for the care and support needs of the population, their carers, to prevent needs arising and escalating.

Clearly the outcomes from the PNA then work their way into the Area plan.

5.14 The emerging priority areas for the RPB in 2022/23 include;

1. Winter planning and pressures – 1000 additional beds
2. Eliminating profit for Children's Services
3. Workforce Solutions – new ways of working
4. Community working – GP cluster development

5.15 Despite the progress made by the Gwent RPB there remain a number of issues that continue to prove challenging. These include;

Grant Funding: As already mentioned the RPB has received significant amounts of grant funding. However, ongoing uncertainty with regard to the “renewal” of grant

funding makes it difficult to recruit staff other than on fixed term contracts, this is particularly an issue in terms of specialist posts.

Governance: As referenced in paragraph 5.2 both the Cabinet Member and Corporate Director for Social Services sit on the RPB. However, it has proved difficult for grant bids and service development initiatives to come through the normal pre decision Scrutiny and Cabinet processes. This is often because that grant bids have to be very short notice and the regional nature of the services require a collective agreement as opposed to having to be agreed by six separate executive functions. This is a problem across Wales and continues to be flagged up with WG by local authorities and the WLGA.

Members views on how scrutiny can be better sighted on the work of the RPB would be welcomed.

#### **5.16 Conclusion**

This report provides a historical perspective on the creation and work of the Gwent regional Partnership Board. Regular reports will be brought to Scrutiny to sight Members on the work and key decisions relating to the RPB.

### **6. ASSUMPTIONS**

6.1 There are no assumptions contained in this report.

### **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information so the completion of an Integrated Impact Assessment is not required.

### **8. FINANCIAL IMPLICATIONS**

8.1 There are no direct implications arising from this report.

### **9. PERSONNEL IMPLICATIONS**

9.1 There are no direct personnel implications arising from this report.

### **10. CONSULTATIONS**

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

### **11. STATUTORY POWER**

11.1 Social Services & Wellbeing (Wales) Act 2014.

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Consultees: Councillor Donna Cushing, Chair Social Services Scrutiny  
Councillor Marina Chacon-Dawson, Vice Chair Social Services Scrutiny  
Councillor Elaine Forehead, Cabinet Member for Social Care  
Christina Harray, Chief Executive  
Mark S Williams, Corporate Director (Economy and Environment)  
Richard Edmunds, Corporate Director (Education & Corporate Services)  
Steve Harris, Head of Financial Services & S151 Officer  
Rob Tranter, Head of Legal Services  
Gareth Jenkins, Head of Children's Services  
Jo Williams, Head of Adult Services  
Mike Jones, Financial Services Manager

Appendices:

Appendix 1 - Draft Annual Report of the RPB for 2021/22  
Appendix 2 - Population Needs Assessment Summary for 2022





**Regional Partnership Board**

**Annual Report**

**2021/22**

**An integrated system of health, care, and wellbeing for Gwent**



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## Foreword

It is with great pleasure that I write this foreword following my recent election into the Gwent RPB Chair. I would firstly like to acknowledge the commitment, dedication and hard work of the previous and outgoing Chair Councillor Paul Cockeram, Newport City Council. Paul chaired and led the board over the last 3 years during the Covid-19 pandemic but, despite the challenges, always placed the needs of citizens and health and social care staff at the forefront of all decisions to improve the services available to citizens.

The challenges of the pandemic are still present despite our moving out of lockdown. “Winter planning” has become an all year-round process given the increasing ill health within our communities. The efforts of health and social care staff to provide care and support in such difficult circumstances has been inspirational. The RPB, with partners, must work closely together to overcome challenges and identify new ways of working to delivery high quality support and care to the citizens across the region.

The decisions we take as an RPB are based on the foundation of good partnership working and partner relationships. We have to make tough decisions, but I will always ensure as RPB Chair that we try to reach a consensus and that the voice of all partners are considered, especially the voice of citizens. People across the region are facing additional challenges as a consequence of the recent financial crisis. The need to work closely across health, social care and the third sector is of paramount importance; the very reason the RPBs were developed was to ensure synergy and reduce duplication, and I feel we have the shared vision and desire across the region to help us get on with fulfilling our responsibilities collectively.

Ann Lloyd

RPB Chair & ABUHB Chair

## Perspective from Partners

### **Lorraine Morgan, Citizen Panel Chair**

"This is my first year as Chair and I would first like to thank those who have faithfully attended our Teams virtual meetings. Not easy for many and I am very aware that there are quite a few of our faithful citizens and friends over the years who do not use virtual meeting places. Let's hope this next year is an improved situation and we can start our face-to-face meetings at long last. We have also been very focussed on the issues that concern us all and we have agreed some regular items for update for every meeting; Covid, Hospital Discharge, The Health Board Update, Direct Payments, Transport, and Health/Wellbeing Champions. Our meetings have always been very topical. For instance, our last meeting was very interactive with both the Older People Commissioner talking about her role and priorities and Dr Liam Taylor from the Health Board giving an update on GP services and access during and after Covid. In my role I attend a Welsh Government Task and Finish Group reviewing and addressing roles and responsibilities for Citizens and Board members alike. I hope that our influence from an active Board and Citizen Panel can affect how citizens really participate in health and social care integration and quality services for the Gwent area. I look forward to a better year of health for us all and thank the dedicated people who provide the services in Housing, Health and Social Services for their work in supporting our continued well-being."

### **Anne Evans, Strategic Executive Officer, Torfaen Voluntary Alliance.**

"The Covid Pandemic brought unprecedented challenges to us all and has continued to be the case into 2022. The Third Sector played a huge instrumental role in supporting our partners and communities at the start of the crisis and has continued to be the case along the way. As always both proactively and reactively. The way our communities came forward in support of each other was humbling. It has been clearly demonstrated that working together in true partnership is representative of our working practices and collaborations. The RPB structures in place will help support this going forwards".

### **Sally Ann Jenkins, Director of Social Services in Newport**

"Over the past year the trials of the pandemic have continued to impact on all of our work. The need to work together and recognise the strengths in a whole system approach have been reinforced by the continued periods of restriction, the testing of all of our services and the tentative steps towards recovery. As we have emerged from the rigours of the pandemic the looming challenges of the economic downturn demonstrate once again the importance of the strong relationships across the Regional Partnership Board and more widely with our colleagues in both statutory and third sector organisations. Building on our professional relationships and bringing constructive challenge alongside creative passion will be vital for the coming year."

**Sarah Aitken, Executive Director of Public Health & Strategic Partnerships, Aneurin Bevan University Health Board**

“The challenges we have collectively experienced over recent times continued into 2021-22, with our partnership and collaborative efforts balancing the continued response to the Covid-19 pandemic, the restart of ‘business as usual’ activity and the transition to a new RPB programme and funding model. Jointly, our efforts have resulted in many tests of change to continue to respond to these challenges. The reflection of the good work that has continued throughout is aptly captured within the 2021-22 RPB Annual Report, demonstrating the tenacity of the health and social care system and its staff, and the progress made despite the challenges.”

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

“The response to the covid pandemic has of necessity dominated again in the last year and, whilst the Regional Provider Forum has been unable to meet, I have continued to represent providers at the Regional Partnership Board and to reflect the very real challenges they have faced during the period. The crisis has brought the RPB partners across sectors together more than ever and made priorities clearer. The relationship with providers has benefited from frequent virtual sessions and I have been able to represent them at the Community Care Subgroup set up under the emergency response framework. The Gwent statutory partners are to be commended for their commitment to looking for regional rather than local responses - to the staffing crisis in particular. As the new normal sets in we are about to reconvene Regional Provider Forum meetings, a wellbeing event is being planned to thank our heroic work force and work on a regional fee methodology has resumed. Covid notwithstanding, the foundations have been laid for a genuine partnership approach.”

**Stephen Tiley, Chief Executive Officer, GAVO**

"2021/2022 was a challenging year as the effects of the COVID 19 pandemic was still having effects on our Third Sector and as RPB partners, it has been vital to ensure we have worked together for the benefit of the residents of the Region. Our County Voluntary Council Health and Social Care Teams and Expert Programme for Patients Project have been actively ensuring services have continued during challenging times, providing support and strategic links to the sector and to people with complex conditions through online programmes. We are very fortunate that within the Aneurin Bevan University Health Board footprint, through the Regional Partnership Board and its supporting structures, we have the opportunity to raise key issues for the Third sector, explore ways of addressing issues which affect our residents and local Third Sector Organisations and look to ensure there are collaborative opportunities to join up partners. Moving from ICF money to RIF money will be bring change, but having partners around the table that are open for discussions will no doubt ensure a smooth transition. It's great to see the positive work of the RPB being highlighted through the RPB Annual Report and I am enthused to be a part of the positive contributions that change will bring moving forward."

## 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. Lockdown restrictions have been lifted across the region and organisations and society, but many challenges are still present, especially the challenges on our workforce. The pressure on hospitals is not just a health board challenge as we need to ensure we still have effective community services to help people to remain at home, but also return home quickly and safely, following treatment. Winter planning is a continuous all year process and the strain on front line workers will require close monitoring, given the pressures they have worked under over the last 2 years. 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** – has supported and coordinated the Home First Transformation Initiative supporting admission avoidance and discharge to assess. The GASP has worked very closely with local care home and domiciliary care providers during the pandemic to provide information, advice, and guidance.
- **Carers Strategic Partnership** – continued to deliver the four Welsh government national priorities for carers of all ages providing 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 invested and adopted the NEST Framework planning tool to ensure a 'whole system' approach for developing mental health, well-being and support services for children and young people as well as developing residential solutions to reduce the number of out of county placements.
- **Dementia Board** – have commenced a pilot led by Gwent Police to give people living with dementia extra support via a wristband, which utilises Near Field Communications (NFC). We have continued providing online Dementia Friends workshops and supporting online connections with communities. The Get There Together project has had over 1 million views in the last 12 months and is piloting an app for users to create content bespoke to their needs.
- **Health & Housing Strategic Partnership** – members have continued to implement capital projects and improve existing resources especially through the use of digital technology.
- **Mental Health and Learning Disability Partnership** – have played a key role in supporting the national Mental Health survey and continues to develop the Welsh Government Transformation funded Foundation Tier programme. This focuses on three distinct but complementary projects which set out to improve access to, and awareness of, approved mental wellbeing self-help information, resources, and training and includes the a new transformational workforce training programme (Gwent Connect 5), to develop and improve access to evidence-based self-help information and resources (using the Melo Cymru brand) and to undertake community insight with those at greatest risk of poor mental wellbeing.
- **Regional Integrated Autism Service** – have continued to support individuals with autism and their families adapting their way of working to provide virtual support to meet needs. 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.

## **PART 1: PARTNERSHIP GOVERNANCE AND DEVELOPMENT OVERVIEW**

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

*'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:**

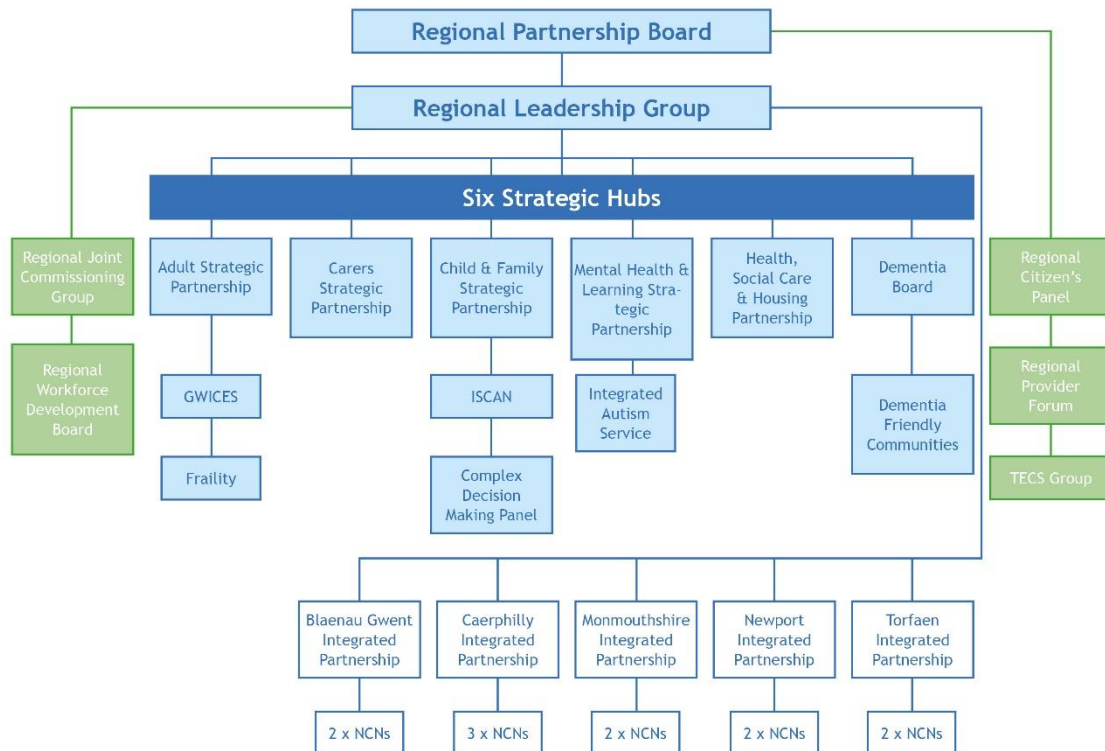
- To improve health and wellbeing outcomes and reduce inequalities in the region.
- To improve care, treatment, and support, ensuring people have more say and greater control.
- To provide information and advice, to help people sustain good health & well-being.
- To provide co-ordinated, person-centred 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, the RPB have established 6 strategic integrated partnerships, which also have oversight of the relevant programmes of work and projects within the new Regional Integration Fund. These sub partnerships report 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 includes:

- 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 the recently updated Population Needs Assessment 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 and housing**. Underpinning these strategic groups are work streams on **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).

## ii. Key Developments over the last year

The Health and Social Care Regional Integration Fund (the RIF) is a 5 year fund to deliver a programme of change from April 2022 to March 2027. The RIF builds on the learning and progress made under the previous Integrated Care Fund (ICF) and Transformation Fund (TF) and will seek to create sustainable system change through



the integration of health and social care services. Key features and values of the Fund include:

- A strong focus on prevention and early intervention
- Developing and embedding national models of integrated care (also referred to as models of care in this document)
- Actively sharing learning across Wales through Communities of Practice
- Sustainable long-term resourcing to embed and mainstream new models of care
- Creation of long-term pooled fund arrangements
- Consistent investment in regional planning and partnership infrastructure

Development of the RIF addresses the recommendation of the 2018-19 Wales Audit Office review of the Integrated Care Fund to review all short-term funding streams to minimise duplication and ensure the complementary purpose of any separate funding streams.

Gwent Regional Partnership Board, and its supporting strategic partnerships, have established a portfolio of activity aligned with the priority areas for integration, as defined within the Social Services and Wellbeing Act (Wales) 2014. This portfolio has been enabled by a range of funding streams provided to Regional Partnership Boards across Wales, with a planned cessation date of 31 March 2022. The 2021-22 financial year was therefore defined as a transition period; to support continuous efforts to address the challenges within our system, Gwent Regional Partnership Board endorsed a programme transition plan for 2021-22 to support both partnership and organisational financial planning, and to ensure sufficient notice is provided to any changes following this process.

The RPB supported by the Portfolio Management Office, have developed a new RIF financial plan during 2021/22. Each Strategic Partnership received an information pack of all initiatives to aid consideration, providing a detailed overview of their respective portfolio, risk scores and workforce implications at a portfolio, programme and project level, along with any outcome data available for each of the initiatives. In addition key messages were provided to each Strategic Partnership at the outset of considerations to illustrate both the importance of the assessment process, and to address any potential risk within our system. Each strategic partnership was informed of their contribution to establishing a strategic 5 year programme for the RPB, and the inability to simply 'roll forward' existing programmes. A RIF plan will set out the key partnership programmes and projects the RPB will continue to support going forward.

An RPB Closure Report has also been produced with outcome data for each programme and project, along with the strategic partnership considerations to support closure of the programmes associated with the Integrated Care Fund and Transformation Fund provided to Gwent Regional Partnership Board. This information provides clear identification of projects and programmes that will transition to the new RPB programme, supported by the Regional Integrated Fund, and an introduction to incoming members of our Regional Partnership Board and stakeholders.

iii. **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 is a key partner 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 have identified a nominated representative on the e 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**

Within the year of 2021-22, SPACE Wellbeing received and processed 7,992 referrals across the region. There are 5 panels in total that offer a single point of referral within the local area. In addition to referrals, the panel also received 6,001 enquiries; this could be anything from support, advice, guidance to signposting for professionals and families. The numbers of referrals and enquiries continue to rise. Ensuring that services work together so children and families get the right help, first time, at the right time.

*"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 6<sup>th</sup> 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 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 devise strategies that would envisage and find solutions to potential interruptions to services and support hospital discharge. Also, to 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 period the RCG has been supporting the care home sector with high number of vacancies and planning long term sustainability of the sector. Close working with the domiciliary sector has also been a feature over the past 18 months as strategies are devised to support agencies to recruit and retain sufficient staff.

### Pooled budgets and the KMPG report

The maturity matrix, i.e. how they assessed Gwent arrangements is set out 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. The Gwent RPB continues to look for new opportunities to use the flexibilities afforded by pooled budgets and the current pooled fund supporting care homes is maintained. Torfaen Council host the pooled fund manager under a Section 33 Agreement.

## Regional Commissioning Programme

All partners had 'signed up' to a comprehensive work plan for 2020/22 which built directly upon the progress made against the requirements of Part 9 of the SSWBA. However, the global pandemic intervened and much of this work was suspended while more immediate difficulties were dealt with. Despite this, good progress had been made against Part 9 requirements and this has not been lost:

- 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 and is now being reviewed co-productively with care homes).
- A common contract monitoring tool i (this is now back in the work programme for the RCG).
- A regional approach to medication administration in domiciliary care has been agreed and was implemented.
- A common approach to appointeeship and deputyship services are being explored.
- Care home vacancies were monitored throughout the COVID-19 pandemic.

The RCG Work Programme for 2022/23 is being reviewed at the time of writing. However, it will include:

- The rebalancing agenda
- Strengthening of the role of the 3<sup>rd</sup> Sector with an emphasis on prevention of hospital admission and facilitating discharge
- Supporting and promoting measures to ease the workforce crises
- Maintaining and developing effective communication and strong partnership working with the whole of the social care sector
- Part 9 SSWB Act Accommodation Services for older people.
- Further exploring opportunities for pooled fund arrangements
- Finalising a regional fee methodology for care homes
- Agreeing the contract management and quality assurance methodology for care homes and domiciliary care operators
- Regional Mental Health and Learning Disability Services.
- Regional Adult Advocacy Services.
- Regional Children's Services.
- Regional Day Services

## **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 themes set out in the Population Needs Assessment (PNA) 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)

In addition to the above statutory themes, the RPB have also included focussed sections for Housing, and Autism.

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.
- To support older people to live, or return following a period of hospitalisation, to their own homes and communities through early intervention, integrated care models and a whole system approach.
- To mitigate the long-term impact of Covid-19 pandemic through, especially reducing waiting lists and times to access support, appointments, and medical procedures.

## **Market Position Summary**

- There is an increasing need to further support the emotional wellbeing for older people, through reducing loneliness and isolation issues and providing multi-agency early intervention and community support to boost wellbeing.
- The RPB will need to strengthen partnerships and practices across health, social care, and independent/third sector to ensure we are supporting people to remain well at home for as long as possible, and are able to return home from hospital, through an enhanced reablement approach.

## **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 has 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.
- The group will also further explore with 3<sup>rd</sup> sector partners opportunities to prevent hospital admission and facilitate timely discharge.
- 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.

## **Children & Families Strategic Partnership**

### **Area Plan Outcomes 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 and young people through effective partnership working especially mitigating long term impact of Covid-19 pandemic.

## Market Position Summary

- There is a need to continue strengthening services and partnerships around a single front door approach to reduce hand offs between organisations and establish a sequenced approach to multiple intervention needs.
- The RPB will continue to implement principles of NEST/NYTH and across all services to remain focused on what matters to children, young people, and families as we move to a whole system approach.
- Given the new programme of government priority to eliminate profit in residential care for children looked after, the RPB will support this agenda and also the early intervention and preventative services that help reduce children becoming looked after.

## Progress

- 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 has been developed with ICF capital funding. Windmill Farm is 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.
- The Iceberg model has provided effective early intervention and support, the Programme existed to prevent needs from escalating, and to facilitate a long-term aim of Mental Health and Emotional Wellbeing Services working more closely together. One of the additional overarching aims was to empower all frontline staff across all agencies to recognise the significant contribution they make to mental health and wellbeing through the relationships they have with children and young people, and support them to be able to provide this, both through additional training and specialist advice and support.
- Within the year 2021-22 the Family Intervention Team has worked with 193 families. They offer a psychologically informed 12-week intervention that is systemic in nature to ensure a whole family, bespoke approach.
- Platform 4YP Peer Support have delivered group peer support sessions to 467 young people, and 193 young people accessed one to one support. 543 young people attended self-management training around managing emotions.

**Case Study: The Early Intervention Services (EIS) programme** was introduced in the 2019-20 financial year specifically to support children and their families at the edge of care. Subsequently, a regional programme has emerged, comprised of a series of projects with a shared objective of *“Supporting children & families known to Social Services to mitigate, where possible, children entering care and to support family reunification.”*

All projects within this programme aim to reduce the number of children entering the care system, reduce the number of those becoming “Looked After”, and help families stay together where possible. It was identified across the regional programme that if



adequate prevention services were not available, there would be an increase in Children and Young People who would become 'Looked After'. Children and Young people coming into care results in an increase of involvement with children's statutory services and often a need for a complex care package, therefore putting pressure on our Health and Social Care Services and more importantly, impacting the resilience factors and outcomes for our Children and Young people.

Since its inception the programme

- **12,919 referrals across all services** that sit within the Programme.
- Of these referrals, **5851 children have been supported to remain within their family network, which is 45% of those who accessed the service** since inception of the services in 2019.
- **325 (2.5%) individuals were Diverted from the Care System and 1541 (24.5%) individuals diverted from a Public Law Outline (PLO)** to investigate concerns.
- Less than 1% (23) accessing services were supported to become Looked After and 1091 individuals have engaged with education and community activities, with 338 carers accessing peer support, training and psychological support
- Information received noted the primary reasons for referrals, with 378 referrals for Child Protection & Safeguarding, 274 for the risk of becoming 'Looked After', 55 were rehabilitated from being 'Looked After' and 186 were referred for other reasons.
- There are four outcome areas for the programme; Referrals to Step down / Early Support Services in which 149 young people received this outcome. 49 were rehabilitated and returned to their families, 233 were diverted from being 'Looked After' and 112 avoided going to a Case Conference

Feedback from families:

***"I found the worker to be supportive and I am now following a rehab plan for my baby to come back to my full-time care."***

***"I finally feel like I've been listened to and feel happier to see daddy."***

### **MH & LD strategic partnership including Regional Integrated Autism Service - key priority areas – Natasha Harris**

**Area Plan Outcomes identified through the Population Needs Assessment:**

#### **Mental Health:**

- Increased understanding and awareness of mental health amongst the public to reduce stigma and help people to seek support earlier.
- To improve emotional well-being and mental health for adults and children through early intervention and community support.

## Market Position Summary

- We need to promote the mental wellbeing of people in Gwent and ensure that the workforce is supported to be able to provide people with the support they need at the right time.

## Progress

### Foundation Tier work



The Welsh Government Transformation fund supported the Foundation Tier programme for 1 year and it will now go onto receive funding through the Regional Integration Fund. The programme focuses on three distinct but complementary projects which set out to improve access to, and awareness of, approved mental wellbeing self-help information, resources, and training. The objectives of the projects being:

1. To establish and embed a transformational workforce training programme (Gwent Connect 5) that can be delivered at scale across the public and third sector
2. To capitalise on the digital transformation that has occurred during the pandemic to develop and improve access to evidence-based self-help information and resources (using the Melo Cymru brand)
3. To undertake community insight with those at greatest risk of poor mental wellbeing, including those digitally excluded and most adversely affected by the pandemic (to leave no one behind).

Excellent progress was made in increasing the uptake of the Gwent Connect 5 training programme across Gwent, with over 400 modules delivered and an additional 40 Gwent Connect 5 trainers trained in the last 12 months.

In total, 62 local trainers have now completed the Gwent Connect 5 Train the Trainer (TtT) programme. With 56 of these trainers currently members of the Gwent Connect 5 Trainers Network and of these, 44 are 'active' or 'soon to be active' in delivering the training.

Training has been provided to over 40 partners including the Gwent Regional Partnership Team, South Wales Fire & Rescue service, Gwent Police, Department of Work and Pensions, Diverse Cymru, South East Wales Carers Trust, ABUHB and Local Authority staff. Over 25 trainers are currently delivering the Gwent Connect 5 training across Gwent. Most trainers are delivering in-house, whilst 5 local Trainers from Third/Not-for-Profit organisations commissioned to deliver to organisations who do not have access to an in-house trainer.

Since April 2021 the project's focus has been on:

- Increasing the uptake of the Gwent Connect 5 workforce training programme by commissioning the delivery of a Train the Trainer course and recruiting an additional 10 new trainers from partner organisations.
- Recruiting Lead Trainers for each of the 5 Local Authority areas in Gwent.
- Training and commissioning Gwent Connect 5 trainers from Diverse Cymru and Mental Health Third Sector providers to deliver training to targeted workforces who support groups of the population at greatest risk of poor mental wellbeing.
- Updating training content to include more focus on the self-care of training participants, young adults, and Emergency Responders.
- Updating the Gwent Connect 5 promotional leaflet to emphasise the personal as well as professional benefits of attending the training.
- Ensuring the Gwent Connect 5 training is targeted at appropriate workforces
- As part of the work programme for the Gwent Suicide and Self Harm Prevention Steering group, 4,000 funded places have been offered for Suicide First Aid training.

Co-production Network for Wales completed an external evaluation of the Gwent Connect 5, using the Most Significant Change methodology. The conclusion being that the training provided overwhelmingly positive outcomes for training participants and trainers. Key conclusions included that the Gwent Connect 5 training programme:

- Increased connections and networks
- Contributed to large scale and long-term changes
- Allowed people to gain practical tools and techniques
- Enabled participants to benefit from a significant positive improvement in their personal and professional development
- Had a positive impact on suicide prevention across Gwent
- Could be particularly challenging but enjoyable

### **'Melo Cymru'**

The Melo Cymru website was launched in January 2021 and acts as a repository for approved self-help resources and information on mental wellbeing. It ensures maximum accessibility as all pages are bilingual and the Reach deck tool has been added to enable speech to text and reading and translation of text into 99 languages. This makes online content more accessible for people with Dyslexia, low literacy levels, mild visual impairments and those who speak English as a second language.

Since April 2021 the focus of this project has been on:

- The 6 Melo social media channels (Twitter – English and Welsh, Facebook – English and Welsh and Instagram – English and Welsh) were launched in May 2021.

- Co-producing monthly social media schedules with the Melo Cymru website designer, which are guided and approved by a multi-agency Editing group led by the local Public Health team. Social media campaigns have included a weeklong campaign for Mental Health Awareness Week, Suicide Prevention Day and a month-long campaign in August on Five Ways to Wellbeing: '5days5ways'
- Monitoring accessibility of the website through partner engagement exercises to explore their views.
- Securing additional funding to improve the functionality of the Melo Cymru website and improve self-navigation.
- Regularly promoting credible online resources such as Silver Cloud, ACTivate Your Life and Stress Control, which are accessible through the Melo website.
- Ensuring more of the resources on Melo are downloadable/printable and therefore accessible to people who are digitally excluded from partner organisations such as GPs.
- Using the social media channels to signpost users to the Melo Cymru website as well as generating locally approved messaging to promote and protect mental health
- Co-producing with partners and disseminating digital quarterly Melo newsletters to partners
- Initiating a local Young Person's Panel to guide the development of resources which are appropriate for young people.
- Continually monitoring, developing, and promoting the Melo website and social media platforms.
- The Director of Quality and Mental Health Unit at the NHS Wales Health Collaborative initiated a meeting with the Programme Lead to discuss the possibility of Melo becoming a national website. These discussions are ongoing

In addition, the promotion of Melo is now part of ABUHBs Psychological Wellbeing Practitioner programme's staff induction training and an integral part of the Gwent Connect 5 training. In the last 12 months: from April 2021 until March 2022, there have been over 29k users visiting the Melo website. Of those 29k users, 28k were new users.

### **Psychological Well-being Practitioners (PWP's)**

The PWP service has been responsive to the changes to restrictions throughout the last six months, offering a choice of face-to-face or telephone appointments where feasible in order to ensure continued service delivery.

The service continues to strive to reduce demand on specialist services and as such we have seen 54% of our appointment outcomes involving linking people with community-based resources and 24% being 'managed' by the PWP.

One PWP in Newport is outreaching to BAME community where we understand the need to be great and confirming that these communities will not easily request support from their GP surgery and need to trust professionals before they will seek help. Associated with this are the obstacles faced by the PWP in helping these people to access self-help material in a language that they can understand.

## **Crisis and out of hours support**

Within the Adult Mental Health Directorate, a model is 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 Cadocs 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.

Mental health practitioners are available within the GP Out of Hours hub on Friday evenings (7pm-midnight), Saturdays, Sundays, and Bank Holidays (2pm-10pm). If someone calls 111 with a mental health need and is put through to the GP Out of Hours service, the call will be picked up by a mental health practitioner during these hours.

### **Support (Crisis) House**

Ty Cynnal Support House is a new service initiative, the first of its kind in Gwent, and only the second in Wales. The contract to run Ty Cynnal was awarded to Plattform in late April 2021. Ty Cynnal has undergone significant refurbishment and improvement works over the summer that will enhance its capacity to offer 5 people presenting in mental health crisis an alternative to inpatient hospital admission. Work has been ongoing by Plattform to recruit staff for the 24/7 rota required. The new service will be run collaboratively between Plattform and ABUHB's 3 crisis resolution and home treatment teams, and workshops are taking place to co-produce the operational policy. Staff shortages across health and social care have delayed the opening of Ty Cynnal until November 2021.

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.

### **Shared Lives**

The Shared Lives for Mental Health Crisis scheme was successful in being given recurrent funding to roll out across Gwent, enabling it to enter into a formal partnership agreement with Caerphilly County Borough Council to support provision

of alternatives to hospital crisis care. The scheme to date has provided 90 arrangements for people as an alternative to or enabling early discharge from hospital. Expansion to the North Gwent Crisis team enabling roll out across Torfaen, Blaenau Gwent and Monmouthshire will take place through the latter part of 2021, with new staff coming into post, new carers being recruited, and training being set up.

Outcomes continue to support the value of Shared Lives as a recovery supporting intervention, with people showing a reduction in both subsequent admissions and in onward referrals following a Shared lives stay. Experiences continue to be highly positive. The scheme was featured in an ITV Wales item following the launch of the WHO document that featured Shared Lives for mental health crisis.

### **Learning Disabilities:**

#### **Area Plan Outcomes identified through the Population Needs Assessment:**

- 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.

#### **Market Position Summary**

- There is a need to increase the number of bespoke and individual support packages for people with a learning disability which will involve more one to one support in the community and will require the recruitment of a greater number of volunteers.

### **Progress**

**The Learning Disabilities (LD) Wellbeing initiatives programme** sits under the Mental Health and Learning Disabilities Strategic Partnership. The programme initiatives focus on safe health, and wellbeing of people with a LD. The programme consists of two LD Wellbeing projects; Wild health, delivered by Gwent Wildlife Trust and Sexual Awareness for Everyone (SAFE), delivered by Volunteering Matters.

There has been a total of 1,061 individuals that have engaged with the services, accessing 320 activities providing a range of support for safe health and well-being. The activities/sessions within 2021/22 have engaged and been supported by 319 volunteers. The projects have measured the individuals' levels of physical activities and improvement of mood through their engagement, reporting an average of 73% increase of physical activity and 95% improvement in mood.

**The Reducing Health Inequalities project** is set up to promote the health and wellbeing of people with a learning disability. To provide training, advice, and support for primary care staff so that the health needs of those with a learning disability are met properly. Through the development of accessible health care, information, and opportunities those with a learning disability can have positive experiences when accessing primary care.

The project works in partnership with GP practices to improve health outcomes, including the early detection and management of physical and mental health conditions, as well as timely and effective treatment for more urgent and serious medical conditions, thereby reducing demand on Tier 2 (a service provided by specialist individual practitioners in primary and community settings including assessment, care and interventions for children and young people with identifiable mental health need at an earlier, less complex.) and Tier 3 (A community/primary care based multi-disciplinary team (MDT) to provide an intensive level of input to patients ) services.

- As the team have expanded into more GP practices as restrictions were lifted after the COVID-19 pandemic, they have been able to provide 66 training sessions with 247 individuals attending the sessions.
- The team have helped to add 939 further individuals with an LD to the GP registers, bringing the total number of people with an LD registered on the GP register to 4792.
- 100% of people registered now receive an Annual Health Check; having a Once for Wales Health Profile

### **My Day My Life Summary**

Delivered by Monmouthshire County Borough Council, the My Day, My Life project is a strength-based approach that seeks to enable individuals with a learning disability to develop and pursue their specific aspirations within everyday community settings supported by their own networks. It has been in development in Monmouthshire since 2014 working mainly with in-house staff, to develop the project county-wide across in-house and commissioned services funding was sought and provided by the Integrated Care Fund. Specifically, ICF funds a My Day, My Life Implementation Manager whose overarching role is to work with commissioned services as well as in-house to develop and drive the My Day, My Life approach forward and make it a reality.

- The My Day My Life service had supported 189 people with high level support and assistance, with 37 sessions and training delivered.
- 96 plans were created with 154 goals and outcomes identified.
- From the sessions provided 141 people attended.

A significant number of people have thrived through the approach carried out by the service and no longer access formal support. The interdependency between My Day, My Life and My Mates remains central in providing an alternative avenue for people wishing to build social and more intimate relationships.

## **Autism:**

### **Area Plan Outcomes identified through the Population Needs Assessment:**

- To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice.
- To improve awareness, understanding and acceptance of autistic people.

### **Market Position Summary**

- There is an increasing need to deliver further autism training and awareness to health, social care and wider RPB partners as well as the wider public.

### **Progress**

- 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 continued throughout the pandemic within the IAS which was challenging but 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 and have continued to support individuals with autism and their families in this way. 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.

## **Carers**

### **Area Plan Outcomes identified through the Population Needs Assessment:**

- Support unpaid carers to care through flexible respite, access to accurate information, peer to peer support, effective care planning and through increased public understanding
- Improve well-being of young carers and young adult carers, and mitigate against the long-term impact of Covid-19 pandemic

### **Market Position Summary**

- There is still a need to increase awareness of the needs of carers and for frontline staff to be able to recognise when people take on caring responsibilities and signposted to information, especially young carers.
- Peer to peer support and respite provision are continually highlighted as being a priority need for carers and there is a need to increase support through third sector and community partners to increase befriending opportunities and community groups.



## Progress

- The Gwent Carers Hub has received over 774 referrals this year with more than 1186 carers accessing the various services available through Gwent Carers Hub and 2181 carers signposted to services.

### National Carers Week 2021

In Blaenau Gwent self-care tips were posted on Facebook pages, carers benefitted from self-care kits including activities, sweet treats, and personal care items to aid relaxation as well as face to face multi-sensory sessions for parent carers of children with disabilities took place with bath bombs of different scents, colours and textures. There were also virtual drop-in sessions and vouchers were provided for gardening/food.

*With the support from you I now have three calls a day from Carers to help with Mam and thank goodness for them... What would I do without them? The support I've had from you all has been incredible and I'm just so very grateful. Thank you from the bottom of my heart.'*

In Caerphilly Carers were directly engaged through specific events and social media. A montage of photos was produced, and businesses provided food. Events and trips were organised such as trips to St. Fagan's, a spa day at Bryn Meadows Golf club, walks around Pen y Fan pond, Parc Cwm Darran and afternoon tea.



In Monmouthshire 37 past carers were engaged with, whose caring role had come to an end. Vouchers were provided from local businesses to show ex-carers that their caring role had been appreciated and recognised and giving them an opportunity to take some time out for themselves.

In Newport Time for Me boxes were prepared. Items within the boxes were selected to inspire relaxation and time away from the caring role like 'Relaxation and Wellbeing' (journal and art materials), 'Relax with Nature' (bird feeder and seeds) and 'Relax and Nurture' (herb seeds, scissors, and recipes). A selection of tea, coffee and biscuits, a book of *Stories to Make You Smile*, carer information and emergency cards were also included. Newport Libraries donated 'Stories to Make You Smile' to add to these boxes. A guided tour of the Growing Space & National Trust gardens at Tredegar House took place and messages were sent out via social media.



In Torfaen there were a range of activities for both adult and young carers. For adults, volunteers including carers, planted 400 flowers in a dedicated garden to all unpaid carers at Cwmbran Boating Lake. Young carers engaged in several activities such as designing t-shirts at an event and art and craft activities including loom band sets and necklace/bracelet kits. Torfaen Sports Development launched their 10-week coaching programme with young carers of all age groups (offering tennis and rounders during the week's events) and Torfaen Youth Service supported the 11-13 and 14+ evening event.



*"The garden is a really nice gesture and I hope people will enjoy it and appreciate it."*  
– Carer

ABUHB would traditionally have information stands at hospital sites but instead, due to lack of access to sites this year Carers week pledges were gathered in advance and shared online throughout the week together with information about carers. These posts were shared via Twitter, Facebook and the ABUHB Intranet site on Monday, Wednesday, and Friday of Carers Week. 38 pledges were made in total.



Our young carers book was also launched <https://youtu.be/JZmylpTw-1o>

## Identifying and valuing Carers

We value the importance of identifying carers and appreciate that a range of possible routes and approaches are needed in order to respond, as many carers do not recognise their important role and, understandably only see themselves as a member of the family. To do this we continue to identify and support carers in

- Health and social Care
- primary and secondary health care.
- GP practices and pharmacies where we regularly review and update our carers champions and provide relevant information. In Summer 2021, we worked with Public Health Wales and Carers Wales in attempts to identify an e-cohort of unpaid carers through GP routine health and administrative data in Wales. <https://phw.nhs.wales/publications/publications1/unpaid-carers-in-wales-the-creation-of-an-e-cohort-to-understand-long-term-health-conditions-amongst-unpaid-carers-in-wales/>
- Optometry to provide low vision assessments to carers
- all primary (9% are engaging in accreditation level) and secondary schools (83% are engaging in accreditation levels and Colleges (100 carers were identified this year) in Gwent through our Young carers in school's accreditation programme
- Carers friendly accreditation programme to all private and public sector organisations and individuals. This year 2 service areas and 6 organisations were awarded advanced accreditation, training has taken many forms e.g. 281 staff full training, bespoke training to all police call handlers, and front desk officers (154 staff), additional 99 watched 15-minute video, 530 people watched the 5-minute awareness video etc.
- Using the Gwent Small grant scheme
- National and local events and reaching out and engaging with diverse and vulnerable communities e.g. 41 outreach events were held using our mobile hub
- The national young carers identification scheme is operational
- Our carers expert panel have been used to ensure the carers voice is heard in the planning and delivery of our services. 12 panel meeting were held this year.
- We supported carers to become more digitally aware so that they could engage

### **Carers Mental Health and Wellbeing Support**

To further support life alongside caring, the integrated care fund was used to support the carers café model: a project that provides greater support and information to carers within Older Adult Mental Health hospital settings throughout Gwent.

In 2021 our Gwent carers hub report that :

- 163 cafes were held supporting 818 carers.
- 668 carers report an improvement in wellbeing.
- 104 referrals were made for carers assessments, 123 advised of benefit entitlements; 652 were provided IAA to support their caring role.

- 627 were advised to register as carers with their GP's, 155 were signposted to organisations.
- 48 carers accessed training.
- 565 felt listened to by professionals with 608 feeling they were more aware of the need to look after themselves.

Our small grant scheme received 956 applications, 524 of which were assessed at panel meetings. 154 of these related to the 'Time out' category that offers respite. Welsh Government additionally funded respite activities for carers across all Local Authorities through its national £3M respite fund

## **Dementia**

### **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)

### **Market Position Summary**

- We need to strengthen partnerships, services, and coproduction models to improve the outcomes for people living with dementia and their carers.

### **Progress:**

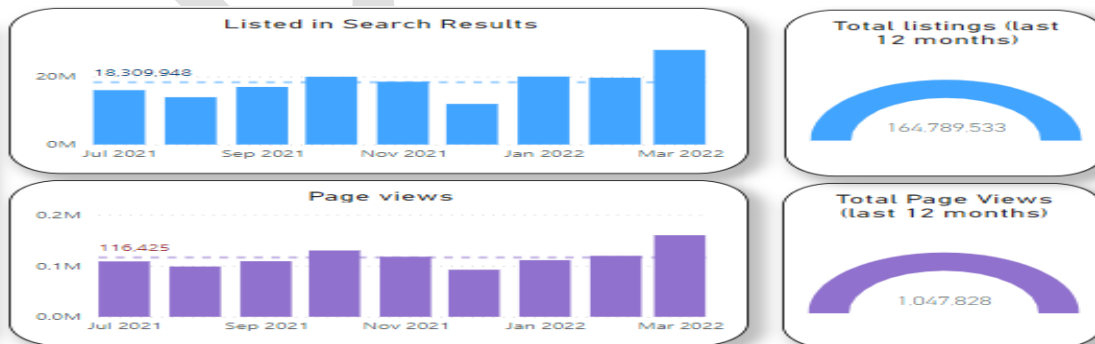
- A range of additional investment opportunities to support regional delivery of the Dementia Action Plan commenced during 2021/2022 utilising £1.6million of ICF Dementia funding.
- The Dementia Friendly Hospital Charter for Wales was launched on 6th April 2022. This will support and drive quality improvement across hospitals to support better care and experience for people living with dementia, family, and carers.
- Additional subgroups have been developed to ensure we are ready to implement the National Dementia Standards in 2023 and measure the impact to people living with dementia, family, and carers in Gwent.
- We have been working in collaboration with partners and communities through Engagement Webinars set up through ABUHB, to highlight the Dementia Standards and what this will mean for people living with dementia, family, and carers.
- We have continued to work with schools and partners across Gwent providing online Dementia Friends workshops and supporting online connections with communities. A session was provided to over 100 Coleg Gwent Health and Social Care students, so they could become Dementia Friends/Champions as part of their learning programme.
- We have our Dementia Friendly Community Annual Conference in September 2022, which is the first one since the pandemic. This provides an opportunity for professional, experts by experience and communities to get together and share learning, ideas, and collaboration to improve Dementia Friendly Communities.

- An investment was made for 120 Reminiscence Interactive Therapy Activities (RITA) devices in the financial year 2020/2021 including different versions of variants (tablet form, large touchscreen on a trolley and an ITU version). These have been distributed to residential care homes, hospital sites and various healthcare teams. A further 140 devices have been purchased from 2021/2022 slippage funding which will use the data gathered to plug any current gaps in provision across the region.
- 500 HUG by Laugh devices have been purchased for distribution across Gwent as a pilot. A guide is to be created before moving to wider distribution across all sectors. The pilot is to be evaluated in partnership with TEC Cymru.

### Get There Together Gwent



Get There Together is a national, Bevan Exemplar project led by Dr Natalie Elliott, At Cardiff and Vale University Health Board with multiple subgroup's set up throughout Wales to take the project forward. It was developed to support people through changes at community venues during the pandemic, through short video clips held on the Dewis Cymru website. The project is now looking to support the Covid19 recovery agenda, and video clips are now being developed to welcome people back to venues and improve social inclusion. As part of the national group, we are also working with a technology company who are piloting an app as part of this project, so people can make their own content and clips which are more bespoke to their own needs. Also, carers and family members can make videos to support their loved ones, with reminders and helpful information when they are out and about shopping or at the GP etc... These clips can be held in a calendar on the app, allowing people to plan their day with video clips and helpful prompts. Data Cymru tracks page views for the project, and we have had over 1 million views in the last 12 months across the whole project.



Data Cymru

### Dementia Wristband Pilot



In May 2022 a pilot started led by Gwent Police, who are to become the first police force in Wales to adopt a scheme which gives people living with dementia extra support via a wristband, which utilises Near Field Communications (NFC).

The new scheme run between Gwent Police, Aneurin Bevan University Health Board, Gwent Regional Partnership Board, and the Alzheimer's Society Cymru has launched across Gwent to pilot with the potential of roll out across Wales. The dementia wristband scheme means emergency service workers can easily identify and get the right help and support for those living with the condition.

As part of a pilot over 80 residents will be offered the band which will link care providers with emergency service workers. Ahead of the launch, Chief Inspector Stephanie Blakemore said:

*“Living with dementia is often scary and leaves you feeling lonely. When someone with dementia requires help from emergency service practitioners, it requires a vast amount of work to gather all the information to correctly care for that person. The wristband visually informs the public, emergency service workers and other care providers that the individual is living with dementia.”*

This scheme bolsters the Herbert Protocol which Gwent Police alongside the other Welsh forces support. The scheme provides valuable information on anyone living dementia and other neurological conditions. The protocol provides emergency service workers with information on medication, contact information, frequently visited places and a recent photograph. Cllr Paul Cockeram, Gwent Regional Partnership Board Chair said:

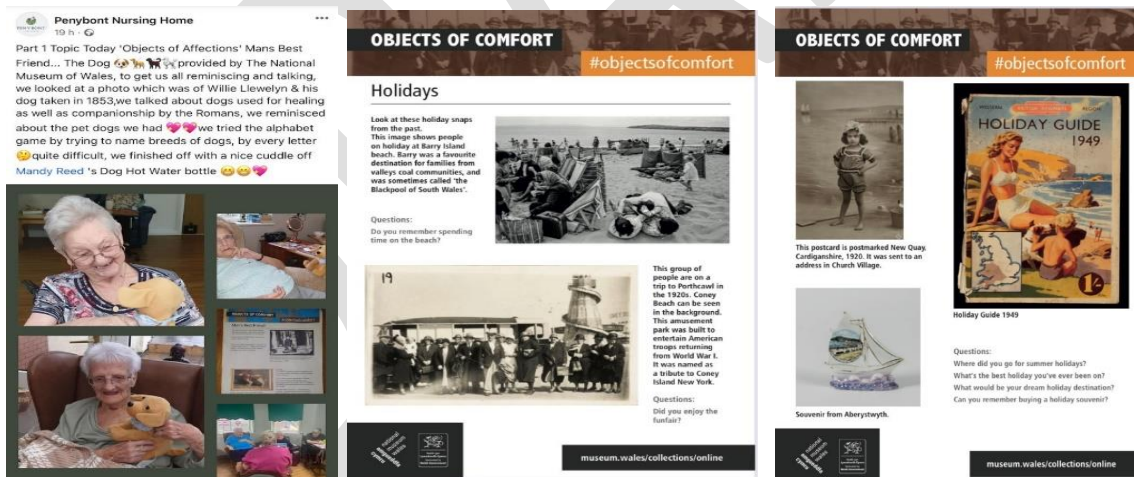
*“If a person gets lost or confused when out in the community, it can be an extremely upsetting experience for both the person living with dementia, their family and carers. The Gwent Regional Partnership Board are pleased to support Gwent Police and partners as the first area in Wales to trial this technology. The wristbands will contain essential information, including the wearers name and next of kin details, which can be accessed by community members through an app on their phone should they find someone in need of help and support. This technology is not a replacement for good care but will act as an added layer of safeguarding alongside the Herbert Protocol, to help keep people safe, as people continue to do what is important to them to live well”.*

### **Objects of Comfort and Museums Inspiring Memories**

In November 2021, Amgueddfa Cymru launched phase 2 of its 'Objects of Comfort' programme which was funded but the Austin & Hope Pilkington Trust and the D' Oylly

Carte Charitable Trust. This is an extension of the work which has been ongoing during the Covid pandemic to produce collections-based resources for people living in care homes, those at risk of social isolation and those looking for activities in group sessions. These downloadable resources can be used as the basis for activities, or as prompts for meaningful conversations and reminiscence. In phase 2, the museum has collaborated with artists and creative practitioners from across Wales to produce a series of films aimed at improving the wellbeing of those who watch them. They range from a mindful beach walk inspired by John Dilwyn Llewelyn's photography to a creative look at Amgueddfa Cymru's ceramics collections, and a glass artist inspired by the collections of Roman glass. A number of curator-led films which showcase the collections are also being made and released as part of the 'Objects of Comfort' programme. Everything is available to view or download from the Amgueddfa Cymru website: [museum.wales/wellbeing/Objects-of-Comfort/](https://museum.wales/wellbeing/Objects-of-Comfort/), and new content is added monthly.

The learning from the Objects of Comfort programme and ongoing work with partners has been invaluable for informing the recent successful bid to the National Lottery 'People and Places' Community Fund for the 'Museums Inspiring Memories – Working for Dementia' partnership with Alzheimers Society Cymru. The partnership will lead the development and delivery of enriching programmes to improve the quality of life for those affected by dementia across Wales over the next three years, co-produced by those with lived experience. It will also develop bespoke dementia training for staff in the heritage sector and those in the care sector to improve awareness and skills to become dementia inclusive.



## Health, Social Care & Housing

### Area Plan Outcomes identified through the Population Needs Assessment:

- A multi-agency partnership approach to ensure appropriate housing and accommodation for older people and vulnerable citizens
- To ensure effective use of Disabled Facilities Grants and appropriate partnership support and available resources.

- Homelessness requiring a collaborative response from public services and partners, especially the non-use of B&B accommodation for young people, and through prevention and early intervention.

## Progress

- The HSC&H Partnership continue to over the ICF Capital grant and prepare for the implementation of the new RIF Housing with Care Fund (4-year programme) to support tenanted accommodation for people with complex needs, particularly where affordable housing standards are not appropriate, Intermediate care accommodation (e.g. step up/down, children's residential) and Discretionary funding (aids/adaptations, feasibility studies, etc.)
- MCC and TCBC Care and Repair are continuing to deliver Hospital to Healthier Homes project to support hospital discharge. Every £1 spent on home adaptations to support quicker hospital discharge generates £7.50 saving for health and social care.
- The Partnership provided regional support to individual partners in relation to the Homelessness and ending evictions agendas during the pandemic and going forward will coordinate a regional response to the Rapid Rehousing policy
- Oversight of the Housing Support Grant (HSG) Programme especially in relation to early intervention programmes and housing related support to homelessness services and activity to help people stabilise their housing situation, prevent people from becoming homeless, or people affected by homelessness to find and keep accommodation.
- A Substance Misuse and Housing task group reporting to both the Area Planning Board and Regional Housing Support Grant Coordination Group developed a specific free online substance misuse training course targeted towards housing staff.

**Case study: Ty Glas y Dorlan** in Thornhill Cwmbran is an ABUHB, Torfaen Council and Bron Afon Community Mutual collaboration which opened Autumn 2021. This is a great example of mixed funding solutions to deliver Health, Social Care and Housing collaborations. The £3.3m scheme was funded in part through the £1.78m of ICF Capital amounted, with the remaining funding coming from the Social Housing Grant Programme and Bron Afon's Private Finance. The project delivered local employment, structured training programmes for key skills and a project that was completed ahead of schedule and within budget.

It is a multipurpose wellbeing hub where a warm, friendly welcome, will always be available for guests, tenants, the community, professionals, people visiting and the general public.

- Ty Glas y Dorlan will offer support to all adults over 18 years of age and those just below transitioning into adulthood
- Ty Glas y Dorlan will have 6 top floor flats for long term let tenancies
- Ty Glas y Dorlan will have 13 short stay flats for guests to discover the art of the possible in terms of independence



- Ty Glas y Dorlan will have sessional support for those who do not wish to stay overnight
- Ty Glas y Dorlan will offer all those who want it information and advice about wellbeing, social and community support

The hub will provide an approachable friendly space to recover, with that hotel feeling. A place that is more than a building, that will enable you to build confidence, through independence. A creative sociable space within which to reach out and develop connections and friendships. A place where trying new things and making the most of opportunities is encouraged and celebrated. A place where you can't fail as learning to do things a different way is how we roll. You can do this, together with your caregiver or separately before returning to your own home.

Ty Glas y Dorlan will also offer short mini breaks with activities and entertainment directed by the guests at the hub for the chance to recharge and "get away from it all" with friendship groups, people with the same interests, or singularly or with caregivers too.

For those who choose to stay, care and support will be onsite 24/7 with access to Occupational Therapists, Physio Therapists and other enablement solution focused professionals throughout the day. In addition, there will also be opportunities for the local community to access day activities and surgeries.

### **Ministerial and Local Support**

The Minister for Housing and Local Government, Julie James:

*“These homes will provide a major boost to community care and the wellbeing of people with learning disabilities, to help them continue to live independently. This innovative project is a fantastic example of collaborative working to support people’s health and care requirements in the community and close to home.*”



## **2b) Supporting Better Integration and Delivery**

### **ICF and Transformation Funding**

The RPB and Portfolio Management Office (PMO) have overseen and produced a Programme Closure report outlining the use of ICF and Transformation funding during 2021/22. The report will be attached as an appendice once signed off by RPB.

### **Improving System Flow**

The Improving System Flow Programme commenced integrated care funding in 2015. As of the year 2021-2022 the annual partnership funding allocation for the programme has reached £4,615,531.00. The overall objective of the Improving System Flow Programme is to expedite discharge safely and efficiently, supporting patients to be returned home as soon as they are clinically optimised. The programme of work aims to reduce lengths of stay in hospital, reduce the number of delayed transfers of care, improve patient experience and outcomes, and prevent harm caused due to people deconditioning during avoidable time in a hospital bed. Alongside supporting patients with early discharge, services within the Improving System Flow Programme work to support people in the community to prevent admission or readmission. The Improving System Flow Programme aligns with the Home from Hospital model of care, the six goals for urgent and emergency and urgent care (Goal 6 - Home First Approach and reduce the risk of readmission) and the Home First: Discharge to Recover then Assess (D2RA) model. The D2RA Model provides a framework for integrated planning and delivery of community and hospital services.

The programme supports the four key principles of the D2RA model:

1. Think 'Home First' and keep the individual at the centre of all discharge considerations.
2. Balance risk and agree co-produced, clearly documented plans.
3. Have the community services infrastructure in place.
4. Communicate.

The Improving System Flow programme has supported **5035 individuals** between October 2019 and March 2022 with **2728 hours of intervention** provided to either prevent hospital admission/readmission, or through early discharge pathways. **6983 support visits have been undertaken to avoid hospital admission.** The projects have identified that they **have saved 4168 hospital bed days**, supporting capacity to be available for patients who require acute hospital care, and reducing associated harm with unnecessary days in a hospital bed. It has been **reported 97% of individuals surveyed were satisfied with the service they received. 59% individuals were reported as living independently, and 53% of individuals achieved goals/outcomes** through the programme.

#### **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 Dementia Board have considered the new national Dementia Standards and strategic alignment across the DAP priority areas and this will be embedded during 2022/23. The ICF allocation has been distributed and allocated against the national DAP aims and further details are included in the Programme Closure Report.

## **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).**

- **Communication and Engagement Strategy**

The RPB will be working to refresh its communications and engagement strategic approach. Plans are underway to redesign and reinvigorate the Gwent RPB website to further raise the profile of the RPB with both the public and professionals. The new design will host a 'community' area which will act as platform to share the work of the RPB across Gwent, to engage citizens in policy decisions and share information, advice and assistance.

- **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.

***“Attending the Gwent Citizen panel gives me a chance to voice concerns, on matters that are important to me, in Health and Social Care, as well as catching up with new and useful information. It also gives access to people who can often make things happen. I enjoy the privilege of raising points from my community and feeding back to them.” – GCP Citizen***

- 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 is 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.
- Some other agenda items brought to the meetings:
  - **Track the Act** – Carers Wales presentation. Under the Social Services and Well-being Act 2014, unpaid carers in Wales have equal legal rights to support as well as the people they look after.
  - **ABUHB CEO** attended the September meeting to discuss Covid 19 Pandemic, vaccination programme, annual plan and answer questions from the panel.
  - **Compassionate Communities** – ABUHB presentation contained patient stories.
  - **Police and Crime Plan Engagement Survey** – Link sent to panel to complete.

- **Engagement Reports** – GAVO and TVA. Results from the survey which asked of those who have accessed health services during the pandemic. BAME has been renamed Diverse Communities.
- **The State of Caring in Wales** – Carers Wales presentation. There are a growing number of carers. Welsh Government Strategy for Unpaid Carers: 4 national priorities and delivery plan.
- **Time Credits** – Paper time credits have now gone digital. The panel were encouraged to join the scheme.
- **ABUHB Primary Care Update** – Digital, face to face and home visiting is important as a blended approach. The telephony service must be fit for purpose. Recruitment and retention is important. Dental work was suspended due to the pandemic, this caused a backlog and urgent care is to be prioritised.
- **Day Services** – Several day services were closed and people with learning disabilities were accessing more local services available to them.
- **Population Needs Assessment** – RPT presentation looked at population increase and core themes including: Dementia, Older people, Carers, Mental Health, Children Looked After, Learning Disabilities, Autism, Housing and next steps.
- **Older Persons Commissioner** – Helena Herklots presentation on priorities: Protecting and Promoting Older Peoples Rights, Stopping the Abuse of Older People, Ending Ageism and Age Discrimination and Enabling Everyone to Age Well.

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

- 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.
- 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.
- The RPB have engaged with members of Coleg Gwent Student Union Group who have been working on Mental Health Resources, and reviewing current Health Board leaflets/communications around exam pressures. The group provided constructive feedback on how we could tweak our resources for young people around themes such as LGBTQ+, Sexual Health and Relationships, and secondly to develop content on Melo.

- The RPB as also engaged with the Regional Youth Forum around a Mental Health Campaign following the completion of the national UK Youth Parliament's **Make Your Mark** survey.
- Neuro Development parent group - we are working together with parents awaiting an assessment for their child to develop solutions together around how we might provide support to families on the waiting list. We have been working with the group to create a group identity (name/mission statement) and working on our 'key objectives' going forward.

### **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. Third sector staff have also 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 have now merged a regional board and developed a regional stakeholder engagement group and RPB officers attend to ensure synergy.

### **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 but the number of face to face meeting were reduced during the pandemic.

## **PART 4: FORWARD LOOK**

The impact of Covid-19 presented significant challenges across the region with partner agencies still in a recovery phase, despite the relaxation of wider restrictions. The new Population Needs Assessment identified a number of priorities and in particular:

- Continued focus on 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.

The RPB will now develop the new Area Plan and set out how the regional priorities will be taken forward.

## **ANNEXES**

### **Annexe 1: Register of RPB bi-monthly meetings**

Meeting date	Meeting type	Key topics covered
June 2021	Focused Session	Roles, Responsibilities, Planning and Risks.
July 2021	Business Meeting	Covid-19 update/Reflective Review, Feedback from Regional Citizen's Panel, Integrated Care Fund - Funding Position/Partnership Finance, A Healthier Wales 2021/22, RPB Annual Report/Population Needs Assessment, Regional PSB Update, Mental Capacity Act Lead Report, Terms of Reference, Engagement Survey, Welsh Government/Other Correspondence.
August 2021	Special Meeting	Children's Commissioner Visit.
September 2021	Business Meeting	Gwent Frailty Budget 2021/22, Covid-19 Position and Tactical Co-Ordination Group/Community Pressures Briefing and Action Plan/Reflective Review, Welsh Government Grant Funding, RPB Work Programme including Self-Assessment, Feedback from Regional Citizen's Panel, Leadership Group Update, Feedback from RPB Chairs Forum/RPB Principles, Individual Member Enquiries (Requiring a Written Response), Welsh Government/Other Correspondence.
November 2021	Business Meeting	Welsh Government Grant Funding, RPB Winter Planning, Views from Regional Citizen's Panel, Individual Member Enquiries (Requiring a Written Response), Welsh Government/Other Correspondence/Feedback Following Social Care White Paper.
December 2021	Focused Session	RPB Self-Assessment Pilot.
January 2022	Business Meeting	Regional Workforce and College Consortium/Social Care Directors Update/Coleg Gwent Update/A Solution to Care, Welsh Government Grant Funding/Update on 2021/22 Work Programme/New Partnership Funding Model and Guidance, RPB Winter Planning Governance and Delivery, Views from





		Regional Citizen's Panel, Welsh Government/Other Correspondence.
January 2022	Focused Session	RPB Self-Assessment Pilot.
February 2022	Focused Session	Future RPB Funding Model and Programme
March 2022	Business Meeting	Population Needs Assessment, RPB Self-Assessment and Governance Review, Covid-19 Risk Summit, Welsh Government Funding/Update on 2021/22 Work Programme/New Partnership Funding Model and Guidance/Capital Programme, Views from Regional Citizen's Panel, Welsh Government/Other Correspondence.
March 2022	Focused session	Regional Integrated Funding Strategic Outline Overview
May 2022	Business Meeting	Cancelled due to election process and the induction of new Executive Members.

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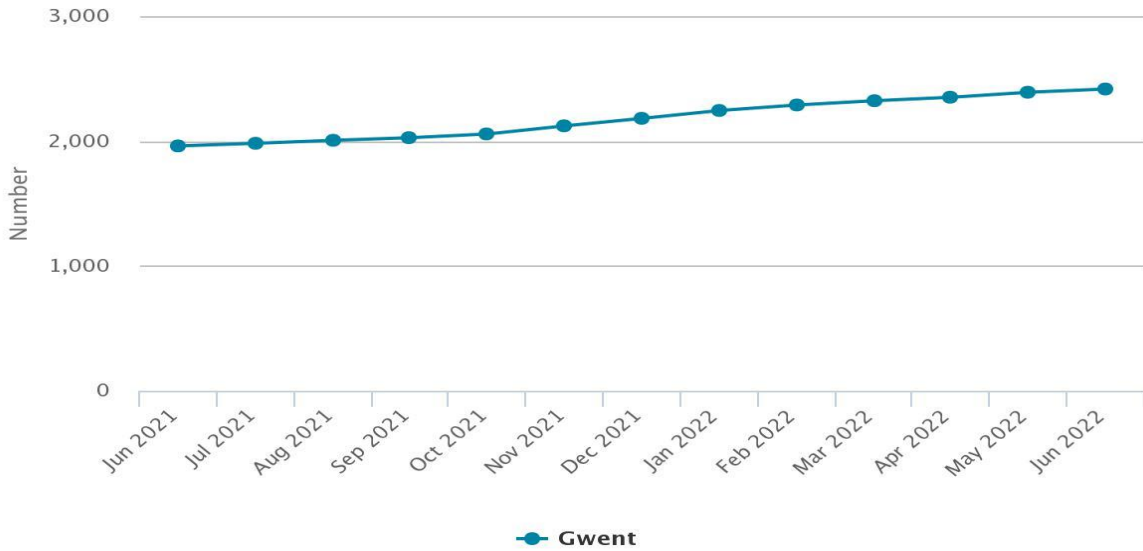
## Annexe 2: Membership of the Regional Partnership Board

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:

Ann Lloyd	ABUHB Chair	ABUHB (Chair)
Phil Robson	Independent Member	ABUHB (RPB Vice Chair)
Katija Dew	Independent Member	ABUHB
Cllr John Mason	Executive Member	Blaenau Gwent
Cllr Shayne Cook	Executive Member	Caerphilly
Cllr Penny Jones	Executive Member	Monmouthshire
Cllr Jason Hughes	Executive Member	Newport
Cllr David Daniels	Executive Member	Torfaen
Glyn Jones	Interim Chief Executive	ABUHB
Chris O'Connor	Chief Operating Officer	ABUHB
Sarah Aitken	Director of Public Health	ABUHB
Tanya Evans	Interim Director, Social Services	Blaenau Gwent
Dave Street	Director, Social Services	Caerphilly
Jane Rodgers	Director, Social Services	Monmouthshire
Sally Jenkins	Director, Social Services	Newport
Jason O'Brien	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 2021/22

Total number of registered users



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

- June 2021 – 1,961
- June 2022 – 2,417

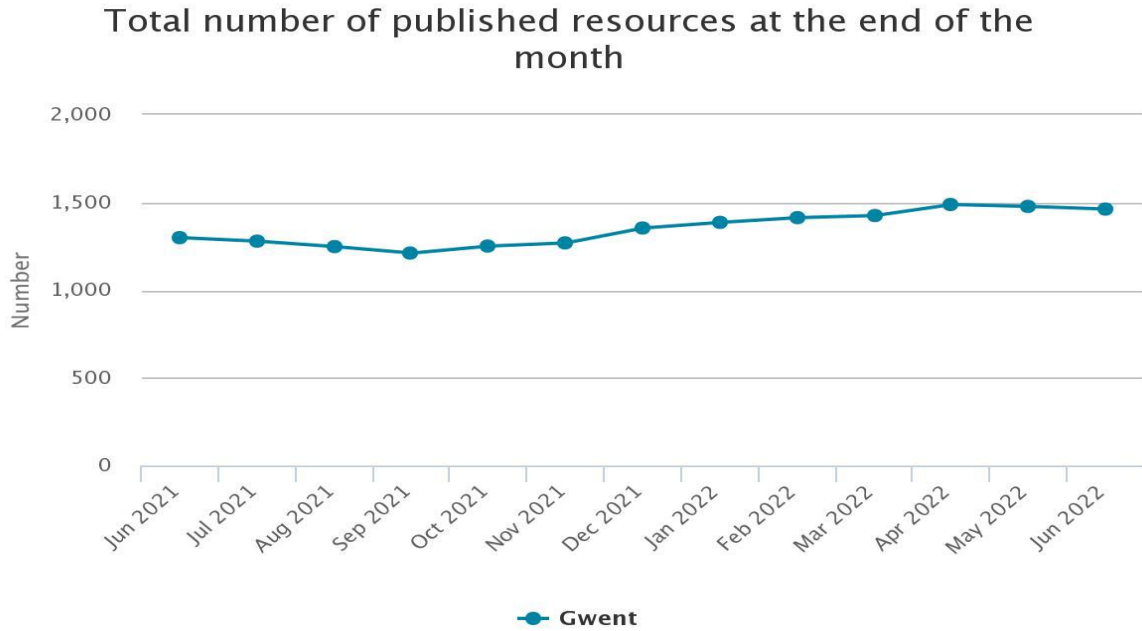
Number of resource detail views during the month



Resource detail views in the month (clicks onto the resource for further information)

- June 2021 – 16,549
- June 2022 – 26,568

There are currently 1,462 total local resources available covering Gwent (excludes the national services).



In June 2021 there was 1,299 published resources in Gwent, and this has increased over the last year to 1,462 resources in July 2022.

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## Annexe 4: Workforce Development

Adult social care and in particular, domiciliary care remains the greatest area of need in Gwent. However, since the pandemic early years providers and children's services have also raised a lack of recruitment as a key concern and there is a need for new recruits right across the social care system, including social work, occupational therapy, and registered nurses for nursing homes.

Staff shortages in domiciliary care have increased delayed transfers of care from local hospitals, creating a bottleneck across the wider health and social care system. Lack of recruitment has significantly contributed to the return of packages of care across Gwent. As a result, regional recruitment projects and initiatives adopted in Gwent have been primarily aimed at supporting workforce recruitment and retention within adult social care and in particular, domiciliary care. A number of initiatives have been developed to try and increase care capacity within Gwent through the recruitment and retention of staff.

### Work Placements

The Gwent Career College Consortium has developed a framework to facilitate student placements within ABUHB and local authority social care teams to provide experiential learning and development opportunities for students. Prior to the development of the framework there was no formal or equitable process for student work placements, and these were typically secured through relatives. Placements will not only help students to achieve work-based learning hours for qualification but also expand their experience and knowledge of career pathways within the sector and provide opportunities for recruitment. Placements have been hampered by COVID-19, but the framework is currently being refreshed for the new academic year.



### Micro Care

The Regional Partnership Team in partnership with Monmouthshire Council is currently exploring the development of a micro care pilot to support local care capacity and delivery, providing an alternative to traditional domiciliary care provision. Three key areas have been identified where micro carers could potentially support local care capacity:

- They can provide care to those able to self-fund their care and support.

- They can provide care to those in receipt of direct payments.
- They can be directly commissioned by LAs to deliver care where there may be gaps in provision.

Micro-care pilots have been introduced in other regions as a response to the national shortage of care workers and to meet the growing demand for care at home, particularly in rural areas where recruitment is difficult. If successful, then the pilot in Monmouthshire could be scaled up and learning shared with the other Gwent local authorities. This pilot will run for 12 months from April 2022 to April 2023.



**microofal**  
tîpyn bach o ddaioni

**Dewch i fod yn ficro ofalwr a gwnewch wahaniaeth mawr!**

Awyddus i gefnogi pobl yn eich cymuned?  
Diddordeb mewn gweithio drosoch chi'ch hun?  
Chwilio am waith hyblyg, lleol?

**Yna, hoffem ni glywed gennych!**

Ffoniwch ni ar: **07977094126** am sgwrs anffurfiol am ddod yn ficro-ofalwr Neu Sganiwch y Cod QR isod neu danfonwch e-bost at [microcarer@monmouthshire.gov.uk](mailto:microcarer@monmouthshire.gov.uk) i gofrestru eich diddordeb.

Rydym yn cynnig cefnogaeth **AM DDIM** i sefydlu busnes a hyfforddi.

**monmouthshire**  
sir fynyw

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E-bost: [microcarer@monmouthshire.gov.uk](mailto:microcarer@monmouthshire.gov.uk)

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## Annexe 7: Mental Capacity Act

An important piece of legislation called the Mental Capacity Act has been amended and has introduced a new legal framework called the Liberty Protection Safeguards. This framework will eventually replace the current framework, Deprivation of Liberty. The amendment will include changes to the way care or treatment is authorised for people who lack the capacity to consent, including those 16 and over.

It will specifically impact people who meet all of the following criteria, as well as the people caring for or supporting them in a paid or unpaid capacity:

- 16+
- Expecting or receiving care or treatment.
- Who lack capacity to consent to that care or treatment.
- Where that care or treatment does or could amount to a deprivation of their liberty.
- And applies no matter where you or someone is living. Own home, a care home, supported living, attending day centre, respite, or staying in hospital

The 5 Gwent Local Authorities and Aneurin Bevan Health Board are working in partnership to support the implementation of the new legal framework across Gwent. With the consultation live since the 17<sup>th</sup> of March 2022 the Gwent Liberty Protection Safeguards Steering Group, whom are leading on the implementation on behalf of the region have been engaging with staff, stakeholders and partners to raise awareness and support their participation in the consultation. 7 planned workshops were held with over 380 staff registered. A further session was held specifically for the Gwent housing sector and partners to support participating and collaborative working to assist a successful implementation. Multiple other sessions were held to include engagement with medics, advocacy networks and community groups to ascertain public views and raise awareness.

The Act will impact unpaid carers whom provide care or support in the community to people who may lack capacity to consent to their care, where that care amounts to a deprivation of liberty. With the impact that the Covid -19 has had on unpaid carers and the people they care for it is even more crucial that we listen and share the views of unpaid carers, to ensure they are represented. Through engagement with stakeholders, working with partners and attendance at the Carers Week events we have been able to listen to the concerns of unpaid carers. This engagement has helped to gather the views of unpaid carers on what is needed to support them and the people they care for through this change.

We have worked with People First to develop easy reads about the changes and we have listened to what they think about these changes. You can listen to the podcast here [Liberty Protection Safeguarding Consultation | Spreaker](#).

To support staff we have worked with Jammy Custard Animation Studios to develop an animation about the Mental Capacity Act and Liberty Protection Safeguards, which you can watch here <https://youtu.be/NDbTOV7N9wc>

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Social Services & Well-being Act

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# Population Needs Assessment Gwent Region Report

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Summary



Greater Gwent Health, Social Care &  
Well-being Partnership  
Partneriaeth Lles, Iechyd a Gofal  
Cymdeithasol Gwent Fwyaf

# Population Needs Assessment (PNA) Exec Summary

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## Introduction

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The Social Services and Well-being (Wales) Act 2014 requires that local authorities and local health boards must jointly carry out a population needs assessment (PNA) of the needs for care and support, and the support needs of carers in the local authority areas. Care and support is in relation to people known to social services and those supported through preventative services. The PNA consists of two sections:

1. Assessing the extent to which there are people or their carers who need care and support and the extent to which they need support
2. Assessing the range and level of services required for the care and support needs of the population, their carers, to prevent needs arising and escalating, and the actions required to provide services in Welsh

The first population assessment was published in April 2017. The RPB subsequently published a regional joint action plan in April 2018 setting out how the priorities identified in the PNA were to be addressed. The RPB has now developed their second PNA for Gwent. Citizens and partners were invited to provide comments on the highlighted need and emerging priorities and comments were used to develop the final PNA agreed and signed off by the RPB, local authorities and ABUHB.

The document and its contents will be central to promoting Well-being, supporting people at the earliest opportunity to maintain their independence and to help people to better help themselves.

## How to view this Population Needs Assessment (PNA)

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### ‘What it is and what it is not!’

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- 1** The PNA is not an exhaustive list of graphical data but identifies where further data can be found.
- 2** The PNA will include links to other supporting information such as the Well-being Assessments required under the Well-being of Future Generations Act - we do not want to duplicate large sections of information in the PNA which is included in other documents.
- 3** The PNA is based on the views of citizens and providers, and co-production is a core design principle. Citizens and providers helped identify the priority outcomes under each core theme.
- 4** The PNA will not include or reference every data source available - as it will simply be too large, but we will use the Social Services and Well-being Act data catalogue developed by Data Cymru as a starting point.
- 5** The PNA is not working off a ‘blank canvas’ as there are a number of previously completed, and current, needs assessments and market position statements that include useful intelligence.
- 6** The core theme chapters will read as executive summaries and highlight the regional emerging priorities and high-level partnerships and services that can support the agenda.
- 7** The core theme chapters will also include a market position statement that will be included in the underpinning joint Area Plan.
- 8** The PNA will set the direction of travel for health and social care services – it is the ‘shop window’ in terms of priorities and next steps - and more detailed analysis, mapping of services and actions will be set out in the joint Area Plan.

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## Emerging Priorities to be Progressed Through the Joint Area Plan

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### Children and Young People

#### Emerging Priorities:

- 1 To improve outcomes for children and young people with complex needs through earlier intervention, community-based support, and placements closer to home.
- 2 To ensure good mental health and emotional well-being for children and young people through effective partnership working especially mitigating long term impact of Covid-19 pandemic.

#### Market Position Summary

- There is a need to continue strengthening services and partnerships around a single front door approach to reduce hand offs between organisations and establish a sequenced approach to multiple intervention needs.
- The RPB will continue to implement principles of NEST/NYTH and across all services to remain focused on what matters to children, young people and families as we move to a whole system approach.
- Given the new programme of government priority to eliminate profit in residential care for children looked after, the RPB will support this agenda and also the early intervention and preventative services that help reduce children becoming looked after.

### Older People

#### Emerging Priorities:

- 1 To improve emotional well-being for older people by reducing loneliness and social isolation with earlier intervention and community resilience.
- 2 To improve outcomes for people living with dementia and their carers.
- 3 To support older people to live, or return following a period of hospitalisation, to their own homes and communities through early intervention, integrated care models and a whole system approach.
- 4 To mitigate the long-term impact of Covid-19 pandemic through, especially reducing waiting lists and times to access support, appointments and medical procedures.

### Market Position Summary

- There is an increasing need to further support the emotional wellbeing for older people, through reducing loneliness and isolation issues and providing multi-agency early intervention and community support to boost wellbeing.
- We need to strengthen partnerships, services and coproduction models to improve the outcomes for people living with dementia and their carers.
- The RPB will need to strengthen partnerships and practices across health, social care and independent/third sector to ensure we are supporting people to remain well at home for as long as possible, and are able to return home from hospital, through an enhanced reablement approach.

## People With Disabilities

### Emerging Priorities:

1

To support disabled people, including sensory impairment, through an all-age approach to live independently in appropriate accommodation and access community-based services, including transport.

2

Ensure people are supported through access to accurate information, assistance and 'rehabilitation' where required.

3

Improve transition across all age groups and support services.

### Market Position Summary

- The RPB need to ensure all frontline workers receive up to date training and awareness raising in relation to the various information portals and sites that provide useful advice to the public, which will require training and awareness raising.
- Recruitment across health and social care needs to increase including specific roles such as Rehabilitation Officers for Visual Impairment.

## People With Learning Disabilities

### Emerging Priorities:

- 1 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.

#### Market Position Summary

- There is a need to increase the number of bespoke and individual support packages for people with a learning disability which will involve more one to one support in the community and will require the recruitment of a greater number of volunteers.

## Autistic Spectrum Disorder

### Emerging Priorities:

- 1 To provide more timely diagnosis of Autistic Spectrum Disorder and access to support services and information and advice.
- 2 To improve awareness, understanding and acceptance of autistic people.

#### Market Position Summary

- There is an increasing need to deliver further autism training and awareness to health, social care and wider RPB partners as well as the wider public.

## Awareness of Mental Health

### Emerging Priorities:

- 1 Increased understanding and awareness of mental health amongst the public to reduce stigma and help people to seek support earlier.
- 2 To improve emotional well-being and mental health for adults and children through early intervention and community support.

### Market Position Summary

- We need to promote the mental wellbeing of people in Gwent and ensure that the workforce is supported to be able to provide people with the support they need at the right time.

## Unpaid Carers and Young Carers / Young Adult Carers

### Emerging Priorities:

1

Support unpaid carers to care through flexible respite, access to accurate information, peer to peer support, effective care planning and through increased public understanding

2

Improve well-being of young carers and young adult carers, and mitigate against the long-term impact of Covid-19 pandemic

### Market Position Summary

- There is still a need to increase awareness of the needs of carers and for frontline staff to be able to recognise when people take on caring responsibilities and signposted to information, especially young carers.
- Peer to peer support and respite provision are continually highlighted as being a priority need for carers and there is a need to increase support through third sector and community partners to increase befriending opportunities and community groups.

## Housing

### Emerging Priorities:

1

A multi-agency partnership approach to ensure appropriate housing and accommodation for older people and vulnerable citizens

2

To ensure effective use of Disabled Facilities Grants and appropriate partnership support and available resources.

3

Homelessness requiring a collaborative response from public services and partners, especially the non-use of B&B accommodation for young people, and through prevention and early intervention.

# Next steps & joint Area Plan

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The 2015 partnership arrangement regulations require local authorities and Local Health Boards (LHB) to form partnerships in order to carry out the population assessments required by section 14(1) of the 2014 Act. The Area Plans required to be prepared by local authorities and Local Health Boards under section 14A should also be prepared on a joint basis. Developing an Area Plan jointly will create consistency with the combined population assessment process and contribute significantly to the objective of integrated and sustainable care and support services. It will also enable partners to discharge the section 14A(2)(f) duty in the 2014 Act to set out the details of anything they propose to do jointly in response to the population assessment.

**The Area Plan should set out the specific care and support services proposed to be provided or arranged in relation to each core theme and in how actions will be delivered:**

- **Jointly by partners;**
- **by each individual local authority; and by the Local Health Board.**

This PNA has highlighted the emerging priorities under each core theme alongside a market position summary. The basis of the Area Plan will be the priorities under each core theme. There are two types of suggested actions.

## **1. Actions required to improve outcomes for people & promote well-being**

## **2. Actions to improve regional processes**

The priorities to progress through the joint Area Plan are set out and we will develop a more robust analysis of actions required to deliver outcomes through the development of the Area Plan. We will also set out in detail the process actions required to develop a regional approach.



## Working in Partnership



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