



VOLUNTARY ACTION
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Cwm Taf Social Services and Wellbeing Partnership Board

Annual Report 2016 - 2017
DRAFT

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Section 1: Introduction from the Chair

As the Chair of the Cwm Taf Social Services and Wellbeing Partnership Board, I am delighted to present the first Annual Report for 2016/17 that sets out the progress made by the Partnership in its first year

This was a significant year for Health and Social Services in Wales. The new Social Services and Wellbeing (Wales) Act 2014 (SSWB Act) became Law in April 2016 promoting the following fundamental principles

Voice and control

The new Law puts the individual and their needs, at the centre of their care, and gives them a voice in, and control over reaching the outcomes that help them achieve well-being.

Prevention and early intervention

The new Law emphasises the value of increasing preventative services within the community to minimise the escalation of critical need.

Well-being

The new Law encourages supporting people to achieve their own well-being and measuring the success of care and support.

Co-production

The new Law promotes encouraging individuals to become more involved in the design and delivery of services.

Integration

The new Law also promotes closer working between the Local Authority, the Health Board the third sector and others

This changing legal framework has been introduced in part to address growing demand for services - more people are living longer, and whilst most are able to live active and independent lives, an increasing number need care and support to overcome the effects of long term illness, disability or family breakdown. For many, the traditional services we have provided in the past are not flexible enough and don't give people the control and autonomy they need to reduce their dependence on others and live more fulfilled lives.

Each of the partner organisations in Cwm Taf provides a wide range of activities and services across the region that respond to vulnerable children, young people, adults and families. We are all committed to promoting high quality, responsive services to the public but we recognise that we have to work together if we are to transform our services and meet the challenges that we face.

The breadth and depth of the transformation we are pursuing is such that our focus this year has been to undertake the preparatory work required to establish the strategic frameworks to guide our service delivery over the next 5 - 10 years.

Whilst important, this long-term ambition will not necessarily have an immediate impact on how people experience our services. Fortunately therefore the Partnership has had access to the Intermediate Care Fund from Welsh Government which has allowed us to try new service models together, some of which operated throughout 2016/17 such as our Reablement service, the Reablement service for people with dementia, the Early Stroke Discharge service and the Community Co-ordinators and some, such as the Stay Well @Home Service and the Integrated Autism Service, are just starting after some intense service design and recruitment to the teams.

The completion of the Population Assessment has been a significant milestone for the Cwm Taf Partnership Board. This has included a range of both quantitative and qualitative data which has helped us to understand better what matters to our residents and communities. We believe that the Assessment provides us with a stronger platform from which we will develop our future plans together.

Overall, I am pleased to say the first full year of the statutory Partnership Board has been productive and we have managed to make good and steady progress against the objectives we set this time last year.

I would like to take this opportunity to thank the members of the Partnership Board and the staff for their time, commitment and willingness to work positively together during this first year.

Cllr Linda Matthews

Chair of the Cwm Taf Social Services and Wellbeing Board 2016-17

Section 2: Background to the Partnership Board

The Social Services and Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 (“the Act”) came into effect on 6th April 2016.

The Act requires that Local Authorities and their Local Health Board establish a Regional Partnership Board to manage and develop services to secure strategic planning and partnership working between Local Authorities and Local Health Boards and to ensure effective services, care and support are in place to best meet the needs of their population.

The objectives of the Regional Partnership Boards are to ensure the partnership bodies work effectively together to:

- ✚ Respond to the population assessment carried out in accordance with section 14 of the Act.
- ✚ Implement the plans for each of the Local Authority areas covered by the Board which Local Authorities and Local Health Boards are each required to prepare and publish.
- ✚ Ensure the partnership bodies provide sufficient resources for the Partnership arrangements.
- ✚ Promote the establishment of pooled funds where appropriate.

The Regional Partnership Boards are required to prioritise the integration of services for:

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

In addition, and more specifically the Partnership Board is expected to ensure that pooled funds are established and managed in relation to care home accommodation to take effect from 6 April 2018, and to ensure the effective sharing of information to improve the delivery of services, care and support, underpinned by use of technology and common systems. For more information about the requirements of the Partnership Boards in Wales please see the following link:

<http://gov.wales/docs/dhss/publications/151218part9en.pdf>

Section 3: The Cwm Taf Social Services and Wellbeing Partnership

In February and March 2016 the Members of the Cwm Taf Social Services and Wellbeing Partnership participated in two facilitated workshops to establish a set of principles to inform their work clarify their role, purpose and local objectives. These were formally endorsed through a Memorandum of Understanding that each partner organisation has supported through their formal governance arrangements and are set out below:

The principles that inform the work of the Cwm Taf Social Services and Wellbeing Partnership

- We will promote and support effective communication across the partnership
- We will make sure the public and particularly users of our services and their carers are able to influence the work of the partnership
- We will focus on what matters to the people and communities of Cwm Taf
- We will promote and develop solutions towards preventing problems occurring or getting worse for people in Cwm Taf
- We will promote and support collaboration and integration
- We will make sure that we strike a balance between short term needs and longer term goals

The key roles for the Cwm Taf Social Services and Wellbeing Partnership are to:

- Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and wellbeing
- Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision
- Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators
- Lead a strategic approach to communicating and publicising the direction of travel and the progress made
- Ensure that the principles of the Board are upheld
- Maintain an effective overview of the resources allocated by the Partnership Board
- Report to the Public Services Board on progress, key issues and exceptions. escalating any barriers to progress within the Partnership Board for resolution
- Ensure that an annual report on progress is prepared and delivered as required to the Welsh Government.

The Cwm Taf Social Services and Wellbeing Partnership's programme of scrutiny and overview focuses on the following objectives:

- That the population assessment required by section 14 of the Act is undertaken and effective.
- That the outcome of the population assessment is taken into account when creating, publishing and delivering strategic plans
- That the partnership bodies provide sufficient resources for the partnership arrangements to be effective
- That pooled funds are established where appropriate.
- That information is shared and used effectively to improve the delivery of services, care and support, underpinned by technology and common systems
- That there is progress on the integration of services for the following
 - 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.
- To ensure that pooled funds are established and managed in relation to care home accommodation to take effect from 6 April 2018.
- To ensure that pooled funds are established and managed in relation to the Integrated Family Support Service to take effect from 6 April 2016

Cwm Taf Social Services and Wellbeing Partnership Board Membership 2016/17

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

www.rctcbc.gov.uk

(Vice Chair)

Cllr Geraint Hopkins, Cabinet Member for Children's Social Services and Equalities
Cllr Mike Forey, Cabinet Member for Health and Adult Social Services
Cllr Joy Rosser, Cabinet Member for Prosperity, Wellbeing & Communities
Gio Isingrini, Director of Social Services (*Lead Director for Social Services in the Region*)

MERTHYR TYDFIL COUNTY BOROUGH COUNCIL

www.merthyr.gov.uk

(Chair and representative on the Cwm Taf Public Service Board)

Cllr Linda Matthews, Cabinet Member for Social Services & Social Regeneration
Lisa Curtis-Jones, Director of Social Services

CWM TAF UNIVERSITY HEALTH BOARD

www.cwmtafuhb.wales.nhs.uk

Donna Mead, Vice Chair Cwm Taf University Health Board
Ruth Treharne, Director of Planning & Performance
Lynda Williams, Director of Nursing, Midwifery and Patient Services
John Palmer, Director of Primary, Community and Mental Health services
Samia Saeed-Edmonds, Assistant Director Planning & Partnerships

THIRD SECTOR

Jean Harrington, Chair of Interlink County Voluntary Council for RCT www.interlinkrct.org
Brian Lewis, Chair of VAMT County Voluntary Council for Merthyr Tydfil www.vamt.net
Rachel Rowlands, Age Connects Morgannwg /Age Alliance www.agealliancewales.org.uk

CARE FORUM WALES

Mike Slater, owner Ysguborwen Care Home www.careforumwales.co.uk

CARE COUNCIL WALES

Pauline Jones, Member (carer) Care Council Wales www.ccwales.org.uk

THE SERVICE USER REPRESENTATIVE This position is currently vacant

THE CARER REPRESENTATIVE This position is currently vacant

The position of Chair and vice chair will be reviewed on an annual basis, and rotated across all statutory partner organisations.

Partnership Board meetings are held on a bi-monthly basis with a schedule of meeting dates circulated and agreed at the start of each financial year.

Each member of the Partnership Board is responsible for ensuring any strategic decisions and plans made by Partnership Board, have partner body support and are communicated and considered through their respective governance systems

Regional Leadership Arrangements

Public Service Board

The Partnership Board reports to Cwm Taf Public Services Board (PSB) on its areas of specific responsibility in health, care and wellbeing and the Chair of the Partnership Board is a member of the PSB for that purpose and to promote effective alignment between the SSWB Act and the Well-being of Future Generations Act

This representation is further supported at the PSB Strategic Partnership Board by the membership of the joint Chairs of the Transformation Leadership Group and these arrangements are proving effective in co-ordinating priorities and effort in the region (e.g. the common approach to the Wellbeing Assessment and Population Assessment)

Cwm Taf Transformation Leadership Group

A separate Cwm Taf Transformational Leadership Group (TLG) that is jointly Chaired by the UHB Director of Planning & Performance and Lead Director of Social Services supports the business of the Cwm Taf Partnership Board. Comprised of Executive and Senior Officers from the partner organisations the key responsibilities for this group include:

- Facilitating the transformation and change management process for services across the region
- Prioritising and resourcing the content of the Regional Implementation Plan (including the Training and Development Plan and associated commissioning strategies)
- Facilitating the progress of the implementation plan and considering exception reports, imminent decisions, areas of concern and barriers to progress from operational groups
- Advising and making recommendations to the Cwm Taf Social Services and Wellbeing Partnership Board
- Liaising with Welsh Government officials regarding the Regional Implementation Plan and its progress
- Evaluating new service models, transformation and related activity (e.g. initiatives funded through the primary care, Intermediate Care and Transformation Grants)

Cwm Taf Region: Joint Commissioning Sub-Group

Joint commissioning has been identified as one of the key strategic priorities under the Cwm Taf's Social Services & Well-Being Regional Implementation Plan, which has been developed to provide assurance on the arrangements in place to support implementation of the Social Services & Well-Being (Wales) Act 2014.

The Joint Commissioning Sub-Group advises the Cwm Taf Social Services & Well-Being Transformation Leadership Group and Partnership Board on:

- Development of, including engagement on Joint Commissioning Statements for Children & Young People; and Learning Disabilities
- Development and monitoring of implementation plans for the Joint Commissioning Statement for Older People's Services 2015-25; and the above Joint Commissioning Statements once completed;
- Implementation of the Cwm Taf Carers' Strategy;
- Scopes and develops options for a joint commissioning function for the Cwm Taf Region;
- Manages the quarterly evaluation of the Intermediate Care Fund;
- Manages the annual review of the Intermediate Care Fund;
- Manages the implementation of the Older People's Commissioner Care Home Review Action Plan; and
- Any other emerging priorities from implementation of the Social Services & Well-being (Wales) Act 2014 pertaining to older people, children & young people or learning disabilities.

The remit of the group is specifically focused upon services and support for older people; children & young people; learning disabilities; and carers in Cwm Taf.

The Cwm Taf Social Services and Wellbeing Citizen Panel

The purpose of the Citizen Panel is to help the Partnership Board understand whether their policies are working and that they are addressing the things that matter to their public; so that their decision making is more effective and makes a bigger difference to people's lives. The Citizen Panel was part of the Regional Leadership arrangements in Cwm Taf in 2016/17 based on the principles that:

- It is comprised of citizens
- It has insight into how services work from personal experience
- It will have ideas about how services can work better and be motivated to improve them
- It will have ideas about how their lives can be improved
- Its members will speak for themselves; they do not represent a group of people.
- It will consider areas of concern to the Partnership Board as well as the Policy officers working on the Partnership priorities and provide their unique perspective of personal experience and expertise
- It will have no lobbying role

During 2016/17 there have been 4 productive Citizen Panel sessions as follows:

- A young people's citizen panel considering the perspective of looked after children (outcome recorded as a film) - an outcome of this panel has been the development of the Life story project for children looked after
- An adult citizen panel facilitated to consider the perspective of service users and carers with regards to integrated services (outcome recorded as a report) - the outcome of this has supported the development of the Stay Well @ Home service and reinforced the need to pursue the WCCIS system
- An adult citizen panel facilitated to consider the perspective of service users and carers to support the wider engagement of the public with regards to the Population Needs assessment (outcome recorded as a report)
- An adult citizen panel to consider the perspective of services users and carers regarding the workforce and workforce development (outcome recorded as a report) - the outcome of which will be used as part of the training needs analysis for the Social Care Workforce Development Partnership

Cwm Taf Social Care Workforce Development Partnership (SCWDP)

The purpose of the SCWDP is to improve the quality and management of social services provision by applying a planned approach to learning and development, and by seeking to increase the take-up of training across the social care sector.

The Cwm Taf SCWDP was created in April 2016 and is part of the Regional Leadership arrangements in Cwm Taf based on the principles that it:

- Works to ensure that staff across all partner engaged in duties delivered under the Social Services and Well-Being (Wales) Act have the knowledge,

skills and competencies to operate under the new legal framework and that the necessary cultural changes are driven forward

- Ensures that all core learning and development for social care staff, including induction and qualification training, is reframed to reflect the new legal framework
- Supports Social Work training
- Supports skill development for frontline social care workers
- Supports the infrastructure for learning and development

During 2016/17 the Social Care Workforce Development service in Cwm Taf completed the Learning and Development Programme required to support the introduction of the Social Service and Wellbeing (Wales) Act.

Cwm Taf Social Services and Wellbeing Social Value Forum

The Social Value Forum has been created as part of the Regional Leadership arrangements to support social value based providers develop a shared understanding of the common agenda and to work together to enhance community capacity.

The key aims of the Social Value Forum are to:

- Build partnerships between communities, organisations and services based on asset based community development and coproduction principles
- Listen to and work with communities to increase informal support for people to live their own lives independently within their communities
- Provide local information, advice and signposting to increase awareness of community services within the community
- Develop a complementary range of generic and specialised community based services to cater for the population
- Engage a wide range of stakeholders to develop a mutually acceptable model of community networks
- Promote social value based providers within the commissioning process
- Ensure relevant congruence with relevant strategic commissioning statements and plans such as older people, children, young people and families and learning disability.
- Act as a reference group in relation to community and third sector engagement

Section 4: Progress against objectives

This section sets out the progress made by the Partnership Board during 2016/17 against the objectives set at the beginning of the year, and managed through a regional programme (illustrated in [Appendix 1](#))

Objective 1: That the population assessment required by the Social Services and Wellbeing (Wales) Act 2014 is undertaken and effective.

The SSWB Act imposes duties on Local Authorities and Health Boards to work together to promote the well-being of those adults and children who need care and support or carers who need support.

In order to provide a better future for the people of RCT and Merthyr Tydfil, public services must understand the population that lives in the area now and the population likely to live here in the future. This improves understanding of the wider context of people's lives, what is important to communities and the things impacting on their wellbeing and need for care and support. This enables services to plan appropriately together, commission successful initiatives and support people to live the best lives they can.

Understanding communities is not just about statistics; it includes information from those working in the public, independent and voluntary sectors. With the help of all partners, including the people living in Cwm Taf, a more complete picture about our communities can be painted.

The SSWB Act requires a population needs assessment for Cwm Taf . The detail of that requirement can be found in the Code of Practice that accompanies the Act which is available on the following link <http://gov.wales/docs/dhss/publications/151218part2en.pdf>

The first population assessment has been completed for the Cwm Taf region and is endorsed by the Partnership Board, the Cwm Taf University Health Board and both Rhondda Cynon Taf and Merthyr Tydfil Councils.

To ensure the Population Assessment is effective the Partnership put in place the following arrangements to support the process of development. The same process was used to develop the Well-being Assessment required under the Well-being of Future Generations Act. This enabled us to maximise partners' skills and capacity, coordinate and strengthen the engagement needed for both Assessments and harness opportunities offered by both Acts, for example in relation to prevention and well-being.

- A multi-agency core group of officers met monthly throughout the year to oversee and deliver the population assessment. Membership of the group included representatives from Cwm Taf UHB, RCT and Merthyr Tydfil CBCs, Public Health Wales, County Voluntary Councils (CVCs) and Data Unit Wales.

Reports from the core Group on progress have been considered regularly at the Partnership Board and TLG meetings throughout the year

- Two sub groups were also established, one for data and one for engagement, to lead the detailed work needed for both the quantitative and qualitative aspects of the assessments.
- A significant amount of material was considered from a wider range of sources particularly local information and stakeholder views. This “technical” detail will soon be available in an online library
- A detailed engagement plan “Understanding our Communities” was devised and agreed. Using an assets based approach, the first phase of engagement with stakeholders to inform the documents included:
 - Conversations with various stakeholders at a host of public events across Cwm Taf, using prompts to find out what is important to them, what is positive/what makes them happy and ideas on how well-being and care and support services can be improved;
 - Conversations amongst established groups and forums, facilitated by the groups themselves or partners from the Engagement Sub Group, using the same prompts; and
 - Online questionnaires.
- The first stage of the population assessment was the production of seven briefing documents relating to each theme identified within the SSWB Act.
- The briefing documents were initially a summary of the data, research and engagement findings gathered by the authors within the core group
- The briefing documents were presented to a series of facilitated stakeholder workshops attended by over 250 people in the autumn of 2016 to generate debate with regards to the key headlines and take stock of any gaps or limitations in the assessments.
- To secure a robust process the Partnership Board engaged external consultants (Institute of Public Care and Practice Solutions) to act as “critical friends” at various stages of the process and their reports will also be available in the online library.
- As a result of the workshops, the briefing documents were revised, in particular to highlight gaps in data, cross cutting links and common themes. These final documents are linked by the overarching assessment report
- The Assessment Report has been written in a very accessible style to encourage a wider range of stakeholders and service users to read and use it. It will help to provide feedback from our previous engagement activities and facilitate ongoing conversations as we develop plans and services in response to our findings.

- The Assessment Report acts as a portal to draw people into the work we have done, with further levels of detail and analysis available through the briefing documents and then with the third, most detailed level of evidence being found in the technical library. All of these documents together as a composite collection make up our population assessment as set out in the SSWB Act.

Access to Cwm Taf technical library will be available from April 2017

Objective 2: That the outcome of the population assessment is taken into account when creating, publishing and delivering strategic plans

The Population Needs Assessment is a rich source of information for everyone to use and has been and will continue to be used to drive change across the region by informing various planning, commissioning and operational decisions to shape services to meet the needs of our communities.

Here is a snapshot of what was identified and heard during the Assessment. This information is informing the our strategic commissioning workstreams set out under objective 6 below

Carers

- Higher levels of poor physical and mental health, chronic conditions, disabilities and the ageing population impact on need for informal care and numbers of carers.
- Carers need to be recognised and valued for their caring role. They want to be listened to and have more control but one size does not fit all.
- Carers must be able to find the information and support they need easily and quickly to help them sustain their caring role.
- Carers want to participate in and stay connected to a life alongside caring.
- Carers and service providers must work together with more effective communication and coordination between services, seeing the person and not the problem.

Children and Young People

- Adverse Childhood Experiences (ACEs) have a tremendous impact on health and wellbeing later in life.
- Timely access to the right mental health care is crucial if we are to support better mental health among children and young people and reduce pressure on high level need services such as CAMHS.
- Levels of subjective wellbeing are found to predict future health, mortality, productivity and income.
- We need to get better at involving children and young people, seeking their views and actively listen to what they say

Learning Disability

- People want to be able to be a part of their community.
- There seems to be more people with lots of different learning difficulties and what people expect from services is changing. This is creating challenges for everyone.
- It is difficult to access support in times of urgency.
- Services need to work together more collaboratively to see the person, not the problem.

Mental Health

- Supporting people's mental health is important - children and young people, adults, older people.
- The development of preventative services is a priority.
- We need to develop a common language to improve service provision.
- We need to Improve our systems to provide better services and reduce inequalities.

Older people

- Older people need and value supportive communities and family networks.
- Older people value their independence and want to live in their own home. They also expect health and social care to work together to coordinate their care.
- Older people want to be treated with dignity and respect and value continuity of care from health and social care services.

Physical Disability and Sensory Impairment

- Although a range of support services exist, people are unsure what is available to them and how to access services, support and help.
- People do not identify with the language and definitions that are routinely used by professionals and providers of services.
- Services need to focus on the needs of individuals.
- People with physical disabilities including sensory impairment want to be part of their community removing the barriers that exist.
- Establish early intervention and preventative services rather than reactive services, which often come into play at times of crisis.

Violence against women, domestic abuse and sexual violence

- People need to be empowered to report incidents of violence and take up the services we offer.
- Services need to meet the needs of all groups in our communities.
- Services need to work together to tackle the underlying problems that are leading to violence.
- Services need to protect and support children in families where violence and abuse is happening.
- People who use our services should tell us what they need and how we can do better.

In addition, we found that there are many cross cutting and common issues, not least because people “belong” to more than one client group (or theme as identified by the Act) and have a range of needs. In developing our plans to respond to the Assessment, we will take account of these overlaps, for example, plans for older people and plans for mental health services must be developed together to support people with dementia effectively; in relation to children’s needs, issues relating to mental health, domestic violence and substance misuse must be addressed; the involvement of housing and education alongside health and social care services will also be needed.

Information in the Population Assessment has already been used to inform the development of the Strategic Statements outlined under Objective 6 below.

Of particular note the Population Assessment will inform the development and implementation of the Cwm Taf local Area plan which is due for publication in May 2018.

Objective 3: That the partnership bodies provide sufficient resources for the partnership arrangements to be effective

All the organisations represented at the Partnership Board are committed to working together across the region and this is demonstrated by the Membership, attendance and participation across all the groups and activities within the programme

Whilst the resources available to support the work of the Cwm Taf Partnership Board have primarily been made available through the Welsh Government Intermediate Care Fund (ICF) and the Delivering Transformation Grant (DTG), without the support of the existing officers and staff at both leadership and operational levels the ambitious programme of work would be difficult to achieve.

Intermediate Care Fund

From the outset the ICF has been used by the Partnership Board to fund a step change in the provision of services and support the development of sustainable

models of delivery aligned to the programme priorities of the Partnership Board and as such is considered to be a mechanism to aid the delivery of services.

Access to the fund has been of significant benefit to the Partnership board as it has supported the transformation of front line services enabling progress to be made with regards to integration (e.g. the development of the new Stay Well@Home and Integrated Autism Services) and prevention (e.g. the Community Co-ordinators)

A summary of the ICF schemes funded in 2016/17 is attached as **Appendix 2**

Delivering Transformation Grant (DTG)

In contrast to the ICF the DTG has been used to support the capacity and leadership needed to deliver the Regional Programme (attached as **Appendix 1**) and support the Partnership Board to manage its statutory duties.

Access to this Grant has been of equal benefit to the Partnership Board as it has supported the development of the Partnership arrangements and an understanding of the local priorities.

A summary of the DTG allocation is attached as **Appendix 3**.

Objective 4: That pooled funds are established where appropriate.

Cwm Taf has a positive history of joint working and pooling resources with examples such as:

[The Cwm Taf Youth Offending Service](#) - an integrated service and pooled fund arranged through Legal agreement between Rhondda Cynon Taf council and Merthyr Tydfil council

[The Cwm Taf Integrated Community Equipment Service](#) - an integrated service and Section 33 agreement between Cwm Taf UHB, Merthyr, Rhondda Cynon Taf and Bridgend Council's

The Partnership Board has met its objectives in 2016/17 to establish pooled funds where appropriate and created new pooled funds for

[The Cwm Taf Social Care Workforce Development Service](#) an integrated service and Pooled fund arranged through Legal agreement between Rhondda Cynon Taf Council and Merthyr Tydfil council

[The Cwm Taf Integrated Family Support Team](#) - an integrated service and Pooled fund arranged through Legal agreement between Rhondda Cynon Taf Council, Merthyr Tydfil Council and Cwm Taf University Health Board

[The pooled budget arrangement for joint care packages of care for people with Learning Disabilities](#). This is a key enabler in relation to specialist and substitute services to support people with very complex needs and developed within the Joint Commissioning Strategy. This arrangement is helping us test the concept of a pooled fund to support the planning for the larger and more complex pooled fund for care homes due for implementation in 2018

In addition the Partnership Board has developed a new [Integrated Stay Well @ Home Service](#) and the pooled fund arranged through a legal agreement will be effective from April 2017.

Objective 5: That information is shared and used effectively to improve the delivery of services, care and support, underpinned by technology and common systems

WCCIS

The Welsh Community Care Information System (WCCIS) is a significant IT investment supplied by the Welsh Government to fully integrate health and social care in Wales.

The new system will allow social services (adults and children) and a range of community health services (including mental health, therapy and community nursing) to more effectively plan, co-ordinate, and deliver services and support for individuals, families and communities by supporting information sharing requirements, case management and workflow.

There is a commitment to adopt WCCIS in the Cwm Taf region and both local authorities are working towards implementation dates set with the WCCIS developer Careworks in 2017.

Both Local Authorities and Cwm Taf UHB have been working to detailed project plans in 2016/17 to manage the preparatory technical challenges posed by introducing the new system. It is anticipated that in 2017/18 a more joined up programme and approach will emerge across the region to ensure we fully exploit the opportunities the new system offers.

Information Advice and Assistance (IAA)

We worked hard to develop our IAA services consistently prior to April 2016. Some of these arrangements remain within the remit of each individual partner organisation but we have evidence of progress made in partnership particularly with regards to the ongoing multi agency safeguarding hub (MASH) and the purchase and development of the Dewis Wales directory

Dewis



Dewis Wales is a website that consists of nationally produced information pages about wellbeing, and a resource directory (a database) to which local, regional or national resources that promote and support wellbeing can be added.

The resource directory assists members of the public find services in their area which may be of benefit to them or their families. It is also helpful for professionals developing support plans with people they are working with and information/advice advisors searching for options of support

The Cwm Taf partnership have invested in Dewis Wales and are working in partnership to ensure the contact details of all its respective support services including over 200 community groups are in the database to enable people throughout the Cwm Taf region access information as and when they need it.

For further information about Dewis visit <https://www.dewis.wales>

The Cwm Taf Multi-Agency Safeguarding Hub (MASH)

The Cwm Taf Multi-Agency Safeguarding Hub (MASH) is the single point of contact for all professionals to report safeguarding concerns, across Cwm Taf.

The MASH is the first point of contact for new safeguarding concerns and has significantly improved the sharing of information between agencies, helping to protect the most vulnerable children and adults from harm, neglect and abuse.

The Cwm Taf MASH is one of only a handful of MASH's nationally that handles concerns about children, vulnerable adults and high risk domestic abuse; taking a holistic, family approach. Nearly 50 staff from the Police, Health, National Probation Service, Community Rehabilitation Company, Education, Children's Social Care and Adult Safeguarding are working together in the MASH office.

The MASH directly receives safeguarding concerns from professionals such as teachers and doctors; as well as members of the public and family members via Rhondda Cynon Taf CBC and Merthyr Tydfil CBC contact centers

Objective 6: That there is progress on the integration of services for the following

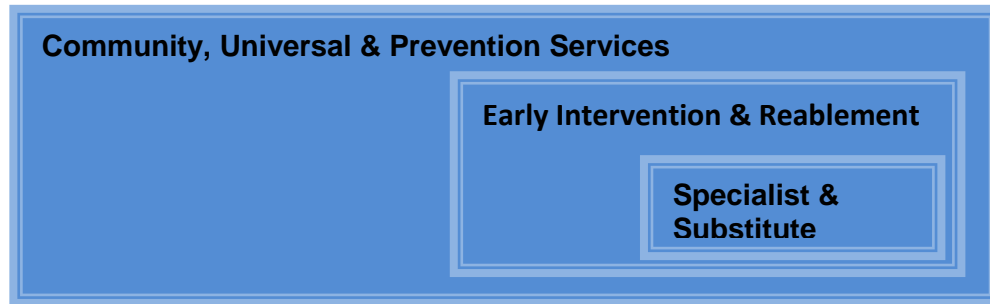
- Older people with complex needs and long term conditions, including dementia;
- People with Learning Disabilities;
- Carers, including young carers;
- Children with complex needs due to disability or illness.

Older people with complex needs and long term conditions, including dementia

Together, we have adopted a common vision for integrated health and social care services for older people:

'Supporting people to live independent, healthy and fulfilled lives'

We are agreed that we will achieve this by building an integrated, co-ordinated approach to health and social care services (where they overlap) comprising 3 inter-related levels:



The characteristics of these services are described in detail within the Cwm Taf Joint Commissioning Statement for Older People's Services 2015- 2025 (available on Partner websites or from sian.nowell@rctcbc.gov.uk).

Since formally endorsing the Cwm Taf Joint Commissioning Statement for Older People's Services the Partnership has made progress in introducing new and alternative models of service to improve outcomes for older people of particular note is the Stay Well @Home service and the Community Co-ordinators that are outlined below:

The development of the Stay Well @ Home Service

The development of the integrated Stay Well @ Home Service will perform two pivotal functions they are the Hospital Based Service which operates 7 days per week and is run by the Hospital Based Team; and the Community response.

- The Hospital Based Team operates the Hospital Based Service between the wards, A&E and the Clinical Decision Unit at Prince Charles Hospital and Royal Glamorgan Hospital dependent on activity and demand. The team undertake proportionate assessments and commission community based support (for up to 14 days post discharge) to facilitate patients safe and timely return home to prevent unnecessary admission.
- The community response will include:
 - 4 hour response to health and social care community based services (reablement, Community nurses, pharmacy and equipment)
 - extended access and referral arrangements (i.e. access to service outside of core hours)
 - extended staff competencies (e.g. administration of medication)
 - Extended capacity of community service supervision, planning and risk assessment out of office hours
 - Convalescence prior to starting reablement (e.g. those still in plaster or in acute pain following injury etc.).

The introduction of 5 Community Coordinators that:

- Are based in the local area
- Provide information, advice and signpost people to local community groups, activities and services
- Build strong partnerships with communities, agencies and services to support people aged 65+
- Support people to live their own lives within their communities
- Raise community and statutory awareness of voluntary sector services

To find out more call 01443 846200 or contact Anne Morris on amorris@interlinkrct.org.uk

People with Learning Disabilities

Cwm Taf's Statement of Strategic Intent for Children, Young People, Adults with Learning Disabilities (including autism and complex needs) and their families is focused on the following key messages:

- Maximizing the use of universal services
- Increased early intervention, prevention, information, advice and assistance
- Building community support and developing people's independence
- Sustaining people in their own homes
- Enabling people to live full lives and achieve their potential
- Keeping people safe
- Making best use of our resources

Our vision is that people with a learning disability will be able to access modern services that promote their independence, reduce reliance on long term services and emphasize choice and control.

Our aim is that children, young people and adults with a learning disability (including those people with autism and complex needs) will be able to access efficient and effective services that enable person centred outcomes and minimize escalation of need and risk through the promotion of early intervention, prevention, greater independence and access to opportunities.

The Cwm Taf regional approach aims to support people with learning disabilities and their families to experience the outcomes outlined nationally in the Social Services and Well-being (Wales) Act.

The Vision and Statement of strategic intent is available on Partner websites or from sian.nowell@rctcbc.gov.uk. Work is now progressing to engage all stakeholders and service users and their carers in the development and coproduction of the new service model

Whilst the Partnership has focussed effort on establishing its common vision and statement of strategic intent during this year there has also been progress in developing a specific service to support people with autism, their families and

carers and implementation of this service is planned to commence towards the end of March with the team fully operational in April 2017.

In March 2016, the Minister for Health and Social Services announced a £6million investment in the development of Integrated Autism Services across Wales, allocated as part of the Intermediate Care Funds. The Cwm Taf region was successfully selected as one of the pilot sites for the new service, which is to be delivered to existing Health Board boundaries

Many individuals with autism have unmet support needs, yet are not currently eligible for support from services. For children and young people there is a gap between support in education and support for parents and carers at home and many adults fall into a gap between mental health and learning disability services. Being unable to access support frequently and at point of need means that needs escalate, often leading to crisis, including emotional/ mental health problems for both the individual with autism and those who support them, which can lead to family conflict.

The national scoping suggests that those with autism need a support service that:

- is lifelong;
- is responsive to need;
- overcomes barriers between health and social care;
- links with and supports education and employment services;
- is flexible;
- is easily accessible;
- is highly skilled in autism; and
- provides a source of expertise for wider service.

Locally, proposals from a multidisciplinary steering group have been approved by both the Transformation Leadership Group and Welsh Government and progress to establish the team and its operational arrangements are on track

Carers, including young carers:

For 2016/17 the Partnership in Cwm Taf has developed and endorsed a Carers Strategy (2016-2019) to direct the regional work programme (available on Partner websites or from sian.nowell@rctcbc.gov.uk)

During the development of the Carers Strategy the Partnership has stated its shared commitment to carers which is that:

'Carers of all ages in Cwm Taf will be recognised and valued as being fundamental to supportive and resilient families and communities. They will not have to care alone and will be able to access information, advice and support to help meet their needs, empowering them to lead healthy and fulfilled lives, balancing their caring role and their life outside caring'.

Whilst the endorsement of a shared Carers strategy has been an important step for the Cwm Taf Partnership, there is recognition that a legacy of good practice already exists from the work partners undertook to implement the Carers Measure. We have previously submitted Annual Reports to WG in relation to Carers. The report for 2016/17 will be available in June 2017. We will build on this to address the 5 key Aims of the new Strategy as set out below:

Aim 1: Identifying Carers of all ages and recognising their contributions

Aim 2: Providing up to date, relevant and timely information, advice and assistance to Carers of all ages

Aim 3: Providing support, services and training to meet the needs of Carers of all ages

Aim 4: Giving Carers of all ages a voice, with more choice and control over their lives

Aim 5: Working together to make the most of our resources for the benefit of Carers of all ages

Where are we now - We have

- Developed a network of Carers Champions to raise awareness and profile the role of Carers. There are already over 300 Champions in settings across health, social care, education, housing, leisure, Job Centres and in the voluntary sector.
- Developed an e learning tool for training staff across all sectors to raise awareness and knowledge of Carers issues
- Undertaken training for students (nursing, social care and teacher) at the University of South Wales, Coleg y Cymoedd and Merthyr Tydfil College so our future workforce is Carer aware.
- Developed a Teachers Guide
- Developed a range of digital Carer Stories for use in raising awareness and training

What do we intend doing next

Continued recruitment and support of more Carers Champions across all organisations

- Annual Carers Champions conference to share information and best practice across the network
- Continued training for staff in the statutory and voluntary sectors to raise their awareness of Carers and how to support them, including the new training modules being developed nationally in relation to the SSWB Act.
- Continued training of students (nursing, social care and teacher) so our future workforce are Carer Aware
- Involvement of Carers in training staff, either in person or through the use of Carer stories, DVDs etc
- Roll out of Cwm Taf Award scheme for Carers Champions in GP Practices
- Roll out of RCT Schools Award to increase Carer awareness in schools amongst teachers and pupils

Children with complex needs due to disability or illness

In addition to the development of the pooled fund for the Integrated Family Support Team and the work outlined above for people with Learning Disabilities (that includes children) the Partnership has been working to confirm a commitment to work

together over the next ten years to improve how it promotes the health, achievement, wellbeing and safety for children, young people and families in the region.

This work programme is still under development but will, once completed, set out how we will work in partnership with children, young people and families living in our region, to help them secure the best possible start in life and how we will work together to address Welsh Government legislation and find opportunities to pool our resources to ensure high quality, accessible and integrated services that help children, young people and families quickly and effectively

The programme is being produced by the partners in Cwm Taf in response to the population analysis, and consultation with the public and professionals in 2016 and 2017. The product is intended to remain relevant until 2022 and will, following formal endorsement by the Partnership Board direct activities and services for children young people and families across the region

Objective 7: To ensure that pooled funds are established and managed in relation to care home accommodation to take effect from 6 April 2018.

This objective is due for action from 2018. However during 2016/17 the Partnership has overseen the following preparatory project work

- The development of a common Contract and Service specification for Care homes across the region which is currently under discussion with providers
- The development of a Market Position Statement for the Care Home market due for completion in the spring
- Participation in the National Commissioning Board Market Analysis for care homes, which assisted in developing the evidence base for the Market Position Statement
- Facilitation of a Regional workshop (with support from the National Commissioning Board) to initiate consideration to the options available for the Pooled fund arrangement

Objective 8: To ensure that pooled funds are established and managed in relation to the Integrated Family Support Service to take effect from 6 April 2016

The aim of Cwm Taf Integrated Family Support team is to develop family focussed, evidence based interventions to enable parents to achieve the necessary behaviour changes to improve outcomes for their children.

The objectives of the Cwm Taf Integrated Family Support Team are to:

- Reduce harm to children, resulting from parental drug and alcohol misuse, domestic violence, parental mental health difficulties and parental learning disabilities.
- Improve Well-being outcomes for children affected by parental drug and alcohol misuse, domestic violence, parental mental health difficulties and parental learning disabilities.

- Reduce the number of children becoming looked after by the local authority.
- Reduce the number of children requiring statutory social work involvement.
- Support the training and development of the health and social care workforce.

The Cwm Taf Integrated Family Support Team was set up under a legal agreement with a pooled fund on April 1st 2016. An Operational Management Board oversees the performance of the team throughout the year but in addition an Annual Report is presented to the Partnership Board and Welsh Government.

The Annual Report for 2015/6 was presented and endorsed by the Partnership Board in November 2016 and is available on request from sian.nowell@rctcbc.gov.uk.

The IFST Annual Report 2016/7 will be available in the summer 2017.

APPENDIX 1

Cwm Taf Social Services and Wellbeing Partnership Board Regional Plan 2016 - 2021

Local Programme Priorities

Older People

People with Learning Disabilities

Children and Families

Carers

Cross cutting themes

Workforce Learning and Development

Citizen engagement

Communication and publicity

Community development, promotion of social enterprise and the development of preventative services

Accommodation

Partnership requirements

Population needs analysis

Regional Plan/annual report

Performance management framework

IAA and Dewis

Assessment and care planning

WCCIS

Grant Management

APPENDIX 2

Intermediate Care Fund schedule for Cwm Taf Social Services and Wellbeing Partnership Board for 2016 / 2017

Priority area	Activity	ICF Allocation
Additional Social Worker Capacity (RCT)	To meet additional demand for assessment and care management	£171,795
Additional Social Worker Capacity (MT)	To meet additional demand for assessment and care management	£51,538
Complex Discharge Team (RCT)	Providing a single point of contact for health and social care staff to support joined up services, providing fast access, effective treatment, respect for the patients' preferences and the involvement of patients and carers with regards to hospital discharge planning.	£97,014
Nursing Home support service (Cwm Taf UHB)	To work with Primary Care and the nursing home sector to prevent admission to hospital by identifying those residents whose health needs are more acute and require additional interventions	£181,901
Increased capacity within Intermediate Care, @Home and Reablement (RCT)	Increased capacity within the Intermediate Care service to provide short-term intervention and reablement.	£420,391
Increased capacity within Intermediate Care, @Home and Reablement (MT)	Increased capacity within the Intermediate Care service to provide short-term intervention and reablement.	£80,845
Stroke Early Discharge Service(Cwm Taf UHB)	Improved rehabilitation and earlier hospital discharge for stroke patients.	£249,002
Extended reablement for people with dementia (RCT and Cwm Taf UHB)	To provide support to people with dementia to remain as independent as possible, where resources can focused on dementia patients who previously weren't able to access a range of reablement and intermediate care	£97,014
Stay Well @Home (Integrated regional service) - £1,830,268	To provide an integrated assessment and response service to support people return home from hospital	£1,830,268
Integrated Autism Service (Integrated regional service)	Regional service to support people with autism, their families and carers	- £204,000
Pooled Budget for LD Joint Packages of Care (Integrated regional facility)	key enabler to support integrated specialist and substitute services for people with very complex needs	£1,172,732
WCCIS (RCT, MT and (Cwm Taf UHB)	Funding provided to MT, RCT and Cwm Taf UHB to support the project planning and preparatory technical work required to introduce the new system	£205,000

APPENDIX 3

Delivering Transformation Grant schedule for Cwm Taf Social Services and Wellbeing Partnership Board 2016/2017

Priority Area	Activity	DTG allocation
<p>To retain capacity and leadership of a named individual at Head of Service level to lead a team across the regional Board area</p> <p>To ensure the regional team is able to support the priorities of the Cwm Taf Social Services and Wellbeing Partnership Board</p>	<ul style="list-style-type: none"> • To work with the Association of Directors of Social Services Cymru, • To drive forward the programme of change to implement the Act in collaboration with footprint partners particularly the NHS, third and private sectors; • To support the implementation of the new statutory partnership and the delivery of a plan and their statutory duties • To continue delivering a post commencement regional plan agreed with NHS, third and private sector partners reflecting the key national and regional priorities • Ensure that the regional Learning & Development Strategy and Plan is embedded in the plan. • Enable key professionals across the Board's area to lead practice change as required by the SSWB Act (IAA, assessment and care management, advocacy etc.) and take part in the national practice leadership programme • To develop a consistent performance measurement framework) • To enhance the regional IAA service through the purchase and development of the DEWIS Wales Directory 	<ul style="list-style-type: none"> • £40,000 Head of service • £40,000 Programme manager • £15,000 Business support to the board • £1,561 publications and venue hire etc. • £55,000 Support for Population needs analysis • £40,000 Introduce the Dewis Wales Directory • £10,000 Purchase cost of Dewis Wales directory
<p>Develop new models of service for preventative services, commissioning and social enterprises, responding to population assessments</p>	<ul style="list-style-type: none"> • Pursue the implementation of the programme priorities within the Cwm Taf Regional Plan for <ul style="list-style-type: none"> • Older People • Children and Families • Learning disabilities • Carers • Pursue the co-ordination of the cross cutting issues aligned to the programme priorities for <ul style="list-style-type: none"> • Community development • Citizen engagement • Workforce • Accommodation • Pooled budgets and commissioning • WCCIS 	<ul style="list-style-type: none"> • £51,000 @home project manager • £20,000 allocated for specialist advice and expertise to support the programme priorities
<p>Ensure proper arrangements are in place for citizen engagement</p>	<ul style="list-style-type: none"> • Management of the Citizen panel as part of the Partnership board arrangements • Access to a wider citizen audience through the regional consultation hub 	<ul style="list-style-type: none"> • £20,000 Management of the citizen panel
Total		£292,561