



Report of the Chair of People Policy Development Committee and the Director of Social Services

People Policy Development Committee - 18 September 2020

People Policy Development Committee - Summary Report 2019-2020

Purpose:	<p>This report summarises the work undertaken by the People Policy Development Committee during 2019/20. It highlights the notable activities and achievements within the policy areas considered, as part of the work programme agreed with the Cabinet Member.</p> <p>The impact of the recent Covid crisis on taking these policy areas forward is also considered. The report recommends next steps for these policy areas; to set the path clear for the Committee to focus on policy development linked to the Council's Recovery plan in the year ahead.</p>
Policy Framework:	<p>Well-being of Future Generations (Wales) Act 2015 Social Services & Well-being (Wales) Act 2014 Research report on Transition by the Children's Commissioner for Wales (see background papers) Also United Nations Convention on the rights of the child.</p>
Consultation:	<p>People Policy Development Committee, Director of Social Services, Heads of Service (Social Services), Finance, Legal & Access to Services</p>
Recommendation(s):	<p>It is recommended that:</p> <ol style="list-style-type: none">1) The Committee consider the summary report and agree the next steps for the development of the Committee's work programme in 2020/21.
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1. Introduction

- 1.1 This report sets out a summary of the work programme undertaken by the Council's People Policy Development Committee in 2019/20 (commencing June 2019), as agreed with the former Cabinet Member for Health and Wellbeing Mr Mark Child, and on behalf of the Cabinet.
- 1.2 Policy Development Committees are committees of Council with the purpose of development of the Council's Corporate Policies for consideration and adoption by Cabinet and / or Council as appropriate. The 'People PDC replaced the 'Safeguarding Policy Development & Delivery Committee' with effect from 24th May 2018.
- 1.3 This report, by the Chair of the People Policy Development Committee (People PDC), aims to show progress within each of the policy development areas, the outcomes relating to this work and proposals for taking this work forward. The aim is to set the path clear for the Committees work programme due to commence in autumn 2020.

2. Summary of Progress

- 2.1 The work programme of the People PDC (as set out in Appendix A) contained two significant areas for work:
 - Transition for Children and Young People with disabilities
 - Strategic Approach to Commissioning new models
- 2.2 How work programme was agreed
A scoping meeting involving, People PDC chair/ vice chair, the Director of Social Services, relevant Cabinet Members and the manager and support staff from the Councils Strategic Delivery Unit was held to discuss potential Work Plan items for the People Policy Development Committee 2019-2020. It was agreed that where possible any prospective policy items for the new work programme should relate to the Corporate Strategic priorities and/or policy commitments of the Council and to focus on "new policy" with specific outcomes.

The People PDC Chair requested that the previous work on Transition would "roll over" from last year in order to complete the work undertaken to date. Councillor Mark Child, Cabinet Member for Care, Health & Ageing Well, proposed that alternative, strategic commissioning models should also be considered by the People PDC in the year ahead. A new approach could help citizens achieve their own care and support, wellbeing outcomes identified in the Social Services & Wellbeing Act 2014, and this

could facilitate a move away from dependency on traditional, direct or commissioned services. It is hope this work item would raise options for new delivery models such co-operative, social enterprise, not for profit companies or 3rd sector organisations

2.3 Coproduction

Demographic changes, including an aging population, increasing numbers of people with long- term, chronic conditions as well as changing expectations from citizens, support the need for a radical change in the way services are planned, designed, and then delivered. Implementing new delivery models in health and social care need is aimed at meeting these challenges by locating care and support to the individual within supportive communities. The People PDC has recognised the huge amount of social value already created by carers and volunteers, whilst the shared experience is that there is untapped potential in citizens, within families, organisations and communities to have an active role within and beyond services to improve health and well-being outcomes and support sustainable change.

Co-production has for some time underpinned Swansea's approach to commissioning services, aimed at delivering the outcomes that matter to people. Our social work practice models, whether 'Signs of Safety' in Child and Family Services or 'Collaborative Communication in Adult Services. Using co-productive approaches and tools, our frontline teams, encourage ways of working that recognises people's strengths, the assets that exist within families, and their social networks and places them at the centre of planning their care and support with skills, experience and expertise in their own right, rather than as passive recipients of services.

The Council has facilitated extensive investment in Local Area Coordination and Neighbourhood approaches in building supportive communities, whilst at the same time, safeguarding and supporting our most vulnerable citizens. [Swansea - Local Area Coordination](#)

The People PDC supports this co-productive approach to developing policies which can provide longer term benefits in commissioning services and working in partnership, as within the Wellbeing of Future Generations (Wales) Act 2015, new formal policy or strategy is expected to consider 'five ways of working':

- Long term - The importance of balancing short-term needs with the needs to safeguard the ability to also meet long-term needs
- Prevention - How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
- Integration - Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their objectives, or on the objectives of other public bodies
- Collaboration - Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives

- Involvement - The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves: <https://www.swansea.gov.uk/staffnet/staffnetfuturegenerations>

2.4 The following tables summarise progress on these areas:

2.4a Transition

Item title	Transition for Children and Young People with a Disability
Why chosen?	<ul style="list-style-type: none"> ➤ Previous work in 2018/19 had highlighted how children with disabilities and / or additional learning needs experienced change in a number of areas as they reached 18 and moved into adulthood: from Child and Family Services to Adult Services, paediatric to adult health services, school to higher education or work, and childhood dependence to adult autonomy. ➤ Such changes can be difficult, frightening and stressful for young people. If not properly managed, there is a risk of the young person experiencing poor outcomes. It could also cause considerable stress for families and impact family relationships. This work resulted in proposals to improve the quality of transition arrangements in Swansea, with a particular focus on how the voice and choice of citizens would influence policy and practice. ➤ An improved transition would be built on better co-ordinated support for the young person, enabled by joint working and close professional integration. It would avoid unnecessary changes or handovers, which create uncertainty for the young person and their family. It was expected that this new policy framework could also maximise opportunities for efficiencies that help deliver value for money. The vision for a Transition policy framework is to promote the formation of seamless services and a less complex process
Policy Commitment	This policy work relates to Swansea Council Policy Commitment No. 93. Ensure that children and young people are engaged and consulted on council policy and decision making to ensure their voices and opinions are heard. Promote the United Nations Convention on the Rights of the Child (UNCRC) in order to give children a voice.
Leads	Julie Thomas Head of Child and Family Services Chris Francis, Principal Officer Business Development & Commissioning
Work undertaken	<ul style="list-style-type: none"> - Transition conversation event held in July 2019 - Meeting held with Parent Carer forum representatives - Workshop with People PDC held in Feb. 2020, - Regular updates from policy lead
Outcome	A co-produced draft policy framework - Transition to adulthood for young people with a disability or additional needs. New

	arrangements to work co-productively with Parent carers, via forum in the future.
Next Steps	To continue to work co-productively towards better outcomes for children and young people with disabilities, and their parent-carers/ carers via new Parent-Carers Forum, and regionally.

2.4b Strategic Commissioning

Item title	Strategic Approach to Commissioning – New Models of Delivery
Why chosen?	<ul style="list-style-type: none"> ➤ Swansea Council has to meet statutory requirements under the Social Services & Well-being (Wales) Act 2014, and to achieve well-being outcomes for the people of Swansea ➤ Part Two of the Act, required Councils to take steps towards facilitating a mixed economy of social care provision, through user led services and greater use of new social business models (Pt2, s16). ➤ The Act also sets out expectations that local authorities take steps to involve people in the design and operation of their own care and support, and the services needed to meet their needs.
Policy Commitment	This policy work relates to Swansea Council Policy Commitment: No. 104 . Intervene in the social care provider market and explore how it can expand the provision of council run services. Specifically we will work in social and residential care to ensure, where provision is of last resort, that there is a diverse range of suppliers, including not-for-profit, cooperative and social enterprise providers.
Lead	Jane Whitmore Partnership and Commissioning Manager Lisa Banks – Planning Officer – Learning Disabilities David Howes- Director of Social Services
Work undertaken	Policy work was needed to define Swansea’s approach to strategic commissioning of new delivery models <ul style="list-style-type: none"> - People PDC Workshop held in January 2020 - Foundation Economy Challenge funded Pilot project in Swansea - Regular updates from the policy leads
Outcomes	Successful bid to the Foundational Economy Challenge Fund for a pilot project in Swansea. A project aimed at changing the nature of care and support delivery at a local level. It puts people who have care and support needs in control of the design and delivery of their care and connects them directly with locally based organisations who can provide a local, flexible and responsive service. This approach will support the development of a skilled workforce, and supporting workers to become more enterprise focused in the delivery of care and support
Next Steps	People PDC to receive feedback on project progress to the People PDC, and to consider the formal evaluation with a view

	to future development of the approach within the recovery planning work
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2.5 The following sections 3 & 4 set out a more detailed summary of the work undertaken in each of the policy areas, as well as the recommended next steps.

3. Transition for Children And Young People With A Disability

3.1 Background

A joint scoping meeting on the Transition policy development initially held in September 2018, and attended by officer and the Chair of People PDC. Staff reported that the Council had a Transition policy / strategy that was about 10 years old. Also that the Transition panel was in need of new terms of reference to improve both its focus and attendance by key partners. That the work of the Transition team, although operational, still to be backed by clear expectations, tools and working arrangements, to support safe sharing of information about young people with transitional needs.

3.2 **Task** The task for the People PDC was to support the Leads in the coproduction of a new Transition protocol, or policy placing children and young people at the centre, and for all partner organisations to follow. A Transition policy, which identifies the target population, together with the key stakeholders expected to be involved in the policy development. It needed to set a clear pathway for young people to access services, to determine the principles and standards for all professionals to follow, and how all this is to be managed and implemented.

3.3 How Coproduction was used

A parent / carer forum consultation event took place in July 2019, attended by approximately 45 parent / carers whose children had already gone through the transition process and others who had much younger children who wanted to find out more about the process. The event, which commenced with a presentation from the Children’s Commissioners Office entitled “Don’t talk back”, was attended by the People PDC chair.

Transition conversation- a local event was held in July 2019 and attended by the Chair of the People PDC. The main messages from the event, reflecting those from the national Transition conversation, including

- Young people expect to fully participate in planning and decision-making
- Young people with complex needs should not have to just slot into traditional services that already exist
- There needs to be more opportunities for work, education and leisure, with support to access placements
- A young person’s needs do not change as soon as they reach 18
- Having a consistent, named key worker to support the young person in transition service is vital.

- Social isolation is a problem for many young people with complex needs
- Parents/ carers play a crucial role in providing lifelong care and support, and this should be recognised when planning transition
- The process for transferring a young person's case to over-18s services should be simplified and transparent, supported by early planning

3.4 **Summary of work undertaken**

3.4.1 **Parent- Carers forum** Following the consultation event, People PDC invited representatives, Heidi Lythgoe and Chris Law of the Swansea Parent / Carer Forum, to attend the September 2019 meeting. The purpose of the invitation was to better understand the role of the Parent / Carer Forum, to consider the issues raised at the above event, and to ensure there continued to be sufficient feedback from the children / young people and their families to improve and update the Council's Transition policy going forward.

The representatives explained that the main role of the Forum is to improve engagement with parent / carers of disabled children. The Forum had been initially led by Swansea Council for Voluntary Services (SCVS), Action For Children and Contact for Families with Disabled Children, who had been supporting the group in order to develop its own identity. They had also developed their own priorities, which were similar to those of Swansea Council, but more focussed on what was important to the Parent / Carers and their families. Representatives of the People PDC were then invited to attend the formal launch of the Forum in October 2019 at Swansea Grand Theatre.

3.4.2 **People PDC workshop** – a workshop was then held with the People PDC in February 2020 to go through a draft Transition policy in detail

3.4.3 Regular updates were provided from policy lead/ Director, as documented in meeting records

3.5 **Best Practice**

3.5.1 'Don't Hold Back - achieving the best for young people with learning disabilities, published by the Children's Commissioner for Wales in July 2018. This report provided some key messages from young people and their families, and highlighted some 'pockets of good practice' around Wales:

- Professionals that coordinate
- Professionals work 'with the young person'
- Transition and advocacy projects

There were some key messages to Welsh Government in the report, and to Local Authorities:

- Every local authority should ensure that clear information about entitlements and availability of short breaks, carers' assessments and support, and transition arrangements is automatically and directly provided to families, as well as clearly located in one place on their own respective websites.

3.5.2 Welsh Government has recently responded to the above challenges by issuing a consultation on draft guidance on the management and accountability of Transition and Handover processes in Healthcare Services, for children and young people as they grow older and move from using children's to adults' services (Issued Jan. 2020, closed July 2020: [Managing the transition GOV.WALES](#))

3.6 **Key Policy developments**, as put forward by People PDC

- Transition Policy in draft
- Multi agency panel
- Parent Carer forum to continue to engage with feedback from children young people and their families to improve Transition policy going forward
- Working towards a regional approach to address national policy changes

3.7 **Next Steps**

To continue to work co-productively towards better outcomes for children and young people with disabilities, and their parent- carers/ carers via new Parent-Carers Forum.

Also following discussions with Swansea Bay Health Board and Neath Port Talbot CBC, work is to continue on a policy to apply across the region, within the work programme of West Glamorgan Regional partnership.

4. **Strategic Approach To Commissioning – New Models Of Delivery**

4.1 **Background to strategic commissioning**

Swansea Council is expected to meet additional statutory requirements under the Social Services & Well-being (Wales) Act 2014, in working towards a sustainable a model of social care.

The Council has broader responsibilities to achieve well-being outcomes for the people of Swansea.

Part Two of the Act requires Councils to take steps towards facilitating a mixed economy of social care provision, through exploring new delivery models that can encourage and sustain user led services, and by working with the 3rd sector.

The Act also sets out expectations that local authorities take steps to involve people in the design and operation of their own care and support, and the services needed to meet their needs.

4.2 **Task**

Within the work programme, it was agreed that policy development was needed to define Swansea's approach to strategic commissioning of new delivery models.

4.3 **How coproduction used**

- Community engagement has been an integral part of Swansea's approach to Local Area Coordination, and more targeted work has commenced in Clydach and Gower, utilising the networks and connections that have emerged from this work and during the recent Covid 19 crisis.

4.4 **Summary of work undertaken**

Workshop was held following People PDC meeting on 15th January 2020 to explore our approach, building on Local Area Coordination and Our Neighbourhood Approach and to share learning from other Local Authorities who have attempted similar approaches.

Foundational Economy fund bid

Regular updates were provided from policy lead/ Director, as documented in meeting records

4.5 **Best Practice examples**

(a) Somerset Micro-enterprise Project

Somerset Micro-enterprise programme is a partnership with Community Catalysts CIC and The Community Council for Somerset to support the development of very small, community based care and support services.

<https://www.somerset.gov.uk/social-care-and-health/somerset-micro-enterprise-project/>

Somerset adopted a Community Catalyst to build local capacity to care and increased the take up of direct payments to support people to purchase their own care.

The outcomes Somerset reported are:

- Older people are well-supported at home, by people from their Neighbourhood.
- Support is co-designed.
- Creative people on both sides of the care equation are finding ways to do things differently

(b) Solva Care in Pembrokeshire

Solva Care is a registered charity set up by the community residing in the parish of Solva and Whitchurch in Pembrokeshire.

<https://www.solvacare.co.uk/>

4.6 **Key Policy Developments**

- Foundational Economy –outcome of bid was successful

- A Partnership Agreement and service specifications have been agreed between the Local Authority and our two key partners; Wales Cooperative Centre and Swansea Council for Voluntary Service
- The project team were ready to recruit and commence the project at the end of February/early March, however Covid 19 led to delaying the start of project to deal with the emergency response.
- An interim agreement was developed with one of our partners (Wales Cooperative centre) to undertake remote preliminary work to ensure the project kept some momentum. The focus of this work was to prepare the ground for when we could re-start the project.
- This work has contributed to revisions of the project to build on the opportunities presented by Covid 19 and to mitigate the reduced timescale; including focusing on two areas; Gower and Clydach, and reviewing the original outcomes, with an increase emphasis on the evaluation of learning outcomes. The Project Board re-convened early July and the project is now active again.

4.7 **Outcomes expected**

To change the nature of care and support delivery at a local level; putting people who have care and support needs in control of the design and delivery of their care and connecting them directly with locally based organisations who can provide a local, flexible and responsive service.

4.8 **Next steps**

To feedback on project progress to the People PDC, and to consider the formal evaluation with a view to future development of the approach within the recovery planning work

5. **Other Policy Developments**

5.1 **Covid 19**

Mr. David Howes, Director of Social Services attended the People PDC in July 2020, and reported that Covid 19 had impacted upon everything in terms of social services, the market for care and support provision and our capacity, including workforce, to safeguard and meet the needs most vulnerable in Swansea communities.

Communities are learning to adapt and to live with Covid 19, at least for the next 12-18 months. Many of the sustainable developments the Council has already put into place to improve well-being and to build supportive communities, such as Local Area Coordination, Poverty and Prevention services together with strong links with the 3rd sector, have helped to mitigate some of the negative impacts experience in other parts of Wales, and across the UK.

The recommendation proposed and supported by the People PDC was that the focus moving forward would be to develop our recovery /

adaptation plans and revisit our priorities. That the next work programme of the People PDC in 2020/21 should assist with the Council this process.

5.2 **Supported Living**

Work on this policy development concluded in April 2019, with a report to Cabinet setting out the arrangements for informing the Cabinet Member and local Ward members when a supported living facility is being developed in their area. This change allows for information to be given to relevant parties, so that in the event that issues arise in their ward areas that members are able to respond in an informed and sensitive way to the enquiries.

6. **Equality and Engagement Implications**

6.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

6.2 This report provides an update summary of work undertaken during the past year and there are no actions proposed which could have equality implications arising from the work of the People policy development committee. Any equalities impacts implications arising out of the policy developments, referred to in this report, will be addressed during the course of any future work outside of the PDC work programme by the lead officers.

7. **Financial Implications**

7.1 There are no financial implications associated with this report.

8. **Legal Implications**

8.1 There are no legal implications associated with this report.

Background Papers: None

Appendices:

Appendix A People Policy Development Committee Work Programme 2019/20 (as published in July 2020)



Report of the Chair

People Policy Development Committee

Work plan 2019-2020

Date of meeting	Agenda items and Format
19 June 2019	Work Plan Discussion
17 July 2019	<ul style="list-style-type: none"> • Transition for Children and Young People with a Disability • Strategic Approach to Commissioning Models (Duty to promote social enterprises, co-operatives, user led services and the third sector)
August	No Meeting
18 September 2019	<input type="checkbox"/> Transition for Children and Young People with a Disability – Invite to rep from Parent / Carer Leadership Group
16 October 2019	<ul style="list-style-type: none"> • Transition for Children and Young People with a Disability – Update on first meeting of Sub Group • Council's approach to Strategic Commissioning
20 November 2019	<input type="checkbox"/> Strategic Approach to Commissioning Models - New Models of Care & Support
18 December 2019	Meeting Cancelled
15 January 2020	<ul style="list-style-type: none"> • Transition for Children and Young People with a Disability – Draft Policy • Strategic Approach to Commissioning Models – New Models of Care & Support (Verbal Update) (followed by Workshop on Foundational Economy Challenge Fund)
19 February 2020	<ul style="list-style-type: none"> • Transition for Children and Young People with a Disability (verbal) (followed by Workshop on Draft Transition Policy) • Strategic Approach to Commissioning Models – Changes needed to implement new models (verbal)
18 March 2020 (Inquorate)	<input type="checkbox"/> Strategic Approach to Commissioning Models – New Models of Care & Support (feedback from workshop held on 15 January 2020)

15 April 2020	<input type="checkbox"/> Meeting cancelled
15 July 2020	<input type="checkbox"/> Strategic Approach to Commissioning Models – New Models of Care & Support and progress to Date on the Foundation Economy Challenge Fund Project (Verbal Update)
	<input type="checkbox"/> Transition for Children and Young People with a Disability (Verbal Update)
16 September 2020	<input type="checkbox"/>
Outstanding Items:	<input type="checkbox"/> Strategic Approach to Commissioning Models – Policy / Statement of Principles <input type="checkbox"/> Possible Draft Cabinet Report - Transition for Children and Young People with a Disability