

DATE: 18 July 2017

TITLE: PSB Priority Workstream Updates

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PURPOSE: To update partners on progress with the priority workstreams

Key points:

- At their July 2016 meeting, PSB statutory members agreed to proceed with five proposals under four PSB work streams for the following 12 months. It was also agreed that regular updates would be provided to the Core Group as a standing item at each meeting.
- The workstreams, sponsors and coordinators are listed below.

Workstream	1st Sponsor	2nd Sponsor	Coordinator
Domestic Abuse	Chris Sivers		Ali Morris
Independence of Older People	Chris Sivers	Mick Crennell	Jane Whitmore
Economic Development / City Centre	Rob Stewart (Tech Industries and Wellness Centre)	- Andrew Davies (Wellness Centre)	Phil Holmes (Tech Industries) Sharon Miller (Wellness Centre)
Good Start in Life	Chris Sivers	Andrew Davies	Sian Bingham

- For awareness a short summary is attached for each. Sponsors will provide updates and seek further advice and support from partners as required.
- A final report for each workstream is to be provided at the August meeting of the Core Group.

RECOMMENDATION(S):

- 1. To review the workstream updates**

Item 7a: Domestic Abuse Workstream Update

Sponsor: Chris Sivers

Coordinator: Ali Morris

The Domestic Abuse Priority Workstream is behind schedule due to the barriers which were reported at the last Update;

- An initial issue in identifying an appropriate person to fill the post, and the appropriate agency to agree to a secondment opportunity.

Completed Actions to Date

- Due to the specialist nature of the post, funding was identified to cover the salary costs for the post holder.
- A Job Description was written to ensure the requirements of the Workstream Project would be met. This was advertised externally.
- Recruitment of suitable post holder. The Project Worker came into post in April and sits in the multi-disciplinary Domestic Abuse Hub Team at Cockett Police Station.

Project Worker Update

- The Project Worker has developed a Timeline of actions for the year of the post. She is currently on schedule with this.
- The first 3 months of the timeline have been allocated as a consultation period, in order to gain insight into how services are currently working, and more importantly, what the current barriers are in terms of any informal pathways of provision between the Key 3 agencies.
- As part of this consultation, the Worker has a small caseload of 22 service users where Key 3 agencies are involved, in order to track their experiences and get to know first-hand what their needs are, and the barriers to engagement they face.
- An Assessment Form and scoring system has been developed to identify a service user's lead need.
- A draft Project Steering Group Terms of Reference has been written which is due to be finalised this month when a date will be set for the first Steering Group meeting and invitations sent out to prospective members.
- Documents developed include a Key 3 Project letter pro-forma, housing letter, 'Useful Contacts' document and a Service User Questionnaire, which has been distributed to partner agencies to give to service users to gain feedback.
- Short presentation on the Project has been developed to show at Team meetings etc.
- A Questionnaire developed for professionals to complete on their experience of working with service users with the Key 3 issues.

Partnership Working

A key part of the Workstream is the multi-agency approach to providing effective coordinated support and interventions to those affected by the Key 3 issues. To date, a number of key agencies have engaged with the Project, with the Key 3 Worker attending Team Meetings and meeting with managers and staff. These have included;

- Substance Misuse agencies - Dyfodol, PSALT, CDAT, WCADA and AADAS.
- Mental Health – CMHT, PMHTs and GPs.
- Domestic Abuse agencies – Swansea Women’s Aid, Hafan Cymru, The Domestic Abuse One Stop Shop, IDVA Project and the Domestic Abuse Hub.

Links have also been made with other agencies and services to gain feedback on their experiences working with Key 3 service users including;

- The Foyer, Evolve, Community Rehabilitation Company, Housing Options, Youth Offending Service, Tenancy Support Unit, Local Area Coordinators, Cross Borders Project, and Gwalia Care & Support.

A number of meetings and consultations have been scheduled to take place over the coming months with new partners.

Project Outcomes

Due to the Workstream being in its early implementation and consultation phase, Project outcomes are difficult to quantify at this stage. However, there are at this stage some early indications. These are;

- Service user engagement is low. This is largely due to the chaotic nature of people with the key 3 issues.
- Missed appointments with services are a common feature, once again due to the chaotic nature of people with the key 3 issues.
- A high level of intense, almost daily support is needed by those service users who have engaged with the Project to enable them to attend appointments and access support.
- Successful support has included being accompanied or taken to appointments, being able to contact the Key 3 Worker when needed (sometimes extensively throughout the day) and having an advocate to access the correct agency and support.

Item 7b: Independence of Older People Workstream Update

Sponsor: Chris Sivers

2nd Sponsor: Mick Crennel

Coordinator: Polly Gordon

Proposed Product:

- All PSB partners to sign up to Dementia Friendly Communities
- All partners to sign up to a Making Every Contact Count initiative
- Development of and Age Friendly City Centre
- Expansion of Local Area Coordination.
- Increasing Awareness of existing falls Prevention Work.

Is this happening as planned (Realisation Strategy)

Partnership planning groups and steering groups have been established and meeting regularly on a bi-monthly basis to drive forward the priorities listed above. Detailed actions were drawn up into an action plan which was agreed by PSB members.

The priorities set were ambitious; some are longer term shifts in the way we work; not just quick wins however significant progress has been made.

Key representatives were identified from each organisation, however over the year some have left and not been replaced. We are undertaking a mini- review of the current governance structure to ensure we have the right people around the table and are making the best use of everyone's time.

Measuring Success (Metrics)

Dementia Friendly Swansea

All PSB partners have achieved the BSI standard and are officially recognised as Working Towards Being Dementia Friendly, Swansea Council achieved the standard in May 2017 and since the Council kicked off training in January 2017, approximately 750 front facing Council staff have attended a Dementia Friends session and approximately 15 Council staff are trained as Champions.

Mid and West Wales Fire Service, ABMU and Natural Resources Wales (NRW) have different footprints but we estimate approximately 7000 Swansea staff across ABMU and 15 in NRW have become Dementia Friends, we are awaiting figures from Mid and West Wales Fire Service. We have also worked with South Wales Police, Welsh Ambulance Service and Dementia Friendly Swansea to promote Dementia Friendly Communities.

We have undertaken a survey to identify what constitutes a Dementia Friendly Community and received over 160 responses from people living with dementia, their carers and family members. An action plan is being developed co-productively with respondents who indicated they would like to be involved and members of the Dementia Friendly Swansea Forum.

Making every Contact Count

All partners have agreed to developing a Making Every Contact Count initiative to support Ageing Well in Swansea. Planning meetings and workshops have been held over the past 6 months to determine the format and scope of this initiative. The project will focus on 3 key messages, Stay Healthy, Stay Safe and Stay Connected. This will be an awareness campaign across front facing staff as well as communities, promoting key messages on supporting people to remain safe, well and independent. It will encourage people to help identify potential risks. This will be piloted in a small sample over the summer with a full campaign being launched Autumn time.

Age Friendly City Centre

The Ageing Well team supported older people to give their views on proposed developments in the City Centre through the Network 50+ and subgroup communication channels and a stand in the City Centre.

At the Ageing Well in Swansea event in April 2017 we sought views on what constitutes an Age Friendly Community and City Centre, we had a large number of responses with many common themes. The responses are being fed into the team responsible for the City Centre developments, the officer responsible will be considering alongside child friendly city criteria.

We are working in partnership with Swansea University to pilot OPERAT, a tool that has been developed to assess how age friendly the physical environment around a person's home is, we are training members of the community in the coming weeks.

Local Area Coordination

Four new posts have been agreed funded from a variety of sources.

The evaluation report, released by Western Bay in April 2017 has contributed to the decision by the Council to expand Local Area Coordination by funding a further **two** posts.

A further additional post has been agreed; this will be a secondment opportunity fully funded by Mid and West Wales Fire Service for 1-2 years. (There is the possibility of a second post funded by PSB members, but this is yet to be confirmed)

The **fourth** confirmed post will be funded through Supporting People grant.

Funding has also been secured from Swansea Housing Associations.

Falls Prevention

Promotion of the Falls prevention guide and other falls prevention initiatives at the Ageing Well Event in Swansea

The Falls Prevention Group are in the process of reviewing the Community Falls Prevention Pathway to link in with Local Area Coordinators and the Making every Contact Count initiative.

Are the Success Factors in Place? (Solution Requirements)

The Network 50+ have been fully engaged in the process so far. We are working with the Network and SCVS to establish effective engagement mechanisms that ensure the involvement of a broad range of people across Swansea.

The Steering and Sub Groups have been meeting regularly on a bi-monthly basis and are attended by representatives from Public Service Board, Network 50+, Police and Third Sector, however due to staff changes and evolving priorities we are undertaking a mini-review to check we have the appropriate people around the table, for example it is essential we involve the right people from PSB organisations to effectively implement Making Every Contact Count.

Examples of combined resources so far include the Ageing Well Event in April in which was funded by Swansea Council, Natural Resources Wales and Mid and West Wales Fire and Rescue Service. This event attracted over 250 people and over 30 organisations. Another example is the funding of a Local Area Coordinator by Mid and West Wales Fire Service and additional funding from Housing Associations.

Item 7c: Economic Development / City Centre Workstream Update (Tech Industries)

Sponsor: Rob Stewart

Coordinator: Phil Holmes

Working with a team of multidisciplinary consultants and local partners, the Council has developed a proposal for a 'Digital Village' on The Kingsway that will create 100,000 sq. ft. of flexible and affordable office space with cutting edge broadband to provide:

- Bespoke accommodation for Swansea tech businesses;
- Grow on space for ICT focussed businesses expanding from Swansea University's Institute for Life Science;
- Commercial space for inward investing research & development activities of multi-national companies attracted by the Swansea University Computational Foundry;
- Grow on space for SMEs expanding from UWTSD's Innovation Precinct;
- Space for a Talent Bank educational facility for A Regional Collaboration for Health (ARCH) partners.

The project will include for enhanced public realm, access and environmental improvements on The Kingsway to create an appropriate setting for the Digital Village.

Public sector intervention is essential for the delivery of the project. Current rental values of around £6-14 sq. ft. are considered to be insufficient to achieve an acceptable return on investment, making private sector led developments in the city centre unviable.

Current progress is as follows:

The City Deal funding offer has now been signed which provides the essential grant funding to deliver the tech industries office development. A 5 case business model has been requested by Government for all the projects and this will be completed in the coming months using the treasury templates provided. A review of the strategy for the Employment Hub will now be carried out to help finalise the masterplan and detailed designs.

Vibrant & Viable Places pipeline monies to complete property acquisitions has now been secured and claimed, with all acquisitions completed within the end of financial year deadline. CCS has now acquired all of the properties needed to progress the Digital District development.

A detailed business plan has been submitted to the Welsh European Funding Office for European Regional Development Fund money to undertake the necessary infrastructure enhancements (public realm, road layout, fibre optic utilities) to facilitate the creation of the Digital Village. CCS Cabinet has authorised the match funding for the bid which is valued in total at circa £10m.

Further to Cabinet approving the outline 'Kingsway Infrastructure scheme, design work is advanced and will be reported to relevant Cabinet Members in August. Work

is currently being undertaken on programme with a view to starting on site after the contractors tenders have been received and evaluated.

In light of this update it is considered that the PSB objective of establishing a viable proposal for the tech led business district in place by July 2017 has been broadly achieved, albeit further work is now required before construction delivery can commence.

Item 7d: Economic Development / City Centre Workstream Update (Wellness Centre)

Sponsor: Rob Stewart

2nd Sponsor: Andrew Davies

Coordinator: Sharon Miller

BACKGROUND

IBI group have been progressing in collaboration with the ARCH programme, ABMU HB and CCS the feasibility study for the well being centre which will have three key areas

- The services that could be included providing an indicative schedule of accommodation
- Potential sites within the City Centre and
- The potential funding sources and models that could be utilised.

CURRENT POSITION

Potential services that could be included in the well being centre have previously been identified as

1. A wide range of community-based healthcare provision for example: General medical services, podiatry community dental services; speech and language services; specialist services for asylum seekers; stress-reduction courses; and sexual health services, amongst others.
2. Multi-functional, flexible space that could be used for provision such as arts therapy, stress reduction and mental well-being courses.
3. Co-location of other wellbeing services that are provided by community and voluntary groups or the local authority. A number of third sector organisations could be incorporated into the Wellness Centre to facilitate this.
4. Health related research & innovation facilities and education & training facilities.
5. Digitised healthcare provision such as digitised triage, information exchange between professionals and between professionals and patients.
6. Commercial / private enterprise related to the Health and Wellbeing model.

A stakeholder workshop was held on the 9th May to test, explore and capture the vision and service model for the proposed centre. Stakeholders included representatives from ABMUHB, City and County of Swansea, Swansea Council for Voluntary Services, ARCH programme, and the City Cluster Network.

A presentation has been made to the City Cluster network on the 21st March supplemented by individual practice visits undertaken by the ARCH team to continue engagement with the relevant GP practices.

A further scoping meeting with colleagues within the Health Board is being organised for Tuesday 13th June 2017 due to the number of potential health services that are could be co-located within the City Centre.

NEXT STEPS

The overall plan presented to the PSB in October 2016 was to deliver the feasibility study by June 2017. The feasibility study is key to determining the future prospects for a well being centre, there may be need for a small extension to the timescale delivery timescale of the feasibility study. The completion of the feasibility study was to be followed by the appointment of consultants for Design Stage 3 between July 2017 and October 2017 and the submission of planning application by December 2017.

Following the completion of the feasibility study and in order to inform future planning assumptions, agreement from partners will be required regarding the:

- Preferred site option
- Preferred financial / ownership model for the centre
- Confirmation of services included in the Centre

In parallel and informed by the process of developing the feasibility study, ABMU HB is currently preparing a submission for Welsh Government on pipeline schemes that will include the Well Being Centre. This funding source has been announced as £40million over a three year period.

Public Services Board should note, that to date, interest and engagement in the project from all partners continues to be very positive.

Item 7e: Good Start in Life

Sponsor: Chris Sivers

2nd Sponsor: Andrew Davies

Coordinator: Sian Bingham

a) Is this happening as planned?

The Best Start campaign has begun to disseminate the messages across Swansea via various platforms.



- The Best Start website has been developed to support the campaign, and also social media accounts on Twitter and Facebook.
- A bridge banner was deployed across three locations in March.
- The first Best Start Story book has been launched by the Lord Mayor of Swansea to support the promotion of the campaign. This is a children's story book that was written and illustrated by 13 parents who are involved with the Jig-So project. The book will be used to promote the messages in various ways going forward. The book has been written two of the Best Start messages and focuses on the importance of Playing and spending time with children.
- Posters have begun to be displayed in hospitals/GP surgeries/Flying Start settings/nurseries across Swansea.
- Linking with other organisations has also begun, and there has been a Best Start presence at a number of events across Swansea.

b) What are the success measures saying?

Over the past four months, the social media activity accounts have been busy and begun spreading the messages to a wider audience. The impressions (the number of people that have seen the posts) has exceeded 50K on twitter and over 10k on facebook.

The number of social media followers is also growing month on month, although there is still some work to be done.

The true reach is larger still, as by utilising the wider network that have been involved in the Best Start campaign, partner organisations have also been sharing the messages, with one tweet around bedtime routines being shared by SCVS to over 70K as a consequence.

The initial workforce development awareness has been ongoing over the last twelve months, with over 15 sessions delivered to over 630 staff on a multi-agency basis.

The number of organisations that have received the awareness sessions is varied and ranges from, amongst others, Health visitors to library staff and from Childcare workers to Foundation phase co-ordinators. Sessions have been run with the third sector, the Local Authority, Health and also the private sector. We are also working closely with SVCS to develop a third sector Best start Champion scheme with different voluntary organisations promoting the messages

c) Are the success factors in place?

In order to further increase the brand recognition and to have an impact on outcomes, the campaign needs to step up a further gear to focus on the wider population. Ensuring full ownership across the PSB members for Best Start and the strategic importance of a focus on the Early Years into the future are critical factors for achieving future success.

Whilst the Best Start Campaign was the identified PSB project for 2017/18 it is important to be aware that the overall Strategy relating to improving young children's outcomes is broader with achievements including a new model of delivery through the integrated and multi—disciplinary Jig-so Service, the new Early Years Primary Care exemplar Project was initiated and commissioned by the GP Penderi Network to support families and their young children outside Flying Start areas with a focus on improving parenting skills and collaboration between the Health Board and the Local Authority across the ABMU footprint to develop Speech and Language services in the Early Years.

Plans for the next 6 months or so include:

- Facilitating a multi-agency First 1000 Days Event to identify strengths and opportunities for the future;
- Continuing to promote the Best Start Messages utilising the foundation achieved over the last 12 months through events and social media;
- Continued development and evaluation of the Jig-so Project supporting young parents from conception and throughout the infant years;
- Evaluation of the Penderi Early Years Primary Care Development Project including exploration of how this could be sustained and developed in the future;
- Analysis and development of the annual dataset being utilised to monitor children's "school readiness";
- Rollout of an universal speech and language tool to achieve early identification and intervention.
- Implementation of the Welsh Government Funded Childcare Pilot.