

Western Bay Health and Social Care Programme

# Area Plan

for Care and Support Needs



2018-2023



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# What is the Purpose of the Area Plan?

This Area Plan sets out how the Western Bay Regional Partnership Board (RPB) will respond to the findings of the Western Bay population assessment published on 1 April 2017 which captured the health and social care needs of people across the region. It explains how the Local Authorities and the Health Board, with partners, will address the requirements of the Social Services and Wellbeing Act (2014). It is the first time an Area Plan has been prepared.

The Area Plan is split into two sections. This first section is the longer-term five-year plan (2018-2023) and includes the regional priorities to be overseen by the Regional Partnership Board. The second section is the corresponding Action Plan which is a one-year transition plan (2018/2019), which includes a number of key actions that work towards addressing the regional priorities. We have only developed a one-year Action Plan because of the consultation on whether Bridgend should stay aligned with Swansea and Neath Port Talbot or transfer to work with Rhondda Cynon Taf and Merthyr Tydfil in future. Given the agreement to produce an Action Plan on an annual basis, this provides Western Bay partners with the opportunity to review and refine the Area Plan priorities as required. Once the outcome of this consultation is evident, we will be able to plan more clearly for future years. The Partnership Board have also indicated they would like to review the whole programme in light of the potential changes to the boundary. Another key driver that may affect the context of the plan is the Parliamentary Review on Health and Social Care. An Action Plan from the recommendations of the review is expected to be finalised over the next few months.

The main focus of this plan is on the Regional Partnership Board priorities for **regional and integrated working** between health and social care, and includes the following themes

- Older People
- Children and Young People
- Mental Health
- Learning Disabilities and Autism
- Carers (cross cutting theme)

Note: Carers runs through all the above priorities / chapters as a cross-cutting theme (It is presented as a separate chapter to ensure that outcomes can be easily measured.)

Many of the findings of the population assessment are being addressed by Local Authorities and the Health board or partners as part of their core business on a **local** basis or through **existing partnerships** between organisations across the region. A high-level summary of this work has been collated and is included in **appendix 1** for information. It includes references to the relevant strategies, plans and projects.

# What is the Western Bay Population Assessment?

The Social Services and Well-being (Wales) Act 2014 introduced a duty on local authorities and local health boards to prepare and publish an assessment of the care and support needs of the population, including carers who need support for the region.

In order to do this, Bridgend County Borough Council, Neath Port Talbot County Borough Council, Swansea Council, ABMU Health Board and the Third Sector has looked at care and support needs against a set number of core themes. These are:

- Older people;
- Children and young people;
- Mental health;
- Learning disability and autism;
- Carers;
- Health and physical disability;
- Sensory impairment;
- Violence against women, domestic abuse and sexual violence;
- Safeguarding and Deprivation of Liberty Safeguards
- Secure estate

Preparing the population assessment involved gathering information on wellbeing and the barriers to achieving wellbeing for people and their Carers who need care and support. We also considered what could prevent people from needing care and support in the first place and what could be done to prevent the need for care and support from increasing.

The Western Bay Population Assessment can be found here:  
<http://www.westernbaypopulationassessment.org/en/home/>

For further detail of how the Population Assessment was developed, the lessons learned from the Population Assessment process and a summary of what the Population Assessment tells us is included in **appendix 2**.

# Western Bay Regional Partnership Board

The Western Bay Regional Partnership Forum was established on a non-statutory footing in 2014 to progress and oversee the Western Bay Health and Social Care Programme. It also worked on the arrangements for implementing the Social Services and Wellbeing (Wales) Act 2014 (SS&WbA). The SS&WbA came into effect on 6<sup>th</sup> April 2016 and this introduced a statutory role for a Regional Partnership Board and specific responsibilities.

The Western Bay Regional Partnership Forum was reformed to become the Western Bay Regional Partnership Board (RPB) in July 2016 to meet Part 9 of the Social Services and Wellbeing (Wales) Act 2014.

The governance structure for the Western Bay Programme, which is overseen by the Regional Partnership Board, the RPB membership and the details of the Western Bay Leadership Group and Programme Team are all included in **Appendix 3**.

The objectives of the Regional Partnership Boards are to ensure the partnership works effectively together with the following responsibilities to:

- Respond to the population assessment carried out in accordance with section 14 of the SS&WbA;
- Implement the plans for each of the local authority areas covered by the Regional Partnership 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;
- Ensure that services and resources are used in the most effective and efficient way to improve outcomes for people in their 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 and care and support, using technology and common systems to underpin this.

# How was the Area Plan developed?

The Area Plan builds on the Population Assessment core themes and the 'gaps' in service that were identified. The priorities captured in the Population Assessment in the 'what changes do we need to plan for' section have been captured in the Area Plan, ensuring the links are between the Population Assessment and Area Plan are robust. An Area Plan Steering Group was established, which includes officers from all partner organisations including the Third Sector.

Although there are 10 chapters included in the Population Assessment, the Area Plan focuses on the following 5 chapters (themes), where regional working will add the most value:

- Older People
- Children and Young People
- Mental Health
- Learning Disabilities and Autism
- Carers (cross cutting theme)

These priorities align with the existing Western Bay Programme and the Integrated Care Fund priorities.

The following areas of work are being addressed by Local Authorities and the Health Board or partners as part of their core business on a local basis or through existing partnerships between organisations across the region.

- Health and physical disability;
- Sensory impairment;
- Violence against women, domestic abuse and sexual violence;
- Safeguarding and Deprivation of Liberty Safeguards
- Secure estate

These chapters are included in **appendix 4**.

# How are we working towards co-production?

The Western Bay region was one of the first region in Wales to establish a Regional Citizens' Panel, which was established in 2016. The aims of the panel are to provide a strong strategic voice for stakeholders, to offer a greater awareness of and involvement in the Western Bay Programme's activities and a clearer understanding of how organisations can work collaboratively to deliver against the requirements of the Social Services and Well-being (Wales) Act 2014.

Feedback from the Regional Citizen Panel is fed directly to the Regional Partnership Board and includes a service user representative and deputy service user representative as members on the Regional Partnership Board.

The statutory guidance requires citizen engagement when producing the Area Plan. It does not require formal consultation on the plan as the purpose of this requirement is to ensure there is continuous engagement with communities, from assessments through to planning. On this basis, the draft Area Plan and draft Action Plan was circulated to a wide range of citizen and community groups for comment and feedback. The full list of groups is included in **Appendix 5**.

The Area Plan and associated Action Plan was reviewed in a special meeting of the Regional Citizens Panel and a special meeting of the Regional Partnership Board. Feedback from both meetings has been used to amend the final draft of the Area Plan and Action Plan. Members of the Regional Citizens Panel will also be developing a publicly accessible "plan on a page" version for the public.

Themes collated from the special meeting of the Regional Citizens Panel include the need to explore further opportunities for co-production in addition to engagement at both a regional and local level. The Regional Partnership Board is committed to moving in this direction, but recognises that it takes time to develop trust to enable this to happen in a meaningful way. Going forward, work with the Regional Citizens Panel will continue to develop so that true co-production can be delivered in order to improve the outcomes achieved for people in the Western Bay area.

## Equalities and Human Rights

The Equalities Act 2010 ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It defines a range of groups of people, for example, disabled people and people with protected characteristics, that we need to have particular cognisance of while planning and developing services. Western Bay partners are committed to ensuring that we are addressing their needs in all we do.

All people have rights. These rights are set out in the United Nations Declaration of Human Rights. We want to respect people's rights and involve them in decisions that affect their lives and their well-being. Further work will take place under the direction of the Western Bay Regional Partnership Board to ensure that people are involved in decisions that affect their well-being.

Children have specific rights that are set out in the United Nations Convention on the Rights of the Child. In Wales, we have to show what we do to listen to children and young people. In Western Bay, there is a clear and agreed commitment to supporting children to enjoy their rights.

## How will we monitor and review the plan?

Progress for the regional priorities in the Action Plan will be monitored on a regular basis with any issues escalated through the Western Bay governance structure and up to the Regional Partnership Board, as appropriate. Details of the Western Bay governance arrangements are included in **appendix 3**.

We will monitor and evaluate progress against this plan through the annual Regional Partnership Board report. The annual RPB report will be published on the Western Bay Website: <https://www.westernbay.org.uk/>

The Area Plan will be reviewed on an annual basis.

## Links to Public Service Boards and Wellbeing Plans

There are three Public Services Boards (PSBs) in the Western Bay area, established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the PSBs is to improve the economic, social, environmental and cultural well-being in their area strengthening joint working across all public services in Western Bay. Each PSB prepared a well-being assessment in parallel with the population assessment and are in the process of completing their wellbeing plans.

It is clear from the draft Wellbeing Plans that there are strong links between the priorities of each Public Service Board (PSB) and those of the regional Area Plan. All three PSBs reference four priority areas and whilst the specific detail varies, there is a strong focus on the following as common themes:

- Ensuring children receive the best start in life during their early years
- Building strong communities that are resilient and safe
- Enabling citizens to live and age well within their communities and promote wellbeing
- Sustaining natural environments and reducing the carbon footprint

Additionally within the Wellbeing Plans are specific actions and areas of work that each PSB will oversee. These actions are reflected within the Area Plan chapters and support integration of services both at a local and regional level. The regional cross-cutting themes and ethos of Western Bay Health and Social Care Collaborative are particularly evident with reference to digital improvement, data sharing, partnership working, prevention and wellbeing. There is also a cross cutting theme in all 3 PSBs around the use of green spaces which has links to the physical disabilities and health chapter in the Population Assessment.



Prevention and community resilience is another theme which cross cuts both the PSB's priorities and the Western Bay Programme.

A key initiative that was initiated through the Western Bay Programme was the Local Area Co-ordination (LAC)/ Local Community Co-ordination (LCC). This is a long-term, preventative approach to supporting people (both adults and children) who may be isolated, excluded or who face challenges due to their age, physical health or mental health. The evidence base is well documented, and shows that LAC and LCC empower people to achieve their personal well-being goals by recognising that individuals with care and/or support needs can often be supported in place by accessing the strengths within themselves, their families and communities. In Western Bay, Neath Port Talbot County Borough Council and Swansea Council subscribe to the 'Inclusive Neighbourhoods' model of Local Area Coordination. Bridgend County Borough Council's approach is being progressed as Local Community Co-ordination. It is recognised there are considerable number of third sector community resilience initiatives that support the prevention and wellbeing agenda.

## Current Pooled Fund Arrangements

Western Bay has already a number of arrangements where funding from the three Local Authorities and ABMU Health Board have been pooled so that services are integrated and seamless for service users. These include:

- Pooled Fund (Section 33 agreement) for Intermediate Care Services for three localities, Swansea, Neath Port Talbot and Bridgend
- Partnership Agreement (Section 33 agreement) for Western Bay Programme Infrastructure, which includes a pooled fund for the staffing costs for the Western Bay Programme Office
- Pooled Fund (Section 33 agreement) for Integrated Family Support Services (to be completed)
- Pooled Fund (Section 33 agreement) for Regional Area Planning Board for Substance Misuse (to be completed)
- Pooled Fund for Care Homes (Section 33 agreement) (to be completed)

Depending on the outcome of the Health Boundary / Bridgend consultation, there will potentially be a significant amount of disaggregation work in terms of the pooled fund arrangements that would need to take place in 2018/19.

# Overview of the Key Regional Priorities

## Older People

<b>OP.P1</b>	Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home while maintaining their independence for as long as possible and receiving appropriate support at times of need.
<b>OP.P2</b>	Develop and provide a range of future accommodation options to meet demand and enable people to remain independent for as long as possible.
<b>OP.P3</b>	Develop community resilience and cohesion to tackle social isolation in areas where older people live.
<b>OP.P4</b>	Develop an optimum model for older peoples mental health services (including relevant components of the Welsh Government All Wales Dementia Strategy/Plan)

## Children and Young People

<b>CYP.P1</b>	Develop a better range of services for all children with emotional difficulties and wellbeing or mental health issues including transition and single point of access to services
<b>CYP.P2</b>	Develop robust multi-agency arrangements for children with complex needs

## Mental Health

<b>MH.P1</b>	Commence implementation of the agreed optimum model for Adult Mental Health services, as outlined in the Western Bay Strategic Framework for Adults with Mental Health problems
<b>MH.P2</b>	Ensure placements for people with complex needs are effective, outcome based and appropriate

## Learning Disability and Autism

<b>LD.P1</b>	Develop age blind person centred models of care to ensure prevention and early intervention through multi-disciplinary services, by remodelling services away from establishment based care into community based services.
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## Carers (Cross cutting theme)

CA.P1	Ensure work continues to promote early recognition of all Carers so that they are signposted to information and support in a timely manner
CA.P2	Develop and continue to provide information, advice, assistance and support to all Carers enabling them to make informed choices and maintain their own health and well-being
CA.P3	Co-produce with all Carers on an individual and strategic basis so that their contribution is acknowledged and their voices are heard

# How are we meeting the principles of the Social Services and Wellbeing (Wales) Act 2014?

## Prevention

The Social Services and Wellbeing (Wales) Act 2014 recognises the pivotal role of early intervention and prevention in delivering a sustainable health and social care system. In addition, there is compelling national and international evidence that early intervention, if implemented properly, can work to improve outcomes and deliver cost benefits. Western Bay partners have approved (through the 3 Local Authority cabinets and the Health Board) and adopted a set of principles in relation to prevention and wellbeing services and agreed to identify where the principles can be embedded, within service planning and commissioning. This demonstrates the commitment of the three local authorities and the Health Board to plan for a more joined up commissioning process and service delivery model. This will improve the benefits for the service user and enable organisations to focus on clear priorities, with a view to a long-term plan for prevention services that includes a commitment to an incremental funding shift.

The principles in relation to prevention and wellbeing services included:

- Services will be sustainable
- Services will be equitable and address issues of inequality
- Services will be coproduced with the people who will or may use them
- Services will be citizen centred and outcome focused
- Services will be developed over a 5-10 year timeframe
- Services will be delivered by a range of organisations including social enterprise, cooperatives, user led and Third Sector
- Services will be delivered in partnership
- Services will make use of technological developments as a means of reducing demand
- Services will adopt a common evaluation framework
- Services will strengthen communities and give local people and communities more control

- Every commissioning decision will consider the importance of prevention and early action and allocate resources accordingly

## Information, Advice & Assistance (IAA)

IAA is organised and delivered locally, with a regional overview of the IAA position reported through the Western Bay governance arrangements. Work is ongoing around linking the various IAA systems currently being utilised by all partners, which includes Third Sector Info-engine IAA system, the National Local Authority DEWIS system and Health Board 111 system.

Further information around local / partner progress can be found in **appendix 6**.

## Welsh Language

Western Bay partners recognise the importance of meeting the individuals' Welsh language needs and are committed offering, providing and developing Welsh language services. This is organised locally, details of which are included in **appendix 7**.

## Duty to promote social enterprises, co-operatives, user led services and the third sector:

The Partnership Agreement for the pooled fund for the Western Bay Partnership Infrastructure funds the Wellbeing Enterprise Development Support Project delivered by three Community Voluntary Councils. The three social enterprise officers provide start up practical advice in running a new organisation (governance and compliance) which provides registration and funding support and business development support.

A Social Value Forum is to be established in 2018/19, in line with Welsh Government requirements.

## Cross Cutting Regional Priorities

### Access and Transport

A consistent theme in the production of the Area Plan, emerging from the Western Bay population assessment is in relation to transport and access to services.

For example, within the Health and Physical Disabilities chapter in the population assessment, things people told us that matter to them included ***'improve local community health services alongside better transport to and from healthcare facilities, including better parking at health care service locations'***.

Within the Older people chapter, changes we need to plan for included ***'Improve accessibility of services (such as location and accessibility of primary health care and other core services, improving transport links, housing and affordability of healthy food'***.

Work is underway to consider where strategic planning for transport could be considered and progressed regionally (potentially linking with the two City Regions), with a view to address the issues highlighted within the population assessment being progressed as specific actions in the Area Plan.

## **Housing**

Another consistent theme emerging from the population assessment and included in the Area Plan concerns the links between Housing and health and social care. There were a significant number of different housing issues captured, including for example:

- The need for more accommodation options for children and young people leaving the care system
- Lack of accommodation options for children and young people and vulnerable young people transitioning to adult services
- Housing suitable for adults with mental health needs
- The need to work strategically with new care home providers to develop a sustainable range of care home facilities across the region
- Implementation of the Homelessness Pathway and legislative changes to housing and priority need status of ex-offenders.
- Housing that should support healthy ageing and promote independence through homes that are well designed, good value, appropriately located and energy efficient and early support through aids and adaptations, handyperson schemes and telecare will be fundamental

In order to address the significant number of issues raised, it has been acknowledged that a more strategic approach needs to be taken in relation to housing, health and social care in Western Bay. Building on the work of the Regional Collaborative Committee for Supporting People and the ABMU Health Board, Health and Housing Group, discussions are underway to ensure future ICF capital funding opportunities in relation to housing, health and social care are more co-ordinated. In this way, capital infrastructure proposals can be considered in a more strategic way and on a longer-term basis which will deliver more improvements for our residents.

## **Substance Misuse**

Substance Misuse was agreed as a cross cutting priority. There is development of S33 agreement for the Regional Area Planning Board for Substance Misuse. There are also links to the Integrated Family Support Services.

## **Delayed Transfers of Care (DTC)**

Delayed transfers of care have also been highlighted as an issue, with patients who are fit to be discharged from hospital having to remain there while packages of care are organised to provide their support needs once they leave hospital. This can affect people of any age, but mostly impacts older people and those with mental health problems. Delays can occur because care providers do not have staff available to provide the care needed or funding difficulties exist. Western Bay partners will work together to identify the barriers that prevent people from being discharged in a timely manner, working with other partners to reduce delays.

## **Data Collection and Information sharing**

The provision of Health and Social Care services requires the recording of essential information that creates and maintains individual care records. Such “record keeping” is often governed by professional standards which are intended to ensure expected standards from professional staff. In addition, expectations from effective integrated care is that information is easily shared between services so that staff are presented with the right information at the right time. However, such ambitions are often frustrated by different methods of record keeping which range from hand written paper forms to various and separate electronic systems that are used by local authorities and health boards.

The inability to effectively share information between Health and Social Care is a common problem that has often frustrated the integration of services. Western Bay has recognised this issue and the potential of the Welsh Community Care Information System to assist with resolving this long-standing problem. Consequently the Western Bay Programme Board have collectively developed a Business case to support these intentions and collectively agreed the following Vision Statement as an indication of our ambitions.

## **Welsh Community Care Information System in Western Bay**

To implement WCCIS across the four statutory organisations and partners in the region and to ensure that the system is developed in a coordinated way to the benefit of our users of services by better supporting regional and local service arrangements

WCCIS is available to each of the seven health boards and twenty-two local authorities in Wales. Bridgend County Borough Council were the first organisation in Wales to go live on WCCIS and the other three organisations (ABMU, Neath Port Talbot, Swansea) in the Western Bay Region are committed to implementing WCCIS. This development will support a consistent approach to record keeping and the ability to share appropriate information between services that will enable better coordination of services and improve the delivery of integrated care.

## **Digital Services to Support Better Care Delivery**

A key benefit of WCCIS is that it can be used on a mobile platform which means that it can be used by practitioners in the community. This important benefit will allow the collection of information to be more immediate and assist practitioners to work more flexibly and therefore not have to return to base as frequently. To enable this advancement, there will be the need to invest into “mobile devices” such as tablet computers in order that staff are appropriately equipped with the right technology to support this development. This development will initiate the transformation of services that will enable the delivery of integrated services to be better informed and better coordinated. This significant development will not only support more efficient and effective delivery of health and social care services in the region, but could also provide the platform on which the delivery of care in the community could be better supported by digital services and systems. The advancement and ongoing ability of digital technology such as mobile apps and general accessibility to WIFI means that there will be a range of opportunities and benefits presented to the delivery of integrated care that will continue the transformation of the delivery of care in the community.

## **Workforce**

The Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) gave Ministers the power to extend the registration of the social care workforce to include home care workers. Social Care Wales has set the guidelines for registration, ensuring quality practice, more robust

standards and raising the professionalism of the workforce to support the sector to be prepared for registration. Western Bay Workforce Development Steering Group have managed awareness raising campaigns to ensure providers are fully informed of their responsibilities of having trained staff that are eligible for registration. We are working in partnership with local Further Education Colleges to support the sector to achieve the required qualifications for registration. This work is funded through the Social Care Wales Workforce Development Partnership grant, supported by the Facilitation Grant from Social Care Wales.

Additional requirements of the RISCA include new responsibilities for “Responsible Individuals.” Awareness raising sessions are being rolled out and training is being developed across Western Bay. Work is also in progress to map induction training requirements for registration, against the Regional Quality Framework for care homes. This will allow us to standardise the quality assurance across the care home sector.

Regional safeguarding training activity includes child sexual exploitation and County Lines is aimed at raising awareness of drug trafficking. The three Local Authorities have published their strategy to meet the requirements of the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 which focusses on the areas of prevention, protection and the provision of support, and sets out how the Council, ABMU Health Board and other key partners will continue to work together to tackle these issues around Domestic Abuse. A training framework is in place and work has commenced towards meeting the requirements for individual groups of the workforce

The Western Bay Framework for Recruitment and Retention of Home Care Workers articulates how we will develop the recruitment and retention of quality workers who exhibit the key skills, experience, values and beliefs to undertake their job roles effectively, whilst demonstrating their ability to deliver compassionate, holistic care. Recruitment and retention is critical to meet the challenge of growing need. An awareness raising and recruitment campaign “Join our Caring Community” has run through January 2018, raising the profile of care as a career through advertising in a variety of media including, radio and print, social media and bus rears, featuring care workers from across Western Bay whose experience and commitment will inspire potential care workers.

# Core Theme Chapters 2018-2023

## Older People

### 1. What did the Population Assessment tell us?

1. It is predicted that by 2020 the over 65 population across Western Bay will be over 111,070; of these:
  - 20,598 will be unable to manage at least 1 mobility activity on their own
  - 45,720 will be unable to manage at least 1 domestic activity on their own
  - 37,378 will be unable to manage at least 1 self-care activity on their own
2. In 2015, 3,133 people in Western Bay had a diagnosis of dementia; by 2030, this is predicted to rise by 43.4% to 4,493.
3. Approximately 1:3 people aged over 65 will suffer a fall each year.
4. Loneliness and isolation can lead to physical and mental health problems, such as depression and increased risk of premature death. It is predicted that by 2020 50,314 over 65s will be living alone, compared to 2017 figure of 48,245.
5. The rate of people delayed in hospital for social care reasons in 2013/14 was lower than the Welsh average and there is a higher rate receiving social care than the Wales average.

### 2. What care and support needs were highlighted in the Population Assessment?

- OP.S1. Provide and maintain the sustainability of appropriate support services to enable individuals to remain independent and at home.
- OP.S2. Continue working towards a dementia friendly Western Bay, improving support and information for people with dementia, their family and carers.
- OP.S3. Reduce social isolation and loneliness while maintaining independence, enabling individuals to engage with their communities.
- OP.S4. Improve the commissioning of care homes to ensure consistent high quality and sustainable care home provision.
- OP.S5. Improve the commissioning, provision and sustainability of care and support at home.
- OP.S6. Increase the use of assistive technology to its fullest potential to ensure appropriate support is available to those at risk of falls.
- OP.S7. Continue to improve the common point of access for Information, Advice and Assistance (IAA) – a 'one stop shop' for individuals needing IAA.
- OP.S8. Continue to develop services that enable safe and timely discharge from hospital to home (or other appropriate residence e.g. step down beds in line with the Western Bay 'What Matters to Me Model') once medically fit providing appropriate reablement support.

### 3. What are the regional priorities that will address the needs highlighted in the Population Assessment (question 2)?



The key priorities for Older People to be delivered by the Regional Partnership Board are:

- OP.P1. Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home while maintaining their independence for as long as possible and receiving appropriate support at times of need.
- OP.P2. Develop and provide a range of future accommodation options to meet demand and enable people to remain independent for as long as possible.
- OP.P3. Develop community resilience and cohesion to tackle social isolation in areas where older people live.
- OP.P4. Develop an optimum model for older peoples mental health services (including relevant components of the Welsh Government All Wales Dementia Strategy/Plan)

#### **4. Which regional wellbeing objectives do these priorities contribute towards?**

R2 - Strong, resilient, connected communities

R3 - People reaching their potential

R4 - Ageing well

*List of regional wellbeing objectives included in **appendix 7***

## Children and Young People

### 1. What did the Population Assessment tell us?

1. In March 2016, there were 3,735 children and young people (across Western Bay) open to social services as a result of being in need of care and support: 1,665 in Swansea, 990 in Neath Port Talbot and 1,080 in Bridgend.
2. Despite much progress, the numbers of looked after children in Western Bay remains high compared to many parts of the country (number of looked after children per 10,000 of the population).
3. Due to the age profile of the looked after children population, the numbers requiring leaving care services in Western Bay is anticipated to rise in the next 2 years.
4. The numbers of local authority foster carers has fallen across the region making it challenging to find appropriate, local placements for looked after children and young people.
5. In 2015/16, there were 594 criminal offences committed by young people aged 10 to 17 years in Western Bay. The most common offences were violence against the person, theft and handling and motoring offences.
6. Evidence suggests there are likely to be a number of young carers not known to health and social care services.

### 2. What care and support needs were highlighted in the Population Assessment?

- CYP.S1 There is an identified need to strengthen services for children who are carers.
- CYP.S2 Need to continue the safe reduction in the number of looked after children across Western Bay.
- CYP.S3 Continue to develop services targeted at supporting families to reduce the risk associated with children being placed on the Child Protection Register.
- CYP.S4 There is a need for more accommodation options for children and young people leaving the care system.
- CYP.S5 It is necessary to improve access to appropriate support services for children in need of care and support in recognition of the increased rates of emotional and mental health issues
- CYP.S6 There is a need to ensure that there is a robust commissioning arrangement for advocacy services for all children, not just those who are looked after.
- CYP.S7 Far more focused work is required to understand, at a strategic level, the needs of the population of Western Bay. A significant amount of more work is required, for example to further our knowledge on subjects and cohorts such as gender differences, ethnicity, young carers, mental health, disabled children and those with other additional needs.
- CYP.S8 Continue the improvement of standards of achievement and attainment for all, improve the learning environment, and making better use of physical, financial and human resources.

### 3. What are the regional priorities that will address the needs highlighted in the Population Assessment (question 2)?

The key priorities to be delivered by the Regional Partnership Board for Children and Young People are:

- CYP.P1. Develop a better range of services for all children with emotional difficulties and wellbeing

or mental health issues including transition and single point of access to services

CYP.P2. Develop robust multi-agency arrangements for children with complex needs

#### **4. Which wellbeing objectives do these priorities contribute towards?**

R1 – Children & Young People

R2 – Strong, resilient, connected communities

R3 – People reaching their potential

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## Mental Health

### 1. What did the Population Assessment tell us?

1. Current size of the population with at least one common Mental Health Disorder across Western Bay was 73,726 (in 2015)
2. It is anticipated that the population will increase to 75,374 by 2035
3. GPs treat the highest proportions and numbers of people with Mental Disorders, looking at the whole of Western Bay using the projection having seen GP within the last 2 weeks for 2015, approximately 4,700 GP consultations in a fortnight were carried out with people with common mental disorders or probably psychotic disorder. Over a 52 week period, this is over 122,000 consultations (125,000 by 2035)
4. Specialist community services are used by 18% of people with a common mental disorder
5. Specialist community services are used by 51% of those with probable psychosis
6. Day services are focused on those with most serious disorders.

### 2. What were the care and support needs identified?

- MH.S1 Secure setting, Residential Care and Nursing Care are used more than they should be
- MH.S2 In Western Bay there is no single point of access for children and young people to receive universal or specialist Mental Health Support
- MH.S3 It is expected that demand on all social care services will grow due to the anticipated demographic changes in Western Bay
- MH.S4 Public Services and Third Sector Services are facing a challenging financial future and will have to face difficult decisions in term of services and how they will be delivered
- MH.S5 Moving away from traditional care models will require us to work closely with service users, carers and families
- MH.S6 There has been an increase in the number of people with a mental illness who also have other health or welling issues
- MH.S7 Need to build up the community infrastructure to better support people with Mental Health Needs

### 3. What are the regional priorities that will address the needs highlighted in the Population Assessment?

The key priorities to be delivered by the Regional Partnership Board for Mental Health are:

- MH.P1 Commence implementation of the agreed optimum model for adult mental health services, as outlined in the Western Bay Strategic Framework for Adults with Mental Health problems,
- MH.P2 Ensure placements for people with complex needs are effective, outcome based and appropriate

**4. Which wellbeing objectives do these priorities contribute towards?**

R2 – Strong, resilient, connected communities

R3 – People reaching their potential

R4 – Ageing well

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## Learning Disability and Autism

### 1. What did the Population Assessment tell us?

1. 21 people in every 1000 have a learning disability
2. 16 people per 1000 have a mild learning disability
3. 5 people in 1000 have a moderate or severe learning disability
4. In 2015, 1209 individuals between the ages of 0-17 were diagnosed with any Autistic Spectrum Disorder, this will reduce to 1197 by 2035

### 2. What were the care and support needs identified?

- LD.S1 Population changes and changes in prevalence will increase demand for services
- LD.S2 There is demand for a 52 week accommodation service for children with learning disabilities
- LD.S3 Older disabled people are living longer and together with an ageing population means increasing demand
- LD.S4 We need to explore the potential of assistive technology e.g. 'Just Checking' kits in supported living settings
- LD.S5 Need to look at how better to distribute resources for respite to better meet needs across the region
- LD.S6 More effective management of transition between children and adult services

### 3. What are the regional priorities that will address the needs highlighted in the Population Assessment?

The key priorities to be delivered by the Regional Partnership Board for Learning Disability and Autism are:

- LD.P1 Develop age blind person centred models of care to ensure prevention and early intervention through multi-disciplinary services, by remodelling services away from establishment based care into community-based services.

*Note: there have been different views about whether Learning Disability and autism should be considered as one priority / chapter or separate chapters. We have attempted to reflect the range of views and have included as one chapter in the Area Plan, however have included as separate chapters in the Action Plan.*

### 4. Which wellbeing objectives do these priorities contribute towards?

- R1 – Children & Young People
- R2 – Strong, resilient, connected communities
- R3 – People reaching their potential
- R4 – Ageing Well

## Carers (Cross cutting theme)

Please note that 'all carers' includes young carers, young adult carers, sibling carers, parent carers, adult carers, older people carers.

### 1. What did the Population Assessment tell us?

1. The 2011 Census told us that there were 68,633 Carers in Western Bay, this is approximately 12% of the population. 30% of Carers were providing in excess of 50 hours of care a week.
2. According to the 2011 Census there are 1,351 young Carers aged 0 – 15 in the Western Bay area of which approximately 155 (11%) spend over 50 hours a week in a caring role.
3. There were 4,198 young adult Carers aged 16 – 24 in the Western Bay area, of which 510 (12%) spend over 50 hours a week in a caring role (2011 Census).
4. 16,186 individuals over 65 have a caring role in the Western Bay area.
5. Research indicates that Carers tend to report having poorer health than people who do not have a caring role. In addition, it would also appear that the impact on health of Carers increases in line with the number of hours of care provided.

### 2. What care and support needs were highlighted in the Population Assessment?

- CA.S1. Early recognition of Carers of all ages. Organisations should recognise Carers, the issues they face and signpost them to appropriate information and support.
- CA.S2. Easily accessible points of contact from which Carers can access information, (including about Carers Rights) advice and support.
- CA.S3. A range of services which support Carers to maintain their own health and well-being and reduce loneliness and isolation for example groups/ activities.
- CA.S4. Opportunities for Carers to have a break from the caring role.
- CA.S5. Carers are listened to and engaged by professionals, who work co-productively with them on an individual and strategic level.
- CA.S6. Ensuring Young Carers are protected from providing inappropriate levels of care.
- CA.S7. *Transport – will link to the cross cutting section in the Area Plan.*
- CA.S8. *Housing Adaptations – will link to the cross cutting section in the Area Plan.*

### 3. What are the regional priorities that will address the needs highlighted in question 2?

The key priorities to be delivered by the Regional Partnership Board for Carers who need support are:

- CA.P1. Ensure work continues to promote early recognition of all Carers so that they are signposted to information and support in a timely manner
- CA.P2. Develop and continue to provide information, advice, assistance and support to all Carers enabling them to make informed choices and maintain their own health and well-being
- CA.P3. Co-produce with all Carers on an individual and strategic basis so that their contribution is acknowledged and their voices are heard.

**4. Which wellbeing objectives do these priorities contribute towards?**

R1 - Children & Young People

R2 - Strong, resilient, connected communities

R3 - People reaching their potential

R4 - Ageing well

R5 – Working with Nature

R6 - Wellbeing in the workplace

**If you require this document in a different format,  
please contact the Western Bay Programme Office  
via email at [western.bay@swansea.gov.uk](mailto:western.bay@swansea.gov.uk) or telephone 01792 633805**



# Appendices

## APPENDIX 1

### Core Business and Other Partnerships

Many of the findings of the population assessment are being addressed by Local Authorities and the Health board or partners as part of their **core business on a local basis** or through **existing partnerships** between organisations across the region. A high level summary of this work taking place, which includes references to relevant strategies, plans and projects, has been collated and is included below.

The priorities being progressed by other Partnerships will be reported via other mechanisms, such as the Public Services Boards, or by individual organisational planning mechanisms, such as the local authority Corporate/Improvement Plans and ABMU Health Board's Annual Plan or Integrated Medium Term Plan.

#### Older People:

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
OP.P1. Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home maintaining their independence for as long as possible receiving appropriate support at times of need.	Bridgend County Borough Council Neath Port Talbot County Borough Council Swansea Council Third Sector Public Service Boards	Local Plans and delivery for Assistive Technology, to increase the understanding and use of assistive technology e.g. lifelines/pendants for use at home
OP.P1. Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home maintaining their independence for as long as possible receiving appropriate support at times of need.  OP.P2. Develop community resilience and cohesion to tackle social isolation in areas where older people live.	Bridgend County Borough Council/ Neath Port Talbot County Borough Council Swansea Council Third Sector	Information, Advice and Assistance as specified in the Social Services and Wellbeing Act (2016): part 9 DEWIS Family Information System Info-Engine Local Plans 111 Directory of Services
OP.P3. Develop community resilience and cohesion to tackle social isolation in areas where older people live	Bridgend County Borough Council/ Neath Port Talbot County	Range of community resilience initiatives provided by the Third Sector and Local Authorities

	<p>Borough Council/ Swansea Council Community Voluntary Councils (CVC's) Third Sector</p>	<p>Co-production and collaboration Integrated Care Funding allocated to local and Third Sector schemes to tackle social isolation e.g. befriending schemes</p>
<p>OP.P4. Develop an optimum model for older peoples mental health services (including relevant components of the Welsh Government All Wales Dementia Strategy/Plan)</p>	<p>Bridgend County Borough Council/ Neath Port Talbot County Borough Council/ Swansea Council Community Voluntary Councils (CVC's) Third Sector <i>Cross Reference to Local Public Service Board priorities</i></p>	<p>Local dementia support schemes, for example Swansea Council is working towards becoming a Dementia Friendly City (DFC) and Bridgend has two clusters that have achieved the DFC status.  Statutory organisations locally working in collaboration and co-production with third sector organisations</p>

## Children and Young People

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
<p>CYP.P1 - Develop a better range of services for all children with emotional difficulties and wellbeing or mental health issues including transition including single point of access to services</p>	<p>Swansea Council</p>	<ul style="list-style-type: none"> <li>• Corporate Parenting</li> <li>• Sustainable Swansea Fit for the future;</li> <li>• Family Support Services commissioning review</li> <li>• Child Disability Services Review</li> <li>• Child and Family Services Improvement programme;</li> <li>• Safe LAC Reduction strategy</li> <li>• Supported Care planning redesign</li> <li>• Strengthening local commissioning, contracting and monitoring arrangements for LAC with complex needs</li> </ul>
<p>CYP.P2 - Develop robust multi-agency arrangements with children with complex needs</p>	<p>NPT County Borough Council</p>	<ul style="list-style-type: none"> <li>• Local Health representation in single point of contact.</li> <li>• Development of Children's Zone's.</li> <li>• Further development of family support services and Resource Panel arrangements.</li> <li>• NPT Healthy Relationships for Stronger Communities.</li> <li>• EIP and Think Family Partnership Group (multi agency).</li> </ul>

		<ul style="list-style-type: none"> <li>• Integrated intake for early intervention and statutory services.</li> <li>• Multi Agency Provider Service for children with a disability.</li> <li>• Re-commissioning exercise of the Families First grant.</li> <li>• Additional investment in Edge of Care Services.</li> <li>• Looked After Children Strategy</li> <li>• Continued Application of a Risky Behaviour Panel</li> <li>• Commissioning additional services to promote education, employment and training opportunities for Care Leavers</li> <li>• CYPS and Education Senior Management Team Meeting</li> <li>• The Education Wellbeing Team</li> <li>• Strengthening local commissioning, contracting and monitoring arrangements for LAC with complex needs</li> <li>• Locally NPT has established in-house clinical/therapy team</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>• Remodelling Children's Social Care Programme</li> <li>• Residential Remodelling Project</li> <li>• MASH project</li> <li>• Early Help and Permanence project</li> <li>• Disabled children Transformation Programme</li> </ul>
Continue to focus on voicing the rights of the child, including advocacy	NPT County Borough Council	<ul style="list-style-type: none"> <li>• Advocacy services have been recommissioned during 2017 a provider was chosen for Western Bay. Processes are in place in NPT CYPS to monitor uptake including the uptake of the Active Offer.</li> <li>• Engagement &amp; participation officer and workload.</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• Bridgend Voice and Choice advocacy Hub</li> <li>• MASH project</li> <li>• Assuring Quality Framework</li> </ul>
	ABMU Health Board	<ul style="list-style-type: none"> <li>• ABMU Children's Charter</li> <li>• ABM Youth</li> </ul>
	Swansea Council	<ul style="list-style-type: none"> <li>• Corporate Parenting</li> </ul>

		<ul style="list-style-type: none"> <li>• Sustainable Swansea Fit for the future;</li> <li>• Family Support Services commissioning review</li> <li>• Child Disability Services Review</li> <li>• Child and Family Services Improvement programme;</li> <li>• Safe LAC Reduction strategy</li> <li>• Supported Care planning redesign</li> </ul>
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## Mental Health

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
<p>MH.P1. Implementation of the agreed optimum model for adult mental health services</p> <p>MH.P2 Ensure placements for people with complex needs are effective, outcome based and appropriate</p>	NPT County Borough Council	<ul style="list-style-type: none"> <li>• Gateway: single point of access</li> <li>• Reablement/recovery model</li> <li>• Transitional team</li> <li>• Market shaping re commissioning of services</li> <li>• Dedicated team conducting outcomes based assessments and reviews</li> <li>• Programme of re- assessment of individuals with complex</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>• BCBC Adult Social Care Commissioning Plan (2010-2020)</li> <li>• Mental Health Commissioning and Delivery plan</li> <li>• Mental Health Accommodation Group</li> <li>• Mental Health Transition Strategy</li> <li>• Reshaping Mental Health Project Board</li> <li>• Bridgend Mental health Carers forum</li> <li>• Supporting People Local Commissioning Plan</li> </ul>
	Swansea Council	<ul style="list-style-type: none"> <li>• Adult Services Overarching Service Model</li> <li>• Swansea Wellbeing Plan</li> <li>• Corporate Prevention Strategy</li> <li>• Mental Health Commissioning Board</li> <li>• Commissioning Strategy- mental health</li> </ul>

## Learning Disability

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
<p>LD.P1 Develop age blind person centred models of care to ensure prevention and early intervention through multi-disciplinary services by remodelling services away from establishment based care into community based services.</p>	<p>NPT County Borough Council</p>	<ul style="list-style-type: none"> <li>• Complex Disability Team co-located with Health Board Clinical Team for Learning Disabilities</li> <li>• Transition from CYP to - Adults Services, new pilot transition team.</li> <li>• LD Strategy 2013-16, progression model</li> <li>• Community Connectors and Local Area Coordinators</li> </ul>
	<p>Bridgend County Borough Council</p>	<ul style="list-style-type: none"> <li>• Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>• Remodelling Adult Social Care Programme</li> <li>• Learning Disabilities Service Development Plan</li> <li>• Early Help and Permanence Project</li> <li>• Disabled children Transformation Programme</li> <li>• Disabled children Transition Programme</li> <li>• Supporting People Local Commissioning Plan</li> </ul>
	<p>Swansea Council</p>	<ul style="list-style-type: none"> <li>• Adult Services Overarching Service Model</li> <li>• Swansea Wellbeing Plan</li> <li>• Corporate Prevention Strategy</li> <li>• Sustainable Swansea</li> <li>• People commissioning group</li> <li>• Links to Family Support Services Commissioning review</li> <li>• Supported Living Framework- a co-produced, person centred approach</li> <li>• Provider Forum</li> <li>• Coproduction via Nothing about us without us Group</li> </ul>

## Autism

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
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LD.P1 Develop age blind person centred models of care to ensure prevention and early intervention through multi-disciplinary services by remodelling services away from establishment based care into community based services.	NPT County Borough Council Bridgend County Borough Council Swansea Council ABMU Health Board Third Sector	ASD Action Plan
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**Carers:**

<b>Key Priority</b>	<b>Lead Organisation / Partnership</b>	<b>Relevant Strategies, Plans, Programmes, Projects</b>
Identification, Information, engagement of Carers and Young Carers	New Carers Partnership Action Plan 2018/19	Valuing Carers Transition Plan 2017-18
<p>CA.P1. Ensure work continues to promote early recognition of all Carers so that they are signposted to information and support in a timely manner</p> <p>CA.P2. Develop and continue to provide information, advice, assistance and support to all Carers enabling them to make informed choices and maintain their own health and well-being</p>	<p>Bridgend County Borough Council</p> <p>Neath Port Talbot County Borough Council</p>	<p>Short Breaks and Carers Project</p> <p>Bridgend Carers Strategy</p> <p>Bridgend Carers Forum</p> <p>Bridgend Mental Health Carers Forum</p> <p>Bridgend Young Carers Group</p> <p>Bridgend Carers Monitoring Group</p> <p>Joint Carers Strategy – 2015-2018, Young Carers Strategy 2017-2020</p>
CA.P3 Co-produce with all Carers on an individual and strategic basis so that their contribution is acknowledged and their voices are heard.	Swansea Council	<p>Develop Swansea Carers Strategy</p> <p>Carers rights event</p> <p>Swansea Wellbeing Plan</p> <p>Adult Carer’s Action Plan &amp; Young Carer’s Action Plan</p>

# Population Assessment

## How was the Population Assessment Developed?

The development of the Population Assessment was overseen by the Regional Partnership Board, details of the membership for this group can be found below. A range of task and finish groups were set up to develop the population assessment steering group, involving Local Authorities, the Health Board and Third Sector partners.

To ensure clients, carers and other stakeholders are involved in the work of Western Bay, the Regional Partnership Board has been setting up different ways to get service users, carers and the voluntary sector involved in its work.

As part of this Western Bay has set up a Regional Citizens Panel membership is drawn from the mailing lists of the three Councils for Voluntary Services in Bridgend, Neath Port Talbot and Swansea. Membership is 'fluid', ensuring meetings and any engagement activities are open to all interested parties (service users, carers, family members, representatives from health and social care related organisations, Local Authority Elected Members). This approach was favoured by those who attended the first panel meeting, who felt it embodied the spirit of the Social Services and Well-being (Wales) Act's principles around offering 'greater voice and control.

In addition Western Bay has also involved the Regional Third Sector Health Social Care & Wellbeing Forum in its work and the development of the population assessment and this plan.

In producing the population assessment, information from a wide range of sources was drawn together and analysed to identify need and the range and level of services, including:

- The extent to which there are people and carers in the area who need care and support
- The extent to which there are people whose needs for care and support are not being met
- The range and level of services required to meet the care and support needs of the population and the needs of carers
- The range and level services required to prevent people from needing care and support or higher levels of care and support

This also involved an engagement exercise, which was undertaken between September and December 2016, to understand the Wellbeing requirements of the population of Neath Port Talbot, Swansea and Bridgend Council areas with specific reference to the SS&WbA. This study was undertaken alongside a wider piece of work across the area to fulfil the requirements of the Well-being Future Generations Act 2015.

This exercise included gathering the views of the public gained through a series of open workshops across the area, targeted focus groups with defined service user groups, interviews with a selection of stakeholders, and a desk-top review of existing information sources.

The full consultation report can be found [here](#).

## Lessons Learned from the Population Assessment

A Western Bay Regional Partnership Board (WB RPB) Population Assessment Workshop took place on Thursday 6<sup>th</sup> April 2017 in order to review the Population Assessment, identify the key messages for the Area Plan and consider the cross-cutting themes.

The key conclusions from the workshop were:

- **Added Value** - The Population Assessment signals an almost limitless agenda for development and change to meet future need. There was a recognition that the WB RPB should identify its priorities through the lens of where the most value can be added from a regional approach.
- **Public Service Boards (PSBs)** - There was a clear recognition that the priorities of the Western Bay Area Plan will need to link strongly to the priorities of the Bridgend, Neath Port Talbot and Swansea Public Services Boards.
- **Regional Approach** - The concept of "adopting a regional approach" was frequently mentioned. It was clear that there is learning to be had across the region from the good practice of partner organisations. Beyond that, the added value of a "regional approach" would need to be defined clearly.
- **Cross Cutting Themes** - There was a clear recognition throughout the session that a number of the themes emerging from our topic-based discussions cut across two or more population groups. Examples of those that we identified included:
  - Access and Information
  - Supportive communities
  - Transport
  - Assistive Technology
  - Workforce
  - Carers
  - Public Health and Well-being

## What did the Population Assessment Tell Us?

A summary of the care and support needs for each theme in the population assessment is included below under each chapter. The population assessment highlighted a number of key support and care needs, the majority of which are cross-cutting across all themes, as follows:

- Increasing levels of need for people with complex needs, chronic and long term conditions
- Accessibility of services, including transport
- Preventative and support services within communities
- Loneliness and social isolation for improved health and wellbeing
- Information, advice and assistance
- Assistive technology and telecare provision for people to maintain independence e.g. lifelines/pendants for use at home and 'Just Checking' kits.
- Growing demand, diminishing resources
- Transition between adult's services and children's services



- Preventative (low level) and specialist mental health services for children and young people and adults (this section identified the highest number of support and care needs)
- Appropriate accommodation solutions for wide range of citizens with needs
- Supporting growing number of carers and young carers

The response of the Regional Partnership Board and other Partnerships/delivery mechanisms to these key findings is reflected in each of the relevant chapters included in this Area Plan.

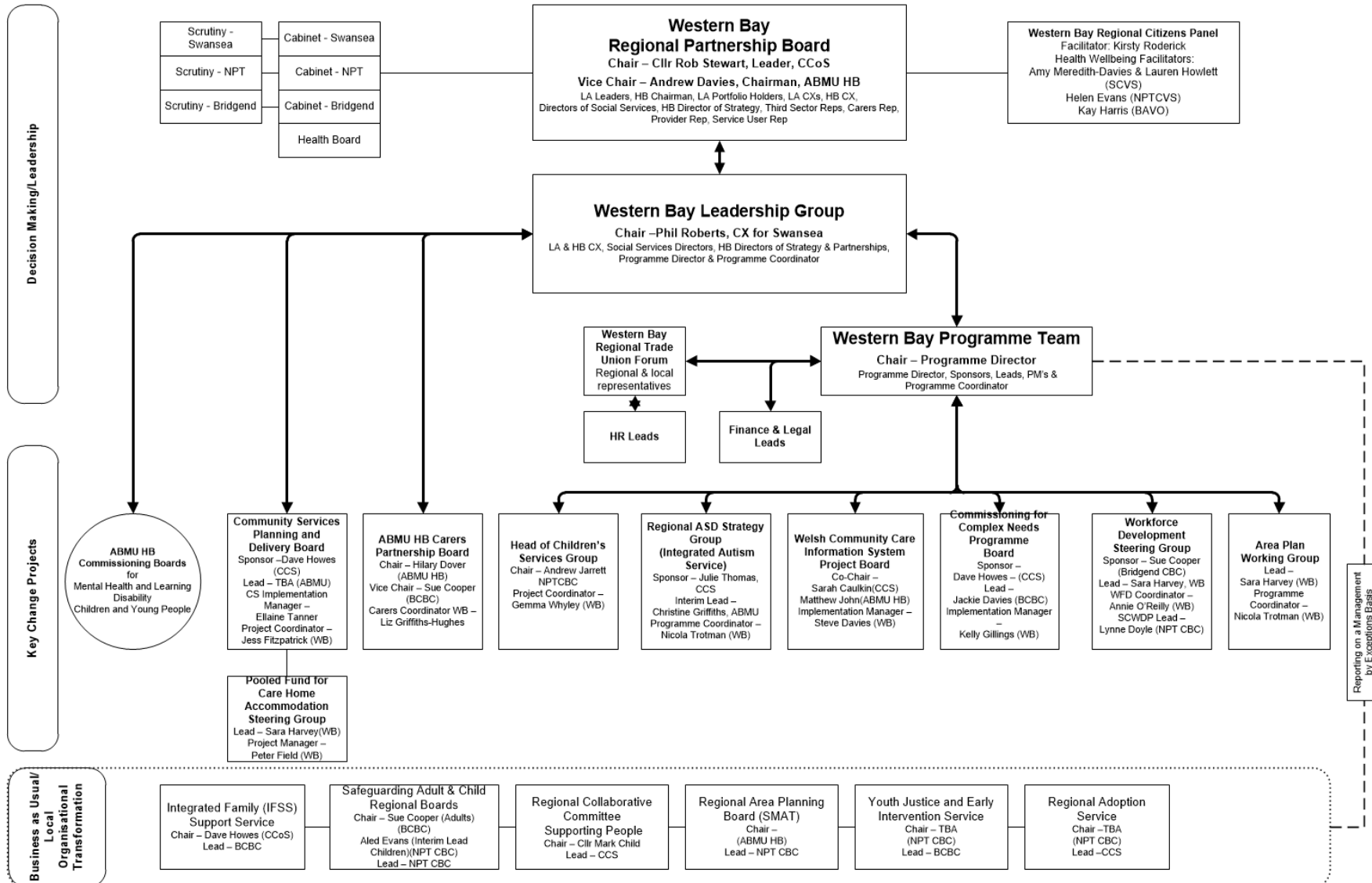
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# APPENDIX 3 - Western Bay Governance



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

## Western Bay Health & Social Care Programme Governance Structure v13 (November 2017)



## Regional Partnership Board Membership

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
Tracey 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	Chief Officer for Social Services
Melanie Minty	Care Forum Wales	Policy Advisor
Gaynor Richards	NPT CVS	Third Sector Representative (CVC)

<b>Western Bay Regional Partnership Board</b>		
<b>Name:</b>	<b>Partnership Body / Partner Organisation:</b>	<b>Role:</b>
Emma Tweed	Care and Repair	Third Sector Representative (National)
Carwyn Tywyn	Mencap Cymru	Third Sector Representative (Local)
Rosita Wilkins	Service User / Citizen Representative	Service User / Citizen Representative
Adele Rose-Morgan	Service User/ Citizen Representative (alternate)	Service User/ Citizen Representative (alternate)
Linda Jagers	Carer / Volunteer Ambassador for Carers Wales	Carers Representative
<b>Co-opted Members</b>		
Darren Mepham	Bridgend CBC	Chief Executive / Chair of Western Bay Leadership Group
Steven Phillips	NPT CBC	Chief Executive
Phil Roberts	Swansea Council	Chief Executive
Sara Harvey	Western Bay Programme	Western Bay Programme Director

## **Governance Arrangements:**

### **Western Bay Leadership Group**

The Leadership Group provides strategic direction and leadership to ensure effective partnership working across the Western Bay region in order to deliver the key aims of the programme.

The responsibilities of the Western Bay Leadership Group include:

- Setting the direction of the programme
- Agreeing the portfolio of work
- Championing the programme
- Providing continued commitment and endorsement in support of the programme objectives at executive and communication events
- Review, challenge and ratification of business cases/proposals
- Holding the programme to account based on reported progress and progress against key milestones and outcomes
- Resolving strategic risks and issues
- Approving funding for the programme and projects
- Reviewing programme structure and governance arrangements
- Accountable for ongoing strategic alignment within their own organisations and ensuring decisions are progressed through relevant Cabinets/Boards

### **Western Bay Programme Team**

The primary purpose of Western Bay Programme Team is to champion, direct and drive the programme forward:

- To ensure delivery of the outcomes and benefits identified within the projects in tier 1
- To provide leadership of continued regional implementation activity in relation to the Social Services and Well-being (Wales) Act 2014
- To provide leadership and direction on the development and monitoring of the partnership plan on behalf of the Regional Partnership Board
- To provide strategic oversight/ reporting by exception of the tier 2 “business as usual” collaborative work streams

Responsibilities include:

- Communicate the need for change to Senior Leaders, key stakeholders and the wider business
- Provide continued commitment and endorsement in support of the programme and projects
- Resolve strategic conflict/issues, or agree escalation of issues to Leadership Group
- Actively support the programme and projects by securing necessary resources and funding
- Monitor and control the progress of projects at a strategic level

- Ensure the project remains a viable business proposition and on track
- Secure commitment from Strategic and Political Stakeholders
- Approve proposals relating to grant funding applications; monitors and reviews grant spend

**There are a number of Western Bay Groups and Boards, as follows:**

- Community Services Programme (Older People)
- Commissioning for Complex Case Programme (formally known as Contracting and Procurement Project Board)
- ABMU Carers Partnership
- Welsh Community Care Information System (WCCIS)
- Workforce Development Steering Group
- Area Plan Steering Group
- Learning Disability / Mental Health Commissioning Board
- Western Bay Children and Young People Group
- Western Bay Safeguarding Boards for Children and Adults

## Other Themes / Chapters

The following areas of work are being addressed by Local Authorities and the Health board or partners as part of their core business on a local basis or through existing partnerships between organisations across the region.

### Sensory Impairment

#### 1. What did the Population Assessment tell us?

1. Babies are at risk of failing to develop language skills and of low educational attainment if their hearing impairment goes undetected. 2 in every 1,000 children are estimated to have sight loss. It is anticipated that the numbers of children with hearing impairment will increase slightly over time due to the projected modest increase in the number of people in younger age groups in the Western Bay area
2. The number of people with dual sensory impairment, which can develop over time (acquired) or can be present from birth (congenital), is increasing across the region.
3. People with hearing loss are highly likely to have other problems such as tinnitus and balance disorders, which contribute as risk factors for falls and other accidents, as well as mental health problems such as depression.
4. There is a higher prevalence of hearing impairment in Black and Minority Ethnic (BME) communities, particularly in more recent migrants from countries with low levels of immunisation against conditions such as rubella.
5. There is a gap in information for those children and young people with sight impairment, particularly in the age group 13 – 17 years, and people with learning disabilities who also have sensory impairments.

#### 2. What care and support needs were highlighted in the Population Assessment?

- SI.S1. Meeting increasing levels of need – we will have to meet the needs of more people with a wider range of complex issues, including people with sensory impairment alongside other long term, complex conditions, who will require higher levels of support.
- SI.S2. Target population groups - Certain vulnerable population groups such as children and young people, older people, people with dementia, people with learning disabilities and BME communities may need more help to access the care and support they need.
- SI.S3. Access to better range of information, advice and assistance in their care and support, such as direct payments and assistive technology, as well as support to carers, and that communication aids such as hearing loops are available at all main public access points including GP surgeries and hospitals.
- SI.S4. Managing reducing resources - this is often an overlooked area. The financial resources we have available are reducing year on year and will continue to do so. We can deliver better outcomes and achieve savings by making better use of universal services and by promoting and supporting access to them rather than bringing people into formal service systems unnecessarily.

SI.S5.	Delivering a new model of support - more work is required on prevention i.e. stopping people losing their sight or hearing and preventing falls. The need to tackle the social isolation of people with sensory impairment, by creating communities that are inclusive, and places and services that are accessible to people with sensory impairment.
SI.S6.	Improving well-being outcomes - it is important that people with sensory impairment can access the care and support they need to enhance their well-being and to live independently. In developing commissioning plans, through co-production, to identify new ways of working to meet the needs and outcomes for people with sensory impairment
SI.S7.	Gaps in information - there is little data on how many people with learning disabilities are experiencing sensory loss, or on the complexity of the needs of children and young people.
SI.S8.	Equalities and human rights - any sensory commissioning plans would also need to consider the impact of dual sensory loss on people who are deafblind, and to encompass human rights and legal duties in accessing a full range of, employment, housing, education, welfare, health, social and leisure opportunities
SI.S9.	Communications - a communication strategy aimed at making information, advice and assistance more accessible to people with sensory loss, including information on the Welsh language, alternative formats, the promotion of information, communication, technology and access to public places, and how all this can be facilitated further.

**3. The key priorities to be led by other partnerships and planning arrangements across the region are:**

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
SI.P1 Agreement of priorities and actions through coproduction, to improve well-being outcomes for our most vulnerable citizens with sensory impairment, and dual sensory impairment to achieve their well-being outcomes	NPT County Borough Council	<ul style="list-style-type: none"> <li>Wales Vision Strategy Implementation Plan 2014 -2018</li> <li>CRT Demonstration Room</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>Wales Vision Strategy Implementation Plan 2014-2018</li> <li>Commissioning specialist sensory Communication Guide and Outreach Services through Supporting People</li> <li>Care and Repair Managing Better Programme in Bridgend</li> </ul>
	Swansea Council	<ul style="list-style-type: none"> <li>New horizons</li> <li>Swansea Vale Resource Centre</li> </ul>
SI.P2 Take a multi-agency approach and consider the most appropriate way to produce a communication strategy which will make information, communication and technology,	NPT County Borough Council	<ul style="list-style-type: none"> <li>NPT County Borough Council Strategic Equality Plan 2015 - 2019</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>Commissioning specialist sensory Communication Guide and Outreach Services through</li> </ul>



and public spaces more accessible to people with sensory loss.		Supporting People
	Swansea Council	<ul style="list-style-type: none"> <li>• Sustainable Swansea</li> <li>• Council Well-being Plan Prevention strategy</li> </ul>
SI.P3 Making information about public services more accessible for people with sensory loss	NPT County Borough Council	<ul style="list-style-type: none"> <li>• Wales Vision Strategy Implementation Plan 2014 -2018</li> <li>• Information, Advice and Assistance</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• DEWIS</li> <li>• Wales Vision Strategy Implementation Plan 2014-2018</li> <li>• Commissioning specialist sensory Communication Guide and Outreach Services through Supporting People</li> <li>• Assuring Quality Framework</li> <li>• Changing the Culture Group</li> </ul>
	Swansea Council	<ul style="list-style-type: none"> <li>• Swansea Well-being plan</li> <li>• Information, Advice and Assistance, including Council-wide implementation of</li> <li>• DEWIS Cymru</li> </ul>
SI.P4 Better understanding of population needs within certain target groups, and the full range of resources	NPT County Borough Council	<ul style="list-style-type: none"> <li>• Population Assessment</li> <li>• Wales Vision Strategy Implementation Plan 2014-2018</li> </ul>
	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• Population Assessment</li> <li>• Commissioning specialist sensory Communication Guide and Outreach Services through Supporting People</li> <li>• Wales Vision Strategy Implementation Plan 2014-2018</li> </ul>
	Swansea Council	<ul style="list-style-type: none"> <li>• Population Assessment</li> <li>• Wales Vision Strategy Implementation Plan 2014-2018</li> </ul>
	ABMU Health Board	<ul style="list-style-type: none"> <li>• Wales Vision Strategy Implementation Plan 2014-2018</li> <li>• Commissioning specialist sensory Communication Guide and Outreach Services through Supporting People</li> </ul>
<b>4. Which wellbeing objectives do these priorities contribute towards?</b>		
R1 - Children & Young People		

R2 - Strong, resilient, connected communities

R3 - People reaching their potential

R4 - Ageing well

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## Health and Physical Disability

### 1. What did the Population Assessment tell us?

1. In the Western Bay region, **86** of 323 (27%) Lower Super Output Areas (geographic areas) are among the most deprived in Wales, whilst **74** (23%) are in the least deprived fifth. Within less deprived areas there are often pockets of hidden deprivation.
2. Difference in life expectancy between males living in the least deprived and most deprived areas in Western Bay is **9.7 years**, which is higher than the Wales average (8.8 years). The difference in life expectancy between females living in the least deprived and most deprived areas in Western Bay is **7.6 years**.
3. Although generally people in Western Bay are living longer and spending more of their lives in good health, between the least and most deprived areas, there is an even larger gap in healthy life expectancy in the Western Bay region, of over **20 years** for males, and **18 years** for female population.
4. A significant proportion of the region's population, who are registered with a GP, also experience a range of significant chronic conditions and disabilities.
5. On the basis of population growth and an ageing population and assuming other significant medical factors do not change, an increasing number of people will require health and social care services in future.

### 2. What care and support needs were highlighted in the Population Assessment?

- HPD.S1. Disabled people are particularly vulnerable to deficiencies in health care services. Depending on group and setting, persons with disabilities may experience greater vulnerability to secondary conditions, co-morbid conditions, age-related conditions and premature death.
- HPD.S2. There is a clear gap in the information held on those with physical disabilities in Western Bay. To ensure people are accessing the services and support they require more work will need to be done to improve this.
- HPD.S3. Evidence suggests that there is a need to focus on employment opportunities for disabled people through personalised, specialist support for disabled people looking for work and better support and flexibility for disabled people in the workplace.
- HPD.S4. To support independent living, future planned housing and accommodation should be built to Lifetime Homes Standards building regulations. Housing should support healthy ageing and promote independence through homes that are well designed, good value, appropriately located and energy efficient. Early support through aids and adaptations, handyperson schemes and telecare will be fundamental.
- HPD.S5. Health services are largely organised around hospitals. Yet healthcare can and should be provided in the community through primary and community care services.

### 3. The key priorities to be led by other partnerships and planning arrangements across the region are:

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
Specific focus on improving the range of flexible housing options available within region	Local Organisations	Regional Supporting People Group

Promoting early intervention and prevention, through Information, Advice and assistance	NPT County Borough Council	Family Information Support System
	Bridgend County Borough Council	DEWIS
	Swansea Council	DEWIS
	ABMU Health Board	111
	Third Sector	Info-Engine
Map out / audit of locality groups available to provide clarity and guidance to commissioners on specific needs of different populations	Groups might include: Bridgend Equality group NPT de-nab ABMU Disability Reference Group Swansea Disability Liaison Group	
<b>4. Which wellbeing objectives do these priorities contribute towards?</b>		
R2 – Strong, resilient, connected communities R3 – People reaching their potential R4 – Ageing Well		

## Safeguarding and Deprivation of Liberty Safeguards

### 1. What did the Population Assessment tell us?

1. The increasing age of the population of Western Bay indicates that the demand for more health and social care services and Adult at Risk referrals will also rise.
2. As different types of abuse continue to emerge, such as human trafficking, radicalisation, hate crime and mate crime, it makes it difficult to predict the demand for safeguarding services in the future.
3. The number of concerns / referrals received that met the threshold of significant harm in Western Bay in 2014/2015 was 985, which was a reduction compared to 2013/14, which was 1,355.
4. The number of concerns / referrals received that did not meet the threshold of significant harm in Western Bay in 2014/2015 was 735, which was a reduction compared to 2013/14, which was 980.
5. The number of people in Western Bay who were alleged victims of abuse, aged 18-64 in 2012/2013 was 335, which increased to 375 in 2013/2014. The number of people who were alleged victims of abuse aged 65+ in 2012/2013 was 610, which increased to 795 in 2013/2014.
6. The number of Deprivation of Liberty Safeguarding referrals received in 2013/2014 was 52, in 2014/2015 was 1849 and in 2015/2016 was 2087.

### 2. What care and support needs were highlighted in the Population Assessment?

- SDoL.S1. Significant increase in the number of Deprivation of Liberty Safeguard (DoLS) referrals increased since 2013-2014 and the “P v Cheshire & Cheshire West” judgement
- SDoL.S2. Continue to work with a multi-agency approach to promote sound judgement and analysis in practice and learn lessons from cases that come into the safeguarding arena, including early intervention and prevention across all service areas
- SDoL.S3. Need to simplify access to advocates for adults at risk and a need for more advocacy services in general.
- SDoL.S4. More work is required to capture the personal outcomes of those who have gone through the Protection of Vulnerable Adults (POVA) process.

### 3. What are the regional priorities that will address the needs highlighted in the population assessment?

*Please note: Regional priorities are managed via the Western Bay Adult Safeguarding Board and the Western Bay Children Safeguarding Board and will not be governed through Western Bay Regional Partnership Board, with the exception of an annual report for information purposes.*

Strategic Priorities within the Adult and Children Safeguarding business plans are:

- SDoL.P1. Reduce exploitation across Western Bay, specifically focusing on Child Sexual Exploitation, Missing Children, Modern Slavery and County Lines
- SDoL.P2. Improvement of care provision across Western Bay for residential care and care and support at home, specifically developing safeguarding standards for Care Homes and monitoring the implementation of those standards.

The key priorities to be delivered by the Regional Partnership Board for Safeguarding and Deprivation of Liberty Safeguards are included in the business plans for each of the below

Safeguarding Boards:

**The Western Bay Safeguarding Adults Board** has been established since April 2013 and each year since, has developed a business and action plan which outlines the Board's strategic priorities and how they align with its core business. This plan can be found here:

[http://www.wbsb.co.uk/media/7380/wbsab\\_business\\_plan\\_2017\\_18.pdf](http://www.wbsb.co.uk/media/7380/wbsab_business_plan_2017_18.pdf)

**The Western Bay Safeguarding Children Board** has been established since April 2013 and each year since, has developed a business and action plan which outlines the Board's strategic priorities and how they align with its core business which was previously set out in Chapter 4 Safeguarding Children: Working Together under the Children 2004. This plan can be found here:

[http://www.wbsb.co.uk/media/5102/wbscb\\_strategic\\_priorities\\_and\\_business\\_plan\\_2017\\_18.pdf](http://www.wbsb.co.uk/media/5102/wbscb_strategic_priorities_and_business_plan_2017_18.pdf)

**4. The key priorities to be led by other partnerships and planning arrangements across the region are:**

	Swansea Council	<ul style="list-style-type: none"> <li>• Safeguarding Policy and Practice Development Committee</li> <li>• Corporate safeguarding group</li> </ul>
<p>SDoL.P1. Reduce exploitation across Western Bay, specifically focusing on Child Sexual Exploitation, Missing Children, Modern Slavery and County Lines</p> <p>SDoL.P2. Improvement of care provision across Western Bay for residential care and care and support at home, specifically developing safeguarding standards for Care Homes and monitoring the implementation of those standards.</p>	Bridgend County Borough Council	<ul style="list-style-type: none"> <li>• Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>• Bridgend Operational Safeguarding Group</li> <li>• The Strategic Equality Plan 2016 – 2020</li> <li>• Bridgend Community Safety Partnership</li> <li>• Quality Monitoring Review and Escalating Concerns Group</li> <li>• MASH Project</li> </ul>
	NPT County Borough Council	<ul style="list-style-type: none"> <li>• Safeguarding Thresholding Policy to ensure appropriate cases come into Safeguarding and that Safeguarding does not become overloaded</li> <li>• Significant Incident Review Process (learning from Safeguarding is disseminated and appropriate actions taken across service and provider areas)</li> <li>• Safeguarding Development Plan 2018-19 that has identified 5 key objectives to measure</li> </ul>

		<p>performance against, based on recent national review by CSSIW</p> <ul style="list-style-type: none"> <li>• Start delivering own training so we can share good practice and learning direct</li> <li>• Working with Local Area Coordinators and Children's Services to promote safeguarding at corporate and community level so we can promote prevention</li> </ul>
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**5. Which wellbeing objectives do these priorities contribute towards?**

<p>R1 – Children &amp; Young People  R2 – Strong, resilient, connected communities</p>
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## Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

### 1. What did the Population Assessment tell us?

1. 1 in 5 children across the UK live in households where there is domestic abuse
2. In 2015/16, 9,324 cases of violence were recorded by the Police across Western Bay – this is an increase of 3,514 cases from 2013, 3,177 of these cases were domestic abuse related
3. There were 6 recorded homicides across Western Bay during 2015/16 and 2 of these were domestic abuse related
4. In 2015/16 a total of 1,106 high risk cases of domestic abuse were discussed at multi-agency risk assessment conference (MARAC) meetings in the Western Bay region
5. Domestic violence is estimated to cost Wales an average of £826.4 million a year which is comprised of service costs, lost economic output and human or emotional costs

### 2. What care and support needs were highlighted in the Population Assessment?

- VAW.S1. As required by the Social Services and Wellbeing (Wales) Act 2014 the Welsh Government published the National Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2016-2021 in November 2016. The strategy is based on 3 purposes:
- a. Prevention – develop and support peer networks and support groups, provide advice on financial matters, support perpetrators to change their behaviour
  - b. Protection – keep victims safe following perpetrators release from the criminal justice system, increase the ability of health services to respond to physical and psychological health needs, improve training that is sensitive to the needs of the victims
  - c. Support - give support to children who have been in abusive households, develop better options for housing for people affected
- VAW.S2. Provide additional resource to implement the Ask and Act initiative which is likely to lead to and increase on number of reported cases
- VAW.S3. Ensure policies, strategies and guidelines are written to ensure a consistent approach to service delivery across Western Bay (one health board, two police divisions and three local authorities)
- VAW.S4. Improve awareness of available support also amongst male victims.

### 3. What are the regional priorities that will address the needs highlighted in the Population Assessment?

*Please note: Regional priorities are managed via Public Service Boards and will not be governed through Western Bay.*

Three Strategic Partnership Boards have been established across the region, which report through their local Community Safety Partnership to the local Public Services Board.

The Strategic Priorities across the Western Bay region (WG National Priorities) are

VAW.P1. Increase awareness and challenge attitudes of violence against women, domestic abuse and sexual violence across the population of Bridgend County Borough Council

VAW.P2. Increase awareness in children and young people of the importance of safe, equal and healthy relationships and that abusive behaviour is always wrong



VAW.P3. Increase focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety

VAW.P4. Make early intervention and prevention a priority

VAW.P5. Ensure relevant professionals are trained to provide effective, timely and appropriate responses to victims and survivors

VAW.P6. Provide victims with equal access to appropriately resourced, high quality, needs led, strength based, gender responsive services across Bridgend County Borough

Joint bid was submitted for the regional VAWDASV revenue grant for 18/19 (Swansea and NPT only due to uncertainty of Bridgend move)

Current priorities include:

- Work towards joint IDVA service (utilising WG funding)
- MARAC Co-ordination (Swansea only)

Aligns to current arrangements as part of Western Bay operating on this regional footprint in terms of:

- Western Bay Children's Safeguarding Board
- Western Bay Adults Safeguarding Board
- Western Bay Youth Justice & Early Intervention Service
- Western Bay MARAC Steering Group
- Western Bay Anti-Slavery Forum

**4. The key priorities to be led by other partnerships and planning arrangements across the region are:**

<b>Key Priority</b>	<b>Lead Organisation / Partnership</b>	<b>Relevant Strategies, Plans, Programmes, Projects</b>
Strategic Priorities listed above	Swansea Council	Swansea VAWDASV Strategic Group Local VAWDASV Strategy
	Bridgend County Borough Council	Bridgend Strategic Partnership Local VAWDASV Strategy
	Neath Port Talbot County Borough Council	Neath Port Talbot VAWDASV Leadership Group Local VAWDASV Strategy

**5. Which wellbeing objectives do these priorities contribute towards?**

R2 – Strong, resilient, connected communities

R3 – People reaching their potential

## Secure Estate

### 1. What did the Population Assessment tell us?

In the Western Bay area, there are three main “secure” establishments – two prisons (one in Swansea and one in Bridgend) and one secure Children’s Home in Neath Port Talbot.

#### HER MAJESTY’S PRISON (HMP) AND YOUNG OFFENDER INSTITUTION (YOI) PARC, BRIDGEND

1. HMP and YOI Parc can accommodate up to 2,000 Category B male prisoners. There are two main sections:
  - a. A young person unit for males aged 15-17
  - b. Main prison for young offenders aged 18-21 and adult offenders
2. The majority of prisoners are serving sentences in excess of 2 years, with 580 (35%) serving a sentence of between 4 and 10 years.
3. The Young Persons Unit at HMP & YOI Parc accommodates up to 64 males aged 15-17
4. Between the period April – June 2016, 24% of prisoners experienced self-harm

#### HILLSIDE SECURE CHILDREN’S HOME, NEATH PORT TALBOT

1. The services at Hillside support up to 22 young people, both male and female aged between 12-17 from England and Wales. It should be noted that Hillside is the only secure Children’s residential establishment in Wales.
2. There are 14 individually managed Secure Children’s Homes in England and 1 in Wales. Hillside, a Secure Children’s Home opened in Neath in 1996.
3. There are 16 welfare beds and 6 Youth Custody beds although there is a possibility that the youth custody beds may increase this year.
4. Between 2017 and 2018 a total of 79 young people stayed at Hillside, 64 males and 16 females for an average of 3-4 months.

#### HMP SWANSEA

1. HMP Swansea is a Category B prison and can accommodate up to 515 men. The largest age profile groups include men aged 21-39 years with the majority of stays ending in the first 3 months.
2. There is a large population of prisoners with a disability with the majority of those experiencing mental health issues.
3. Support for prisoners includes referrals to the prison drug service and the majority of referrals received between April – July 2015 related to heroin and alcohol misuse.

### 2. What care and support needs were highlighted in the Population Assessment?

#### HER MAJESTY’S PRISON (HMP) AND YOUNG OFFENDER INSTITUTION YOI) PARC, BRIDGEND

1. There is evidence that offending increases during periods of economic recession.
2. There is an increase in prison population across the UK which means increased demand for services at Parc if population there increased to full capacity.
3. There is no extra funding for social care for prisoners in Wales as it is within the allocation for Local Authorities to implement the SS&WbA.

### **HILLSIDE SECURE CHILDREN'S HOME, NEATH PORT TALBOT**

1. There is demand for a transition service to support young people leaving the provision. We are in the process of scoping out and developing a 'step down provision' to facilitate a smooth transition back in to the young person's community. We are also advertising and seeking to employ a resettlement officer. Support relating to resettlement at Hillside is a key priority.
2. Hillside has a trauma informed workforce that understands implications of adverse childhood experiences, we use the Trauma recovery model and are now developing a safe secure and stability model. We have a strong in house clinical team including a consultant child and adolescent Psychiatrist, a clinical Psychologist two assistant Psychologists. We also employ a speech and language therapist, a substance misuse worker and a child sexual exploitation and sexually harmful behaviour worker. – We have developed care planners who support the keyworkers and each child has a tailored made package of support to meet their needs, and to implement have oversight and monitor the young person's care plan.
3. Hillside is the only secure unit in the UK who has a secondary school provision in- house and employs teachers on secondment from Cefn Saeson secondary school. The educational achievements are exceptional in relation to the adverse child hood experiences that these young people have experienced, for many of the young people, have not attended school for 2 years or more. Every young person leaves Hillside with a qualification, some achieving GCSE grade C and above.
4. We focus on a qualification schema in line with the young person's abilities and work to their strengths. We undertake vocational qualifications and schemes such as the Phoenix fire service and Duke of Edinburgh awards.
5. School is the part of secure that every young person wants to attend and young people are asking for their lessons to be made longer. This is incredible given the vast majority have been out of education for significant periods of time.
6. Social care and well-being provision is also tailored to the young person's need and they go out on mobility's when they are able to, and will attend all of the medical appointments where possible in the community. The cultural and religious needs of the young person are also catered for both in the community and in house.
7. We have a visiting dentist who meets the dental needs of the young person.
8. We also have a strong behaviour management team and behaviour management and the young person's safety at Hillside is a priority.
9. Multi agency working is a priority at Hillside and we
10. There is emerging pressure on capacity, and we need to develop the service and increase staffing commensurate with the needs of the service.
11. Demand for beds at Hillside far outstrips supply. Welsh children are considered a priority and all efforts are made to accommodate them first, or move them back into Hillside when we have capacity to do so.

## HMP SWANSEA

1. Early implementation of the SS&WbA suggests that support relating to resettlement may be a priority.
2. A multi-agency response is needed to meet prevention requirements.
3. Future joint commissioning strategies need to include prevention requirements of people in secure estate.
4. Treatment pathways for those using novel psychoactive substances.
5. Counselling should be made available for prisoners serving longer sentences.
6. Additional training for primary care staff is needed in sexual health and substance misuse.

### 3. The key priorities to be led by other partnerships and planning arrangements across the region are:

Key Priority	Lead Organisation / Partnership	Relevant Strategies, Plans, Programmes, Projects
Multi-agency Implementation Group in Swansea	Swansea Council, ABMU Health Board, Probation, CRCs, NOMs, Housing	<ul style="list-style-type: none"> <li>• Population Assessment</li> <li>• MOU (completed)</li> <li>• Local Pathway to Care and Support</li> </ul>
<p>NPT to submit a proposal for a step down provision at Hillside secure unit and scope out the possible options</p> <p>To advertise and recruit a resettlement officer.</p> <p>To upgrade all facilities at Hillside secure unit, commensurate with the needs of the service.</p> <p>Present to all partners across the region the presentation regarding the re purposing of Hillside.</p>	<p>Hillside Secure Unit NPT Children's services WBSCB.</p> <p>Hillside Secure Unit and NPT</p> <p>Hillside Secure Unit</p>	<p>Post 16 Transition and Planning.</p> <p>Social Services and Housing Directorate business plan.</p> <p>Corporate safeguarding group.</p> <p>LSCB strategic groups.</p> <p>Work closely with our education board</p>
Bridgend		<ul style="list-style-type: none"> <li>• Social Services and Wellbeing Directorate Business Plan (2017-18)</li> <li>• Prison Health Partnership Board</li> <li>• Various Strategic Oversight Groups</li> </ul>

### 4. Which wellbeing objectives do these priorities contribute towards?

- R2 - Strong, resilient, connected communities
- R3 - People reaching their potential

## Citizen and Community Group

### **Regional Groups:**

Regional Citizen Panel  
Third Sector Regional Network  
ABMU Partnership Forum  
Community Health Council  
Stakeholder Reference Group  
ABMU Youth Group  
Health Professional Forum  
Disability Reference Group  
Regional BME Network

### **Swansea Citizen Groups:**

Swansea Bay LGBT Forum  
Swansea Disability Liaison Group  
Swansea Childrens Right Network  
Swansea Welsh Language Forum  
Swansea 50+ Network

### **Neath Port Talbot Citizen Groups:**

NPT CYP Voluntary Sector Forum  
NPT Third Sector Strategic Forum  
NPT Mental Health & Emotional Wellbeing Forum  
NPT Health, Social Care & Wellbeing Forum  
NPT Mental Health Service User Network  
NPT BME Community Association/BME Forum

### **Bridgend Citizen Groups:**

Bridgend HSCWB Group  
Bridgend Youth Support Network  
Bridgend Third Sector Strategic Network  
Bridgend Community Voice Network  
Bridgend Drug Alcohol Mental Health Support Network

## Information, Advice & Assistance (IAA)

### Bridgend County Borough Council

A key priority for Bridgend CBC identified for Social Services for 2016-17:

***Develop appropriate mechanisms to enable the Council to provide good information, advice and assistance to the public.***

Work has been completed in both Children's and Adult Social Services to make sure that there is one point of contact for people who require our help. This initial point of contact involves a number of different professionals. As a result of this new "model" Bridgend are able to provide better advice and information and we can more quickly guide people into the right service to meet their needs. It is still early on in this new way of working and there is more to do to make sure the new model is working.

Bridgend have progressed the implementation of the new national citizen's wellbeing database called DEWIS CYMRU so that people can access information directly from our website rather than having to wait for somebody from social services to speak to them. This system is a single point of access for citizens and professionals and contains information about organisations, services, community groups, companies and events – both local and national. We know that people have been able to access it already which has meant that they have been more independent than if they relied on us. We now want to build on this so that it also includes even more information in the future. The link to the national site is here: <https://www.DEWIS.wales/>

### Neath Port Talbot County Borough Council

In keeping with the SS&WbA, NPT aimed to have county-wide processes in place to facilitate the adoption of an information, advice and assistance service. Central to this was the development of a bespoke I.T. system, designed to facilitate intervention and prevention via the early identification of individual's personal outcomes and the subsequent support arrangements that best suits their requirements.

Processes are now well established as is the I.T. system to facilitate them; with citizens contacting NPT seeking help, being advised of the new online Community Directory, providing access to a variety of universal services throughout the County Borough; [www.npt.gov.uk/communitydirectory](http://www.npt.gov.uk/communitydirectory)

### Swansea Council

Swansea is implementing the national well-being directory, DEWIS CYMRU so that people can access information directly from our website in order to access a wider range of well-being care and support services. This national system, implemented locally, is expecting to build important links to the Family Information Service and Third Sector's Infoengine directories. These developments are a part of an overall approach to providing information, advice and assistance that fits with the Councils approach to Corporate Contact, the 'warm' front door to children services and the Common Access Point at the front door of community-based health and social care services.

### ABMU Health Board

111 is the new free-to-call number for people to access health advice from the correct professional in the quickest time possible and is part of a plan to improve urgent and unscheduled care.

The 111 Wales pilot was launched in October 2016 by ABMU Health Board and is live across the whole of the Western Bay region.

## **InfoEngine**

Infoengine is the directory of third sector services in Wales. Developed and led by the third sector, infoengine provides information on a wide variety of voluntary and community services that are able to provide information and support so that people can make an informed choice.

Recent work by the InfoEngine project board has led to a formal reciprocal relationship between DEWIS and InfoEngine to share Third Sector information across both platforms, ensuring a seamless data source for individuals to access the information they need, whilst ensuring the sector maintains 'ownership' of their information. InfoEngine has now been formally adopted as part of the TSSW (Third Sector Support Wales) infrastructure, which means that the site now covers the whole of Wales and will be used by each of the County Voluntary Councils (CVCs) as its online directory of third sector services."

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## Welsh Language Services:

### Bridgend County Borough Council

The Council's five year Welsh language strategy, published in September 2016, sets out the Council's intention to promote the language in the workplace and help improve the Welsh language skills of staff. Additionally, it aims to promote and facilitate the use of Welsh language to the public.

In relation to services, Active Offer features at the assessment stage, where all those being assessed receive Active Offer as a part of the assessment process, and should it be required, Care Co-ordinators and other staff engage with Welsh speaking professionals who are able to continue to engage through the medium of Welsh. Active Offer is also undertaken at reviews and as and when required if engaging with the general public.

### Neath Port Talbot County Borough Council

Services will seek to match suitable members of Welsh speaking staff with a person/persons who would wish to discuss their well-being through the medium of Welsh.

### Swansea Council

Swansea Council and Social Services recognises the importance of meeting the individuals' Welsh language needs, and we are committed to offering, providing and developing Welsh language services. During the year, the Directorate has been working towards increasing capacity to deliver a bilingual service, as there is a current lack of capacity in the teams, reflected in the small number of fluent Welsh speakers.

Service plans and commissioning plans are tackling the challenges linked to increased citizen expectations, higher demand and less resource. Work is still in progress both regionally, locally and within partnerships. These are informed by co-production with citizens, and any public facing events will be held with an 'active offer' in place. All such strategic plans are screened for Equalities via an Impact Assessment, and contract specifications are reviewed regularly with providers and monitored routinely against a range of quality standards including Welsh Language standards. Provider forums, held with residential and domiciliary care sectors, have helped to raise awareness of the Active Offer.

### ABMU Health Board

ABMU is fully committed to providing a bilingual service and want to improve the quality of the treatment, care and services people receive ensuring that they are treated with dignity and respect and that we offer Welsh language services to people without them having to ask for them and follow the guidance in the Welsh Government's Strategic Framework "More than just words" and The Active Offer.



## Regional Well-being Objectives

- R1 Children & Young People
- R2 Strong, resilient, connected communities
- R3 People reaching their potential
- R4 Ageing well
- R5 Working with Nature
- R6 Well-being in the Workplace

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