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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

Notes of the North Wales Regional Partnership Board Meeting

11 September 2020

9:00 am to 11:30 am

Via MS Teams

Present:	Teresa Owen, Bethan Jones Edwards, Alwyn Jones, Morwena Edwards, Bethan E Jones, Chris Stockport, Clare Budden (attended until 10:00 am), Cllr Bobby Feeley (attended until 10:00 am), Cllr Joan Lowe, Cllr Louise Emery (attended until 11:00 am), Craig Macleod (in attendance for Neil Ayling), Estelle Hitchon, Fon Roberts (joined the meeting at 9:30 am), Helen Corcoran, Kate Devonport attended in place of Jenny Williams, John Gladston, John Gallanders, Judith Greenhalgh, Kevin Roberts, Lynda Colwell, Lucy Reid, Mark Wilkinson (MWil), Mary Wimbury (MWim), Neil Ayling (attended until 10:00 am), Nicola Stubbins, Rob Smith, Shan Lloyd Williams
Apologies:	Jenny Williams, Roma Hooper, Cllr Christine Jones, Cllr Dafydd Meurig, Peter Williams, Ffion Johnstone, Steve Gadd, Catherine Elaine Jones, Cllr Llinos Medi Huws
In attendance:	Linsey Waters, Homeless, WG Professor Nicky Callow, Dean, College Human Sciences, Bangor University & Independent member of the Health Board Shelley Davies, Head of Partnership and Integration, Social Services and Integration Directorate, WG

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 meeting – August 2020

The minutes of meeting 7.8.2020 were agreed as a correct record.

Completed Actions

- LS/BJE to discuss Dementia Strategy with JGa
- Presentation on homeless – on today's agenda

- Arrange meeting TO/BJE & co-opted members – arranged 11.9.20
- Eol Carer Representative has been updated and circulated
- SSWBA Part 9 Guidance – outstanding membership discussion – deferred to October NWRPB
- H&CRG written report to include situational analysis– on today's agenda

Outstanding Actions

- Testing within Care Homes - TO discuss with MWim
- 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 - BJE
- Winter plan to be presented once completed - BJE
- Focus and Priorities Report - BJE
- Prevention and response to Covid-19 in Wales – MWil to update report

3 Strategic Planning Framework for Housing Support Services –

Linsey Waters/ Helen Corcoran/Clare Budden /Shan Lloyd Williams

Linsey Waters, Senior Probation Officer, is currently seconded to WG and leading on the Criminal Justice aspect of homelessness.

LW provided a background to the work in the context of Covid:

- Phase 1 funding (£10M) awarded for successfully bringing people into emergency accommodation during Covid.
- Phase 2, additional £40M involves moving individuals on from emergency accommodation and developing effective supported accommodation, thus avoiding reverting back to rough sleeping.

70 capital projects have provided over 700 new beds into the system, and provided support to review complex needs, MH, substance misuse. The next steps will involve LA's short and long term activity. LW appealed for individuals who are involved in any of the projects to ensure NWP and HMPPS are also involved to provide support in all discussions.

SLW provided a brief on the Housing Associations (HA) and homelessness and the activity taking place across North Wales.

HA's are working with the local authorities, offering vacant properties to homeless households from their housing registers.

The collective goal is to evict no one into homelessness- and one RSL showed a 85% reduction last year. Work is on-going to avoid evictions from temporary accommodation too and there is a range of tools available to support tenants.

3 of the RSLs are providers of dedicated accommodation and support for young people aged 16-25 and there is a very high success rate and are engaged in further development work in Anglesey, Wrexham and Flintshire funded by phase 2 of the homelessness grant and our own money.

2 of the RSLs provide Domestic Violence refuges and wider DV support services and 5 RSL's are involved in Housing First projects.

2 RSLs also provide wider outreach and floating support to homeless individuals in Conwy, Denbigh, and Gwynedd and Ynys Môn.

Phase 1 - During COVID-19, a significant number of properties were provided for use by local authorities as permanent or temporary accommodation for homeless households. Existing accommodation was also re-modelled to comply with COVID-19 regulations including our refuges. Services were also re-configured to deliver support remotely and SLW provided a number of examples.

Now looking forward to Phase 2 there are a number of initiatives underway for example use of RSL buildings for homeless people, supported accommodation flats and re-modelling of flats and accommodation units for young people. Funding has been awarded to build new homes to replace night shelter and tenancy support services are available to support the homeless. RSL's are also seconding staff to Gwynedd Council to provide additional capacity to support the homeless.

CB thanked for the opportunity to present homelessness at today's meeting, probably the first RPB to have the opportunity to examine the homeless action support plan recently sent to the Minister. CB requested all RPB members to read this report.

Phase 1 and Phase 2 report have been warmly received by WG, and WG support is anticipated.

This crucial report identifies homelessness not as a housing issues, but rather a fundamental issue that everyone have a responsibility to address. The evidence driver is poverty and health issues, and the action group identifies strong partnerships prevent homelessness in many cases.

CB further noted WG expect LA and HA's not to evict tenants and a strong partnership is required to deliver this requirement, with a 'No Wrong Door' approach to address homelessness, by providing early intervention before reaching crisis point.

CB is proposing RPB partners come together in North Wales to develop a Regional Homelessness Strategy

LR welcomed the update and gives full support to this project and noted the impact this has on health and social care services.

RS also offered full support to the project and suggested linking with existing multi-agency work ongoing locally, and expand the work of the T4MH and CST Transformation Programmes to include this work-stream, to avoid setting up new initiatives. KR agreed with RS around using existing groups.

HC informed Phase 2 will also involve ensuring everyone are aware and cited on the pathways linked to MH as we progress and include the challenges presented by Covid.

NS drew attention to the Regional Supporting People Group (RSPG), who have a wide number of stakeholder and structures in place to take this work-stream.

BJE also noted that within the updated Part 9 guidance the RSPG should report to the RPB.

JGa enquired of the 700 new spaces, if there is a split between how many are emergency shelter units and how many are move on and if adequate revenue funding is being made available for the essential wrap around support. LW replied that these are all funded on the basis that there is a rapid rehousing focus. There is £10m revenue funding primarily focussed on wrap around support.

EH highlight the importance of homelessness in recovery from COVID.

Finally LW informed prior to Covid, WG and HMPPS had developed a joint strategy to response to homelessness and within this context homelessness prevention task forces have been established and the regional group for North Wales is due to meet in the next few weeks, and LW suggested this group could be utilised to progress the work.

SLW agreed this would be a good start, giving the assurance to monitor and finding a way to overcome the barriers for a better outcome for everyone.

CB also agreed that the mechanism LW referred to was one option. The CST work-stream could also be utilised and agreed to contact colleagues (and the Regional Supporting Board) who offered support for further clarification regarding broaden the remit of existing groups.

4 I North Wales Medical School presentation & discussion – Professor Nicky Callow, College Human Sciences, Bangor University

NC provided a brief overview of the regional context, provide a snap-shot of the current provision in the area, highlight the business cases that has been worked on by Bangor and the Health Board and presented to WG.

Bangor university also offers commissioning opportunities with students in different professional disciplines working and training together i.e. speech and language, paramedics; specialist courses within the School of Sport, Health and Exercise Science; various research opportunities and the option of Welsh medium learning with 70% of staff having Welsh language ability.

The North Wales Medical School will benefit North Wales:

- Workforce pressures, recruitment and retention.
- Research capacity linked to the regional provision
- Savings allowing for re-investment
- Improve economic impact in the region

The Strategic Outline Business case will pave the way for a full business case addressing Education and Skills, Research Enterprise and Innovation, Engagement and Communications and Infrastructure, digital and estates via a Programme Management Officer working with regional stakeholders.

CS welcomed the business case and fully supported the proposal which has the potential to revolutionize North Wales, not only benefitting recruitment and retention but inter-disciplinary training, bringing an end to training silos for health professionals.

BJE enquired if there was an opportunity to have a discussion as to whether the Research, Innovation and Information Hub could be linked to this initiative to safeguard its' future longevity. The RIIH has been established as requirement of WG AHW across H & SC funded via WG grant, which has recently been extended to March 2022.

NC confirmed having already met with BCU research colleagues to map out the WG review, initiating Health Board documents have to be submitted on this work and proposed that a colleagues from Bangor University is invited to sit on the RIIH Strategic Board to assist with this work.

EH agreed with the upcoming relook at university status being a great opportunity, and informed WAST are also considering applying for university trust status in this round.

MWil strongly supported the proposal and enquired on the next steps over the following 6 to 12 months.

NC informed the university are now waiting for the go ahead to progress with a full business case. Verbal discussions outlining the case has been positively received and the decision is expected at the end of September. NC also informed that the RPB will be crucial to progress the stakeholder mapping in relation to the inter-disciplinary case.

TO thanked NC for her informative presentation which has been very well received by NWRPB members and asked NC to keep the board informed of the work.

5 Children and Young People – Craig Macleod

- **No wrong door, Children’s Commissioner report to RPB**
- **Presentation on North Wales approach to the report recommendations**

No Wrong Door, the report from Sally Holland, the Children’s Commissioner for Wales provides findings from the report which looked at children’s experiences, who are often waiting too long for the help they need and bounced between services who are unable to agree who is responsible for their care.

One of the recommendations made by SH is to move towards a ‘No Wrong Door’ approach in the region responding to children and young people’s emotional, wellbeing and MH needs. Services should wrap-around s children, young people and their families and stop reliance on families navigating around complicated systems.

Integrated early help is crucial at every stage of children’s needs i.e. from drop in centres to having early access where children need an integrated residential provision. Another recommendation in the report is the need to re-visit plans for children with LD, with the transition phase being complicated and stressful.

CM informed from the perspective of NWHoCS, the ‘No Wrong Door’, the findings resonate with experiences of children and young people in North Wales, despite best efforts and good intentions.

The Children & Young People Transformation Programme, developed as part of the AHW, is all about early support for CH&YP through the region, working to clinical model, multi systemic approach and looking at using digital approaches with education and H & SS to support the resilience of children and young people.

North Wales continues to be challenged with finding specialist provision of residential places for young people, currently being reliant on placements outside Wales, being expensive and not delivering better outcomes. Placements are triggered by crisis with early integrated support required.

Next steps:

- ICF funding and support from the RPB to commission options regarding therapeutic support model.
- Options for securing an integrated partnership approach
- Build on learning that already exists in the region

- building on key messages within the report on 'Providing safe accommodation for children and young people with especially complex needs'
- Develop a coherent and consistent approach that meets the principals of 'No Wrong Door' within a regional framework that is responsive to local demand and need
- continued revenue and capital investment from Welsh Government to embed transformation and build capacity

CM also noted there are 5 recommendations for the NWRPB within the No Wong Door report, with the 'Regional Partnership Boards should plan and implement a 'no wrong door' approach to mental health and well-being' being only one of those recommendation. CM advised that the other 4 recommendations are progressing and SH has pledged to return to the RPB to check on the progress being made in the region.

LR thanked CM and confirmed being supportive on another welcome piece of work; streamlining processes to be straight forward and providing the right support at the right time is critical.

NS, as Programme lead for the Children & Young People Transformation also thanked CM, NWHoCS and BCU Assistant Area Directors for Children and wider partners for the report. The progress in North Wales is exciting, trialling innovative models whilst seeing improvements for Children and their families.

FR also noted this will mean a new way of working for everyone and pleaded with all partners to become receptive to this requirement immediately.

The NWRPB were in agreement to endorse the recommendation and requested CM to keep the board updated on progress.

6 Pre-consultation - Market Stability Reports Code of Practice and Guidance under the Social Services and Well-being (Wales) Act 2014 – Shelley Davies, Social Services and Integration Directorate, WG

The board received a verbal update from SD on 'Developing Market Stability Reports (MRS)' which ultimately aims to ensure stable and resilient markets for adult and children's social care across Wales.

Under SSWB Act (section 144B) local authorities are required to prepare and publish local MSR's. The MSR's must be undertaken and owned by the RPB as a whole, with each partner contributing as necessary on – the assessment of sufficiency of provision of care and support in each LA area; any other matter relating to the provision of regulated services as prescribed in regulations and the effect on the exercise of LA social services functions of the commissioning of services. The MSR's must also take account of most recently published population assessments / Area Plans, and consult with LHB.

Key milestones:

- Consultation period (10 weeks) 14 Sept – 23 Nov 2020
- Post-consultation analysis / revisions - December 2020
- Draft regulations / code laid before the Senedd - January 2021
- Plenary debate (affirmative procedure) - February 2021
- Cifdate (regulations and code/guidance) - 1 April 2021
- PNA's produced - 1 April 2022
- First MSRs published (three months after PNAs) - 1 June 2022
- Areas Plans produced April - 2023

NWRPB members will have an opportunity to provide feedback during the formal consultation period, as above.

MWim requested, whilst appreciating the need for timescales, for flexibility on consultation matters as there may be more uncertainty than previously thought due to capacity issues and winter planning. The care home sector continues to be a fragile market and essential rebalancing is needed for the whole sector.

SD informed that the consultation is bound by legislative deadlines. A full picture of the effects of Covid on the care sector will be formed by December, which will be important for the long term stability of the market.

ME thanked SD for the presentation and agreed with MWim on the care home issue. ME also proposed the Regional Commissioning Board is utilized to develop a response to this huge piece of work which may highlight strategic issues in the sector that require short term transitional funding from WG to complete.

SD informed that there isn't a legal status regarding the RPB and future work. The work done by the RPB will get us to a certain stage the next step are structurally different - what direction, significant changes maybe. In terms of WG award of some changes already – yes – will feed into a future pieces of work. Information regarding what the future of SS needs to look like. The completed schedule will be a useful tool for informing of local as well as national decisions.

Following extensive discussion the NWRPB were in agreement with ME's proposal, and the Regional Commissioning Board will undertake this piece of work and prepare a response to the consultation on behalf of the region.

Lastly, KD appealed in the Covid era for Children Services not to be forgotten, which are already in crisis lacking sufficiency and having unregulated placements.

7 NWRPB – Draft Annual Report – Bethan Jones Edwards

BJE presented the most up to date version of the NWRP annual report, following a request from RPB members for comments.

BJE asked for any additional feedback to be received as soon as possible so that the final document can be agreed and translated in readiness for being provided 'for information' at the next meeting 9.10.2020 before submission to WG by 16.10.2020.

Case studies have been included in the report to highlight the examples of how ICF and other work-streams has assisted citizens in North Wales.

BJE also asked for RPB members to confirm via e-mail if they have completed the 10 hour on-line Welsh course (action from the February 2020 RPB meeting) so that the Board can highlight to WG its' commitment to the Welsh Language and the total number of completers can be included in the annual report.

TO agreed to provide the chair's foreword for the report, and thanked BJE for the work undertaken on preparing the annual report.

Actions

- Additional feedback to be received by 18.9.2020
- RPB members to confirm re Welsh on-line course by 18.9.2020
- TO to provide chair foreword by 18.9.20

8 BCUHB Q3 and 4 plan (winter plan) – Mark Wilkinson

The board received a verbal update from MWil on the BCUHB 'Developing Our Plan for Service Delivery Over Winter 2020/21'.

MWil pointed out the Wales continues to be in the middle of a global pandemic, with an increase in cases seen in NW. As a result, the future modelling is particularly uncertain at the present time. However, planning for Q3 and Q4 is ongoing together with reflecting on joint working agendas with partners, response to NHW Wales Covid operating framework and a single service and activity plan for the Health Board.

There are numerous plans in progress across the region:

- Organisational and multi-agency.
- RPB tasked with overarching plan for North Wales.
- North Wales COVID-19 prevention and response plan

- Winter plan (surge) – guidance is awaited from WG, however in the meantime progress is being made on this work, which might change slightly once guidance has been received.
- Care homes action plan
- Mass vaccination (COVID-19)
- BCUHB Q3 and Q4 plan
- Working in partnership with the Research, Innovation and Improvement Hub (RII Hub) hosted by(RPB)
- Learning from COVID 19
- Health and Care Recovery group / Sharing Intelligence through our joint Health and Care intelligence cell

Key factor is to avoid harm or seek to minimize harm:

- Harm from Covid itself
- Harm from overwhelmed NHS and social care system
- Harm from reduction in non-Covid activity
- Harm from wider societal actions/lockdown

A first draft of the Covid Prevention and Response plan has been submitted to WG. This is a plan between the BCU and 6 x LA's to prevent further outbreaks, implementation and response.

TTP is also a significant component of the work together with a multi-agency endeavor, significant services created from scratch being a crucial part of the response to keep people safe.

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

The board received an update from JG on the current position and progress of the Regional Health & Care Recovery Group.

JG informed the purpose of the group was to maintain a regional strategic oversight of the recovery programmes for health and care, under the guidance of the Recovery Coordinating Group (RCG) following the regional response phase for Covid-19.

Following a workshop with RPB members, a number of service areas were identified as requiring a regional approach to recovery. Commissioned baseline

report (situational analysis reports (SAR)) from each work-stream will report regularly to the H&CRG, providing high level information of the respective work showing current position, key issues for recovery, risks and mitigation and interfaces with other groups etc. All this information will be collated into a comprehensive plan for winter. A Reasonable Worse Case Scenario is also being explored to essentially model the work involved.

A data cell group has also been established, led by BCU with involvement from key agencies that have been tasked at looking at bringing existing data from TTP, hospitals, care homes, and availability of domiciliary care to develop a dashboard to monitor the position, with the intention being able to flag up when to take up interventions.

JG took the opportunity to thank everyone involved directly within the sub-groups and is heartened with the huge amount of work progressing across the region.

JGa also noted frustration with the current problems over testing and the unavailability of local testing in Wrexham county and enquired if there was any information available on the number of tests applied for that have not been converted into an actual test being undertaken. This is a worrying trend and called for senior colleagues to be completely honest and open with the actual scale of infection.

TO informed discussions on testing are at Ministerial level and WG are involved in the UK Gov discussions. Meanwhile PHW are doing their utmost to support locally/regionally with key colleagues.

MWim also noted the issue of time taken to process results on the Care Home testing portal, which has already been forwarded to WG.

MWim has also enquired on both domiciliary care staff and district nurses who have not received the antigen test. Although, up to now the prevalence is low, this needs to be factored into future planning.

TO confirmed that all issues raised have already been fed back to WG.

10 ICF End of Year Report 2019/20 – Bethan Jones Edwards

The board received a year-end summary from BJE of the ICF 2019/20 programmes for noting and approval by the Regional Partnership Board.

BJE reported, due to Covid, WG reporting deadlines have been limited to the financial position only. The report presented provides an overview of the 6 funding programmes managed via ICF:

- Revenue Investment Plan (RIP)
- Capital Investment Plan (CIP)
- Integrated Autism Service (IAS)
- Welsh Community Care Information System (WCCIS)
- Therapeutic Intervention Pilot (TIP)
- Winter Plan (WP)

BJE informed, the IAS project showed an underspend at the end of the year, and this has been clawed back by WG. In previous years WG had allowed funds to be carried over, but this was refused at the end of March 2020.

Measures have now been put in place to closely monitor the IAS project and the ICF Regional Project Manager is meeting regularly with the service to avoid this recurring. Case studies have been included in the report to demonstrate the transformation the projects have made for citizens.

The NWRPB were in agreement to note and approve the year-end summary of the ICF 2019/20 programmes.

11 Rapid Review of Care Homes Action Plan – Morwena Edwards

The board received an update from ME on the Rapid Review of Care Homes Action Plan.

ME reported the national plan has been completed by John Bolton as a result of various workshops held across Wales to assist with the commissioned piece of work on the Care Homes review. The North Wales workshop was held 21.8.2020. Prof JB interviewed a host of individuals throughout Wales as part of the work, which had a tight deadline of 4.9.2020. The response to the recommendations within the report was discussed at the Regional Commissioning Board and ME added, if anyone have any further comments, to get in touch. WG have also been advised that the action plan was not presented to the RPB before the deadline of 4.9.2020.

The response report includes key issues discussed:

- Building productive partnerships
- Regional Approach
- Sustainability: Workforce and Finance

NWRPB members are requested to accept the 'Rapid Review of Care Homes Action Plan' as a working document, working together as equal partners to a resilient and sustainable sector.

ME also took the opportunity to thank the whole sector, internal and external colleagues who have worked tirelessly over the last few months' during Covid.

TO thanked ME for her update on the action plan completed in the tight turnaround time and asked RPB members for additional comments to be provided as soon as possible with a deadline of 18.9.2020 given.

12 Any other business – nothing to report

13 For information:

The following documents were included as information:

1. Letter from Julie James WG re role of PSB in the recovery period
2. Letter from Vaughan Gething and Julie Morgan, WG
3. Regional future funding arrangements