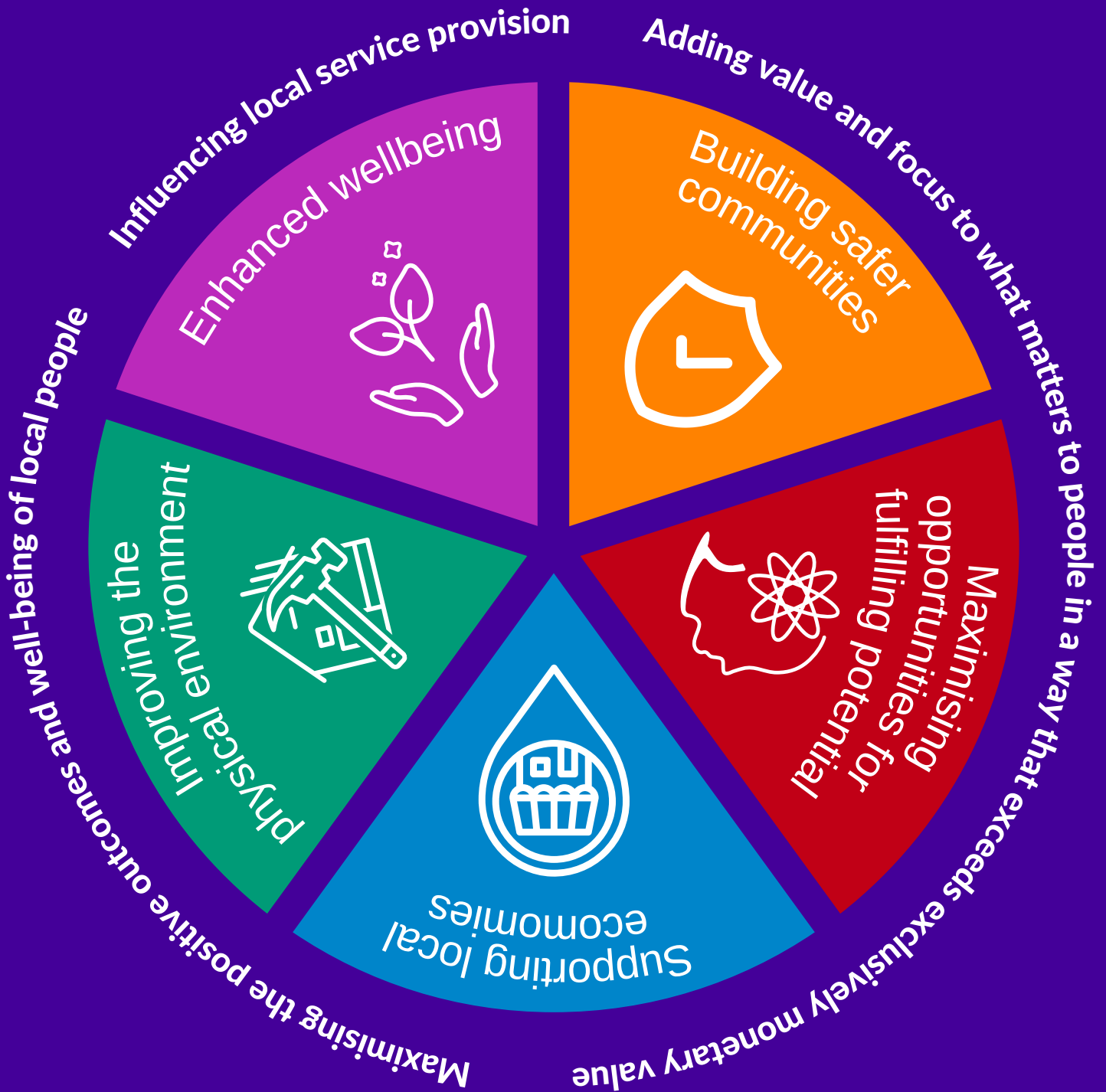


Cardiff and Vale of Glamorgan: Social Value Forum Triennial Report



**BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD**



**Llywodraeth Cymru
Welsh Government**



About the Social Value Forum



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

In previous years, the Cardiff and Vale Regional Partnership Board (RPB) established a Social Value Forum with the purpose of:

1. Maximising the positive outcomes and well-being of local people;
2. Influencing local service provision;
3. Adding value and focus to what matters to people in a way that exceeds exclusively monetary value through, for example:
 - Enhanced wellbeing
 - Building safer communities,
 - Maximising opportunities for fulfilling potential
 - Improving the physical environment
 - Supporting local economies.

The Forum made positive progress, developing opportunities for social value to be included in procurement and commissioning as well as agreeing a locally shared definition of social value, specifically:

Core social value: *The direct impact of a service/works on an individual or a community's well-being which is directly relevant to the service/works being commissioned;*

Added social value: *The direct impact of a service/works on an individual or a community's well-being, which is above and beyond the service/works being commissioned. Added social value asks the question: "If £1 is spent on the delivery of public funded services, can that same £1 be used to produce a wider benefit to the community?"*

Over the last 3 years revisions to our Governance Structure have provided us with an opportunity to build upon this initial work and reflect upon the best way of ensuring that social value is placed at the core of everything we do.

First, we worked together to establish a Regional Outcomes Framework which outlines a range of shared priorities where, by working together, we aim to deliver significant improvements for individuals and their communities.

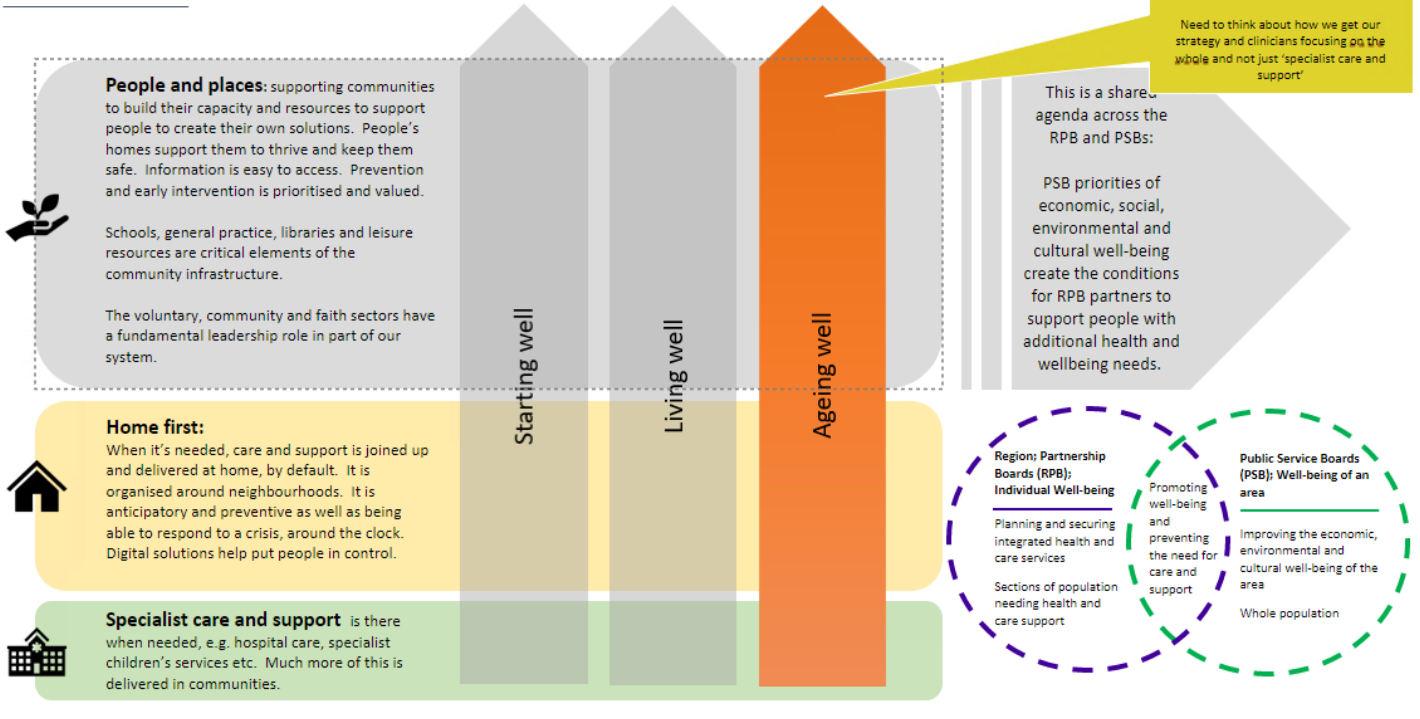
Our joint wish to achieve greater social value lies at the heart of this framework which aims to enable people to live the best lives they can in their homes and communities. We are working to ensure that ways to measure our effectiveness in enhancing social value are embedded within each of the underpinning shared priorities.

The RPB is beginning to 'bake in' social value into all its programmes of work, recognising that supporting people and places to thrive is at the heart of the RPB's overarching outcome, enabling people to 'live the best lives they can in the homes and communities.'



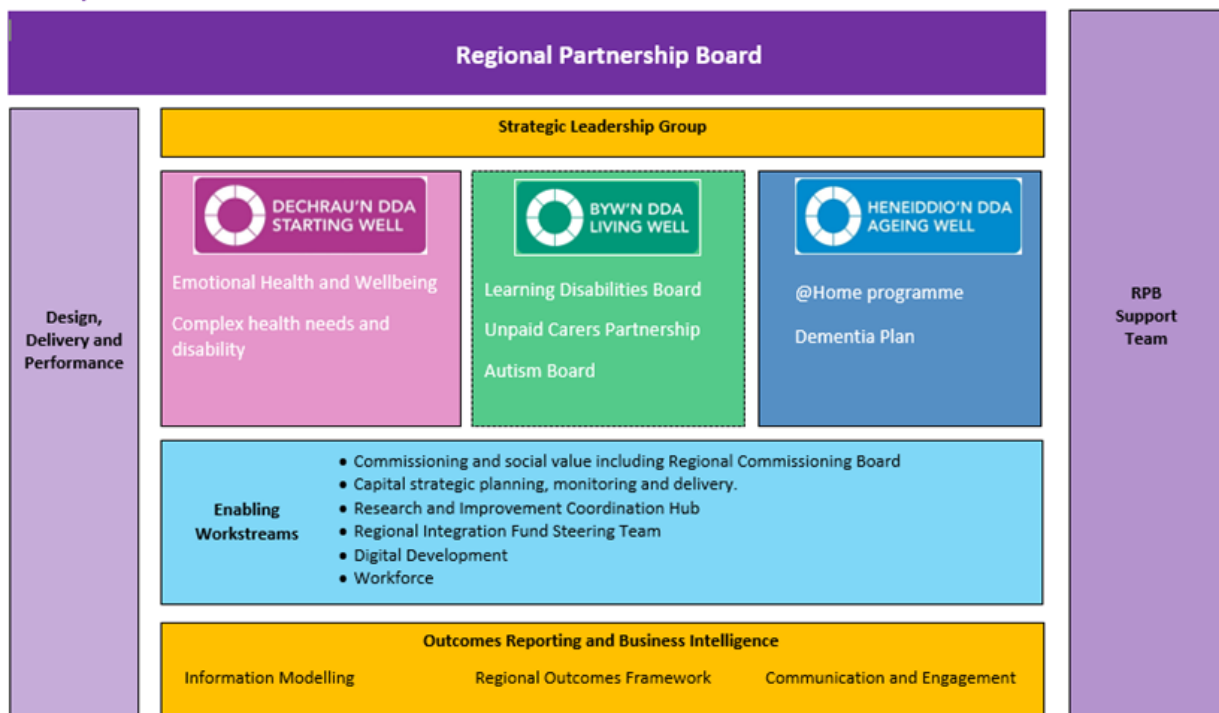


Integrated Care – focused on people and places and the health of the population Working across boundaries and organisations



To achieve this, our next step was to introduce three new programme delivery partnerships which enable us to give particular focus to improving outcomes for people at different stages in their lives: Starting Well, Living Well and Ageing Well. These groups are now supported by a range of enabling workstreams focused on strengthening our ability to work together for the good of our citizens and wider community.

Delivery Structure





The Terms of Reference for the Starting Well and Ageing Well Partnerships are attached in [Appendix 1](#) demonstrating the membership and priorities for each group. It is clear from these documents that the original purposes for social value continue to be embedded within the outcomes and objectives of these groups.

Third sector and wider non-statutory representatives are represented on RPB and associated decision-making structures. These include the Starting Well and Ageing Well Partnership Boards, which recommend plans and priorities to the RPB, as well as providing assurance and direction to the Board.

In order to increase the voice of the third sector, we have begun setting up special interest groups to inform specific areas, the first of which is the Emotional Health and Wellbeing Third Sector Stakeholder Group (see Terms of Reference in [Appendix 2](#)), to ensure that the wider views and insights from the third sector are fully incorporated into our activities. These enable third sector partners to have detailed and relevant discussions, and clear reporting mechanisms to and from these groups. Specific examples of our work are provided in the following sections.

The relationship between the Social Value Forum and the RPB



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

The work of the RPB and its link to social value is inextricable. This was clearly seen in the light of the COVID-19 pandemic: while it placed immeasurable pressure and challenge on traditional working practices across our region, the pandemic also gave rise to opportunities for enhancing ways in which statutory and non-statutory organisations could work together for the sake of our citizens. The case studies provided in this report showcase how partners worked together to alleviate pressures and provide insights into different, new and innovative ways of working. Our shared focus upon maximising social value lends a natural desire to work across organisational boundaries, minimizing the risk to the vulnerable of catching COVID-19, whilst building new ways of socialising and undertaking activities to mitigate some of the worst impacts of COVID-19 and restrictions.

The RPB is committed to building the citizen voice into the heart of all we do, ensuring that the benefits of coproduction are brought to our planning and decision-making processes, as well as ultimately to local citizen and the wider community. We worked with partners to co-produce a joined up approach to engagement that has resulted in the creation of the [Regional Engagement framework portal](#). This contains resources to enable us to share work undertaken, plans and opportunities, best practice and lessons learned. Our approach was developed in response [to a report following workshops and interviews with our members by Promo Cymru](#) and our response, including developing the Engagement Framework has been led by Cardiff Third Sector Council (C3SC). We are looking to strengthen this further over the next year through a tailored programme that reaches out to people with diverse experiences and backgrounds throughout our region.

[Click here to find out more about the background to developing a Citizen Engagement Framework for members of the Cardiff and Vale Regional Partnership Board](#)

[View our engagement framework and find out about our plans to set up a Cardiff and Vale Engagement Community of Practice \(CAVECOP\)](#)

As we begin to move away from the restricted working practices caused by COVID-19, there is a renewed interest in continuing our developmental journey in relation to social value. Most recently, our RPB discussions have focused upon how we might further strengthen the voice of non-statutory colleagues. This has led to the following agreements:

1. Recognition that social value is driven through both the third sector and through the activities of our statutory, anchor organisations across Cardiff and the Vale of Glamorgan
2. Taking forward an urgent conversation on facilitating a real living wage for commissioned services;
3. Appointing an RPB Vice Chair from the non-statutory membership and a champion from the statutory sector to drive the social value agenda;
4. Reconvening the Social Value Forum with a revised leadership, focus and membership to:
 - Provide a network to identify, develop, support and share good practice in social value and involvement.
 - Promote opportunities for networking and collaboration across sectors and support for key responsibilities, such as the Population Needs Assessment and Market Stability plans.
 - Provide appropriate challenge and influence of procurement and commissioning.
 - Measure how well we are delivering Social Value and the impacts achieved.
 - Connect existing activities within statutory organizations which drive social value through their policies, services and significant purchasing powers

Over the last three years, the RPB has continued to deliver on the priorities set out by its initial Social Value Forum. In this section we highlight some key examples of the progress that has been made.

Maximising the positive outcomes and well-being of local people

The @Home programme brings together a number of projects funded through the Integrated Care Fund and the Transformation Fund that work together to ensure people receive support as close to home as possible. [Click here to watch a video showcasing the increased value of bringing these services together.](#)

The Cardiff Independent Living Service demonstrates how the RPB is investing in maximizing positive outcomes of people in the region. This service helps older people and people with disabilities to access a wide range of support focused on ensuring they can live as independently as possible. Provision includes a home visiting service providing advice on becoming more energy-efficient and information on potential entitlements, grants or discounts for citizens. These mean that people can maximise their income, so they have more money to live well. The service can co-ordinate with relevant organisations to arrange minor adaptations and aids are provided to help people do the things they want to and prevent injury. They have links with local organisations who arrange regular social events, outings, luncheon clubs and other activities so people can continue to do the things that they enjoy and remain socially active in their community.

Through the Access Point project, the Regional Partnership is working hard to build on the foundations of the current integrated service to further develop the single point of access for residents and health and care professionals making referrals for a wide range of community care services with the aim of getting people back home or keeping people safely at home. Since 2019, the contact centre has gradually been developing towards a 'Wellbeing Matters Service' branding which will now be picked up and accelerated by the Access project. The central principles behind this branding will be:

- To embrace the idea of a 'What Matters' conversation whenever anyone gets in touch
- To ensure that 'Wellbeing' is the focus of service provision and not a siloed view based on a specific request
- To utilise where possible the person's own words in framing, responding to and then monitoring our response

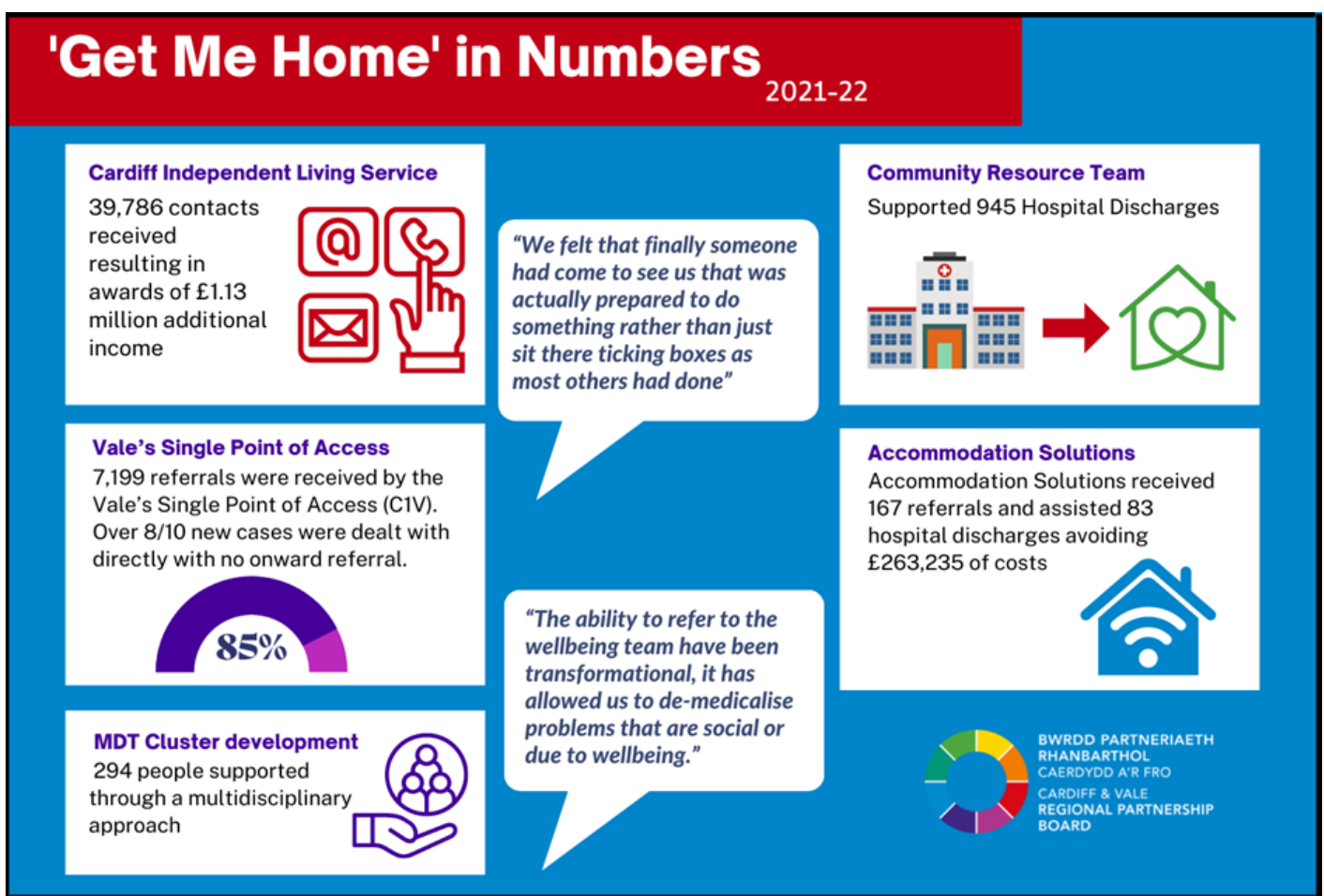
The overall model to date has a high success rate in appropriately signposting individuals to the right professionals or organisations to support their need and only referring people into our statutory services when necessary to do so. Through this process a person is supported to make best use of their own networks and ensures that they access preventative services to share responsibility for their own wellbeing and maintaining or increasing their levels of independence.

We want to encourage people to use their strengths and work in partnership with services to develop a plan that concentrates on what matters to them. We appreciate our services and pathways can be difficult to manage and we seek to address this by taking hard work out of the equation and preventing the scattergun approach of referrals to several services and minimising the workload for referrers. We are also seeking to find ways for our various IT systems can talk to each other so a person does not have to share their story several times and that those involved in a person's care can look at the actions taken and work cohesively.



Our main focus currently is securing a way for people to refer into our Wellbeing Matters Service consistently and with the minimum burden – whether you are the person in need, a concerned family member or friend, or a professional such as a General Practitioner. We seek to find a simple but effective way to record what matters to the individual. We are trying to move away from professionals 'prescribing' a certain service and instead asking them to share the current scenario that has led the person to seek help and support. The plan is for our multi-disciplinary and multi-agency team to look at that scenario and try to identify triggers that can prevent certain risks such as falls through referrals to clinics, use of aids and equipment and also telecare. This might also consist of access to our social work, nursing and third sector services for a more tailored assessment of their needs and potentially a joint home visit. This way we hope that we put the right services around a person to ensure they stay safely at home and improve their general wellbeing where possible.

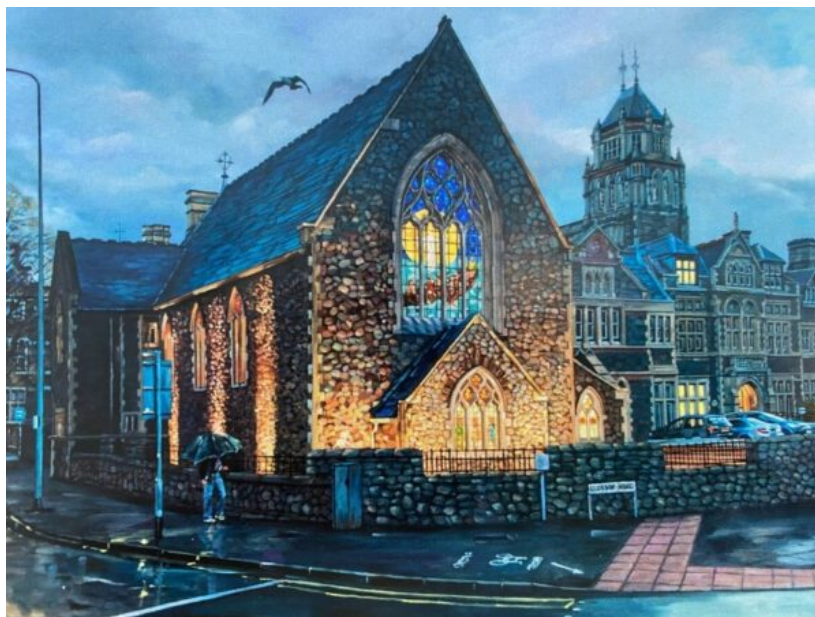
The @Home Programme aims to ensure that people stay healthy and well and avoid hospital admissions. They support people's discharges to help minimise the risk of readmission. This infographic highlights some of the activity in 2021-22:





Capel i Bawb

Cardiff and Vale Regional Partnership Board supported the renovation of the former Chapel at Cardiff Royal Infirmary, now named 'Capel i Bawb'. Thanks to capital funding from the Welsh Government Integrated Care Fund (ICF) and Cardiff Council and a partnership between Cardiff and Vale University Health Board (UHB) and Cardiff Council, the iconic, grade II listed building, is now home to health and wellbeing information and advice centre, a new library, meeting spaces, IT suite and an Aroma Café.



Cardiff Third Sector Council (C3SC) engaged with the local community to rename the former Chapel and the third sector and community groups plan to use the meeting rooms for a range of support and activities. This collaboration has ensured the building has new life and a sustainable future which forms part of the long-term plan to bring services into communities is a key part of the development of Cardiff Royal Infirmary.

Since its opening, Capel i Bawb has seen a steady rise in footfall from 1,500 people per month to over 3,000. Initially, the majority of the users were staff and visitors to the hospital, but more recently, particularly since the official launch, more and more visitors have been from the wider community.

This local service provision helps people live well and recover after illness or injury and this space will be able to host a range of support. It has become a valuable resource where people can be signposted to relevant and easily accessible information and advice, social learning and recreational activities.

CF61 and Illtud House

The RPB and UHB supported the renovation of CF61 and Illtud House in Llantwit Major.

CF61 has been transformed into a space with a wide range of support and services for the community including regular food sharing opportunities, a clothing bank and a range of activities like tai chi, parent and child groups, children's drama and a chatty cafe. There is on site nursery and sensory room and it is available for use by the school and community groups.

Illtud House is now a base for Glamorgan Voluntary Services and office space can be hired by self-employed lone workers, third sector organisations needing a base or health professionals needing a space to practice. The rentals from workspaces provide valuable income for the Third Sector.



The pandemic has meant that new innovative ways of working have been introduced to our services. For instance:

- Day services across Cardiff and the Vale of Glamorgan continued to provide support within people's own homes and in the community whilst the day service buildings were temporarily closed;
- Day service buildings were re-opened earlier than other Council spaces, to enable individuals to maintain emotional wellbeing, through engagement in meaningful activity, consistency of support with familiar staff and routine;
- Digital technology was introduced, helping people develop new skills to increase digital inclusion and (during the pandemic) prevent social isolation, as people could meet up with peers and staff online;
- They provided essential support that could not be commissioned elsewhere due to pressures on domiciliary care agencies (i.e., individuals requiring extra personal care calls/mealtime assistance as they were home during the day when the day centres were closed)

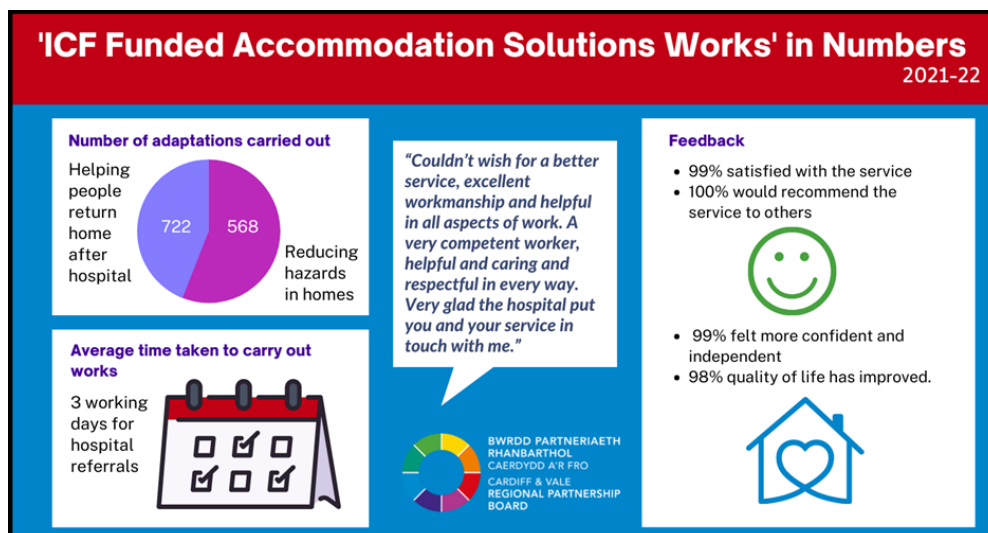
These helped enhance people's wellbeing during this particularly challenging period where people were unable to meet in groups and with friends and families so were at additional risk of experiencing loneliness and isolation.





Housing adaptations play a vital role in people's lives. They help people with disabilities and older people to live as independently as possible in their own home. They keep people safe, preventing accidents such as falls, which help avoid unnecessary admissions to hospital because of injury, thus relieving pressure on the National Health Service (NHS). Adaptations can also help to accelerate hospital discharges so that people are able to return home as soon as possible. At a national level, adaptations support the Welsh Government's policy priorities, set out in 'Prosperity for All' and 'A Healthier Wales.' They also contribute to meeting the requirements of the Well-being of Future Generations (Wales) Act 2015, a core element of which is prevention and the Equality Act 2010, in which age and disability are two of the protected characteristics. At a local level, adaptations support the work of the Regional Partnership Board's aim to improve outcomes and well-being for citizens as well as directly support the work of the Ageing Well Partnership and the @Home programme through helping people to stay independent, safe and well at home for as long as possible.

Care and Repair Cardiff and the Vale have been receiving ICF funding since 2014/15 to support the provision of a wide range of adaptation works such as grab rails, stair rails, handrails, key safes, etc., for patients of the Cardiff and Vale University Health Board (UHB). During 2021/22, the ICF capital funding was split into two funding streams with £100,000 allocated to provide adaptation works to support patients to return home from hospital; and £100,000 allocated to provide adaptation works to support patients to reduce hazards within their home environment which help reduce risk of slips, trips and falls and avoid unnecessary admissions to hospital. Referrals for adaptation works are made to the charity by health and social care staff (mainly occupational therapists) working in the Cardiff & Vale UHB.



Client Case Study

Mrs B is 89 years of age and lives on her own in her house in Barry. An occupational therapist from Llandough hospital referred Mrs B to the charity for various rails in her home to help her prevent falls. Our handyman visited and installed an external warm touch rail, five grab rails and a newel post rail as well as securing a loose mopstick rail that was already in situ. As a result of the occupational therapist's assessment and the works done by the charity, Mrs B is safer in her home and has a reduced risk of falls and potential hospital admission.

[Click here to watch a short film about how Care and Repair provide added social value and how it links with wider council housing services.](#)

Improving the physical environment



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

Residential homes in the Vale of Glamorgan made a commitment to become more dementia friendly as their care homes, which were built in the 1960s posed a great challenge to meeting modern day requirements. The RPB funded improvements to the physical environment by investing in the homes to make their residents remain comfortable and safe now and in the future.

Ty Dyfan reablement unit was awarded funding to create a designated area for care with four beds, shower and treatment rooms, and an enclosed balcony area so people could enjoy the fresh air. This significantly improved the outcomes for people and meant, after a period of reablement, they returned home able to live more independently with reduced care needs.

A further grant allowed the development of a dementia friendly environment and with setting up a COVID-19 quarantine facility to accommodate people who required support during the crisis pre/post hospital and, due to their dementia, were unable to comply with isolation requirements. Ty Dyfan accommodates 18 residents and provides a respite /emergency service to three people at any one time and a six bed reablement facility.

Dementia friendly lifts were installed at Porthceri and Ty Dyfan. These lifts play an integral role in helping to maintain the safety of residents. The user-friendly and accessible lifts have helped to increase levels of mobility and independence. The lift interiors are pastel coloured, not reflective or shiny to help make them as accessible as possible to people with dementia.

Improvements to Cartref Porthceri included installing artworks of local places of interest to make the space interesting and encourage reminiscence chosen by the residents with 'Ask Frank'. This is a local business based in Barry that manufactures and designs safety signs. The artworks chosen have had a positive impact and staff often see residents reminiscing in front of them. Investing in long term and respite care beds has meant people with dementia are able to remain living at Cartref Porthceri for as long as they need to.

In Ty Dewi Sant residential home in Penarth, the grant has helped create three dementia friendly living areas, one of which is a designated ten bed unit for people who have dementia. This meant that Ty Dewi Sant could become the designated EMI facility on this site for people who need a high level of care.

Resident feedback: "I didn't like having to leave my room for so long but it was all worth it, it's beautiful and so much easier to get around. When I get lost I look for the picture of Penarth Pier and I know where I am. I can find a toilet easier now they are all yellow and they are much nicer inside".

Manager feedback: "We have seen a significant reduction in falls and the colour sanded doors and handrails are great for orientation. I frequently see residents just stand in front of the artworks chatting and they are proving to be a great reminiscence resource".

Before and after shots at Ty Dewi Sant:



[Click here to find out more about how we have used both capital and revenue funding to transform spaces in our region.](#)



Transition Protocol

The Transition Protocol was launched in March 2002 to help young people with additional learning needs (ALN) fulfil their aspirations and potential. The Protocol facilitates planning to enable a seamless transition to further education, training and/or adult life, as well as outlining how education and other services work together where more than one agency is required to provide support. It is to be used to inform transition planning processes from the age of 14 years up to and including 25 years. The protocol embeds early prevention approaches through collaboration to identify agreed roles, responsibilities, shared practice and processes in supporting young people into adulthood.

This protocol benefits all parties as it provides:

- A consistent planning approach for all agencies working with young people, and form the basis for integrated working;
- Children and young people, their parents and carers to experience a coordinated multi-agency assessment of need which leads to a single transition plan that is reviewed at least annually;
- A collaborative approach to ensure clear and comprehensive multi-agency planning and an identified point of contact through the transition process for individuals;
- Practitioners and planners to maximise their resources by avoiding duplication, benefitting from shared and comprehensive planning information;
- Commissioners and stakeholders to receive the information required to support resource predictions and future commissioning strategies; and
- Agreement of roles, responsibilities and processes and outline the principles and standards to support transition arrangements.

The launch centred around the voices of young people with lived experience. One young person commented about their experience of Cardiff and Vale Colleges Independent Living Skills Course *"I was nervous of starting college...after I visited I felt more relaxed. After a while I got used to it"* and another described the difference support from People First had made *"It made me feel safe, my confidence grew, helped me have the ambition to achieve my dreams. I now have a job that I love"*. This approach helps ensure young people with ALN have the support they need to achieve their goals and aspirations.

[Watch a short animation about the Transition Protocol.](#)





Ty Gwyn Special School

Ty Gwyn Special School is a superb example of how capital and revenue investment from the Integrated Care Fund (ICF) is being used in collaboration with other funding sources to integrate services for young people with complex needs. The pupils who attend Ty Gwyn School all have additional learning needs and/or complex needs. The ICF is helping to deliver upgraded facilities for pupils and staff over a three-year basis and funds three Day Opportunities Officers who work in the school to help pupils prepare for transition into their adult lives, helping them live as independently as possible.

The expansion enables pupils to have access to on-site nurses, therapists, support workers and physicians who assist with their medical needs; a provision which has been well received by the pupils and their families. The school believes that this multi-agency approach is unique in its ability for young people to access such a range of support on one site.

The funding will help to upgrade key facilities at the school, including three additional classrooms, changing facilities, a soft play area, office space and a multi-use function room. The next phase will provide an additional three classroom spaces at the school. By the completion of the project, the school will be able to accommodate an additional 30 children with learning needs.

During her visit to the school, Julie Morgan, Deputy Minister for Health and Social Services said: *"By making better use of resources and moving away from traditional ways of delivering services, the Integrated Care Fund is making health and care services more person-centred and closer to home."* She also highlighted how this could result in helping to alleviate pressure on vital NHS and social care services. *"These new ways of working will be vital to creating a health and social care system in Wales that is fit for the future, as set-out in A Healthier Wales"*.

Lynnette, one of the parents whose child attends Ty Gwyn said: *"Having all these professionals at the school has made a huge difference to us. Because my daughter knows them, she is also more relaxed. They are brilliant in helping her with what she needs."*





Glamorgan Voluntary Services Small Grants aimed to support proposals which improve the health and wellbeing of people by investing in our communities. This single grant was made up of two elements:

1. Integrated Care Fund (ICF) focused on prevention, early intervention, integrated care and support services and provision of alternative delivery models.
2. The Capital Investment Fund was focused on the following priority service areas:
 - Older people with complex needs and long-term conditions, including dementia. This includes supporting older people to maintain their independence and remain at home, avoiding unnecessary hospital admissions and delayed discharges;
 - People with learning disabilities;
 - Children at risk;
 - Children with complex needs due to disability or illness;
 - Enabling families to meet their children's needs and help them to stay together;
 - Supporting carers, including young carers, in their caring role and enable them to maintain their own wellbeing (with a focus on the national priorities of supporting life alongside caring, identifying and recognising carers, providing information advice and assistance);
 - Support the development of integrated care and support services for individuals with complex needs, including people with learning disabilities, children with complex, 'high-end' emotional and behavioural needs and autism

Funding enabled the third sector to create social value by supporting people in staying connected and doing the things they enjoyed. 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. Examples include:

- Additional toilets to support a children's centre focused on supporting children with cerebral palsy and their families.
- Developing a garden to include raised beds, picnic benches, compost and tools creating a community space.
- Sports equipment, laptops, garden tools and furniture to create new services. Projects include supporting people with non-visible injuries, improve emotional wellbeing and support carers of people with non-visible disabilities.
- Sport equipment, litter picking equipment, musical instruments and gardening equipment to support activities for adults with learning disabilities.

This funding has been essential for Third Sector organisations, especially as they respond to the financial pressures of providing COVID-19 safe services or changing delivery of services in response to COVID-19.

"We have received funding to restart community classes. Without this funding our Vale classes would not have been able to return and it has ensured they can continue into the future."
(Vale Third Sector organisation)

Barriers to progress: The impact of COVID 19



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

The ongoing impact of responding to the challenges created by COVID-19 cannot be underestimated. RPB members and our wider community of partners have had to shift their focus to try to mitigate the impact of restrictions, as well as minimising risks from the virus to people in Cardiff and Vale. This ranged from ensuring those shielding had essential supplies, to setting up new activities that could be attended online, to delivering a vaccination and booster plan and redesigning health and care activities.

In some ways, this has helped us to increase our awareness of social value; sharpening our focus and attention on what matters most to individuals and their wider communities. This focused attention will continue as we seek to address the longer-term consequences of the pandemic, for example, the increased number of people in vulnerable situations and the rising number of children and young people seeking support from mental health services has dramatically increased. Delivering integrated services that focus on what matters most to people will remain central to our future plans. The importance of social value in maintaining connections to people and place has become evident as a key part of maintaining health, wellbeing and independence for as long as possible.

The RPB are keen to ensure that the learning and legacy from this period were not lost and took the opportunity to reflect in their Learning and Legacy Report.

[Please click here to read the Report which includes additional examples of how organisations across the region supported people during the pandemic.](#)



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



Common Contract and Service Specification for residential care

During the development of the Common Contract and Service Specification for residential care in 2019 a co-produced approach was taken, involving advocates who represented older people living in care homes, their families and older people themselves. The resulting service specification included outcomes and measures for all parties. During 21/22 this has been developed into an outcome framework within which partners and regional contract monitoring processes are being created. This outcome focused approach is now used by all statutory partners when commissioning nursing and residential care with a common contract for care home services.

This has maximised positive outcomes for residents who now benefit from a more consistent quality of care. The Common Contract and Service Specification sets out standards from assessment to contract termination. It has ensured that there is a regional approach to medicines policy, staff training, supervision, quality assurance, monitoring and review. It includes a regular assessment of outcomes for Service Users in accordance with the Specification and feedback from Service Users and their relatives on the standards of service they are receiving, which includes a comparison with the standards they can reasonably expect to receive.

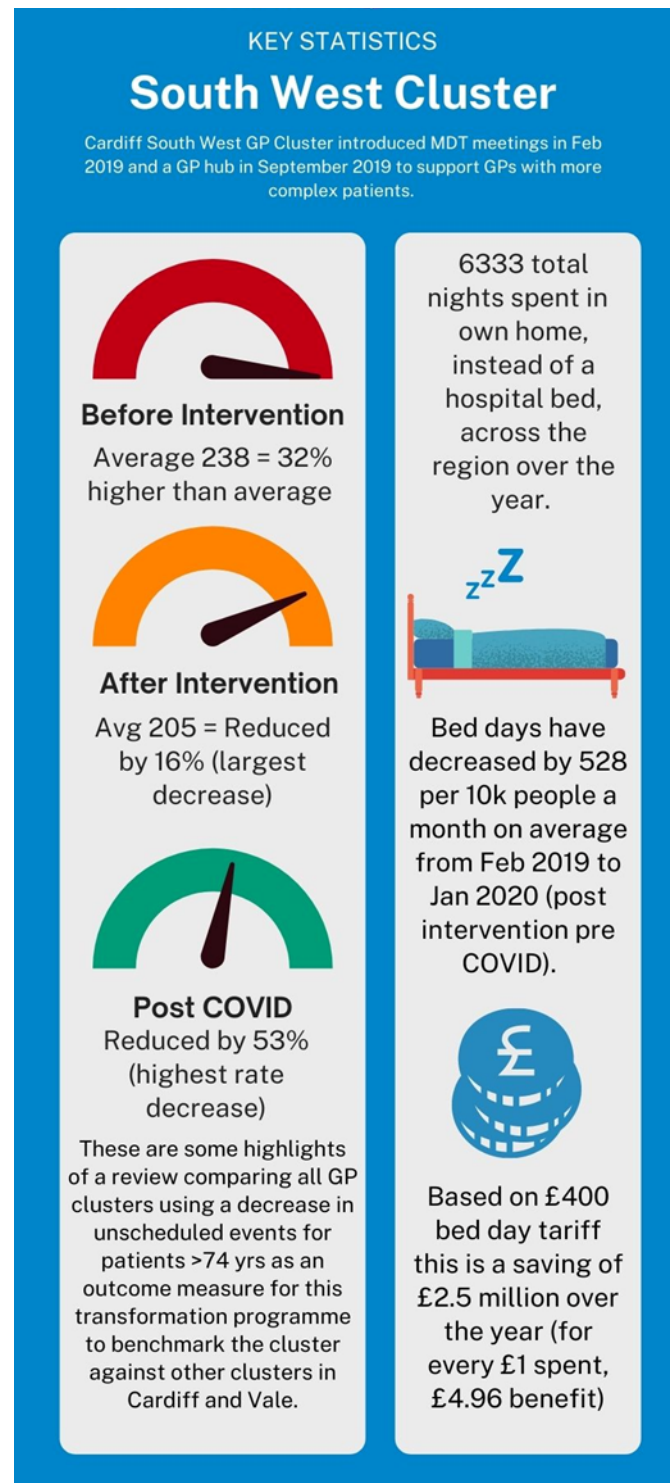
[Click here to see the Contract Agreement for Care Home Services \(Placement of Adults in a Care Home or Care Home with Nursing\).](#)

[Click here to read the Service Specification for the provision of Care Homes for Older People \(aged 55 and over\) who need Residential, NHS Funded Nursing Care or Continuing Healthcare and support across the Cardiff and Vale of Glamorgan region.](#)

Accelerated Cluster Development

Our South West Cluster demonstrates how social value is being incorporated into partners' approaches to working, funding, procurement and commissioning resulting in better outcomes for patients and use of resources. This multi-disciplinary team (MDT) approach for people with complex needs meant that people were able to maximise time spent at home rather than in hospital, so they could spend more time doing the things that mattered most to them. This also resulted in a cost saving of nearly £5 for every £1 spent.

This model is being rolled out across the remaining multi agency clusters across the Region as part of the @Home programme, which has ensured that social value is an intrinsic part of integrated care.



Building Social Value into the Population Needs Assessment and Market Stability Report



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

Our Population Needs Assessment was undertaken between May 2021 and March 2022, and provides an update of the 2017 report. A number of different approaches were taken to collect information to provide a holistic and comprehensive assessment. Firstly, existing data, reports, and research were identified from a range of sources, including data from health, local authorities and third sector organisations. Dedicated engagement was carried out, including surveys for the general adult population, children and young people, residents of HMP Cardiff, and for professionals and providers. Twenty-three focus groups were conducted, led and supported by Cardiff Third Sector Council, C3SC.

Professional leads were identified from Cardiff and the Vale of Glamorgan local authorities, Cardiff and Vale University Health Board, and other organisations where appropriate, in order to understand the context of each theme, and help guide the data collection and interpretation.

The engagement undertaken to develop the Population Needs Assessment had a strong focus on the care and support needs of our citizens. These care and support needs have been analysed and considered during the development of the regional Market Stability Report, which will provide the region with a current map of services, then future vision which aligns with our citizen's needs.



[Click here to find out more about the PNA](#)



The past three years have seen social value flourish throughout our work and RPB members envisage a network which will be a thinking space for developing the regional social value agenda still further and make connections across multiple activities.

The RPB recognises that the creation of social value in our communities is driven through activities across our whole partnership. Social value is the sole purpose of our third sector partners, however it is also driven by the work of our statutory partners, through their purchasing power, community development, housing and development programmes, influence over economic development, the environment and the terms and conditions under which we employ our staff.

It is therefore important that we create a network to drive the creation of social value throughout our RPB and also link to the work of the Public Services Boards. The network will add value through making connections and raising the profile of social value ensuring that opportunities aren't missed and work is coordinated.

The Forum will aim to establish a framework that will both remain cognisant of the financial and capacity pressures in the wider environment, whilst supporting the generation of greater social return on investment - including the greater added value provided by the social purpose organisations and groups that make up the voluntary, community and social enterprise/third sector.

It will:

1. Provide a network to identify, develop, support and share good practice in social value and involvement ;
2. Promote opportunities for networking and collaboration across sectors and support for key responsibilities, such as the Population Needs Assessment and Market Stability plans;
3. Provide appropriate challenge and influence of procurement and commissioning;
4. Measure how well we are delivering Social Value across all of our partner organisations and the impact achieved.

Example of future work:

Social Prescribing and the Regional Innovation Co-ordination (RIC) Hub

Our Regional Innovation Co-Ordination (RIC) Hub, under the direction of the RPB, is funding the Welsh School for Social Prescribing Research at University South Wales (WSSPR) to develop a matrix to assess the value of social prescribing. Social prescribing provides individually focused non-medical interventions through in-community resources, which helps develop social value. The WSSPR will work with services/organisations/teams who provide community connector/link worker services to create measures to evaluate service delivery and determine effective social prescribing practice which are coproduced with service users and providers.

They will support putting the evaluation matrix into practice in order to inform spread and scale and adoption of social prescribing by defining effective working practice. This will enable commissioning, including effective reporting/monitoring and will have strong links to the enhanced GP cluster roll out. This will be delivered in 2022-23.

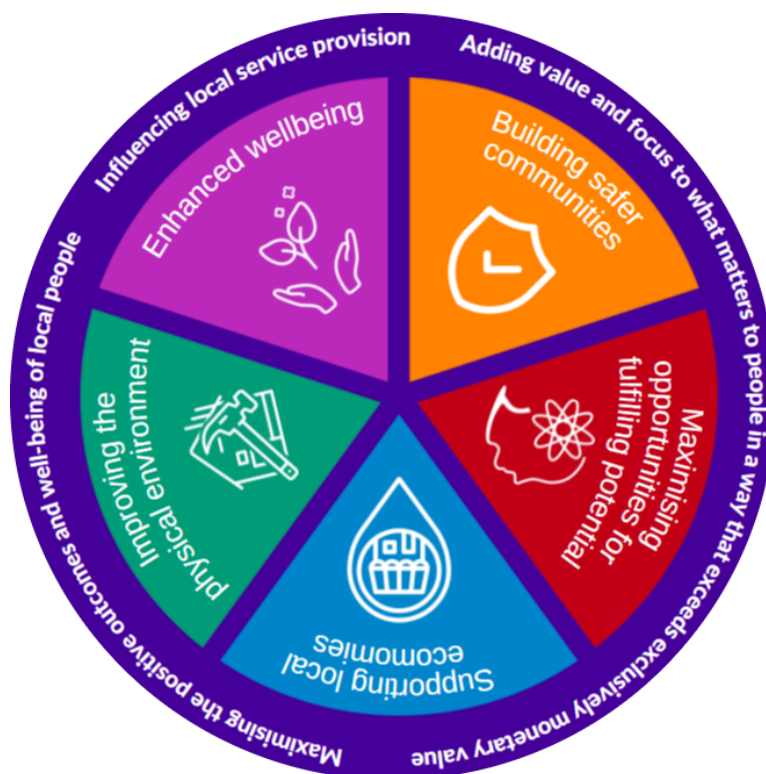


The proposal for membership of the Forum:

- RPB Social Value Champion who will be embedded within the RPB governance structure to influence decision making and assess the impact of decisions in building community wealth
- Chief Officers of both Community Voluntary Councils in the region
- Both Cardiff and Vale Health and Social Care Facilitators
- Representatives on the RPB from the community and third and independent sectors
- A senior official with decision-making authority from each of the 3 statutory sector members of the RPB
- Others from the third sector and other sectors who members agree can make a helpful contribution

The forum will report to the RPB and will initially focus on:

- Taking forward an urgent conversation on facilitating a real living wage for commissioned services pending decisions and progress on convening the social value forum
- Strengthening the voice of non-statutory representatives from the third sector on the RPB - by the appointment of a Vice Chair and Champion to drive the social value agenda
- Embedding performance indicators for all new RPB investments that relate to social value
- Ensuring that procurement undertaken by the RPB and related work includes assurance that it will create social value
- Ongoing public engagement and development of the engagement framework that will build intelligence around social value across our work by increasing our understanding of what matters most to our population. This means that we can maximise the benefits to our citizens.
- Connect with existing fora across the region concerned with creating social value



Appendix 1: Partnership Terms of Reference



BWRDD PARTNERIAETH
RHANBARTHOL
CAERDYDD A'R FRO
CARDIFF & VALE
REGIONAL PARTNERSHIP
BOARD

Starting Well Partnership – Terms of reference

Starting Well Partnership	
<p>Purpose</p> <ul style="list-style-type: none"> To accelerate delivery of the RPB's ambitions for <i>A Healthier Wales</i> associated with Ageing Well To make a step-change in the scale of our ambitions as a partnership to support Ageing Well To improve health and wellbeing outcomes for local people To drive integration of services to improve quality, experience and value To challenge the status quo where it isn't currently achieving the best for citizens of Cardiff and the Vale of Glamorgan To provide assurance and scrutiny on behalf of the RPB for work agreed and carried out through the Starting Well Partnership programmes Responsible for the delivery of agreed priorities and programmes Oversight and assurance of all funding streams relating to Starting Well Listening to the voice of the Young Person 	<p>Membership</p> <ul style="list-style-type: none"> Corporate Director – People and Communities, Cardiff Council Chair, Cardiff and Vale University Health Board Programme Director, Integrated Health and Social Care Partnership Head of Service for Children and Young People, Vale of Glamorgan Council Director, Children's Services, Cardiff Council Director of Education and Lifelong Learning, Cardiff Council Director of Learning and Skills, Vale of Glamorgan Council Head of Additional Learning Needs and Wellbeing, Vale of Glamorgan Council Consultant in Public Health Medicine, Public Health Wales Chief Executive, Cardiff Third Sector Council Chief Executive, Glamorgan Voluntary Services Assistant Director Children's Services, Barnardo's Deputy Chief Executive and Director of Operational Services, Llamau Director of Operations for the Children & Women's Clinical Board General Manager, Children, Young People and Family Health Services, Cardiff and Vale UHB Head of Child Development and Health Psychology Cabinet Member for Social Care and Health, Vale of Glamorgan Council Cabinet Member for Children and Families, Cardiff Council Cabinet Member for Education, Employment and Skills, Cardiff Council Cabinet Member for Education and Regeneration, Vale of Glamorgan Council TBC: CYP representation arrangements Partnership Programme office
<p>Responsibilities for associated programmes</p> <ul style="list-style-type: none"> Delivers a set of activities that enables a partnership problem to be resolved Seeks to provide real time updates on where gaps are developing/impact analysis To give reassurance that outcomes are being delivered for the population group 	<p>Priority areas of work</p> <ul style="list-style-type: none"> Prevention and early intervention Access Right support, right time, right person Complex care for children and young people Complex health needs and disability
<p>Programme enablers:</p> <ul style="list-style-type: none"> NEST Framework implementation Whole School Approach No Wrong Door Approach Rights for the Child & co-production 	

Ageing Well Partnership – Terms of reference

Ageing Well Partnership	
<p>Purpose</p> <ul style="list-style-type: none"> To accelerate delivery of the RPB's ambitions for <i>A Healthier Wales</i> associated with Ageing Well To make a step-change in the scale of our ambitions as a partnership to support Ageing Well To improve health and wellbeing outcomes for local people To drive integration of services to improve quality, experience and value To challenge the status quo where it isn't currently achieving the best for citizens of Cardiff and the Vale of Glamorgan To provide assurance and scrutiny on behalf of the RPB for work agreed and carried out through the Ageing Well Partnership programmes Responsible for the delivery of agreed priorities and programmes Oversight and assurance of all funding streams relating to Ageing Well 	<p>Membership</p> <ul style="list-style-type: none"> Political portfolio holders (Cllr Susan Elsmore and Cllr Ben Gray) Executive level representation from UHB (Board level) (Abigail Harris) Social Services / Adult Services leads (Suzanne Clifton, Jane Thomas) 3rd Sector representatives (local voluntary councils, regional & national organisation representatives) (Richard Thomas, Care&Repair, Alison James, Plattform) Representative of people with need for care and support in the region (Engagement plans to be set in place) Health Board and Local Authority representatives (Anna Kuczynska, Lisa Dunsford, Judith Hill, Suzanne Wood) RPB team senior representation (Cath Doman / Meredith Gardiner / Chris Ball) Programme SROs/Programme Directors (Carolyne Palmer, Suzanne Clifton, Suzanne Wood). <p><i>As required:</i></p> <ul style="list-style-type: none"> Representative of registered social landlords Ambulance Service senior representation Regional DWP representative Other specialist advice as required
<p>Responsibilities for associated programmes</p> <ul style="list-style-type: none"> Approves the intent and scope of each programme Seeks and approves funding for the programme Resolves strategic and directional issues, ensuring the programme remains aligned to the strategic intent of the Partnership and that cross-agency contradictions are resolved Approves progress of the programme against its target outcomes Champions the programme, representing the programme back into own organisation and providing endorsement at leadership and communication events To provide reports and escalation of risks when required to the RPB 	<p>Priority programmes of work 21/22-22/23</p> <ol style="list-style-type: none"> @Home programme; including projects on Access Point, Cluster Development, Intermediate Care, Health and Wellbeing Centre Development, Alliance Development, Digital and Intelligence Dementia programme; National Dementia Standards and associated strategy and delivery Engagement for Ageing Well; to inform long term planning Older people's accommodation Associated commissioning implications of changing models of care Performance assurance and prioritisation of funding streams relating to older people
<p>Frequency</p> <p>Two meetings per quarter (approximately every six weeks), timed appropriately to be able to provide assurance to the RPB. Special meetings (such as workshops) may be arranged as agreed and directed by the Chair.</p>	



Wellbeing Third Sector Stakeholder Group

Membership

Membership is open to any third sector organisation providing support to young people in Cardiff and/or the Vale of Glamorgan.

Current confirmed members of the group are as follows:

- Duncan Innes (C3SC)
- Hayley Smith (Barnardo's Cymru)
- Linda Newton (Cavamh)
- Siobhan Parry (Platform)

Principle Purpose

The principle purpose of the Stakeholder Group is to ensure comprehensive third sector involvement in the Emotional Health and Wellbeing Group and in so doing to contribute to the aims of the Emotional Health and Wellbeing Group, as detailed below:

The Emotional Health and Wellbeing Group is responsible for delivery of the Starting Well Partnership's priorities for children and young people's emotional health and wellbeing. It provides intelligence and highlight reporting to the Starting Well Partnership (SWP) to inform their decisions.

Terms of Reference

- To contribute to the overarching aim of the Starting Well Partnership which is to improve the wellbeing, safety, health and life chances of children and families in the region by driving a programme of transformation and service improvement.
- To provide a forum for discussions relevant to the Emotional Health and Wellbeing group, with clear reporting mechanisms to and from that group.
- To act as a special interest stakeholder group to ensure that the wider views and insights from the third sector are fully incorporated into the activities of the Starting Well partnership.

Meeting Arrangements

The Stakeholder Group will meet a minimum of four times each year. Any urgent matters will be shared electronically with the group if it is not possible to convene a meeting. Agendas will be circulated two weeks in advance of each meeting and group members will be given the opportunity to table additional issues for discussion. Each meeting will have an appointed chair and an appointed note taker, with summary notes distributed to all Stakeholder Group members.

Communication and reporting arrangements

The Stakeholder Group will include at least two members of the Emotional Health and Wellbeing Group, who will ensure that outcomes from Stakeholder Group Meetings are fed into the Emotional Health and Wellbeing Group.

The C3SC Health and Social Care Facilitator, working with the third sector subject matter representatives on the Emotional Health and Wellbeing Group, will seek to ensure that membership of the Stakeholder Group is as representative and comprehensive as possible and, through the local Health, Social Care and Wellbeing Networks, will help to gather and share information and promote collective responses. The up to date membership list of the Stakeholder Group will be maintained by the partnership team.