



*Cardiff & Vale of Glamorgan*  
**INTEGRATED HEALTH  
& SOCIAL CARE PARTNERSHIP**

**PARTNERIAETH IECHYD  
& GOFAL CYMDEITHASOL INTEGREDIG**  
*Caerdydd & Bro Morgannwg*

# **Cardiff and Vale of Glamorgan Regional Partnership Board**

## **Population Needs Assessment on the Impact of COVID-19**

*October 2020*

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## 1. Introduction

This report has been prepared in response to a joint letter sent from the Welsh Government Minister and Deputy Minister for Health and Social Services on 13<sup>th</sup> August 2020 to all regional partnership boards (RPBs). The letter set out a number of planning and reporting requirements, including a need to detail our response to, and understanding of, the impact of COVID-19. The specific requirements were to:

- Submit a brief overview of how our RPB has operated in response to the COVID-19 pandemic.
- Include a summary of the regional impact of COVID-19 and how our RPB enabled a strong integrated response, highlighting areas of challenge.
- Outline any relationships our RPB had with wider civil contingency planning structures in response to the pandemic.
- Undertake a rapid review of our population needs assessments to understand the effect of the pandemic, focusing on some of the most affected groups and how services may need to change in order to meet needs in the new landscape.

In line with the Welsh Government issued guidance on reporting the impacts of COVID-19 (Annex 2), this report is structured as followed:

### Part 1: COVID-19 Response

This section sets out our regional response to COVID-19. It outlines the interim changes made to our regional governance arrangements and provides an overview of the civil contingency structures and processes put in place to respond to the COVID-19 pandemic. This section concludes with an overview of COVID-19 in Cardiff and the Vale of Glamorgan.

### Part 2: COVID-19 Impact on Population Needs

This section reports the data and intelligence gained from a rapid review of the population needs assessment published in 2017. The assessment considers the care and support needs of the following priority groups:

- Children and young people with complex needs
- Unpaid carers
- Older people, including people living with dementia
- People with physical disabilities
- People with learning disability/autism
- People with poor mental health
- Sensory impairment
- Violence against women, domestic abuse and sexual violence
- People who are homeless
- People in secure estate
- Substance Misuse

The key findings are presented thematically by common cross-cutting issues and by priority group. The section concludes by describing the next steps to be taken to address the issues identified in the assessment.

## 2. COVID-19 Response

### Interim Governance Arrangements

During the initial phases of the pandemic, the RPB was stood down and the response to COVID-19 was overseen by civil contingency structures. Full details of the structures and processes put in place to both prevent and respond to COVID-19 are set out within the [Cardiff and Vale of Glamorgan COVID-19 Prevention and Response Plan](#).

A Joint Management Executive (JME) was established from March 2020, bringing together the executive leads for Cardiff and Vale University Health Board, Vale of Glamorgan Social Services and Cardiff Council Social Services. The JME continues to meet weekly, increasing the frequency if necessary. The JME has overseen a coordinated response to:

- Personal protective equipment distribution, policy and training
- Support to staff and residents in care homes
- Testing
- Hospital discharge
- Shielding arrangements
- Homelessness
- Test, trace and protect
- Winter protection planning

As the immediate response to the public health emergency settled into new ways of working within organisations and across the partnership, the Regional Partnership Board reconvened operations in July 2020 to lead the stabilisation and recovery of the health and care system.

### COVID-19 in Cardiff and the Vale of Glamorgan

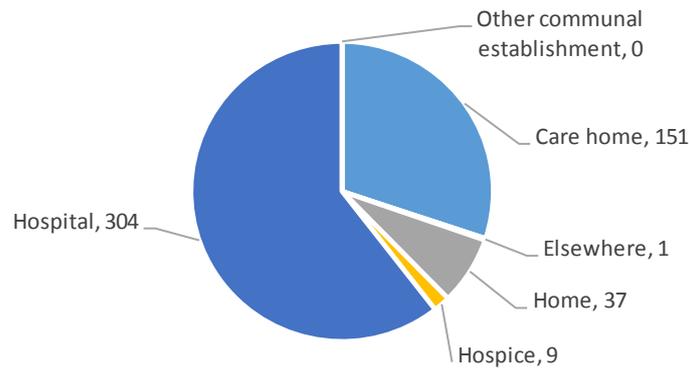
2020 has been a year like no other as we continue to tackle the unprecedented global challenge of COVID-19.

By 29<sup>th</sup> October 2020, there were approximately 8,500 confirmed cases of COVID-19 in Cardiff and the Vale of Glamorgan. This equates to around 1,950 cases per 100,000 of the population:

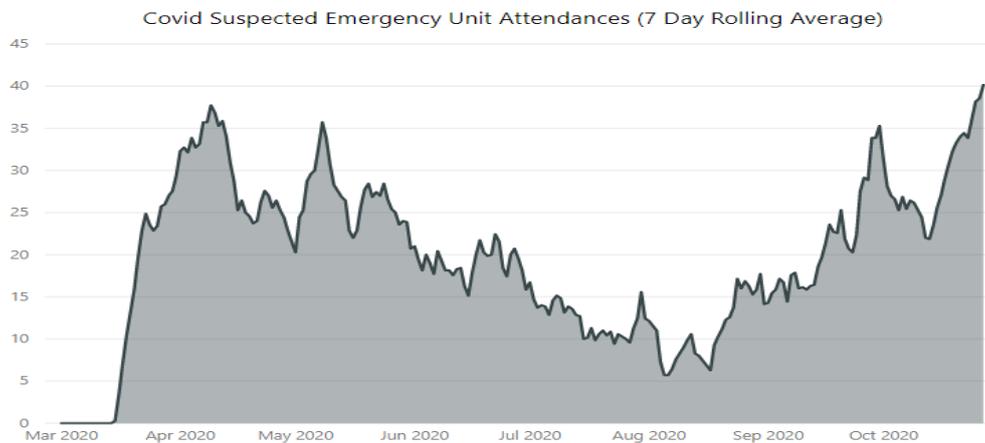


The current case rates for Cardiff and the Vale of Glamorgan exceed the 'red' Welsh Government threshold.

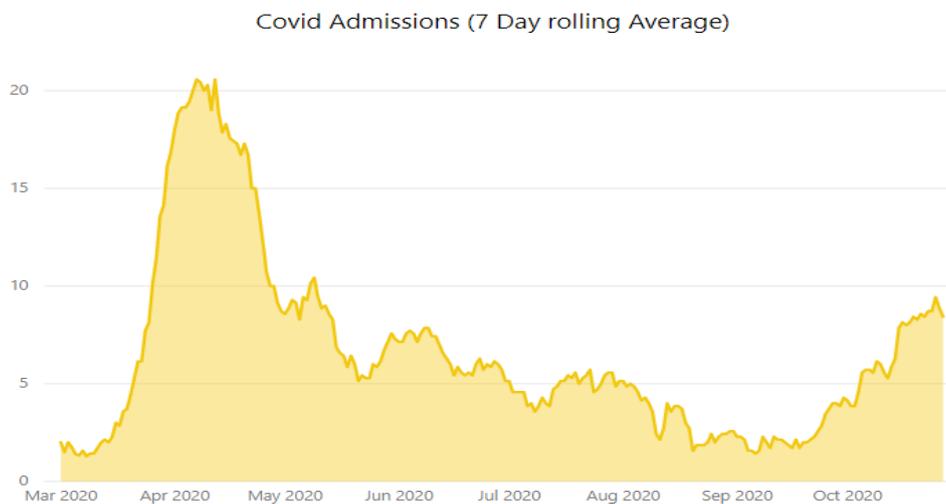
As at 10<sup>th</sup> October 2020, there were 502 registered deaths in Cardiff and the Vale of Glamorgan involving COVID-19, based on any mention of COVID-19 on the death certificate<sup>1</sup>. The graph below presents the data by the location of death:



There has been a recent rise in the number of people attending the local Emergency Unit with suspected COVID-19, with the rate now exceeding the rate at the peak of the first wave in April:



COVID-19 hospital admissions have continued to gradually rise since 20<sup>th</sup> September, with rates similar to those seen in late May but lower than the first wave peak currently:



<sup>1</sup> Office of National Statistics – [Deaths by Local Authority and Health](#)

### 3. COVID-19 Impact on Population Needs

The rapid assessment of the care and support needs of our population was undertaken between August and October 2020 in conjunction with statutory and third sector partners. A full list of the responses received from partner organisations and thematically analysed can be found in Appendix 1.

#### Cross-Cutting Issues

The cross-cutting key findings represent those which are common to more than one priority group. As outlined in Figures i and ii below, the data were further analysed from two perspectives: the emerging priorities for the coming winter period to inform our Winter Protection Planning, and those requiring further consideration in the following months.

Figure i: Emerging Priorities for Winter 2020-21

Theme	Specific
Populations at risk	Specific mention of people with dementia; Black, Asian and Ethnic Minority groups; children and young people at risk; carers and older people
Mental health	Support for vulnerable groups experiencing potential loneliness and isolation
Physical health	Reduced access to physical activity and consequent deterioration in health Managing the long term recovery of people who have had COVID-19 / 'long COVID-19'
Abuse / addiction	Increase in physical abuse: domestic, child, substance and alcohol
Family / carer relationships	Impact of family breakdown and lack of respite care
Financial hardship	Rise in unemployment and debt increase placing additional pressure on vulnerable groups
Sensory impairment	Increased physical and attitudinal barriers for people with sensory impairment as a result of social distancing requirements
Virtual workforce	Impact of virtual and social distanced working measures – need to ensure effective IT and training together with enhanced employee wellbeing practices
Workforce resources	Ensuring effective availability of staff / services to meet demand

Figure ii: Emerging Priorities for 2021 Onwards

Theme	Specific
Populations at risk	Specific mention of people with dementia; Black, Asian and Ethnic Minority groups; children and young people at risk; carers and older people Young people aged 16-25 years are a particular concern re. potential consequent long term impact re. employment opportunities, underlying mental health needs, etc.
Mental and physical health support	Increased service demand at all levels (primary to tertiary) due to limited access in 2020-21 Managing the long term recovery of people who have had COVID-19 / 'long COVID-19' Deterioration in health due to lack of activity, limitations on healthy eating, etc and consequent impact on preventative health approach
Abuse / addiction	Long term impact of increase in physical abuse: domestic, child, substance and alcohol
Family / carer relationships	Long term impact of family breakdown and lack of respite care
Financial hardship	Long term impact of rise in unemployment and debt increase, particularly for vulnerable groups
Sensory impairment	Increased physical barriers for people with sensory impairment as a result of social distancing requirements
Virtual workforce	Impact of virtual and social distanced working measures – need to ensure effective IT and training together with enhanced employee wellbeing practices
Workforce resources	Ensuring effective availability of staff / services to meet demand

Our local cross-cutting key findings mirror the recent [report](#) published by Public Health Wales on the wide-ranging impacts in Wales of the Staying at Home and Social Distancing Policy.

#### Key Findings by Priority Group

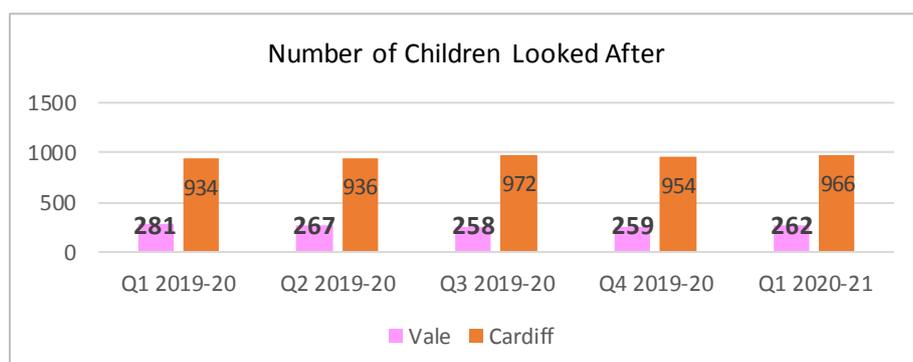
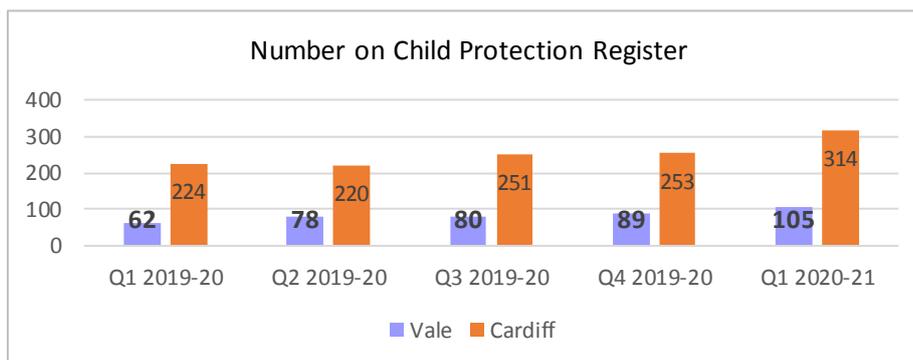
This section presents the key findings by population group as set out in the Welsh Government issued guidance on reporting the impacts of COVID-19 (Annex 2). Substance misuse was also added to the list following local feedback from partnership colleagues who were concerned that this was a key area of concern following the pandemic.

<i>Children and Young People with Complex Needs</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Complexity	<ul style="list-style-type: none"> <li>• Increase in complexity of need</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Exploitation</li> <li>• Physical harm</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Increase in waiting times</li> <li>• Decline in housing conditions</li> </ul>
Population changes	<ul style="list-style-type: none"> <li>• Increase in population size (Cardiff)</li> <li>• Larger asylum seeker population</li> <li>• Greater number of unaccompanied asylum seeking children</li> <li>• Greater diversity</li> </ul>
Positive service improvements	<ul style="list-style-type: none"> <li>• Healthcare for children with complex needs</li> <li>• Understanding of the impact of trauma, adverse childhood experiences, mental health, 'toxic trio'</li> </ul>
Economic	<ul style="list-style-type: none"> <li>• Increase in poverty</li> <li>• Negative impacts of economic migration</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>• Poor mental health</li> </ul>
Service remits	<ul style="list-style-type: none"> <li>• Difficulty accessing services due to increasing thresholds</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increased demand for mental health services</li> <li>• Isolation</li> <li>• Stress</li> <li>• Anxiety</li> <li>• Retriggering of past traumas</li> <li>• Homelessness</li> <li>• Behaviour issues</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduced access to health care services</li> <li>• Reduced physical activity</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Mental health services</li> <li>• Cancelled health care</li> <li>• Multi-agency assessments</li> <li>• Court proceedings</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in physical abuse</li> <li>• Increase in time spent in company of abuser</li> <li>• Increase in witnessing of abuse</li> <li>• Increase in demand – adverse childhood experiences</li> <li>• Increase in demand – child criminal exploitation</li> </ul>
Family/carer relationships	<ul style="list-style-type: none"> <li>• Family breakdown</li> </ul>

	<ul style="list-style-type: none"> <li>• Lack of respite</li> <li>• Lack of informal support</li> </ul>
Financial hardship	<ul style="list-style-type: none"> <li>• Rise in unemployment</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Missed education</li> <li>• Lack of access to critical support</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Increased demand – accommodation</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of support to access essential goods and services</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Online</li> <li>• Contact</li> <li>• Checks</li> <li>• Advice</li> <li>• Mediation</li> <li>• Assessments</li> <li>• Training</li> <li>• Recruitment</li> </ul>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual and face-to-face</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• With children and young people</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Development of new multi-agency forum</li> </ul>
New service provision	<ul style="list-style-type: none"> <li>• Reopening of accommodation service</li> <li>• New triage service</li> </ul>
Service remits	<ul style="list-style-type: none"> <li>• Service-wide duty team</li> <li>• School visits</li> </ul>
Risk assessment processes	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Families</li> <li>• Buildings</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Financial payments to care leavers</li> <li>• Deliveries of medication and food hampers</li> </ul>
Social media	<ul style="list-style-type: none"> <li>• Increase in use</li> <li>• Improved branding and messaging</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> <li>• Face-to-face</li> <li>• Improved staff efficiency</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Improved contingency planning</li> <li>• Creative planning</li> <li>• Opportunity to remodel existing provision</li> </ul>
Decision-making	<ul style="list-style-type: none"> <li>• Rapid decision-making</li> <li>• Rapid roll-out</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive organisation/sector responses to crisis</li> <li>• Positive staff response to new ways of working</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• Improved recruitment processes</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Improved partnership working</li> <li>• Disappearance of ‘silos’</li> <li>• Opportunity to build on new ways of partnership working</li> </ul>

Efficiencies	<ul style="list-style-type: none"> <li>Improved staff efficiency from virtual working</li> </ul>
Pace	<ul style="list-style-type: none"> <li>Acceleration of development work</li> </ul>
Public perceptions/ awareness	<ul style="list-style-type: none"> <li>Positive change in public perceptions regarding health care</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>Impact on budget</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>Cancelled health care</li> <li>Increase in volume of safeguarding work</li> <li>Delays in progressing developmental work</li> </ul>
Home working	<ul style="list-style-type: none"> <li>Resource implications</li> <li>Reduction in peer support</li> <li>Physical impact of home working on staff</li> <li>Potential barrier to effective patient/citizen engagement</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>Resource implications</li> <li>Patient/citizen anxieties</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>Staff burn out</li> <li>Impact of Test, Track and Protect initiative on deployable workforce</li> </ul>
Planning challenges	<ul style="list-style-type: none"> <li>Unknown nature of future COVID-19 transmission</li> <li>Changing national and local policy</li> </ul>
Public Expectations	<ul style="list-style-type: none"> <li>Reverting to pre-COVID-19 expectations</li> </ul>
Resources	<ul style="list-style-type: none"> <li>A need for 'business as usual' priorities to be effectively planned for and resourced</li> </ul>

#### Supporting Quantitative Data

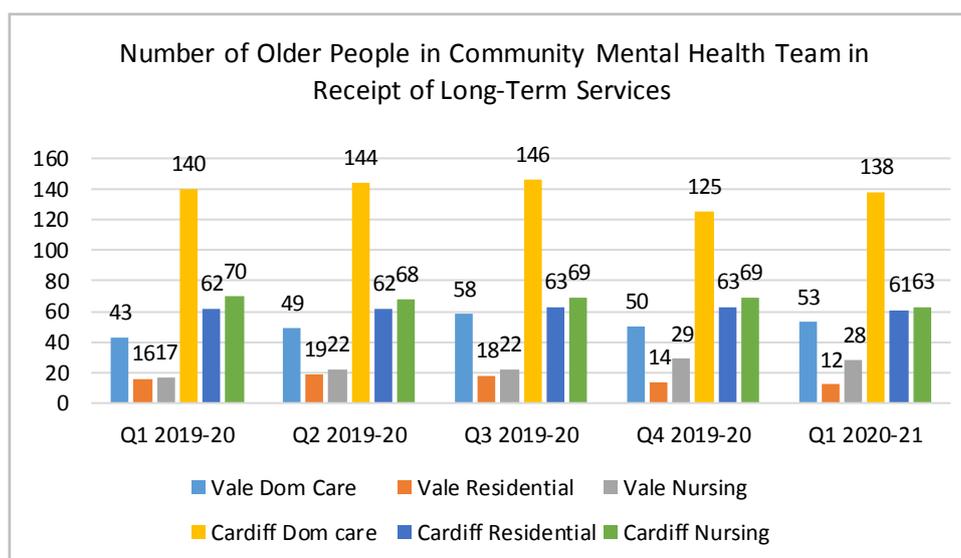


<i>Unpaid Carers</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
No significant changes to needs since last needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Isolation</li> <li>• Stress</li> <li>• Concerns regarding future availability of support</li> </ul>
Family/carer relationships	<ul style="list-style-type: none"> <li>• Strained relationships</li> <li>• Lack of respite</li> <li>• Lack of informal support</li> </ul>
Financial hardship	<ul style="list-style-type: none"> <li>• Loss of income</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of support to access essential goods and services</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Online</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Financial assistance via emergency grant schemes</li> </ul>
New service provision	<ul style="list-style-type: none"> <li>• Referral services</li> <li>• Information directories</li> <li>• Informal support groups</li> <li>• Volunteer support</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Staff redeployment</li> </ul>
Engagement	<ul style="list-style-type: none"> <li>• Stakeholder consultation regarding impacts</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• With unpaid carers</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Alleviating social isolation</li> <li>• Increase in flexibility and access</li> </ul>
Decision-making	<ul style="list-style-type: none"> <li>• Rapid redesign and reconfiguration</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive organisation/sector responses to crisis</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Effective partnership working</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Positive impact of COVID-19 funding</li> </ul>
Engagement	<ul style="list-style-type: none"> <li>• Discovery of hidden carers</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Potential barrier to effective patient/citizen engagement</li> </ul>
Funding	<ul style="list-style-type: none"> <li>• Concerns regarding future availability of funding</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Reestablishment of effective partnership working between primary care and third sector</li> </ul>

<i>Older People, including People Living with Dementia</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>• Increased complexity</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
De-conditioning	<ul style="list-style-type: none"> <li>• Reduced access to health care services</li> <li>• Reduced physical activity</li> <li>• Reduced food intake</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>• Loneliness and isolation</li> <li>• Stress</li> <li>• Anxiety</li> <li>• Grief</li> <li>• Dementia</li> <li>• Poor mental health of informal carers</li> <li>• Loss of confidence</li> <li>• Fear of going out</li> <li>• Reduced access to mental health services</li> <li>• Reduced access to dementia services</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Cancelled health care</li> <li>• Multi-agency assessments</li> <li>• Workforce diminished due to redeployment and shielding</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in safeguarding concerns</li> <li>• Increase in hate crime</li> </ul>
Family/Carer Relationships	<ul style="list-style-type: none"> <li>• Strained relationships</li> <li>• Lack of respite</li> <li>• Lack of formal and informal support</li> <li>• Social network breakdown</li> <li>• Rise in unemployment of informal carers</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Physical health</li> <li>• Mental health</li> <li>• Social networks</li> <li>• Increased complexity</li> </ul>
Populations at Risk	<ul style="list-style-type: none"> <li>• Dementia</li> <li>• Black, Asian and Ethnic Minorities</li> <li>• Workforce under threat</li> </ul>
Care to support daily living	<ul style="list-style-type: none"> <li>• Accommodation with care (including isolation beds)</li> <li>• Home care provision (including palliative)</li> </ul>
Infection risk	<ul style="list-style-type: none"> <li>• Increased risk for older people from COVID-19.</li> <li>• Increased difficulty of people living with dementia to adhere to social distancing requirements</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of support to access essential goods and services</li> <li>• Digital exclusion</li> <li>• Lack of day care</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Social media</li> <li>• Contact</li> </ul>

	<ul style="list-style-type: none"> <li>• Checks</li> <li>• Advice</li> <li>• Clinics</li> <li>• Assessments</li> <li>• Training</li> </ul>
Service changes	<ul style="list-style-type: none"> <li>• New services required to meet increased/changing needs <ul style="list-style-type: none"> <li>○ Palliative at home</li> <li>○ Isolation beds</li> </ul> </li> <li>• Adaption of services to meet changing needs <ul style="list-style-type: none"> <li>○ Infection control</li> <li>○ Virtual delivery</li> <li>○ Telephone assessments</li> </ul> </li> <li>• Service closure due to social distancing requirements</li> </ul>
Essential support	<ul style="list-style-type: none"> <li>• Reduction in Respite provision</li> <li>• Informal support groups moved to virtual delivery</li> <li>• Volunteer/third sector support</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• With older people</li> <li>• With people living with dementia</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Care Home lock down</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Development of new partnerships</li> <li>• Increase in knowledge</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Proving the hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> <li>• Face-to-face</li> <li>• Opportunity to further develop</li> <li>• Alleviating social isolation</li> <li>• Increased flexibility and access</li> <li>• Positive patient/citizen and carer experiences</li> <li>• Improved staff efficiency</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Improved contingency planning</li> <li>• Creative planning</li> <li>• Opportunity to remodel existing provision</li> </ul>
Decision-Making	<ul style="list-style-type: none"> <li>• Rapid decision-making</li> <li>• Rapid redesign and reconfiguration</li> <li>• Rapid roll-out</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive organisation/sector responses to crisis</li> <li>• Positive staff response to new ways of working</li> <li>• Opportunity to continue</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Improved partnership working</li> <li>• Further development of existing partnership working</li> <li>• Opportunity to build on new ways of partnership working</li> </ul>
Efficiencies	<ul style="list-style-type: none"> <li>• Improved staff efficiency from virtual working</li> <li>• Increased staff efficiency from new ways of working</li> </ul>
Pace	<ul style="list-style-type: none"> <li>• Acceleration of development work</li> </ul>
Engagement	<ul style="list-style-type: none"> <li>• Improved communications across health and social care sector</li> </ul>

Negative Implications of COVID-19 on Service Delivery	Key themes
Increase in demand	<ul style="list-style-type: none"> <li>• Range of needs</li> <li>• Duration of support</li> <li>• Packages of care</li> <li>• Home visits</li> <li>• Impact on budget</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Cancelled health care</li> <li>• Increased volume of safeguarding work</li> <li>• Increased time required to deliver services</li> <li>• Delays in progressing developmental work</li> <li>• Delays in progressing 'business as usual' priorities</li> </ul>
Virtual working	<ul style="list-style-type: none"> <li>• Resource implications</li> <li>• Reduction in peer support</li> <li>• Physical impact of home working on staff</li> <li>• Potential barrier to effective patient/citizen engagement</li> </ul>
Socially distanced working	<ul style="list-style-type: none"> <li>• Resource implications</li> <li>• Patient/citizen anxieties</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Staffing considerations during winter period</li> <li>• Impact of Test, Track and Protect initiative on deployable workforce</li> <li>• Impact of staff redeployment</li> <li>• Staff shielding</li> <li>• Staff experiencing hate crime</li> </ul>
Funding	<ul style="list-style-type: none"> <li>• Concerns regarding future availability of funding</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Services unable to adapt to meet needs / closure</li> </ul>
<b>Supporting Quantitative Data</b>	

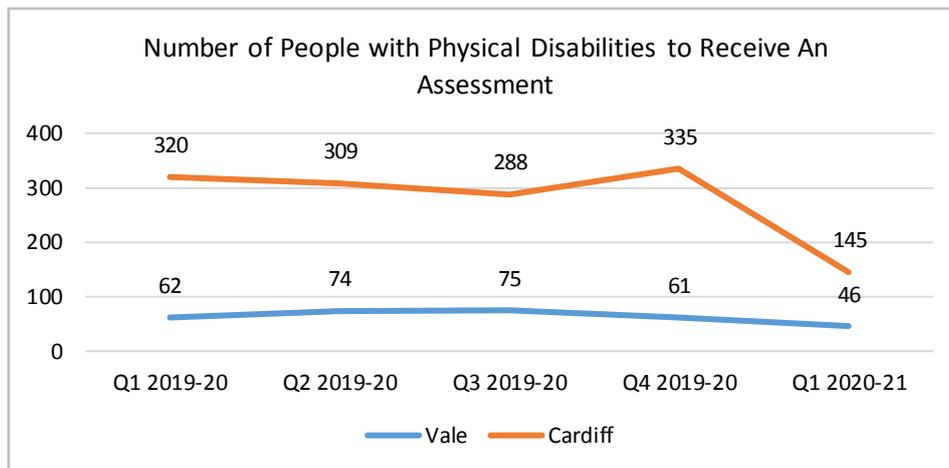
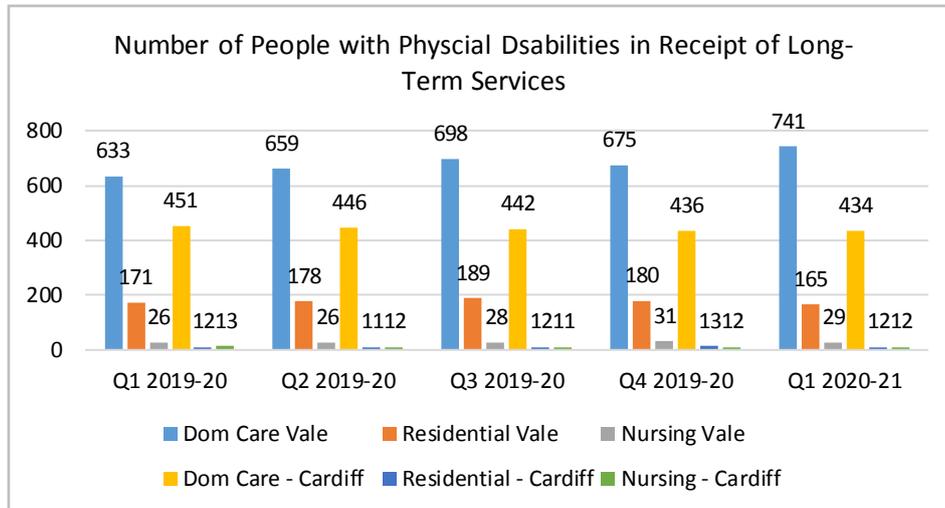


<i>People with Physical Disabilities</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
No significant changes to needs since last needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increase in demand for mental health services</li> <li>• Loneliness</li> <li>• Isolation</li> <li>• Anxiety</li> <li>• Loss of sense of purpose</li> <li>• Stress</li> <li>• Grief</li> <li>• Poor mental health of informal carers</li> <li>• Loss of confidence</li> <li>• Fear of going out</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduction in access to health care services</li> <li>• Reduced physical activity</li> <li>• Reduced food intake</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in verbal abuse</li> <li>• Increase in safeguarding concerns</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Cancelled health care</li> <li>• Multi-agency assessments</li> <li>• Workforce diminished due to redeployment and shielding</li> </ul>
Family/Carer Relationships	<ul style="list-style-type: none"> <li>• Strained relationships</li> <li>• Lack of respite</li> <li>• Lack of formal and informal support</li> <li>• Social network breakdown</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Physical health</li> <li>• Mental health</li> <li>• Social networks</li> <li>• Increased complexity</li> </ul>
Care to support daily living	<ul style="list-style-type: none"> <li>• Accommodation with care (including isolation beds)</li> <li>• Home care provision (including palliative)</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Online</li> <li>• Telephone</li> <li>• Social media</li> <li>• Contact</li> <li>• Checks</li> <li>• Advice</li> <li>• Clinics</li> <li>• Assessments</li> </ul>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual and face-to-face</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Reduction in visits to limit exposure</li> </ul>
Service changes	<ul style="list-style-type: none"> <li>• New services required to meet increased/changing needs <ul style="list-style-type: none"> <li>○ Palliative at home</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Isolation beds</li> <li>● Adaption of services to meet changing needs <ul style="list-style-type: none"> <li>○ Infection control</li> <li>○ Virtual delivery</li> <li>○ Telephone assessments</li> </ul> </li> <li>● Service closure due to social distancing requirements</li> </ul>
Essential support	<ul style="list-style-type: none"> <li>● Reduction in Respite provision</li> <li>● Volunteer/third sector support</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>● Increase in knowledge</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Response	<ul style="list-style-type: none"> <li>● Positive organisation/sector responses to crisis</li> <li>● Improved community support</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>● Improved partnership working</li> <li>● Further development of existing partnership working</li> <li>● Opportunity to build on new ways of partnership working</li> </ul>
Proving the hybrid delivery model	<ul style="list-style-type: none"> <li>● Virtual</li> <li>● Face-to-face</li> <li>● Opportunity to further develop</li> <li>● Alleviating social isolation</li> <li>● Increased flexibility and access</li> <li>● Positive patient/citizen and carer experiences</li> <li>● Improved staff efficiency</li> </ul>
Planning	<ul style="list-style-type: none"> <li>● Improved contingency planning</li> <li>● Creative planning</li> <li>● Opportunity to remodel existing provision</li> </ul>
Decision-Making	<ul style="list-style-type: none"> <li>● Rapid decision-making</li> <li>● Rapid redesign and reconfiguration</li> <li>● Rapid roll-out</li> </ul>
Response	<ul style="list-style-type: none"> <li>● Positive organisation/sector responses to crisis</li> <li>● Positive staff response to new ways of working</li> <li>● Opportunity to continue</li> </ul>
Efficiencies	<ul style="list-style-type: none"> <li>● Improved staff efficiency from virtual working</li> <li>● Increased staff efficiency from new ways of working</li> </ul>
Pace	<ul style="list-style-type: none"> <li>● Acceleration of development work</li> </ul>
Engagement	<ul style="list-style-type: none"> <li>● Improved communications across health and social care sector</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Backlog	<ul style="list-style-type: none"> <li>● Cancelled health care</li> <li>● Increase in volume of safeguarding work</li> <li>● Increased time required to deliver services</li> <li>● Delays in progressing 'business as usual' priorities</li> </ul>
Increase in demand	<ul style="list-style-type: none"> <li>● Range of needs</li> <li>● Duration of support</li> <li>● Packages of care</li> </ul>
Virtual working	<ul style="list-style-type: none"> <li>● Resource implications</li> <li>● Potential barrier to effective patient/citizen engagement</li> </ul>

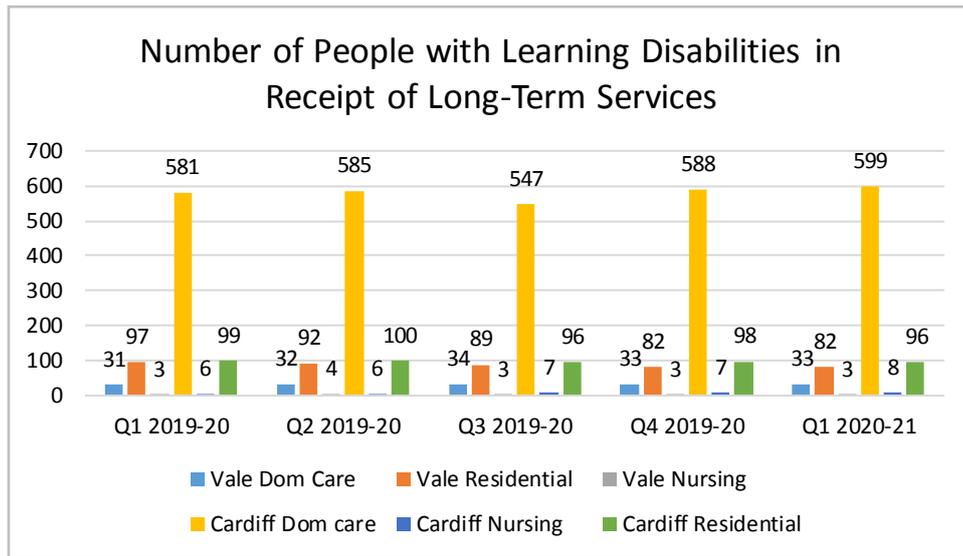
Socially distanced working	<ul style="list-style-type: none"> <li>• Resource implications</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Impact of Test, Track and Protect initiative on deployable workforce</li> <li>• Impact of staff redeployment</li> <li>• Staff shielding</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Services unable to adapt to meet needs / closure</li> </ul>

**Supporting Quantitative data**



<i>People with Learning Disability/Autism</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Diagnostic assessment and support	<ul style="list-style-type: none"> <li>• Increase in demand</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increase in demand for mental health services</li> <li>• Isolation</li> <li>• Anxiety</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Multi-agency assessments</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Online (email and video)</li> <li>• Telephone</li> <li>• Drop-ins</li> <li>• Signposting</li> <li>• Advice</li> <li>• Consultations</li> <li>• Group support pilot</li> <li>• Cost implications – purchasing additional equipment</li> <li>• Cost implications – staff training</li> <li>• Cost implications – reduced capacity to offer direct interventions</li> </ul>
Home working	<ul style="list-style-type: none"> <li>• Increase in home working</li> <li>• Blended home and face-to-face working arrangements</li> <li>• Staff support – virtual supervision, peer support and team meetings</li> </ul>
Sector needs	<ul style="list-style-type: none"> <li>• Cost implications – understanding and addressing required service changes</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• Personal protective equipment</li> <li>• Other safeguarding measures</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Temporary pause in group support</li> <li>• Temporary pause in diagnostic assessments</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Increase in flexibility and access</li> <li>• Improved staff efficiency</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive staff response to new ways of working</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>• Impact on budget</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Impact on budget</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Resource implications</li> <li>• Emotional resilience required for virtual management</li> </ul>

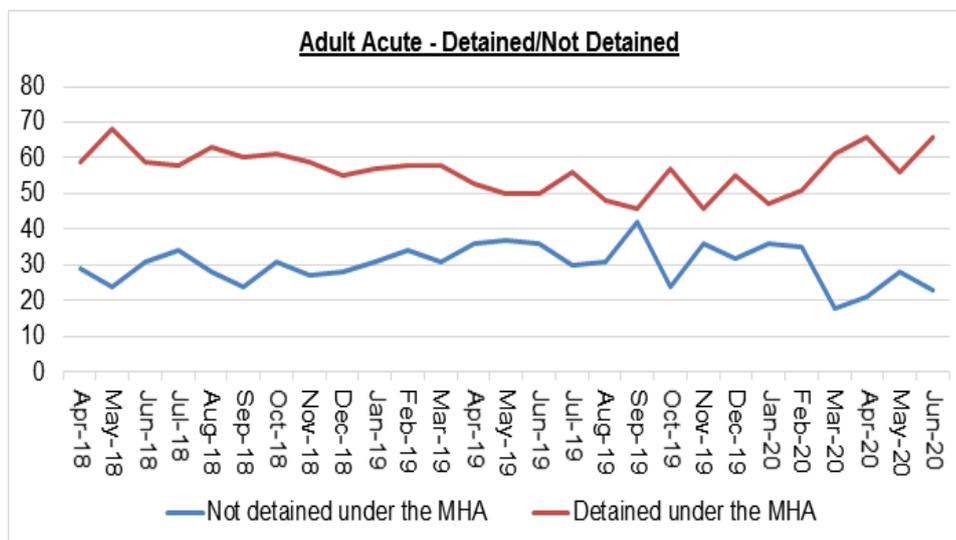
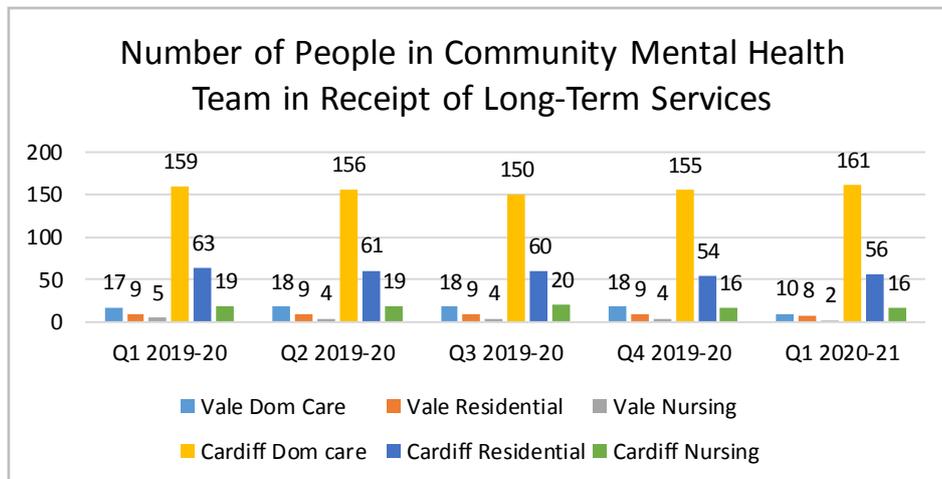
**Supporting Quantitative Data**



<i>People With Poor Mental Health</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Population change	<ul style="list-style-type: none"> <li>• Increase in population size (Cardiff)</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increase in demand for mental health services</li> <li>• Loneliness</li> <li>• Isolation</li> <li>• Anxiety</li> <li>• Grief</li> <li>• Dementia</li> <li>• Concerns regarding future availability of support</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduction in physical activity</li> </ul>
Financial hardship	<ul style="list-style-type: none"> <li>• Rise in unemployment</li> <li>• Loss of income</li> <li>• Rise in debt</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Mental health</li> </ul>
Populations at risk	<ul style="list-style-type: none"> <li>• Dementia</li> <li>• Black, Asian and Ethnic Minority communities</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of access</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Resources	<ul style="list-style-type: none"> <li>• Increase in third sector commissioning</li> </ul>
Service remit	<ul style="list-style-type: none"> <li>• Increase in coverage of primary care liaison across all clusters</li> <li>• Increase in locality working</li> </ul>
New service provision	<ul style="list-style-type: none"> <li>• Single points of access – mental health services for older people in secondary care</li> <li>• Simplified patient pathways</li> <li>• Amalgamation of existing services</li> <li>• Day services service redesign</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• The new 'business as usual'</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Online</li> <li>• One-on-one</li> <li>• Group support</li> <li>• Forums</li> <li>• Mutual support activities</li> <li>• Training</li> <li>• Social media</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Free online courses via Recovery College</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• Outside walks and meetings</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Positive patient/citizen and carer experiences</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Creative planning</li> <li>• Opportunity to test new ways of working</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive organisation/sector responses to crisis</li> <li>• Positive staff response to new ways of working</li> </ul>

Partnership working	<ul style="list-style-type: none"> <li>Improved partnership working</li> </ul>
Pace	<ul style="list-style-type: none"> <li>Acceleration of development work</li> </ul>
Public perceptions/ awareness	<ul style="list-style-type: none"> <li>Positive change in public awareness of mental health</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>Reduction in community mental health team waiting list due to service redesign</li> <li>Improved multidisciplinary team oversight of patient flow</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>In-patient mental health services</li> <li>Range of needs</li> <li>Duration of support</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>Potential barrier to effective patient/citizen engagement</li> <li>Unknown impact on quality of clinical risk assessment</li> </ul>
Planning challenges	<ul style="list-style-type: none"> <li>Unknown nature of future COVID-19 transmission</li> <li>Unpredictability</li> <li>Increase in out of area commissioning</li> </ul>

**Supporting Quantitative data**



<i>Sensory Impairment – Sight Loss</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
No significant changes to needs since last needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increase in demand for mental health services</li> <li>• Anxiety (loss of confidence)</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduction in access to health care services</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Cancelled health care</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in verbal abuse</li> </ul>
Physical environment	<ul style="list-style-type: none"> <li>• Physical barriers – change of outdoor environments</li> <li>• Physical barriers – inability to see visual signs</li> <li>• Physical barriers – inability to use alternative means</li> <li>• Physical barriers – widespread use of masks</li> <li>• Physical barriers – inability to use typical means (i.e. social contact) of getting around</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Online</li> </ul>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual and face-to-face</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Reduction in visits to limit exposure</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> <li>• Improved staff efficiency</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>• Range of needs</li> <li>• Duration of support</li> <li>• Home visits</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Cancelled health care</li> </ul>
Decision-making	<ul style="list-style-type: none"> <li>• Negative impact of rapid decision-making on people with sensory impairments</li> </ul>

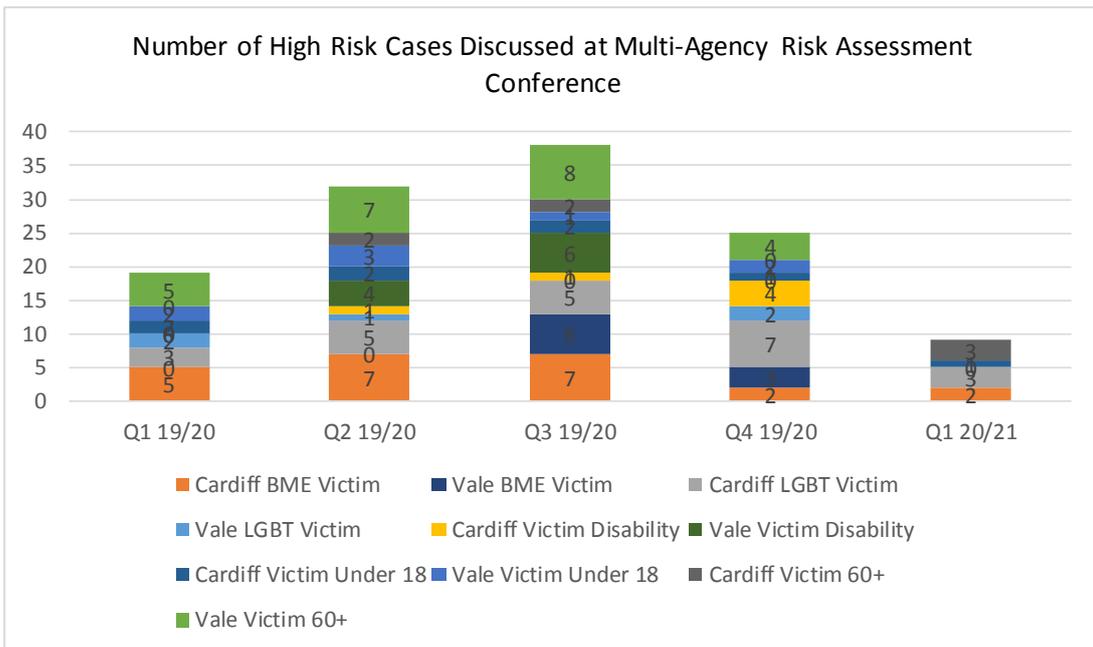
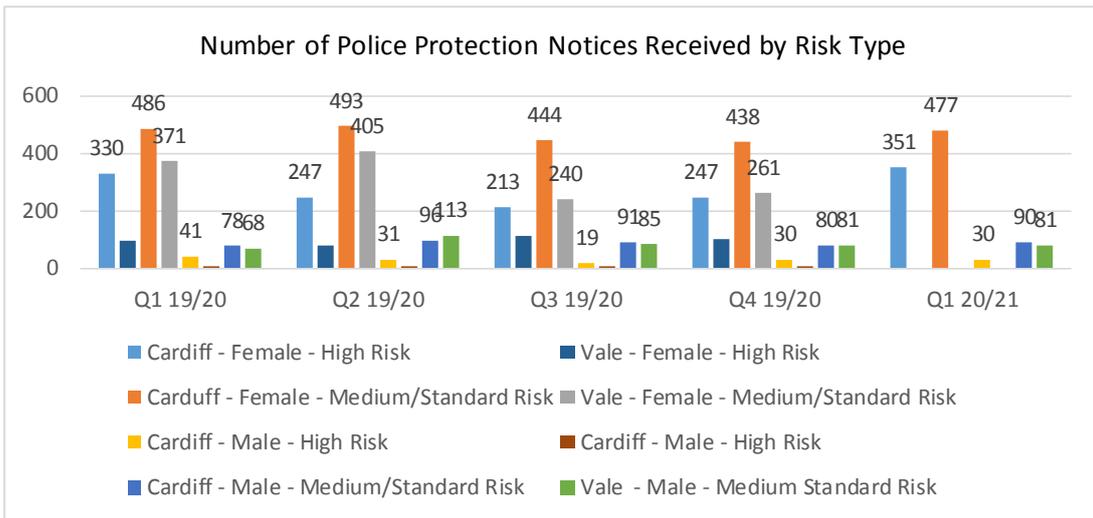
<i>Sensory Impairment – Hearing Loss</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
No significant changes to needs since last needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Isolation</li> <li>• Anxiety - COVID-19 transmission and loss of confidence from changes to physical environments)</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduced access to health care services</li> </ul>
Waiting times	<ul style="list-style-type: none"> <li>• Cancelled health care</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in verbal abuse experienced by people with sensory impairment</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Mental health</li> </ul>
Physical Environment	<ul style="list-style-type: none"> <li>• Increased physical barriers for people with sensory impairment in line with social distancing requirements</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Online</li> <li>• Support groups</li> <li>• Training</li> </ul>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual and face-to-face</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Reduction in visits</li> <li>• Temporary pause in some support groups</li> <li>• Temporary pause in some training</li> <li>• Reduction in information provision</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> <li>• Improved staff efficiency</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>• Range of needs</li> <li>• Duration of support</li> <li>• Home visits</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Cancelled health care</li> </ul>
Decision-Making	<ul style="list-style-type: none"> <li>• Negative impact of rapid decision-making on people with sensory impairments</li> </ul>

*Violence Against Women, Domestic Abuse and Sexual Violence*

<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Demand	<ul style="list-style-type: none"> <li>• Increase in demand for services</li> <li>• Increase in demand for specialist Independent Domestic Abuse Advisors support</li> </ul>
Complexity	<ul style="list-style-type: none"> <li>• Increase in complexity of need</li> </ul>
Service limits/gaps	<ul style="list-style-type: none"> <li>• Difficulty implementing full trauma informed approach due to 12 week service limit</li> <li>• Difficulty accessing services due to increasing thresholds</li> </ul>
Accommodation	<ul style="list-style-type: none"> <li>• Increase in demand for step up and step down accommodation</li> <li>• Negative impact of housing policy (rent arrears) on being able to register for housing</li> </ul>
Service improvements	<ul style="list-style-type: none"> <li>• Police responses to coercive control</li> <li>• Victim experience with criminal courts</li> <li>• Greater awareness of stalking, honour based abuse, sexual violence and harmful cultural practices</li> </ul>
Male population	<ul style="list-style-type: none"> <li>• Increase in need for specialist support following domestic abuse and sexual violence</li> </ul>
Domestic homicide	<ul style="list-style-type: none"> <li>• Increase in domestic homicide cases</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Mental health	<ul style="list-style-type: none"> <li>• Increased demand for mental health services</li> <li>• Reduced access to mental health services</li> <li>• Grief</li> </ul>
Physical health	<ul style="list-style-type: none"> <li>• Reduced access to health care services</li> <li>• Reduced physical activity</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Court proceedings</li> </ul>
Abuse	<ul style="list-style-type: none"> <li>• Increase in physical abuse</li> <li>• Decrease in ability to cope with abuse</li> <li>• Increase in severity of abuse</li> <li>• Increase in demand – early intervention</li> <li>• Increase in child/ren witnessing abuse</li> <li>• Increase in demand – adverse childhood experiences</li> </ul>
Family/Carer Relationships	<ul style="list-style-type: none"> <li>• Lack of informal support away from household</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Mental health</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Increased demand – step up and step down accommodation</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of support to access essential goods and services</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Home working	<ul style="list-style-type: none"> <li>• Increase in home working</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• New text messaging service</li> <li>• Extension of webchat service</li> <li>• One-on-one sessions with older children</li> <li>• Therapeutic support</li> <li>• Aftercare</li> </ul>

	<ul style="list-style-type: none"> <li>• Recovery</li> <li>• Specialist services</li> </ul>
IT	<ul style="list-style-type: none"> <li>• Financial assistance to secure required IT to support home working and virtual delivery model</li> </ul>
Social distanced working	<ul style="list-style-type: none"> <li>• Securing of PPE</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Volunteer recruitment</li> </ul>
New service provision	<ul style="list-style-type: none"> <li>• New bespoke group programme</li> <li>• Weekly fun engagement activities</li> <li>• Accommodation capacity</li> <li>• Accommodation support processes</li> <li>• Increase in parenting work in absence of one-to-one work with children</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Reduction in support</li> <li>• Temporary pause of drop-in service</li> <li>• Temporary pause in one-to-one work with children</li> <li>• Temporary pause in therapeutic support</li> <li>•</li> </ul>
Service remit	<ul style="list-style-type: none"> <li>• Disbanding of team delegations</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> <li>• Face-to-face</li> <li>• Alleviating social isolation <u>and anxiety</u></li> <li>• Increased flexibility and access</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Staff efficiencies</li> </ul>
Needs	<ul style="list-style-type: none"> <li>• Reduction in forced marriage</li> <li>• Reduction in female genital mutilation</li> <li>• Reduction in reported cases of sexual abuse (although may be increasing within relationships)</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• Increased volunteer support/increased staff capacity</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Positive impact of COVID-19 funding</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Increase in demand	<ul style="list-style-type: none"> <li>• Complexity of needs</li> </ul>
Backlog	<ul style="list-style-type: none"> <li>• Cancelled health care</li> <li>• Cancelled mental health support</li> <li>• Increased delays with further lockdowns</li> <li>• Impact of staff redeployment</li> </ul>
Socially distanced working	<ul style="list-style-type: none"> <li>• Resource implications</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Staffing considerations during winter period</li> <li>• Impact of Test, Track and Protect initiative on deployable workforce</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Lack of joined-up thinking across funding streams</li> </ul>

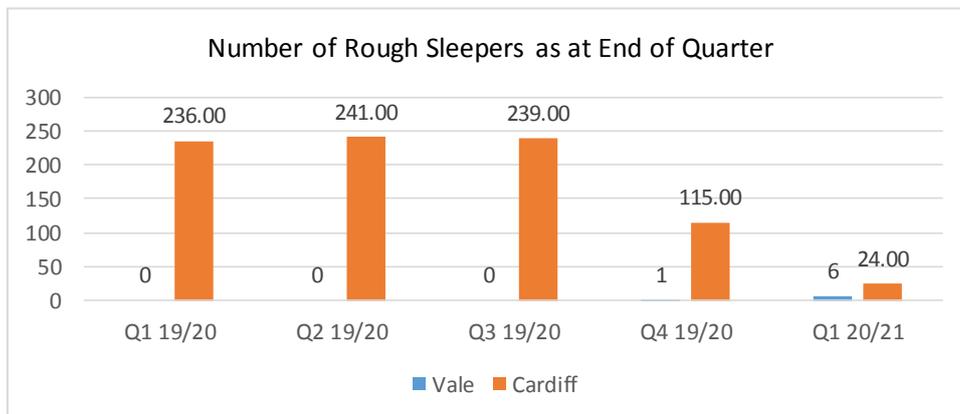
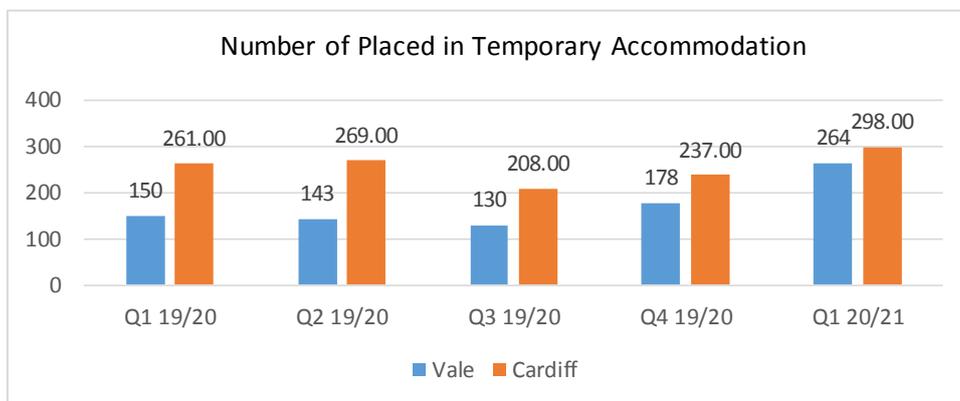
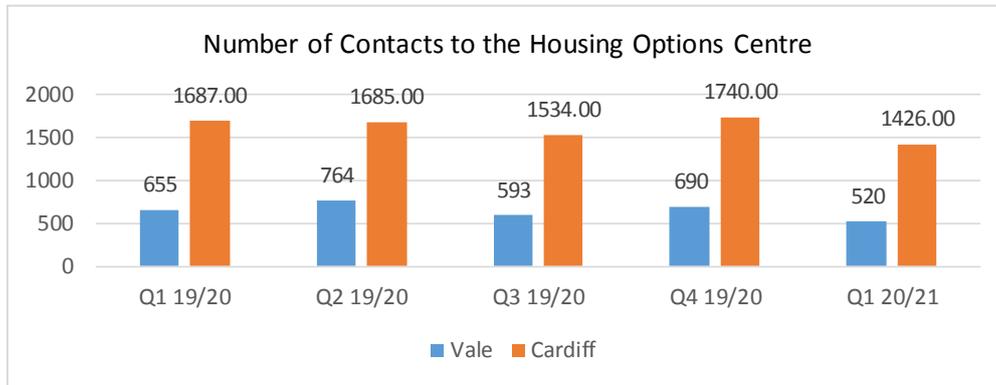
**Supporting Quantitative Data**



<i>People Who Are Homeless</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Population group not included in 2017 needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Population changes	<ul style="list-style-type: none"> <li>• Increase in young people who are homeless</li> <li>• Increase in rough sleeping</li> </ul>
Needs	<ul style="list-style-type: none"> <li>• Increase in rough sleepers with complex needs</li> <li>• Increase in young people with complex needs</li> <li>• Increase in rough sleepers and substance misuse</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>• Isolation</li> <li>• Retriggering of past traumas</li> <li>• Homelessness</li> </ul>
Financial Hardship	<ul style="list-style-type: none"> <li>• Rise in debt</li> </ul>
Long-term impacts	<ul style="list-style-type: none"> <li>• Mental health</li> <li>• Economic health</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Increase in demand – accommodation</li> <li>• Increase in demand – homelessness services</li> <li>• Increase in demand – homelessness assessments</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
New service provision	<ul style="list-style-type: none"> <li>• New accommodation provision (Cardiff)</li> <li>• New accommodation provision (Vale)</li> <li>• Staff redeployment</li> <li>• Self-contained accommodation units</li> <li>• 24 hour support and security</li> <li>• Information and advice</li> <li>• Vocational training opportunities</li> <li>• Food</li> <li>• New drug substitute (Buvidal)</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Staff redeployment</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Accommodation provision</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Reduction in face-to-face working</li> <li>• Advice</li> <li>• Mediation</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Hybrid delivery model	<ul style="list-style-type: none"> <li>• Virtual</li> </ul>
Response	<ul style="list-style-type: none"> <li>• Positive organisation/sector response to crisis (increase in permanent housing placements and improved temporary accommodation)</li> </ul>
Partnership working	<ul style="list-style-type: none"> <li>• Improved partnership working</li> <li>• Opportunity to build on new ways of partnership working</li> </ul>
Public Perceptions/Awareness	<ul style="list-style-type: none"> <li>• Launch of 'Real Change' campaign</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• Positive impact of COVID-19 funding</li> </ul>

Negative Implications of COVID-19 on Service Delivery	Key themes
Increase in demand	<ul style="list-style-type: none"> <li>Impact on budget</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>Resource implications</li> <li>Physical impact of home working on staff</li> </ul>
Socially distanced working	<ul style="list-style-type: none"> <li>Resource implications</li> </ul>

**Supporting Quantitative Data**



<i>People in Secure Estate</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
No significant changes to needs since last needs assessment	
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
None specifically related to COVID-19	
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
New receptions	<ul style="list-style-type: none"> <li>• New isolation processes</li> </ul>
Contingency planning	<ul style="list-style-type: none"> <li>• Staffing levels</li> <li>• Home working provisions</li> </ul>
Visits	<ul style="list-style-type: none"> <li>• Temporary pause</li> <li>• New socially distanced processes</li> </ul>
Movement	<ul style="list-style-type: none"> <li>• Reduced movement of men to limit spread of COVID-19</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Physical and mental health	<ul style="list-style-type: none"> <li>• Reduction in self-harm</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Physical health	<ul style="list-style-type: none"> <li>• Reduced physical movement to limit spread of COVID-19</li> </ul>

<i>Substance Misuse</i>	
<b>Significant Changes in Needs Since 2017</b>	<b>Key themes</b>
Population changes	<ul style="list-style-type: none"> <li>• Growing number of younger people (Cardiff)</li> <li>• Growing number of children receiving care and support (Vale)</li> <li>• Growing number of veterans</li> <li>• Growing number of people with Alcohol Related Brain Damage</li> </ul>
Drugs	<ul style="list-style-type: none"> <li>• Increase in complex patterns of poly drug use</li> <li>• Increase in cocaine and stimulant use</li> <li>• Increase in range of substance use</li> <li>• Arrival of new drugs</li> <li>• Misuse of prescribed medication</li> </ul>
Drug access	<ul style="list-style-type: none"> <li>• Greater ease of purchasing</li> </ul>
Mental health	<ul style="list-style-type: none"> <li>• Co-occurring mental health and substance misuse issues</li> </ul>
Service limits/gaps	<ul style="list-style-type: none"> <li>• Carers – a need for improved understanding of caring for someone, or experiencing their own issues with substance misuse</li> <li>• People with complex needs – a need for better alignment of services</li> <li>• Domestic abuse – a need for improved access to treatment and shared awareness of underlying issues</li> <li>• Sex workers – limited access to agencies and awareness of how best to support</li> <li>• ‘Hidden’ populations in black and minority ethnic communities, such as women – limited awareness of how best to support</li> </ul>
<b>Needs Arising from COVID-19</b>	<b>Key themes</b>
Drugs	<ul style="list-style-type: none"> <li>• Increase use of Nitrous Oxide in younger population</li> <li>• Increase in drug related harms during lockdown</li> </ul>
Alcohol	<ul style="list-style-type: none"> <li>• Increase in alcohol sales in supermarkets</li> </ul>
Gambling	<ul style="list-style-type: none"> <li>• Increase in online gambling and gambling additions</li> </ul>
Crisis support	<ul style="list-style-type: none"> <li>• Lack of support to access essential goods and services</li> </ul>
<b>Service Changes Arising from COVID-19</b>	<b>Key themes</b>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Increase in use</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Redeployment</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Temporary pause of inpatient detoxification support</li> </ul>
Service remits	<ul style="list-style-type: none"> <li>• Opening times</li> <li>• Mobile provision</li> <li>• Change of focus (Alcohol group)</li> </ul>
Pace	<ul style="list-style-type: none"> <li>• Acceleration of developmental work (Buvidal trial)</li> </ul>
Face-to-face support	<ul style="list-style-type: none"> <li>• Smaller class sizes</li> </ul>
<b>Positive Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Partnership working	<ul style="list-style-type: none"> <li>• Improved partnership working</li> </ul>
Pace	<ul style="list-style-type: none"> <li>• Acceleration of development work</li> </ul>
Needs	<ul style="list-style-type: none"> <li>• Reduction in supply of illegal drugs</li> </ul>

Engagement	<ul style="list-style-type: none"> <li>• Increased engagement with people experiencing homelessness</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Positive patient/citizen experiences</li> </ul>
<b>Negative Implications of COVID-19 on Service Delivery</b>	<b>Key themes</b>
Backlog	<ul style="list-style-type: none"> <li>• Delays in progressing developmental work</li> <li>• Delays in progressing 'business as usual' priorities</li> </ul>
Workforce	<ul style="list-style-type: none"> <li>• Impact of staff redeployment</li> </ul>
Planning Challenges	<ul style="list-style-type: none"> <li>• Impact of paused data collection</li> </ul>
Virtual delivery model	<ul style="list-style-type: none"> <li>• Potential barrier to effective patient/citizen engagement</li> </ul>

## Conclusions and Suggested Next Steps

The rapid assessment provides evidence to suggest that COVID-19 has had a positive and negative impact on the care and support needs of the Cardiff and Vale of Glamorgan population. The available evidence also suggests considerable changes to services on the ground in order to address the needs arising from COVID-19.

The current surge in COVID-19 and the policy response to that surge, including the all-Wales 'fire-break' lockdown, will have further impact on the health and wellbeing of our population. The nature of this and our understanding of the implications will emerge over time.

As such, the key findings from this rapid assessment should be treated as emerging and triangulated with other related partnership work currently being undertaken, such as the Cardiff and Vale RPB COVID-19 legacy and learning evaluation. All data and intelligence will be included in the development of the next iteration of our area plan and together will ensure clarity on the priority needs of our population and the service models and delivery approaches required to meet these priorities.

Much of the response required will need to be undertaken across the Public Services Boards, our RPB and other partnership groups, as the impact has been as much on the public health determinants of health and wellbeing – notably the economy and employment – as it has been on people's actual health and social care needs. Accordingly, the immediate suggested next steps are:

- Share the report with the relevant partnership groups to consider the implications of the findings and take forward the agenda.
- Share the report with Public Health Wales to strengthen the data and intelligence on the impact of COVID-19 in Wales.

## Appendix 1: COVID-19 Impact on Population Needs Report Responses

Priority Group	Respondent
Children and Young People with Complex Needs	Cardiff Third Sector Council
	Llamau
	Cardiff Council
	Vale of Glamorgan Council
Unpaid Carers	Carers Gateway
	Glamorgan Voluntary Service
Older People, including People Living with Dementia	Cardiff & Vale Action for Mental Health
	Public Health Wales
	Cardiff & Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Physical Disabilities	Cardiff Third Sector Council
	Cardiff & Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Learning Disability/Autism	Cardiff and Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Poor Mental Health	Cardiff and Vale University Health Board
	Cardiff & Vale Action for Mental Health
	Cardiff Council
	Vale of Glamorgan Council
Sensory Impairment	Cardiff Third Sector Council
Violence Against Women, Domestic Abuse and Sexual Violence	Llamau
	Cardiff Council
	Vale of Glamorgan Council
People Who Are Homeless	Cardiff Council
	Llamau
	Vale of Glamorgan Council
People in Secure Estates	Cardiff and Vale University Health Board
Substance Misuse	Cardiff Third Sector Council