



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel

WEST GLAMORGAN REGIONAL PARTNERSHIP

Purpose	To provide an update as required by the panel in relation to: <ul style="list-style-type: none"> West Glamorgan Transformation Programme
Content	This report includes: an update on the West Glamorgan Transformation Programme
Councillors are asked for their views on	The work of the region since March 2023
Lead Councillor(s)	Cllr Louise Gibbard, Cabinet Member of Care Services
Lead Officer(s)	Dave Howes, Director of Social Services
Report Author	Kelly Gillings; West Glamorgan Regional Director of Transformation
Legal Officer	Caritas Adere
Finance Officer	Ben Smith
Access to Services Officer	Rhian Miller

1. Background

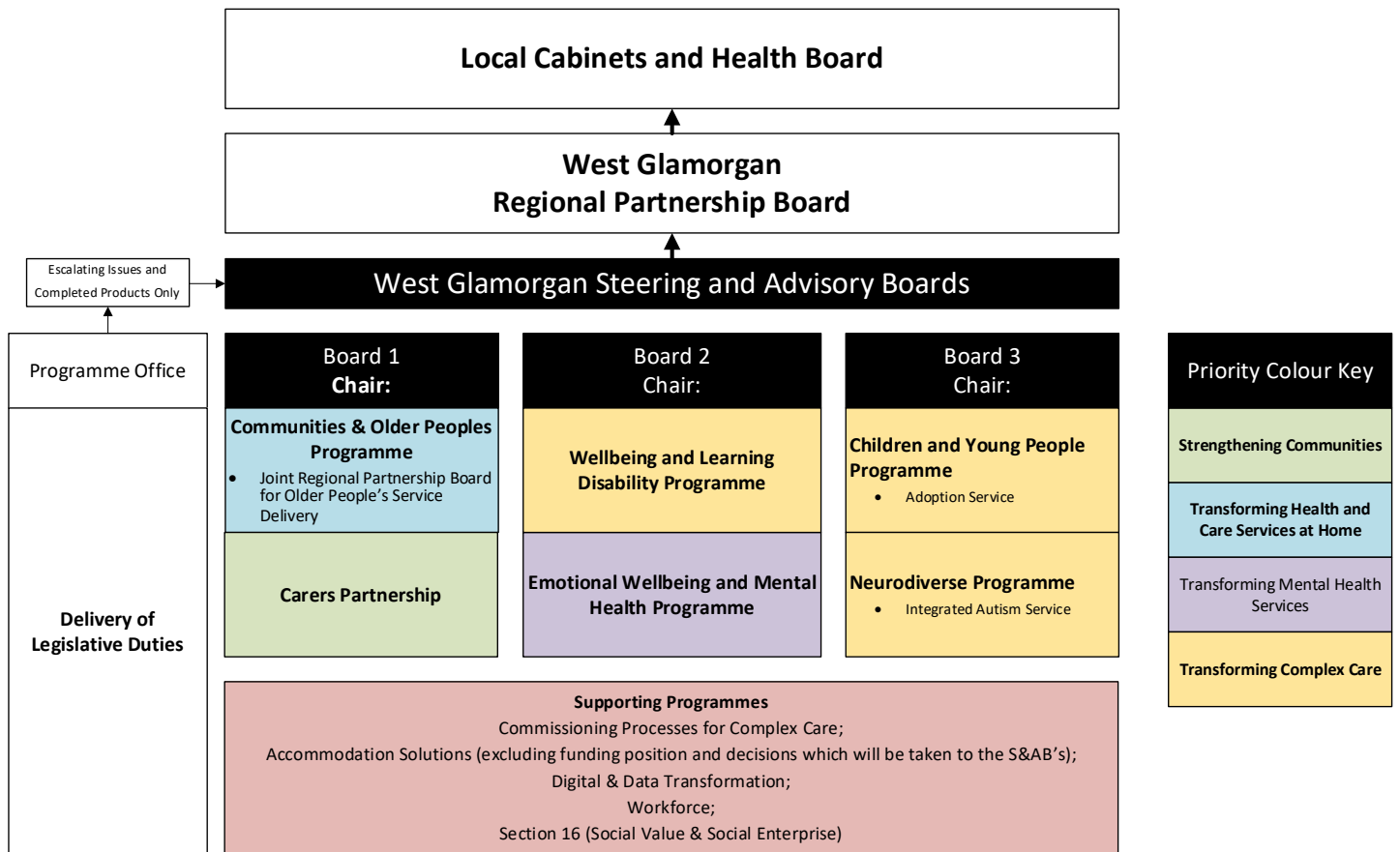
- 1.1 This report will cover the work of the West Glamorgan programme since March 2023 to date.
- 1.2 The report by default includes any partnership elements where integrated services are developed on a Regional basis.
- 1.3 The Regional Programme has changed several times over the last 5 years.
- 1.4 Firstly, the Region dealt with the Health Board Boundary change and the disaggregation of Bridgend Council from the Regional Partnership
- 1.5 During that time, the Programme was re-set to a Transformational Programme that was coproduced with all partners including Third Sector, Users with Lived Experience, and Unpaid Carers.
- 1.6 The COVID-19 Pandemic then shifted the region's focus to operational facilitation and delivery of the Emergency Arrangements needed to safeguard the population.
- 1.7 Once the first wave of the pandemic was waning, the Partners agreed to reset the Transformation Programme (April 2021) only to find that by September 2021 that the emergency arrangements had to be re-established and once again the programme paused.
- 1.8 The way in which Welsh Government funded the Regional Programme also changed in April 2022 and the region has developed proposals to support the first year of new Regional Integration Fund (RIF).
- 1.9 The Transformation Programme was re-launched in June 2022 but however paused once again to all the partnership to continue to meet the operational demands.
- 1.10 The Transformation Programme finally back up and running in September 2023 and is making huge strides forward.

2. Transformation Board Governance Arrangements

- 2.1 It has become evident in 2022, during the development of the Proposals for the Regional Integrated Funding, the review of the Population Needs Assessment and Market Stability Reports that the Region once again must look at its Programme and Governance and re-set if it is to achieve its Aim, Vision and deliver on its Priorities.
- 2.2 It was also evident that the Transformation Boards had become increasingly focused on operational implementation of services (since West Glamorgan supported the COVID Response) and the current infrastructure is not set up to support this.
- 2.3 During the review it was evident that the West Glamorgan Office support 5 differing strands of work:
 - a. Supports the Regional Partnership to Deliver on its Legislative Duties.
 - b. Supports and facilitates Transformational Change for the Region.
 - c. Support and facilitate Operation Changes or Service Improvement.
 - d. Supports the programme by delivering Supporting Programmes such as Transforming Complex Care, Digital and Data Transformation, and Accommodation Solutions which includes the development and delivery of the Capital Plan.
 - e. Review of the Business-as-Usual Regional Programmes such as Integrated Autism Service and Regional Adoption Service on a more regular basis to ensure that services are continually improving and identifying opportunities for transformational change.

- 2.4 This review identified the region needed to review its programme to fully support the region in its endeavours, but it is clear that the region must choose its priorities wisely as resources over the coming years will be scarce.
- 2.5 This governance arrangement must follow the minimum investment levels as outlined in the Regional Integration Fund guidance. For example, a minimum of 20% of the allocation must be spend in the 3rd Sector and a minimum of 5% will be spent on Carers.
- 2.6 The West Glamorgan Programme was realigned is depicted in the Diagram below:

West Glamorgan Governance Structure



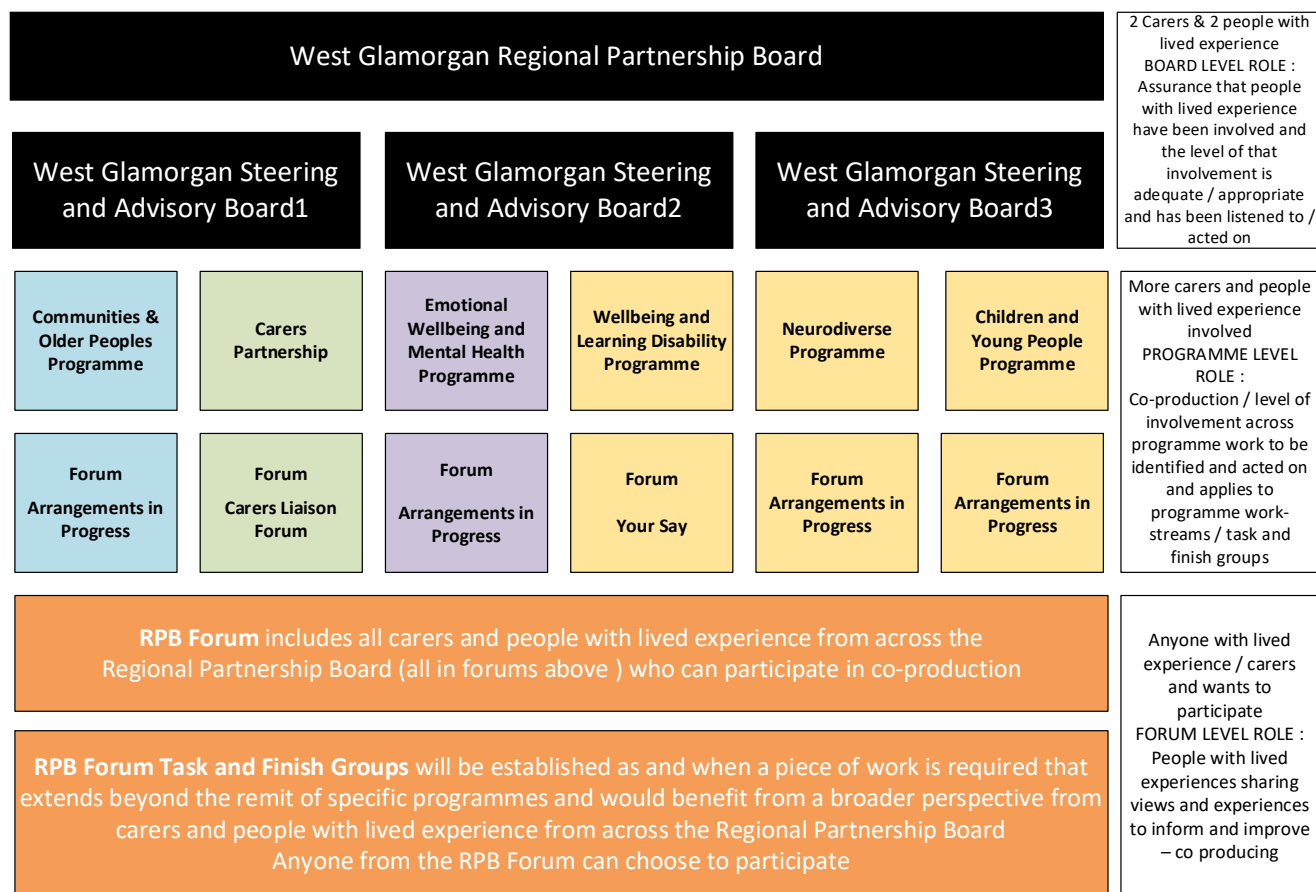
3. West Glamorgan Area Plan for 2023-2027

- 3.1 The new Area Plan for the Region was approved on 25th January 2023 by the Regional Partnership Board
- 3.2 The Area Plan was endorsed through all of the statutory partners governance structures.
- 3.3 This Area Plan sets out how the West Glamorgan Regional Partnership Board will respond to the findings of the [West Glamorgan Population Needs Assessment](#) published on the 1st April 2022, which captured the health and social care needs of people across the West Glamorgan Region. It explains how the Local Authorities and the Health Board, with partners, will address the requirements of the Social Services and Well-being (Wales) Act 2014.
- 3.4 In response to the key conclusions drawn from the Population Needs Assessment and Market Stability Report, the West Glamorgan Regional Partnership Board has adjusted their priorities for the next five years.
- 3.5 The Population Needs Assessment and Area Plan can be located here:
- [Population Needs Assessment 2022-27 - West Glamorgan Regional Partnership](#)
 - [Area Plan - West Glamorgan Regional Partnership](#)

4. Engagement and Coproduction

- 4.1 We have all partner representation which includes 3rd Sector, Users with Lived Experience and Carers who are integral members of the Steering and Advisory Boards and within each programme across infrastructure.
- 4.2 In 2022 the partnership endorsed the:
- West Glamorgan Coproduction Framework
 - West Glamorgan Coproduction Charter
 - West Glamorgan Coproduction Toolkit
- 4.3 Work has continued and the Regional Partnership Board endorsed the creation of the Regional Partnership Board Forum to bring together all users with lived experience and unpaid carers together so that they have an opportunity to connect, network and support cross cutting pieces of work
- 4.4 In 2023 the partnership endorsed the West Glamorgan Volunteers Strategy.
- 4.5 A new member of staff has been appointed to the West Glamorgan Team to specifically support the Volunteers who represent across the programme.

4.6 The way in which West Glamorgan continues to develop its coproduction and engagement arrangements is depicted in the diagram below:



4.7 Engagement:

West Glamorgan has undertaken a tremendous amount of engagement work over the last year. Examples include:

- 4.7.1 Generic engagement / advertising the work for the regional partnership, informing participants at events about the work going on across the regional, encouraging anyone with lived experience to get involved in our programmes to ensure we include the voice of those using services and those supporting people with lived experience when developing health and social care strategies across Neath Port Talbot & Swansea.
- 4.7.2 Focussed engagement – we have focused the engagement activities to suit the audience, often these workshops/activities are developed to engage and encourage participation from specific population cohorts. We have used the opportunities to attend events and also planned our own event to ensure that residents of the region are included in the development of strategies, ensuring that the public are given the opportunity to be informed about the developments and also feed into this to ensure the services and support that is being provided is fit for purpose and also fit for the future.
- 4.7.3 We have run in depth engagement on the Emotional Well-being and Mental Health Strategy across the region, gaining insights into how people look after their own mental health, where/how people would like to receive support for their emotional wellbeing and mental health and also any innovative ideas for support that could be provided across the region.
- 4.7.4 We have been involved in developing and running in depth engagement across the Children and Young People’s programme with varying aims in the form of stalls at events and face to face workshops with professionals and young people, this has included work on the implementation and use of NEST/NYTH framework in the region, engagement to gain insights in to CYP mental health and what is needed to support this in order to develop a CYP Emotional Wellbeing and Mental Health Strategy.

- 4.7.5 We have worked on the engagement for the Learning Disabilities Programme, attending many events and sessions to ensure we encourage voices of those with Learning Disabilities to be involved in shaping the Strategy, as well as supporting the functions of the Your Say Liaison forum at events and sessions as needed.

4.8 Newsletter

The West Glamorgan Regional Partnership Newsletter is produced on a quarterly basis to update partners on the work progressing across the region. These updates provide a wide range of stakeholders with a detailed update on the progress being made to integration across the region. This is the link to access the newsletter: [Newsletter - FEB 2024](#)

4.9 Journal

New for 2024 is the West Glamorgan Joint Working Journal. Entries are posted every three weeks or so to give a rundown of what was covered at the latest West Glamorgan Steering and Advisory Board (SAB) meeting.

The journal also showcases digital stories produced by our Communications and Engagement Team to demonstrate the real-life impact of the partnership's work.

Three journal entries have been posted to date via this link www.westglamorgan.org.uk/journal

5. Programme Progress

- 5.1 The Annual report was approved in June 23 and demonstrates some key areas of progress made across the partnership – the annual report can be viewed: [Annual Report - West Glamorgan Regional Partnership](#).
- 5.2 The Performance Monitoring of the programme takes place twice annually and the latest reports which were approved by the partnership and forwarded to Welsh Government can be viewed: [End of Quarter 2 \(2023-24\) - West Glamorgan Regional Partnership](#).
- 5.3 In appendix 1 there is a summary of the performance measures captured for all the population cohorts for the whole of 2022/23.
- 5.4 The quarterly monitoring returns capture the performance data and measures for all the Regional Investment Funding Schemes. The measures captured include 'how much', 'how well', and 'difference made' which are the measures included in the original project proposal which was the basis of the decisions for investment.
- 5.5 Work has continued across all Regional Partnership Boards to agree a national outcomes framework with measures that all regions have endorsed.
- 5.6 Work continues locally to review more granular information on each of the projects supported by the Regional Investment Fund.
- 5.7 West Glamorgan has produced a number of Digital Stories to demonstrate how it is making a difference to the people of West Glamorgan

5.8 Wellbeing and Learning Disability Case studies:

Crafty Potters - [CraftyPottersShort FINAL \(vimeo.com\)](#)

This film shows the activities provided by Crafty Potters to adults with learning disabilities and their carers and how the project has developed and the impact its making on the participants.

Awel Aman Tawe - [Awel Aman Tawe - Taith Co-op on Vimeo](#)

This film follows the project's Community Transport Co-ordinator on her weekly journey to a local disco for adults with learning disabilities.

BAME CYP LD Support - [A Conversation with BMHS on Vimeo](#)

This film explains how the project supports parent carers of children with learning disabilities from ethnic minority communities in Swansea.

Interplay - [Interplay - Residential Slideshow on Vimeo](#)

This film shows weekend residential trips that Interplay run for children and young people with learning disabilities or neurodevelopmental condition. The film explains how the residential provide opportunities to those who attend to develop life skills.

5.9 **Carers Partnership** - This short clip gives some further information on the project from carers. [Male Carers V.4.1 \(vimeo.com\)](#)

5.10 Children and Young People

Y-Hub <https://vimeo.com/879443612/abdc4956a?share=copy>

This film shows some of the activities provided by the Y Hub to children and young people in Swansea who are at risk of being involved in county lines, antisocial behaviour and exploitation as well as those not in education or training. The film shares the impact of the project on young people.

Brighter Futures <https://vimeo.com/881712556/bc89aae5a7?share=copy>

This film shows a visit to Faith in Families, a charity which provides support to families who have experienced a variety of issues. Their initiative, Brighter Futures offers a range of therapeutic support, and we hear from some of the people involved why the project is so important.

5.11 Emotional Wellbeing and Mental Health

In the last reporting period project **Farming for Wellbeing**, which supports people, who struggle with mental health issues, with long-term unemployment, have learning disabilities or ASD diagnosis to improve their emotional and mental wellbeing by utilising 5 Ways for Wellbeing principles and work at the community Farm. Information about this project and people it is supporting can be find in this short digital story:

<https://vimeo.com/885418451/f8adcd2c6b?share=copy>

Another example is the digital story of one of the volunteers at the **West Glamorgan Mental Health Hub** project, who explains who being involved in this piece of work is making positive changes in her life.

<https://www.facebook.com/watch/?v=543602544529330>

Further volunteers and Service Users of **West Glamorgan Mental Health Hub** provide more insight to help they received via the Hub. Each of them highlighted how important it was for them to access support when they needed it most and how much they would like to give back to community to improve someone else situation.

<https://www.facebook.com/watch/?v=1159774848066304>

5.12 Communities and Older People

This story shows how bringing individuals together for a low impact dance class can support them to gain physical confidence and techniques which can support them to remain safe from falls as well as provide them with a community in which they can meet new friends and access support if needed. [Dance to Health Final \(vimeo.com\)](#)

5.13 Digital Stories are now embedded into the qualitative evidence that we provide the partnership, and a rolling programme has been planned. Welsh Government are very complementary on our digital stories and have requested that other regions in Wales replicate this approach.

6. Legal Implications

There are no legal implications associated with this report

7. Financial Implications

There were no financial implications for core funding in this programme. All programmes and projects are funded via Regional Investment Fund.

The Regional Investment Fund however expires in March 2027 and there are significant risks in relation to the existing funded schemes and planning will need to be undertaken in terms of risk mitigation given there is approximately £6m allocated to Swansea Council schemes.

8. Integrated Assessment Implications

The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, 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 Acts.
- 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.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

An IIA Screening has been undertaken and is appended to the report. The Regional Partnership Board supports the development of integrated services across the region and adds value and improves the services delivered to the population of Swansea. The culminative impact can be demonstrated as positive. This is evidenced within our Annual Reports and progress as reported though to the Regional Partnership Board.

There is positive impact on the population as a result of this report, however direct implications of service changes will be determined when services are transformed. The action plan or programmes related to service change will be subject to the IIA process.

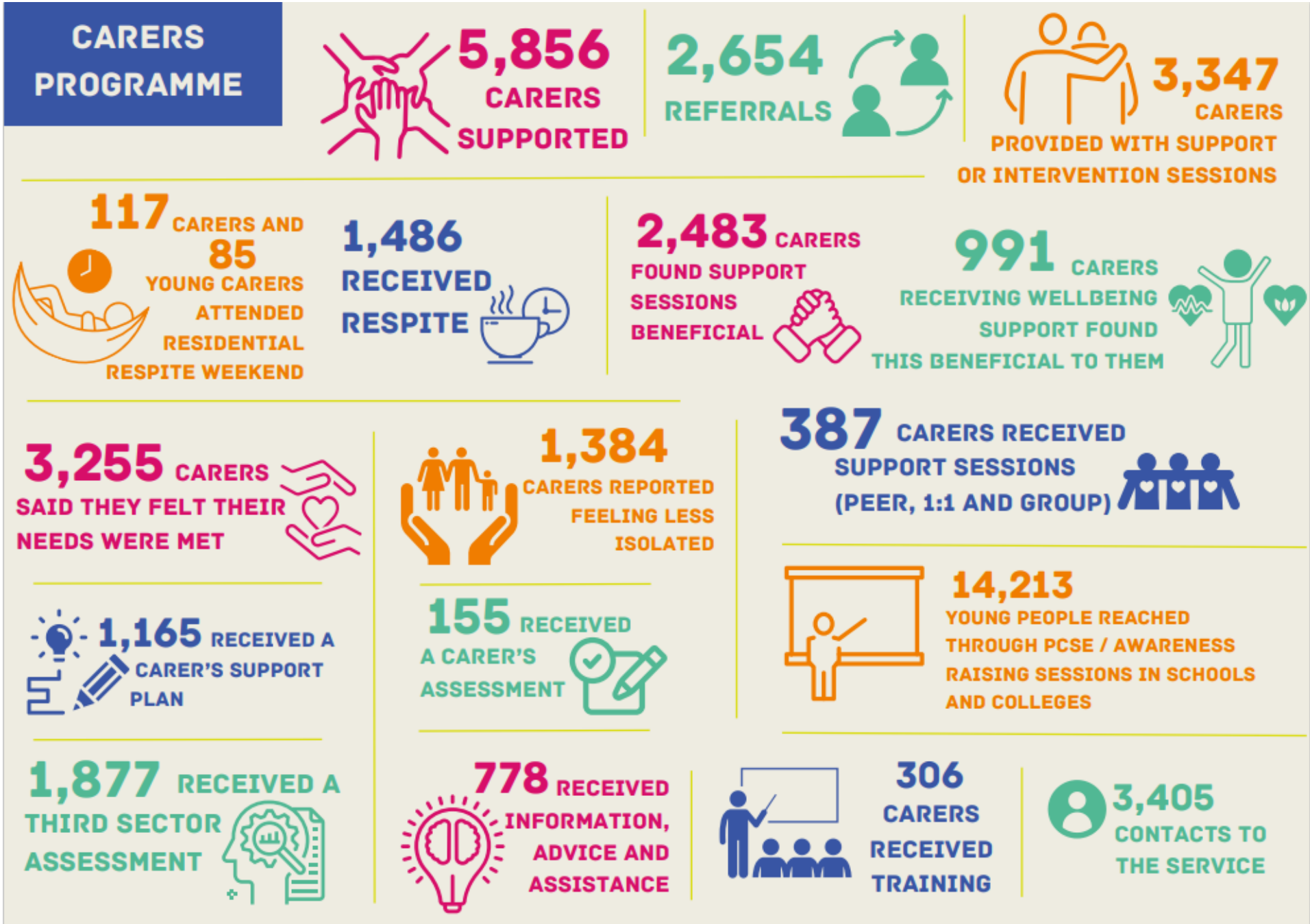
9. Risk Management

All individual programmes and projects utilise a risk management strategy.

10. Background Papers:

Not applicable

Appendix 1 – Infographics of Performance for 2022/2023



LEARNING DISABILITY PROGRAMME

540 PEOPLE
ACCESSED THE
SERVICES



16 VOLUNTEERS
RECRUITED



331
ACHIEVED
PERSONAL
OUTCOMES

1,314
CONTACTS



90
ACTIVITIES PROVIDED

35 PEOPLE RECEIVED
SPECIALIST
SUPPORT



237 PEOPLE
MAINTAINED OR IMPROVED
THEIR EMOTIONAL HEALTH

CHILDREN AND YOUNG PEOPLE PROGRAMME

3,436
REFERRALS



4,313
ENQUIRIES



632
ACTIVITIES PROVIDED



1,499
FAMILIES SUPPORTED



1,141
FAMILIES SUPPORTED REPORTED A POSITIVE EXPERIENCE



843
THERAPEUTIC INTERVENTIONS



7,893
CHILDREN SUPPORTED



PERFORMANCE MEASURES BASED ON PROJECTS WHERE PEOPLE PROVIDED FEEDBACK:

569
REPORTED THEIR NEEDS WERE MET



96 CHILDREN/
FAMILIES ATTENDING
ACTIVITIES
REPORTED A POSITIVE
EXPERIENCE

★★★★★

151 PARENTS/
CARERS
REPORTED IMPROVED
KNOWLEDGE TO
BETTER SUPPORT
THEIR LOVED ONES



2,794
CHILDREN AND
FAMILIES REPORTED
IMPROVEMENT
IN THEIR
MENTAL HEALTH



DEMENTIA PROGRAMME

339 SIGNPOSTED
TO OTHER MENTAL
HEALTH SERVICES



3,216 PEOPLE
MAINTAINED
OR IMPROVED THEIR
EMOTIONAL HEALTH
& WELLBEING

8,455
REFERRALS

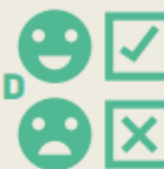


7,750
PEOPLE WITH DEMENTIA
AND CARERS SUPPORTED

7,325 PEOPLE
REPORTED POSITIVE
EXPERIENCE



6,004
PEOPLE ASSESSED
BY THE SERVICE



1,014
ACTIVITIES
PROVIDED

5,819

PEOPLE REPORTED THEY
WERE SATISFIED WITH
THE SERVICE
THEY
RECEIVED



2,701 REPORT
IMPROVED ACCESS
TO SERVICES

3,502 PEOPLE
ATTENDED AWARENESS
RAISING SESSIONS



101 THERAPEUTIC
INTERVENTIONS
PROVIDED

3,516

PEOPLE REPORTED
INCREASED KNOWLEDGE
OF SERVICES AVAILABLE



2,440
WELLBEING SUPPORT
SESSIONS PROVIDED



1,038
BETTER ABLE TO
COPE WITH THEIR
MENTAL HEALTH

EMOTIONAL WELLBEING &
MENTAL HEALTH PROGRAMME

 **3,970**
REFERRALS
RECEIVED

 **3,890**
REFERRALS
ACCEPTED

1,724
ASSESSMENTS
COMPLETED



26 SIGNPOSTED
TO OTHER
MENTAL
HEALTH SERVICES 

465
WELLBEING
ACTIVITIES
PROVIDED



2,437 
REPORTED AN
IMPROVEMENT IN
THEIR EMOTIONAL AND
MENTAL HEALTH

2,552
REPORTED BEING
SATISFIED WITH THE
SERVICE THEY
RECEIVED 

2,649 
HAVE SEEN A
POSITIVE CHANGE IN
THEIR MENTAL
HEALTH

 **1,962**
ATTENDING
WELLBEING ACTIVITIES
REPORTED A POSITIVE
EXPERIENCE

336 PEOPLE OFFERED
THERAPEUTIC
INTERVENTIONS 

 **1,071**
ATTENDED
AWARENESS RAISING
SESSIONS

2,753 
REPORTED THEIR
NEEDS WERE MET

 **808**
THERAPEUTIC
INTERVENTION
SESSIONS PROVIDED

1,749 
REPORTED
IMPROVED ACCESS
TO SERVICES

1,230 
COUNSELLING
SESSIONS PROVIDED

620 PEOPLE
OFFERED
COUNSELLING
SERVICES 

1,132
ACCESSED THE RIGHT SERVICES AT
THE RIGHT TIME 

HOME FIRST PROGRAMME

1,411

PEOPLE 65+ SUPPORTED
IN RESIDENTIAL OR
NURSING CARE



£2.75M

WORTH OF BED
DAYS SAVED
THROUGH CLINICAL
CARE AT HOME



1,558 PEOPLE 18+
SUPPORTED WITH
DOMICILIARY CARE
(MONTHLY AVERAGE)

18+

871,464

HOURS OF EXTERNAL
DOMICILIARY CARE
COMMISSIONED



14,513

BED DAYS AVOIDED, EQUATES
TO COST AVOIDANCE OF
£2.75M

369

PEOPLE HAD
PERIOD OF
REABLEMENT IN RESIDENTIAL
SETTING BEFORE RETURNING
HOME FROM HOSPITAL



1,609 PEOPLE
DISCHARGED FROM
HOSPITAL
SUPPORTED WITH
REABLEMENT AT
HOME



62%

PEOPLE RETURNED
HOME INDEPENDENTLY
AFTER RESIDENTIAL
REABLEMENT



569



PEOPLE
DISCHARGED FROM
HOSPITAL INTO A CARE
HOME OF CHOICE

21 DEEP-CLEANS/
DECLUTTERING
ARRANGED BY
THIRD SECTOR



167 PEOPLE
TRANSFERRED TO
STEP UP STEP DOWN
BED FROM HOSPITAL

633

PEOPLE DISCHARGED
FROM HOSPITAL
SUPPORTED BY THIRD
SECTOR



PREVENTION AND COMMUNITY COORDINATION

2848

ASSISTIVE TECHNOLOGY/
TELECARE ITEMS PROVIDED



50

COMMUNITY MEMBERS ENGAGED AND SUPPORTED WITH COMMUNITY ACTIVITIES, DEVELOPMENT SUPPORT AND FUNDING ADVICE



972 NEW 'INTRODUCTIONS' /INDIVIDUALS LINKED TO SWANSEA LOCAL AREA CO-ORDINATORS (LAC)

20% OF REFERRALS VIA NPT LAC FOR SOCIALISING AND **15%** FOR MENTAL HEALTH



534

INDIVIDUALS ARE SUPPORTED THROUGH 1:1 PROVISION AT ANY ONE TIME VIA LAC IN NPT



4472

POSITIVE CHANGES REPORTED FOLLOWING INTRODUCTION TO SWANSEA LAC



346

PEOPLE RECEIVED LOW LEVEL SUPPORT FOR OLDER PEOPLE



500

CHILDREN AND YOUNG PEOPLE SUPPORTED WITH WELLBEING AND MENTAL HEALTH



62

PEOPLE SUPPORTED WITH DECLUTTERING THEIR HOMES



73

SUCCESSFUL LEARNERS IN SOCIAL CARE TRAINING WITH 30 GAINED EMPLOYMENT WITHIN THE SOCIAL CARE SECTOR OR FURTHER EDUCATION



120

SOCIAL AND MICRO ENTERPRISE GROUPS SUPPORTED



26



INDIVIDUALS INTERESTED IN SETTING UP A MICRO ENTERPRISE

274



INDIVIDUALS SUPPORTED THROUGH COMMUNITY BASED SUPPORT



1944

PEOPLE IN SWANSEA SUPPORTED VIA INFORMATION, ADVICE, ASSISTANCE AND SIGN POSTED TO COMMUNITY SUPPORT AT OUR 'FRONT DOOR'