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Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	<b>25<sup>th</sup> July 2019</b>	<b>Agenda Item</b>	<b>3.3</b>
<b>Report Title</b>	<b>Local Authority Partnerships Progress Report</b>		
<b>Report Author</b>	<b>Joanne Abbott-Davies, Assistant Director of Strategy &amp; Partnerships</b> <b>Aileen Flynn, Head of Strategic Partnerships</b>		
<b>Report Sponsor</b>	<b>Siân Harrop-Griffiths, Director of Strategy</b>		
<b>Presented by</b>	<b>Siân Harrop-Griffiths, Director of Strategy</b>		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to provide an overview of the progress made in 2018/19 in relation to key Local Authority partnerships such as the Western Bay Regional Partnership Board, the Public Services Boards and other statutory partnerships which the Health Board is a member of. It also outlines priorities and plans for the new West Glamorgan Regional Partnership Board for 2019-20.		
<b>Key Issues</b>	<p>In March 2018 the Board signed off the Western Bay Regional Partnership Board's Area Plan and the 3 Public Services Boards' Well-being Plans as part of the Health Board's statutory requirement to work in partnership as outlined in the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.</p> <p>This paper provides an update since March 2019 on the Area Plan and Well-being Plans. It highlights the progress made which contributes to the Health Board's objectives and service transformation agenda and outlines how these partnerships and their associated plans have been reformed as a result of Bridgend Boundary Change.</p>		
<b>Specific Action Required</b> <i>(please ✓ one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>NOTE</b> the statutory partnerships which Swansea Bay UHB works as a part of;</li> <li>• <b>NOTE</b> the progress made on implementation of the Western Bay Regional Partnership Board's Area Plan for 2018-19;</li> </ul>		

	<ul style="list-style-type: none"><li>• <b>NOTE</b> the progress made on addressing the Wellbeing Plans of Public Services Boards in the ABMU area in 2018-19;</li><li>• <b>NOTE</b> the work undertaken to reshape strategic partnerships in line with the reviews of the Regional Partnership Board and Public Services Boards governance in the light of the Bridgend Boundary change and the challenge of “A Healthier Wales”;</li><li>• <b>NOTE</b> changes and progress with other strategic partnerships of which the Health Board is a statutory member;</li><li>• <b>AGREE</b> the West Glamorgan priorities for 2019-20.</li></ul>
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# UPDATE ON LOCAL AUTHORITY PARTNERSHIPS

## 1. Situation

As part of the Health Board's statutory requirement to work in partnership, as outlined in the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015, the ABMU Health Board signed off the Western Bay Regional Partnership Board's Area Plan and the 3 Public Services Boards' Well-being Plans in March 2018. These are the key partnerships for the Health Board, although we also participate in a wider range of multi-agency partnerships, some of which are stand alone and some of which report to the Regional Partnership Board or the Public Services Boards (as outlined below), including:

- Supporting People Regional Consultative Committee (stand-alone partnership)
- West Glamorgan Substance Misuse Area Planning Board (reports to Community Safety Partnerships and then to Public Services Boards)
- Neath Port Talbot Youth Justice and Early Intervention Services Management Board (stand-alone partnership)
- Swansea Youth Justice Management Board (stand-alone partnership)
- West Glamorgan Social Care, Health and Housing Group (reports to West Glamorgan Regional Partnership Board)
- Neath Port Talbot Community Safety Partnership (reports to Neath Port Talbot Public Services Board)
- Swansea Community Safety Partnership (reports to Swansea Public Services Board)

This report also provides an overview of the progress made since March 2019 in relation to the West Glamorgan Regional Partnership Board and Public Services Boards in the Swansea Bay area, including their developing plans and highlights progress made in the other Partnerships.

## 2. Background

### **2.1 Western Bay Programme & Regional Partnership Board**

The Social Services and Well-being (Wales) Act 2014 requires that Local Authorities and Health Boards jointly produce a Population Assessment and then produce a joint Area Plan in response to the findings in the Population Assessment. The Population Assessment was published by April 2017, as required by the Act, and the Western Bay Area Plan was published in April 2018. This Plan outlined a five year vision for integrated care provision and a one year action plan, in recognition of the planned Bridgend Boundary Change.

The Area Plan is an important planning tool which will be a reference point for future funding decisions and monitoring the work the Regional Partnership. The Area Plan is also a fundamental element of the Health Board's Annual Plan. It is clear that Welsh Government are increasingly directing funding via Regional Partnership Boards – in addition to the Integrated Care Fund (ICF) allocation (which now includes significant allocations of both revenue and capital funds) which has been

allocated via these Boards for a number of years. Details of how the RPB spent its ICF allocation in 2018-19 is included in the Western Bay Annual Report (attached as **Appendix A**).

“A Healthier Wales” the long term plan for health and social care in Wales was published by Welsh Government in the spring of 2018 in response to the Parliamentary Review of Health and Social Care. The Plan places increasing significance on the role of Regional Partnership Boards, and the Health Board has reconfigured the partnership to meet the challenges of A Healthier Wales. A Regional Transformation Offer with Swansea Bay UHB, Neath Port Talbot and Swansea Councils has been approved by Welsh Government with funding of £5,920,840 up until 31st March 2020. “Our Neighbourhood Approach” focusses on developing a seamless and integrated place based approach to care in two areas within Swansea and Neath Port Talbot and is complementary to the Whole Systems Cluster rollout being implemented by the Health Board.

The Whole System Approach for Primary Care Clusters has also been awarded £1,731,000 for the Cwmtawe Primary Care Cluster with a further £8,883,000 to rollout the Whole System Approach to all the clusters within the Swansea Bay area. These proposals set out the Region’s plans for transforming self-care, prevention and wellbeing, supporting people to live as independently as possible, whilst developing resilience through an asset based community development approach to support the requirements outlined within a Healthier Wales

## **2.2 Public Services Boards’ Well-being Plans**

ABMU Health Board had three Public Services Boards in its area, whose purpose is to improve the economic, social, environmental and cultural wellbeing by strengthening joint working across all public services through embedding sustainable development in all our Plans. Each Public Services Board (of which the Health Board is a statutory partner alongside the Fire & Rescue Service, Natural Resources Wales and the respective Local Authority) prepared a well-being assessment which was published in May 2017 and based on these developed Well-being Plans which were published by May 2018 (web links listed below).

[Neath Port Talbot Well Being Plan](#)

<https://www.bridgend.gov.uk/media/3657/bridgend-wellbeing-mps-plan-e-0518.pdf>

[Swansea Well Being Plan](#)

## **2.3 Health Board Well-being Objectives**

In addition to working with its statutory partners and other stakeholders to develop Well-being Plans through Public Services Boards the Health Board also has a statutory requirement to publish its own Well-being Objectives. It must clearly set out its well-being objectives and the steps we are taking to meet them, including how the five ways of working and seven national well-being goals have been used to inform

the setting of the objectives and steps. These well-being objectives were reviewed and incorporated in the Health Board's Organisational Strategy and Clinical Services Plan.

### **3. Assessment**

#### **3.1 West Glamorgan Programme & Regional Partnership Board**

The Regional Partnership Board recently published its Annual Report for 2018/19 (attached as **Appendix A**). Although the Bridgend Boundary Change was a key focus of the work of the programme in 2018/19, disaggregating services and reconfiguring the relevant health and social care initiatives, plus fundamentally reviewing partnership and governance arrangements in light of these changes, work also continued on implementing changes to integrated services across the Region in line with the agreed 1 year plan.

The Regional Partnership Board commissioned the Institute of Public Care to undertake a review of the Western Bay Programme which had been in operation for nearly 5 years, in light of the Bridgend Boundary Change. The ensuing report proposed a new vision and focus for the work of the West Glamorgan Partnership going forward and a new set of governance and working arrangements in line with this, which was agreed by the Regional Partnership Board in January 2019. The revised structure for the Partnership is included as **Appendix B**.

There have been a number of noteworthy outcomes for the partnership over the last year. The Commissioning for Complex Needs programme, for example, won a prestigious prize at the All Wales Continuous Improvement Annual Awards 2018, before going on to receive a formal commendation from the judging panel of the Municipal Journal Achievement Awards in March 2019.

A positive meeting between the Minister for Health and Social Services was held with the West Glamorgan Regional Partnership Board in June to discuss progress with Transformation Fund schemes and the Partnership's approach to Delayed Transfers of Care. A letter follow up letter from the Regional Partnership Board to the Minister is attached as **Appendix C**.

Key to the new West Glamorgan Programme is a focus on projects which are transformational rather than business as usual. This is reflected in the workstreams which have been agreed under the new programme arrangements which are attached as **Appendix D**.

The Partnership has received £11.319m revenue funding and £4.491m capital funding for 2019-20 and a report outlining how these monies will be used are included as **Appendix E**. There are some unallocated sums which are currently being allocated through a multi-agency panel review process.

### **3.2 Public Services Boards' Well-being Plans**

The two Public Services Boards in the Swansea Bay area have developed high level plans relating to each of their wellbeing objectives. However both NPT and Swansea PSBs undertook fundamental governance reviews in 2019 in response to feedback from the Future Generations Commissioner. Each PSB has recently published their first full year report, which are attached as **Appendices F and G**.

The Health Board is contributing to each PSB. As part of the governance reviews outlined above a commitment has been made by Swansea Council, Neath Port Talbot CBC and the Health Board to revise these arrangements and streamline the Regional Partnership Board and Public Services Boards structures going forward. There are a number of workstreams which run across the area under the auspices of the individual PSBs, for example Early Years and it has been agreed that where possible single planning and delivery arrangements will be established. **Appendices H and I** set out the revised governance structures for both PSBs. The operational groups for each the workstreams are currently under review in order to stream line delivery processes.

In addition a joint NPT and Swansea Public Services Boards meeting was held in September 2018 because of the high levels of drug related deaths in the Swansea and Neath Port Talbot areas. A Critical Incident Group was established to develop better partnership working practices to address this issue and the operation of gangs across county lines which is giving significant cause for concern. The PSBs have agreed that the Community Safety Partnerships in Neath Port Talbot and Swansea will take responsibility for ensuring the actions in the report are implemented. A number of the Actions fall to the Area Planning Board to discharge and the Community Safety Partnerships will report back to their respective PSBs with an update report after 6 months, with a further Joint PSBs meeting proposed to coincide with these timescales.

Following on from the success of the Critical Incident Group plans are underway for to establish a similar group to tackle Suicide and Self-harm across the region, which will report into the Joint PSB group.

### **3.3 Health Board Well-being Objectives**

The Future Generations Commissioner is currently reviewing the progress of statutory organisations across Wales in implementing their well-being objectives. The Health Board along with other statutory bodies submitted a detailed Reflection Tool measuring our progress in 2017/18 against the objectives and the five ways of working. The publication of the All Wales reflection tool report reviewing progress of all statutory organisations in Wales by the Commissioner is expected in July 2019. The final published report will be distributed to Board members on publication for information.

Following on from this Swansea Bay UHB undertook a more detailed journey checker - the "Simple Changes Grid" developed by the Commissioner to track

progress against 82 objectives. The purpose of this assessment is to measure how public bodies have embedded the Act within their organisations. This has been submitted to the Commissioner with detailed feedback expected in August 2019. Again, once this is received it will be circulated to Board members for information.

In May 2019, the Health Board organised a Board Development Session to consider how we embed sustainability and the principles of the Wellbeing of Future Generations Act in our thinking and actions as a Board and through all that the organisation does. This provided the Health Board with the opportunity to showcase some of the good work that we are progressing on Green Infrastructure, Procurement and Early Years. The Future Generations Commissioner was in attendance and provided some challenges to the organisation in terms of 'Are we doing enough?' and 'What more can we do?'. A report is being developed following this session to address the feedback given by the Commissioner and the discussions at the Board Development Session.

In line with Section 15 of the Act, the Wales Audit Office is currently examining all 44 public bodies to assess the extent to which they have acted in accordance with the sustainable development principle in one area of the organisation. Swansea Bay UHB has chosen the area of green growth for the purpose of this audit. Two workshops are being held in July and August with relevant staff and the Wales Audit Office to examine how we have embedded the Act in to our green growth work as follows:

- applying the Sustainable Development principle and the five ways of working to do things differently and deliver change;
- applying/embedding the SD principle throughout its core arrangements and processes, and;
- involving/working with its citizens and stakeholders to deliver its well-being

The Audit Report will be distributed to Board members once the audit is complete.

### **3.4 Other Key Partnerships**

#### **(a) West Glamorgan Substance Misuse Area Planning Board**

The Area Planning Board has been reformed to reflect Bridgend Boundary Change. The Health Board has to agree a set of service specifications and expenditure plans against the Substance Misuse ring-fenced funding with the Area Planning Board each year in order to get these resources released by Welsh Government. In recent years this has proved challenging, with this funding being released very late in the financial year, but for 2019-20 these plans were presented to the Area Planning Board at the end of June 2019 and have been agreed, so ensuring that these funds will be released in a timely manner.

The Substance Misuse Area Planning Board has also commissioned external consultants to undertake a review of substance misuse services and recommend a new model of services going forward. This review was completed in July and is currently out for consultation with partners. The Area Planning Board is continuing to work towards its priorities including; reducing drug related deaths, reducing access

times for treatment, improving dual diagnosis and developing a new performance framework for services.

**(b) Health, Social Care & Housing**

In 2018 the Western Bay Regional Planning Board agreed that housing needed a more strategic focus within the transformation programme and a symposium was held in November 2018, with all key partners, including health, housing and social services, to identify issues and agree next steps. As a result the RPB agreed that a Health, Social Care & Housing Group should be established, with a particular role in developing a 5 year capital programme for the expenditure of ICF capital, as required by Welsh Government. The group is a sub-group of the West Glamorgan Integrated Transformation Board which reports into the RPB.

In order to move this forward at pace the Health Board agreed in May 2019 to establish and chair this group on an interim basis for 6 months. The group meets monthly, with meetings well attended by a broad range of stakeholders and initially focused on working with Opinion Research Services who have been appointed to undertake the local housing market needs assessment across the Region, which will identify information to inform this assessment. Public Health Wales NHS Trust have also recently issued a publication Making a Difference Housing and Health: A Case for Investment which clearly demonstrates the benefits of investment in housing to improve population health. This will also be used to support development of the five year ICF capital programme which is to be clearly focused on developing accommodation related solutions for the client groups considered through the Social Services and Well Being Act.

Related to this is the Regional Collaborative Committee for Supporting People of which the Health Board is a statutory partner. This Committee oversees expenditure from Welsh Government for Supporting People priorities, and is linked with the work of the Health Social Care and Housing Group with much cross representation between the two groups.

**(c) Swansea Youth Justice Board & Neath Port Talbot Early Intervention & Youth Justice Board**

Following a critical inspection in 2018/19 by Her Majesty's Inspectors a collective agreement was made by Bridgend, Neath Port Talbot and Swansea Councils to disaggregate the Western Bay Youth Justice and Early Intervention Service and return to separate youth justice teams for each Local Authority, supported by South Wales Police, the Police & Crime Commissioner, Her Majesty's Prison & Probation Service and Swansea Bay UHB. The newly formed Swansea Youth Justice Board and Neath Port Talbot Early Intervention & Youth Justice Board met for the first time in July, with meetings taking place concurrently to maximise attendance and participation. Both Boards are currently implementing the action plans agreed to address the issues highlighted by the Inspectors.



#### (d) **Community Safety Partnerships**

Each Local Authority is required to have a Community Safety Partnership – with Police, Police & Crime Commissioners, Probation, Health Boards and Local Authorities as statutory members. These partnerships feed into the Public Services Boards and oversee all community safety issues, linking with the Substance Misuse Area Planning Board.

### **3.5 Health Board Partnership Planning Group**

The Health Board is continuing to fulfil its commitments to working with partners across a wide range of statutory partnerships and associated working groups to address key issues, and key members of the Health Board being called to attend Scrutiny sessions by Neath Port Talbot, Bridgend and Swansea Councils, to hold the Health Board to account for their performance, particularly on partnership issues. To support this work and improve coordination across the organisation an internal Partnership Group has been established, chaired by the Director of Strategy, to provide coherence, focus and traction to Health Board partnership working. The group is currently overseeing a review of funding arrangements with both local authorities on Continuing Health Care and Looked After Children's packages of care.

A joint Welsh Government and Welsh Local Government Association Review of Strategic Partnerships has been announced, with the Welsh NHS Confederation collating the responses on behalf of Local Health Boards and NHS Trusts. SBUHB has contributed to the initial phase of the review with a wider engagement planned for September which will report into the Partnership Council for Wales in October.

## **4. Recommendations**

The Health Board is asked to:

- **NOTE** the statutory partnerships which Swansea Bay UHB works as a part of;
- **NOTE** the progress made on implementation of the Western Bay Regional Partnership Board's Area Plan for 2018-19;
- **NOTE** the progress made on addressing the Wellbeing Plans of Public Services Boards in the ABMU area in 2018-19;
- **NOTE** the work undertaken to reshape strategic partnerships in line with the reviews of the Regional Partnership Board and Public Services Boards governance in the light of the Bridgend Boundary change and the challenge of "A Healthier Wales";
- **NOTE** changes and progress with other strategic partnerships of which the Health Board is a statutory member;
- **AGREE** the West Glamorgan Regional Partnership Board priorities for 2019-20.

<b>Governance and Assurance</b>											
<b>Link to corporate objectives</b> <i>(please ✓)</i>	Promoting and enabling healthier communities		Delivering excellent patient outcomes, experience and access		Demonstrating value and sustainability		Securing a fully engaged skilled workforce		Embedding effective governance and partnerships		
	X		X		X				X		
<b>Link to Health and Care Standards</b> <i>(please ✓)</i>	Staying Healthy	Safe Care	Effective Care	Dignified Care	Timely Care	Individual Care	Staff and Resources				
	X	X	X	X	X	X					
<b>Quality, Safety and Patient Experience</b>											
The report highlights the current partnership arrangements with Local Authorities and other partners. These arrangements have been developed to improve outcomes for patients and mitigate any quality and safety risks.											
<b>Financial Implications</b>											
The recommendations made are not associated with any financial implications. Members of the Committee are not being asked to consider or approve any financial assumptions.											
<b>Legal Implications (including equality and diversity assessment)</b>											
There are no legal implications associated with this report or the plans outlined within it. The Health Board is fulfilling the statutory requirements placed on it to participate in the partnerships outlined in this paper.											
<b>Staffing Implications</b>											
Input into these partnerships is delivered by the Assistant Director of Strategy & Partnerships and the temporary Head of Strategic Planning. If this temporary post is not continued, then the Health Board will not be able to support input into the partnerships outlined in this paper.											
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>											
The actions outlined in the report support the five ways of working outlined in the Act. Swansea Bay UHB is working with partner organisations to identify improved ways of working to support the longer term strategic vision of the organisations involved.											
<b>Report History</b>	This Board considered a previous Partnership Report Update on 28 <sup>th</sup> March 2019.										
<b>Appendices</b>	<b>Appendix A</b> – Western Bay Annual Report <b>Appendix B</b> – West Glamorgan Regional Partnership Board Structure <b>Appendix C</b> – West Glamorgan Regional Partnership Board Letter to Minister for Health & Social Care <b>Appendix D</b> – West Glamorgan Workstreams <b>Appendix E</b> – Integrated Care Fund Approvals for 2019-20 <b>Appendices F &amp; G</b> – Swansea & Neath Port Talbot Public Services Boards' Annual Reports										

	<b>Appendices H &amp; I - Swansea &amp; Neath Port Talbot Public Service Boards revised structures</b>
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# Western Bay

## Health and Social Care Programme

# Annual Report 2018/19



**Caring Together  
Western Bay**  
*Health and Social Care Programme*  
**Gofalu Gyda'n Gilydd  
Bae'r Gorllewin**  
*Rhaglen Iechyd a Gofal Cymdeithasol*

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Please contact the West Glamorgan Programme Office with  
details of your requirements:  
**Email:** [west.glamorgan@swansea.gov.uk](mailto:west.glamorgan@swansea.gov.uk)  
**Telephone:** 01792 633805

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# Foreword

We are pleased to bring you our Annual Report for 2018/19, the last of its kind under the banner of 'Western Bay' as the Health Board boundary change affecting the Bridgend area is enacted on 1<sup>st</sup> April 2019.

Preparing to part ways with our Bridgend based colleagues has been the principal focus of our work over the past year. Disaggregating services and reconfiguring the relevant health and social care initiatives, plus fundamentally reviewing our partnership and establishing a new one is no mean feat. We would like to express our gratitude to those who have been working with us to ensure as smooth a transition as possible.

We are extremely proud of the positive and dynamic rapport we have built as 'Western Bay' since the partnership's inception in 2012, and the achievements of this past year highlight the ongoing dedication and commitment of partners across all sectors.

There have been a number of noteworthy outcomes for the partnership over the last year. The Commissioning for Complex Needs programme picked up a prestigious prize at the All Wales Continuous Improvement Annual Awards 2018, before going on to receive a formal commendation from the judging panel of the Municipal Journal Achievement Awards in March 2019. The programme continues to go from strength to strength and we are thrilled to see it receive the recognition it deserves.

As a partnership we have hosted some key regional events during 2018/19, including 'Celebrating Carers', 'Your Home, Your Health – a Western Bay Housing Symposium' and the newly established 'Western Bay Social Value Forum'. Further details can be found in this report, along with some real-life case studies which provide a valuable insight into the lives of those who use care and support services.

With the forthcoming changes in mind, we have taken the opportunity in 2018/19 to take stock and reflect on the programme's aims and overall direction of travel. The Institute of Public Care undertook a full review of 'Western Bay' and have worked with staff and citizens alike to help shape the way forward for the new look 'West Glamorgan Regional Partnership'.

This marks a fresh chapter for us and for our neighbours in the newly established 'Cwm Taf Morgannwg' region. We would once again like to thank everyone involved for going above and beyond over the past year, and we wish our departing Bridgend colleagues and citizens all the very best for the future.

- **Cllr. Rob Jones**  
**Leader – Neath Port Talbot County Borough Council**  
**Chair of Western Bay Regional Bay Partnership Board**
- **Prof. Andrew Davies**  
**Chairman – Abertawe Bro Morgannwg University Health Board**  
**Vice Chair of Western Bay Regional Partnership Board**

# Western Bay Health and Social Care Programme

## Our Vision

The Western Bay Programme's vision is to provide high quality services that promote independence and deliver positive outcomes for people who use Social Care and Health services in Bridgend, Neath Port Talbot and Swansea; protecting children and adults from harm.

To achieve this, the Abertawe Bro Morgannwg University Health Board and the Local Authorities of Bridgend County Borough Council, Neath Port Talbot County Borough Council and Swansea Council will work together through the Western Bay Health and Social Care Collaborative, with third and independent sector partners. The primary purpose of the Collaborative is to provide a strategic mechanism for co-ordinating a programme of change through a suite of projects that partners have identified as common priorities.

These priorities are designed to support and improve local delivery arrangements so that they benefit citizens and the care that they receive. This means that local authorities and Health Boards remain responsible for the delivery of Health care and Social service in their associated localities but Western Bay as a region can work collectively to identify priorities that are addressed in an agreed manner. The Social Services and Wellbeing Act requires regions to focus on opportunities for prevention and early intervention and examples of these services in the Region exist with the creation of the Integrated Family Support Service that has been developed on a Regional basis.

Local authorities and Health Boards will provide more detail regarding local delivery of services in their respective Directors of Social Services reports and Health Board Annual Report.

## The Western Bay Regional Partnership Board

The Western Bay Regional Partnership Board (RPB) is responsible for managing and developing services to secure strategic planning and partnership working between Local Authorities, the Health Board, Third Sector partners and citizens.

The Board's membership comprises the individuals listed in the following table:






## Western Bay Regional Partnership Board

Name:	Partnership Body / Partner Organisation:	Role:
Cllr Rob Jones	NPT CBC	Chair of RPB/ Leader NPT CBC
Prof. Andrew Davies	ABMU HB	Vice Chair of RPB/ Chair ABMU Health Board
Cllr Huw David	Bridgend CBC	Leader
Cllr Phil White	Bridgend CBC	Member/Portfolio Holder – Social Services & Early Help
Cllr Dhanisha Patel	Bridgend CBC	Member/Portfolio Holder – Wellbeing & Future Generations
Cllr Peter Richards	NPT CBC	Member/Portfolio Holder – Adult Social Services & Health
Cllr Alan Lockyer	NPT CBC	Member/Portfolio Holder – Children’s Social Services
Cllr Rob Stewart	Swansea Council	Leader
Cllr Clive Lloyd	Swansea Council	Member / Deputy Leader
Cllr Mark Child	Swansea Council	Member/Portfolio Holder – Health & Wellbeing
Tracy Myhill	ABMU HB	Chief Executive
Siân Harrop-Griffiths	ABMU HB	Director of Strategy
Maggie Berry	ABMU HB	Non Member Officer
Susan Cooper	Bridgend CBC	Corporate Director of Social Services & Wellbeing & ‘Lead Director’ for Western Bay
Andrew Jarrett	NPT CBC	Director for Social Services, Health & Housing
Dave Howes	Swansea Council	Director for Social Services
Melanie Minty	Care Forum Wales	Policy Advisor
Gaynor Richards	NPT CVS	Third Sector Representative (CVC)
Emma Tweed	Care and Repair	Third Sector Representative (National)
TBC		Third Sector Representative (Local)
Kelvin Jones	Service User/ Citizen Representative	Service User/ Citizen Representative
Adele Rose-Morgan	Service User/ Citizen Representative	Alternate Service User/ Citizen Representative
Linda Jagers	Carer / Volunteer Ambassador for Carers Wales	Carers Representative
Anne Newman	Carer	Alternate Carers Representative
John Hughes	UNISON, Bridgend	Trade Union Representative
Co-opted Members		
Mark Shepard	Bridgend CBC	Interim Chief Executive
Steven Phillips	NPT CBC	Chief Executive
Phil Roberts	Swansea Council	Chief Executive



Section 14A of the Social Services and Well-being (Wales) Act 2014 places a duty on Local Authorities and Health Boards to produce an Area Plan.

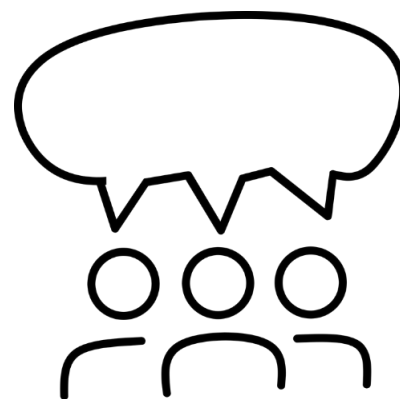
The Western Bay Regional Partnership Board's Area Plan identifies the following as key priority areas for integrated working:

-  Older People
-  Children and Young People
-  Mental Health
-  Learning Disability and Autism
-  Carers (identified as a cross-cutting theme).

This report seeks to demonstrate how the Programme has delivered against these areas in 2018/19.

## Citizen Engagement and Coproduction

The Western Bay Regional Citizens' Panel aims to provide citizens of the region with a greater awareness of and involvement in the programme's activities. Its purpose is to offer 'voice and control' in line with the principles of the Social Services and Well-being (Wales) Act 2014.



The Panel is coordinated by the Western Bay Communications and Engagement Officer in partnership with the ABMU Health Board's Assistant Director of Strategy and Partnerships and the three regional Third Sector Health, Social Care and Well-being Coordinators (based in Neath Port Talbot Council for Voluntary Services, Swansea Council for Voluntary Services and Bridgend Association of Voluntary Organisations).

The Western Bay Regional Partnership Board's membership comprises two Service User Representatives and two Carer Representatives. These are elected via the Western Bay Regional Citizens' Panel and the Western Bay Carers Partnership respectively. These individuals attend meetings of both the Citizens' Panel and the Regional Partnership Board, acting as a link between the two.


Panel meetings tend to focus on topics relating to Western Bay's key priority areas. Over the past year, much of the discussion has centred around the Health Board boundary change.

April 2018 saw the creation of the Western Bay Coproduction Group; a smaller sub group of the Panel dedicated to identifying which how best the programme's projects can be coproduced. Although the group is still in its infancy it has made good progress, particularly in terms of preparing for the launch of the new 'West

Glamorgan Regional Partnership' brand and agreeing how coproduction should be embedded in all that the partnership does.

Members of the Coproduction Group and the Panel contributed to the Western Bay review undertaken by the Institute of Public Care in 2018/19. Citizens also participated in the following training sessions along with members of staff involved in coproduction:

- 🌈 Coproduction – delivered by Adrian Bailey of Swansea Council for Voluntary Service (July 2018)
- 🌈 Representation Skills – delivered by Eileen Murphy of Eileen Murphy Consultancy Ltd. (March 2019).



*“Coproduction will take time to develop and citizens, carers and partners are all learning together so we can better build the trust that will enable us to equally plan future transformation programmes together.*

*The Western Bay review and the new structure for the new West Glamorgan Regional Partnership Board will better enable us all to progress this programme of transformation.”*

**KELVIN JONES**  
**Regional Partnership Board**  
**Service User Representative**

# Priority 1: Older People

## 'Your Home, Your Health' Housing Symposium

On 5th October 2018, a range of stakeholders from across Western Bay gathered at Swansea's Liberty Stadium for 'Your Home, Your Health' – a learning event aimed at those involved in delivering or influencing Housing development and adaptations for citizens. The aim of the day was to enable participants to learn more and help develop the strategic direction required to tackle issues and challenges associated with Housing, Social Care and Health. A programme of inspiring keynote speakers set the scene and offered detailed insights into the impact of Housing on Health and Social Care.

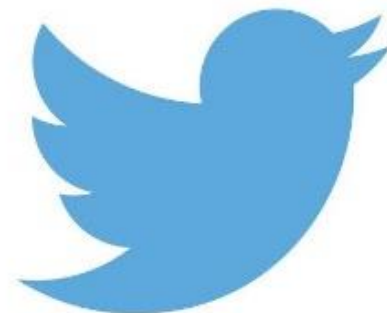
Attendees also had the opportunity to participate in a selection of interactive workshops intended to promote discussion and allow for the sharing of information and experiences. Professor Andrew Davies, Chairman of ABMU Health Board and Vice Chair of Western Bay Regional Partnership Board hosted the event. He said: "This was a valuable session that gave delegates a real insight into the links between poor housing and poor health, and the importance of effective joint-working to achieve better outcomes for our population.



The event comprised a varied agenda, and we were pleased to welcome several knowledgeable speakers who outlined the benefits and evidence base for meaningful collaborative working."

The contributions of those who attended will inform an action plan which is currently under development and will be implemented by a new Health, Social Care and Housing Implementation group, which will provide representatives from Housing to sit on the new West Glamorgan Regional Partnership Board.





Attendees also took to social media to share their thoughts on the day via the Twitter hashtag *#yourhomeyourhealth*




## “What Matters to Me”

In addition to looking at the housing needs of our older population, work has continued in terms of delivering the optimal model and the ‘What Matters to Me’ model across Western Bay.

The elements of the model and wider support to older, frail citizens have resulted in:

-  Support for people to remain independent and keep well.
-  More people cared for at home, with shorter stays in hospital if they are unwell and need hospital care.
-  Less people being asked to consider long term residential or nursing home care, particularly in a crisis.
-  Services that are more joined up around the needs of the individual, with less duplication and hand-offs between health and social care agencies.

 More treatment being provided at home, as an alternative to hospital admission.

Avoided admissions and bed days saved, along with referrals to the common access point data are reported to Welsh Government on a quarterly basis.

As demonstrated below, Western Bay Intermediate Care Services have proved effective in keeping admissions stable and supporting delivery of reablement and community services despite an increase in the 65+ population.

<b>April 2018 – Mar 2019</b>	<b>Number of Admissions Avoided</b>	<b>Number of Bed Days Saved</b>	<b>Cost Avoided</b>
<b>ACT Admissions avoided</b> <b>Based on avoiding an average of 10 days in Hospital at £130 per night (agreed with ABMU HB)</b>	3,332 admissions avoided	33,320 bed days saved	£4,331,600 cost of bed days saved
<b>Reablement discharges facilitated</b> <b>Based on reducing stay by an average of 3 days</b>	1,045 discharges facilitated	3,135 bed days saved	£407,550 cost of bed days saved
<b>No. of people referred to the Community Resource Team</b>	6,587 people	N/A	N/A

# Dementia

Work was carried out to start mapping current Dementia service provision across Western Bay; identifying gaps in service to inform future Dementia ICF funding.







Moving into the new regional partnership there will be a Dementia implementation group that will continue this work and build on work that is already supporting the delivery of the Dementia Action Plan.



West Glamorgan  
Dementia Action Pla

In March 2019, a Western Bay Dementia conference was held at the Liberty Stadium, Swansea.

The aim of the conference was:

-  To bring together people living with dementia, their family and carers and professionals who deliver services
-  To have the opportunity to hear, listen and learn from people living with dementia and their carers
-  To have the opportunity to hear about national and regional progress of the Dementia Action Plan one year on
-  To explore opportunities and to prioritise actions so that both locally and regionally we are able to deliver the 'Team around the Individual' as stated in the Dementia Action Plan
-  To have the opportunity to discuss and agree priority actions for Western Bay to ensure there is a regional approach to the delivery of the Dementia Action Plan
-  To identify key objectives that aim to make a positive difference to lives of those living with dementia and their carers.

60 people living with Dementia and their family members/carers attended the event, along with 78 professionals including staff from the Third Sector, the Private Sector, Swansea University and the four Western Bay constituent partner organisations.

The event's varied programme included six guest speakers, two workshops and [an uplifting performance by Swansea's 'Musical Memories Choir'](#).



# CASE STUDY

Brenda Craven is a member of Musical Memories Choir. She was a carer for her husband Peter who suffered from Dementia and other chronic illnesses. Brenda and Peter were both members of the choir and other support groups such as 'Forget Me Not'.

Peter sadly passed away in November 2018, and Brenda kindly agreed to attend the event in March to share the story of how the choir has been a lifeline for both her and her husband:

*"Peter was diagnosed with Vascular Dementia in early 2017. He was also dealing with some other health issues associated with Diabetes which affected his vision and mobility. We were encouraged to attend a choir session and had no idea what to expect, but we received a lovely welcome and were blown away by the quality of the singing.*

*Every Friday Peter and I came away from the choir with happiness radiating from us. Even our taxi driver would have to listen to Peter extolling the virtues of singing!*

*Since Peter passed away, the choir has welcomed me back and has been a much needed lifeline. I am so grateful to Helen and the superb team – the help and support I have received is 100% appreciated".*



*Peter and Brenda Craven*

Scarlet Design were commissioned to collate the key messages from the speakers and the workshops.



An album of photographs taken at the event can be found [here](#).






## Capital Programme

The Western Bay Partnership received just over £2.3 million of Integrated Care Fund – Capital Funding for this priority for 2018/19.

Within the main capital programme, projects have included the purchase of large scale equipment and accommodation-led solutions to health and social care.




Within the discretionary capital programme, projects have included:

-  the purchase of equipment to ensure service users can live safely within their homes
-  adaptations to facilitate independence and reduce the risk of falls within the home
-  upgrades to sheltered housing schemes with the region.

# Priority 2: Children and Young People

## Children and Young People's Programme







The aims of the Children and Young People's Programme are:

-  To plan and commission children and young people's services that require a common approach across the region
-  To agree a common model for service delivery for children and young people across the region (in health and social care terms)
-  To oversee the strategic planning and commissioning of service models for children and young people's services, researching best practice and evidence of effectiveness from elsewhere.




## MAPSS (Multi Agency Placement Support Service)







The Multi Agency Placement Support Service (MAPSS) is a multi-disciplinary team that aims to promote the emotional wellbeing of looked after children and to increase placement and education stability through the provision of specialist placement support and therapeutic interventions. The team comprises of a Senior Clinical Psychologist, a Team Manager, four Therapists (1 full time, 3 part time), two Family/Education Workers and three Consultant Social Workers.

Its objectives are:

-  To improve placement stability for looked after children.
-  To reduce the number of children placed within independent foster placements and residential children's homes.
-  To reduce the number of looked after children who are subject to a school exclusion.
-  To reduce the number of children placed outside of their Local Authority.
-  To increase the confidence, skills and knowledge of foster carers and professionals.
-  To reduce the reliance on universal services and CAMHS to meet the needs of looked after children.

### Key outcomes for 2018/19 include:

-  A total of 96 referrals were made to MAPSS over the past year. Of these, 58 children are receiving an ongoing service from a therapist, social worker or family worker (or a combination of these)
-  10 children have received support and been closed to the service
-  8 children are currently waiting for a service to commence

-  Overall there has been a 1.7% increase in the number of children placed in residential care in the region in 2018/19
-  Since September, 2018 MAPSS has supported 2 young people to move from residential care back to their families, and they are currently supporting 2 young people to move from residential care to foster care.
-  The service has successfully supported a number of children to transition to permanent foster placements.
-  Overall there has been a 2.6% decrease in the number of children who have been placed with independent foster carers in the region in 2018/19
-  96% of the children receiving a service were able to remain in the same education placement in 2018/19
-  87% of social workers reported that they felt that the young person's placement was more stable due to a therapeutic support and intervention and that the carers for the children were more confident and better able to meet the needs of the children.

## **Children and Adolescents Mental Health Service (CAMHS):**



Access to Child & Adolescent Mental Health Services (CAMHS) for the Swansea, Bridgend and Neath Port Talbot population (and most other areas in Wales and across England) has historically been poor with long waiting times for children and young people. Performance has improved over the last 18 months, and as commissioners ABMU Health Board and partner organisations have a much improved understanding of the challenges and barriers for the service and have developed good working relationships to advance these services.

This has led to the achievement of the 80% target for non-urgent children referred for specialist CAMHS at the end of March 2019 for the first time, and average waiting times for these children or 1-2 weeks. Work is underway between Swansea Bay University Health Board in partnership with Cwm Taf Morgannwg University Health Board to re-model CAMHS to implement a single point of referral and work towards full integration of Primary & Secondary CAMHS.

The revised service will have system wide benefits including improved access for specialist advice on referrals, improved waiting times, services provided in fit for purpose non-stigmatised facilities and consistent compliance with Welsh Government targets.

Plans are also being developed to provide support for the emotional health and wellbeing of children and young people, including the joint agency development universal services to avoid referral into specialist CAMHS where this is not appropriate. The vehicle to deliver these plans is the Services to Support the Emotional Health & Wellbeing of Children & Young People Delivery Plan.

## **Key areas of progress during 2018/19 include the following:**

-  Performance and access to secondary and primary CAMHS has improved over the last 18 months. Waiting lists equalised across the 3 areas of ABMU for Secondary CAMHS, historically there has been disparity across the three ABMU localities. Compliance against Welsh Government targets has historically been poor, however compliance against the Secondary CAMHS 80% target (% Routine Assessment by SCAMHS undertaken within 28 days from receipt of referral) has steadily improved, and by the end of March CAMHS had met the 80% target across all ABMU areas;
-  In 2018/ 19 additional funds were secured from the Western Bay Integrated Care Fund (ICF) as a result of partnership working as follows:
  - £160,000 revenue to provide additional support for Screening, Early Intervention and Prevention as part of plan to move towards a single point of access for CAMHS
  - £250,000 capital to fund the refurbishment of Health Board accommodation to provide appropriate accommodation for the Integrated Autism Service, MAPSS, Neurodevelopmental Disorders Service and CAMHS.

## **Neuro-developmental Service:**

2018-19 saw the roll out of the new pathway and information pack for the Neurodevelopmental service across Western Bay. The service has expanded, appointing an additional part-time CAMHS consultant, two nurse practitioners, and increased hours for health visiting.

The service has continued to work closely with Local Authority and Education colleagues, and additional training has been provided to all SENCOs to support them in identifying and referring appropriate CYP onto the pathway. Further, joint forums with education and ND take place on a regular basis to provide schools with the opportunity to present complex cases to clinicians for advice and additional support.

Between April 2018 and March 2019, 348 young people were assessed by the team.

Since October 2018, the Welsh Government target of 26 weeks referral to assessment has not been achieved. This is as a result of an increase in demand for assessment and diagnosis, with referrals into the service steadily increasing throughout the year, a position which is consistent across Wales. Demand has now levelled off at around 100 per month, but there remain peaks immediately prior to school holidays.

As a result, the waiting list size has increased from 308 to 793, with the number of CYP waiting longer than the Welsh Government target of 26 weeks increasing from 20 to 466 over the same period.

A sustainable plan for the service across Swansea Bay Health Board is currently being developed to increase capacity for the team by appointing additional staff.

## **Capital Programme**

This priority has received just under £700k of Integrated Care Fund – Capital Funding for this financial year. Within the main capital programme, projects have included the creation/remodelling of integrated facilities. Within the discretionary capital programme, projects include the relocation of teams to ensure accessibility and an improved environment for services users.

# Priorities 3 and 4: Mental Health, Learning Disability and Autism

## Western Bay Integrated Autism Service

An Integrated Autism Service (IAS) has been rolled out across Wales on a regional basis, utilising a national service model which was developed following extensive consultation with individuals with autism, parents and carers. In Western Bay, the IAS (launched on 1<sup>st</sup> April 2019) is hosted by the Health Board, working directly in partnership with the three Local Authority partners within the region and Third Sector organisations.



The IAS is a pioneering new service offering direct support to autistic adults with or without a *mild* Learning Disability and/or mental health disorder and to parent carers of both autistic children and adults across Bridgend, Swansea and Neath Port Talbot.

The service aims to address the gaps highlighted in the national consultation (2015), for example, access to diagnostic assessment for adults who do not have a moderate to severe Learning Disability and/or Mental health Disorder and targeted support for Autism-specific issues around life and social/emotional skills necessary to access social, employment, further (or Higher) education and leisure opportunities. Well-being support is person-centred, needs-led and focuses on the holistic well-being of the individual, so they may achieve their potential in life.

Post-diagnostic support for parent carers may include facilitating peer support and/or promoting greater understanding of Autism and the emotional and behavioural difficulties that some children and young people present with and how best to support the child.

The IAS offers professional consultation, advice and support to all sectors, with opportunities for joint working and will tailor training packages for specific services upon request.

The IAS has been agreed as a priority area for Western Bay and is overseen by the Regional Partnership Board. The Head of Child and Family Services in Swansea Council is allocated as Project Sponsor and the Head of Psychology and Therapies in ABMU Health Board is allocated as Project Lead.

A Regional Autism Strategy Group has been established to oversee the project and membership includes representatives from three Western Bay Local Authorities, ABMU Health Board, the Third Sector, Education, the National Integrated Autism Service team and the Neuro-developmental Service. An Integrated Autism Service Operational Group has also been established – chaired by the Clinical Lead for Autism in the Health Board.

Preparations to launch the service started in 2018/19, and key activities included:

- Recruitment of the IAS team – all staff except one Support Worker (to be hosted by Bridgend Council) in post
- Refurbishment of purpose-built premises at Tonna Hospital, Neath, which will provide office, clinical space and rooms to undertake specific post-diagnostic support activities from. The team hope to move in to these new premises towards the end of May 2019 and plan to hold an open day on 5<sup>th</sup> June 2019.
- A mapping exercise of how the National Service Model is rolled out in other regions and can address local need.

Extensive formal and informal service user engagement has taken place. A regional event was held in the Aberavon Beach Hotel, Port Talbot on 2<sup>nd</sup> May 2018. The session was open to parents, carers and adults with autism. Participants were given the opportunity to ask questions and make suggestions and recommendations to help shape the development of the service. Further engagement events in each borough are planned over the forthcoming year.

A promotional leaflet outlining the remit of the IAS can be found below:



Integrated Autism  
Service - Western Bay



## **Commissioning for Complex Needs Programme**



The Commissioning for Complex Needs Programme's principal aim is to address any irregularities in the quality of commissioned care across the region. This involves fostering positive, co-productive relationships with care providers with the ultimate aim of increasing the independence of service users, and supporting them to achieve their personal well-being goals.

The ethos is one of true collaboration and the process ensures that the individual has every opportunity to meet their full potential. Care providers work closely with representatives from health and social services to create bespoke, outcome-focussed packages of care for each individual.

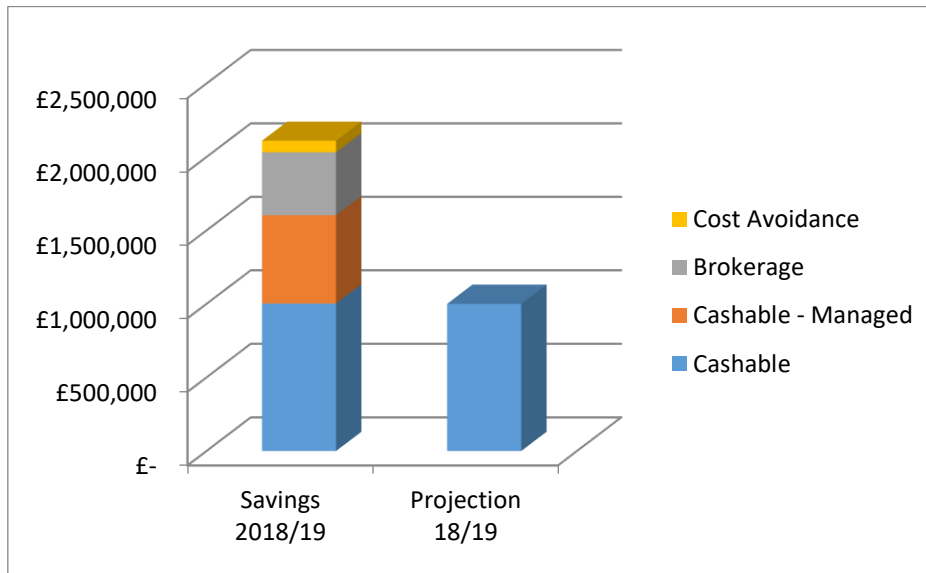
### **Outcome Focused Commissioning – Adults with Complex Needs**

The Outcome Focused Assessment reassesses an individual's needs and recognises outcomes based on the progression model and further identifies areas where independence can be developed. The assessment recognises the strengths of an organisation and the individual and identifies areas that could be further developed. The process is outcome focused and ensures that the individual has every opportunity to meet their full potential. The overall cost of the placement is reviewed to ensure it is competitive and benchmarked in line with current market values. This process ensures that the individual is receiving a good quality service that meets their needs to achieve agreed outcomes. This has to be at a price that is reasonable and sustainable to ensure effective service delivery. Focusing on outcomes will create a pathway to independence approach that reduces the need for people to access residential or hospital provision. The step down model will be implemented to move individuals from long term residential and educational facilities into more suitable provision and increasing independence.

In 2018/19:

-  127 packages of care have been completed via the Outcome Focussed Assessment process.
-  £2,110,446 has been saved. This is across all work streams, including brokerage and managed care.







### Regional Complex Needs Brokerage Service for Residential Placements (including Nursing)

The Regional Brokerage service is a process where care managers/coordinators, with the support of other professionals, complete a brokerage form for all new placements which details a service user’s needs and the outcomes to be achieved by the provider. Once funding in principle has been agreed by the relevant organisational lead, the Regional Officer will match the referral to a database of accredited providers and seek expressions of interest requesting details of how specific outcomes will be met, and at what cost. Outcomes are identified by the care manager/coordinator prior to the placement being agreed which ensures that the provider is aware of the service they need to provide. The process will allow for value for money and knowledge of the market. This work will also link in to the NHS Wales Framework for residential and nursing care and inform the market on which services are required to ensure there are a variety of options available.

- 🎯 48 cases have entered brokerage since April 2018.
- 🎯 35 individuals have been placed via the brokerage system since April 2018.
- 🎯 Training for practitioners continues to be delivered on a quarterly basis.

### Sustainable models of supported living



A number of individuals with learning disabilities live away from their place of home or in unsuitable residential placements. This can be down to limited local options, lack of specialisms, suitable accommodation and transitions to residential schools and colleges. Placements are also made out of region to provide therapeutic input to meet needs but are not able to return home due to lack of enhanced provision resulting in blockages in the system. Supported living options provides more security as the individual will have their own tenancy and allows an individual’s needs to be met through the community, local services and activities avoiding more intrusive, isolated and potential high cost placement.

-  A regional process was set up to ensure a coordinated approach when setting up supported living models of care
-  A new scheme was developed with two individuals moving from their out of county educational residential placement to a home that is closer to their family. A third individual has moved in from previously living at home.

## **Joint Funding Matrix**

The Joint Funding Matrix seeks to provide a straightforward method of allocating funding for individual cases in relation to placement and care funding for those with mental health and learning disability needs within the Western Bay Region. The tool was developed from the decision support tool used within the Health Board Primary Health Need decision making tool and through involvement from specialists with respect to specific items.

In 2018/19:

-  Western Bay started working with Swansea University to validate the tool and ensure the scoring methodology is sound.
-  A number of cases were analysed to ratify against current funding allocations which resulted in a revised tool, which is now ready for phase two.

# CASE STUDIES

## CASE STUDY #1

Ms A and Ms B are in their twenties. Both have a learning disability and suffer from epilepsy. They are co-tenants in a small bungalow.

Ms A and Ms B share support at home. They attend a day centre in their local area every weekday and have targeted hours to take part in activities that reflect their individual interests.

There is waking night support at their property to ensure help is on hand should either tenant experience an epileptic seizure during the night. While Ms B is able to call out to staff if she senses a seizure coming on, Ms A struggles to communicate verbally, making it difficult for her to alert staff when there is a problem.

Through examination of the provider's daily recordings and assessments, it was identified that over a three month period, Ms A and Ms B had experienced very little seizure activity overnight.

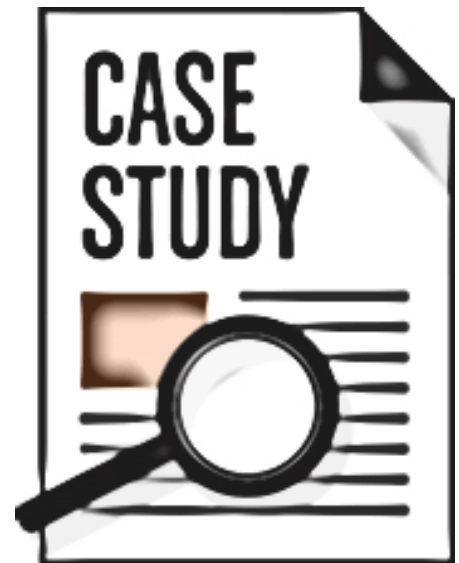
The Outcome Focused Assessor met with the provider to discuss alternative ways of supporting the tenants (particularly Ms A) during the night. It was agreed that assistive technology would be a suitable option, and staff created a teaching plan to help Ms A learn how to use a new button pendant.

The Telecare equipment was ordered and staff worked with Ms A to support her to understand the new system, with the intention of gradually changing the waking support overnight to sleep-in support.

Staff discussed the proposed changes with Ms A, Ms B and their families and when they felt the tenants were ready, the new arrangements were put in place.

Feedback has indicated that the change has been well received by the tenants, their families and staff alike. Ms A wears the pendant whenever she is at home and is able use it to alert staff to a possible seizure. This has helped increase her confidence and overall peace of mind.

The financial saving for changing the night time support from waking to sleep-in totals £26,663.52 per annum.



## CASE STUDY #2

Miss J is a 63 year old supported living tenant with a learning disability, epilepsy, diabetes, anxiety and continence problems. She shares her living accommodation with four other tenants and has contact with her sister who lives nearby.

Prior to this, Miss J lived in the family home until her mother passed away in 2013.

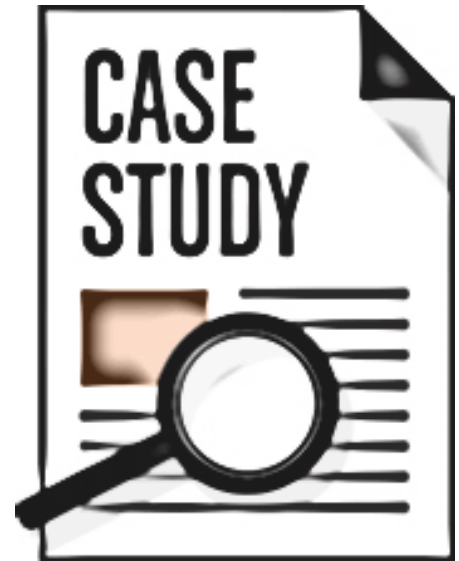
An 'Outcome-Focused Assessment' identified a number of personal and well-being goals for Miss J.

Findings included:

- Miss J has a great number of strengths and capabilities, but she was not readily engaging in order to develop her skills.
- Although Miss J had displayed excellent cookery skills, she would regularly refuse to participate in meal preparation or eat the same meal as her co-tenants.
- Miss J's continence issues had become worse during the night, and she was struggling to manage.
- Miss J expressed that she was feeling anxious about her personal belongings, as well as her daily activities. Due to the nature of her co-tenants' disabilities, they would often pick up Miss J's belongings, such as her magazines or knitting and move them within the home. Miss J was anxious about leaving her belongings unattended and as such would not engage in daily activities such as preparing meals, drinks, snacks, completing her laundry or cleaning her bedroom.
- Miss J was able to share that her religion is important to her, and that continuing to have contact with the faith groups that she previously attended with her mother was a major contributor to her overall sense of wellbeing.

The findings were discussed with the provider, who felt that the current placement was not suitable for Miss J as it was a very busy environment which had an adverse impact on Miss J's anxiety. The provider recommended an alternative living arrangement that would be more suitable for Miss J.

- As Miss J does not have capacity, a 'Best Interests' meeting was held with Miss J's family and the care provider. All possible accommodation options were discussed and it was concluded that a move to an environment which is calmer and her co-tenants have more shared interests would be the best outcome.
- The provider has linked with local nurses to identify more appropriate continence products for Miss J to use during the night.
- The provider has confirmed that Miss J loves her new home and as it is a quieter environment, Miss J is feeling less anxious.



- As she feels more comfortable and confident in her new home, Miss J is being more pro-active with regard to meal and drink preparation.
- Having close links with the church continues to be important to Miss J. She attends a local church service every Sunday morning and attends activity groups during the week held at the church hall, including a coffee morning and a 'Knit'n'Natter' group. Maintaining the links that she formed when attending these groups with her Mum is very important to Miss J.
- As Miss J has more in common with her co-tenants in the new property three other co-tenants, coupled with the increased engagement, the provider has been able to reduce the support levels from 99 hrs a week to 66 hours per week, resulting in a saving of £24,024 per annum.

## Western Bay - Award Winners!

On 22nd May 2018, staff involved with delivering the Commissioning for Complex Needs Programme were thrilled to pick up two prestigious prizes at the All Wales Continuous Improvement Community's (AWCIC) Annual Awards 2018, sponsored by Academi Wales.

The awards are a celebration of success and recognise the good work being undertaken by public service practitioners across Wales. The ceremony was held at Margam Orangery, Port Talbot and Western Bay representatives were in attendance to accept awards for the categories of 'Best Local Government Initiative' for Western Bay as a whole, and 'Achieving a Common Purpose' for the work of the Commissioning for Complex Needs Programme.

Jackie Davies, Bridgend County Borough Council's Head of Adult Services attended the ceremony in her capacity as Programme Lead for the Commissioning for Complex Needs Programme. She said:

"We were thrilled to receive these awards in recognition of the achievements of the Commissioning for Complex Needs Programme, and the Western Bay Collaborative as a whole. The journey has been a valuable learning experience for all of us, and we're very proud of everything that has been accomplished to date.

We have built a positive and productive cross sector and cross boundary partnership, while always ensuring people remain at the heart of service provision. The Programme is a tangible demonstration of the Social Services and Well-being Act in action, and I look forward to seeing more examples of creative and person-





centred joint-working as the initiative continues to grow and evolve”.



The good news doesn't end there – in March 2019 the team received confirmation that the programme's work has also been formally commended in the 'Care and Health Integration' category of The Municipal Journal Achievement Awards 2019!



## Capital Programme

This priority has received just under £850k of Integrated Care Fund – Capital Funding for this financial year. Within the main capital programme, projects have included accommodation solution for adults with complex needs and upgrades to facilities to meet the needs of its service users. Within the discretionary capital programme, projects have included the purchase of equipment and the refurbishment of a building which will provide the accommodation for an autism specific service.

## Priority 5: Carers

The Western Bay Carers Partnership Board, has produced and overseen the Action Plan for 2018-19 that aims to address the Regional priorities for Carers. The plan also reflects Welsh Government three National Priorities for Carers.

The Carers Partnership Board continues to be committed to working across organisational and area boundaries to share best practice and deliver services to carers and young carers.

### Funding

Welsh Government made funding available to local health boards to work collaboratively with partners to enhance the lives of carers in line with national priorities. The allocation for ABMU Health Board was £179,000 for 2018-19.

In addition, £125,000 from the Integrated Care Fund large grant scheme was allocated for projects which support carers and young carers in the Western Bay area. Whilst £56,000 was made available via the Integrated Care Fund Third Sector Small grants scheme for Carers.

Highlights this year include:

### Carers in Hospital Settings

Developments in identifying and supporting carers in hospital and primary care. Work has been undertaken in identifying, providing information and assisting carers in hospital settings, including general hospitals, paediatric services and mental health units. Resulting in many instance of support being in place for the carer before the person they care for is discharged from hospital. Over the year, 1,454 Carers were identified and provided with information, advice, assistance or signposting.

As well as having contact with wards and clinics, All Carers Hospital projects work closely with the Patient Advice and Liaison Service. As well as supporting carers, staff have given talks to Hospital staff on wards and departments with the aim of raising Carer Awareness.

The Hospital Outreach Workers from across the region meet quarterly, both to share best practice and to ensure that carers who cross area boundaries to attend hospital appointments receive a consistent and effective service.

***"...the support I had before my wife came home prepared me for what I needed to do. I now know where I can go for help and have a sitter come to my house to give me a break. I did not have this before my wife was admitted to hospital. It makes a difference."***

## Carers in Primary Care Settings

Proactive work with Primary Care continues to progress, with all practices in the area having contact with their local Carers Centre or Service. There are staff in each Carers Centre/ Service staff who lead on the work with Primary Care. For example, this year Bridgend Carers Centre utilised Welsh Government Carers Funding to employ three 3 Link Workers to work with East, North and West Cluster Networks. In addition to providing information or drop –in sessions, offering awareness training sessions and supporting surgery Carers Champions, Carers Centre/ have also attended Flu Clinic to offer information, advice or assistance to carers who might be in attendance.

***“I found it useful to have someone to meet with and talk through my caring role to complete the carers’ assessment. It was good to have someone explain my concerns and having advice about what there is to offer a carer.”***

To further advance the work at Primary Care level, an accreditation scheme for General Practices/ Primary Care was launched in March 2019. A set of criteria has been produced which determines the standard for practices to be recognised as ‘Carer Friendly’.



**Carer Friendly Award scheme logo**

## Young Carers in Schools

Feedback from young carers previously highlighted the role schools and colleges could have in identifying and supporting pupils who had a caring role at home. The Young Carers in Schools projects aim to address the points raised. Young Carers Projects in Swansea, Neath Port Talbot and Bridgend work with schools and colleges to help them gain a better understanding of the issues and challenges young carers face, to recognise them earlier and by providing information, advice & assistance to young carers or signposting them to specialist support. This is achieved through Personal and Social Education lessons (PSE),



assemblies, information stands & workshops. In addition, the projects can work with young carers on a one to one or group basis, and help schools set up young carers lunch clubs and identify Young Carers Champions. Across Western Bay 35 junior schools, 21 comprehensive schools and four colleges have engaged with the Young Carers in Schools projects. Over 4000 pupils have participated and 349 pupils have identified or self-identified as young carers.

## **Information, Advice, Assistance and Activities for Carers**

Information for Carers produced by Western Bay Carers Partnership Board has been updated. Using feedback from young carers a refreshed version of the bilingual young carers booklet has been developed. In addition, the Carers Hospital Information pack has been updated to include information on discharge from hospital from the carers perspective. The bilingual pack has been translated into six local community languages.

Carers continue to access information, assistance, advice and activities from their local Carers Centres/ Service. Bridgend and Swansea Carers Centres and Neath Port Talbot Carers Service received funding for their activities from a range of sources. As well as Welsh Government Carers Funding and the Integrated Care Fund, they may also have Service Level Agreements with statutory Services and/or have secured money from Grant making trusts.

***“I have been a carer for 10 years. It wasn’t until I got to the lowest point I could possibly be before I called into the Carers’ Centre.***

***Since then my life has been more worthwhile. To anyone who cares for someone, life seems to come to an end, you lose self-esteem, confidence and sense of humour. But I am now starting to find ‘me’ again.”***

In addition to other support on offer, the Carers Centre in Bridgend has a Welfare Benefits Adviser funded by the Integrated Care Fund who receives direct referrals from carers, third sector staff and statutory staff. This year they have dealt with 140 cases, and 130 telephone enquiries resulting in an increase of benefits claimed totalling £1,177, 787.70.

Carer’s Feedback:

***“If it hadn’t been for you encouraging me, I simply wouldn’t have bothered appealing the decision...”***

Neath Port Talbot Carers Service used Integrated Care Funding to commence ‘Carers Triage’. This has resulted in better partnership working with the Gateway Multidisciplinary Team, improved health and well-being of carers and a decreasing the length of time carers have to wait for support.

183 Carers have been supported directly, while 156 were signposted to appropriate services, resulting in 82 Carers reporting an improvement in their

health and well-being. The Service's package of support project has also progressed well. The domiciliary replacement care that has been complementing the low level volunteer sitting service has proven to be a great success as have the wellness workshops. The outcomes have been based around what's important to carers.

Swansea Carers Centre opened the 'Carers' Cwtch' which offers carers a safe and comfortable environment in which to discuss their concerns and issues. This year, the Centre have used a portion of the Carers funding made available from Welsh Government to employ a Communication and Information Officer. They have produced new awareness raising material including the Carers prescription (below)

The form is titled 'Carers Prescription' and is designed to be filled out by a prescriber. It includes the following sections:

- Planning Steps:** A section for notes or instructions.
- Age:** A field for the carer's age.
- Sex:** A field for the carer's sex.
- The Prescriber, Name and Address:** A field for the prescriber's details, including contact information for Swansea Carers Centre (100 Market Street, Swansea SA1 3JH, Tel: 01792 802864, www.swansecarerscentre.org.uk).
- Number of days treatment / How often to take:** A field for the duration and frequency of the prescription.
- Prescriber:** A field for the prescriber's name.
- Signature of Prescriber:** A field for the prescriber's signature.
- Date:** A field for the date of the prescription.
- For: Name of Prescriber at time:** A field for the prescriber's name at the time of the prescription.

The central message on the form reads: "Do you look after someone who could not manage without you? Register yourself as a carer with your GP." Below this, it lists services offered: "We can offer: Wellness Health Service, Counselling, Advice and Information, Support groups, Health and Wellbeing, Subsides, Training, Employment Support, Day Centres/Dayclubs." It also includes the Swansea Carers Centre logo and the tagline "The Carers' Cwtch in the Eye of Care".

## Carers who may be harder to reach

This year has seen more focus on Carers from groups who may be harder to reach, for instance, parent carers, mental health carers and carers from black and minority ethnic communities. Information was created for partner organisations to mark World Mental Health Day to raise awareness of Carers of people who experience mental illness and to highlight Carers' own mental well-being. The Chinese in Wales Association received an Integrated Care Third sector small grant to support Carers from the Chinese community. The organisation has worked in collaboration with Swansea Carer Centre, translating a carer information sheet. Swansea Carers Centre (with Swansea Council for Voluntary Service) and Bridgend Carers Centre have specific support groups for Parent Carers, while Neath Port Talbot Carers Service has a support worker based within the Single Point of Contact Children's Team.

## **Carers rights (including Carers Assessment)**

Western Bay Carers Partnership Board has engaged in the development of the Social Care Wales 'Assessing Carer's Support Needs' toolkit by sharing the draft pack with partners and encouraging and providing feedback. The draft has also been considered by the Carers Partnership Training subgroup who have discussed how the materials can be best used once they are made available.

Carers Centre/ Service staff working with Primary Care in hospital settings or as part of Integrated Teams with health and social services actively promote Carers Assessments. In a number of situations, they work jointly with Social Services in carrying out Carers Assessments.

## **Opportunities for Co-production**

This year Western Bay Carers Partnership Board welcomed two new members, the Carers Representative and Alternative Carers Representative from the Western Bay Regional Partnership Board.

There has been a series of local engagement activities with carers and young carers.

## **The Future**

Moving forward into 2019/20, the structure of the Carer Partnership Board will change as Bridgend representatives move to the Cwm Taf Morgannwg region. Work will be undertaken in the coming year to develop a longer term regional carers strategy co-productively with local carers.

# Celebrating Carers

Events recognise the hard work and commitment of both  
Adult and Young Carers



Carers Services/Centres have arranged numerous local events and activities this year. In addition to these, there have been two Western Bay wide events

1st March 2019 saw a group of Young Carers come together at the Halo Centre, Bridgend for a day of fun and interactive activities including football skills, dance classes and for the very bravest of the brave - a climbing wall.

The event attracted around 60 children and young people, who took advantage of the opportunity to relax and enjoy the company of their peers. The day opened with a workshop run by Scarlet Design, who encouraged participants to express their thoughts and experiences of caring through art and design.

Hilary Dover, ABMU Health Board's Director of Primary and Community Services and Chair of the Western Bay Carers Partnership Board, said:



“Being a Carer can be hugely demanding, therefore it’s vital that those undertaking this important role feel valued and supported. Many have told us that having the opportunity to spend time with others who face the same struggles and challenges can be a real lifeline, and events such as these are a welcome break for those whose everyday lives revolve around their caring role”.





On Monday 4th March 2019 it was the turn of the adults, who gathered at the Towers Hotel in Jersey Marine and were treated to a varied programme of guest speakers, a short film, an awards ceremony and a fantastic upbeat musical performance from Swansea Carers Centre Choir.



  
**Western Bay Carers Partnership Board**  
 invite you to attend...

**CELEBRATING CARERS**

**Monday 4<sup>th</sup> March 2019**  
**10.30am – 2.30pm**  
**at the Towers Hotel, Jersey Marine**  
**SA10 6JL**

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Join us for this free event to celebrate Carers from across the Western Bay region and learn about some of the innovative services in your area to support Carers  
 Spaces are limited – please contact your local Carers Centre/Service to register your interest by **Friday 15<sup>th</sup> February 2019**:

- Bridgend Carers Centre - Tel: 01656 658479
- Neath Port Talbot Carers Service - Tel: 01639 642277
- Swansea Carers Centre - Tel: 01792 653344

Please remember to tell us your access requirements (e.g. hearing loop, British Sign Language interpreter, transport) and dietary needs (e.g. vegetarian, vegan, gluten-free)



Caring Together  
 Western Bay  
 Health and Social Care Programme  
 Gofalu Gyda'n Gilydd  
 Bae'r Gortlewin  
 #Hapier amlach a Gofu Cymdeithas



Ariennir gan  
 Lywodraeth Cymru  
 Funded by  
 Welsh Government



# Other Areas of Progress during 2018/19

## Integrated Family Support Service

The Integrated Family Support Service (IFSS) is a multi-agency service working with children and families affected by substance misuse across the Western Bay region which has been in operation since 2013.

The service has continued to focus on parental alcohol and/or substance misuse, as required by previous guidance. However, the Social Services and Well-being (Wales) Act 2014 allows for the criteria for a service from Integrated Family Support Service to be extended to include families where there is domestic violence and/or mental health issues. The existing referral criteria will be maintained (i.e. alcohol or drug dependent parents, or prospective parents of children at risk or in higher level need) until a more comprehensive review is undertaken to consider the benefits of additional referral criteria.

### Performance outcomes for the service in 2018/19 include:

- 🎨 126 family referrals (the Welsh Government target for Western Bay is 100).
- 🎨 32 children/young people either closed to statutory services or their tier of need reduced.
- 🎨 Of the referrals received, the main substance misuse issue was again alcohol abuse.
- 🎨 A total of 237 health and social care sector staff have participated in a series of Integrated Family Support Service training modules.

## Welsh Community Care Information System (WCCIS)

The Welsh Community Care Information System (WCCIS) is a single information platform that supports the integrated delivery of innovative, person-centred community health and social care. It will allow local authorities and community health services to share care records and optimise services for citizens across Wales, as required by the Social Services and Well-being (Wales) Act 2014.



Welsh Community Care Information System

The implementation of WCCIS across the Western Bay region has made positive progress during 2018/19. The Western Bay Regional WCCIS Team have been supporting individual

organisations to advance their intentions to adopt and replace existing case management systems, whilst also highlighting opportunities for service improvement/redesign and process streamlining. This has included contractual requirements scoping and guidance, configuration and data migration support and engagement with service managers and end-users to ensure that the implementation is service led.

The work in which the Western Bay Regional WCCIS Team have been involved has been of national interest and importance, with many of the lessons learnt informing significant system improvements, which have been agreed nationally and taken forward by CareWorks, the system supplier. The team have been engaged in a number of demonstrations and presentations both within the region and further afield, and most notably held a workshop on the learning from implementing WCCIS within an integrated health and social care team at the 2018 National Social Care Conference.

Bridgend County Borough Council (Bridgend CBC) were the first organisation in Wales to adopt and implement WCCIS, going live in April 2016. Throughout 2018/19 the authority has been focussed on improving the end-user experience, managed largely through internal WCCIS development meetings, with support provided from the regional team as and when required. One of the key milestones for the authority in this fiscal year was the configuration of the system to manage foster care payments, which went live at the beginning of February, following an intensive period of testing.

The regional team continued to support Bridgend CBC with the ongoing implementation of WCCIS within its integrated health and social care Community Resource Team (CRT), which provides a short-term intervention and re-enabling service. The implementation received support from the Welsh Informatics Assurance Board (WIAB) to include a wider cohort of health staff to enable further proof of concept and development work to be rolled-out within the service. There has been a wealth of learning emerging from this implementation work, which continues to form the basis of evaluation of system functionality within an integrated team.

One of the most important lessons to emerge from the 'proof of concept' piece of work in the CRT has been the invaluable contribution made by front line staff, who have been at the forefront of informing and driving improvements in terms of the system, processes and practice. Despite boundary changes meaning that Bridgend CBC will no longer form part of the region beyond 31<sup>st</sup> March 2019, the regional team will continue to offer practical support and advice to the local Bridgend CBC teams. This will allow shared learning to inform best practice in a number of areas, which will ultimately be of benefit to future implementations within the region, and more widely across Wales.

The WCCIS mobile application (i.e. a 'mobile-friendly', condensed version of the full system) is due to be available for national user testing in the early part of



2019/20, and Bridgend Social Services will contribute to a small, controlled pilot alongside health staff based in the CRT. The eventual rollout of the mobile app will provide advantages for community-based staff across Wales, providing access to caseloads and associated information/forms remotely in the community via handheld devices, and increase the benefits being realised under the ongoing implementation of the system across integrated teams.

Swansea Council are well into their implementation phase, having signed a Deployment Order (DO) in October 2018, with a view to launching WCCIS at the end of February 2020. The regional team are heavily involved with supporting Swansea's implementation, offering experience and expertise, which will benefit and potentially streamline the process of implementation for the authority. Officers from relevant services (both social care and health) have been engaging with the project to map out processes and review documentation in readiness for the system to be best configured. Process redesign is being actively encouraged as recurring themes emerge from various workshops. In particular, the service is aiming towards better consistency of practice with the introduction of the new system, which will be of benefit not only to system users and managers, but essentially to citizens who are receiving assessments or services from the authority.

WCCIS 'champions' have been identified within Swansea Council and regularly meet to share advice and recommendations, whilst also receiving practical insight into and hands-on experience of the system. This affords the project team invaluable insight into the workforce's requirements and any challenges that may need to be overcome to support a seamless transition from one system to another. With this in mind, a robust training strategy is being developed to ensure all staff receive the necessary support during the change, with drop-in and hands-on sessions planned in the early part of 2019/20, complemented by a whole-service training programme, covering fundamentals and specialist use, to be rolled out as close to the go-live date as is practicably possible. The Regional Team are assisting to ensure that the training strategy ties in with nationally available resources and learning, and is intended to set the scene for future training requirements as other organisations from within the region adopt and implement WCCIS.

The WCCIS outline business case for ABMU Health Board was approved in November 2018, which allows the project to move forward into the next phase, whereby a full business case and draft DO are to be prepared. It is anticipated that this will be taken forward for review towards the latter end of the 2019 calendar year. Readiness activities and engagement work to develop a service led plan is well underway across the health board, which will support relevant teams to work on an integrated basis. ABMU are keen to review available opportunities in order to accelerate their implementation wherever possible, and scoping work is planned with relevant groups of staff for the early part of 2019/20 to consider the feasibility of such opportunities. This is being supported by the regional team and NHS Wales Informatics Service (NWIS), who have programme management

responsibility for WCCIS nationally.

In terms of resources, ABMU have been recruiting to posts to ensure a fully complemented project team is in place to support their local readiness and implementation activities. To date, the Project Manager, Business Analyst and Product Specialist have been recruited, overseen by the Informatics Programme Manager with responsibility for WCCIS. The next stage of recruitment will be focused on business change requirements, with a clinical lead, business change manager and business change representatives from individual service areas being sought.

The Western Bay Regional WCCIS Team met regularly with Neath Port Talbot County Borough Council (NPTCBC) towards the end of 2018 to analyse WCCIS functionality in comparison to their existing social care database and identify any business change that may be required to adopt the system successfully. Following completion of this review, initial findings have been fed back to the Director of Social Services and next steps are now being considered at a local level, with the regional team continuing to provide support and advice as required.

As the project moves into 2019/20, the regional priorities for the year ahead will be to continue to support Swansea's local implementation of WCCIS, whilst identifying any feasible opportunities for regional approaches, resulting in reduction of effort and achieving economies of scale. Shared resources and regional document sets are two such opportunities that are being explored. The Western Bay WCCIS Regional Team will also continue to support ABMU and NPTCBC in their readiness activities and any progression towards preparing business cases and deployment orders, as well as exploring opportunities to expedite implementations wherever feasible.

The project will also be more closely aligned to the wider digital transformation requirements of the region as it moves into the next fiscal year, with the region having realised that the two agendas are closely aligned and heavily reliant on each-other to deliver and offer full benefits to citizens. In order to support the delivery of these ambitions, the region will continue to source additional funding as it becomes available, ensuring that a joint regional approach to how this could be best utilised is agreed, whilst also ensuring this aligns to other, relevant regional transformation work-streams.

## Demonstrating the Difference: A Third Sector Funding Showcase Event

On 19<sup>th</sup> March 2019, Swansea's Liberty Stadium played host to 'Demonstrating the Difference', a Third Sector showcase event intended to celebrate all that's been achieved across Swansea, Neath Port Talbot and Bridgend thanks to 'Integrated Care Fund' and 'Changing for the Better' investment.

The event, which was coordinated by Western Bay in partnership with the region's Councils for Voluntary Service, attracted delegates from a wide variety of organisations including the Statutory and Third Sectors, Welsh Government, as well citizens who use services. It provided a platform for organisations to highlight just some of the projects and initiatives that are making a real, meaningful difference to people's lives.

The programme featured a varied and exciting range of items, including:

- a video address recorded by Vaughan Gething, Minister for Health and Social Services
- presentations and digital stories outlining the good work of organisations such as Interplay, the Paul Popham Fund and the Chinese in Wales Association
- an interactive circus skills session courtesy of Circus Eruption, and
- a 'marketplace area' comprising a wide variety of information stands.



Event host Professor Andrew Davies, Vice Chair of the Western Bay Regional Partnership Board, said:

“The showcase demonstrates the absolutely central role the Third Sector has in delivering services for our local communities. It was great to see the significant impact the ICF and 'Changing for the Better' funds have had being brought to life via the films and presentations, and it is our hope that the event will act as a catalyst for organisations to seek further investment and build on what's already been achieved.

In the face of the continued challenging financial climate and the growing demand for care services, effective collaboration and co-production are

fundamental. Events like these go a long way in helping to establish productive regional partnerships”.

## Western Bay Social Value Forum

A key action for the partnership for 2018/19 was to develop a regional Social Value Forum for Western Bay. Social Value Forums are now a requirement under the Social Services and Well Being (Wales) Act 2014, through which Welsh Government introduced a duty on local authorities and local health boards to promote the development of social value organisations in their area.

20th September 2018 saw the launch of the Western Bay Social Value Forum, with over 80 members of the community, statutory sector partners and community organisations coming together to pledge their support for the new initiative. The Welsh Government’s Minister for Children, Older People and Social Care, Huw Irranca-Davies attended the session. He said:

“I was very pleased to take part in the launch of the Western Bay Social Value Forum, which has an important role to play in supporting social value-based organisations to flourish and develop good practice. It also represents an opportunity for these valuable organisations to play a collective role in the strategic planning and delivery of social care services with statutory partners.



I believe passionately in the importance of delivering genuinely co-produced care services. I am also clear community-grown developments can be better for local people and local economies”.

The launch event highlighted examples of good practice from neighbouring organisations, and attendees were invited to register their interest in establishing a steering group to direct the forward planning of forum events.

To this end, a follow-up meeting was arranged by Bridgend Association of Voluntary Organisations (BAVO), who have been identified as the lead organisation for the coordination of the Social Value Forum.

22 people expressed an interest in being involved in a steering group and the Terms of Reference have been developed. The steering group has met four times in 2018/19 and is making great strides in terms of ensuring effective and meaningful coproduction.



A second Social Value Forum meeting was held in February 2019, which focused on Loneliness and Isolation (a theme that was identified as a key priority during the launch).

The Forum has a broad remit and is open to anyone with an interest in enhancing the health and wellbeing of citizens and building stronger, more resilient communities. Although it is in its infancy, good progress has been made in terms of establishing the vision and the practical arrangements.

Going forward, Bridgend's involvement will end as the Health Board boundary change comes into force and Neath Port Talbot CVS and Swansea CVS will work together to take the social value forum work forward.



Western Bay Social  
Value Forum - Progr

## Workforce

In 2018/19, the Regional Facilitation Grant from Social Care Wales part funded a post whose predominant function is to be a conduit of information across the sector. The remit being to maintain and develop partnerships in the wider social care community. Developing partnership arrangements with external organisations to ensure that the voice of the sector is heard e.g. The Regional Learning and Skills Partnership who work with businesses to understand what skills needs are required and use the information gathered from the sector to inform Welsh Government where investment in skills training is most needed. The

role also reports to SCW on emerging issues that affect the sector and contributes on several levels in developing support in terms of lobbying on the sectors behalf. Being a part of key groups to ensure the capacity to deliver services are always at the heart of the discussion

The key issues this year have been the registration requirements of domiciliary care workers the changing role of the Responsible Individual in care settings and understanding outcomes for individuals.

### **Registration of Domiciliary Care Workers**

To register workers will be required to hold a level 2 qualification or demonstrate competency (only for those with 3 years+ service). Without the qualification the workers will not be able to work in the sector after April 2020 when registration becomes mandatory. A risk analysis was undertaken across WB to elicit readiness for registration and providers have been given support to get staff trained to the required standard through a range of training opportunities from the Local Authorities and local colleges though funded and subsidised programmes. This work is ongoing to ensure market stability prior to and following the registration deadline.

### **Responsible Individuals**

Care services registration arrangements have changed with RISCA and the role of the responsible individuals (RI's) is now more clearly connected to the running of their establishments following re registration of premises/ services and the registration of RI's with Care Inspectorate Wales. Workshops and training to support this transition have been run in two separate tranches the second one including Local Authority Commissioning and Contracting officers, which was to understand the differences in the new regulations and to have parity of understanding and interpretation across WB. In total there were 18 RI sessions held, 6 were master classes on the regulations. This work has been key in developing a mutual understanding of the new regulations across Western Bay and further development of the regional quality framework so that all parties have an equitable understanding of their responsibilities

An overarching theme this year has been to support providers in recruiting and retaining staff, Social Care Wales having developed a new website called We Care – created to highlight careers in care building a library of material using real people to talk about their careers in care. The website also includes a landing site for people looking for care jobs and it directs them to area pages where local providers can post their details and vacancies with direct links to their websites. 15 providers in Western Bay are already connected to this site and many providers from all areas of social care have been involved in videos and sound bites for the new website.

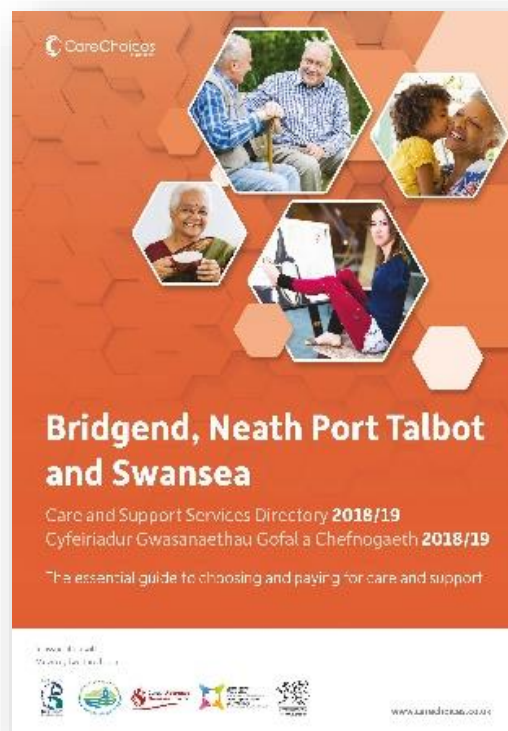
# Provision of Information, Advice and Assistance (IAA)

## Care Choices Directory

Care Choices' regional care directories are currently being produced for over 35 Local Authority areas across the UK. They aim to promote care services directly to the people who are looking for them, both in printed format and via an online e-book. The guides provide a comprehensive outline of care services available for citizens (both self-funders and Council clients) and professionals alike, as well as including advice on undergoing assessments and accessing support services within the community.

Western Bay is the only region in Wales to offer this publication, which comes at no cost to the Programme's partners as charges associated with production and distribution are covered by revenue generated by private advertising.

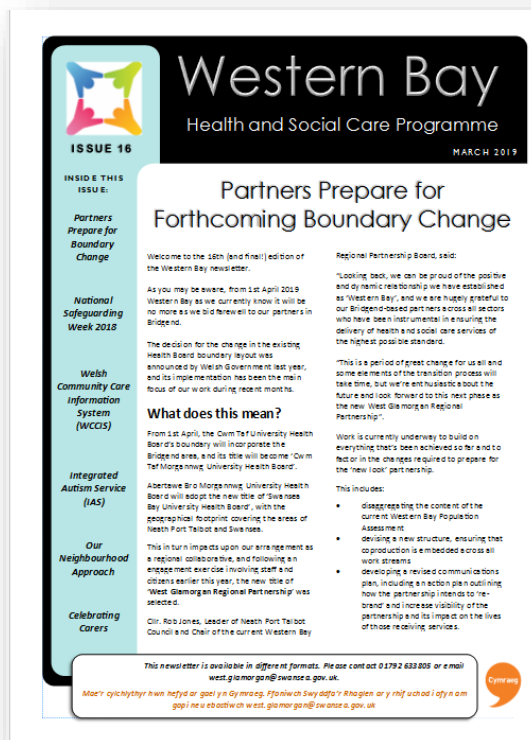
In 2018/19, thousands of printed copies were distributed to larger Council buildings and a number of satellite sites, including hospitals, Common Access Points and offices of Third Sector organisations. An electronic version is also available.



# Western Bay Communications

Western Bay's dedicated Communications and Engagement Officer has delivered the following during 2018/19:

- A quarterly bilingual newsletter. The 16<sup>th</sup> and final issue under the banner of 'Western Bay' was circulated in March 2019. Downloadable copies of all Newsletters published to date are available [here](#).
- Managed the content of the Western Bay Programme's website, producing clear and concise copy describing the Programme's key areas of work, sourcing links to training resources/learning materials.
- Liaised with Communications leads, and other relevant colleagues from across the Western Bay constituent organisations, Welsh Government and other partners to promote the health and social care integration agenda and raise awareness of the work of the Programme.
- Worked with colleagues within the Western Bay team to draft submissions to the AWCIC and Municipal Journal awards. This has included gathering real life case studies and capturing the perspectives of families, care providers and staff. The Health Board boundary change has had a significant impact on Western Bay communications activities during 2018/19.
- The task of developing a Communications Plan for the new 'West Glamorgan Regional Partnership' is underway and is being undertaken in collaboration with the Western Bay Coproduction Group.





- A key action has been the rebranding of the partnership, including the design of the new logo. The image features five coloured links, which represent the Five Ways of Working



**Partneriaeth**  
Ranbarthol  
Gorllewin  
Morgannwg

West  
Glamorgan  
Regional  
**Partnership**

outlined in the Well-being of Future Generations Act (Wales) 2015, which each of the projects taken forward under the West Glamorgan Regional Partnership will need to demonstrate underpin their work.

- The content of the current Western Bay website has been updated to reflect the forthcoming changes, and plans are in place to create a new website in 2019/20.
- The Communications and Engagement Officer has also led on the disaggregation of the Bridgend data from the Western Bay Population Assessment. The aim is to launch a revised 'West Glamorgan' edition in 2019/20.

## Future Priorities - Bridgend

The activities to move Bridgend County Borough Council from the former Western Bay region to the new Cwm Taf Morgannwg region has been significant prior to, and are expected to continue beyond 1<sup>st</sup> April 2019.

The planning activities that occurred in preparation for the move considered each of the services and partnership arrangements that Bridgend received as part of the Western Bay region. This process identified a small number of services and related arrangements that are essential to Bridgend residents in the short term and particularly during a period of transition. Therefore a small number of services will continue to be commissioned by Bridgend from West Glamorgan in order that the citizens of Bridgend do not experience any detriment from the change in regional arrangements. Nevertheless, these service arrangements are regarded as being temporary and therefore the need to transfer the services so that they are replaced and available in future will require some detailed planning to ensure that they transfer effectively and safely.

The change of region is expected to introduce new and different ways of working, and Bridgend will work hard to ensure that its contribution will be positive and beneficial to the creation of Cwm Taf Morgannwg. For example, there will be a need for the new Cwm Taf Morgannwg region to review its previous Area Plan and ensure that it accommodates the Bridgend priorities previously identified by the Bridgend locality population assessment.

This work will assist the new region to ensure that its priorities are appropriate and inclusive of the extended boundaries moving forward. In addition, the Cwm Taf Morgannwg Regional Partnership Board has already agreed that the citizens of Bridgend should not be disadvantaged at this time of boundary change. Consequently, it has been ensured that Bridgend receive equitable access to funding such as the Integrated Care Fund and its bid for Transformation Funding to support the continuity and development of existing and new services.

In summary, the introduction of the new regional boundary on 1<sup>st</sup> April 2019 will not mark the end of regional change, but the beginning. The change will present new opportunities and Bridgend will continue to work collaboratively as part of the new Cwm Taf Morgannwg so that it delivers the high quality services that the people of the region deserve.

## **Future Priorities - West Glamorgan**

### **Review of Western Bay**

During 2018/19 Western Bay undertook a review of its governance and work programme. This, alongside the challenge of Bridgend County Borough council leaving the partnership to move to Cwm Taf Morgannwg, gave the remaining partners with an opportunity to review and streamline the governance and programme of work that would form the new Partnership of West Glamorgan.

To that end, West Glamorgan now has a new vision and aims, new governance structure and new programme of work.

### **Vision and Aims of West Glamorgan**

- We will drive transformational improvements in wellbeing, health and care for the populations we serve through better practice, better services, better technologies and better use of resources.
- We will change the way that we work with citizens away from paternalistic care to shared responsibility and co-production.
- We will secure the delivery of seamless care which will meet the outcomes that matter to the people we serve and support through integration, earlier intervention and prevention.
- We will manage our common resources collaboratively and pool resources wherever we can.
- We will have a single and simple governance structure covering Public Service Boards, the Regional Partnership Board and sub-structures for the region.

## **The Regional Programme exists to:**

- Drive continuous improvement in wellbeing, health and care in partnership.
- Work in co-production with partners from the third sector, voluntary sector, private sector and our citizens to secure more seamless care in communities.
- Cross service boundaries to develop better, more seamless care.
- Promote a healthier region through asset-based communities.
- Make sure our agencies put people at the heart of wellbeing, health and care transformation, integration and prevention.
- Help to make sure that people live healthier and happier lives.
- Deliver the Regional Transformational Strategy and Plan.

The aims and vision of West Glamorgan can be summed up in the following strapline, which can be featured on promotional material:

*“Promoting West Glamorgan’s real wealth through better well-being, health and care”*

## **Governance**

### **Purpose of the Regional Partnership Board**

The Regional Partnership Board’s main purpose is to drive the strategic and cultural changes required to transform the regional delivery of social services in close collaboration with health. The regional agenda in health and social services and skills is part of an important wider reform agenda for public services in Wales.

Regional Partnership Boards are a legislative requirement under the Social Services and Well-being (Wales) Act 2014 (Part 9) and the Partnership Arrangements (Wales) Regulations 2015.

The purpose of the Regional Partnership Board is to provide strategic governance on a wide range of health and social care service related matters, to be supportive and assist to unblock any issues that are preventing progress on the agreed strategic priorities and the work programme.

Specifically in accordance with the Social Services and Well-being Act, the board will:

- Respond to the Population Assessment
- Implement the Regional Area and Action Plans

- Ensure sufficient resources for the partnership arrangements in accordance with its powers
- Promote the establishment of pooled funds, where appropriate
- Ensure that services and resources are used in the most effective and efficient way to transform outcomes for people in the region
- Prepare an annual report for Welsh Ministers on the extent to which the Board's objectives have been achieved
- Provide strategic leadership to ensure that information is shared and used effectively to improve the delivery of services, care and support, using technology and common systems to underpin this.

The Regional Partnership Board will, through its agreed area and action plan, prioritise specific areas. In doing this, it will recognise the priorities set out in the Act in relation to the integration of services for:

- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers, including young carers
- Integrated Family Support Services
- Children with complex needs due to disability or illness.

A simplified version of the West Glamorgan Governance Structure can be found on page 50.

## **West Glamorgan Citizens**

Within West Glamorgan, a new engagement forum is under development whereby the Citizen Representatives involved in all the Transformation Boards, the underpinning Implementation Groups and Regional Partnership Board will bring topics of relevance for further discussion.

There will be a more inclusive role for Citizens within each of the Transformation Boards to support the Co-Production of Regional Services and the Implementation Groups underpinning these. Citizens with a vested interest in themes of the West Glamorgan Regional Partnership Board will be recruited to sit on the Transformation Boards and Implementation Groups across the programme.

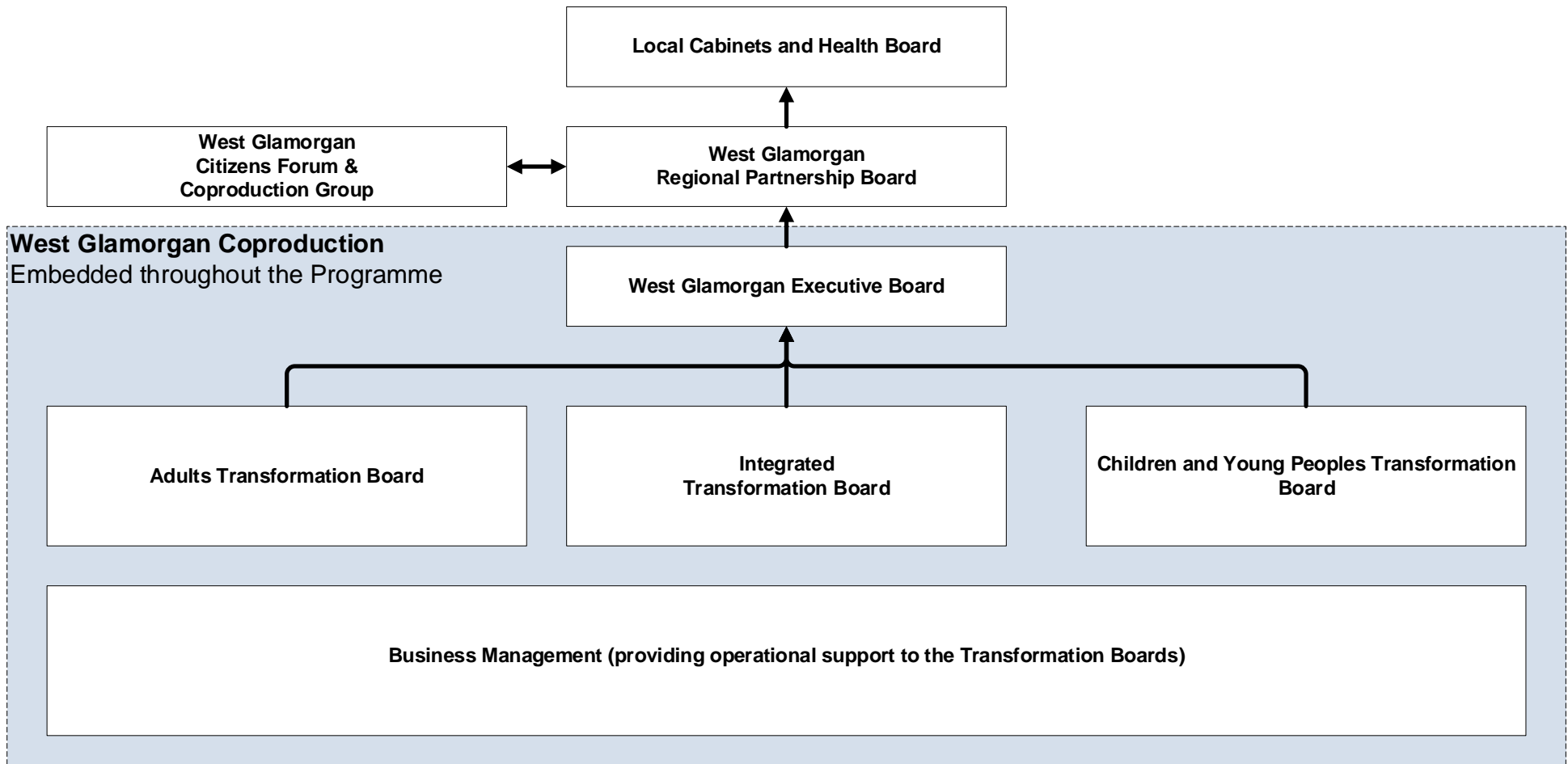
## West Glamorgan Work Streams

Transformation Board	Implementation Group
<b>Adults Transformation Board</b>	'What Matters to Me' Review of the Optimal Model for Intermediate Care Services, including Care Homes
	Development and Implementation of a Regional Hospital to Home
	Development and Implementation of a Regional Dementia Strategy
	Continuation of Commissioning for Complex Needs, including the Development of a Business Case to create a Regional Service
	Development and Implementation of the vision, priorities and delivery of the Regional Strategic Framework for Adults with Mental Health Problems through Well-being and Mental Health implementation group
<b>Integrated Transformation Board</b>	Implementation of the Our Neighbourhood Approach Transformation Fund Proposal
	Implementation of the Whole Systems Approach to Primary Clusters Transformation Fund Proposal
	Development of a vision for the region, including review of priorities, co-produced by carers through the Carers Partnership Board
	Development of Strategic Capital Housing Programme for 5 years
	Continuation of roll-out of WCCIS in Swansea and preparation of readiness activities for NPT and Swansea Bay University Health Board
	Development of a Regional Digital Strategy to support roll out and successful implementation of mobilisation
	Supporting citizens and carers to be involved in the Transformation Boards and Implementation subgroups as they develop, as well as be involved in co-producing other work where appropriate and shaping further public engagement.
	Development of Social Value including the continuation of the forum in line with the legislation
Development of Social Enterprise: Further development of the business case to ensure regional focus and performance measures for part time Social Enterprise posts	

<b>Children and Young People's Transformation Board</b>	Development of a Regional Strategy for the Safe Reduction of Looked After Children
	Continuation of the Multi Agency Placement Support Service (MAPSS) Implementation Group, including the Development of a Business Case to create a Regional Service
	Development of a Regional Strategy for the Emotional and Wellbeing of Children and Young People
	Development of a Post Adoption Support Service
	Development of Edge of Care Services
	Implementation of the Continuing Care Framework for Children with Complex Needs



# West Glamorgan Governance Structure



# West Glamorgan Governance Structure

## KEY

Transformational  
Projects/Priorities

Business As Usual  
Services

Local Cabinets and Health Board

West Glamorgan  
Citizens Forum &  
Coproducton Group

West Glamorgan  
Regional Partnership Board

West Glamorgan  
Regional Scrutiny Panel

**West Glamorgan Coproduction**  
Embedded throughout the Programme

West Glamorgan Executive Board

**Adults Transformation Board**

**Integrated  
Transformation Board**

**Children and Young Peoples Transformation  
Board**

**Key Transformation Priorities**

Older Adults  
Commissioning for Complex Needs  
Dementia  
Mental Health Strategic Framework  
Learning Disability Strategic Framework

**Key Transformation Priorities**

Carers  
Welsh Community Care Information System  
Digital Transformation  
Transformation in Networks  
Health, Social Care and Housing

**Key Transformation Priorities**  
Multi Agency Placement Support Service  
Children with Complex Needs  
Regional Strategic Development Plan

**Business As Usual Oversight**

Community Services

**Business As Usual Oversight**

Regional Area Planning Board  
Regional Integrated Autism Service  
Safeguarding Boards

**Business As Usual Oversight**

Regional Adoption Service  
Youth Justice and Early Intervention Service  
Integrated Family Support Service  
Child and Adolescent Mental Health Service  
Neuro Development Disorders Service

**Business Management (providing operational support to the Transformation Boards)**

**Key Priorities**

Grant Funding Management  
Area Plan Monitoring and Development  
Communications and Engagement  
Performance

**Supporting Groups**

Finance and Legal; Human Resource Leads; West Glamorgan Regional Trade Union Forum

## WEST GLAMORGAN REGIONAL PARTNERSHIP BOARD PROGRAMME

## Workstreams

Transformation Board	Implementation Group
<b>Adults Transformation Board</b>	<p>What Matters to Me</p> <p>Review of the Optimal Model for Intermediate Care Services, including Care Homes</p>
	<p>Development and Implementation of a Regional Hospital to Home</p>
	<p>Development and Implementation of a Regional Dementia Strategy</p>
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	<p>Development of Strategic Capital Housing Programme for 5 years, which includes vision and priorities -</p>
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**Date:** 2<sup>nd</sup> April, 2019

**Report Author:** Nicola Trotman and Kelly Gillings

## **1. Executive Summary**

This report is to provide the Executive Board with the recommendations from the multi-agency funding panel and obtain approval of how the Integrated Care Fund should be allocated for the next financial year.

The board are asked to:

- note the progress made to date
- approve the recommendations from the multi-agency panel for the Integrated Care Fund schemes outlined on pages 4-12 for each theme / funding pot.

## **2. Background**

- 2.1 The Western Bay Programme has gone through significant change over the last 6 months in order to transition to the new West Glamorgan Transformation Programme. This has also involved the disaggregation of Bridgend County Borough Council to the Region of Cwm Taf Morgannwg.
- 2.2 A substantial amount of activity has been progressed in a relatively short space of time, including development of new Programme Principles, new governance framework including establishment of the Transformation Boards, under the direction of a newly appointed Interim Lead for the Programme.
- 2.3 The timing for the development of the Integrated Care Fund application process has been challenging. This is the first year, since the introduction of Integrated Care Fund, that Welsh Government have notified regions of revenue and capital funding pots prior to the start of the new financial year. This enabled the programme office to utilise one process for all the funding, albeit within extremely tight timescales.
- 2.4 The strategic approach for some areas of work are well developed however in other areas has not yet matured, for example, Housing and Dementia. This created further challenge within the Integrated Care Fund allocation process in terms of prioritisation. Funding however has not been agreed for more than one year for these areas, in order to avoid longer-term commitments that do not address the strategic priorities. There is funding remaining unallocated for Housing (capital) and Children.
- 2.5 A lessons learned report has been produced and this will inform the redevelopment and redesign of a new funding process for the programme. The vision for the funding process for next year will include clear strategic direction for all areas of work, including development of a clear range of priorities and a process that involves requests for specific business cases that address identified gaps. This will be overseen through the Transformation Boards.
- 2.6 A robust communication plan will also be developed for the programme. This should resolve a variety of issues that occurred this year, which were all related to lack of communication in relation to the new programme.

## **3. Funding from Integrated Care Fund**

- 3.1 Welsh Government have made available an additional £30m of Integrated Care Fund revenue funding across Wales in 2019/20.

3.2 The new funding for West Glamorgan including their proportion of the £30m is:

Revenue Funding		Funding
<b>Older people</b> with complex needs and long term conditions, including dementia		£ 5,224,000
People with learning disabilities, children with complex needs and carers and mental health ( <b>LD, MH, CN, Carers</b> )		£ 2,590,000
<b>Edge of Care</b> Early intervention and support to children and their families ( )		£ 1,942,000
Integrated Autism Service (Ring-fenced)		£ 398,000
Welsh Community Care Information System		To be confirmed
Dementia (Ring-fenced)		£ 1,165,000
<b>Total</b>		<b>£ 11,319,000</b>
Capital Funding		Funding
Main Capital Programme (80%)		£ 3,592,800
Discretionary Capital Programme (20%)		£ 898,200
<b>Total</b>		<b>£ 4,491,000</b>

- 3.3 £500k of the ring-fenced dementia funding to be utilised for the Regional Hospital to Home scheme specifically for the dementia element of the service and £500k from people with learning disabilities, mental health, children with complex needs and carers funding to be utilised specifically for the LD, MH, CN, carers element of the service
- 3.4 Please note, funding for year 2 has not been allocated for the main revenue and capital schemes given assurance will be required in terms of progress, outcomes and future sustainability before a 2<sup>nd</sup> year is committed.

## 4. Supported Schemes

### 4.1 Summary of Integrated Care Fund Spend by Category

Revenue	Comments	No of Projects Including existing	Allocated Spend	Top Sliced Commitments	Existing Commitments	New ICF Funding Proposals	Funding Remaining
Older People		3	£ 5,224,000	£644,004	£4,336,560	£243,438	£0
LD, MH, CN, Carers	Includes Hospital to Home LD, MH, CN element of £500k	5	£ 2,590,000	£319,290	£1,247,949	£641,426	£381,335
Edge of Care	Early intervention and support to children and their families	3	£ 1,942,000	£239,406	£187,754	£1,514,840	£0
<b>Sub Total</b>		<b>11</b>	<b>£9,756,000</b>	<b>£1,202,700</b>	<b>£5,772,263</b>	<b>£2,399,704</b>	<b>£381,333</b>
Dementia (Ring-fenced funding)	Includes Hospital to Home dementia element of £500k	11	£ 1,165,000			£1,145,084	£29,916
<b>Total Revenue</b>		<b>22</b>	<b>£10,921,000</b>	<b>£1,202,700</b>	<b>£5,772,263</b>	<b>£3,544,788</b>	<b>£401,249</b>

### Top Sliced Costs:

Revenue	Comments	No of Projects Including existing	Allocated Spend	Top Sliced Commitments	Existing Commitments	New ICF Funding Proposals	Funding Remaining
Third Sector	Large Grant Scheme Top-sliced	5	£296,000			£138,474	£157,526
Large Carers	Top sliced costs Remaining funding allocated to small carers schemes	4	£200,000		£43,288	£72,224	£84,488

### Capital:

Capital	Comments	No of Projects Including existing	Allocated Spend	Existing Commitments	New ICF Funding Proposals	Funding Remaining
MCP Capital Schemes	Agreed to fund 2 feasibility studies - proposals for which need to be developed – costs not included	7	£ 3,592,800	£1,002,876	£1,542,897	£1,047,027
DCP Capital Schemes		10	£ 898,200		£715,433	£182,767
<b>TOTAL Capital Funding 19/20</b>		<b>17</b>	<b>£4,491,000</b>	<b>£1,002,876</b>	<b>£2,258,330</b>	<b>£1,229,794</b>

## 4.2 Top Sliced Commitments

Regional Commitments	Allocated Spend 2019/2020
West Glamorgan Transformation Team Infrastructure *1	£481,615
Social Value Forum *1	£25,000
Co-Production including Citizen Groups *1	£25,000
Social Enterprise Posts *1, 2	£37,000
Third Sector Grant Scheme (Large and Small)	£400,000
Carers	£200,000
April's costs for Third Sector Schemes	£22,843
<b>Total</b>	<b>£1,202,700</b>

\*1 Proposals not yet agreed by Transformation Board – estimated costs included

\*2 Based on costs in original proposal, pending approval of new proposal

## 4.3 Older People with complex needs and long term conditions, including dementia

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
<b>Regional:</b> What Matters to Me: Optimal Model for Intermediate Care Services <b>Existing</b>	Intermediate Care Services S33  This will include work to revise, rebuild and refocus optimum model for rest of the Intermediate Care Services, which aligns with the new Regional Hospital to Home scheme	£4,336,560	
<b>Regional</b> Hospital to Home – What Matters to Me <b>New</b>	To transform services, ensuring a smooth and timely transfer of care from Hospital to Home for those who require reablement and support. By increasing current capacity, we can work to improve patient flow and improve outcomes by delivering our What Matters to Me service model at scale and pace.	£1,161,000	
<b>Regional</b> Care Home support – taking care to the next level <b>New</b>	Greater need for support to ensure residents in care homes across the newly formed West Glamorgan Regional Partnership geographical area. Need has been identified to ensure gold standard training, and therefore service provision, across care homes to ensure increased positive outcomes for residents.	£82,438	

	Pressure ulcer incidence appears to increase when people present at hospital; however, it is never clear how or when the pressure ulcer occur.		
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#### 4.4 People with Learning Disabilities, children with complex needs and carers

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
<b>Regional</b> Commissioning for Complex Needs Programme <b>Existing</b>	The objectives of the programme are to: <ul style="list-style-type: none"> <li>• effect a sustainable and efficient ‘practice to commissioning’ methodology across Western Bay with commissioning high quality health and social care services which are proportionate to need and are cost effective</li> <li>• To enable sharing and coordination of information, intelligence and planning together in service areas of common interest</li> </ul> This will also include development of a business case to consider how the service will become sustainable. Option could include a pooled fund. Other elements to consider, how we manage the market and understanding and reducing volume.	£586,016	TBC
<b>Regional</b> Mental Health Programme Resource to deliver Strategic Mental Health Framework <b>Existing (Part)</b>	Existing commitment for MH Project Manager post Agreed in principle – detailed ICF proposals to be presented to Adults Board in April. Current costs are estimates.	£297,000	
<b>Regional</b> CAMHS Liaison Support <b>Existing</b> Increased CAMHS Liaison Support <b>New</b>	Funding pays for band 7 health professional and recruitment of 2 band 6 CAMHS nurses within each local authority area. Health professionals will provide specialist CAMHS advice via consultation and advice, training and joint assessments. Nursing support for SPOC (NPT) and IAA (Swansea) and GP clusters Agree one year and consider funding for year 2 in December This will include development of a business case to plan how CAMHS liaison workers scheme would become part of a core service by November.	£268,123	TBC
<b>Regional</b> Element of Hospital to Home	Proposal submitted as older people scheme, however proposal to utilise £500k of LD, MH, CN, carers funding for the this element.	£500,000	

Scheme for LD, MH, CN, carers <b>New</b>	(Scheme referenced under Older People section above)		
Crest Recovery College, Swansea <b>New</b>	<p>A Crest Recovery College will support individuals with lived experience of mental health difficulties to live the life they want to lead and become experts in their own self-care. The pilot will include courses co-produced and co-delivered by people with lived experience of mental health difficulties and mental health professionals, providing a shared learning environment where those with lived experience and those who provide their support and NHS staff can learn together.</p> <p>Evaluation of the pilot will be undertaken within the MH framework in order to consider whether it becomes part of the future MH programme.</p>	£49,482	

#### 4.5 Edge of Care (Early Intervention and support to children and their families)

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
<b>Regional</b> Multi-Agency Placement Support Service (MAPSS) <b>Existing</b>	<p>MAPSS is a multi-disciplinary team that aims to help children with, or at risk of mental illness and emotional and behavioural difficulties by providing specialist placement support. The Service will support children to ensure practice across the Region is preventative, pro-active, planned and promotes permanence.</p> <p>Costs excluding Bridgend's costs (SLA)</p> <p>This will also include development of a business case to consider how the service will become sustainable. Evaluation to take place in conjunction with other therapeutic services by one group in order to identify the links and interdependencies</p>	£392,087	£0
<b>Regional</b> A Hub and Spoke Edge of Care Service <b>New</b>	<p>The Service is an integrated edge of care service intended to support the safe reduction of the looked after children population. A key element of the new service will be the formation of common Flexible Home Support Service for West Glamorgan. There is already an existing service in place in Swansea and the intention is to replicate this in Neath Port Talbot. This</p>	£1,200,000	TBC

	<p>aspect of the service will support social workers and key workers by providing families with very practical, hands-on support to address issues of neglect. The Service is also a registered domiciliary care provider and can provide a registered service to children with complex needs due to a disability or illness. This is an invest to save model it would avoid the costs associated with children becoming looked after, for example, typical residential placement costs between £150-250k per annum per child.</p> <p>Funding only for one year, with review in December.</p>		
<p><b>Regional</b> Post Adoptive Children and Families <b>New</b></p>	<p>The proposal is modelled on a service currently provided by the Child and Family Psychology and Therapies Service, within the Aneurin Bevan University Health Board and provided to the South East Wales Adoption Service (SEWAS).</p> <p>Evaluation to take place in conjunction with MAPSS and other therapeutic services by one group in order to identify the links and interdependencies</p>	£314,840	£0

#### 4.6 Integrated Autism Service

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
Western Bay Integrated Autism Service	Ring fenced funding from WG to 2021 including providing the service for the Citizens of Bridgend. Funding covers cost of the service.	£398,000	£398,000

#### 4.7 Welsh Community Care Information System

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
WCCIS	3 Regional Staff to Implement WCCIS	£254,000	

**Note:** Welsh Government still need to confirm the level of funding



## 4.8 Dementia

Title	Description	Allocated Spend 2019/2020
<b>Regional</b> Dementia Element of Hospital to Home Scheme	Proposal submitted as older people scheme, however proposal to utilise £500k of dementia funding for the dementia element. (Scheme referenced under Older People section above)	£500,000
<b>Regional</b> Dementia Training Framework	Continue the roll out of the 'Good Work – Dementia Learning and Development Framework' to enable people who work with those living with dementia to have the knowledge and skills to help them feel confident and competent in caring for and supporting those living with dementia. This is being achieved through a rolling programme of Positive Approach to Care, Trainer and Coach Certification courses, the content of which has been mapped against the Good Work Framework and will be built into the Regional Quality Training Framework for care homes and domiciliary care providers.	£37,625
<b>Regional</b> Alzheimer's Society	Dementia Connect is a simple, single point of access which works hand in hand with clinical care. It connects service users, including carers with vital practical support to empower them to independently manage their condition and remain active within their community. Anyone affected by dementia can be referred pre- or post-diagnosis into the service by their GP, Social Services, carer, family or they can refer themselves. Service includes telephone based support, specialist support based in the community and volunteer initiative.	£199,741
<b>Regional</b> CRUSE	Extending the Reach of Cruse Bereavement Care for people with Dementia and those close to them	£25,208
<b>Regional</b> Mental Health Service Provision in the Common Access Point	The CAP Team in Swansea is presently made up of Qualified Social Workers, Occupational Therapists, Physiotherapists, and a Third Sector Broker as well as a Dementia Coordinator. This model is replicated in Bridgend and Neath Port Talbot localities. Across all areas it has been identified that a Community Psychiatric nurse is the vital missing link to provide 'TEAM AROUND THE INDIVIDUAL' to ensure person centred and coordinated care both for the person living with dementia and their carer.	£88,968
<b>Regional</b> Ospreys in the Community - Sporting Memories	We will create a framework that includes the following activities <ul style="list-style-type: none"> <li>• Sporting Conversation gatherings including those conducted in Welsh</li> <li>• Volunteer Development pathway and training sessions</li> <li>• Volunteer opportunities to run the gatherings as well as support the wider programme</li> </ul>	£44,650
SCVS Swansea North Dementia and Carer Project	Dementia and Carer Project Worker split between the 2 clusters in Swansea North. The worker will deliver a comprehensive package of information, support and training at a cluster level	£38,593

Dementia Friendly Communities and Homes, Swansea	This will be a prevention focused project that aims to build more stronger communities for people living with dementia and their families to support people to stay at home and be part of their community for as long as possible. This includes: Coproduct a dementia friendly action plan for Swansea; Develop information sessions for carers and family members to help them to create a dementia friendly environment in the home and keep families together for as long as possible; Working with schools to raise awareness and develop intergenerational projects; Support Public, third and private sector services to be dementia friendly through the roll out of dementia awareness sessions and practical support.	£44,681
Primary Care Dementia Support, Swansea Existing	The Primary Care Dementia Support Service in Swansea is helping to give timely support with the symptoms of dementia through the provision of robust triage of memory concerns. The current bid for ICF money has already helped to establish better links with the GP Clusters and the earlier identification of those in need of a memory assessment.  Grant conditions will include a request of an evaluation of the service in order to explore options for similar service in NPT.	£106,108
Red Café - Musical Memories Choir Musical memories Choir on the Road, Swansea	Scheme to provide 'Musical Memories Choir on the Road' sessions where we can visit different communities across the city to demonstrate the many benefits of singing and where possible support them to start their own regular singing groups.  Plan to explore whether the organisation can deliver this in NPT.	£12,490
NPT Carers Integrated Dementia Carer Support	This project will provide an integrated approach to supporting carers of those with dementia. The post holder will be co-located to the most appropriate team(s) to establish strong partnership working. This will ensure carers identified will be provided with the right information at the right time as well as being offered a Carers Assessment.	£15,895
Me Myself and I Community Hub, NPT	Create a community hub that is attractive to people of all ages we aim to support people on their journey, provide opportunity for people to maintain their independence, remain in the community for longer and help to prevent social isolation and loneliness.	£31,125

#### 4.9 Main Capital Programme

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
Supporting Living Scheme, NPT	<b>Existing</b>	£272,500	
Relocation of Swansea North Hub – Phase 1	<b>Existing</b>	£396,096	£638,404

<b>Regional</b> Relocation of Regional Services	<b>Existing</b> Relocation of IAS to Tonna Hospital and MAPSS, ND and CAHMS – Block D	£213,648	
Tonna Hospital	<b>Existing</b> Closure of Gelligron resulting in requirement to transfer CMHT including patient clinic facilities to Tonna Hospital	£120,728	
No Wrong Door Model, Swansea <b>New</b>	Swansea is seeking to create an integrated edge of care service, based on the wrong door model. The purpose of such service being to prevent children becoming looked after. As well as supporting individuals wellbeing outcomes, it is anticipated that it will provide value for money and support the sustainability of public services. The service will include a multi-disciplinary component consisting of health, education and police staff. This bid is specifically for the purposes of purchasing and adapting a suitable property for the purposes of the respite children's home. This scheme will initially be piloted in Swansea.	£500,000	£0
Supported living in rural Swansea for people with varying needs <b>New</b>	The proposal is for the development of two bespoke supported living blocks of flats on the same site in a rural area of Swansea.	£906,397	£0
Extra-care for people with complex needs, NPT <b>New</b>	This bid is to refurbish and redevelop an existing building, located in an area with excellent community links, into 6 self contained one bedroom flats, space for staff, a communal area and on-site parking.	£136,500	£0
Early Help Family Support Locality Hubs, Swansea <b>New</b>	A bid was submitted for a Service being developed is an integrated hub model to provide multi- disciplinary access to family support services that are offered by the local authority and wider partners.  Multi-agency panel agreed the first step should be a feasibility study– costs TBC	TBC	
<b>Regional</b> Substance Misuse Homelessness Hub <b>New</b>	This proposal is to create a bespoke holistic Substance Misuse Homelessness Services Hub, which will provide advice, support and information on a range of substance misuse, health, wellbeing and housing services.  Multi-agency panel agreed the first step should be a feasibility study– costs TBC	TBC	

#### 4.10 Discretionary Capital Programme

Title	Description	Allocated Spend 2019/2020	Allocated Spend 2020/2021
<b>Regional</b> Care and Repair Western Bay Healthy Homes	The Healthy Homes Project will provide practical solutions in order to improve and make safe the home environment.	£100,000	
<b>Regional</b> Care and Repair Western Bay Independent Living	The Safely at Home Project will provide practical adaptation solutions in order to improve and make safe the home environment.	£100,000	
<b>Regional</b> Care and Repair Western Bay Primary Care Project	We will work with GP clusters throughout Neath Port Talbot and Swansea to provide a dedicated home improvement and adaptation resource for older people presenting at primary care locations. We will provide quick housing adaptation and repair solutions to enable independent living and improve well-being. Our proposals build on existing good practice and will increase the scale of provision of integrated services through the quick and effective targeting of mid-level adaptations	£100,000	
<b>Regional</b> Care and Repair Western Bay Dry Homes	We will provide quick housing repair solutions focusing on small scale housing repairs such as damp, condensation and roofing to enable independent living and improve well-being.	£100,000	
<b>Regional</b> Care and Repair Western Bay Warm Homes	The Warm Home project will deliver heating and insulation improvements to older people in need of improved energy efficiency measures and also provide Casework advice in relation to fuel poverty.	£100,000	
<b>Regional</b> Care and Repair Western Bay Managing Better	We will work in partnership with Action on Hearing Loss Cymru and RNIB Cymru to provide specialist support to over 50s living in poor housing (owner occupiers and private rented tenants) and experience sensory loss. This funding will enhance capacity of the existing Casework Service and enable home improvements to be made for these specific groups with identified needs.	£60,000	
<b>Regional</b> Care and Repair Western Bay Rapid Response Plus	We will provide quick housing adaptation and repair solutions to enable independent living and improve well-being with a focus on working in Hospital settings to promote timely and efficient hospital discharge for older people with housing related problems.	£55,000	
Red Café, Swansea	We have commissioned an architect to design a new entrance straight into the hall level path from the side of the building to make it as easy as possible for people living with dementia and carers to come into our building. We have looked to see if we can rent an alternative premises with appropriate access, toilets, large kitchen and ample disabled parking but no such building exists in the West Cross area that is large enough to accommodate 80 plus people.	£45,000	

Temporary Access Ramp Scheme, NPT	Proposal is to purchase modular temporary ramp systems that can be installed where required, these can then be removed when they are no longer required and stored until they need to be reused at other properties, they can continually be recycled and easily maintained.	£50,000	
Inclusive Digital Communities Pilot, Swansea	Swansea has an pilot to developing digital communities; one way our Older People day services are engaging with this is through intergenerational work - bringing young and old together to share skills and experiences and build friendships. We have engaged with schools and other care providers to train “digital heroes”. The aim is that young people’s skills and digital knowledge can be passed on and shared with older people, who in turn will share their life experience with young people.	£5,433	£0

## 5 Recommendations

- 5.1 The multi-agency panel recommendations to approve the new schemes listed in the report (pages 5 to 12). (Existing schemes have been agreed in the Transformation Boards.)
- 5.2 It is proposed that the decision for allocating the remaining funding (refer to page 2 & 3) is considered and agreed in the relevant Transformation board. For example, Capital funding in the Integrated Board

## 6 Decisions

- 6.1 Executive Board to approve the recommendations above



# Swansea Public Services Board Annual Report 2018 / 2019

July 2019



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## Message from Swansea PSB

It has been a year since Swansea Public Services Board published our first Local Well-being Plan in May 2018.

This Report aims to highlight not only the progress made towards the 'Swansea we Want' but also to reflect on how we have applied the sustainable development principle's ways of working and how we might better work towards well-being in the future.

Our first year of operation focused on research to understand Swansea's challenges and opportunities, while the second year concentrated on planning and prioritising areas where collectively we could make the biggest difference. This Report focuses on 2018/19 - our first year of implementation and delivery. In addition, to the meaningful outcomes that have helped change lives in Swansea, we have also created and continue to develop a delivery infrastructure and governance system.

While we have achieved a great deal in the first year of delivery, Swansea PSB is not complacent and will continue to innovate and seek new ways to improve Swansea's well-being both today and for future generations.



**Professor Andrew Davies**  
**PSB Chair**



**Cllr Clive Lloyd**  
**Vice-Chair**

# Our Vision and Local Well-being Objectives

## Swansea PSB - The story so far

The Well-being of Future Generations Act (Wales) 2015 created Public Services Boards so that local organisations could work together to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of Wales's Well-being goals.

In 2016, the Public Services Board (PSB) started a conversation about well-being in Swansea. We carried out an Assessment of Local Well-being to understand what matters most to communities. The Assessment told us that for many reasons Swansea is a great place to live but that we need to work harder together to make sure everyone can live well, benefit from and be proud of Swansea.

Using information from the Assessment and by listening to people, in 2018, Swansea Public Services Board developed a Local Well-being Plan. This identified our four Well-Being Objectives and a cross-cutting action.

This report aims to provide an update on the progress we have made towards meeting our objectives, the lessons learnt and our future ambitions.

## Our Vision

In Swansea, we believe in the rights of every person. Our vision is to work together to make Swansea a place which is prosperous, where our natural environment is appreciated and maintained and where every person can have the best start in life, get a good job, live well, age well and have every opportunity to be healthy, happy, safe and the best they can be.

To achieve our vision we have prioritised four Local Well-being Objectives. We hope that by focusing our collective efforts, we can make the biggest difference by working together.

## Our Local Well-being objectives for 2040

Our four key long term areas of work are prioritised below



**Early Years** – To ensure that children have the best start in life to be the best that they can be.

**Live Well, Age Well** – To make Swansea a great place to live well and age well.

**Working with Nature** - To improve health, enhance biodiversity and reduce our carbon footprint.

**Strong Communities** – To build strong communities with a sense of pride and belonging

In addition, our cross cutting action for change underpins each of the local well-being objectives.

**Sharing for Swansea** – To work towards integrated public services in Swansea by sharing resources assets and expertise, in order to develop a common language and make every contact count.

However over the past year Swansea PSB has reflected that the flexibility to respond to emerging agendas and regional concerns are also important. This value is demonstrated by the responsive work carried out regionally with our partners at Neath Port Talbot Public Services Board on substance misuse detailed on page 28.

# The Way We Work - Governance

## The Sustainable Development Principle

Swansea PSB is committed to acting in a manner which seeks to ensure the needs of the present are met without compromising the ability of future generations to meet their own needs.

We do this by ensuring every decision we make or action we take considers the sustainable development principle's five ways of working.



**Long term:** The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.



**Prevention:** How to act to prevent problems occurring or getting worse may help public bodies meet their objectives.



**Integration:** Considering how public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.



**Collaboration:** Acting in collaboration with any other person (or different parts of that body itself) that could help the body meet its well-being objectives.



**Involvement:** The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body services.

## The National Well-being Goals

We aim to make our actions deliver as much value as possible by ensuring we look for multiple outcomes in all we do. By ensuring we think about each of the national well-being goals below we maximise our contribution to the Wales We Want.

Goal	Description of the Goal
<b>A prosperous Wales</b>	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including action on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

<b>A resilient Wales</b>	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
<b>A healthier Wales</b>	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
<b>A more equal Wales</b>	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
<b>A Wales of cohesive communities</b>	Attractive, viable, safe and well-connected communities.
<b>A Wales of vibrant culture and thriving Welsh language</b>	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
<b>A globally responsible Wales</b>	A nation which, when doing anything to improve the economic , social, environmental and cultural well-being of wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

## Our Commitments

In addition, all Swansea PSB Partners have signed up to a set of commitments. These commitments are below and go beyond the legal duties that the different organisations have and are reviewed taking account of advice from Wales's Commissioners.

- **Healthy City Status**

Swansea is part of the Healthy Cities network promoting good health and addressing health inequality in our communities.

- **Swansea as a Human Rights City**

Swansea Public Services Board supports the development of a Human Rights City approach in Swansea.

- **Children and Young People's Rights (UNCRC)**

The Board is committed to making sure that services have a positive effect on children and young people in Swansea and have embedded the United Nations Convention on the Rights of the Child (UNCRC) into the way we set our policies.

- **First 1000 Days Collaborative**

Swansea Public Services Board has joined the First 1000 Days collaborative, which supports families throughout pregnancy and the first two years of life.

- **Age Friendly Cities and Communities**

The Board endorses the principles and actions set out in the Dublin Declaration on Age-Friendly Cities and Communities in Europe.

- **Good Practice in Public Engagement**

The Board endorses the National Principles for Public Engagement in Wales and will follow them in all engagement and consultation. The Board is committed to engaging people who are interested in improving local well-being in the development of both the Well-being Assessment and the Well-being Plan and will strive to reflect the diversity of the population when doing so.

- **Participation of Children and Young People**

The Board is committed to the principles of the National Standards for Children and Young People's Participation.

- **Armed Forces Community Covenant**

The Board is committed to the Armed Forces Community Covenant and to nurturing understanding and awareness amongst the public of the issues affecting the armed forces community.

- **Convention on Biological Diversity**

The Board is committed to delivering against the principles of the Convention on Biological Diversity as set out in the adopted Swansea Local Biodiversity Action Plan 2005.

- **One Public Sector**

The Board is committed to a culture that cuts across organisational boundaries and sectors. Where everyone involved in the delivery of public services in Wales is part of this common endeavour, sharing common values and working together for the benefit of the people of Wales.

## How we work

Each Local Well-being Objective and the cross cutting action for change has been led by an Objective Lead (initially Design Leads were also in place for the agreement of frameworks but this was later felt to add little value so was discontinued). Each Objective Lead co-ordinated a range of stakeholders to agree how the steps might best be progressed. The Chairs of each subgroup also sat on the PSB Partnership so that the work of the Board could be considered holistically.

On reflection, Swansea PSB has recognised a need for more formal oversight with direct reporting by accountable PSB statutory members rather than officers from a range of organisations.

Each Objective Delivery group operates in very different ways, with varied terms of reference. Some groups were initially established for a different purpose and others deliver on other commitments (e.g. Healthy Cities) as well as their PSB responsibilities. The PSB has identified that integration could improve if these informal links and arrangements are mapped and clarified.

While Swansea PSB has consciously sought to improve how we involve 'unusual suspects' there is still scope to include a wider stakeholder audience and opportunities to further involve the public more regularly moving forward.

A Research Group delivered the Assessment of Local Well-being and has focused on indicators etc. while a Planning group was tasked with delivery of the Local Well-being Plan. We have learnt that a pool of experts and specialists could better benefit from PSB wide communications and contribute their skills to projects on a task and finish basis would be more effective in involving officers.

In addition, regional working has taken place via joint meetings of Swansea and Neath Port Talbot PSBs. It was agreed that joint action was required to respond to the rate of drug related deaths, levels of opioid injecting practices and a new phenomenon – county lines. This work is detailed further under Collaboration in the Our Ways of Working section.



## Swansea's Local Well-being

In October 2018, a 'Well-being Measures Workshop' was held at Technium 2 (UWTSD). This was a joint workshop of the PSB's Research and Planning sub groups, which considered draft proposals for an initial 'basket' of population-level measures, focusing on the National Indicators, to inform an initial view of well-being in Swansea.

This chapter summarises the situation in Swansea and recent local trends in a number of the National Indicators, using the latest published statistics:

- The **healthy life expectancy gap** between the most and least deprived areas in Swansea (2010-14) was 21.9 years for males (Wales 18.7) and 16.3 years for females (Wales 18.2). Since 2005-09, the gaps have slightly reduced for males in Swansea (from 22.4 years), but increased for females (from 15.0). (*National Indicator 2*)
- 10.9% of adults in Swansea reported fewer than two (of the five) healthy **lifestyle behaviours** (Wales 10.3%) (National Survey 2016-18). Swansea is currently higher than the Welsh average for smoking and drinking (above guidelines), but better on measures of eating fruit and vegetables, physical activity and healthy weight. (*NI 3*)
- **Air quality** in Swansea, as measured by annual average levels of Nitrogen Dioxide (NO<sub>2</sub>) pollution exposure, has improved; falling from 14.3 µg/m<sup>3</sup> in 2007 to 9.5 in 2017 (modelled data – pollutants per cubic metre of air). Average NO<sub>2</sub> concentrations in Wales are slightly lower (9.3 µg/m<sup>3</sup> in 2017). (*NI 4*)
- In 2017-18, 21% of people aged 16+ living in households in Swansea live in **material deprivation** (that is, cannot afford particular goods and activities that are typical in society at a given point in time); above the Wales average (16%) and increasing from 18% in 2016-17, although these are (national) survey-based estimates. (*NI 19*)
- 81% of adults in Swansea were moderately or very satisfied with their jobs in 2017-18 (Wales 82%). Employed respondents are asked to rate their **job satisfaction** on a scale from 0 to 10, and this includes those that answered 6 or above. The 2016-17 Swansea figure was 86%, although local changes in survey estimates require caution. (*NI 20*)
- In 2016-17, 66% of adults in Swansea **felt safe** (Wales 73%). Respondents were asked how safe they felt after dark at home, walking in the local area, and travelling (on a five point scale). Those that responded either 'very safe' or 'fairly safe' to all three questions were coded by the National Survey as 'feeling safe'. (*NI 25*)
- In the National Survey 2016-17, 46% of people aged 16+ in Swansea agreed with all three statements related to **community cohesion** (Wales 50%): people agreeing that they belong to the area; people from different backgrounds get on well together; people treat each other with respect. The Swansea figures for individual statements were 66%, 68% and 74% respectively. (*NI 27*)
- **Volunteering** is undertaken by 31% of people aged 16+ in Swansea in 2016-17 (Wales 28%). These figures reflect people who stated that they currently (at

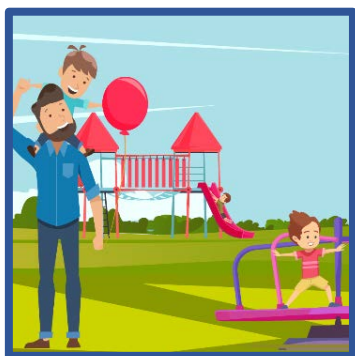
time of survey) give their time for free (formally and informally) to help a list of clubs or organisations. (NI 28)

- The National Survey also includes a set of six questions to assess levels of **loneliness**, calculated using the De Jong Gierveld loneliness scale. Based on these, 17% of people aged 16+ in Swansea (16% in Wales) were found to be lonely in 2017-18; slightly lower than in 2016-17 (19% in Swansea, 17% in Wales). (NI 30)
- The number of households for whom **homelessness** was successfully prevented for at least 6 months, as a rate per 10,000 households, is also a National Indicator. During 2017-18 the rate for Swansea was 73.7 per 10,000 household, which reduced from 78.1 (revised) during 2016-17 (Wales: 44.9 in 2017-18; 43.0 in 2016-17). (NI 34)
- In terms of **child obesity**, 74.8% of children in reception year (aged 4 to 5) were of healthy weight in 2017-18, above the equivalent Wales rate (73.6%). The Swansea figure has fluctuated but remained relatively constant overall since 2012-13 (74.2%). (*Thriving Places 2018 measure 15*)
- In Swansea, 59.8% of children obtained **five or more GCSEs A\* to C** including English or Welsh language and Maths in 2017-18 (Wales 55.1%). There is a clear gap between girls (66.3%) and boys (53.7%). In the last five years, overall attainment in Swansea has improved from 55.3% in 2012-13. (TP 28)

For some of the measures identified at the workshop – child development (NI 6), young people not in education, training or employment (NI 22), area of healthy ecosystems (NI 43) and domestic-abuse related offences and incidents (TP 10) – published data at local authority or PSB area level is not readily available.

# Progress towards Our Local Well-being Objectives

## Early Years



To ensure that children have the best start in life to be the best that they can be.

**Lead** – This work was coordinated by the Early Years Steering Group and led by Professor Andrew Davies.

### **Partners/ Stakeholders Involved**

Early Years Partnership; Early Years Steering Group; Best Start Steering Group; Primary Care Early Years Pilot; Jig-So service; Early Intervention Services; Childcare sector/ Family Information Service; Healthy Pre School Scheme; Active Young People Team; Early Years Progression Officer; Early Learning and Language Development Team; Health Visiting; Swansea Council-Education; Swansea Bay University Health Board Public Health Wales; Flying Start Link Teachers/Foundation Phase Strategic Lead; University Wales Trinity Saint David, Flying Start childcare settings; families, community groups, Midwifery.

### **The Steps we have taken**

This Local Well-being Objective builds on the success of previous collective activity. This success has been recognised by Welsh Government who have asked both Swansea PSB and Neath Port Talbot PSB to act as **Early Years Integration Pathfinders** for Wales. While relationships between partners are extremely close as a result of this joint working, it is recognised that the next step is to widen participation particularly from groups not traditionally associated with Early Years work. This would maximise contribution to all of the well-being goals, not only goals explicitly linked to the Local Well-being Objective (e.g. a resilient Wales as well as a healthier Wales are fully more addressed).

Swansea PSB is committed to learning from good practice in Swansea and beyond sharing and gathering ideas and good practice through the **Sustained Shared Thinking and Emotional Well-being (SSTEWS)** pilot in Swansea Flying Start is an example of this commitment. National networks, such as the Healthy pre-school scheme network and national play organisations are other examples of good collaborative work. Swansea is also learning from Cwm Taf in the Welsh Government pathfinder initiative.

In 2018, Swansea PSB formally joined the **First 1000 Days Collaborative** having delivered a well-attended engagement event. In addition, an action plan has been drafted along with a communications strategy to promote the First 1000 Days work in Swansea to key stakeholders. In order to reduce duplication and improve integration, the Action Plan is merged with our Children have the Best Start in Life Plan.



Prevention is at the heart of this local well-being objective so we aim to engage all our PSB workforces to make every contact count by promoting key messages and knowledge to families. This has included promoting ‘**Best Start**’ key messages by social media and at events, displaying posters and associated materials in settings and by raising awareness at the team meetings of a wide variety of agencies throughout Swansea.

Parents and families have also been actively involved in promoting key messages. This has involved collaboration with the third sector for example in the creation of a storybook resource. Other effective means have included the Primary School **Big Conversation** and community engagement events such as the flagship **Buggy Push** event.

Focusing on a specific area to widely promote an intervention to all stakeholders has proved successful for example this has been applied with the development of the **SKIP (Meithrin)** programme which applies University of Wales Trinity St David research on the importance of supporting children’s motor development in early years in a practical way in early years settings across Swansea. To date 15 settings have received this intervention, with more planned over the coming year.

The adoption of **social prescribing** at all levels is an important step where Early Years staff are being upskilled to access alternatives to formal interventions and medication. An Early Years Worker has been employed and has successfully delivered on this approach at Penderry GP Cluster. This approach has been extended for year 19/20 to the Loughor and Cwmtawe GP Cluster areas. Adverse Childhood Experience (ACE) Awareness training has also been effectively rolled out across partners to raise awareness and assist data collection.

One of the areas which best demonstrates each of the ways of working being used to best effect is the **Jig-so** multi agency initiative for young families. The initiative aims to fill the gaps between statutory services across sectors. In the past the only involvement with vulnerable families in a child’s first 1000 days was via health services, Jig-so changes that. The team of midwives, community nursery nurses, family facilitators and language development workers offers support to all young parents up to 18 and vulnerable parents aged 19-24. This award winning intervention

results in long term health and educational benefits for the families, this claim is supported by a yearlong study undertaken by Swansea University which has shown the project is working, and changing young parents' lives. Using a cost avoidance tool developed by Swansea Council, the project can have cost avoidance benefits of an average £8,783 per client.

In order to ensure interventions are made earlier in life several cross agency pilots have been developed including a Swansea wide system for children age 0-3 with Additional Learning Needs via the Flying Start Pathway, the review of Speech and Language Referral changes and changes to transition processes and documentation.

In order to deliver preventative services at an earlier stage to stop issues becoming worse, a review has taken place of current perinatal mental health and well-being services. This identified that midwives and health visitors would benefit from a greater range of tools and training to support patients. The findings of the local review were also reflected at a national level. Collaborative improvements are being led by the Wales NHS Collaborative.

## Live Well, Age Well



To make Swansea a great place to live well and age well.

**Lead** – This work was coordinated by the Aging Well Steering Group and Led by Cllr Mark Child.

### **Partners/ Stakeholders Involved**

West Glamorgan Regional Partnership Board; Swansea Bay University Health Board; Dementia Friendly Swansea; Mid & West Wales Fire & Rescue Service ; South Wales Police; Swansea University; Swansea Council Education; Swansea Council Social Services, Universities, Alzheimer’s Society, Health, Voluntary Sector, Coastal Housing, Pobl; Voluntary sector; Housing Associations; Private Sector, Schools.

### **The Steps we have taken**

The ‘Live Well, Age Well’ Local Well-being Objective reflects Swansea’s increasing focus on the life course rather than simply addressing issues facing people over 50. This approach recognises that living well is to age well and is this is the concern of people of all ages rather than just a challenge for today’s older people. Progress has been already made against many of the steps outlined in the Well-being Plan.

Innovative approaches to health and social care have been taken by supporting dementia friendly communities. Action has been taken to co-produce a **Dementia Friendly Action Plan** which will be further developed in 2019/20. An action plan and engagement plan has been developed within the life stages team setting out priorities for the next 3 years this includes promoting Intergenerational projects e.g. The BIG Intergenerational conversation, Dementia Friendly Schools and Dementia Friendly Homes.

The **Dementia Friendly Generations** project has developed schools packs to increase awareness of dementia in young people and develop and promote intergenerational projects. This project has been co-produced with colleagues from Swansea Council, Health, Social Services, Education and the Alzheimer’s Society. A pilot project that aims to raise awareness and initiate Dementia Friendly actions is being tested by a primary and secondary school and two care homes in Swansea. This has delivered information sessions to pupils, staff and parents.





People Speak Up are tasked with delivering intergenerational work. The aim of which is to create a digital storytelling project bringing together the young and older people in the participating schools and care homes. The first stage of the project will run training workshops with staff, residents and their families in the care homes and workshops in schools for pupils to create and understanding of storytelling, communication and dementia awareness.

### ***Intergenerational work- bringing together young and older people***

The second stage will bring the younger and older people together via 5 workshops. The resultant digital stories will be shared with photographs from the project process with family and networks invited to celebrate the project.

The **Dementia Friendly Homes** project aims to support families to stay together at home for as long as possible. It aims to develop a training and information programme to support families to fully understand the dementia journey and give practical advice and support in how to create a dementia supportive environment in the home. This commenced in April 2019 with a successful consultation event.

A **Making Every Contact Count** model for Live Well, Age Well is in development. This aims to share key health, safety and well-being messages across public services so staff are able to identify problems that their service users experience outside their specialist area at an early stage and signpost effectively to prevent them from happening or getting worse.

To date training has been provided across participating PSB organisations and champions for the roll out of this approach have been identified and training has taken place. Aide memoire cards have also been developed to support staff. Two training sessions have taken place with a total of 19 participants. This has resulted in potential issues being raised for example the limited time and capacity of staff and other lessons learnt which we intend to consider before taking the project further.

**Community based approaches** are a step that aims to explore a range of initiatives to tackle social isolation and build personal resilience across the PSB and voluntary sector. Actions include exploring opportunities for building confidence, improving well-being and helping people who are over 50+ to get back into employment. 'Swansea Working' a single entry point for employability support in Swansea, is working with the Department for Work and Pensions on an initiative of tailored support with our partners for 600 people from the 50+ age group who are long term unemployed and have issues such as social isolation.

'Our Club' will have a focus on engaging with some of our older clients (particularly those over 50), but we will consider everyone who expresses an interest. The programme will consist of an introduction day, two weeks training with a built in graduation day. 'Our Club' will link up with existing initiatives if clients are ready for work experience following the programme.

Work is taking place to ensure Swansea is an **Age Friendly City** Centre in line with World Health Organisation (WHO) Guidelines. Engagement events with our older community members have taken place in relation to about what an Age Friendly City looks like for Swansea.

Planning colleagues and developers have been provided with advice and resources to ensure City Centre development is considerate of issues relating to older community members and is accessible to people of all ages. This builds on the Council's commitment signing the Dublin Declaration to be an Age Friendly City in 2015. The Older Persons Commissioners Office supports Swansea in exploring the possibility of submitting an application to be the first WHO Age Friendly City in Wales.

PSB Partners celebrated Falls Prevention Week in February 2019 sharing materials and raising awareness.

In 2018/19 the **Local Area Coordination** team has continued to expand, from seven co-ordinators in March 2018 to eleven in January 2019. Partnership working continues to be vital to development. The Leadership Group, who support the growth of the programme and which meets monthly, is comprised of internal and external partners including housing associations, Swansea Bay University Health Board, Public Health Wales, Swansea University and Third Sector partners.

Three of the housing associations invest financially, while Mid and West Wales Fire & Rescue Service provided a secondment during 2018. A new post has been financed by Pobl Housing Association and second new post through a successful Transformation fund bid by the Cwm Tawe GP Cluster to support Neighbourhood Working. Further partnership investment is being sought for further expansion of the team in 2019.

Culture change is an important step progressed in 2018/19. The PSB has commenced an intergenerational debate about what it means to live well and age well with the longer term aim of developing a campaign based on the feedback that can be promoted across the life stages.



The first **Big 'Intergenerational' Conversation** which took place on December 10th 2018 at St Teilo's Community Cwtch. The content of this Big Conversation was based on the fact that the session took place on International Human Rights Day and served as the launch of the our intergenerational approach to improving quality participation and wellbeing across the life stages.

### ***Big Intergenerational Conversation at St Teilo's***

There were three workshops when attendees explored the following:

- A City For Everyone – Participants watched a fly-through video and had access to the tactile models, maps and artist impressions before creating their idea of a 'Best City' using drawings, words and Playdough models.
- All Ages Working Together – Participants created Venn diagrams of similarities and differences across the age range and considered how we can successfully work across the ages.
- Digital Heroes - Participants learnt about the Digital Heroes programme and were able to explore different technologies like apps and virtual reality headsets to bring all ages together.

Moving forward, we aim to increase the emphasis on work along the whole life course, building on what has been achieved with children's participation and due regard to children's rights via successful initiatives such as Rights Respecting Schools. This holistic approach will improve voice, choice and control and lead to coproductive opportunities.

## Working with Nature



To improve health, enhance biodiversity and reduce our carbon footprint.

**Lead** – This work was coordinated by the Working With Nature Task Group and Led by Natural Resources Wales (NRW) and Swansea Environmental Forum (SEF).

### Partners/ Stakeholders Involved

Natural Resources Wales (NRW); Swansea Council; Green Infrastructure Consultancy; The Environment Centre; Trees for Cities; Swansea Community Green Spaces Project; Swansea Environmental Forum; Swansea Local Nature Partnership; Low Carbon Swansea Bay network, Swansea University, University of Wales Trinity St David's; Swansea Bay University Health Board; Mid and West Wales Fire and Rescue and Welsh Government.

### The Steps we have taken

The Working with Nature Task Group meets on a monthly basis. The membership of the group is expanding as we identify other PSB partners that are interested in supporting the work.

The Task Group has been primarily developing the Working with Nature action plan to build on the steps in the Swansea Well-being Plan by agreeing specific actions and milestones. We have added appendices to the action plan to highlight the way the steps and actions will contribute to the seven well-being goals, demonstrate the five ways of working and support the other objectives in the Swansea Well-being Plan.

Good progress has been made with some of the Working with Nature steps over the past year but some areas are less developed:

**Green Infrastructure (GI):** Green infrastructure means all the green space, soil, vegetation and water that make our cities liveable. We have been developing a green infrastructure strategy for Swansea City Centre which will connect and improve areas of green space making the city more resilient to the impacts of climate change and enhancing nature. Connecting urban areas of green space helps improve the health and well-being of both people and wildlife. Greening the City Centre will also improve prosperity by encourage visitors to stay longer and enjoy the city centre's offer.



## Strong Communities



To build strong communities with a sense of pride and belonging.

**Lead** – This work was coordinated by the Strong Communities Steering Group and is led by Amanda Carr of Swansea Council Voluntary Services (SCVS).

### **Partners/ Stakeholders Involved**

Coastal; Family Housing; Pobl; SCVS; South Wales Police; Public Health Wales; Regeneration Swansea, Poverty Partnership Forum; Swansea Council Local Area Co-ordination; third sector forums, Regional Partnership Boards (RPB); Swansea City of Sanctuary and others supporting refugees and asylum seekers (Eyst and others); Regional Black Minority Ethnic Network; Community Cohesion group; Womens Aid /multi agency domestic violence practitioners; Clase 4 All, Morriston Regeneration Group;

Intercultural cities; Swansea Council, Community Cohesion Steering Group (which sits under Safer Swansea Partnership) City of Culture Steering Group; Menter Iaith Abertawe; Merched Y Wawr and other 3rd sector Welsh Language groups; Co Production Network; South Wales Police; GP Cluster Networks, Human Rights City group

Swansea Council Poverty Forum; Swansea Learning Partnership; Council housing and social landlords; Poverty Truth Commission; West Glamorgan Social Value Forum; GP Cluster Networks; Partner agency Procurement staff; Beyond Bricks and Mortar; Training / Learning providers

### **The Steps we have taken**

This Local Well-being Objective focuses on areas not previously addressed collectively in Swansea and brings together partners without relationships together. This contrasts with more mature groups like the Early Years group where participants have an explicit common focus and have gained experience working together as a group. As a result, outcomes at this stage may be relatively modest in comparison to developed groups although the distance travelled is arguably greater.

A Steering Group has been formed and has met and key areas of focus agreed. The work of the group is to be taken forward by the participating partners. Each theme is led by a different partner, for example Coastal Housing have led on the Asset Based Community Development (ABCD) work.



In order to ensure people feel safe and confident in their communities, we aim to develop common understandings of asset-based approaches to developing community resilience, building on existing practice, leading on an action plan.

To date, we have ensured regular communication to and from relevant partnerships including the West Glamorgan Regional Partnership Board, Swansea Poverty Partnership Forum, the Safer Swansea Partnership and Regeneration Swansea. Asset Based Community Development (ABCD) activities have been promoted and new partners were identified.

A key area of focus in 2018/19 has been to map and understand what ABCD/other community development work is being undertaken in which areas.

In partnership with other social landlords, South Wales police and others, a range of asset based approaches have been undertaken. Coastal Housing has established the **'Hub on the Hill'** project, offering a community space within Mount Pleasant, the hub is widely used by local residents including refugees and asylum seekers, community groups and individuals. In Blaenymaes community asset mapping has been undertaken, led by Pobl, along with regeneration focussed activities.

In Clase, Building Communities Trust funding for the area has led to the development involving and led by local people, of an action plan for the area which has now been signed off. The **'Clase 4 All'** plan has been co-produced and includes actions to improve facilities within the local area. A refurbishment of play facilities was a key priority and construction work is due to start in the next few months.

Area based work and place based approaches continue to develop, in particularly via the Cwmtawe and Llchwyr GP Cluster Network linked to Transformation funding via the Regional Partnership Board and Health Board. Over the coming year, asset mapping will be undertaken by local volunteers living within these areas. Local people will have access to support to develop new ideas and initiatives where people have identified that there is a desire to come together to make things happen.

**Social prescribing pilots** have been undertaken based on a place based model (Cwmtawe) and will continue to develop with a focus on social prescribing linked to mental and physical wellbeing.



To work towards individuals and communities being connected and feeling a sense of belonging we have worked together to explore ways to develop positive messages, opportunities and the removal of barriers to participation. The formation of a Human Rights Steering group and the scoping work achieved to date is an excellent example.

***Social Prescribing- Walk***

We also aim to use the principles of an intercultural city to promote the diversity of cultures and languages within Swansea sharing and making the best use of resources we have. Community language provision is being audited across agencies so we can understand where the access points for language provision exist. We are seeking an agreement to share resources for the benefit of citizens and promote common language access points.

We are working towards a thriving economy in which households achieve at least the minimum income standard by developing a single public service approach. This promotes and encourages all businesses and agencies to pay the living wage via the **Living Wage Pledge** and exploring ways to include living wage requirements in procurement and grant giving – encouraging all PSB partners to build this into their own terms and conditions when distributing funding to others.

An example of this approach is via funding applications endorsed by the Regeneration Swansea Partnership. The partnership has developed guidance for Property Enhancement Development Grant/ Sustainable Living Grant applicants, which aims to maximise benefits from the funding scheme. This includes encouraging applicants to ensure all staff / employees are paid a fair wage for the skills required and receive the living wage as a minimum.

Across a range of grant sources work has been undertaken to include the Wellbeing Goals as a point that applicants need to address. This has helped to promote the Act and we hope will start to inform and shape the way that groups consider the act when planning their activities and services. This area of work is ongoing and developing and we aim to reach more funders to shape their focus and criteria.

Across Western Bay (now West Glamorgan) Regional Partnership Board Integrated Care Fund and Transformation funds and ABMU (now Swansea Bay University Health Board) Charitable funds, work has been undertaken to coordinate grant giving from public sources improve effective communication between grant givers and funders to maximise use of external sources of funding across Swansea avoiding duplication. We aim to use these funding sources as another way of promoting the living wage.

The West Glamorgan Regional Partnership Board has established a **Social Value Forum** where members have met to identify joint priorities for change. Following the re organisation of boundaries a new forum has been established with a work plan that will focus on areas of work including social value procurement and how members will demonstrate social return on investment. The social value forum focusses on the wellbeing of citizens using the wellbeing goals and ways of working as core elements of its approach to social value.

A key observation resulting from this first year of work is the need to 'join up' different the different strands that build strong communities. This means we must work to ensure that the Well-being of Future Generations (Wales) Act and Social Services and Wellbeing Act (Wales) are considered and referenced together to ensure consistency maximising the impact that one has on the other.

## Sharing for Swansea



**To work towards integrated public services in Swansea by sharing resources assets and expertise, in order to develop a common language and make every contact count**

**Lead** – This work was coordinated by Swansea Council and Led by Adam Hill of Swansea Council.

### **Partners/ Stakeholders Involved**

Swansea Human Rights City Steering Group; Swansea Local Property Board; Swansea Bay University Health Board, Welsh Government, South Wales Police, Swansea Council Voluntary Services (SCVS), University, Department of Working Pensions (DWP) , Social Landlords Welsh Government, South Wales Police, University, Social Landlords, Clydach local community councillors, third sector. DVLA, VOA, Natural Resources Wales (NRW), Probation Services, Swansea Council.

### **The Steps we have taken**

This cross cutting action for change differs from our Local Well-being Objectives in that the steps are unrelated they are co-ordinated by a statutory partner rather than managed by a group.

**‘Understanding one another’s priorities and objectives’** has been taken forward by the continuation of a ‘walking in our shoes’ programme. The aim is for each organisation to spend time learning about the services delivered and challenges faced by other partners so they can better understand each other and identify ways to work together to make better use of resources.

This process was highlighted as good practice by the Future Generations Commissioner in October 2018. Sessions have been hosted by Swansea Council, Fire and Rescue, and Natural Resources Wales with the next event being hosted by SCVS. We feel the programme has improved working relationships between partners and all the feedback received has been positive.

**Our Physical Estates (and /or assets)** step recognises how public services can work more efficiently and effectively by sharing land, buildings, facilities or equipment in Swansea. The group explores options for further asset sharing and planning. Partners benefit from an integrated perspective so that risks can be mitigated and opportunities for collaboration identified. Future work is ongoing involving the development of proposals for the development of significant public sector hub in the City Centre which

would create a core facility to not only provide better, joined up services to our citizens but would enable further regeneration and vitality in the City Centre.

Each additional participant brings new insights, for example Natural Resources Wales has helped the group consider how green infrastructure can add value to our plans. Our **Local Property Board** has expanded to include a wider membership over the past 12 months. The group is now also part of the Welsh Government Ystradau National Assets Working Group.



A review of assets in Clydach has resulted in the development of a pilot community hub which is in operation via the Services in the Community Initiative. **My Clydach** was launched in October 2018. This has successfully involved local people, councillors, partner organisations and the community and voluntary sector groups throughout the process. In addition to library services, the site offers agile working space, access to a wide range of Council Services, training courses, job centre services and the area's PCSO.

### **Accessing Council Services**

This approach contributes to a resilient and globally responsible Wales by minimising travel outside of the locality, supports the prosperity of the local economy, a vibrant culture and Welsh language through the provision of cultural services, enables a cohesive community by bringing people together, combats loneliness improving mental health leading to a healthy Wales and offers opportunities creating an equal Wales.

In the future there will be a focus on further pilots in Gorseinon and Morriston to ensure appropriate resourcing and organisational structures.

Swansea PSB is committed to developing a **Human Rights City** approach in Swansea. This means taking account of the Universal Declaration of Human Rights in a way that makes sense for our city. We aim to employ a co-productive approach to understand and define what human rights mean for the people of Swansea. Swansea aims to be the first city in Wales to sign a declaration for human rights.

This will involve agreeing a shared understanding of human rights objectives and priorities for our stakeholders. Opportunities for the delivery of these objectives through the work of PSB members and community organisations can then be identified and pilot projects to test feasibility developed. This builds on existing partnership work around children's rights.

**Coproduction and engagement** activities have been led by SCVS in Swansea. This has included the formation of Swansea Coproduction Network which aims to include a more diverse range of people to discuss, think and learn about coproduction ideas, principles and practice.

Work to better understand and generate best practice has been undertaken on the co-productive commissioning of Independent Professional Advocacy Services for adults. This has helped to identify what good looks like and has developed capacity for citizens to engage further in co-productive activities with PSB partners.



This has been a learning experience for everybody involved. To support working co-productively, a collective understanding of involving people with needs to develop to ensure service users carers and staff all have a positive experience.

Moving forward CVCs across the West Glamorgan Regional Partnership Board are also going to be doing similar scoping work on coproduction so there may be synergy with our partners in Neath Port Talbot PSB.

### ***Swansea Coproduction Network***

A learning point over the past year of delivery has been that these steps actually either are common to all groups and may be better delivered within them or sit more naturally within another group. For example, a Human Rights City has naturally evolved to align with the Live Well Age Well objective while our commitment to developing people and ways of working where we aim to develop a simple common language and identify areas for joint delivery is actually implemented across all objectives.



# Our Ways of Working

## Involvement

While no Town and Community Councils in Swansea are currently subject to the Well-being Duty, Swansea PSB actively engages with councillors via the Community and Town Council Forum. A representative has been invited to attend Partnership Group and bespoke training has been provided for Town and Community Councillors on Public Services Board and the Well-being of Future Generations Act (Wales) 2015.

A co-productive approach has been adopted across many areas of the PSB. The principle underpins all 'Best Start' work where families helped to develop the key messages underpinning the programme. Practical examples include the production of storybooks created by families and human scale games used as engagement tools which were developed by children. While the Local Area Coordinator programme involves local people in the recruitment of coordinators.

Greater use of the Welsh Language within mainstream programmes has contributed to the goal of a 'vibrant culture and thriving Welsh language'. A Swansea Early Years Conference (collaboratively organised by Early Years partners and developed taking into account the five ways of working) has resulted in closer relationships between Welsh and English language childcare providers. As a direct result of these links being forged several Early Years settings have benefited from free Welsh language sessions provided by Mudiad Meithrin.



The development of the City Centre Green Infrastructure Strategy has involved a wide variety of people of all ages and backgrounds in both English and Welsh. An excellent example is the #natur yn y ddinas engagement with Ysgol Gyfun Gymraeg Brynymor.

### ***Ysgol Gyfun Gymraeg Brynymor.***

The PSB is conscious that more accessible ways to communicate with the public are needed. As part of regional collaborative work in 2018/19, PSB members from across the region participated in Easy Read training to improve accessibility. In 2019/20, the regional PSBs aim to support each other in developing digital storytelling and other skills to improve communication.

## Collaboration

Collaborative working is fundamental to the way in which PSB operates. In addition to collaborating with local partners on the Local Well-being Objectives, there is increasing joint working with Neath Port Talbot Public Services Board where interests collide and it makes sense to do so.



A good example is a successful joint funding bid to access funding for green infrastructure projects across the region. While each region applied the funding to different aspects of green infrastructure, they worked together and will each learn from the complementary projects run by the others.

### ***Green Infrastructure at Mayhill Washing Pond***

Substance Misuse is an example where the wide variety of partners represented by Public Services Boards made it an effective forum to respond to an urgent and complex issue impacting both Neath Port Talbot and Swansea.

Following reports of high levels of drug-related deaths; serious infection and a growth in organised crime across the area, the two public services boards of Neath Port Talbot and Swansea agreed that a heightened level of attention was required across agencies. A Critical Incident Group was formed with membership drawn from a wide range of agencies to assess the risk, threats and harm in detail and to activate an immediate and appropriate response.

The Critical Incident Group met between September 2018 and February 2019. Key actions completed included:

- Reduction in long waits for drug treatment services;
- Introduction of a pilot outreach service targeted at people deemed at high risk of overdose, serious infection or death;
- Strengthening the Area Planning Board to respond to the needs of people in the area;
- Comprehensive awareness raising programme to build knowledge and understanding across agencies and within communities of the organised crime gangs behind County Lines, including how to spot concerns and how to report them;
- Multi-agency operations across the county borough to tackle drug dealing and to support vulnerable people caught up in the criminal gangs;
- Enhanced programmes across schools, youth services and further/higher education to equip teachers, teaching assistants and learners with knowledge



and skills about county lines, substance misuse and how to respond to situations; and

- Joint working to provide more effective responses to people in a mental health crisis; with an acute health need; and children who are missing from residential care homes in the area.

The two Boards will meet at least twice in the next twelve months to monitor progress. Accountability for delivering the next phase of actions has set been set out in an action plan agreed by both boards.

This experience has encouraged both Boards to reflect on future joint working opportunities projects in particular Suicide and Self Harm Prevention has been identified as an areas that would benefit from PSB attention across the region in 2019/20.

## **Integration**

In order to best consider how our local well-being objectives impact upon the local well-being objectives of neighbouring PSBs and the well-being objectives of our partner organisations, most of whom work regionally. We have participated in an increasing volume of regional work, much of which has been at a planning and co-ordination level. Some of this valuable activity has been made possible by resource provided by a Welsh Government via a regional funding grant.



A number of activities have been carried out jointly with the public services boards of Bridgend and Swansea.

### ***Joint Integration Event***

These include:

- Joint training for report authors in Easy Read writing approaches;
- A regional integration event has created the conditions for increased integrated and collaborative working in 2019/20. In addition to regional connections relating to shared objectives, both PSB's took the opportunity to identify impacts across their well-being Objectives.
- Consideration of the respective roles of the public services boards established under the Well-being of Future Generations (Wales) Act 2015 and the regional partnership boards established to take forward reform of health and social care services. Key actions from this work include

- Focusing the work of PSBs on primary prevention with RPBs taking responsibility for secondary and tertiary prevention; and
- Holding a joint annual event to celebrate achievements and share learning.

Meetings between the PSB Co-ordinators and between the Lead Officers have also identified some common themes that will be explored in the next twelve months:

- adopting a consistent approach to asset mapping;
- information sharing;
- data analysis;
- evaluation;
- developing new methods of engagement such as digital stories;
- workforce development (making every contact counts).

It has been agreed that more regular meetings between co-ordinators and between lead officers will be scheduled in 2019-20. It was also agreed that partners should be encouraged to reflect the PSB's local well-being objectives in corporate well-being plans and across partnership structures.

### **Long term**

The initial years of Swansea PSB's operation heavily focused on how current trends may impact future Generations in Swansea, as part of research underpinning our Assessment of Local Well-being.



The process of developing our Local Well-being Plan both began with a 'blank page' involvement process that invited citizens, leaders, officers and the third sector to imagine the future 'Swansea We Want'. Our Local Well-being Objectives were based on the long term future ambitions prioritised.

### ***Workshop at Canolfan Gorseinon Centre***

Every Local Well-being Objective includes 2040 as a focal point to ensure that the short term actions we take today align with our vision for the Swansea where the next generation will live.

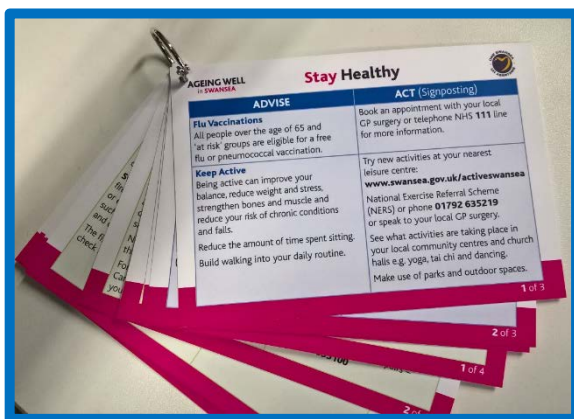
The challenge in 2018/19 has been to bring back the focus to short term actions while ensuring they contribute to long term outcomes. This has been beneficial in providing a flexible, responsive framework that has been able to react to disruptive short term change such as the regional health board footprint reorganisation while retaining the integrity of our long term vision. This long term focus balanced with short term flexibility has also meant that we have been able to plan a programme that takes advantage of

unanticipated opportunities such as participation in the Early Years Integration Pathfinder programme.

However, we intend to work to improve the formal agreement of short term action plans moving forward. Our governance review being a key way this will be enabled. We also see opportunities to once again consider future trends across Objective delivery groups as part of our forward workplan.

## Prevention

A focus on prevention and early intervention characterises all work undertaken by the Public Services Board in Swansea. Core members have each embraced this approach in their organisation work and value the collaborative opportunities offered by the PSB to take forward new approaches.



The work on Making Every Contact Count in particular has been effective across sectors in helping to manage and mitigate a wide variety of risks. While work on green infrastructure will help the next generation of City Centre development to incorporate nature and help issues like flooding climate change and loss of biodiversity from getting worse.

Early intervention and the value of a cross agency approach is demonstrated by the Jig-so project's ability to identify and help address issues like worklessness and domestic violence during pregnancy before a child comes into the world. This reduces Adverse Childhood Experiences and increases the life chances of all members of the young families participating in the programme.

## Our Next Steps

Swansea PSB's strengths lie within the expertise, experience and enthusiasm of its partners, from the frontline staff working to deliver the Local Well-being Objectives to the leadership representatives who work together to strategically improve Swansea's well-being. Over the past year, the limitations of the existing governance structure have been recognised. Advice from the Future Generations Commissioner has led to a Governance Review which we believe has enabled us to transform this previous weakness into a strength. Our new structure embraces the ways of working by placing the delivery of objectives, in ways that make a difference at its heart.

Austerity and continued uncertainty will continue to challenge our organisations moving forward. However significant opportunities have been identified to build our capacity by working together and increasingly share assets and resources. In particular, the benefits of increased regional working, improved communications that enables the greater involvement of wider stakeholders and clearer relationships with other partnerships such as West Glamorgan Regional Partnership Board will be a focus for the future.

## How you can get involved?

The work undertaken by Swansea Public Services Board is published online at [www.swanseapsb/swansea.gov.uk](http://www.swanseapsb/swansea.gov.uk).

Our Partnership Group meetings are held in public and questions from the public are invited via a standing agenda item Public Question Time.

You can also contact our Public Services Board Co-ordinator directly by email at [Swansea.psb@swansea.gov.uk](mailto:Swansea.psb@swansea.gov.uk) or telephone 01792 635104.

We welcome involvement in all areas of our work and we would also welcome ideas and suggestions as to other areas of work that we could consider for the future.

**BWRDD GWASANAETHAU CYHOEDDUS  
CASTELL-NEDD PORT TALBOT**



**NEATH PORT TALBOT  
PUBLIC SERVICES BOARD**

# **Annual Report May 2018 – June 2019**

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**Adroddiad Blynyddol**



**Annual Report**

## Foreword

The Neath Port Talbot Public Services Board published its Well-being Plan for the county borough – “The Neath Port Talbot We Want” – in May 2018, following a comprehensive assessment of the well-being of the local population and extensive consultation and engagement with a wide range of stakeholders.

This is our first annual report on the progress we are making towards the priorities we set out in our Plan. In addition to reviewing progress over the first twelve months, the Plan also looks forward to the next 12 month period and summarises the focus of work in the next planning period.

The Well-being of Future Generations (Wales) Act 2015 requires us to secure the economic, social, environmental and cultural well-being of local people and to do so sustainably. Whilst it is early days, there is evidence we are beginning to respond to the challenges set in the legislation for us to work together in different ways –between organisations and between organisations and our communities.

We hope you will be interested in the work we are doing and would welcome ideas and contributions that can bring about change that creates the Neath Port Talbot we all want.

Cllr Rob Jones  
Chairperson

Roger Thomas  
Vice-Chairperson



## Our Vision and Well-being Objectives

### Context

The Welsh Government established public services boards to encourage local organisations to work together and with the local population to improve the well-being of the people who live in their area. The way in which the Welsh Government wants to see this carried out in practice is set out in the Well-being of Future Generations (Wales) Act 2015 and other guidance.

The Neath Port Talbot Public Services Board held its first meeting in May 2016. It brings together a range of agencies whose details can be found in the appendices. (Appendix 1)



The first main task the Board was required to undertake was a comprehensive assessment of the well-being of the local population. Our Well-being Assessment includes a range of statistical information about the many things that can impact on well-being such as: levels of crime and disorder; and educational attainment etc., as well as data about aspects of well-being such as: mortality rates; and prevalence of disease etc. The Assessment also gathered views from a wide range of people to provide the Board with insight into what people consider is important to their own well-being, what's good about the current situation and what needs to be improved most. Finally, the Well-being Assessment included a Future Trends Report which set out a number of issues likely to impact on well-being over the next 30 years or more. For example, climate change risks; the growth in digital technologies; food and fuel supplies – to list just a few examples.

The Well-being Assessment was published on our website and its findings were used by the Board to prepare our Well-being Plan and the priorities contained within that Plan. In deciding upon the priorities, the Board felt it was important to select issues where the Board had the opportunity to make the biggest difference. The Board consulted on the draft Plan over the autumn of 2017 and took into account views provided from stakeholders, together with advice provided by the Future Generations Commissioner, when finalising its initial programme of work. The Well-being Plan was published in May 2018.

You can find out more about our Well-being Assessment and our Well-being Plan by following these links:

Assessment <http://wellbeingsite.dns-systems.net/index.php/en/home/>

Plan <http://www.nptpsb.org.uk/>

## **Vision**

We want Neath Port Talbot to be a vibrant and healthy place where people have an equal chance to get on in life – a place where people want to live, learn, work, invest and visit for many generations to come.

We want local public services, including the Third Sector, to be effective and value for money, easy for people to use, and offer quality employment where people are valued and appreciated for the work they do. Together with citizens, we will build on our strong and cohesive communities where the rights of everyone will be respected and protected.

We want our public services to be focused on enabling people and communities to be resilient and it will be the norm for citizens to experience seamless, personalised, high quality services. Public service delivery will create the right conditions for investment that will enable the county borough to attract and sustain quality, sustainable employment for local people.

Our communities will be well connected through a first class digital and transport infrastructure and our natural environment will be protected but also developed to support healthy living and investment.

We will have achieved our vision when all children and young people have the best start in life; when all young people and adults have the skills and resilience to be healthy and prosperous; when people are safe and feel safe; when all of our communities are thriving and supporting the people who live there; and where people can draw on the support of neighbours and well-developed social networks.

### **Well-being Objectives 2018-2023**

We decided to focus on four well-being objectives:

1. To improve the well-being of children in their early years, especially those at risk of adverse childhood experience (Lead: Lead Director for Children and Young People, NPT Council);
2. To build safe, confident and resilient communities, focusing on vulnerable people (Lead: Director of Social Services, Health and Housing, NPT Council and Director of Neath Port Talbot CVS);
3. To create an environment where everyone can age well (Lead: Deputy Chief Fire Officer, Mid and West Wales Fire and Rescue Service); and
4. To support well-being through work and in the workplace (Lead: Chair, Swansea Bay Health Board).

However, through discussion we also decided to address two cross-cutting issues:

5. Protecting and enhancing our green infrastructure (Lead: Regional Manager, Natural Resources Wales);
6. Increasing levels of digital participation/inclusion (Lead: Assistant Chief Executive, Council).

## Governance

Each well-being objective and cross-cutting theme has been led/sponsored by a member of the NPT Public Services Board. The Plan set out a range of steps that the Board intended to take to achieve the well-being objectives or themes. Each lead officer has drawn together a range of stakeholders to work out how the steps might be best progressed. There have also been regular meetings of the lead officers to ensure that the work of the Board is seen holistically.

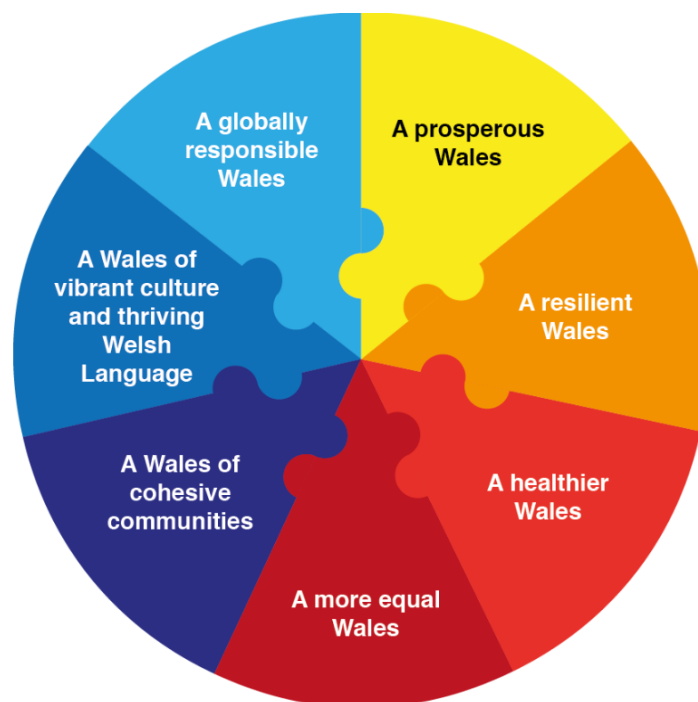
In developing the detail of the work programmes, lead officers have also tried to embrace the sustainable development principle:

- **Integration** – considering how the PSB’s contribution to the well-being objectives may impact upon each of the Welsh Government’s well-being goals, on its own well-being objectives and on the objectives of other public bodies;
- **Collaboration** – acting in collaboration with any other persons (or different parts of the PSB itself) that could help the PSB to meet its well-being objectives;
- **Involvement** – the importance of involving people with an interest in achieving the well-being goals and ensuring that those people reflect the diversity of the area which the body serves;
- **Prevention** – how acting to prevent people occurring or getting worse may help public bodies meet their objectives; and
- **Long Term** – the importance of balancing short-term needs with the need to safeguard the ability to also meet long term needs.



Lead officers have also considered how their work contributes to the well-being goals established by the Welsh Government in the Well-being of Future Generations (Wales) Act 2015:

- A prosperous Wales;
- A resilient Wales;
- A healthier Wales;
- A more equal Wales;
- A Wales of cohesive communities;
- A Wales of vibrant culture and thriving Welsh language; and
- A globally responsible Wales.



In the next section you will find a summary of what we have done so far and what we plan to focus on in the next twelve months.

During the year, the Neath Port Talbot Public Services Board also came together with the City and County of Swansea Public Services Board and agreed that acting jointly on the rate of drug-related deaths, levels of serious infections acquired through opioid injecting practices and a new phenomenon – county lines – required a heightened, multi-agency response. You can read more about this work later in this document.

The Board also participated in a number of programmes run by the Welsh Government and explored how it might collaborate regionally and locally in moving its work forward. Some of the ideas we have generated as to how we could do this are also set out later in this report.

## A Summary of Progress

### Well-being Objective One – Early Years:

To improve the well-being of children in their early years, especially those at risk of adverse childhood experience (Lead: Lead Director for Children and Young People, NPT Council).

#### Partners/Stakeholders Involved:

Children and Young People's Partnership; families, community groups, service providers and schools in the Sandfields West area; local elected members in the Sandfields West area; First 1,000 Days Programme; Early Action Together; Early Years Pathfinder Programme; Families Connect; Flying Start; Families First.

#### Key Achievements during 2018-19:

A multi-agency group was established to develop a children's community zone in Sandfields West - a pilot project based on similar work undertaken in Hackney, London. Key principles and a vision have been developed in partnership to guide the project. The learning from the pilot will be used to develop approaches across the county borough to secure a more cohesive and collaborative approach to supporting children in their early years. The project has a delivery plan that identifies key actions and milestones. Progress is monitored against these aspects.



All early years and primary school provision in the area was mapped as were those services that support parents and young people when they become adults. An external consultant also undertook engagement with parents and organisations working and living in the area.

During the year the Neath Port Talbot Public Services Board also agreed to participate in the Welsh Government's First 1,000 Days Programme.



This programme considers the period from conception to the age of 2 years of age and seeks to identify those families where there is a risk that children in this age range could experience adverse childhood experiences. There is now significant evidence that when children have such experiences that their well-being can be severely affected. An early action in the Programme was to get all front line practitioners together to discuss how well the existing early years services work. As well as providing the foundation of work that will be taken forward by the Children and Young People's Partnership, the event also helped identify some gaps in provision in the Sandfields West area, as well as highlighting features of services in the area that were seen to be working well.



Early consideration has been given by partners to the issue of information sharing. Whilst there are a range of good information sharing arrangements in place, it was agreed that some information sharing protocols need to be improved to ensure they can effectively support the needs of children in their early years and in preparing children for school; in particular, for those families who would benefit most from additional support.

Towards the end of the year, Welsh Government also sought interest from public services boards for participation in an early years pathfinder programme. It was agreed that it would be useful to become involved in the pathfinder programme so that the local work can benefit from the research and learning that will be developed across Wales. The pathfinder is a joint project with Swansea Council and this will provide



opportunities for us to share practice on a wider basis and develop shared approaches where appropriate. Furthermore, the Police and Crime Commissioner secured a transformation grant to focus work on early years – Early Action Together. Discussions are underway to ensure that there is coherence across all of these programmes with a clear focus on testing the new approaches as part of the pilot project in the Sandfields West area.

### A Case Study:

Since October 2018, the local authority has employed a 30 hour per week Children’s Community Lead to engage with identified families and to coordinate activities aimed at:

- Promoting better parenting;
- Ante-natal support with health visitors;
- Emotional health and well-being support;
- Sleep clinic;
- Advising parents on routes back into work in partnership with Communities Work+;
- And a range of other activities.



These activities are delivered from a purposefully modified family friendly space located at Tir Morfa.

During a three month period we have engaged with 59 partners and 53 participants have been directly supported.

In one instance, a parent who had clearly disengaged with support services met with the Children’s Community Lead at a coffee morning event and reported social emotional issues with her teenage daughter. This led to a detailed discussion and a building of trust between the employee

and the parent. As a result, the parent self-referred to SPOC (single point of contact) to seek more specialist support for both her and her

daughter. The parent has reported a significant level of trust in the Children's Community Lead and feels able to discuss issues openly that would, otherwise, have been causing significant tension and anxiety within the family setting.

This demonstrates the value of building relationships with community members and breaking down barriers that are clearly causing difficulties for individual families. The current model is based on high visibility and activity aimed at securing quality engagement with families.

Families engaging with this model generally report a higher level of confidence in being able to talk about issues in their lives and in their ability to seek support. The current feedback from families shows that support in relation to emotional health and wellbeing, behaviour and parenting are the key priorities. The engagement sessions inform future provision and allow us to develop a more coherent early intervention and prevention approach.

### Next Steps

- Agree criteria to identify 'vulnerable' families.
- Identify any gaps in provision. This has been underpinned by work undertaken in conjunction with the First 1000 days workshop that has allowed us to benefit from a range of views and insights from service providers.
- Identify barriers to accessing services.
- Establish a local reference group (include children and young people).
- Develop an appropriate evaluation framework to understand the effectiveness of the Children's Community model, in terms of community participation and impact on users.

## **Well-being Objective Two – Safe Resilient Communities:**

To build safe, confident and resilient communities, focusing on vulnerable people (Lead: Director of Social Services, Health and Housing, Council and Director of Neath Port Talbot CVS).

### Partners/Stakeholders Involved:

Neath Port Talbot County Borough Council; South Wales Police; Neath Port Talbot Council for Voluntary Services; Swansea Bay Health Board; Tai Tarian; Public Health Wales; Mid and West Wales Fire Service; elected members of Neath Port Talbot Council; elected members of town and community councils in the Melyn, Neath, Briton Ferry and Amman Valley; community groups; local shop keepers; faith leaders; volunteers and residents; as well as service providers and community leaders in the two pilot areas of Melyn/Briton Ferry and Amman Valley; West Glamorgan Regional Partnership Board.

### Key Achievements during 2018-19:

A leadership group has been formed with chief officer representatives drawn from Public Services Board partners. The leadership group is supported by a Strategic Group, chaired by an officer from the Swansea Bay Health Board which draws together those service managers and stakeholders that can help move this work forward. Two operational groups are in the process of being established – one for each of the pilot areas with the intention that membership of these groups will be drawn from those who are working on the front line within the communities concerned.

A wide ranging engagement exercise of key community leaders was carried out by the Director of Social Services, Health and Housing and the Director of the Neath Port Talbot Council for Voluntary Services to test support for the work. Additionally, a number of workshop sessions have been held for the leadership group and strategic group to secure a shared vision and commitment to the programme.

A Transformation Bid was made through the Regional Partnership Board for financial resources to deliver the work in the two pilot areas. This funding will be targeted at building community capacity and at training the public services (including the Third Sector) workforces. It is intended

that the benefits of working in an asset-based model will be evaluated prior to scaling the approach up across other areas of the county borough.

Community asset mapping has begun and the first phase of a communications and engagement plan has also been developed. Additionally, the workforces operating in the two areas have been assessed and a proposed training plan has been developed. A small number of dedicated posts are to be established to support the work in both statutory agencies and in the Third Sector.

Following reflection, it has been agreed that the work will not focus exclusively on vulnerable people but will include the whole of the community.

#### A Case Study:

Every community has assets, facilities, businesses, parks, forests but most importantly the people and their capacities, organised community groups and individuals who have skills and talents. All these need to be mapped to create a picture of the community which shows its capacity and potential.

An asset based approach is a shift in mind set and practice for people who want to work with communities on issues of importance. The programme is about focussing on what is strong not what is wrong with our communities. It aims to make enough small changes to begin a culture change in how communities support each other.

Together we've learned that approaches need to be flexible and adaptable, recognising the uniqueness of people and places. If we are to do things differently, we need to be more experimental, learning from what does and doesn't work in practice. That is what the Building Safe and Resilient Communities aims to do. Local Area Coordinators have a key role to play in supporting communities to support themselves. An example of such pieces of work involving Local Area Coordinators is narrated below:

## Breaking the isolation

A referral was received from a housing association regarding an ex-service man. As a result of health issues he has become more house bound than he was used to being, having previously always been very active, with a love for art and dogs. Although he was faced with challenges as a result of his health, he did not want to have a carer or other social support because he did not want to be, as he felt he would be, a nuisance or burden to others. He agreed to meet with the Local Area Coordinator, who explored his rich and creative past, in doing so, discovered he had been a film extra on several locally made films and TV programmes. This has led to setting up at a local film club a special screening of those films he was in with a question and answer session afterwards. This has now led him to being more outward focused again, which was what he needed to prevent his isolated state

The Local Area Coordinators often meet those who have become socially isolated, many have interests and talents, but due to life events such as divorces, bereavements and health issues have lost the confidence to engage with others. Working towards those interests can lead to bringing small groups together, such as gardening clubs, craft groups and social gatherings such as dining clubs.

Last Christmas, a Local Area Coordinator pulled all of the groups she knew about into a Christmas Party. During the party, one could hear stories of how those involved would describe their feelings of loneliness and isolation prior to becoming a part of the small local groups and how things had improved and changed for them as a result of their participation. The party was not only a celebration of Christmas but also in many ways a celebration of those Community Champions who had pulled together 96 isolated individuals to a very special Christmas Event.

## Next Steps

The next steps for 2019-20 are:

1. Recruit a dedicated staff team to work on the programme and ensure there is a common understanding of the aims of the programme.

2. Implement the communication plan and process for communicating the programme to all partners, agencies, communities and individuals.
3. Establish an operational group for each of the pilot areas to identify assets and opportunities for development within the community.
4. Establish, promote and administer a community grant scheme in each of the pilot areas to support community activity.
5. Review progress of the programme, identify the challenges and celebrate its achievements.

## Well-being Objective Three – Ageing Well:

To create an environment where everyone can age well (Lead: Deputy Chief Fire Officer, Mid and West Wales Fire and Rescue Service).

### Partners/Stakeholders Involved:

Older Persons Commissioner; Mid and West Wales Fire Services; Department for Work and Pensions; Neath Port Talbot County Borough Council; South Wales Police; Neath Port Talbot Council for Voluntary Services; Swansea Bay Health Board; Hywel Dda Health Board; Tai Tarian; Public Health Wales; Alzheimer's Society;

### Key Achievements during 2018-19:

Training to raise awareness and understanding of **dementia** was carried out, supported by funding sourced from the Western Bay Regional Partnership Board;

An expression of interest to work towards the Alzheimer's Society's recognition standard for being a dementia friendly community was registered and preliminary work completed to enable the Neath Port Talbot PSB to work towards recognition.

Links were made with the **Falls Prevention** Group within the Swansea Bay Health Board. It was identified that the Public Services' Board work could most usefully concentrate on primary prevention activities, with the Regional Partnership Board concentrating on secondary and tertiary prevention. This will avoid duplication and ensure both partnerships work in alignment and add value to each other's work.

Preliminary work was undertaken to assess the scale and scope of work to address **loneliness and isolation** affecting people in the county borough. The assessment has shown that this affects people of all ages and that whilst some people can be supported in community settings, for others, one to one support is required – at least in the initial stages.

Tai Tarian has progressed its work to address **high cost credit and indebtedness** experienced by their tenants. Working within the wider Alliance established by locally born actor Michael Sheen, Tai Tarian has developed a very detailed understanding of how the cycle of debt develops, the risks and opportunities to support people out of such



circumstances as well as wider system changes that are needed for the long term. This work has the potential to have much wider application in the county borough.

South Wales Police have identified that older people often do not report **crime and disorder**. This finding will be fed into the Community Safety Partners – Safer Neath Port Talbot – for action.

Arrangements to support older people into **work** have also been considered within the group. There are a range of support services and programmes available within the county borough that can support older people to remain in employment or to secure employment but there are also barriers to employment for this age group which need to be explored in more detail. The Department for Work and Pensions has agreed to lead the next phase of work.

As well as getting work off the ground in relation to each of the areas of focus that was agreed by the Public Services Board and set out in the Well-being Plan, work has also been developed in relation to information sharing. Expertise has been identified to support partners to ensure, where needed, information can be shared confidently and legally.

Adopting the Making Every Contact Count model has also been considered. The approach is regarded as having significant potential for developing a public services workforce that adopts a common philosophy to the way in which each worker interacts with other workers and the public, with an emphasis on prevention and early intervention. Positive results already achieved by the Hywel Dda Health Board have been shared with Neath Port Talbot partners.

After an enthusiastic start to the work, progress was disrupted in the middle of the year as a result of key officers moving to different roles within their agencies. Towards the end of the year, there has been renewed engagement which should see positive progress made in the next reporting period.

#### A Case Study:

A household in Wales is in fuel poverty if they spend 10% or more of their income, including Housing Benefit, Income Support or Council Tax Benefit, on energy costs.

In 2015 around 291,000 households, equivalent to 23% of all households in Wales, were living in fuel poverty. For customers in social housing, the rate of fuel poverty is higher again, estimated at 27% in 2015. Whilst exact figures have proved elusive it is to be expected that, following every other social indices for Neath Port Talbot, it is to be found in the upper end of the spectrum.

The energy poverty premium means that those who can least afford energy are amongst those who have to pay the most. Tariffs in pre-payment meters are the highest. Premium periods are during the day which impacts on the housebound and unemployed.

Tai Tarian is one of the largest social landlords in Wales and has responsibility for over 9,000 properties across the Neath Port Talbot County Borough. They are committed to providing good quality housing and a range of services to help people manage their homes.

Tai Tarian are currently exploring options to provide new and existing tenants with access to cheaper fuel prices. If successful this scheme will provide access to lower prepayment tariffs and will hopefully ensure that their tariff remains within the lower quartile. Tai Tarian are also exploring the option of installing Smart Meters which, in turn, will help tenants manage their budgets. Therefore, there are no estimated bills which mitigate tenants getting into debt.

Whilst these initiatives are still in the development stage it is hoped that, if introduced, the impact of high fuel costs for low income families will be radically reduced.

## Next Steps

1. To design and deliver a 'Making Every Contact Count' (MECC) approach to fulfil the aims and objectives of the Ageing Well Strategy Group.
2. To provide MECC training to multi-agency frontline staff.
3. To provide an evaluative framework to measure short, medium and long term progress.

## Overview

MECC is an approach that utilises the millions of day to day interactions that our front line staff have with residents to support them in making positive changes to their physical health and well-being. MECC enables

the opportunistic delivery of consistent and concise healthy lifestyle information and enables individuals to engage in conversations about their health.

In order to achieve this objective it is proposed that training is delivered to public and third sector frontline staff to assist in the delivery of these key messages to our residents.

This training will enable frontline staff to provide information and key messages in respect of the following:

- Public Health
- Fire Safety
- Crime Prevention
- Combating loneliness and social isolation
- Fuel Poverty
- Dementia Awareness

For staff, MECC means having the competence and confidence to deliver healthy lifestyle messages and the encouragement for people to change their behaviour and to signpost to local services that can support them to change.

MECC is not about:

- Adding another job to already busy working days
- Staff becoming specialists or experts in certain lifestyle areas
- Staff becoming counsellors or providing ongoing support to particular individuals
- Staff telling somebody what to do and how to live their life.

In addition the MECC project will need to ensure that stakeholders are compliant with the GDPR in relation to sharing of data.

## **Well-being Objective Four – Well-being in the Workplace:**

To support well-being through work and in the workplace (Lead: Chair, Swansea Bay Health Board).

### Partners/Stakeholders Involved:

Swansea Bay Health Board; Ford Motor Company; Tai Tarian; Neath Port Talbot County Borough Council; Mid and West Wales Fire and Rescue Service; Natural Resources Wales; Neath Port Talbot Council for Voluntary Services; Public Health Wales.

### Key Achievements during 2018-19:

It was agreed that the initial focus of work would concentrate on how improvements to well-being could be leveraged through the PSB partner organisations in their role as significant employers in the local area.

An initial workshop saw existing well-being programmes and initiatives in place in each of the PSB partner agencies being shared and recorded. Contact details for those interested in following up information shared at the workshop event were also shared.

A second workshop included presentations from Ford Motor Company and Healthy Working Wales with Tai Tarian and Public Health Wales describing how well-being initiatives might be measured and used to deliver further improvements in well-being through the workplace.

The disaggregation of the ABMU Health Board impacted on the degree of momentum that could be generated for this priority during the year, as the Health Board and associated partners were required to prioritise the work needed to transfer health services for the people of Bridgend to Cwm Taf Morgannwg Health Board. However, partners remain committed to this objective and 2019-20 should see more significant progress.

### A Case Study:

Partners have shared best practice in supporting and promoting staff health and wellbeing within their organisations and offers to share developments across partner organisations have been made.

SBU colleagues presented the Staff Wellbeing Service that enables staff to access timely support for musculoskeletal and common mental health conditions via a single point of telephone access. This is supported and promoted by a network of over 340 Wellbeing Champions who receive training and development opportunities by attending bi-annual workshops, informing them of internal and external support to which they can signpost team members. The Champions also promote National health campaigns and facilitate wellbeing initiatives within their workplaces.

### Next Steps

The following areas have emerged for potential focus in 2019-20 and members have been asked to consider their contributions and priorities:

1. All members to review the “asks” and “offers” from the first workshop and to take this forward by making the connections themselves.
2. Members to share their health & wellbeing promotion campaigns or their approach to implementing National campaigns in order to promote ideas/good practice and reduce duplication of work.
3. Mental Health – interested members to work toward a joint strategy.
4. Mental Health Manager Training - possibilities of joint commissioning.
5. Measure and Metrics task and finish group – this was an action agreed at the October workshop but capacity to undertake the work appears limited at the present time.
6. All members to ensure consistent attendance to the group/meetings of staff that are in a decision making position within their organisations to ensure progression of work and action to take the work forward.
7. Consideration be given to including other major employers in the area, e.g. the DVLA, Tata Steel, etc., in this well-being work stream)

Dedicated Project management resource will be required to ensure the continuation of the work stream and to support partners in formulating and delivering agreed outcomes.

## **Well-being Objective Five – Green Infrastructure:**

Protecting and enhancing our green infrastructure (Lead: Regional Manager, Natural Resources Wales).

### Partners/Stakeholders Involved:

Natural Resources Wales; Neath Port Talbot County Borough Council; Swansea Bay Health Board; Public Health Wales; Bridgend CBC, City and County of Swansea Council; community groups and residents in the Taibach/Margam area.

### Key Achievements during 2018-19:

A multi-agency steering group was formed to take forward the work set out in the Well-being Plan and this Group bid for and secured funding under the Welsh Government's GI Capital Grant Programme.

More detailed mapping of the green and blue space in Neath Port Talbot was undertaken, building on the work done for the Area Statements and the Well-being Assessment. Demand and opportunity maps were created for a range of issues including: air quality; access to green space; flooding; and carbon sequestration.

A pilot area was selected – Margam and Taibach – as a site where working together could deliver multiple benefits. Groeswen Playing Fields was identified for GI enhancement and design for the site was developed by landscape consultants. Local residents were involved throughout.

The project is now at delivery stage which will provide seating; improved access; improvements to the mowing regime to support pollinator species; tree planting to benefit air quality; and building in benefits for biodiversity and the visual look of the area. Learning from the work is being captured to inform further work across the county borough.

In February 2019, a workshop was held with partners to explore areas that might be developed to support well-being. One of the immediate benefits of the workshop was to form a network of interested organisations and volunteers. Ideas of where the work on GI can support the other well-being objectives of the Public Services Board were also

captured and will be considered by the Steering Group when deciding the actions to be taken forward in the next period.

### A Case Study:

As part of our SW Area Statement process, we trialled a creative new approach to identifying opportunities to deliver SMNR. We combined the brains of our local experts, giant acetate maps and special coloured pens in an innovative workshop format.

The session was designed as a hands-on way of identifying and exploring the opportunities to improve the resilience of our ecosystems. We encouraged participants to discuss their idea with the



group before choosing a unique colour and drawing their opportunity on the overlay of the map. Forms corresponding to each map-drawn opportunity were filled out providing more detail about the opportunity and the issue/s it was aiming to resolve.

So far, we have tested this internally with our BioCon colleagues and will be rolling this out to external groups over the coming months. We have had good feedback from the session - participants have said the format encouraged practical discussion, creativity of ideas, multifunctional working (breaking out of silos) and new ways to deliver multiple benefits. Most of all, it was a fun exercise!

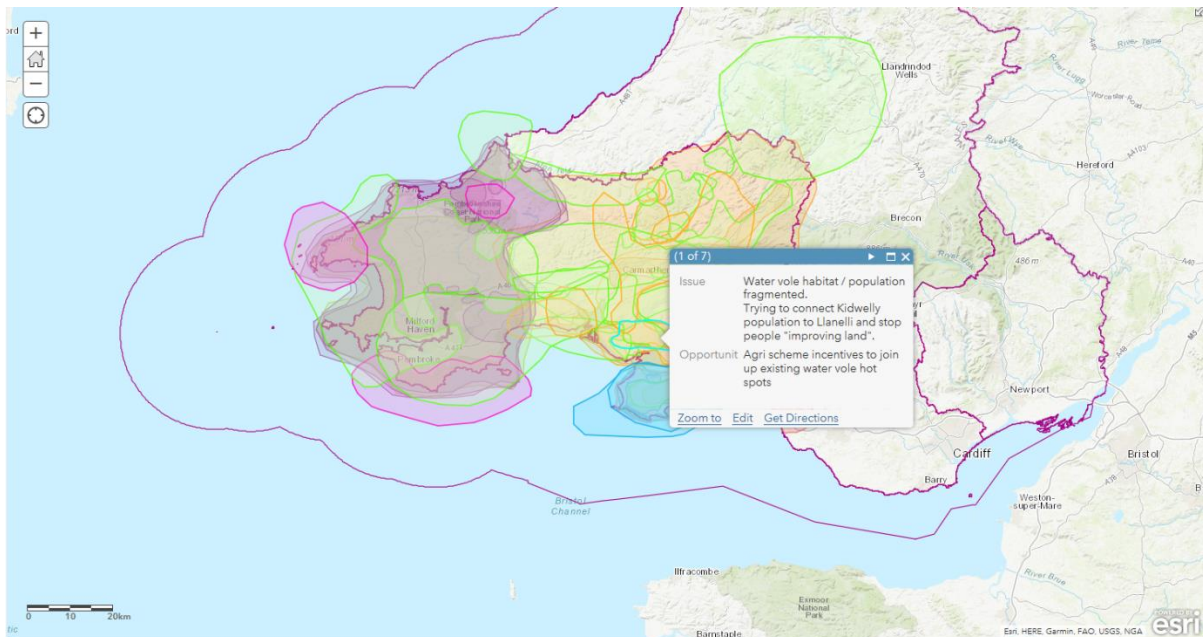






Following the workshop we have digitised all the map polygons onto GIS (screen shot below). Each of the Opportunities have been entered onto **EFAST** ('**E**ngagement for **A**rea **S**tatements **T**ool') for analysis and prioritisation later. When we look at the opportunities from across SW, we can look for hot-spot areas for delivery.

As part of our SW external engagement we plan to run similar participatory mapping sessions with our Local Nature Partnerships and at county-wide 'Opportunity Workshops' which will include a wide range of different stakeholders.



## Next Steps

The focus of the Core Group is likely to galvanize around a few key areas:-

- Education and awareness raising – role of GI in supporting wellbeing; what is good about the county (link to Nature plan)
- Developing networks for sharing information and ideas – what is going on and where; asset sharing (knowledge, skills, equipment, land, volunteer time);
- Developing best practice for GI enhancement – developing case studies; utilising public estate

Regional GI/ENRAW project – will build upon the learning from the initial project and facilitate further delivery of GI improvements/interventions.

## Well-being Objective Six – Digital Inclusion

Tackle Digital Exclusion (Lead: Assistant Chief Executive, Neath Port Talbot County Borough Council)

### Partners/Stakeholders Involved:

Natural Resources Wales; Neath Port Talbot County Borough Council; Swansea Bay Health Board; NPT College Group; South Wales Police; Mid and West Wales Fire and Rescue Service; Tai Tarian; Neath Port Talbot Council for Voluntary Service; Third Sector organisations; Digital Communities Wales; Department for Work and Pensions; Rural Development Fund.

### Key Achievements during 2018-19:

A Digital Inclusion Ambassador post was established with support of Rural Development Programme funding to help move the priorities for building capacity and capability in the local Third Sector forward.

An awareness raising event was held in February 2019 for the Third Sector where information on raising funds on-line; accessing support from Digital Communities Wales; skills and training was available to those attending.

A Steering Group led by the Third Sector is now in place and will develop and implement a programme of work to build capacity and capability over time, supported by the Digital Inclusion Ambassador.

All PSB partner organisations were surveyed to establish how far they had been able to progress the commitment given by PSB partners to work to the Digital Inclusion Charter, supported by Digital Communities Wales. Whilst agencies are at different stages in their work, it is quite clear that the priority being given to this area by the PSB has raised the importance of tackling digital inclusion across agencies.

The work done by partners to date has been captured in a matrix and this is being used within the Digital Inclusion Strategic Group to share learning and to generate mutual support amongst partners. Digital Communities Wales has engaged with the Strategic Group and it is hoped that this will lead to more agencies being confident to pursue formal accreditation against the Charter.

The importance of addressing digital inclusion has continuously been raised as a matter for consideration across all the well-being objectives as the other lead officers have developed their programmes of work to deliver the Well-being Plan.



South Wales Police have delivered a range of awareness raising activities across the county borough regarding cyber-crime prevention. As one of the barriers to digital participation, building trust and confidence to use on-line services safely is a key priority. The Community Safety Partnership – Safer Neath Port Talbot has adopted this as one of its three priorities in 2019-20 with early action focused on identifying a set of common messages that all partnerships can convey in the course of their day to day work to help more people stay safe on-line.

#### A Case Study:

We have learned that cyber-crime is now a very significant threat as more and more people use the Internet to support their daily lives. Whilst many of us will be familiar with cases of fraud - for example when people steal your on-line identity and use that to commit crime – we have become aware of a much wider range of risks and threats that we need

to address as part of our work. For example, people using the Internet to help them find a partner can find themselves being hoodwinked by unscrupulous people not even resident in the UK; the Internet is also a space where there is significant exploitation of vulnerable people taking place - child sexual exploitation; radicalisation for terrorist or extremist purposes – being two of many examples; and offences of harassment and stalking on line are also seeing an increase as more and more people use social media accounts in daily life.

There are significant benefits to be gained from being on-line so it is vitally important that we all work together to ensure that people have the skills, knowledge and confidence to use the Internet safely.

### Next Steps

1. Continue to build capacity and capability across the local Third Sector, supported by the Digital Inclusion Ambassador and Digital Communities Wales
2. Deliver a cyber-crime prevention campaign across the county borough, through the Safer Neath Port Talbot partnership.
3. Continue to encourage PSB partner agencies to work towards formal accreditation against the Digital Inclusion Charter. Facilitate a Strategic Forum where agencies can share the detail of this work and identify areas where joint action would be beneficial.
4. Continue to raise the profile of digital inclusion across the Public Services Board's other areas of work.
5. Start to explore how the Get NPT On-Line network can be strengthened and how it might play a long term role in sustaining progress in this area of work.
6. Establish how the digital capacity and capability of the private sector locally is being addressed.



## Other Work Progressed by the Neath Port Talbot Public Services Board in 2018-19

### Board Development

The Board took up the offer of training and development from Academi Wales. The training focused on the governance issues that need to be in place to support effective joint working arrangements. Further development opportunities for the Board will be explored in the next planning period.

### Town and Community Councils

During the year, as well as having a representative from town and community councils on the Board itself, discussions took place with those town and community councils who have duties placed upon them by the Well-being of Future Generations (Wales) Act 2015. Each of those town and community councils have prepared statements that set out how they are supporting the achievement of the well-being objectives set out in the Well-being Plan and those statements will be formally considered by the Public Services Board to inform its work going forward.

A copy of the statement provided by Blaenhonddan Community Council is available via the link below:

<http://www.blaenhonddan-wcc.gov.uk/wp-content/uploads/2019/05/Annual-Report-2019.pdf>

Links to the statements provided by Neath Town Council and Coedffranc Town Council will be added once they are published on their websites later this year.

### Substance Misuse

Following reports of high levels of drug-related deaths; serious infection and a growth in organised crime across the area, the two public services boards of Neath Port Talbot and Swansea agreed that a heightened level of attention was required across agencies. A Critical Incident Group was formed with membership drawn from a wide range of agencies to

assess the risk, threats and harm in detail and to activate an immediate and appropriate response.

The Critical Incident Group met between September 2018 and February 2019. Key actions completed included:

- Reduction in long waits for drug treatment services;
- Introduction of a pilot outreach service targeted at people deemed at high risk of overdose, serious infection or death;
- Strengthening the Area Planning Board to respond to the needs of people in the area;
- Comprehensive awareness raising programme to build knowledge and understanding across agencies and within communities of the organised crime gangs behind County Lines, including how to spot concerns and how to report them;
- Multi-agency operations across the county borough to tackle drug dealing and to support vulnerable people caught up in the criminal gangs;
- Enhanced programmes across schools, youth services and further/higher education to equip teachers, teaching assistants and learners with knowledge and skills about county lines, substance misuse and how to respond to situations; and
- Joint working to provide more effective responses to people in a mental health crisis; with an acute health need; and children who are missing from residential care homes in the area.

The two public services boards will meet at least twice in the next twelve months to monitor progress. Accountability for delivering the next phase of actions has set been set out in an action plan agreed by both boards.

## **Early Years**

The Neath Port Talbot Public Services Board was invited to take part in two Welsh Government programmes:

- First 1,000 Days; and
- Early Years Pathfinder.

As the programmes were seen to be complementary to Well-being Objective One, the Board agreed to participate in both programmes. The primary reason for participation is the benefits that should be delivered



through the learning and research that will be available from across Wales and more widely.

A workshop for front line practitioners to raise awareness of the First 1,000 Days programme was very successful, with the number of people attending the Neath Port Talbot event the highest to date in Wales.

There were five themes identified on the day that the PSB has endorsed:

1. Placing the leadership for this work with the Think Family Partnership;
2. Aligning all of the programmes with Well-being Objective One;
3. Sustaining the level of multi-agency engagement;
4. Aligning the programme with the Early Years Pathfinder work; and
5. Regular reporting of progress to be made by the Think Families Partners to the Public Services Board.

## **Suicide Prevention**

Work undertaken by Public Health Wales identified suicide prevention as an issue that needs greater attention across the Neath Port Talbot and Swansea region.

Recognising that the causes of suicide are complex, the two public services boards have agreed to collaborate with a view to establishing what action can be taken to reduce the rates of suicide. The first meeting of the two boards will take place in June 2019. In agreeing the actions to be taken forward, the public services boards will ensure that there is a clear line of communication to the West Glamorgan Regional Partnership Board so that any actions addressed to health and social care can be incorporated into the work of that partnership.

## **Physical Activity Alliance**

The Board received a report from the Physical Activity Alliance which had formed to ensure organisations working to encourage greater physical activity were working together.

Lead Officers will consider how the recommendations of the Physical Activity Alliance report can be integrated into their Well-being Objectives going forward.

## **Collaborative Working**

A condition of the Welsh Government Grant that supports PSB Co-ordinator posts is that there should be consideration of working regionally where this makes sense.

A number of activities have been carried out jointly with the public services boards of Bridgend and Swansea. These include:

- Joint training for report authors in Easy Read writing approaches;
- Consideration of the respective roles of the public services boards established under the Well-being of Future Generations (Wales) Act 2015 and the regional partnership boards established to take forward reform of health and social care services. Key actions from this work include:
  - Focusing the work of PSBs on primary prevention with RPBs taking responsibility for secondary and tertiary prevention; and
  - Holding a joint annual event to celebrate achievements and share learning.
- Meetings between the PSB Co-ordinators and between the Lead Officers have also identified some common themes that will be explored in the next twelve months:
  - adopting a consistent approach to asset mapping;
  - information sharing;
  - data analysis;
  - evaluation;
  - developing new methods of engagement such as digital stories;
  - workforce development (making every contact count).

It has been agreed that more regular meetings between co-ordinators and between lead officers will be scheduled in 2019-20. It was also agreed that agencies should be encouraged to reflect the PSB's well-being objectives in agency corporate plans and across partnership structures.

Partners are clear that the Well-being of Future Generations Act expects us to work differently. The Board regularly challenges itself to respond to this expectation. There is evidence of partners taking a different approach, however, it is equally clear that this is sometimes challenging, particularly for partners who work across Local Authority boundaries.

## How can you track progress and get involved in our work?

The work undertaken by the Public Services Board is published on its website which can be accessed via: <http://www.nptpsb.org.uk/>

On our website you will find details of our Engagement Scheme which sets out a range of ways in which you can get involved in our work.

You can also contact our Public Services Board Co-ordinator directly: e-mail [nptpsb@npt.gov.uk](mailto:nptpsb@npt.gov.uk) or Telephone: 01639 763119. We welcome involvement in any area of our work and we would also welcome ideas and suggestions as to other areas of work that we could consider for the future.

If you require this document in a different format, please contact the Public Services Board Co-ordinator on 01639 763119, email [nptpsb@npt.gov.uk](mailto:nptpsb@npt.gov.uk) or write to Public Services Board Co-ordinator, Port Talbot Civic Centre, Port Talbot, SA13 1PJ

## Appendix 1

### Neath Port Talbot Public Services Board Membership

#### *Statutory Members*

**Neath Port Talbot County Borough Council** (Leader and Chief Executive)

**Swansea Bay University Health Board** (Either the Chairman, Chief Executive or both)

**Mid and West Wales Fire and Rescue Service** (Either the Chairman, Chief Officer or both)

**Natural Resources Wales** (Chief Executive)

#### *Invited Participants and Other Partners*

**NPT Council for Voluntary Service** (Director)

**South Wales Police** (Chief Constable)

**Tai Tarian** (Chief Executive)

**National Probation Service** (Assistant Chief Executive South Wales)

**Wales Community Rehabilitation Company** (Assistant Chief Executive South Wales)

**Job Centre Plus** (District Manager)

**NPT Group of Colleges** (Chief Executive)

**Higher Education Funding Council for Wales**

**University of Wales Trinity St David** (Pro Vice Chancellor for External Stakeholder Engagement and Director of INSPIRE)

**Welsh Government** (Deputy Director Local Government: Transformation and Partnerships)

**Public Health Wales** (Director)

**Community Councils & Town Councils** (representative elected by the town and community councils)

**Police & Crime Commissioner** (Assistant Police and Crime Commissioner)

**Swansea University** (Registrar)

**Neath Port Talbot County Borough Council** (Director of Education and Lifelong Learning/Lead Director for Children)

**Neath Port Talbot County Borough Council** (Director of Social Services Health and Housing/Chair of the West Glamorgan Safeguarding Board)

# *Swansea Public Services Board Structure*

