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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Notes of the North Wales Regional Partnership Board Meeting

7 August 2020

1:00 pm to 2:40 pm

Via Skype

Present:	Teresa Owen (chair), Bethan Jones Edwards, Alwyn Jones, Cllr Joan Lowe (JLo), Estelle Hitchon, Jennie Lewis (JLe), Jenny Williams, John Gladston, John Gallanders, Paul Scott in attendance for Kevin Roberts, Cllr Llinos Medi Huws, Mary Wimbury (MWim), Neil Ayling, Nicola Stubbins, Peter Williams, Rob Smith, Helen Corcoran
Apologies:	Morwena Edwards, Chris Stockport, Cllr Louise Emery, Fon Roberts, Bethan E Jones, Kevin Roberts, Clare Budden, Ffion Johnstone, Shan Lloyd Williams, Cllr Christine Jones, Cllr Dafydd Meurig, Cllr Bobby Feeley, Lynda Colwell, Judith Greenhalgh, Mark Wilkinson, Catherine Elaine Jones, Lucy Reid, Roma Hooper

1 Welcome, introductions and apologies

The chair extended a warm welcome to everyone and apologies were noted as above.

2 Notes and actions of last meetings

The notes of meeting 10.7.2020 were accepted as a correct record.

Actions:

- LS/BJE to discuss Dementia Strategy with JGa – arranged for 13.8.2020. BJE has also emailed JGa but no response received to date.
- Forward cover report to take through LA and BCU governance and democratic process – BJE informed the cover report will be available once the Dementia Strategy has been updated and reviewed in line with Covid and taken account of comments made at the last RPB meeting
- Focus and Priorities report – no further feedback has been received. BJE to revise and the final document will be presented to the September RPB for sign-off.
- Share contact with RG – completed

- Share contact with NC – completed
- Homeless document on the July agenda – deferred to September RPB due to annual leave of presenters.

Outstanding actions:

- Testing within Care Homes - TO to discuss with MWim

TO advised of a delay in the Care Homes report. Improvements have been seen within testing across Wales.

MWim agreed that the situation has generally improved, with testing for all Care Homes moving over to the portal on 10.8.2020. However, surprised this has happened today. Care Homes already using the portal report positive experience, with other Care Homes choosing not to use the portal due to the requirements of staff time. A question was raised why is it appropriate to test staff and not district nurses?

TO advised Care homes staff testing is changing to fortnightly across most of Wales, however is staying at weekly intervals across North Wales for the time being.

JGa reported an issue with the gov.uk test portal last week which caused distress in homes resulting in staff going to the community pop-up testing centres. Consequently the results did not show on the local portal, causing missing data.

MWim added staff using the community testing sites also pose a potential infection risk.

Simultaneous Translation

BJE informed simultaneous translation facilities on a different virtual platform is continuing to be explored by DCC IT services. Contact has been made with IACC who currently use MS Teams virtual platform and simultaneous translation concurrently. This system involves attendees linking into the meeting through the web via laptops, tablets etc and another invitation, circulated by the translator links those members who require translation services via their telephones. We are aware some RPB members continue to struggle linking to the meetings via skype and use the telephone option. The translators would also need to have a MS Teams licences to enable them to do this. This work is still in progress.

Actions

- Focus and Priorities Report – agenda September – RW
- Homeless document – September agenda – RW

3 Social Services and Well-being (Wales) Act 2014 – updated Codes and Guidance: Part 9 Statutory Guidance (Partnership Arrangements) –Bethan Jones Edward

BJE explained that given the changes in the Part 9 Statutory Codes and Guidance, feedback received from members have been included on the slides within the pack. NWRPB members therefore to agree a solution in relation to the following:

- Additional membership requirements vs size of the Board and keeping membership manageable,
- Co-opted members – is it still appropriate to have co-opted members? at present there is no term for co-opted members – should there be in line with other seats?

TO, while aware of being a co-opted RPB member, the Director of Public Health is not necessarily a representative of BCU. Members are to consider the options available i.e.

1. Where Guidance states at least one, it is only one seat that should be available throughout?
2. Should we continue to have co-opted membership?
3. Rather than co-opted membership should additional membership be invited for specific agenda items of interest/where input required – not for every meeting
4. Alignment of term for seats e.g. 2 years (for those representing sectors i.e. recruited by invite or EOI)

HC (co-opted from the NWP)

Having a term may face a few problems. The role is concerned around having the right person from the organisation who can link to the various services within NWP.

How is a decision made when co-opted members should/should not be invited for specific agenda items? Different parts of the agenda often link into business co-opted members are already cited and further discussions may well provide new links to be disseminated within organisations.

EH (co-opted from WAST)

From WAST perspective EH finds membership valuable, however, appreciates the challenge faced with such a large region compared to other RPB's in Wales. The challenge for all is the effectiveness of the board rather than the size.

EH also noted concern with co-opted members invited for specific agenda items, advance notice would be required and the board might not realise co-opted members are needed until they are not in the room, believing a

broader group enriches discussions.

Cllr LLM voiced her concern in relation to having one elected member on the RPB, and raised concern that the democratic voice across the region would be lost, and a challenge for one elected member to represent all elected member in the region.

Paul Scott deputising for KR (co-opted from NWFRS)

NWFRS consider co-opted members should be as and when required. However, this would be challenging to ensure organisations are not missed and forgotten about.

JGal believes one of the key issues for representatives is operational timescale for meeting papers. Realising there are various reasons but it becomes impossible to seek views from the specialist Third Sector organisations for comments. Without having this opportunity a CVC is a representative from rather than a representative of the Third Sector.

BJE informed there is a recognition within the amended Part 9 Guidance Third Sector, Citizen and Carer representatives cannot be expected to represent all people within their organisation/sectors.

NS noted as Director of Social Services she is a required RPB member from the inception of the Board. The work of the RPB has significantly increased over recent years and feels the Board has moved away from its' original purpose to integrate H & S C. NS is in agreement that being effective is not being related to size, but considers the size of the current board does prevent from being effective, potentially becoming a discussion Board rather than an action Board. AHW has also brought different expectations for the RPB, and whilst WG and AHW have broadened the RPB scope, it is for the board to determine the work of the board i.e. focus on a smaller number of work-streams really well or lots of work-streams as well as possible.

RS noted the Part 9 guidance states only one membership is required from BCUHB, and considered one person would be unable to represent all services at a corporate level across BCUHB.

NS also raised concern on deputies for co-opted members, which has created challenges of not being sufficiently informed on the work to be able to contribute to discussions and decisions, although, this has not been an issue lately. A suggested way forward is the named co-opted member to attend only.

Cllr LIM agreed with NS comments, co-opted members to be invited for specific discussions and accept nominated representative due to illness. Excluding this, names person to attend only as and when required, and suggested trialling this for a period.

NS conscious of numbers, and with the agreed Housing RSL reduced to one, and increase LA housing representative, the NWRPB is remaining the same size.

EH requested, if Co-opted members were invited as and when, that all co-opted members continue to be cited on wider discussions. However, preference would be to retain co-opted members but to be very clear about focussing on decision making.

JGla suggested maintaining NWP, PHW and WAST as key partners, with other co-opted invited as and when required.

The chair proposed 2 options:

- Maintain and continue with current members, amend co-opted to names individuals only, no deputies
- Trial meetings without co-opted members

Following a broad discussion, members were in agreement for TO and BJE to continue discussions on the above options outside RPB with Co-opted members, and paper to be presented to the September RPB

- Additional membership – what process do we wish to take to select/ appoint/invite the additional members?

RSL Representative - following discussion RPB members were in agreement to reduce the RSL to 1 representative. TO noted being grateful for the willingness of CB and SLW to suggest this approach.

LA Housing Representative - Cllr LLM considered the decision to appoint additional membership should be taken by the NW CEO's, and proposed BJE discuss this requirement with CEO's.

LA Education Representative - Cllr JLo believed the decision to appoint the Education representative should also be made by NW CEO's, including Council Leaders, and proposed BJE discuss this requirement with CEO's/Council Leaders.

- What is the most effective way in which members can ensure that they are sharing information on RPB matters to their counterparts and ensure that they are feeding back a wider view to the RPB.

Each member that sits on the board are accepted/asked to share within their own organisations. Throughout the year statutory partners are requested to take strategies/reports through their own political/governance processes which are then shared with their organisation.

BJE reminded everyone of the regional collaboration website, which provides information on all NWRPB work-streams as well as minutes of the RPB. All information is uploaded once translated.

PW stated his term as Care representative finishes at the end of August, and agreed to continue attending on an interim basis until the Eol process has been completed and enquired if the packs had been circulated.

PW agreed to continue until October 2020.

BJE informed that the pack will be circulated imminently.

JLe added in relation to the Eol Carer representative, following discussions with PW it would be helpful for the Eol to include further clarity around the role, emphasising what is expected by the carer representative in terms of the regional role. JLe would welcome being part of the discussion. JLe also confirmed, due to her personal circumstance, and lack of any practical support for her daughter during Covid, being unable to continue beyond the end of term, which is today.

BJE agreed to contact PW and JLe and review the demand of the carer role in particular from a national point of view; with invitations to attend a range of national and other organisational meetings due to the being a Carer role on the RPB.

- How to meet the additional requirements and expectations - does this alter the draft focus and priorities draft document;

BJE advised no further comments have been received in relation to the requirements and expectations of the Draft Focus and Priorities report. BJE will reflect and include a statement on Covid and the recovery phase and the final report will be presented at the September RPB for sign-off.

The 3 prompts (below) will be deferred to a September discussion:

- How do we ensure appropriate and regular reporting to partner

organisation's political and/or governance structures; what is reported and frequency; scrutiny on the work of the board;

- How do we ensure that we have the appropriate sub-groups as required by the guidance?
- Does the board need to consider a more formal monitoring officer type role to ensure that it is meeting its requirements or is an oversight by the Head of Regional Collaboration Officer and Chair sufficient?

TO thanked BJE for the work on creating the slides to assist with the discussion.

Actions

- Extend the Carer representative current period to end of October 2020 - BJE
- Reflect on JLe comments, roles and responsibilities set out for Carer representative seats - BJE
- Amend EoI and circulate BJE/RW
- The 3 prompts that were not discussed to be deferred to a September discussion – BJE/RW

4 North Wales Workforce Board update report – Jenny Williams

JW provided an update on the 2019-2020 work programme undertaken by the NWWB throughout the year, and acknowledged the work completed by Carol Dale, Workforce Project Manager.

Developments include:

- The Regional Facilitation Grant (6 LA grant funding):
 - Establishment of a regional WeCare Group - this group will influence, promote and contribute to the development and purpose, of Social Care Wales' national strategy and priorities for the national recruitment / attraction campaign.
 - Successfully recruiting an individual into the role of Care Career Connector to lead on co-ordinating recruitment campaigns across the region and liaise with colleagues in similar roles through the national and regional stakeholder group - funded for a two year period.
- A successful application to the WG Foundation Economy Challenge Fund, to support issues of recruitment and staff development across H & SC, to provide commitment and support to the Domiciliary Care and Care Homes workers.
- Working with Rural Health Care Wales to conduct desktop research on the identification of best practice models in the delivery of Health & Care services and their potential implementation in North Wales.
- Delivery of the Social Care Workforce Development Programme at a regional and local level and delivery of key outcomes has continued and achievements that have been made are:

- Partnership working with Social Care Wales to improve understanding of registration requirements, the standards required as stipulated within the code of professional conduct and to avoid duplication.
 - Continued facilitation of Registered Managers Forums
 - Joint working with Education providers and other partners to support social workers with post qualifying development to maintain and improve standards
- Linking to the 4 Transformation programmes with any tasks that the board can take forward.
 - Develop a suitable process to administer and assess competency of the provision of medicines in care home settings

The work programme will focus on the above areas with a strong input from BCU.

JW noted the risks:

- Impact of workforce regulation (registration of domiciliary support & care home workers) on recruitment & retention
- Funding requirements / long term investment required for training and development to maintain a sustainable workforce, delivering new service models
- Impact of not having an agreed career pathway on retention

JW noted in the early weeks of Covid, NWWB offered to support with non-clinical roles within the 3 field hospitals, but this offer was not taken up as the field hospitals were not commissioned. JW informed the NWWB continue to be available to assist, if the field hospitals are to be commissioned.

JW informed on one very positive factor as a result of Covid has been the ability to access BCU agency staff for Care Homes. This scheme is indebted to the respective HR leads from both organisations.

NS reported on a recent discussion with WG and the BAME Workforce Group meeting, and one issue in particular due to the outstanding concerns and risk assessment within the BAME community and the impact of Covid, talented members of staff who have been collectively invested in over the years could be lost. This is true not only within the BAME community, but also shielding staff members, who are unable to return to their roles following a risk assessment and

NS took the opportunity to ask if the RPB could take a strategic approach to this issue to ensure staff members are not lost to other forms of work until a point in time when they are able to return to their substantive roles safely, and proposed this action if taken by the NWWB.

MWim advised many H & SC settings have to rely on a wide range of agency staff. Bank staff in Health have access to training opportunities, which is generally not the same for agency staff. This will have significant implications and asked if the NWWB would be prepared to take on.

JGal highlighted that agency staff are often not fully up to date with current requirements and also unable to perform certain roles within health settings.

The issue of training for agency staff has been highlighted on numerous occasions in HIW inspections where JGal has been involved. This risk area is very high.

MWim added there are also issues in terms of infection control with agency staff moving from setting to setting in current climate, and until providers are commissioned to have a bigger staff base it will be difficult to find a solution.

JW was in agreement to the BAME proposal and will also take on board the issues of staff training.

The NWRPB were in agreement to endorse the recommendations in the NWWB report.

1. Note progress with current work programme
2. Note the work planned for next reporting period
3. Acknowledge the development of the strategic risk register

5 Health & Social Care Recovery Group – Judith Greenhalgh/Bethan Jones Edwards

BJE provided a verbal update in JG's absence.

Work completed since the last update 10.7.2020:

- All delivery groups identified to lead on the different work-streams, as agreed by the RPB, have been contacted by the Chair to prepare a baseline report (situational analysis)
- Baseline reports are due from each work-stream
- A Situational Analysis Report (SAR) will be compiled from the baseline reports to give a better analysis of the recovery programme
- A report on the recovery work will be included in the NWRPB pack for September

The following areas of work are also being progressed:

- A Data Cell group has been established to collate all professional local and regional data into one report, and Ian Howard BCU is leading with nominations from each LA.
- The WG Reasonable Worst Case Scenario (RWCS) report is expected which will steer the recovery plans
- Development of a winter plan, working via the 3 Area ISB meetings.

At the last meeting 6.8.2020 CCBC presented their SAR report and there was a discussion about some considerations for future working across health and social care:

- Digital/IT;
- staff well-being
- Existing groups have been utilised to take on some of the work-streams – the Regional Commissioning Board have been asked to consider the Provider Recovery Element.

Actions

- Written report to include situational analysis to be brought to next NWRPB meeting - BJE
- Winter Plan to be presented to the RPB once completed - BJE

6 AOB

Chair for NW Social Value Steering group (sub-group of RPB as required in the Code and Guidance)

The SVF, a sub-group of the RPB does not now have a permanent chair. The chair enquired if any members of the Social Value Forum who are also members of the RPB would consider taking the chair of the SVFSG. It was decided the chair will write out to those members requesting to seek their support in chairing.

Prevention and response to Covid-19 in Wales – Lessons learned and request to develop Local Plans – John Gallanders

TO explained that the region have been asked to formalise planning and response arrangements in relation to local Covid-19. MWil is the BCU lead. Two meetings have been held to date with Environment officers and Trading Standard. The timeline is tight with the report due to WG by 12.8.2020. This is a pivotal plan and links in to the work of the H & C RG. TO offered to update colleagues further with off-line discussions, if required.

JG is grateful for the response and felt it important that all RPB members were cited on the report, also recognising the short turn around by WG.

LLM believed a local impact approach being the only way to tackle Covid swiftly, believing a regional approach would not be at all helpful. The deadline given by WG during the busiest part of the year during summer is also considered unfair on partners.

The letter and information to be send out to RPB members and updates to be provided also.

Letter to Mark Polin – Future Generations Report 2020 – Teresa Owen/Mark Wilkinson

Letter from Sophie Howe, Future Generations Commissioner for Wales noting the key findings and recommendations within the Future Generations Report

Finally the chair took the opportunity to give sincere thanks JLe for her support and contribution to the board over the last 2 year, as this is her last meeting as Carer representative.

7 For information:

The following documents were included for information:

- ICF WAO Report Sept 2019 update on the actions for RPB
- Action Plan for Care Homes
- Letter from Julie James WG

8 Date of the next meeting

Friday 11th September 2020 - 9:00 am – 11:30 am