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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Regional Partnership Board

Annual Report
2018/19



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 by the North Wales Regional Partnership Board (NWRPB)

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



“As Chair of the NWRPB during 2018-19 I have continued to be extremely pleased with the progress that the Board has continued to make during the year. We have successfully completed significant areas of work and these are now being delivered through our sub-regional delivery structure. I was delighted during the summer of 2018 that members of the NWRPB worked diligently to develop and agree its plan for the delivery of A Healthier Wales. This was a significant piece of work and will shape the development of integrated health and social care services within the region for years to come. Having also secured transformation grant funding to support the delivery of our plan, this is enabling us to commence the delivery at a pace, building on the strong foundations that we have developed and that have proved to be successful over the previous few years.

As well as our plan for the delivery of A Healthier Wales, the NWRPB is continuing to deliver on the broader requirements within Part 9 of the Social Services and Well-Being (Wales) Act 2014. In our efforts not to lose sight of what is important to our population, we continue to seek the views of citizens through our citizen panel arrangement and we have also increased our carer and service user representation seats on the Board. We have also welcomed 2 Housing Association representatives onto the Board. My term as Chair terminated at the end of March 2019 and I would again wish to extend my thanks to the NWRPB members for their commitment and dedication to the NWRPB and its work. Also, I would like to sincerely thank the Regional Collaboration Team and particularly Bethan Jones Edwards, Head of Regional Collaboration for their dedication and work in ensuring that the Business of the NWRPB is managed in a timely, efficient and professional manner. Lastly, I would like to wish Teresa Owen, Executive Director of Public Health all the very best as she takes on the Chair of the NWRPB for the next 2 years.”

2. Highlights and achievements within the year

Local Authority representatives who sit on the NWRPB have acknowledged that the Board has evolved significantly since its inception and this now enables mature discussions and debates to take place. Members feel that the Board “*is developing as a team*” within what is “*a challenging environment*”. Many Board members have noted that having “*an agreed vision and purpose*” and the benefit of having clear direction from the Chair and the Head of Regional Collaboration has been a significant factor to the progress of the Board over the last year.

A number of Social Services Directors have taken a lead role in the development of a range of regional work areas and chair various sub-groups of the NWRPB and maintain their full commitment to joint working to deliver on a challenging agenda of transformation of health and social care services. In addition Directors and Lead Members have ensured that NWRPB matters that need political agreement within individual organisations are taken through the relevant local governance arrangements for agreement and thereafter ensure that their individual organisations are fully engaged in the delivery of these regional strategies on a local level and within their individual organisations.

During 2018/19 the Health Board reviewed and strengthened its representation at the NWRPB recognising it is pivotal in ensuring the delivery of A Healthier Wales. The representatives are now the Vice Chair of the Health Board; 3 Executive Directors and 3 Area Directors. The Executive Director of Public Health stepped into the role of NWRPB Vice Chair during 2018/19 and will take on the role of Chair in 2019/20. Health Board representatives are fully engaged with the Leadership Group and support the groups and sub-groups of the NWRPB to ensure joint working is optimised as health and social care services are becoming more integrated and seamless. The Health Board has also noted that it values the partnership space that the NWRPB enables and value the frank discussions with all partners as we all work towards shared improvement goals.

During the last year members of the NWRPB noted the following areas of work as having been successful completed on a regional level:

- Completion of the Regional Area Plan
- Development and agreement of a Regional Learning Disabilities Strategy
- Development and agreement of a Regional Carer’s Strategy
- Regional Workforce Strategy
- Market position statement for Care Homes
- Market position statement for Children Services
- Regional Integration Agreement
- Pooled budget arrangements for Care Home Accommodation
- Review of Integrated Family Support Services
- Regional tender for Domiciliary Care Services
- Regional plan for the delivery of A Healthier Wales
- 4 bids to the Regional Transformation Fund
- Proposal for establishment of a Research, Innovation and Information Hub
- ICF investment plans and grant management
- Regional engagement report.

The Institute of Public Care undertook a governance review for the region after being commissioned by the public sector Leaders and Chief Executives in North Wales. This commission sought to review the current regional governance across the region as it has been recognised that the transformation of health and social

care services is a significant area of work, described by many as being as important as the economic ambition work within the region. The outcome of the review recommended that the NWRPB should formally report to the North Wales Regional Leadership Board within the region on a regular basis. The NWRLB also nominated Judith Greenhalgh, Denbighshire County Council's Chief Executive to sit on the NWRPB.

From a citizen and carer perspective the NWRPB has increased its membership to 2 seats each and this increase reflects the value that members of the Board find from having strong contributions from individuals who receive services and from carers. The NWRPB uses a process of asking for Expressions of Interest to seek its members. The NWRPB remains open to accepting Expressions of Interest from individuals who use services. The term for these seats is for 2 years and to date, our representatives have been keen to sit on a range of sub-groups of the NWRPB such as the Carer's Reference Group, Learning Disabilities Transformation Group, Together for Mental Health Partnership etc. The carer representatives on the NWRPB have welcomed the opportunity to influence and shape services for the future through their membership on the NWRPB. We continue to have a Regional Citizen Panel and in addition to views of members on the Board we do draw citizen views via this panel to inform the work of the NWRPB.

The NWRPB also invited 2 Housing Association members to sit on the Board ahead of this being a requirement within the Act. We are fortunate that the CEO of ClwydAlyn and CEO of Grŵp Cynefin are now members of the NWRPB.

The term of our original third sector representatives on the NWRPB came to an end last Autumn and we undertook an Expressions of Interest process to select our current representatives. We were delighted as a Board that David Worrall from the Red Cross and Lynda Colwell of Care and Repair were appointed as third sector representatives and we were fortunate to be able to appoint a deputy for them who is Roma Hooper of Action for Children.

Both third sector representatives feel that they are beginning to better understand the role of the RPB and in particular how they as a sector are involved in the Board and its decisions however, would like to be more involved in co-production of new services. It has been recognised for some time now the challenge it is for third sector, individual and carer representatives on the NWRPB to represent the wider sector and we have undertaken an exercise within the region to look at how we are engaging on a wider basis, this will be referenced later on in this report. We also note the content and recommendations within the WVCA report on this matter and look forward to working with the Welsh Government to move forward the recommendations made.



During the year the NWRPB welcomed Huw Irranca-Davies, the previous Minister for Children and Social care to its meeting on 5th July 2018. Board members were able to provide the Minister with an update on the work that was being progressed by the NWRPB and have an open dialogue about the future direction of travel for the Board.

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 continues to meet on a monthly basis and is now holding a mix of business meetings along with development sessions and the Board has very recently updated its vision statement –

Together improving the health and well-being of people and communities

The NWRPB agreed its Guiding Principles in November 2016 and these remain fit for purpose:

- 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 is reviewed annually however, the core role of the Board remains the same and 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 membership of the NWRPB (as at end of March 2019) is attached in Appendix 1.

The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the North Wales Regional Collaboration Team.

4. Requirements under the Social Services and Well-Being (Wales) Act 2014 and NWRPB Strategic Direction

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

The requirements for the Regional Partnership Boards is set out in the Part 9 Statutory Guidance (Partnership Arrangements); this annual report also includes the specific elements required by Welsh Government to be included in its Annual report.

In line with the requirements of the Act, during 2018/19 the NWRPB continued to develop its approaches to integrated services for the following priority areas:

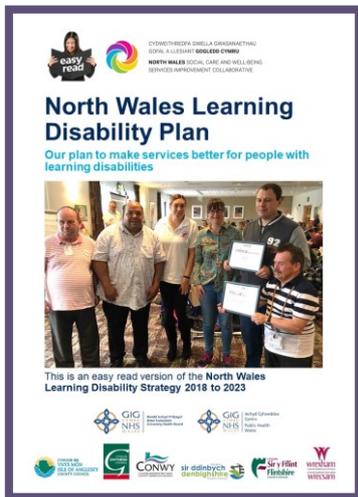
- Older people with complex needs and long term conditions, including dementia
- People with learning disabilities
- Carers, including young carers
- Integrated Family Support Services
- Children with complex needs due to disability or illness.

North Wales Area Plan

The Area Plan sets out the priority areas for integration of services between health and social care and this sets out the direction of travel for the Board. The Area Plan sets out how the region will address the priority areas identified in the Population Needs Assessment. This work remains the golden thread to specific areas of work within the region.

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

As a region, by utilising the Integrated Care Fund (ICF), we have been able to develop a range of integrated services for Older People. This includes the development of Community Resource Teams; falls prevention programmes; step up and step down facilities to stop hospital admissions and facilitate earlier discharges; various services to support people with dementia and their families such as developing dementia support teams to provide flexible outreach support. Specifically, we are supporting a range of initiatives to support the implementation of the National Dementia Action Plan. We have also commenced work to develop a partnership regional dementia strategy. This strategy will be completed during 2019/20.



North Wales Learning Disability Strategy

The Regional Partnership Board has approved an integrated North Wales Learning Disability Strategy. The strategy was written in partnership with health and social care and co-produced with people with learning disabilities. Over 300 people took part in the consultation and information about it reached many more. We worked closely with the North Wales Participation Group which includes representatives from each of the self-advocacy groups in North Wales to write the strategy and produce an Easy Read version.

The vision of the strategy is that people with learning disabilities will have a better quality of life; living locally where they feel 'safe and well', where they are valued and included in their communities and have access to effective personal support that promotes independence, choice and control. It focuses on the areas that people said matter to them: having a good place to live, having something meaningful to do, friends, family and relationships, being safe, being healthy and having the right support. Within each of these areas we include: the needs of people with profound and multiple learning disabilities; and, support through changes in life from early years to ageing well, including the needs of older carers and the transition from children's to adult's services.

To achieve our vision and provide services based on what matters to people we have planned five work packages and secured funding from the transformation programme to deliver them. This includes looking at integrated structures, workforce development, commissioning and procurement, community and culture change and assistive technology.

North Wales Carer's Strategy



The NWRPB is also delighted to have worked on developing a regional strategy for carers. This strategy development has been co-produced with carers, carer's organisations and partners. The strategy sought to understand the experiences of carers and use these to influence changes in service provision and attitudes. Through the development of the strategy we have agreed the following core standards:

- Carers and the essential role that they play are identified at first contact or as soon as possible thereafter
- Carers' views and knowledge are sought, shared, used and regularly updated as overall care plans and strategies take place
- Staff are 'carer aware' and trained in carer engagement strategies
- Staff need to be aware of and welcome the valuable contribution that carers can make and be mindful of carers' own needs. Staff need knowledge, training and support to become carer aware

- Policy and practice protocols on confidentiality and sharing information are in place
- Defined post(s) responsible for carers are in place (carers leads)
- A carer focussed introduction to the service and staff is available, with a relevant range of information across the care pathway
- A range of carer support services are available.
- A self-assessment tool has been developed to monitor the progress of individual partners to measures themselves against these core standards. The NWRPB will monitor the progress on an annual basis

Integrated Family Support Services (IFSS)

The NWRPB commissioned a comprehensive review of the current legal requirements underpinning delivery of IFSS. Those legal requirements were considered in the context of how IFSS has been delivered regionally in North Wales; this involved detailed discussion with and examination of relevant policies and current legal agreements with operational officers from the six local authorities and BCUHB. Some key themes which emerged from this work noted that IFSS staff are highly skilled and because they have protected workloads, are able to deliver a focussed service to families. Not all IFSS's across the region were accepting referrals across the entire spread of statutory criteria. Facilitating early, timely referrals to IFSS was noted to be a common issue as was managing the workflow and maintaining consistent staffing levels in some areas. It is clear that securing consistent members of staff having the spread of skills across both health and social care is critical to the success of IFSS intervention.

As a result of this review, the regional reporting arrangements have been reviewed and a new reporting template produced. Partners will produce reports twice a year (at the end of April and October), and the information will be used to present a final summary report to the NWRPB.

A partnership agreement has been developed which provides a consistent framework for the IFSS arrangements. The agreement is comprehensive and includes provision regarding the reporting, staffing, financial and governance arrangements underpinning the regional arrangements. This approach is aimed at achieving as much consistency as possible in relation to the sub-regional arrangements that are in place whilst allowing for local variation and subtleties of approach; the agreements have been prepared with a view to satisfying the legal requirements as they currently stand but also to offer protection and regulation for partners' relationships with each other.

Children with complex needs due to disability or illness

The Children's Transformation Group agreed that the partnership priorities were;

1. Children with Complex Needs
2. Prevention and mitigation of Adverse Childhood experiences (ACEs)
3. Improving outcomes in the first 1000 days
4. Improving Emotional Health, mental wellbeing and resilience of children
5. Promotion of healthy weight and prevention of childhood obesity
6. Review of crisis intervention services for children and young people who are experiencing an urgent perceived mental health crisis

The work which has been undertaken has enabled partners to understand each other's priorities more fully, both in respect of specialised and universal services. However, each partner will have a view on their own immediate pressures and while there will need to be recognition of this, we need to keep a clear focus on not only the here and now, but importantly the health and well-being of our future generations. During the latter part of 2018 the NWRPB entered into a new stage of development in line with A Healthier Wales, the Transformation Fund and this has led to an ambitious programme of transformation to commence.

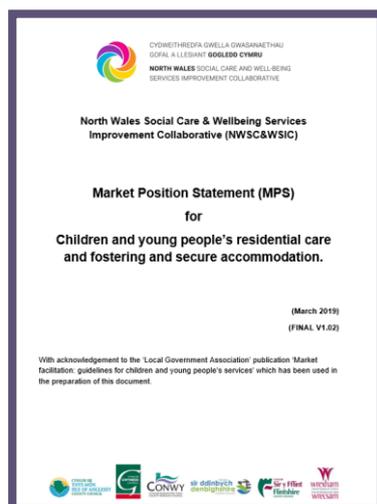
As a region we have linked into the national work around children with complex needs led by the National Commissioning Board and local officers have and continued to be active members on the Ministerial Advisory Group.

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. During 2018/19 the region published a Market Position statement for Care Homes for Older People.

Our **market position statement** sets out our strategic aims for care homes and commits that we will work with care homes to:

- Identify the range of circumstances for which we may be unable to help people to remain safely supported at home
- Confirm models of service in areas where we would promote new development and how we may support or incentivise this
- Maximise opportunities for capital investment in care homes across North Wales, including planned moves to new premises
- Monitor the number of people whose language needs are met/not met within care homes and the numbers of Welsh speaking staff within care homes.
- Improve the healthcare of older people living in care homes.



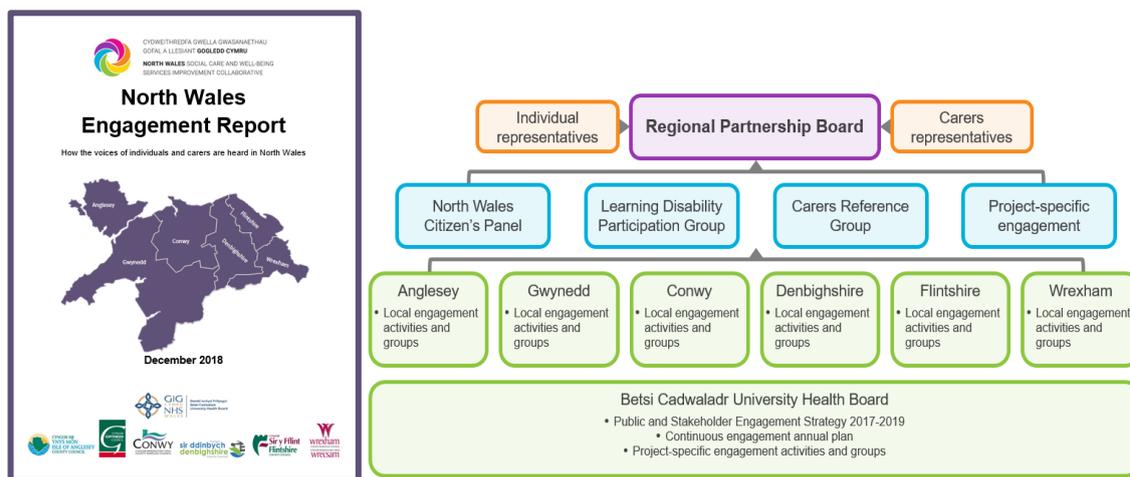
Our **Market Position Statement for Children and Young People’s Residential Care, Fostering and secure accommodation** has been produced by our collaborative commissioning board and the aim of the statement is to encourage commissioners, children and young people and provider organisations to work together to explain what services and support is needed in the region and why. This outlines:

- What support and care services children and young people (and their carers/families) need and how they need them to be provided
- The support and services available at the moment, and what is not available but needs to be
- What support and care services the partners forecast children and young people will need in the future
- What the future of care and support will be like locally, how it will be funded and purchased.
- How commissioners want to shape the opportunities that will be available.

The main aim of the statement is to encourage commissioners, children and young people and provider organisations to work together to explain what services and support is needed in the area and why.

North Wales Engagement Report

This report was compiled specifically for Social Care Wales to demonstrate how, as a region the NWRPB and its statutory partners engage with carers, individuals and citizens, both regionally and locally. The diagram below demonstrates how we are engaging widely both regionally and locally through our partners in addition to our Regional Citizen Panel approach. The report also contains a number of case studies to illustrate a range of ways in which the NWRPB has engaged with a range of partners, individuals and stakeholders.



Pooled Budgets

Our Regional Integration Agreement underpins all our pooled budget arrangements within the region for health and social care services.

During 2018/19, work has taken place to complete a range of partnership agreements as well as renewing others; all these agreements are subject to pooled budget arrangements:

- Regional Strategic Commissioning Partnership Agreement: 2019 – 2024
- Regional Carer’s Partnership Agreement: 2019 – 2022

Regional Integrated Autism Service Agreement; 2017-2021
Integrated Care Fund Agreement; 2017 – 2020.
SCWWDP Partnership Agreement – 6 Local Authorities – 2019

During 2018/19 the region also developed a non-risk sharing pooled budget arrangement in relation to Care Homes Accommodation functions and this provides valuable data to inform our commissioning arrangements. We are now moving to the next stage of activity and working to refine our process and governance arrangements and developing a Section 33 pooled fund arrangement to govern the proposed arrangement.

Regional Workforce

To support the delivery of the North Wales Community Health and Social Care Workforce Strategy, the Regional Workforce Board has received progress updates against the delivery of the strategy during 2018-19 and has developed a work programme for 2019 – 20 which focuses on the workforce requirements to be delivered to support the delivery of the NWRPB's plan to deliver A Healthier Wales. The Board continues to have links with national strategies and priorities including providing training for the registration of care workers with Social Care Wales, the national attraction and recruitment and retention campaign ('WeCFallare') and actively promoting the availability of training to encourage the use of Welsh in the workplace. The Board's priorities remain as:

- Attraction, recruitment and retention of a valued and skilled workforce
- Ensure a competent workforce able to deliver effective transformed services
- Develop workforce intelligence to manage and mitigate risks.

Our Workforce Board also maintains close links with the Regional Skills Partnership within the region.

North Wales Citizen Panel

The North Wales Citizen's Panel gives people a chance to have their say on health and social care services. It is a virtual panel and people can take part in many different ways (based on their preference) including phone call or face-to-face interviews, social media, online chat, online or paper surveys.

The aim of the panel is to gather opinions from communities about the needs of individuals to feed into the developments across the region.

The Panel continues to be 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 includes 254 citizens including young people from the age of 16, adults and Carers. It has a Facebook page and a website (www.llaisygogledd.wales), and information and consultations are added onto these as they occur.

The panel have been involved in consultations including the Population Assessment, the North Wales Workforce Strategy, the Social Services and Well-being Information Leaflet and the North Wales Learning Disability Strategy.

North Wales Social Value Steering Group

In 2018/9 the NWRPB, supported by the Social Value Steering Group reviewed its progress in supporting social value organisations in North Wales and a report on this was provided to the Welsh Government.

The Steering Group works closely with the Social Value Network of organisations, which is aligned to development and academic organisations.

Developments are underway to establish local arrangements 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 are reviewing the social value forum development toolkit.

More Than Just Words North Wales Forum

The Forum has continued to thrive during 2018 – 19 and the group continues to meet on a quarterly basis to facilitate the implementation of More than Just Words across North Wales.

The Forum continues to be a platform for sharing information and examples of good practice and the benefits of following a collaborative approach to ensure the delivery of specific objectives has continued to become increasingly apparent throughout the year. Following the success of the North Wales forum, other regions have now established a forum to facilitate their delivery of More Than Just Words and we are delighted that the North Wales Forum was recognised for its work at the last national More Than Just Words Awards Ceremony.

As a region, we are also fortunate that we have direct links between the region and the national Welsh Language Partnership Board through Morwena Edwards, Gwynedd Council and Dr Elin Walker-Jones from the Health Board.

Areas of challenge that the Forum is currently working through include:

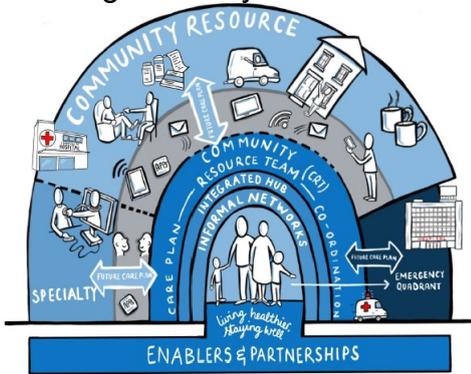
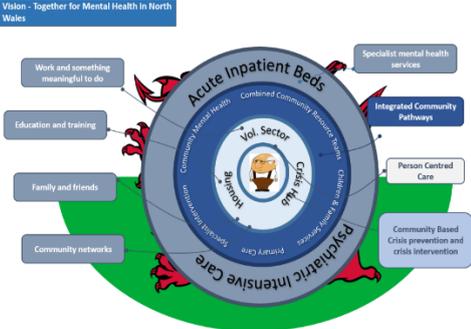
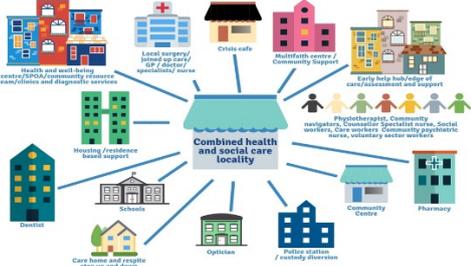
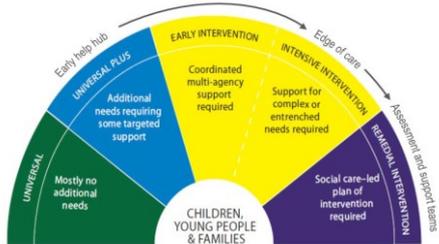
- Recruitment challenges
- Monitoring of progress against key indicators
- Conflicting language policies when establishing integrated teams
- Digital platforms to enable bilingual working
- Clarity of CIW assessment criteria when inspecting care homes
- Supporting the independent sector in achieving the requirements of More than Just Words.
- Capacity for training and supporting learners
- Future sustainability - currency for Welsh language skills in employment.

Parliamentary Review of Health and Social Care and A Healthier Wales

In January 2018 The Parliamentary Review of Health and Social Care In Wales report was published “**A Revolution from Within: Transforming Health and Care in Wales**”. This was then followed “**A Healthier Wales: our Plan for Health and Social Care**” published by Welsh Government. Regional partnership Boards were asked to develop a regional plan for submission to Welsh Government on how it would implement A Healthier Wales. During the summer of 2018 members of the NWRPB worked collectively to develop its plan. The foundation of this plan was the

work which the NWRPB had commenced over the last couple of years and the Population Needs Assessment and Area Plan 2018-2023.

The main areas of our plan fall into 4 programmes:

<p>Seamless services for people with a Learning Disability</p>  <p>Grant award: December 2018</p>	<p>Seamless model of learning disability services based on 'what matters'. Build on family support, informal networks and CRT models.</p> <ul style="list-style-type: none"> • Integrated health and social care services • Workforce development to create better awareness of disability issues among the wider public sector workforce. • Commissioning and procurement - housing and support services • Assistive technology - help people become more independent. • Community and culture change. Increasing the number of people employed in paid work, accessing training, and volunteering.
<p>Together for Mental Health</p>  <p>Grant award: December 2018</p>	<p>Integrated urgent care system to support people in mental health crisis.</p> <p>Prevent: identification of individuals with high levels of vulnerability and develop a multi-agency approach to prevent crisis occurring.</p> <p>Respond: multi-agency crisis care pathway to provide prudent (right time, right response, right place) care and support for individuals.</p> <p>Workforce development: Train front-line staff from all organisations to improve practice to avoid crisis.</p> <p>Housing: increase supported housing options with a recovery pathway for individuals.</p>
<p>Community Services Transformation</p>  <p>Grant award: March 2019</p>	<p>Combined health and social care localities - primary care clusters, build on work to date, links with local CRTS. Regional design local delivery.</p> <ul style="list-style-type: none"> • Develop a sustainable workforce to meet the community transformation agenda. • Identify a model for digitally-enabled care, support and well-being that can be developed across North Wales and adapted to meet local need. <p>Develop community networks with third sector. Support well-being services, promote inclusion and participation and co-ordinate social prescription</p>
<p>Children and Young People Transformation</p>  <p>Grant award: March 2019</p>	<p>Focus on children and young people as part of the regional vision for seamless locality based services.</p> <ul style="list-style-type: none"> • Early help: develop early intervention/help hubs • Edge of care: extend access to therapeutic support in integrated teams/pathways • Assessment and support teams: short term residential assessment with a multi-disciplinary on site team to identify the most appropriate placement

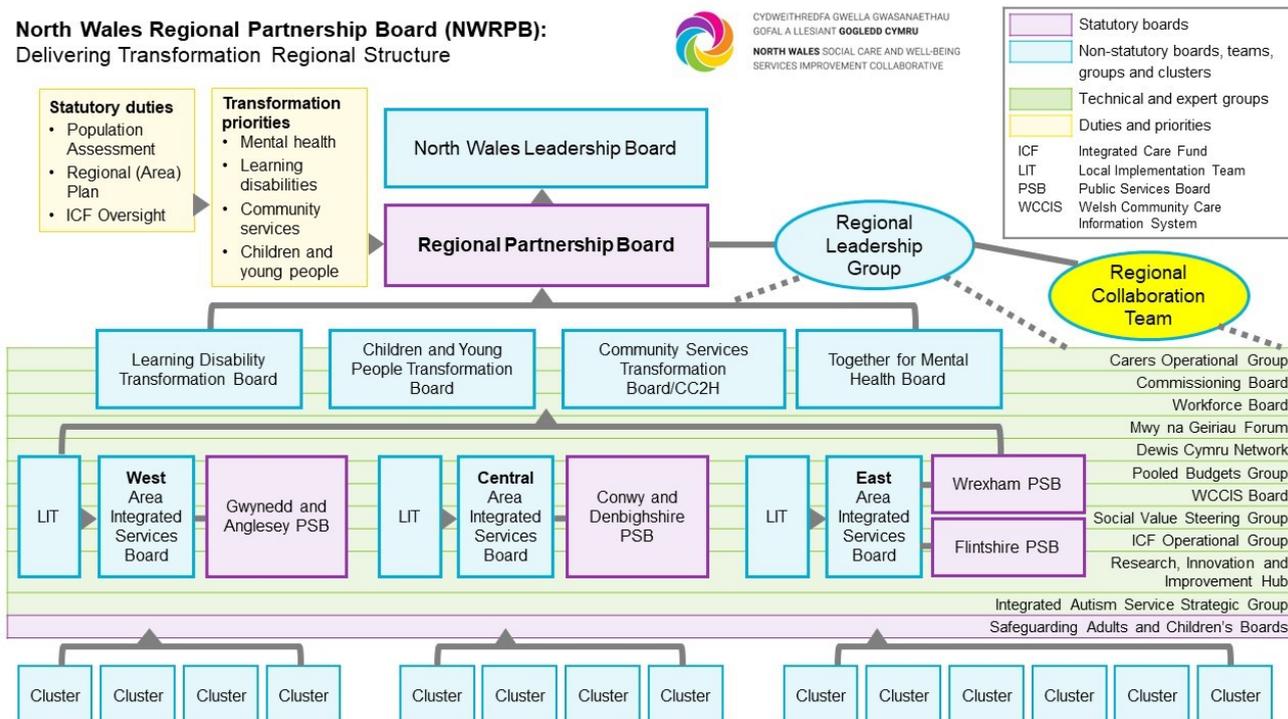
The Welsh Government also requires RPB's to establish Research, Innovation and Improvement Hubs; the NWRPB has agreed its proposal for accomplishing this and this has been submitted to Welsh Government for approval. The North Wales Research, Innovation and Improvement Hub, if successful, would become the regional centre for information to support health and social care service redesign and development, coordinating knowledge across the region and with other regional hubs. The focus will be on supporting local innovation and partnerships which drive towards new models of health and social care.

The hub would provide a key element of the supporting infrastructure for knowledge transfer and mobilisation. The hub will have the greatest impact on improving outcomes if it works closely with other initiatives including leadership, workforce development and other infrastructure to drive change. The proposal will involve working closely with the six local authorities, Betsi Cadwaladr University Health Board (BCUHB), Public Health Wales, Bangor University and Glyndwr University, industry, the voluntary and independent sectors.

5. Governance and partnership arrangements

The Institute of Public Care undertook a governance review in relation to the NWRPB. The NWRPB now formally reports to the North Wales Leadership Board on a regular basis.

The governance structure of the NWRPB will be formalised in early 2019/20 and the potential new structure is drafted as below. We will also be reviewing our Terms of Reference and updating our Area plan to reflect the priorities for 2019/20.



6. 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 continues to maintain oversight of the Integrated Care Fund for the region. During 2018/19 we have worked with partners to agree key performance indicators, outcomes and outputs to report consistently on our programmes both regionally and nationally.

As at end of Quarter 4, the NWRPB can report the following:

- The total number of people supported to remain at home across the region through community support and integration programmes 3525 and it is estimated that a total of 116,867 hospital bed days were saved through these programmes.
- The falls programme recorded that the number of FRAT (Falls Risk Assessment Tools) referrals for the year was 2733 and the number of MRA (Multifactorial risk Assessment) assessments completed was 1015.
- Our single points of access which are partly funded from ICF received 46,109 contacts and from those 14,973 referrals were made to a range of health and social care services.
- Where our ICF funding is contributing to our progression programme, (supporting children young people and families) we supported a total of 381 individuals within the year.
- Within our Step up/Step down programme to support older people (partly funded by ICF monies) we recorded that 594 people were supported in the year.

All these programmes are focussing on keeping people in their own homes; reducing the number of hospital admissions and enabling earlier discharge from hospital.

As part of our ICF programme we collate case studies, and some examples are included here:

Single Point of Access:

Outcome of Tim's call to SPOA was that he felt listened to and more helpful that his situation could improve as he discovered there is support out there. A follow up call will be undertaken by the SPOA advisor to find out if the interventions suggested made a difference. Tim reported that he was extremely grateful for the opportunity to chat and for the SPOA advisor's understanding go his needs, he was also pleased about not having a social worker visit him as he was worried about this.

Community Navigator:

"Stuart thanked the Wellbeing Co-ordinator for listening and making the calls on his behalf".

"thank you so much for your time today, we came away with a much clearer idea of the route ahead and the many avenues to explore to be able to tailor make a care plan to suit my mother ...(and me). It was kind of you to get back to us so quickly,

with useful links to available services. We will no doubt be back to you with any queries that may arise”.

Progression Service:

This support has been positive for A, although his behaviour remains challenging within his school setting, this support has proven to be effective in supporting a transition to a local authority foster placement. A is no longer absconding from the home and is developing a positive relationships with carers and the family. From my home visits to A, A appears as a different child. I have the sense that A is relaxed and settled. It is apparent that A is receiving the nurturing support that he craves, both in and outside the home.

7. Statutory provisions

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

The following statutory provisions are permitted to be used to underpin the NWRPB’s work:

- 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).

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.

8. Board priorities moving forward:

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 developed significantly over the last year and members of the Board acknowledge that this is the case and the maturity of the Board now enables robust discussions and debates to take place. The Board has successfully developed a range of strategies, plans, frameworks and design principles to underpin its strategic direction as well as to ensure that local delivery is effective through its sub-regional partnership approach.

The NWRPB's immediate priorities for 2019/20 is the delivery of its 4 transformation programmes for 'A Healthier Wales' which will see the rapid development of integrated community based services across the region, building on and rolling out what has been found to be successful in bringing positive outcomes to citizens. It is inevitable that the journey of integration will proceed beyond this next year and the NWRPB will also continue with its endeavours to drive integrated and joint working in line with the recommendations within A Healthier Wales which is broader than its immediate work priorities of transforming services within 4 significant key areas.

The NWRPB will maintain operational management oversight of the Integrated Care Fund and the Transformation Funding grants.

The NWRPB will establish the Research, Innovation and Improvement Hub as required by A Healthier Wales if its proposal to Welsh Government is successful, and will continue to work both locally, regionally and nationally as required, to deliver a truly integrated health and social care system within the region.

In the medium to longer term members of the NWRPB are keen to focus on developing outcomes measures to demonstrate that individual outcomes are being met; developing more effective co-production; further development of clusters and moving to joint leadership and governance arrangements; further development of joint working between RPB's and PSB's. Within its forthcoming development programme the NWRPB will be developing its longer term strategy for the delivery of health and social care services in the future.

Appendix 1 – Membership of the NWRPB (as at end March 2019)

Name	Title
Bethan Jones Edwards	Head of Regional Collaboration
Bethan E Jones	Betsi Cadwaladr University Health Board
Caroline Turner	Isle of Anglesey County Council
Charlotte Walton	Wrexham County Borough Council
Dr Chris Stockport	Betsi Cadwaladr University Health Board
Clare Budden	Housing Representative
Cllr Bobby Feeley	Denbighshire County Council
Cllr Christine Jones	Flintshire County Council
Cllr Joan Lowe	Wrexham County Borough Council
Cllr Liz Roberts	Conwy County Borough Council
Cllr Llinos Medi Huws	Isle of Anglesey County Council
Cllr William Gareth Roberts (chair)	Gwynedd Council
David Worrall	Third Sector Representative
Estelle Hitchon	WAST (Co-opted)
Ffion Johnstone	Betsi Cadwaladr University Health Board
Jennie Lewis	Carer Rep
Jenny Williams	Conwy County Borough Council
Judith Greenhalgh	NWRLB/CEO Representative
Kevin Roberts	North Wales Fire and Rescue Service (Co-opted)
Lynda Colwell	Third Sector Representative
Marian Wyn Jones	Betsi Cadwaladr University Health Board
Mark Wilkinson	Betsi Cadwaladr University Health Board
Mary Wimbury	Provider Representative
Morwena Edwards	Gwynedd Council
Neill Anderson	North Wales Police (Co-opted)
Neil Ayling	Flintshire County Council
Nicola Stubbins	Denbighshire County Council
Peter Williams	Carer Rep
Rob Smith	Betsi Cadwaladr University Health Board
Richard Weigh	Chief Finance Officer (Section 151) (Co-opted)
Shan Lloyd Williams	Housing Representative
Teresa Owen	Betsi Cadwaladr University Health Board
Vacant (Out to EOI)	Service User Representative

Name	Title
Wendy Jones	North Wales VSC's (Co-opted)
Ruth Whittingham	Regional Collaboration Team