

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE ADULT SOCIAL CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

15 NOVEMBER 2016

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING PREVENTION, WELLBEING AND LOCAL COMMUNITY COORDINATION

1. Purpose of Report

- 1.1 To provide the Committee with an update on the development of preventative services and local community coordination in line with the implementation of the Social Services and Wellbeing (Wales) Act 2014 and to describe the financial impact of this work.

2. Connection to Corporate Improvement Plan / Other Corporate Priority.

- 2.1 The report links to the following improvements priorities in the Corporate Plan:-
- Working together to help vulnerable people to stay independent.
 - Working together to make best use of our resources.

It is in accordance with the following:-

- Adult Social Care Commissioning plan 2010-20: Living independently in Bridgend in the 21st century.
- Draft Adult Social Care Learning Disability Commissioning Plan 2014-17.
- The Remodelling Adult Social Care Programme.
- The Council's Medium Term Financial Strategy (MTFS).

3. Background.

- 3.1 A report was presented to Adult Social Care Overview and Scrutiny Committee on 6 April 2016. This report set out:-

- The council's new responsibilities under the Social Services and Wellbeing Act (Wales) 2014.
- The development of services to support prevention and wellbeing.
- The associated regional developments in the Western Bay.
- The development of local community coordination (LCC) in Bridgend.

The report also presented case studies and very positive feedback from the public about the impact of local community coordination.

- 3.2 The report explained how local community coordination has developed as part of a Western Bay initiative and similar projects are taking place in Neath Port Talbot and Swansea called Local Area Coordination (LAC).

- 3.3 The report also set out a number of next steps, progress on which is described below.

4. Current situation / proposal.

4.1 Since the report on 6th April 2016, there have been a number of developments in relation to prevention and wellbeing and local community coordination. There are now three local community coordinators (LCCs) established, one each in the Ogmore, Llynfi and Garw valleys. The LCC in the Llynfi Valley was the first in post, the other two are more recent appointments. They are supported by an Arts Development Officer and have made a strong link with the Community Hub Development Officer who is working to develop localised day services for people with a learning disability into community hubs. Community hubs will provide a place where members of the public can get information, advice, assistance and signposting to local support networks in the community. The first hub is currently being developed in Maesteg at the Cwm Calon Localised day service and will be rolled out to the other localised services in 2017.

4.2 The impact of the LCCs was illustrated in the previous report by a number of case studies. As part of this report the Project Manager will present examples of the very positive feedback that has been received and which illustrates how this work has changed people's lives.

4.3 The Local Community Coordinators Project continues to develop links with partners in the voluntary sector, the emergency services and health. Recent developments include:-

- **Strictly Cinema**

This project, which is established in Maesteg Town Hall, has been reported previously and continues to be hugely popular, and an excellent resource for many older, isolated people. The Council is now actively sourcing funding to provide a similar resource in the Garw Valley. The groups that have been involved in this project are Communities First, Zoom Cymru, Film Hub Wales, Moviola, Welsh Government and the British Film Institute.

- **Memory walks.**

This project has been reported previously. Since its inception it has continued to evolve and will soon culminate in the creation of a piece of community art. Possible venues are being explored. This project has developed through Council funding and partnerships with Love 2 Walk, Remerging Bridgend, Celtica Radio, Archives Wales and connections are being made with primary Schools and Care Homes.

- **Mindfulness group**

This project has been reported previously. Feedback from participants has been very positive, and some of the attendees, who were previously very socially isolated as a result of depression and anxiety, have formed friendships, and gone on to develop a walking group. These groups are led by a qualified therapist.

- **Try it Do it Sessions**

This project has been reported previously, and again, feedback from participants has been very positive. One session has been exclusively for older men, and has gone on to become established as a Social Enterprise (ShedQuarters)

which offers an ever increasing range of activities. Members have often experienced mental illness or trauma and some have shared similar experiences, e.g. ex-servicemen. They have now become affiliated with Men's Shed Cymru, bought their own allotment, and taken part in national events, including this month an 'eisteddfod' type event drawing participants from across Wales, Ireland and Australia where Men's Shed is recognised and supported by the Government as a major contributor to health and wellbeing for men. These groups have been developed as part of the councils 'Being Active Bridgend Initiative'.

- **Creativity for Wellbeing (Arts on Prescription)**

This project is similar to the national Exercise Referral Programme where GPs can refer patients for exercise to address health issues. This project, a pilot which has been established in partnership with the Health Board, Valley and Vale Community Arts and V2C provides 'creativity sessions', small groups which engage in a range of creative activities facilitated by an Arts Therapist. People are referred into the groups by their GP or Local Community Coordinator. Research has shown that it is possible to interrupt the 'depressive cycle' of negative thoughts associated with depression and anxiety by focussing the mind on creative activity. The first twelve weekly sessions have run in Caerau, and a second series of twelve sessions has begun there. The feedback from these has been little short of amazing, and the project has now rolled out to Ogmere Valley where the sessions have begun in the Life Centre. Sessions will also begin in the Garw Valley very soon, and the Council has funding to continue for a year in all three LCC areas. Individuals can access sessions for three months, but it is clear from the Caerau group that individuals do not want these to end, so the Local Community Coordinators are now exploring options for a follow-on resource.

- **GP Surgeries**

Referral pathways are now in place with all nine GPs in the North Network, and around 23% of LCC referrals are now coming from GPs, mainly for individuals suffering anxiety and depression or older isolated and lonely people. Many of these are likely to have been referred to other Mental Health support services, such as Assisted Recovery in the Community, if LCC were not available. A further 24% of LCC referrals are now coming from Social Services, across almost all teams.

- **Craft Network**

This has been in planning for some time, and a steering group has now been established. REACH Rural Development has agreed to fund a feasibility study in the first instance and this will be commissioned in the next few weeks. The aim is to put in place a borough wide network of groups producing and selling craft products.

- **Carers' Creative Network**

This is in the very early stages of development, and the Project Manager is working closely with the All Wales Parents' Forum to take this forward. This is an exciting project which uses a creative approach to improve the physical and mental wellbeing of carers, whilst enabling them to contribute to the wider support and sustainability of services.

The project has also supported the development of a number of community groups which have been reported on previously. April 2016 saw the start of a new group in Pencoed offering a cinema club and card making session. All the groups are very well attended and between them offer a range of alternatives to local authority day services. This latest addition takes the number of day places available each week to approximately 140, across eight different venues.

- 4.4 There have been further developments in the “Ageing Well in Bridgend” initiative. The ageing well plan has now been presented to Cabinet and is being produced to be available as a resource to the public. The plan will be linked to the Council website and in addition a bespoke "ageing well in Bridgend" web resource is being created.
- 4.5 A Later Life activity programme is being developed to build physical resilience amongst older people and combat the effects of frailty. Over 40 local people have been trained to deliver older peoples physical activities and programmed sessions have commenced in day-care, residential care and community settings leading to a showcase event in December.
- 4.6 The Council is working with its two large social enterprise partners, Halo Leisure and Awen cultural trust to develop and promote opportunities that combat loneliness and isolation and improve quality of life.
- 4.7 The Halo Leisure partnership has commenced support for armed forces veterans free swimming and is also making progress in terms of becoming a dementia friendly community with training programmes for staff and partners commencing shortly. The broader free swimming for the over 60's displays the highest participation in Wales.
- 4.8 The report in April set out the work being done in the Western Bay to implement the Social Services and Wellbeing Act (Wales) 2014 and the development of prevention and wellbeing services.
- 4.9 Since April, a framework of principles of prevention has been developed and will be presented to the Western Bay Regional Partnership Board in November 2016 for consideration and a recommendation to adopt across the partnership. Each of the partner organisations in the Western Bay region is already providing or commissioning a range of preventative services, and describing these services will be a significant part of the population assessment, along with identifying what additional services are needed in order to adequately prevent needs arising or escalating. The framework includes key principles which might provide the context for prevention and wellbeing.
- 4.10 The major difficulty inherent in moving to an early action approach at a time of growing demand for mainstream services is in funding the prevention services. The framework recognizes the importance of having a long term (5 – 10 year) plan for prevention services, and a commitment to an incremental funding shift, ideally a specific proportion of total spend each year.
- 4.11 Expansion of roll-out of Local Area Co-ordination in Neath Port Talbot and Swansea and Local Community Co-ordination in Bridgend continues across the 3 Local

Authorities. A programme of implementation is being progressed in each local area.

- 4.12 The Western Bay July newsletter featured an LCC and close gap LAC case study. The National Social Services Conference in June 2016 included a workshop focused on the implementation of LAC and close gap LCC as an example of good practice in preventative services.
- 4.13 Swansea University has almost completed an Evaluation Report of the implementation of the LAC/LCC model which will be finalised and shared regionally with partners in November 2016.
- 4.14 The report presents a very positive assessment of the development of LCC in Bridgend and how this has been a key element of the development of prevention and wellbeing services. The report makes a number of recommendations about how LCC and LAC can be further developed. These recommendations will be reported to the Corporate Management Team with a plan to take the project forward.
- 4.15 In terms of social enterprise, the Western Bay programme has commissioned part time social enterprise development officers in each of the three County Voluntary Councils to support the development of social enterprises.
- 4.16 The Western Bay newsletters are compiled and published quarterly and are circulated via a broad distribution list, as well as featuring on the Western Bay website and on the intranets/internet sites of constituent partners, including BCBC. The 6th and 7th edition of the Western Bay newsletters have been published and circulated for April and July 2016. Western Bay website was launched in October 2015 and is updated regularly. Link to the website is: www.westernbay.org.uk. The website also includes a link to the Western Bay Programme's YouTube channel 'Western Bay TV' – an online platform that enables staff to share originally-created clips promoting the work of the Programme and its impact on the lives of citizens across the region. There have been 3133 views to date this year and 5866 pages viewed.
- 4.17 As part of the review of the structure of the Social Services and Wellbeing Directorate, the Group Manager role for sport, play and active wellbeing services has been refocused to lead a prevention and wellbeing service that responds to Corporate Priorities and the requirements of the Social Services and Wellbeing (Wales) Act 2014. A restructure of the service area is taking place to ensure available resources are supporting the older persons strategy, services for people with disabilities and also developing community based and person centred support arrangements where appropriate. Some current examples include support for falls prevention initiatives, engaging older people in action planning, activities for children with disabilities and their households and skills development programmes for young carers. This new service area will progressively develop its skills, knowledge and services.
- 4.18 Dewis Cymru is a Welsh social care and well-being information website for citizens which has been developed by the Social Services Inspection Agency, Data Unit Wales and the North Wales Single Point of Access Programme. Dewis was launched nationally at the Social Services Conference on 30th June 2016.

- 4.19 The website went live across North Wales on Monday 28th September 2015 and arrangements are well developed to extend it to other parts of Wales.
- 4.20 Dewis makes it easier for individuals to find out about how to improve their well-being, and the sources of advice and support which can help them.
- 4.21 It is also intended to support the successful delivery of the new requirements placed on local authorities, around Information, Advice and Assistance, as set out in Part 2 of the Social Services and Well-being (Wales) Act.
- 4.22 50 plus BCBC staff attended a Dewis workshop/presentation in the BCBC Council Chamber on the 8 June 2016. A Bridgend Dewis Implementation Group has been set up and a range of BCBC service areas are represented on the group which meets monthly.
- 4.23 A number of “quick wins” in terms of easily accessible Bridgend local information in a number of areas has been identified for uploading onto the Dewis website, and work has now commenced by the lead officers to upload information from the following areas:-
- Family Information Service
 - Adult Regulated Services –e.g Domiciliary Care
 - Active Wellbeing
 - Children’s Regulated Services e.g Fostering
 - BCBC Complaints
 - Learning Disability Day Services
 - Local Community Coordination
 - Community Resource Team
 - How to access our services (adults) and adult network contact information
 - Local Training Provider information
 - Supporting People
- 4.24 Bridgend is also represented on the National User Implementation Group chaired by the Welsh Local Government Association.
- 4.25 The next steps in relation to Dewis are:
- Publicity of the system within the local Bridgend area using the BCBC Communication mechanisms including social media
 - Secure the involvement of all service areas within the Council e.g Customer Contact Centre and Early help
 - Work with partner organisations and the third sector to encourage their use of the system
- 4.26 Next Steps**
- To continue the LCC project in Bridgend and consider options for future funding arrangements
 - To continue developing the partnership working with other statutory services and the independent sector to further enhance support networks in the community
 - To continue contributing to the Western Bay developments

- To further refine the performance indicators and analysis of the financial impact of this work
- To work closely with local social enterprises and continue to support their development
- To ensure that appropriate links are in place between this work and other projects which form part of the development of the prevention and wellbeing agenda
- To put in place a plan to transition the management responsibilities for this project to the Group Manager Sports and Physical Activity. As part of this a detailed 'next' steps plan will be produced in December 2016.

4.27 These actions are being included in a LCC development plan and business case which will set out detailed actions and timescales for the expansion of the project. This will be produced in December 2016.

5. Effect upon Policy Framework and Procedure Rules.

5.1 There is no effect upon the Policy Framework and Procedure Rules.

6. Equality Impact Assessments.

6.1 There are no equality implications.

7. Financial Implications.

7.1 The LCC team and costs are summarised below

| Post | FTE (inc on-costs) |
|---------------------------------|--------------------|
| Project Manager | £51,600 |
| Local Area Coordinator | £43,500 |
| Local Community Coordinator (1) | £41,300 |
| Local Community Coordinator (2) | £42,200 |
| Arts Development Officer | £29,800 |
| Total | £208,400 |

7.2 Currently, the team is funded from a Social Services and Wellbeing earmarked reserve. However, the service has also recently submitted a bid to western bay to acquire ICF funding to contribute toward these costs. The result of this bid will be known shortly. There are also ongoing discussions about continued funding by the Council.

7.3 Since the last report a piece of work has been put in place to quantify the financial impact of local community coordination and to establish performance measures. It is difficult to assess the financial impact of preventative services because by their nature (supporting people to need less help from statutory services) some of the impact is cost avoidance.

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10 Background documents

None