



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

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

Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership

Annual Report 2020 – 2021



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

This Annual Report is dedicated to Pauline Young, our Carers Representative and Independent Member from October 2019 to August 2021. Pauline was a powerful advocate for carers across Wales and made an important contribution to the way we shape and develop services. A passionate representative of citizens in Cardiff and the Vale of Glamorgan, we dedicate this Report to Pauline's memory.

Contents

Foreword	4
Part 1: The Regional Partnership Board	5
<i>Our Vision</i>	5
<i>Funding and Support</i>	6
<i>Governance</i>	6
<i>COVID-19 operational response</i>	7
<i>Additional funding to support key aspects of the pandemic response</i>	7
<i>COVID-19 High Risk Groups Charity and Voluntary Groups Small Grant</i>	8
<i>Rapid Population Needs Assessment</i>	10
<i>Learning and Legacy from COVID-19</i>	10
Part 2: Delivering our area plan	12
<i>Summary of progress in 2020-21</i>	12
<i>Children and young people</i>	12
<i>Project highlights</i>	12
<i>Learning disability services</i>	13
<i>Autism</i>	14
<i>Older people and those with dementia</i>	15
<i>Dementia care</i>	15
<i>Dementia Friendly Communities</i>	15
<i>Dementia Learning and Development Team</i>	15
<i>Partnership working to support those living with dementia</i>	15
<i>Carers</i>	16
<i>'Time 4 Me' Young Carers Project</i>	16
<i>Cardiff & Vale Carers Gateway</i>	17
<i>During 2021-21</i>	17
<i>Indirect support for carers</i>	17

Contents

<i>Winter Planning Protection</i>	18
Part 3: Communication, Engagement, Social Value and the Third Sector	19
<i>Communication</i>	19
<i>Engagement</i>	19
<i>Social value</i>	20
<i>Third sector</i>	22
<i>Strategic enablers</i>	22
<i>Joint commissioning</i>	22
<i>Regional Commissioning Board</i>	22
<i>Regional Joint Commissioning Strategy for People Learning Disabilities</i>	23
<i>Digital and intelligence</i>	23
<i>Regional Information Group</i>	23
<i>Information sharing</i>	23
<i>Regional Outcomes Framework</i>	24
<i>Welsh Community Care Information System</i>	25
<i>Digital solutions for independence</i>	25
<i>Capital projects</i>	26
<i>Investing in dementia friendly environments</i>	26
Part 4: The Year Ahead 2021-22	27
<i>Demonstrating outcomes – our Regional Outcomes Framework</i>	28
<i>Embedding our new governance structure</i>	29
<i>Developing our locality-based, @home plans</i>	29
<i>Developing integrated models of support for children and young people</i>	30
<i>Children with complex health needs and disabilities</i>	30
<i>Emotional wellbeing needs</i>	30
<i>Strategic enablers</i>	31
<i>Refreshing our identity</i>	31
<i>Engagement</i>	31
<i>Future planning</i>	32

This report is produced to meet the requirements set out by the Welsh Government in the Social Services and Well-being (Wales) Act 2014. June 2021.

Foreword

It is my great privilege to introduce the Cardiff and Vale Regional Partnership Board Annual Report for 2020-21, which has been my final year as Chair. This year saw the unprecedented impact of the COVID-19 pandemic and its effect upon all our lives.

The global threat to our public health, together with the impact upon some of the most vulnerable people in our population and the need to deliver and receive services in new and very different ways has posed significant challenges for us all.

The requirement to work in partnership both within our local communities as well as at a regional and even national level has never been greater. Our response together as a partnership has been nothing short of incredible and it has given us the confidence and commitment to continue to achieve even more by working together.

Whilst we continue to respond to the ongoing challenge of COVID-19 it is also important to reflect on the way in which our Regional Partnership Board has supported the response to the pandemic in Cardiff and the Vale of Glamorgan.

Together, we work to ensure that people can live the best lives they can in their homes and communities. This report provides an overview of the ways in which we have continued to work towards this aim, together with the lessons we can learn and apply to our future work.

As the outgoing Chair of the Regional Partnership Board, it is my pleasure to welcome Councillor Ben Gray, Cabinet Member for Social Care and Health at the Vale of Glamorgan Council into the role. You will get a sense of our shared vision for the next phase of the RPB from his forward look to the year ahead.

I would like to take this opportunity of thanking all my Partnership Board colleagues for their help and support over this year. Together, I know that we are well placed to continue our mission for partnership and collaboration across our region.



Councillor Susan Elsmore

Chair of the Regional Partnership Board 2020-21 and Cabinet Member for Social Care, Health and Wellbeing, Cardiff Council.

Part 1: The Regional Partnership Board

Cardiff and the Vale of Glamorgan Integrated Health and Social Care Partnership is a Regional Partnership Board (RPB) established in 2016.

We are a strategic coalition of public, not for profit and independent organisations. Our purpose is to enable transformation and integration of community-based services.

Our RPB includes representatives from the health board, local authorities, and third and independent sector partners - who provide the crucial representation for carers, and people with needs for care and support.

We work effectively together to meet the care and support needs of people in the area.

[View our RPB partner organisations](#)

Our Vision

Together, we have defined a range of shared priorities where, by working together, we aim to deliver significant improvements for individuals and their communities.

These eight specific outcomes are highlighted in our [Regional Outcomes Framework](#).

Together, these outcomes support our overall vision for Cardiff and the Vale of Glamorgan.



Part 1: Continued

Funding and Support

Our Regional Partnership Board had responsibility for significant Welsh Government funding streams in 2020-21.

An overview of the status of the Cardiff and Vale Regional Partnership Board funding and support can be viewed [here](#), including:

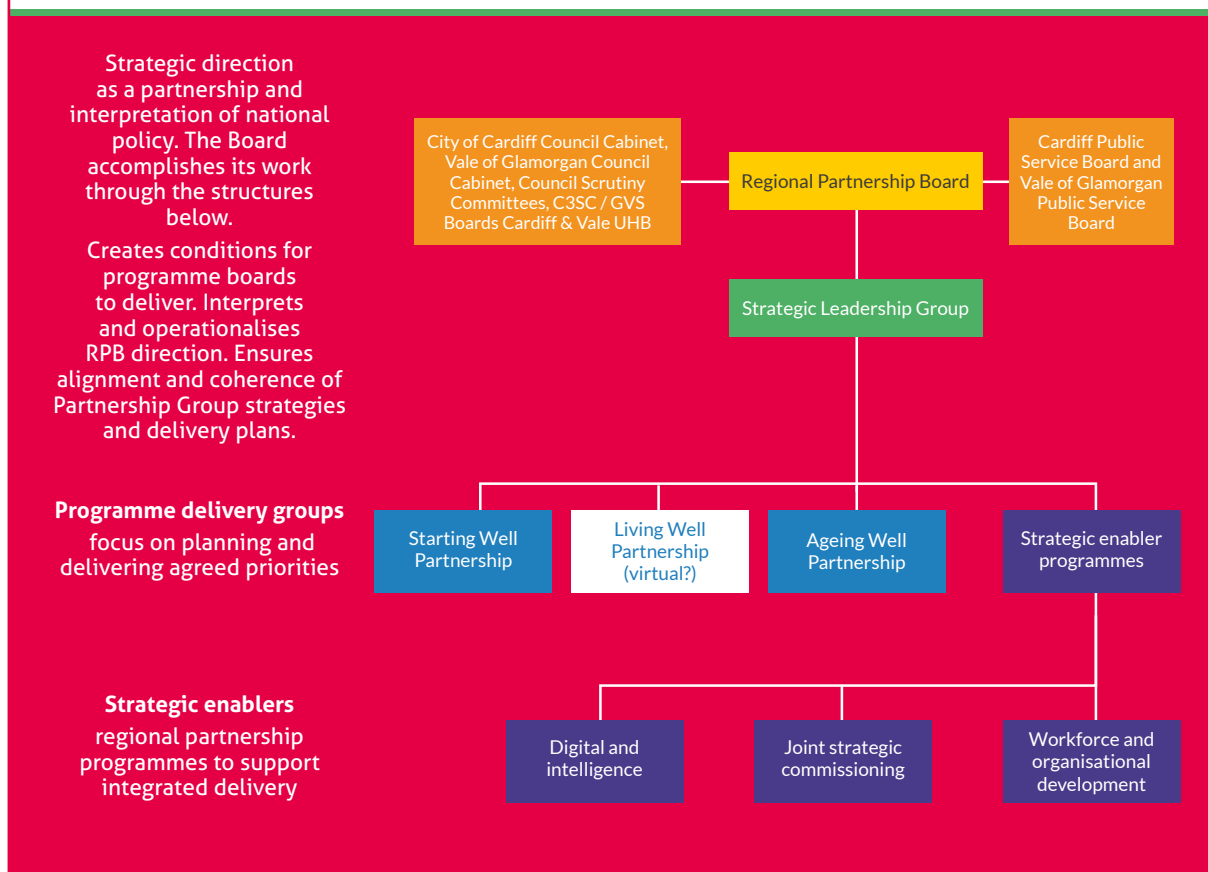
- [Cardiff and Vale area plan priorities by funded RPB project 2020 – 2021](#)
- [Cardiff and Vale RPB budget and spend 2020-2021](#)

Governance

Throughout the year the RPB continued to develop its programme governance arrangements to ensure we are in a position to drive change across the region and to influence effectively at a national level.

The introduction of three, new programme delivery partnerships reporting into the RPB will enable us to give particular focus to improving outcomes for people at different stages in their lives: Starting Well, Living Well and Ageing Well.

Summary of RPB new governance arrangements



Part 1: Continued

COVID-19 operational response

In the initial stages of the pandemic our work focused upon supporting front line services across the region.

Where necessary, work to deliver longer term projects was put on hold so that resources could be re-focused on supporting operational services.

Many of our RPB projects formed important parts of the COVID-19 response. In particular the [Get Me Home integrated support](#) that improved the patient journey from clinical care, through rehabilitation to independent living.

Additional funding to support key aspects of the pandemic response

The RPB also made use of:

£1.251m of Welsh Government funding to support discharge planning.

£140k of capital and revenue funding to support 35 third sector organisations in helping vulnerable groups. A report outlining the ways in which this funding delivered real change for citizens is available [here](#).

£11.4k of revenue funding to support delivery of third sector services for people with learning disabilities. This fund was facilitated by C3SC and three successful applications to reduce isolation and loneliness for this vulnerable group of citizens.

£130k capital grant scheme to support 71 care homes across the region in reducing the impact of social isolation for their residents.

This included supporting the provision of visitor pods in care home gardens, physical adaptations to enable relatives to visit their loved ones whilst keeping them safe, and equipment to enhance entertainment provision for residents.



Pictured is Parkside House, Penarth

The visitor pod enables visiting for care home residents.

Take a virtual tour of the visitor pod at [Brightside Manor - Dementia Care Home in Cardiff](#).



Part 1: Continued

COVID-19 High Risk Groups Charity and Voluntary Groups Small Grant

This grant scheme was provided in recognition of the vital role of the third sector in providing services during COVID-19 and was managed by GVS.

This fund was for organisations which changed the way they delivered services to meet increased or changing needs during the COVID-19 crisis. It was expected that services would build on good practice and address the impact of the gaps in provision for people living in Cardiff and the Vale of Glamorgan.

This funding was used specifically to improve mental wellbeing and tackle loneliness for the most vulnerable in our communities.

A total of 53 third sector organisations applied for a total of £229,466, which demonstrated the need for this type of small grant. 24 organisations were awarded funding for services such as hot meal delivery, wellbeing packs for young carers, online singing classes, digital inclusion officers, tablets and iPads so that isolated people could access online services and social groups, minor works at home and much more.

“The RPB worked with the voluntary sector to respond to the unprecedented challenges faced by people and communities during the COVID-19 pandemic. We transformed our services to ensure people got essential food and medicines while shielding and isolating. We have reached out to people who were lonely and ensured people could find the services they needed. The voluntary sector were already interwoven in communities and were well placed to provide the support people needed. Beyond the pandemic the voluntary sector must play a key role in ensuring people recover and maintain their health and wellbeing to live full and rewarding life. The RPB is one of the vehicles that will allow us to make sure people live lives based on what matters most to them.”

Sheila Hendrickson-Brown

Third Sector Representative

Cardiff Third Sector Council (C3SC)



Part 1: Continued

How valuable the funded services were:

"When the on-line dance classes started I was very excited. This was an excellent opportunity to resume our exercise, stretch our brains and have fun. I look forward to our classes and they are a great boost to the spirits in such difficult times."

"We run weekly quizzes and photo competitions with members – using their tablets on WhatsApp! They also have had support with downloading the app on their phones to take part. We have 45 participants on a regular basis."

"Before COVID-19 my mum and I went to weekly singing sessions filled with fun. Since COVID-19 we have been doing Zoom singing. These sessions mean I can still sing with mum. They are the only face to face contact we are able to have at the moment and are therefore even more special."

"As one of these older people I owe you all a massive "thank you" for everything that you're continuing to do to keep us informed, entertained and cheerful. For me, you're all "the spoonful of sugar that helps the medicine go down". This is my first email that I've sent from my recently acquired iPad. Getting to know my way around it has been quite a challenge. With love and best wishes to all of you."



Part 1: Continued

Rapid Population Needs Assessment

At a more strategic level, the RPB undertook a Population Needs Rapid Assessment. Published in October 2020, [this report](#) provides a range of qualitative data on needs arising from COVID-19. In particular, clarity on the emerging themes and challenges faced by the most affected groups. This data will play a key role in informing co-ordinated plans for the future.

Learning and Legacy from COVID-19

The RPB's Research, Innovation and Improvement Coordination (RIIC) Hub also undertook an important

evaluation of how partners worked together during COVID-19 and identified new ways of working to overcome the challenges of lockdown.

This fresh thinking had a positive impact for both service users and people delivering the services. The lessons learnt from these activities - which firmly focused on continuing support for vulnerable people, through joined up thinking across organisations - will be taken forward in the future.

Read the full report in [English](#) or [Welsh](#).

[Click to see the slideshow](#)



'Learning and Legacy - How COVID-19 Inspired More Effective Partnership Working' Report Visual Summary



Part 1: Continued

The RPB has carefully considered the recommendations set out in [KPMG's report use of pooled budgets relating to care home accommodation for people aged over 65](#).

There are significant barriers to pooling budgets relating to care homes, in particular the requirement to charge for social care whilst health care must be free at the point of delivery. We have made significant progress aligning commissioning processes to move towards seamless provision for people living in Cardiff and the Vale of Glamorgan. We plan to use pooled budgets where we identify that it is appropriate to achieve this aim and where legal frameworks allow us to do so.

The RPB has established a Regional Outcomes Framework (ROF) which sets out the outcomes we seek to achieve. We have created three overarching programmes: Starting Well, Living Well

and Ageing Well that will bring together partners to focus on delivering these outcomes for our population. Progress will be monitored and evaluated against these defined criteria.

As our programmes develop care models to service delivery our integrated approaches will emerge and mature. This will drive change, underpinning arrangements to manage a wide range of resources across the partnership, including how we share and manage risk and make funding decisions. We use a wide range of advice available to us to establish the arrangements including the ADSS Cymru toolkit on [Integration and Pooled Budgets](#) and IPC (Welsh Government) [Lets Agree to Agree toolkit](#).



Part 2: Delivering our area plan

Summary of progress in 2020-21

This section highlights just some of the successful projects supported by and contributing to the ambitions of key legislation and policy relating to health and social care.

[View how we have prioritised our projects to fulfil key aspects of our Area Plan.](#)

Children and young people

Including those with poor mental health or emotional support needs, or who are at risk, or with physical disabilities and complex health needs.

The RPB has continued to increase its focus upon the needs of children and young people in 2020-21.

Funding Stream	Funding	No of Staff*	Direct Social Value
Integrated Care Fund for Children and Young People	£4,518k	56	£438k
Integrated Care Fund Learning disabilities	£1.111m	22	£82.5k
Early Help	£200k	5	£30k
Transformation	£368k	12	£42.3k

Particular attention has been paid to supporting young people and their families as they continue to face the impact of COVID-19. Throughout the pandemic, the Cardiff and Vale of Glamorgan region has developed innovative and integrated solutions to ensure we continue to meet the needs of children and young people with complex health needs and disabilities, despite the challenges of delivering services in line with COVID-19 guidelines. Cardiff and the Vale of Glamorgan has continued to support the emotional wellbeing needs of children and young people through development of online and telephone-based services that could be delivered safely throughout the pandemic.

Read more about the activity and achievements of a range of projects:

- Continuing care
- MDT working at Ty Gwyn special school
- Early intervention for children and young people with ASD
- Enfys
- Reunification - helping social workers make decisions on returning children home from care
- Your Family Matters - Family Group Conferencing Services
- Early Help and Primary Mental Health
- Platform
- The Resilience Project

Part 2: Continued

Learning disability services

2020-21 was a challenging year across learning disability services. Most face-to-face activity was discontinued, non-essential social activities, groups and day opportunities were closed. Many staff, who people have good working relationships with, were redirected into front line delivery roles. People with learning disabilities had to be supported to understand and adapt to these changes to normal life.

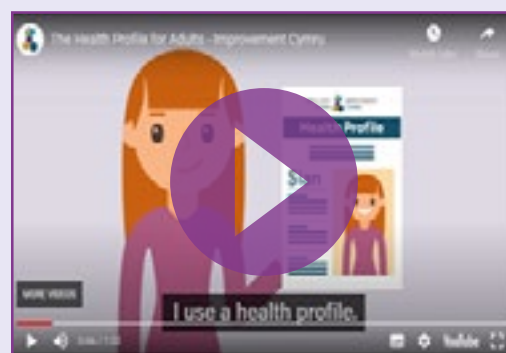
However, in spite of the global pandemic, passionate, committed and enthusiastic learning disability teams across Cardiff and the Vale of Glamorgan contacted and supported many people with learning disabilities through the pandemic continuing to deliver positive outcomes and put people at the centre of their activities.

Funding Stream	Funding	No of Staff	Direct Social Value
Integrated Care Fund	£1,327k	9	£83k



Click to read more on the activity and achievements of these projects:

- Transition into adult life
- The Ty'r Bont project
- The Child and Adolescent Intellectual Disability Screening Questionnaire (CAIDS-Q)
- Supported Accommodation
- Transition Support Planning
- Bespoke Respite
- Improving Lives Learning Disabilities Liaison Nurses
- Learning Disabilities – Community Health Care Assistants
- The Health Profile for Adults with a Learning Disability
- Workforce development for health and social care staff
- Delivering Health Care to People with Learning Disabilities



Part 2: Continued

Autism



Our multi-agency Integrated Autism Service (IAS) works closely with partnership organisations - The Welsh Local Government Association, National Autism team, the third sector, and local authority and mental health services - across the care pathway.

The IAS contributed the development of the Autism Code of Practice due to be published in 2021 and are represented in the National Autism Advisory Group.

The team works hard to develop positive relationships – being helpful, friendly, and accessible in order to up-skill people in their autism knowledge and inspire them to become autism advocates. Ultimately, this will ensure that all services will improve in their ability to support autistic people and their support networks.

In 2020-21:

- 1589 people were supported by the IAS
- 1186 of these were new referrals
- 504 requests were from professionals for consultation, training and/ or advice
- 97 referrals for carer support
- 585 referrals for autism diagnostic assessment or support for autistic adults
- 88 diagnostic assessments were offered in the financial year
- 50 of which were offered in the final quarter

Read more [here](#).

[IAS case studies](#) [Hyperlink Cognitive Therapy Case Study](#)

[Personal reflection on diagnostic session](#)

[Vulnerable person X case study](#)

Part 2: Continued

Older people and those with dementia

The development of integrated services for older people with complex needs and long-term conditions, including dementia, is one of the key priorities.

Our vision is to improve the health and well-being of older people, no matter how complex their needs, so that they are supported to maintain their independence and live a fulfilling life.

In 2020-21 funding supported a number of critical areas. [View the outcomes for the following services:](#)

- Signposting and Crisis Response
- Accelerated Cluster Model & Social Prescribing
- Intermediate Care
- Get Me Home
- Get Me Home Plus – coordinated reablement and homecare support
- Accommodation Solutions

Dementia care

Through support from the Welsh Government Integrated Care Fund, the RPB was able to support initiatives guided by the Cardiff and Vale Draft Dementia Strategy 2017-2027 that see health and social care services working together to support older people with dementia.

So that our actions could make a clear difference at a local level, we engaged with representatives from Cardiff and Vale University Health Board, Cardiff Council, Vale Council, and the Alzheimer's Society, along with a person living with dementia and a person with experience of caring for a person with dementia.

View the activity and what the funding achieved for these key partnership projects:

[Dementia Friendly Communities](#)

[Dementia Learning and Development Team Partnership working to support those living with dementia](#)



Part 2: Continued

Carers

The role of unpaid carers has been fundamental in supporting vulnerable people throughout the pandemic. The RPB has funded a range of services to support carers directly and indirectly throughout this period.

'Time 4 Me' Young Carers Project

Young carers' roles became even harder during COVID 19 lockdown.

With support from the Integrated Care Fund, YMCA Cardiff Family Support Services brought fresh thinking to ensuring young carers remained supported and in contact with each other.

"I've been amazed by the stories of Young Carers and their experiences of life during lockdown. These courageous young people deserve all the help and support we can give them and their loved ones. I'm pleased that the YMCA – with support from the RPB - have been able to support young carers throughout the last year ... it's clear that we need to build on these services to ensure that these fabulous young people – and the people they care for - have the best possible chance to recover from the impact of the pandemic."

Caroline Ryan
Young Carers Representative
YMCA

During 2020 - 21

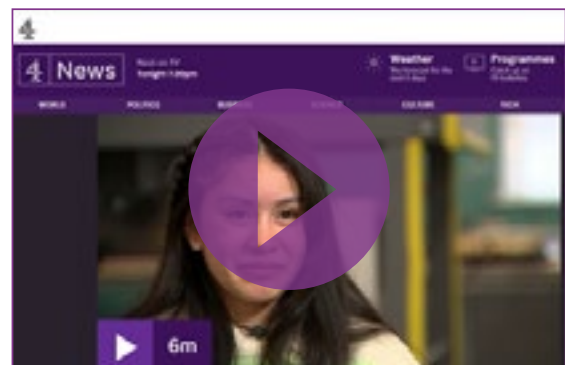
443 one to one individual support sessions

262 virtual activities delivered

132 family support sessions delivered

75 new, young carers came forward for support

30 group respite sessions



[Click](#) to hear young carers supported by the 'Time 4 Me' Young Carers project discussing their experiences with Channel Four News.

Part 2: Continued

Cardiff & Vale Carers Gateway

The Integrated Care Fund has been used to launch the Carers Gateway for Cardiff and the Vale of Glamorgan. Led by The Carers Trust South East Wales, the team provides information and support to unpaid carers, helping them to make the most of their life alongside their caring role and maintain their independence.

The team helps carers with things like:

- Understanding what support is available for carers
- Signposting and supporting carers to access local services
- Identifying new services that are needed to help carers
- Raising awareness on the issues carers face
- Providing training and development opportunities for carers

During 2020-21

- 526 new carers were identified and supported across the region
- 146 were signposted to non-statutory services for ongoing support
- 81% reported a positive change as a result of this support
- 90% had an increased awareness of the support available to them
- 100% of professionals reported an increased understanding of carers' needs following 'Supporting Carers' training.

[Read more on the positive impact of this activity for carers.](#)

Indirect support for Carers

The RPB also funds a wide range of other services which assist carers indirectly.

- 5 projects which include carers in their engagement processes;
- 11 projects which help to improve physical and emotional support for adult carers including emergency and pre-planned respite;
- 20 projects which involve carers, including young carers, in the planning of hospital admissions and discharge if the person they care for is in hospital;
- 6 projects which provide easily accessible information to carers and relatives.



Part 2: Continued

"Carers have experienced one of the hardest years ever as they've sought to shield vulnerable loved ones from the threat of COVID-19. For many this has resulted in increased loneliness and isolation for the carers themselves as they found themselves cut off from the normal social and professional support structures that they rely upon such as respite and day services. This, together with increased financial hardship, the demands of working from home, and potentially the increased demands from other friends and family members will have taken a toll on their own physical and mental health. Carers are our hidden army of heroes who have worked invisibly alongside statutory services to care and support for the most vulnerable people in our communities."

Pauline Young
Carers Representative
Independent Member

Winter Planning Protection

Between November and March, the RPB was given additional funding to bolster the services which assist with discharge from hospital support.

The funding added capacity to our [*Get Me Home integrated support*](#), extending the service to additional wards and hospitals including University Hospital Llandough, Lakeside Wing and the Emergency Unit at University Hospital Wales.

Some of the key benefits from this funding included:

- 296 additional discharges assisted
- 3,801 additional hours of domiciliary care in people's own home provided
- Additional posts to support patients including: 7 Reablement Support Workers, 2 Physiotherapists, 1 Social Worker, 1 Discharge Liaison Officer
- 12 patients who required a short stay in a residential care home before going to their own home



Part 3: Communication, Engagement, Social Value and the Third Sector

Communication

The COVID-19 pandemic has thrown up a number of challenges to facilitating communication and engagement.

Despite these challenges, the RPB itself has continued to meet virtually on a quarterly basis as an important part of coordinating the response to the pandemic.

As the responsibilities of the RPB itself have grown to oversee a variety of funding streams, the reporting and assurance requirements have also expanded. In response, all quarterly performance reports are made available electronically via a secure web space to enable quick and easy access reference for RPB members and key colleagues.

We have also commissioned a range of digital case studies to [showcase some of our capital and revenue-funded projects](#) referenced throughout this report.

Finally, we have experimented with increasing public media channels to raise the profile of key resources which might be of use to the public during the pandemic. This has been particularly relevant for the Transformation Fund supported [Mental Health Resilience Project](#) which created a variety of online resources for young people, their families and teachers to use.

Engagement

Work was commissioned by C3SC on behalf of the RPB to improve the participation and engagement performance and capacity of the RPB.

Leveraging established third sector networks and expertise, ProMo-Cymru, as lead partner, supported by ACE produced a discovery report as the basis for development of a framework for region-wide collaboration with public service and third sector partners.

This initial discovery phase included:

- 23 interviews with 30 professionals from the statutory and third sector with links to the RPB or PSBs
- 2 completed online surveys
- 4 interviews with citizen focused organisations
- 3 interviews with citizens and 1 completed citizen online survey
- Desk research including other RPBs, national guidance and regional public sector

[Read more on how the process of co-production continues in 2021-2022.](#)



Part 3: Continued

Social value

The Social Services and Well-being (Wales) Act 2014 sets out a clear vision and role for social value organisations. Social enterprises, co-operatives, user-led services, charities and voluntary organisations are seen as crucial partners in our RPB in supporting the implementation of the Act, which is concerned with improving the well-being of people and carers who need care and / or support.

Social value can be measured via:

Core Social Value: the direct impact of a service / works on an individual or a community's wellbeing

Added Social Value: the direct impact of a service / works on an individual or a community which is above and beyond the service / works being commissioned.

"The past year has seen the continued pressures of Covid on the services Llamau delivers across Cardiff and the Vale. In particular we have seen the people we support struggle with their mental health during prolonged periods of lockdowns. Like all health and social care colleagues across the sector, our workforce is tired and emotionally exhausted, yet we still see the most amazing work happening day in day out.

It has been great to see continued excellent partnership working during this time, with colleagues across both statutory and the third sector. We continue to be very grateful for the prompt supply of PPE and the swift response to get our frontline colleagues vaccinated.

Against all of this, it has been business as usual for the RPB. I have been really impressed with how the RPB has not only managed the ongoing pressures of Covid but has also found the time to forge ahead with improved ways of working across Cardiff and the Vale, to ensure we take the learning from this period to improve access to services for all citizens in the region."

Sam Austin
Third Sector Representative
Llamau

Part 3: Continued

“The RPB has supported the Glamorgan Voluntary Service (GVS) and wider voluntary sector to react in a speedy and effective way to the challenges communities have faced due to COVID-19. We have made innovative use of our resources and technology to take advantage of our unique access to people in the most vulnerable circumstances. Our response has ranged from providing grant schemes to front line organisations, developing the Vale Heroes website with the Vale of Glamorgan Council to ensure easy access to local services to providing PPE and providing assistance to people isolating and shielding.

Over 1100 volunteers were placed in the Vale alone. The speed of the third sector’s actions, along with the team of incredible volunteers, made a tremendous difference to people and provided reassurance to the public at an incredibly difficult time. The third sector is uniquely placed to respond to the needs of the community and this period has shown the value of treating the sector as an equal partner.”

Rachel Connor
*Third Sector Representative
Glamorgan Voluntary Services (GVS)*

In previous years, the RPB established a Social Value Forum with Champions from each priority area for our Annual Report. Whilst the Forum made positive progress, the revisions to our Governance Structure provide us with an opportunity to reflect upon the best way of ensuring that social value is placed at the core of everything we do.

The next phase in developing our [Engagement Framework](#) will incorporate engagement plans for the Starting Well and Living Well Partnerships to ensure a person-centred approach for identifying future work priorities.



Part 3: Continued

Third Sector

A fundamental component of the RPB services and functions is provided by third sector colleagues. Examples of the support and expertise provided by the third sector are woven throughout this report, reflecting its integral role in the business of the RPB.

Third sector colleagues within the region were successful in securing a Coronavirus Recovery Grant for Volunteering 2020/21.

In recognition that a wide range of volunteer and community action had been key to Wales' response to COVID-19, a local task group co-produced a project to enable the development of regional volunteering by:

- Reviewing the experience of volunteering within the region - what has / has not worked, with a particular emphasis on feedback from service users
- Conducting a regional scoping, mapping and review of existing volunteering provision and tools
- Putting in place measures and tools to enhance the volunteer offer
- Sharing a report of recommendations with a view to developing more collaborative and joined up approaches for supporting volunteering

Key recommendations from partner organisations:

- Build the capacity of existing peer support and volunteering resources
- Share ideas, resources and contacts to support new and existing volunteers
- Reduce barriers to volunteering by developing a responsive volunteering pathway.

Strategic enablers

Joint commissioning

Regional Commissioning Board

The RPB has responsibilities to manage resource-related differences across sectors, such as management and accountability mechanisms. To do this, the Regional Commissioning Board (RCB), on behalf of the RPB - directs a programme of work. The key aims are:

- **Ensures services and resources are used in the most effective and efficient way to improve outcomes for people in their region;**
- **Promotes the establishment of pooled arrangements where appropriate;**
- **Develops regional contracting and fee setting methodologies and practice**

Part 3: Continued

The RCB developed and oversaw the region's response to the Welsh Government Rapid Review of Care Homes; supported the development of regional pathways of care and the development of provider alliances to jointly share learning and develop a whole system response to COVID-19. In addition, it also continued to develop:

- **The Cost of Care tools as part of the Fee Setting work stream, adapted and built upon to support residential providers experiencing voids**
- **Quality Assurance work stream supported the development of an outbreak protocol, and Home Closure process**
- **Existing Provider Forums were utilised to share information and support the sector.**

Regional Joint Commissioning Strategy for People with Learning Disabilities



In 2020-21 partnership organisations delivered outcomes against each of the eight workstreams. Details of what's been achieved are captured [here](#).

Digital and Intelligence

Two of the critical success factors for all RPBs are:

- Comparable IT and information sharing systems that facilitate ease of communication
- Unified performance management systems and common assessment frameworks

Regional Information Group

We have established a Regional Information Group comprised of our business intelligence and analytics colleagues from across the partnership. The group provides advice and expertise on all aspects of business intelligence and supports the RPB and Public Services Boards (PSBs) to develop a coherent approach to information. It has played a key role in the COVID-19 response.

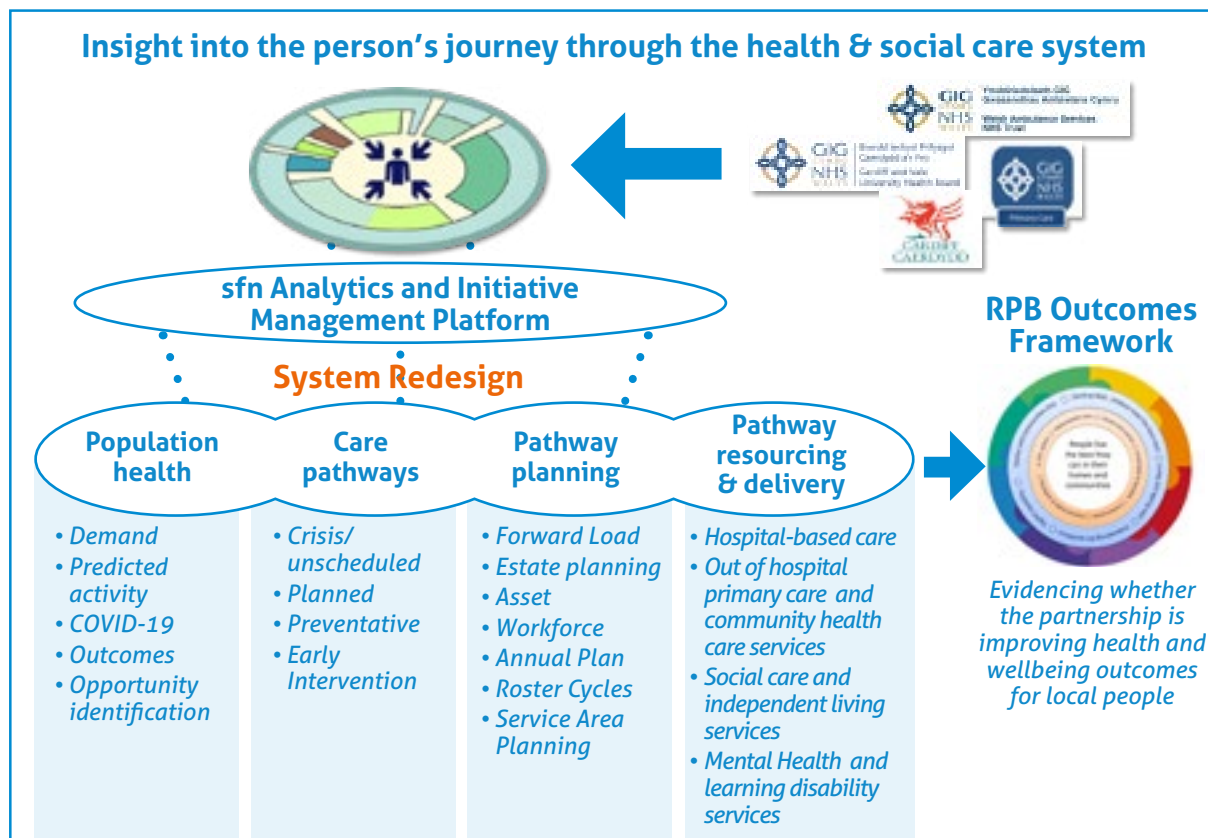
In particular, they have supported the development of a COVID-19 surveillance dashboard, and our Regional Outcomes Framework. In 21/22, they will offer expertise and support for our Population Needs Assessment, Market Stability Report and the Public Services Boards' Wellbeing Assessments.

Information sharing

The RPB has sponsored the establishment of a Joint Controller and Information Sharing Agreement, to enable non-patient identifiable data to be shared across a range of NHS and local authority services. This will provide a better understanding of demand and the nature of that demand across the NHS and social care system.

Part 3: Continued

Data will be linked to allow a view of the person's journey through the whole system to highlight variation, bottle necks, duplication of services and waste. This is a direct enabler of achieving our regional outcomes framework.



Regional Outcomes Framework

During 2020-21 we took on an ambitious project to prototype a platform we called the [Regional Outcomes Framework](#) capture indicators (the extent, nature and causes) from all adult health and social care data relating to the eight regional outcomes.

Weekly project team meetings ensured momentum across activity that included:

- A regional workshop with council and third sector adult social care data colleagues to populate the "valuing people's time" outcome.
- One on one data exploration conversations with council adult social care colleagues to explore core/routine data sets that align with regional outcomes.
- Exploration of difficulties in providing timely data
- Initial meeting with third sector colleagues to explore how best to reflect efforts of third sector in outcomes framework.

In 2021 we will roll out this unique online platform as a way of understanding the direction of travel of each outcome.

Part 3: Continued

Welsh Community Care Information System

In line with the ambition in Wales of achieving an integrated system of digital community care records, local authorities, the RPB and NHS organisations are working in partnership on the Welsh Community Care Information System ([WCCIS](#)).

Supported by the Welsh Government Integrated Care Fund, the digital platform enables safe sharing of information and help to deliver improved care and support for people. Vale of Glamorgan has fully embraced this all-Wales, multi-agency system which allows access to relevant information on the care provided and shows where a patient is with their treatment. Frontline staff can access and record information 'on the go' using mobile devices such as tablets and smart phones.

Digital solutions for independence

A regional pilot to understand how "off the shelf" technology can support people with a learning disability to live independently was made possible by the Integrated Care Fund. The £60,000 allocation funds a regional support planner and commissions a third sector provider, Innovate Trust, to work with the two local authorities.

The regional technology support planner:

- Engaged with people with learning difficulties on what they think about receiving some support via technology
- Worked with the Innovate Trust to develop assessment tools for social work staff
- Processed 10 referrals for technological assessments (5 x Cardiff and 5 x Vale of Glamorgan).



Part 3: Continued

Capital Projects

March 2021 saw the conclusion of a 3-year ICF capital investment programme totalling £13.335m. Over this time, 52 projects have been successfully implemented delivering a range of buildings and / or assistance across Cardiff and the Vale of Glamorgan. 36 different third sector organisations have benefited from the new facilities.

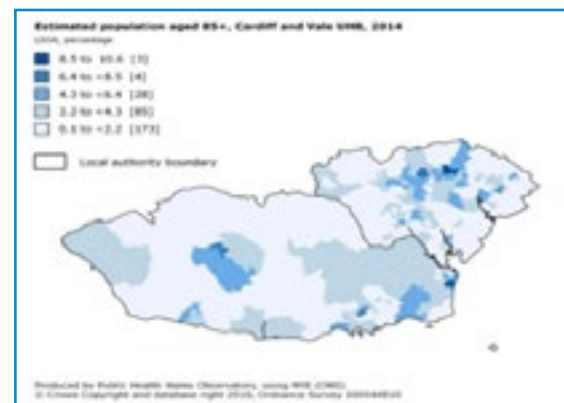


In the third and final year of the ICF Capital fund, 2020 – 2021, £8,196,334 was invested into:

- 11 existing projects
- 18 new developments aimed at supporting older people; those living with dementia or those with learning disabilities.

Investing in dementia friendly environments

The Vale of Glamorgan homes Ty Dyfan, Cartref Porthceri, and Ty Dewi Sant are facing a projected 130% increase in demand from the 85+ year population in the next two decades.



[Read how these council run, residential care homes benefited from more than £430K Integrated Care Fund Capital investments to change and upgrade current facilities.](#)



Part 4: The Year Ahead 2021 -22

I am delighted to take on the role of the Chair of the Cardiff and Vale Regional Partnership Board and look forward to the many opportunities ahead at this critical point. I would like to thank Cllr Susan Elsmore for her leadership of the RPB and the many achievements that have been made over recent years.

Despite the significant challenges that COVID-19 has imposed upon all our lives, partners have worked together across our region and beyond in a united attempt to minimise its impact and protect our citizens. Moving forward we have a clear plan to integrate services that are designed around the needs of people in Cardiff and the Vale of Glamorgan.

The establishment of our Starting Well, Living Well and Ageing Well Partnerships will enable us to improve health and wellbeing across the region that is centred in people's homes and communities and based on what matters most to them. Our partnerships with the voluntary, community, faith and housing sectors and communities themselves has never been more important: they are what enable NHS and social care services to succeed.

Fundamentally we want to continue demonstrating how our work impacts citizens across our region. We will continue to improve our methods of involving people in our work and measuring the impact of the changes we make.

We look forward to a close and productive relationship with the government and Members of the Senedd to support its ambitions for deepening the integration of health and social care services, which

is a priority and ambition that we share a commitment and passion for. The year ahead promises to be a busy and productive time for the RPB and its partners.



Cllr Ben Gray

Cabinet Member for Social Care and Health, Vale of Glamorgan Council and Chair of the Regional Partnership Board.

In addition to building on our existing work we will be focussing on these critical issues:

- Making full use of funding in this transitional year to test and identify the priorities that we will need to support in future years.
- Developing our business, financial and health economic intelligence to inform financial and service planning rounds.
- Improving our information sharing mechanisms to understand the whole of the person's journey through our collective services and to improve that experience and the outcomes that are achieved.

Part 4: Continued

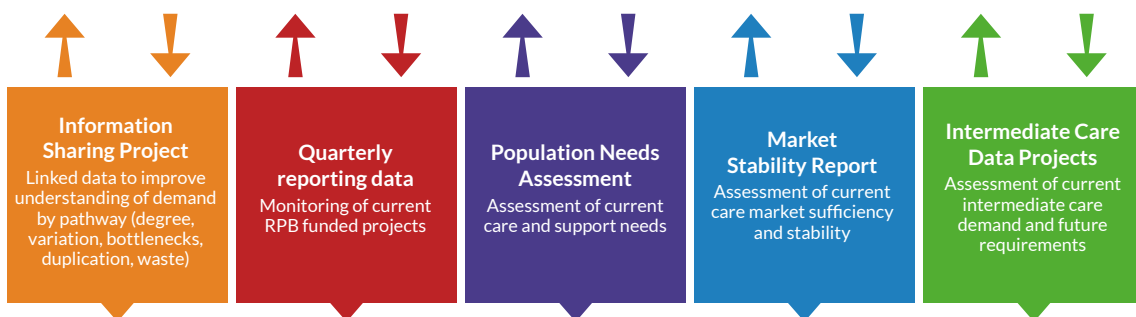
- Taking the opportunities set out in the recent White paper Rebalancing Care and Support for RPBs to increase their influence, impact and autonomy. We want to spearhead this work in Cardiff and the Vale of Glamorgan.
- Working with Welsh Government colleagues to provide rigour and assurance through more proportionate reporting.
- Developing, test and scale integrated models of care that are centred on what matters to people: we aim to put people, their carers and families at the centre of the care model.

Demonstrating outcomes – our Regional Outcomes Framework

As outlined in Part One, the RPB’s vision of ‘People living the best lives they can in their homes and communities’ is achieved by focussing on eight outcomes. 2021-22 will see the culmination of work to deliver our Regional Outcomes Framework and clearly see the priorities of the RPB and clarify the impact of the health and social care ‘system’ on the wellbeing of local citizens. The work is closely linked to an ongoing programme to facilitate information sharing between partners. This is a vital component of our partnership enabler programme which acts as the foundation to our emerging new governance structure.

Purpose of the Regional Outcomes Framework

- Provides a strategic framework for local data and information requirements
- Evidence base on the health and wellbeing of local population
- Helps identify RPB commissioning priorities
- Helps understanding of the impact of contributors



Informs design and enables sustainable delivery of Locality Programmes for:

@Home

CYP Emotional Wellbeing & Mental Health Needs

CYP Complex Needs & Disabilities

Part 4: Continued

Embedding our new governance structure

May 2021 saw the inaugural meetings of our programme delivery groups – the Ageing Well Partnership and Starting Well Partnership. Discussions to shape the arrangements for a Living Well Partnership are scheduled for completion by late Summer 2021.

A schedule of monthly meetings will:

- Accelerate delivery of the RPB's ambitions for A Healthier Wales
- Make a step-change in the scale of our ambitions as a partnership
- Improve health and wellbeing outcomes for local people
- Drive integration of services to improve quality, experience and value
- Challenge the status quo where it isn't currently achieving the best for the people of Cardiff and the Vale of Glamorgan

Developing our locality-based, @home plans

2021-22 will see a step change in our ambition to deliver services as close to home as possible with the emergence of two, core work programmes.

Whilst work continues to scope the priorities for each aspect in detail, the first steps of the @Home integrated care model will focus upon the following:

- 1. Development of cluster-based integrated, multi-agency teams.** Building on the Cardiff Southwest cluster model and identify two further clusters, one in the Vale and a second in Cardiff to spread and scale the approach. This will be aligned to the National Programme for Primary Care Accelerated Cluster Development programme.
- 2. Intermediate care** - development of single system approach to intermediate care to optimise our ability to respond rapidly in a crisis to prevent avoidable hospital admissions and to facilitate discharge to recover and assess.
- 3. Feasibility and development of North Cardiff Health and Wellbeing Centres and Barry Community Hospital as core assets in the integrated locality model.**
- 4. Single point of access:** Coordinated access arrangements into community services.
- 5. Exploration and development of an alliance approach to create alternative governance arrangements across partners to enable the development and delivery of the @home programme.**

Part 4: Continued

1 @home Shaping our future communities: place-based integrated care model	Vale locality model
	Cardiff localities model
2 Integrated care model for children and young people's care and support	Emotional wellbeing and mental health
	Complex health and disability needs
Programme support and a single programme approach across the RPB (aligned to CAVUHB approach)	

Developing integrated models of support for children and young people

There are two strands to this regional priority:

Children with complex health needs and disabilities

An assessment of the current and future needs of this vulnerable group and the effectiveness and value of the current provision across the region will underpin the strategy for the development of plans and projects supporting children with disabilities.

Emotional wellbeing needs

Additional capacity is in place to develop an integrated approach to meeting emotional wellbeing needs. By aligning a robust preventative offer across partners organisation we can address immediate and urgent issues, such as suitable accommodation; and support the implementation of longer term solutions.

Part 4: Continued

Strategic enablers

Success in 2021-22 is underpinned by addressing the strategic enablers to integration ([introduced in part three](#)). This will see enhanced digital and business intelligence, strengthened commissioning practices and progress on a partnership approach to workforce and organisational development.

Refreshing our identity

The new programme governance and goals shift the focus of our organisational efforts to adapt to meet the challenges for our most vulnerable populations. We recognise the need to refresh our corporate identity to help communicate this and engage more effectively.

Our title - the Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership – has served us well. However, this name is not reflective of the wide range of partners who are involved in our work. Therefore, our title will be changed to the Cardiff and Vale Regional Partnership Board, a name which is already in common currency amongst our partners and that provides a clear link to the legislation and vision that created us.

The brand refresh and subsequent new website will offer a chance to engage with people across multiple platforms.

Engagement

Continuing the development of our Engagement Framework through the implementation of practice examples of co-production.

Workshops will inform the next phase of development which will include identifying pilot areas for ongoing practical work.

The emerging engagement framework will be particularly necessary in 2021/22 which we see as a transitional year - moving away from short-term, grant funding supporting service development; towards a more fundamental change in service delivery that emphasises the assets of people and places.

Particular emphasis will be placed upon ensuring that our new governance structures of Ageing Well and Starting Well are based upon a foundation of co-production and engagement.



Part 4: Continued

Future planning

2021-22 provides a unique opportunity to learn and build on the exemplary work that has been taken forward in response to the pandemic. To plan for the future as we work to inform priorities for our next Area Plan.

Preparatory work will include:

- Completion of a Market Stability Report
- Delivery of our Population Needs Assessment
- Risk analysis and business case development for priority services currently funded via our short-term funding streams
- Considering the findings of the Welsh Government Volunteering Recovery Grant Report and the best way of working and building on work with the Third Sector.

We are also increasingly building the links between the work of the RPB and the two Public Services Boards (PSBs) in our region. We recognise that to improve the health and wellbeing outcomes of our population, influencing the determinants of health and wellbeing are of equal importance.

Our focus on what it takes to start well, live well and age well is a joint agenda with the PSBs, and our revised governance arrangements and programmes of work planned for 21/22 and beyond will enable us to have a greater impact on the outcomes that matter to people.



Part 4: Continued

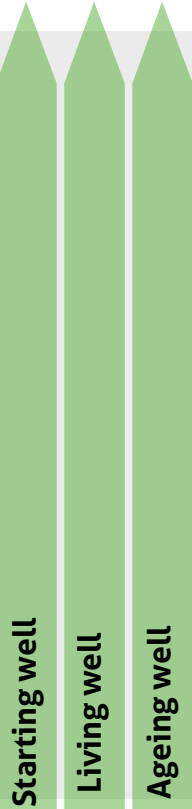
Integrated care – focussed on people and places and the health of the population



People and places: supporting communities to build their capacity and resources to support people to create their own solutions. People’s homes support them to thrive and keep them safe. Information is easy to access. Prevention and early intervention is prioritised and valued.

Schools, general practice, libraries and leisure resources are critical elements of the community infrastructure.

The voluntary, community and faith sectors have a fundamental leadership role in part of our system.



Starting well

Living well

Ageing well

This is a shared agenda across the RPB and PSBs:

PSB priorities of economic, social, environmental and cultural well-being create the conditions for RPB partners to support people with additional health and wellbeing needs.



Home first: when it’s needed, care and support is joined up and delivered at home, by default. It is organised around neighbourhoods. It is anticipatory and preventive as well as being able to respond to a crisis, around the clock.

Digital solutions help put people in control.



Specialist care and support is there when needed, e.g. hospital care, specialist children’s services etc. Much more of this is delivered in communities.

