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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

NORTH WALES REGIONAL PARTNERSHIP BOARD ANNUAL REPORT 2017/18

This report has been produced to meet the requirements set out by the Welsh Government in the Social Services and Well-Being (Wales) Act 2014

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1. Foreword of the North Wales Regional Partnership Board (NWRPB)



Councillor Gareth Roberts, Chair, Lead Member, Gwynedd Council:

As Chair of the NWRPB I am extremely pleased with the progress of the NWRPB. As the largest region in Wales we have had our challenges, but I am proud that we have succeeded in many aspects of our collaboration and integrated working over the last year. There is more to do but I am confident that we can build upon the strong foundations that have been set and that we can provide the right type of local strategic leadership on health and social care. As a Board we are continually challenging ourselves and being challenged by our Third Sector, Individual and Carer representatives to be clear and confident that we are doing the right thing for our population, and we believe that we can achieve this by having the accountability for change held closer to the people that we serve.

Over the year we have spent considerable time as a Board in driving forward the integration of services in the priority areas as outlined in the Act and developing a regional approach, but with local delivery. We have developed a Regional Integration Agreement and this is a significant milestone for the region, with all partners showing their commitment to working together for the future. Our achievements as a Board to date are in-keeping with our journey of integration and we believe that pooled budgets can be a key part of a whole system approach to health and social care but must take place at the right stage within the development of integrated services.

Given the geographical size of the region and the numbers of partners involved, we are mindful of not losing sight of what is important for our populations on a local level; and we were pleased to note that the findings of the Parliamentary Review of Health and Social Care is in line with our approach and we look forward to delivering on the recommendations of the review. As the Chair, I would wish to pass on my thanks to all members of the NWRPB for their work and support over the last year, as there are a number of complex issues that we are dealing with. I look forward to continuing to Chair the Board until the end of March 2019.

2. Highlights and Achievements within the year

View from Carer representative

The scale and pace of work carried out by this Board is massive and daunting. There is obviously a limit to which citizen involvement at this strategic level is appropriate but if strategy does not reflect citizen experience and aspiration then practice will not.

Board members have been very welcoming but the nature of these Boards is such that injecting a citizen perspective into discussions that are primarily service-focused is challenging to say the least. The Board is clearly trying to address this.

The parts of the 2014 Act that relate to organisational structure and governance seem well understood [insofar as I understand them!] but Citizen-Directed Support, the Social Model of Disability, Independent Living and Independent Advocacy not so well: comprehension generally is poor and especially practice on the ground is patchy and in places deeply resistant to change.

[View from Local Authority Cabinet member](#)

The NWRPB has developed considerably since it was established and there is considerable work happening at a strategic level and operationally to integrate services, and to support the work locally to improve our services for the citizens of North Wales. The priority work streams of the NWRPB are moving forward and as a region we are moving towards agreeing a regional approach with local delivery. As Cabinet Member I was encouraged to read the recommendations of the Parliamentary Review and to lead with colleagues in developing our regional plan with partners on behalf of the NWRPB.

[View from Directors of Social Services](#)

Since the NWRPB came into being it has matured considerably and the Board is developing its strategic approach to integrated services and promoting local delivery.

The report documents that there is much work going on across North Wales and we are pleased to see the strategic approach to the Parliamentary review being a key priority for the coming year.

We would confirm our commitment to a regional direction on the priority areas however we would suggest a more inclusive approach with respect to the carer and service user voice.

At times there have been challenges in setting a strategic steer collectively, the third sector would argue that the mechanism for providing such leadership is not inclusive and it may be prudent to revisit governance and membership in due course.

The narrative has been dominated by key issues over the year for example, unscheduled care and older people's services. We need to focus on understanding further the pressures and opportunities in other areas such as mental health and children's services. With so many partners and such a wider geographical foot print it is a credit to the board that we have shown clarity towards areas of development and can demonstrate progress. We continue to strive to get the balance right between local and regional strategy and delivery of social care and health provision, we however cannot assume all can be delivered locally but recognise that there is 'strength in numbers' and consistency is key for individuals wherever they live along the North Wales footprint. This also embraces the ethos of the Social Services and Wellbeing Act, and as noted in the report there is a further journey to take in respect of a culture shift towards true citizen centred service design.

View from Health Board representative

The Health Board values the unique opportunity the Regional Partnership Board brings in terms of pan-North Wales discussions in the priority areas as outlined in the Act. We are pleased that the Health Board's Vice Chair was elected as RPB Vice Chair, signalling our continued commitment to partnership working.

We are pleased that our work as a partnership has built strongly on the population needs assessment work undertaken in 2016/17. This enables us to target and focus our efforts across North Wales, for our communities and the people we serve.

We are pleased to see the work on children's health (with a focus on those children with complex needs) feature on the RPB agenda and to highlight the strategic work being undertaken by a range of partners. By working together we have achieved more and we now have a robust plan to progress actions.

We also value the opportunity to jointly progress work focussing on older people's services, including dementia. The time in meetings (and outside) focussing on the mental health strategy for North Wales, and regular updates shared between the RPB agencies provides a firm base on which to build.

Reflecting on 2017/18, the Health Board notes:

- 'The positive workshop' style discussions that have been held to progress the work between formal meetings. This regular interaction and focus on key joint issues has been beneficial and is proving a good foundation for other partnership discussions.
- The NWRPB Board has enabled the Health Board (and other agencies) to be part of the North Wales discussions on a number of critical regional issues/programmes through its membership. This includes the work on digital inclusion, the regional workforce strategy and the North Wales Economic Ambition Board (NWEAB)

Finally, in the year of the Parliamentary Review, the RPB will enable us to develop and strengthen our locality working in partnership with agencies.

View from Third sector representative(s)

The Voluntary Sector welcomes the opportunity to play a full and active role in the work of the Regional Partnership Board (RPB). It has been a long standing desire of the sector to work alongside our statutory partners to provide effective and targeted health and social care services which fit with the aims and objectives of the Social Services and Well Being Act. The principles behind the Act reflect the values and outcomes that the Voluntary Sector would like to see implemented in all our services going forward. The emphasis on empowering individuals to help themselves and looking for community based solutions to maintain independence have always been a central pillar of person centred services. Seeing the

statutory, independent and voluntary sector come together in an equal partnership to ensure that the Act is implemented is to be applauded, however aligning the theory with the practice still require work from all sides to be truly effective.

As a new concept, the NWRPB and its workings have been on a very steep learning curve for all concerned. As a representative of the Third Sector there have been many challenges, not least of which is the time commitment needed to properly represent the views of the sector and support the strategic aim of the board.

I am grateful to the support and advice that our statutory partners have provided at many stages of the RPB. Both in terms of understanding the workings of Integrated Care Fund (ICF) funding and the complexities of pooled budgets, statutory partners have gone out of their way to ensure that Third Sector representatives are supported to understand the detailed and complex workings of ICF.

The Third sector has to be integral to the NWRPB in order to successfully achieve service integration with both Social Care and Health across a large geographical area. Representation on the NWRPB ensures that the voice of the Third Sector forms an important part of any consideration.

There are many challenges and should not be taken lightly. Acknowledgements of the needs of those who use the Third Sector are vital and their voice must be heard but can easily be overlooked.

Across the NWRPB there are numerous Third Sector bodies all clamouring to be heard and to partake using their individualised skills to assist in moving the work within the Act forward.

It is through the challenge made by the Third Sector Representation that we can ensure that progress is made and that consideration of the Third Sector becomes automatic.

It is all too easy with the challenging work load of the NWRPB to overlook how their decisions will impact on individuals. We should always seek to ensure that the impact is positive for the population we serve.

Two years have gone very quickly and it has taken this amount of time to feel a valid member of the Board and to feel that the representation has some weight and this hard gained momentum should not be lost.

View from Co-opted member

Being a member of the Board since its inception has certainly provided great insight into the challenges and opportunities that the integration of services presents, and absolutely underpins the need for true co-production and whilst the rhetoric is good, the pace of change needs to increase. I believe the approach that the NWRPB has taken with the North Wales Citizen Panel is quite unique in its design and function and ensures that previously unheard voices are being considered and understood.

As the North Wales Police co-opted member on the NWRPB I am aware that the changing nature of crime and demand places significant challenges upon us, particularly within an environment where budgets have been diminishing in real terms over many years. If we are to continue to ensure that North Wales remains one of the safest places nationally, then we need to better integrate services, and operate more collaboratively for the benefit of our communities. Of course legislation places obligations upon health and social care to come together in this way through the work of the board, but I believe that it is incumbent upon us as an organisation to seek out new and different ways of working to ensure that we can support those who are most vulnerable in our society. The Board is providing us an opportunity to engage with statutory and Third Sector partners in this pursuit and I welcome continuing membership of the group.

3 Role, purpose and membership of the North Wales Regional Partnership Board

This section of the Annual Report sets out how the NWRPB has operated in the last year, including engaging with service recipients, citizens and outlines the programme and project management arrangements in place; and also includes the purpose, role, key priorities and membership of the NWRPB.

The NWRPB agreed its Guiding Principles in November 2016 and these were recently reviewed at a facilitated workshop session. The NWRPB is committed to the delivery of sustainable and improved health and well-being for all people in North Wales.

This means:

- *Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best*
- *Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities)*
- *People are enabled to use their confidence and skills to live independently, supported by a range of high quality community based options*
- *Embedded co-production in decision making so that citizens and their communities shape services*
- *We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment).*

3.1 The NWRPB's Terms of Reference were reviewed and updated and agreed by the Board in June 2018. The Role of the NWRPB is to:

- *Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and well-being*
- *Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision*
- *Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators*

- *Lead a strategic approach to communicating and publicising the direction of travel and the progress made*
- *Ensure that the principles of the Board are upheld*
- *Maintain an effective overview of the resources allocated*
- *Report to the Regional Leadership Board on progress, key issues and exceptions, escalating any barriers to progress within the NWRPB for resolution*
- *Ensure that an annual report on progress is prepared and delivered as required by the Welsh Government.*

The NWRPB continues to meet monthly at the present time and as well as business meetings has held workshops and development sessions.

The required membership of the Regional Partnership Boards is set out in the Statutory Guidance as Part 9 of the Social Services and Well-Being (Wales) Act 2014. The NWRPB has representation from all the required membership and has also co-opted members from Voluntary Services Council, North Wales Police, North Wales Fire and Rescue Service and Wales Ambulance Service Trust. The NWRPB has also agreed to increase its individual and carer representatives to two each and the NWRPB is currently working through an Expressions of Interest process.

The current membership of the NWRPB is as follows:

Name	Title	Expiry of Membership
Cllr Llinos Medi Huws	Isle of Anglesey County Council	May 2022
Morwena Edwards	Gwynedd Council	Continuous
Cllr Bobby Feeley	Denbighshire County Council	May 2022
Caroline Turner	Isle of Anglesey County Council	Continuous
Cllr Christine Jones	Flintshire County Council	May 2022
Clare Field	Wrexham County Borough Council	Continuous
Cllr Liz Roberts	Conwy County Borough Council	May 2022
David Worrall	Third Sector Representative	31 October 2018
Debbie Shaffer	Service User Representative	31 October 2018
Jenny Williams	Conwy County Borough Council	Continuous
Cllr Joan Lowe	Wrexham County Borough Council	May 2022
Lynda Colwell	Third Sector Representative	31st October 2018
Margaret Hanson	Betsi Cadwaladr University Health Board	Continuous

Mary Wimbury	Provider Representative	31st October 2018
Morag Olsen	Betsi Cadwaladr University Health Board	Continuous
Neil Ayling	Flintshire County Council	Continuous
Nicola Stubbins	Denbighshire County Council	Continuous
Richard Weigh	Chief Finance Officer (section 151) (Co-opted)	Continuous
Vin West	Carer Rep	31st October 2018
Wendy Jones	North Wales VSC's (Co-opted)	Continuous
William Gareth Roberts (Cadeirydd/Chair)	Gwynedd Council	May 2022
Richard Debicki	North Wales Police (Co-opted)	Continuous
Helen MacArthur	North Wales Fire and Rescue Service (Co-opted)	Continuous
Andrew Long	North Wales Ambulance Service (Co-opted)	Continuous
Teresa Owen	Betsi Cadwaladr University Health Board (Co-opted)	Continuous
Bethan Jones Edwards	Head of Regional Collaboration	Continuous
	Chair of NW Leadership group (if not already a member)	Term as Chair

The NWRPB's business is managed by the North Wales Regional Collaboration Team.

4. Requirements Under the Social Services and Well-Being (Wales) Act 2014

The requirements for the Regional Partnership Boards is set out in the Part 9 Statutory Guidance (Partnership Arrangements). However in March 2018 the Welsh Government provided additional guidance for the production of the RPB Annual reports and this report follows the requirements within that additional guidance.

In line with the requirements of the Act, the NWRPB has prioritised the integration of services in the following areas:

- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers, including young carers
- Integrated Family Support Services
- Children with complex needs due to disability or illness

In addition to the above, the NWRPB has taken a strategic lead on ensuring that the Population Needs Assessment and Area Plan have been completed. It has overseen the development of the Mental Health Strategy and members of the NWRPB are involved in the delivery of this locally. Regional grants such as the ICF and Carer's grant are reported to the NWRPB on a regular basis. The Board has maintained an oversight on the work around the Provider Market in North Wales as well as the work of the Regional Commissioning Board; the Regional Workforce Board; Pooled Budgets; Social Value Forum; Citizen Panel and DEWIS Cymru. The NWRPB has also had presentations on the priorities of the Area Planning Board for Substance Misuse and the Public Services Boards in North Wales.

The NWRPB developed its annual work programme early in 2017/18 and this has formed the basis of reporting and oversight by the Board over the year.

The NWRPB held a facilitated workshop in March 2018 to review its progress and this workshop also considered the recently published Parliamentary Review of Health and Social Care. NWRPB members agreed the following:

The existing vision and guiding principles of the regional partnership remain appropriate and there is no need to change this or the overall aims to which partners are working as noted in 3.1.

The NWRPB recognised however, that there are areas where integration has not been fast or extensive enough but felt that the Parliamentary Review presents an opportunity to deliver change towards more effective seamless localities much more strategically. To enable this it was agreed that the strategic plans for the region for the next three years need to focus on supporting localities, drawing on resources that will be available from the national transformation fund.

The Chair of the NWRPB has written to the Chairs of the Public Services Boards to open up dialogue on the opportunities to work together and this will be taken forward to establish effective future governance across the Boards.

NWRPB members agreed that the Board needs to play a different role in the future – more focussed on defining and clarifying what it expects from localities and regional services across North Wales and holding partners to account for progress and outcomes against these expectations and challenging what is not working. The Board is also keen to strengthen its influencing role – influencing staff, public and Welsh Government.

The NWRPB has set up a task and finish group to develop its strategy for locality based seamless services across the region, in line with the direction of travel within the Parliamentary Review recommendations.

5 NWRPB Strategic Direction

This section sets out what the key objectives of the Board have been in the last year.

NWRPB Area Plan

The NWRPB Area Plan set out priorities for integrating service between health and social care across North Wales, including services for older people, children and young people, people with learning disabilities, carers, and mental health. The Area Plan sets out the route map for the delivery of integration which will be overseen by the NWRPB.

The Area Plan is based on the consultation and engagement carried out as part of the population assessment development. Consultation and engagement was also built into the scope and delivery plans prepared for each of the priorities of the NWRPB. An extensive consultation was undertaken on the draft Area Plan between 11th August and 17th November 2017 and this was promoted through regional networks, the Voluntary Services Councils, Local Authorities and Health Board. The final Area Plan was approved by the NWRPB in January 2018 and a report has been taken through the appropriate governance and political meetings of each Local Authority and the Health Board.

Throughout the development of the Area Plan officers have worked with the Public Services Board's officers to avoid duplication and to make effective use of data sets and consultation opportunities. The Chair of the NWRPB has also written to the Chairs of the PSB's to open dialogue on the relationship and dependencies between the PSB's and the NWRPB.

A number of key proprieties are set out in the NWRPB Area Plan and these will be taken forward by the priority areas of integration:

Children and Young People

- Improve health and social care support for children with complex needs
- Better support for children's mental health
- All children to be safe and healthy from pregnancy to 2 years old
- Prevent childhood obesity
- Better family support services

Older People

- Integration of services for older people with complex needs including dementia
- Support organisations who provide care
- Increase the level and pace of integration

Learning Disabilities

- Produce a regional Learning Disability Strategy
- Design and deliver integrated services for people with learning disabilities

Mental Health

- Work in partnership to integrate and deliver the Mental Health Strategy

Carers

- Provide appropriate support to carers and young carers
- Map current provision and agree a regional offer for carers

The Area Plan also lists the other findings from the Population Assessment, many of which are being addressed by partners as part of their core business or by existing partnerships. The plan briefly describes where this is taking place and links to further information.

Strategic Commissioning

Part 9 of the Act requires progress to be made on regional integrated commissioning. North Wales has had regional commissioning arrangements in place between the Local Authorities and the Health Board since 2012.

As a region we worked with the National Commissioning Board to develop, pilot and complete a care homes market analysis. This provides information and analysis of the care home sector and our market position statement has developed from this work.

We have a regional pre-placement agreement for care homes between the Local Authorities, the Health Board and Providers and we have just completed a regional tender for domiciliary support provision, again agreeing a common contract and specification for services.

The Local Authorities have an integrated approach to agreeing fees with providers and have developed a regional methodology. This methodology does not produce a regional fee – this would be difficult to achieve due to market forces, levels of provision, local factors such as workforce and affordability.

We have an integrated approach to quality assurance between the local authorities and the health board. We are also reviewing our escalating concerns procedures.

Pooled Budgets

In June 2017 the NWRPB endorsed the development of a Regional Integration Agreement. This is an over-arching agreement which each partner has signed up to underseal and which records the basis on which partners will collaborate with each other and sets out:

- The key objectives
- Principles of collaboration
- Governance structures that the partners have put in place (reporting to the NWRPB)
- Respective roles and responsibilities of the parties.

Each pooled budget developed in the North will then sit below this over-arching agreement. This approach also enables any existing Section 33 agreements to be brought under this agreement. This is a significant development for the region and the Regional Integration Agreement has been endorsed by the political and governance structures of each partner organisation.

The region has also developed pooled budget arrangements for the following:

- Integrated Care Fund
- Carer's Grant Funding (previously Carer's Transitional Funding)
- Integrated Family Support Services
- Care Home placements

There are also a number of local pooled budget arrangements developing across the region, for example Ffordd Gwynedd and Flintshire Care Home Capacity.

The region has also developed a pooled budget for care homes as required within the Act and this has been developed on a non-risk sharing basis in line with the arrangements within other regions.

Regional Workforce

In March 2018 the NWRPB endorsed the North Wales Community Health and Social Care Workforce Strategy. This strategy has been developed in partnership and was subject to a period of consultation before the final strategy was agreed. There is a work programme that has been developed for the delivery of the strategy and partners on the Regional Workforce

Board are commencing on the delivery of this new ambitious strategy, the delivery will be monitored by the NWRPB.

NWRPB Priority Workstreams

Each of the priority workstreams are providing regular updates to the NWRPB on the progress of their work; there is considerable work underway to co-produce frameworks and strategies with individuals, carers, service providers and commissioners within the workstreams. The developments are based on a regional approach but local delivery and the NWRPB is pleased that its direction of travel very much mirrors that within the recommendations of the Parliamentary Review with focus on local delivery.

North Wales Citizen Panel

The NWRPB continues to have a citizen panel and this is managed by Community and Voluntary Support Conwy (CVSC) and funded by the 6 Local Authorities. The Regional Collaboration team manage the contract with the CVSC on behalf of the partners. The panel will now include young people from the age of 16 and during the year the panel has been very active. It has a Facebook page and a website (www.llaisygoogledd.wales) and information and consultations are added onto these as they occur. More recent consultations have included the North Wales Learning Disability Strategy and “Measuring the Mountain”. The aim of the panel is to gather opinions from communities about the needs of individuals to feed into the developments across the region.

North Wales Social Value Steering Group

The region has established its regional Social Value Steering Group and the NWRPB has endorsed its terms of reference and work plan. Due to the geographical size of the region, developments are now underway to establish local Forums in each of the Local Authority areas which will report to the Steering group and drive the development of social value organisations. Members of the Steering Group attended the Welsh Government’s diagnostic workshop on Commissioning Social Value Organisations in June 2018.



More Than Just Words North Wales Forum

The Forum was established to draw representatives from a number of relevant organisations located and operating in North Wales in order to provide a focus to the implementation of the ‘More Than Just Words’ strategic framework.

During 2017-18, the Forum met regularly to share information and best practice between the organisations, for example about relevant language courses and resources. In addition the Forum shared information about available grants and events available to promote and facilitate the Welsh language.

There were also presentations delivered to the Forum on the following:

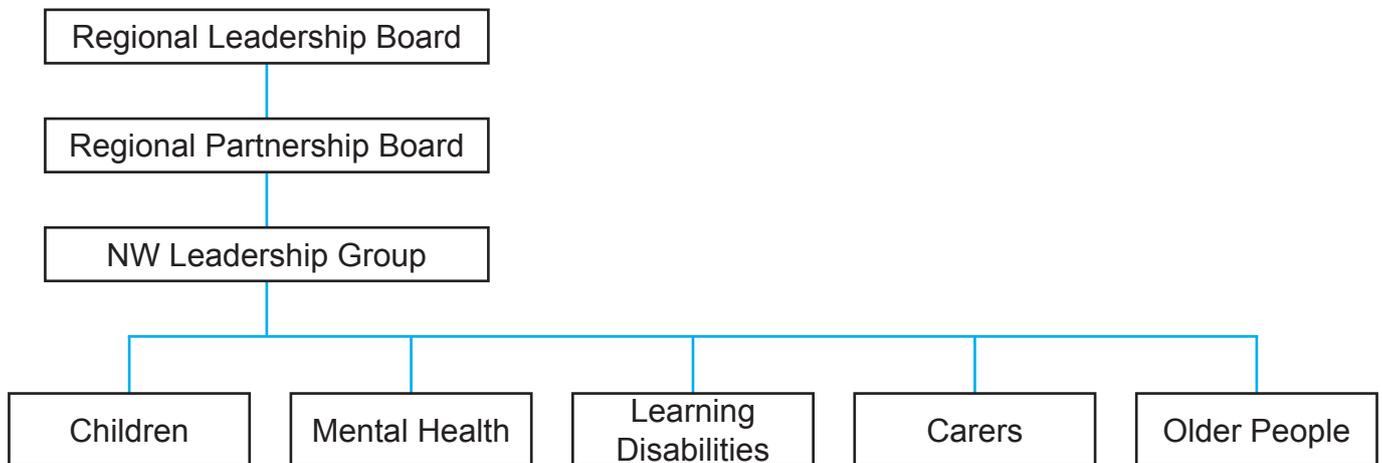
- A presentation about WCCIS and the provision of the bilingual recording system for Health and Social Services.
- A presentation on the Work Welsh Pilot (available through Social Care Wales) to support the Social Care Sector, and also a
- Presentation by the Information and Analysis Service of the Welsh Government about the

need for consistency in the collecting of data regarding staff language skills and the need for managers/ staff to see language as a skill. In addition there was discussion about ensuring workplace language skills needs are linked to the Population Needs Assessment work and that the Welsh language is promoted in Social Care Recruitment.

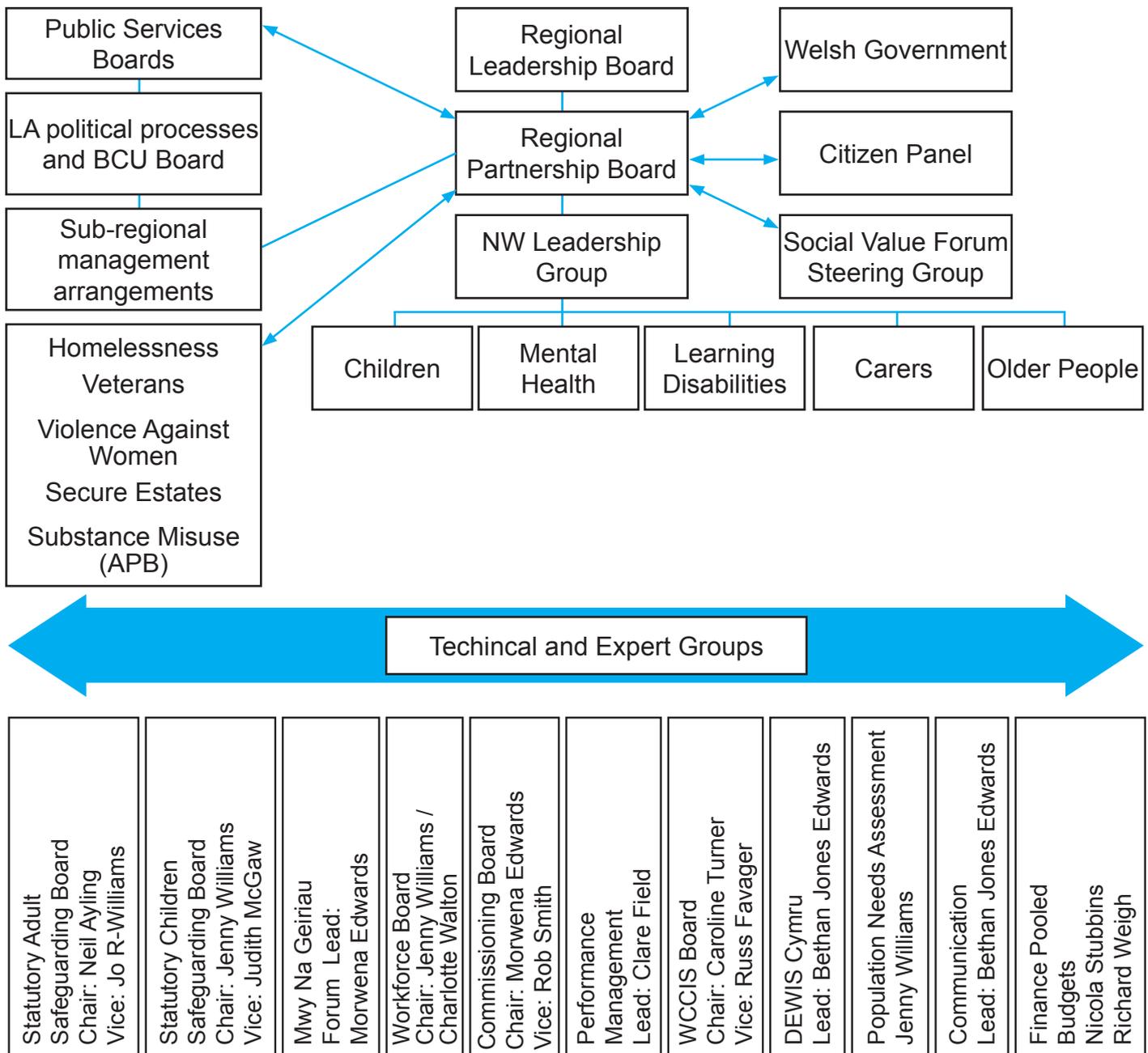
Representatives of the Forum includes individuals from Health organisations and Local Authorities, Social Care Wales, Coleg Cambria, Bangor University and the Menter Iaith. Other Regions in Wales are looking to replicate the model of partnership that has been established here in the North in implementing MNG requirements.

6. Governance and Partnership Arrangements

The governance and partnership arrangements as agreed by the NWRPB is shown below. Each of the priority integration areas report to the NWRPB via the NW Leadership Group. The NWRPB reports to the Regional Leadership Board which is the meeting of the Chief Executive Officers and Leaders or Chairs of the Public Sector organisations in the region.



The North Wales governance structure captures the regional governance and how this relates to local, sub-regional and national structures as well as areas where the NWRPB will receive reports from. There are a number of integrated technical or expert groups which also support the work streams of the region. The NWRPB also has regular interface with Welsh Government and oversees the developments of the Regional Social Value Forum Steering Group and the Regional Citizen's Panel.



7. Integrated Partnerships and Contributing to Improved Outcomes

This section provides an overview of the progress on the strategic objectives of the NWRPB and sets out improved outcomes achieved for service recipients and cares including examples where appropriate

The NWRPB has focussed on the following priorities in 2017/18:

Children with Complex needs due to disability or illness

The Children and Young People Transformation Group has taken the lead for the integration of services for this service area on behalf of the NWRPB. The regional group has membership from Social Services, Education, CAMHS, Youth Justice, Community Paediatrics/Children's Services, Acute Paediatrics, Voluntary Sector, Adult Mental Health, Public Health and the Police.

During the past 12 months the group has worked to identify and agree partnership priority areas.

The transformation group will have oversight of the development and integration of services for children with complex needs due to disability or illness, with the aim of improving outcomes and access to services in line with the priority set in the Act and the agreed position of the NWRPB.

Members of the transformation group have worked to unpick the definition of Children with Complex Needs due to Disability or Illness and reviewed the North Wales need. It has consequently identified the following priority areas which need to be addressed for children and young people in North Wales.

- Children with Significant Complex Needs due to Disability or Illness.
- Prevention and Mitigation of Adverse Childhood Experiences – Delivering ACE Informed Services.
- Improving Outcomes in the First 1000 Days of Life.
- Improving Emotional Health, Mental Well-Being and Resilience of Children and Families.
- Promotion of Healthy Weight and Prevention of Childhood Obesity.
- Review of Crisis Intervention Services for Children and Young People who are experiencing an Urgent Perceived Mental Health Crisis.

Each workstream is taking a partnership approach to develop and drive the cohesiveness of services for children and families, - ensuring partners work effectively to deliver for our children and young people.

Outcomes will include:

- Ensuring that the voice of children, young people and their families is at the heart of all service provision,
- Taking child / young person centred approach,
- Co-producing services with children, young people and their families,
- Sustainability and good value
- Providing as much care / services as close to home as appropriate.

While children and young people have fed into the priorities it is essential that engagement with young people continues through the next stage of development and also delivery. We will take a rights based approach and co-design and plan services based on what is important to them. This is a major step forward for North Wales and will be the first time that there are agreed multiagency priorities for children and young people for the region.

Older People with complex needs and long term conditions, including dementia

One of the priorities identified by the Regional Partnership Board following completion of the North Wales Population Needs Assessment was “older people services”. It was also an area identified within the Act in relation to the need to develop integrated services for older people with complex needs.

As a result of the above, the Older People's Workstream was commissioned. What was evident from the start was that this area of work is very crowded, and it is fair to say that there is a huge amount of activity taking place both at a national level, regionally and locally in relation to older people's services. Given the volume of activity older people services accounts for, it is often the key dimension to many pieces of work and transformation agendas across partner organisations.

The leaders of the workstream were conscious of this and were keen to identify what additional work, if any, was required at a regional level that would add value to the work already taking place. We were keen to avoid duplicating effort and very aware that we could confuse or derail existing projects unless careful.

To this end, a cross partner workshop was held in November 2017, with a view to identify the key actions that were required to add value to current improvements. The two key actions identified that were felt to be beneficial to the region in terms of improving services to older people, were:-

- Identify and share good practice of integrated older people services, with a view to ensure that performance in the region is improved
- Identify ways of developing a person focused culture within our organisations, and also ensure that the population/wider public in North Wales know how to play their role

An Older People Transformation Group was already in place in BCUHB, and it was decided that this could evolve into the Group that would undertake the above roles. In addition to this, all Local Authorities have 'Ageing Well Plans' and the Health Board have a draft 'Framework for Improving health, healthcare and wellbeing of people aged 50+ and later in life'. A review of these frameworks/plans is proposed with a view to creating an overarching document that will set out our "offer" or principles for older people services in North Wales.

People with Learning Disabilities

This workstream is focussing on the development of an integrated strategy for learning disabilities in North Wales. The progress to date includes:

- Held an initial visioning event and collated findings of regional work undertaken to date including shared vision and values
- Agreed the governance structure for the work, reporting to the NWRPB
- Baseline data collected building on the findings of the population assessment
- Agreed approach to developing the strategy with the regional Learning Disability Participation Group. Working with the Citizen's Panel and the participation group to engage people with learning disabilities in the strategy consultation.
- Established a regional provider forum and carried out initial consultation on the strategy.
- Agreed a communication plan and produced a newsletter and publicised the consultation which will run from April 2018 to July 2018.
- A document summarising the work to date is being developed to share the vision and values, participation findings and baseline data.

Carers, including young carers

The scope of this work stream includes:

- Understanding where we are at North Wales and what success looks like
- Understanding what our priorities should be in terms of achieving success
- Being clear on funding and sustainability of services for the future
- Adding value by working together regionally as well as collaboratively

The following progress has been made:

- Making use of messages in the population assessment
- Gathering evidence from direct work with carers by organisations including local authorities, health and third sector
- Gathering carers' stories and case studies
- Mapping of service provision and investment
- Co-production of a regional offer for carers through holding a series of workshops with carers, providers, commissioners and managers

Integrated Family Support Services (IFSS)

A comprehensive review of IFSS provision across the region has been completed which involved examination of the current legislative and best practice requirements against local arrangements in place. IFSS in North Wales is currently delivered on a sub-regional basis so as to best meet the needs and demands of local service-users.

Each sub-regional arrangement delivering IFSS involves pooling arrangements between the Health Board and the Local Authority Partners involved.

Updated reporting arrangements on IFSS delivery to the Regional Partnership Board have been produced. An updated partnership agreement has been prepared to provide a regional framework to underpin the various IFSS delivery arrangements in place across the region.

Integrated Care Fund (ICF)

The ICF in the North has been made subject to a pooled budget arrangement with a Partnership Agreement which each partner has signed under seal. Due to the operational nature of the ICF, the NWRPB has delegated the operational management of the fund to the North Wales Leadership Group with regular reporting to the NWRPB. In 2017/18 the ICF has funded a range of programmes including:

- Community support and integration for example Community Resource Team Developments and Step Up/Step Down provision
- Alternative models of service, for example, improving access to Home Care services and extended opening hours to minor injury units
- Support to Care Homes
- Well-Being Support, for example, community navigators and falls prevention
- Single Points of Access

Information, Advice and Assistance

The NWRPB continues to support and promote DEWIS Cymru across the partnerships. Considerable work is happening locally to promote the DEWIS Directory of Services and Information pages and DEWIS is being used by Single Points of Access teams. As a region there is a close working relationship with the national DEWIS team and there are regular DEWIS network meetings taking place across the region and a programme of continuous promotion for DEWIS too. In addition to DEWIS partners are delivering these services through their day to day services and there is a heavy focus and drive to deliver 'What Matters' to citizens throughout health and social care services.



8. Statutory Provisions

This section provides a summary of statutory provisions used to underpin the regional partnerships e.g. pooled budgets under the Partnership Arrangements (Wales) Regulations 2015

Part 9 of the Social Services & Well-being (Wales) Act 2014 – in particular sections 166 and 167 and associated regulations (the Partnership Arrangements (Wales) Regulations 2015).

The Partners have entered into a legal agreement - “Integration Agreement” - which enshrines their commitment to work together on key identified projects that lend themselves to integrated services and pooled budget arrangements.

Other legal powers relied upon in support of regional partnerships entered into include:

The National Health Service (Wales) Act 2006 – in particular sections 1, 2, 10, 33 and 38, 82.

S9 Local Government (Wales) Measure 2009 powers in respect of collaboration with other local authorities.

Local Government Act 1972 - in particular s2 which gives local authorities powers to do anything which it considers is likely to achieve any one or more of the following benefits: the promotion or improvement of the economic, social or environmental well-being of the area and section 113 which enables one local authority to place its staff at the disposal of another or health authority or Health Board.

S111 Local Government Act 1982 provides for a local authority to have the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

9. Forward Board priorities

This section gives a final summary of the progress that the NWRPB considers has been made in the last year. It also considers the priorities it will be focussing on in the following year and beyond.

The NWRPB has made excellent progress in 2017/18 however it recognises that health and social care services need to transform with pace. The NWRPB has welcomed the Parliamentary Review of Health and Social Care as this sets out a strategic direction of travel. The NWRPB has identified that it will need to:

- agree common design principles for seamless health care and well-being locality services across North Wales informed by national models
- undertake a review of each locality across the region and measure their progress against the principles and priorities for change
- undertake a parallel review of the governance and support arrangements in each area to ensure localities have the leadership capacity to move forward
- develop a delivery plan for each locality, developed with the public and agreed by local partners and signed off by the NWRPB
- assign a transformation team under the NWRPB to support implementation of the changes in each locality
- Introduce a regular programme for review and challenge to localities, and to each partner, undertaken by the NWRPB.

The NWRPB will also maintain an oversight on the integration of services commenced for the priority areas of the NWRPB and these will be aligned to developments under the transformation of health and social care services as appropriate. The NWRPB will also receive regular reporting on the work being progressed via its technical and expert groups including pooled budgets, strategic commissioning and delivery of the North Wales Community Health and Social Care Workforce Strategy. The NWRPB will continue to work with other Boards across the region to maximise opportunities and capacity.