



# ANNUAL REVIEW 2017 - 2018

**Mid and West Wales Regional Collaborative Committee**

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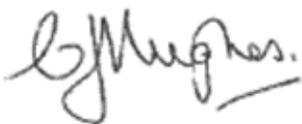
# EXECUTIVE SUMMARY

It is my great pleasure to have been able to serve the Mid and West Wales Regional Collaborative Committee in the last 5 years. Over the years, I have seen the great strides the Committee have made since its inception. In the last year, the RCC has made significant progress although it has experienced some difficulties due to not having a full-time coordinator. Nevertheless, the RCC has seen the momentum building up towards stronger collaboration, better service development and closer alignment with regional partners.

I am pleased that the RCC has a strong Regional Strategic Plan which sets priorities that truly matter to the region and reflect the individual needs of localities. There is a growing momentum towards stronger regional working and systematic approach to joint commissioning. There is also a growing interest and active participation in regional programmes and sharing knowledge and skills. I am also pleased to see that the RCC has been well represented by various stakeholders, all showing clear understanding of the benefits of the Supporting People Programme.

I am very thankful of all the members, stakeholders and SP teams for coming together and supporting the RCC in the last year. It is exciting to see what the Committee can achieve in the future. I wish the Committee all the best for the year ahead.

Thank you very much.



**Councillor Catherine Hughes**  
Chairperson  
Mid & West Wales RC



# INTRODUCTION

## About this report

The Supporting People Programme Grant (SPPG) Guidance requires the RCCs to submit an Annual Review Report to the Supporting People National Advisory Board (SPNAB), which will advise the Minister on progress of each RCC during the previous financial year. The purpose of this report is to set out information specifically required, in addition to the RCC's advice and comment on the programme in the region, on the operation of the Mid and West Wales Regional Collaborative Committee. This report covers the activities and progress made by the RCC from April 2017 to March 2018.

The year 2017/18 has been exciting for the Mid and West RCC. The RCC has made significant strides although it has experienced some difficulties due to not having a full-time coordinator during the first three quarters of the reporting period. Nevertheless, the RCC made key decisions, two of which are highlighted as case studies in Section 3 of this report. It prides itself on a strong regional commissioning plan which sets out priorities that matter to the region and reflect the individual needs of localities. The RCC has been able to instigate and witness changes in the Spend Plan. The RCC recognises that there still needs to be a well-developed systematic approach when responding to opportunities for joint commissioning. In the past year, the RCC focused on better engagement in potential bi-regional and regional/joint commissioning opportunities, partnership working with other key regional boards, closer alignment of priorities and objectives with the wider area of work and supporting homelessness objectives. Indeed, there was a momentum in discussions around strengthening regional programmes of work. For example, the mapping and linking of aims and priorities of key regional boards, i.e. Public Service Boards and Regional Partnership Boards were carried out in January. There was also a growing interest and active participation in regional programmes and sharing knowledge and skills.

In addition to regional and partnership working, the desire for service improvement and service user involvement were evidenced in the meetings and actions identified by the RCC. There was an evidence of all working well together which provides a robust and sustainable foundation on which future work may progress. Over-all the RCC was well-attended with an average attendance of 14 members and SP officers.

Looking ahead, the RCC still recognises the need to have greater and more proactive approach to joint commissioning, further development of working closer with Regional Partnership Boards, and greater effective partnership working. More of these are highlighted in the Service Development Section of this report. The arrival of the new RDC in the last quarter of the reporting period saw improved communication with the Welsh Government and other RCCs. The increase of SP staff levels also demonstrates the commitment of local authorities to improved commissioning.

The RCC takes the feedback from the members seriously and will ensure they are addressed moving forward.

*'At last year - it is great to see the varied organisation around the table and those individuals clearly understanding the benefits of supporting people. There is a general welcoming of sharing, pooling of experience and knowledge. But, there needs to be consistency among LA in their commissioning, monitoring and reviewing of providers - as opposed to the different and wide-ranging methods operating currently. A consistent approach needs to be adopted which hopefully then will lead to joint working, joint commissioning, this is essential when resources are tight and funding streams at risk.'*

**- L. Webster, Wales & West Housing**

# CASE STUDY 1

## RCC pursuing the Regional Homelessness Strategy

In January 2017, the development of the Regional Homelessness Strategy started with a short email. The email said

*'Good afternoon all. I have been asked to contact you to ascertain whether your Authority would be interested in a regional approach to the homelessness review and strategy required under the Housing Act 2014. How are you getting on with your review, and would you be interested in a regional approach? Look forward to hearing from you.'* - Rob, Powys CC

This was followed by long exchange of emails and dates between four local authorities. By March 2017 the RDC secured the first regional meeting to discuss the Strategy. At this stage, local authorities have nearly completed their individual homelessness reviews and have agreed to look at developing a single overarching strategy for the region.

The key actions agreed/taken in the past year are outlined below.

### April 2017

- Ceredigion had undertaken Homelessness Review Survey; other local authorities agreed to employ a consistent set of questions/methodology across the region;
- Agreed to carry out scoping and linking exercise with Health - Homeless & Vulnerable Groups Health Action Plans, linked with PTHB to establish their interest in a regional approach, and investigate the accessibility of health data to feed into review - Primary Care, Mental Health Care;
- Looked at incorporating young people, young people pathways and care leavers in both review and strategy; and
- Agreed to share each other's local authority housing structure for insertion in review/strategy and to review 10% of priority need cohort and the outcomes they achieved 6 months after engagement e.g. registered with GPs.

## June 2017

- Homelessness review survey questionnaire was distributed by all LAs to agencies and wider stakeholders;
- Discussed date for medical type training re: priority need to be agreed using transition monies; Pembrokeshire and Carmarthenshire agreed to undertake joint training and Ceredigion and Powys to do similar; and
- Agreed on the structure of review report.

## September 2017

- Questionnaire was circulated to wider stakeholders including health boards;
- Linked in the review the children services including young people and care leavers services; Youth Justice Service; Health & Social Services and Wellbeing;
- Structured review report, agreed on Plan headings; and
- Agreed for national data sets on homelessness to be shared within the group.

## November 2017

In November 2017, the Carmarthenshire Housing Needs Lead carried out the homelessness research and statistics to inform the regional homelessness review and strategy. The meeting scheduled for November did not transpire. There were discussions of developing bi-regional strategies instead; Ceredigion and Powys working together and Carmarthen and Pembrokeshire developing their own. LAs suggested that although they had been working on and looked at pulling a regional strategy, meetings had been proved to be logistically difficult.

## December 2017 and moving forward

The RCC addressed this issue in a meeting in December 2017 highlighting the expectation from the Welsh Government and the great opportunity potentially being missed. The new RDC picked this up with the LAs Housing Team Managers in February 2018 and arranged another regional meeting to resurrect the planned single overarching strategy. The meeting was held in March 2018 and had positive result. The Regional Strategy is now currently being developed and is being moved forward. The RCC will continue working with the Homelessness teams in the region to ensure alignment of services and positive regional working towards one goal - to prevent and end homelessness.

# CASE STUDY 2

## Facilitating Regional Agreement on Management Charges

Previously, the local authorities in the Mid and West Wales region employed different approaches in evaluating, applying and assessing management charges. There were a wide variety of practice which exists in relation to management charges in the Supporting People Programme on the part of both local authorities and providers. There was also a general lack of clarity on the part of many of those involved and there was no consistent policy for addressing management charges in the Programme.

The RCC addressed the issues surrounding management charges in the June 2017 meeting and proposed to deliver a consistent management charges across the region. The RCC also raised the need to minimise management charges and to comply with the SP Guidance on 10% management charges, and to agree an approach across four local authorities.

Following the proposal, SP teams met and consulted with service providers. The SP Teams meetings and consultations aimed to understand:

- How charges are levied?
- What charges consist of?
- How they compare with other grant funded schemes?
- How each county compares in the region?
- How the region compares with other counties?

### Management Charge Calculations

- Basic premise was that most people are working to the 80% staff, 10% overheads and 10% management charge rationale
- Costs of service can be looked as: Gross (sum of all the costs for running the project) minus Management charge = Net costs of running project
- Need to agree what are overheads and what are central management costs

## The SP Teams concluded on the following Basic agreement

### *80% includes*

- Training
- Direct salary and on-costs and pensions
- Medical expenses
- Travelling
- Recruitment
- First level of line management

### *10% project costs includes*

- IT
- Insurances
- Office costs
- Telephone
- Printing
- Stationary
- Postage
- Area Managers' percentage
- Second level of line management
- Involvement and Inclusion costs (staff costs already accounted for in 80%)

### *10% management charge - Central contribution to:*

- Governance
- Quality Assurance
- Policy writing
- HR (apportioned on a project basis)
- Finance

The agreement above was presented to the RCC and circulated to all stakeholders for feedback and approval. It was suggested that the RCC revisits regional management charges in 2018/19 to ensure consistency and to review regional practice.

# SERVICE USER INVOLVEMENT

## How have people who access services been involved and shaped decisions?

Engagement and/or Service User Involvement is one of the key priorities for the Mid and West Wales RCC. In the past year, service users were involved in the planning and shaping of decisions through the existing local networks and forums, for example, service providers' forums. This approach is consistent with the wishes of service users who have advocated for local service users meetings, either at a service level or at a local authority level rather than regional meetings. The RDC, in partnership with SP Team Managers, provided the link between the service users and the RCC by attending local forums to deliver information from the RCC and get feedback from service providers and/or service users.

A range of service user engagement methods were also used by local SP teams and service providers to make sure services users are involved in shaping decisions. Whilst there was a plethora of service user involvement methods some of the most commonly used by service providers over the last year are:

- Service user forums;
- Peer mentoring and support groups;
- Monthly drop-in days and informal coffee mornings;
- Task groups to assist in the design and re-design of services which includes services users;
- Service user's involvement in the scrutiny of key policies and procedures;
- Involvement in recruitment panels; and
- Informal and social activities where people can discuss and input their ideas in a relaxed setting.

*'Getting involved helped me get off the streets', 'if you value the service you can make it better' - Service User*

### Contract Monitoring and Evaluation

The four SP teams carry out continued dialogue with services users and providers and sought their input during contract monitoring review and evaluation process. Customer consultation was an integral part of the process. Service user questionnaires and face to face interviews were used with service users being randomly selected by the evaluators. Feedback from

services users were carefully reflected in the evaluation reports, enabling service providers and service users to review and reflect on what has been said. The feedback received was then used to help shape the service specifications going forward.

### **Pilot Projects**

A similar process of engagement and consultation was used to evaluate the pilot projects undertaken during the review period - a sample of service users who have been supported by the pilots are spoken to and their views are sought. For example, the Carmarthenshire floating support pilot evaluation involved speaking with service users to get in-depth views on whether 'generic locality based services' are able to meet their needs. In Powys, a service user-centered approach was employed. The approach was focused on understanding demand, the causes of demand and what matters to each person asking for support. The information sought in the process was used to design the service being developed, area by area across Powys. The information gathered through this process was also used in creating a Supported Housing Network that will produce data to be used to inform future commissioning decisions.

### **Regional Service User Involvement Day**

In March 2017, the RCC held a Regional Service User Involvement Day. On the day, service users, their support workers, service providers and SP officers from across the region came together to share their views on using housing related support services. The service users spoke about their experiences, thoughts and ideas on the kinds of services needed in their communities. Service users also spoke about the ways they would like to get involved and help make decisions on what support services should look like now and in the future. The table below details what the participants thought of the event and their future involvement.

All participants thought that the event was valuable and that their input would benefit the services they receive. Just over half of the total participants, however, thought that they have a voice in setting



<b>Table 1: Survey Questions</b>	<b>Y</b>	<b>N</b>
Do you think you have a voice in the setting up of services and projects?	63%	37%
Do you think services and projects would benefit from your input and influence?	100%	0%
Do you think there should be more awareness of Service User Involvement?	95%	5%
Would you like to represent yourself and other Service Users in committees and forums?	50%	50%
If so, would you require support and training to do so?	89%	11%
Does the provider that supports you have a forum for Service Users?	71%	29%
If so, are you representing that forum today?	50%	50%
Would or could this opportunity lead to further employment / training opportunities?	67%	33%
Do you live in an urban area?	74%	26%
Has today been a valuable event?	100%	0%

up services and projects that affect them. Almost all agreed that there should be more awareness around service user involvement and half of them said that they would like to represent themselves and other Service Users in committees and forums, many of whom said that they would require training to be able to do so. Over-all the event was seen as positive and useful but can be more localised and thematic.

Three key messages emerged from the event. They are:

1. Digital Inclusion - The participants felt that the internet is a useful tool in communicating with people in the service, whether it is via social media like Facebook, You Tube and Skype;
2. To be able to choose how they get involved; and
3. To receive feedback on what has changed as a result of their involvement to know the difference their involvement has made.

*'The day has been good and useful and the food was fantastic.'*  
- Service Users

## **Moving forward: Sub-regional and more localised and thematic event**

The above event suggested that the next step to engagement would be to set up smaller, more localised, thematic service user groups to feed into and influence the planning, development and reviewing of supporting people services and the work of the regional collaborative committee. In October, a bi-regional service-user event was held in Haverfordwest for people with history of offending and substance misuse issues. The format of the event was a response to the feedback received and highlighted above. The event validated some known issues in engagement such as the need for a more localised rather than centralised events. The event also produced rich information on how SP can support them. These include peer related social events in the evening and weekend and the need for transportation, particularly on weekends. It was heard that people feel most vulnerable in the evenings and weekends.

Views from service users were summarised in a leaflet which was then circulated to all service providers and service users. The leaflet is also used to promote awareness of the SP Programme and to encourage more service users to engage. Their views are taken into careful consideration and serve as basis for service developments. They were also used to inform and update the Regional Strategic Plan.

## **The RCC Webpage**

The RDC proposed and commenced in February 2018 the development of the Mid and West Wales RCC website that is fully bilingual (Welsh/English), user friendly, and accessible from various devices. The website is intended not only to serve as an information hub, but also a resource to publish key papers such as the Regional Strategic Plan, important updates from the Welsh Government, and to engage with people who access or wish to access the Programme. The Website responds to the wishes of the service-users, to be able to communicate with people in the service through the internet and social media and to be able to choose how they get involved.

## What Changes have been resulted from their involvement and how has this been feedback to them?

The views gathered from the people who use services were crucial in the planning, developing and commissioning services in the region and ultimately in designing and updating the Local Commissioning Plans and the Regional Strategic Plan. Some examples are already cited above.

**cefnogipobl supporting people**  
supporting independence  
cefnogi annibyniaeth

**Llywodraeth Cymru**  
Welsh Government

Mid & West Wales Regional Supporting People Event  
**'Involve People Event'**

**NEWSLETTER**

Feedback from our service user event and what happens next

**Service Users** from across mid and west Wales came together in Llandeilo on Wednesday 29<sup>th</sup> March 2017 to share their views on using housing related support services. They spoke about their experiences, thoughts and ideas on the kinds of services needed in our communities. People also spoke about the ways they would like to get involved and help make decisions on what support services should look like now and in the future.

**What was the purpose of the event?**  
The purpose of the event was to let people know about the Supporting People Regional Committee, the work that it does and to encourage and support people who use services to get involved and help plan, develop and review the projects that provide housing related support.

**What is the Regional Committee?**  
The Mid and West Regional Collaborative Committee governs Supporting People services across Carmarthenshire, Ceredigion, Pembrokeshire and Powys and is made up of senior people from the Council, Health, Probation and Support Agencies. The committee checks how the money is spent and wants to make sure the people using services are able to influence any decisions made.

### Newsletter

In the past year, newsletters have been instrumental in communicating feedback to all service providers and service users. The newsletter gives an over-all picture of the service-user involvement event, showcases the strong voice and choices of service users, and summarizes any recommendations for future services. The newsletter is circulated to the RCC, all service providers and service users electronically and in print. It does not only provide feedback but also encourage other people who use the services to get involved.

One of the recommendations that emerged from the recent service-

user involvement event was 'digital inclusion' which means they prefer getting involved using the devices and the social media. This has been picked up by the RDC and has since proposed and commenced the development of the RCC accessible website. The RDC has discussed this proposal to the RCC, local planning groups and local service providers' forums.

# SERVICE DEVELOPMENT

## How have decisions been shaped by spend plan, needs analysis, outcomes and other sources of data? What changes have resulted?

The RCC used a wide range of data sources, both quantitative and qualitative, when making decisions in the past year. The views gathered from people who use the services through various activities are an important source of qualitative data used when making decisions for the RCC, for example when updating the commissioning plans. This is highlighted in the above section. In addition to service users' feedback, various methodologies were also employed to build a picture of the needs, current and emerging, of people in the region. All information is then presented, as part of the planning cycle, to local SP planning groups and the RCC in order to make informed commissioning decisions. The list of examples presented below is not exhaustive but is an exemplar of how the Committee used data sources when making decisions in the region.

### *Example 1: Decommissioning of Blood Borne Virus (BBV) Services in Carmarthenshire, Ceredigion and Pembrokeshire*

The West Wales BBV Service was a sub-regional contract that provided specialist housing related support for a time limited period to those affected by a blood borne virus in Carmarthenshire, Ceredigion and Pembrokeshire. The annual cost of the Service was £36,747 which was provided by way of the Supported People Programme Grant (SPPG). With the contract due to end March 2018, representatives of the three local authorities/SP Teams met with Gwalia in November 2017 to discuss whether the contract specification continued to meet both SP and customer need. A review was undertaken in January 2018. During the review two SP officers scrutinised a 10 % random sample of customer folders, Gwalia electronic records and discussion/ correspondence with staff and stakeholders, including the BBV nurses and representatives of Hywel Dda Health Board and Public Health Wales. The review sought support from the Health Board to explore options as to how the non-housing related support needs of BBV customers could continue to be met by health services. Following presentation of the review and recommendations to the RCC, the Committee agreed that although the role of BBV support workers was of great value, the majority of support delivered was in response to customer health needs and ongoing engagement in care and treatment plans, rather than housing related support. The committee

was satisfied with the evidence presented and supported the decision that the BBV Service be decommissioned and the customers housing related support needs be met by existing generic housing related support services.

The example above not only highlighted the use of various sources but also considered future spending plans, needs and desired outcomes.

### *Example 2: Commissioning Pilot Projects*

In **Pembrokeshire**, needs data has been captured through the delivery of locality pilot projects and a Families pilot project. The pilot projects inform the re-commissioning of services, service delivery model and service specifications. The service delivery model of the Families Project was reconfigured to pilot the co-location of a support worker from the Families Project with the Team Around the Family, based at a local Families Centre. The pilot looked to address any overlap of outcome areas delivered across the Tackling Poverty Programmes, to avoid duplication and ensure best value and quality, by the delivery of one 'wrap around' service. The evaluation of these pilots continues to inform the recommissioning work during 2018/19.

In **Powys**, a small pilot project supporting 12 people who are deaf and with hearing difficulties was also carried out. The worked on a project for the provision of specialist support for people with sensory impairment. The aim of the project is to provide evidence to support or challenge a case for investment by Supporting People in specialist services to work side by side with the locality-based generic provision currently under configuration.

The work, in partnership with Sense Cymru, has found significant problems of language and communication faced by Deaf people in accessing basic services, public and private, that they need to live their lives their own way. There is a lack of British Sign Language interpreters based in Mid Wales and people faced significant delays and difficulties in making GP appointments, accessing banking services, not to mention housing and social services. The net effect of this is to increase social isolation and to exacerbate significantly issues of emotional well-being and mental health that were already in play. This is a problem of equality and diversity for Deaf people to be able to enjoy the rights and services in the same way as other people. The demand for support in this respect is great and difficult to respond right first time, not least because of the scattered population of Deaf people across Powys.

The next stage of the project is to experiment with specialist support and locality support working together to make support more accessible and responsive both to help the people concerned to have a good and to prevent the social isolation and personal risk reaching critical levels.

Similar projects to prepare the case for investment are underway in relation to support for people with mental health issues and young people. Also, the project has resulted in RCC recommending other three local authorities to carry out similar exercise, to map the services available in their areas, how people access services, barriers in access and look how SP can tap what we already got.

### **What Regional and Sub regional (for RCCs with more than 2 local authorities) work is commissioned and how have services improved since the Annual Review Report?**

In terms of commissioned services, The Mid and West Wales had one sub-regional service - the BBV Service which is highlighted on page 15 of this document. The service had been jointly funded by Carmarthenshire, Ceredigion and Pembrokeshire SPPG. The cross-border working was viewed to have been helpful for the team as it has enabled individuals from remote areas to be included and become involved in the support being delivered. The service invested time in promotional activities to raise awareness and reduce stigma for the current and potential clients including delivery of presentations to other agencies and redesigning the information material. The evaluation of the service contract, however, was found to be mostly health and treatment related rather than housing related resulting to RCC supporting the proposal that BBV Service to be decommissioned.

Over the reporting period the RCC has been exploring a number of service areas that have the potential to be commissioned regionally, for example, regional specialist domestic abuse service. The development of regional domestic abuse service started in 2017 and the service specification has been circulated and reviewed by all members involved. There are few other service areas that have the potential to be commissioned regionally and each of these areas is being progressed and is at a different stage in the project development cycle. It has to be noted that, as the RCC members feedback in the last year's annual review, the nature of the region and differing approaches means that four county services may not be achieved but RCC can achieve joint working and identify opportunities for cross border working and

collaboration. The RCC reported in the 2016/17 Review some of the challenges to regional commissioning and partnership working. The challenges include geography, the vast area the region covers, dispersed communities and the risks of partners becoming disengaged for a variety of reasons least of which is the competing demands made on their time. These challenges remained the same for the last reporting period. The changes in the SP staffing level across four local authorities and the absence of the RDC also impacted on the RCC's ability to commission as a region. However, there is a momentum in discussions around strengthening regional programmes of work. There is a growing interest and active participation in regional programmes and sharing skills.

### **How can you demonstrate a more early intervention and preventative approach to homelessness is being delivered?**

The Mid and West Wales Regional Strategic Plan is closely linked with the Housing (Wales) Act 2014. To ensure closer link to homelessness, the RCC sits representatives from four local authorities' homelessness teams.

#### **VISION of Supporting People Programme:**

**'A Wales where nobody is homeless and everyone has a safe home where they can flourish'.**

Over the reporting period, local authorities worked with statutory services such as housing options and others. SP grant has funded support workers based within housing teams to allow immediate communication, referral and appointments to be made. Indications from housing support colleagues are that this has proved to be an effective and preventative way of working.

Moreover, the move to the locality based commissioning model for floating support services has proved to be preventative and focuses on early intervention by the very nature of its design. Findings from the locality research evaluations have shown that:

- there has been an increase in the ability of people to access support and to access support early on;

- there is increased capacity which means that services are more responsive and that the length of time between referral and assessment/commencement of service is minimal;
- everyone referred is assessed and receives a service;
- post support monitoring allows for people to stay connected to the service who do not need the support at present. The monitoring of former service users ensures people successfully sustain their independence by addressing any support needs that arise immediately, before they deteriorate to the point where the individual is at risk of losing their home; and
- the locality model enables services to be more flexible about how much time they spend with service users each week and therefore better able to respond to their changing needs.

In Pembrokeshire, the Families pilot project (see p.16) enabled customers to have timely access to housing related support, preventing escalation of housing related issues into crisis. The rural and urban locality project piloted the use of 'drop-in' sessions so customers could seek HRS as and when required. This timely intervention sought the prevention of escalating issues that may require the support of costly statutory services.

*'The biggest strength is the opportunity for a multi-agency / multi-disciplinary regional forum on a topic of mutual interest between partners, both within the public sector and more widely. The forum is well Chaired and organized, with interesting agendas and well-presented reports. The meetings are structured to allow participants to contribute fully and there is a sense of 'the whole being greater than the sum of the parts, that there is genuine added value to colleagues coming together.'*

**- Dr. G. Morgan, Hywel Dda Health Board**

**What links does the RCC have with Social Services and Health Services in the region? Have there been any joint service commissioning or pooled resources? If so, can you give details of the project(s)?**

There is considerable commonalities and cross over with the Regional Partnership Board and the Public Service Board for the Social Services and Wellbeing Act and the Future Generation Act respectively and links have been made with both boards. Specifically, the RDC has met with the coordinators of each of the partnership boards and there has been agreement to exchange Strategic and Area Plans, share information and to keep each other informed of progress. Moreover, four RCC members also sit in the Regional Partnership Boards and are either involved in, or are taking a leadership role in the population assessment works.

There was no joint commissioned project between RCC and the Social and Health Services in the past year. But RCC has set out in the Plan the need for closer alignment of priorities, aims and objectives with the Social and Health Services in the Region, and the work of mapping priorities and frameworks started during the reporting period. The RCC identified the need to build formal links between regional boards. The RCC also exchanged Regional Strategic Plans with the Regional VAWDASV. It was recognised that the interrelationship of priorities and decision making at a strategic level necessitates regular effective communication between local authority planning groups and the RCC. Strategic decisions are communicated by way of 'RCC' and 'local authority planning' updates being standard agenda item at each other's meetings.

Individual local authorities, however, have been working closely with partner agencies within their localities. For example, in Pembrokeshire, the SP Team has been working closely with colleagues in Community Team Learning Disability (CTLD) and Pembrokeshire People First (PPF). 'Move on Courses' delivered by PPF were jointly funded to support individuals with learning disabilities and/ or autism to get to a stage where they can more successfully live independently, in supported housing or entirely independently. The Pembrokeshire SP Team has been working with Bro Preseli Extra Care, Crymych. During the rural locality pilot, the service worked closely with the GP surgery and day service located on site. It promoted the service to potential referers and stakeholders within the locality, and identified and signposted onward referrals. This approach enabled a more holistic delivery with improved connections

in a rural community. The SP Team also worked closely with Hywel Dda Health Board, with the delivery of the Dementia Service during 2017/18.

Please see the proposed RCC wider regional framework on p. 22.

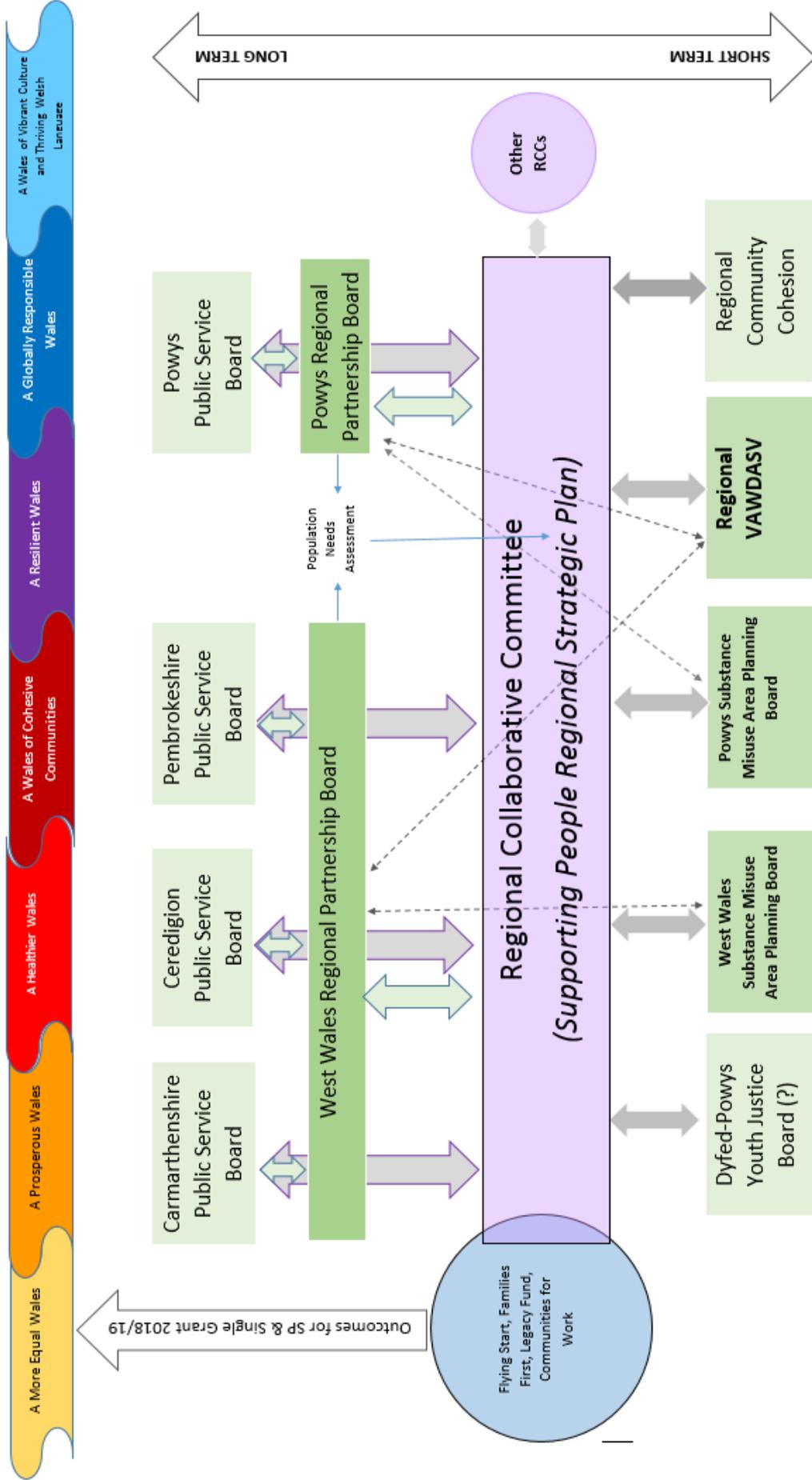
### **What links have been made with other regional strategic/planning groups and what joint commissioning work has been undertaken with other key partners/programmes?**

During the review period there has been no joint commissioning activity undertaken between RCC and other key partners/programmes. Links, however, have been made with other regional strategic/planning groups such as the regional VAWDASV, RPBs, and other tackling poverty programmes. The proposed regional framework is shown below.

More recently each local authority SP planning group has representation from their Tackling Poverty Programme partners and the Tackling Poverty planning groups have SP representation on theirs. Additionally, at an operational level, regular meetings have commenced between SP and Tackling Poverty programme offices to look at the potential for joint commissioning and to review the number and types of services being provided to identify overlaps and partnership working opportunities.

In Pembrokeshire, the Families Project was reconfigured to pilot the delivery of services jointly from a local Families Centre, with the Team Around the Family. This looked to enhance the provision of housing related support for vulnerable families alongside the TAF model and to mitigate against the impact of the removal of specific elements of the Families First Grant. The pilot looked to address any overlap of outcome areas delivered across the Tackling Poverty programmes, to avoid duplication and ensure best value and quality, by one 'wrap around' service.

# Mid and West Regional Collaborative Committee – Regional Partnership Working Framework



**Joint Commissioning** Value for money  
**Partnership Working** Shared Learning  
**Early Intervention** Integration Innovation  
**Prevention** Person-centred  
**Engagement** Person-centred  
**Equality** Diversity  
**Welsh Language Leadership** Continuum

# RCC FEEDBACK / APPRAISALS

This section summarizes the strengths and the areas to be progressed identified by the RCC members. The views were presented to the RCC and were agreed to be true and reflective of the RCC as a whole.

## What's worked well during this reporting period?

The Mid and West Wales RCC has a strong regional commissioning plan which sets out better engagement in potential bi-regional and regional/joint commissioning opportunities. Although there still needs to have a well-developed systematic approach when responding to opportunities for joint commissioning, there is a momentum in discussions around strengthening regional programmes of work. For example, the mapping and linking of aims and priorities of key regional boards, i.e. Public Service Boards and Regional Partnership Boards were carried out in the last year. There is also a growing interest and active participation in regional programmes and sharing skills and knowledge.

The review found that the forum was well chaired and organized. In the past year, the forum had interesting agendas and well-presented reports from various agencies, including the Regional Cohesion Unit. The meetings were also structured to allow participants to contribute fully and there was a sense of 'the whole being greater than the sum of the parts'. Indeed, there was a genuine added value to colleagues coming together and there seems to be openness and a willingness to learn from each other. The group has come together well.



Lastly, the RCC was well represented by various organizations and individual members showed clear understanding of the benefits of supporting people. There was a strong desire for service improvement, partnership working, engagement and service user involvement. There was an evidence of all working well together which provides a robust and sustainable foundation for future work to progress.

## What needs to be progressed over the coming year?

Although there is a growing interest for multi-agency working and collaboration, there needs to have greater joint commissioning, further development of working closer with Regional Partnership Boards, and greater effective partnership working. Moreover, there is a need to keep discussions focused and a need to develop 'pipe line' opportunities to respond to such opportunities when they arise which could strengthen regional programmes of work. It was recommended that there should be an opportunity for more focused thematic meetings. This might concentrate on one or two aspects of the programme, as it stands the agenda is wide ranging which inevitably dilutes the level of detail.

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greater joint commissioning

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further development of working closer with RPB

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develop 'pipeline' opportunities

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more thematic and focused discussions

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consistency among LAs in commissioning, monitoring and reviewing providers

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pull together the regional agreement on management charges

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to be more proactive regarding regional programme and working

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to have a selection of different services for slippage funding

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clear stance from the RCC on future funding

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tackle issues of racism, gender based and sexual violence and discrimination

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learn from other RCCs

Moreover, there needs to be a consistency among local authorities in their commissioning, monitoring and reviewing of providers as opposed to the different and wide-ranging methods operating currently. A consistent approach needs to be adopted which hopefully then will lead to joint working and commissioning. This is essential when resources are tight and funding streams are at risk. It also needs to pull together the regional agreement on management charges.

Whilst the RCC provided a good exchange of information, it needs to find ways of being more pro- active regarding the regional programme of work. It may consider a joined-up approach across the Dyfed Powys on any initiatives and development of closer working relationships

with substance misuse and other funding streams. The RCC needs to have a selection of different services ready to go for any slippage funding

In addition, there is a need for a clear stance from the RCC on what future funding looks like and support to Cymorth / CIH in lobbying and protecting the funding across the sector. It may need to build a closer link and learn from how other RCC's work and what they have developed, for example, like the management charges, or working with substance misuse providers, it may be that we can take what we have learnt and improve upon it. Are we also selling ourselves short? Are there some examples of really good practice that we have that we could show-case at a national level? So what are the areas of work in which we might claim particular expertise or success? Having such a discussion would inevitably focus the agenda onto some key issues. As a corollary to this, what could we learn from other areas and are there some quick wins?

Lastly, further work is needed in tackling racism, gender based and sexual violence and discrimination as well as supporting more vulnerable people from homelessness, mental health and substance misuse, disability to connect effectively with local community and third sector.

### **Any other comment?**

The RCC coordinator post was vacant since April 2017, which inevitably, has had an impact on the work programme. This has now been filled in January 2018 and momentum is developing. There has also been a number of changes in SP officers across the region. One member would welcome support to reach other landlords in the region to share what's happening and seeking their opinions as s/he felt that s/he is not doing this job to her/his best ability.

# GOVERNANCE AND HOUSEKEEPING

Does the RCC have an up to date Memorandum of Understanding signed by all members?

*YES*

Do all RCC members have an up to date Declaration of Interest form? *YES*

Has the RCC published its latest regional Spend Plan and Spend Plans for each local authority in the region? *NO. Spend Plans were circulated to all stakeholders.*

Has the RCC published its latest Regional Strategic Plan? *NO (The RCC is developing its webpage and aims to publish the latest RSP)*

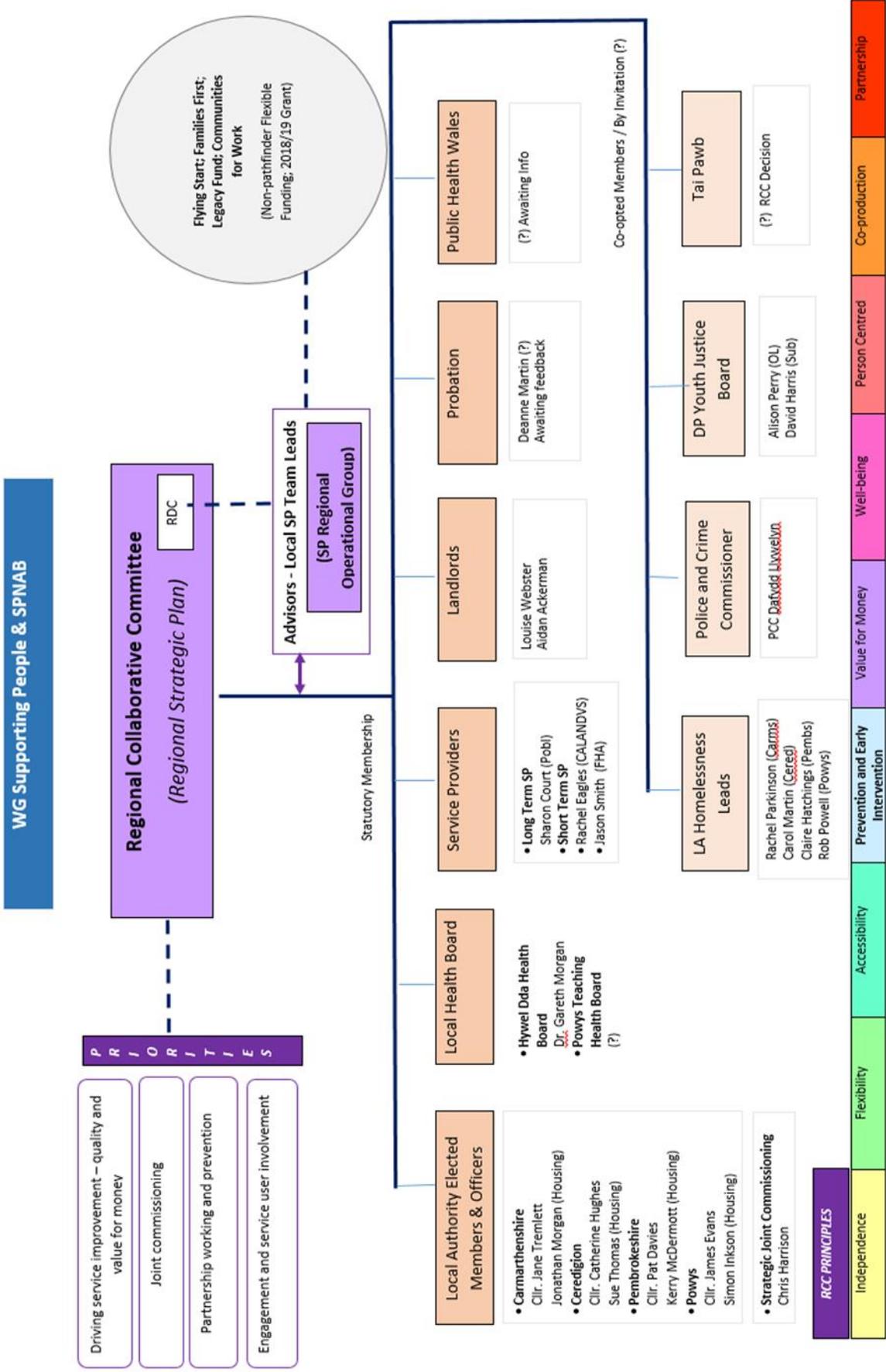
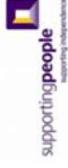
Has the RCC published last year's Annual Review Report? *NO*

Has the RCC published the minutes of its meetings? *NO*

**Note:** The RCC is currently developing a website to host publications of the Regional Strategic Plan including the Regional Spend Plan, Spend Plans for each local authority, Minutes of the Meetings, Annual Reviews, any updates from the Welsh Government, links to the webpages of partner agencies and stakeholders such as the Regional Partnership Boards, Regional VAWDASV, and Service Providers. It is also aimed to provide more information about SP Teams and how to access services as well as engage with services users and providers. People who use the service or wish to access the service will be able to leave a comment and feedback about the services they receive or wish to receive.

Below is the Mid and West Wales Governance Structure for 2017/18.

Mid and West Wales Regional Collaborative Committee 2018/19 (First Draft –the RCC Governance and Structure)



# RCC CONTACT INFORMATION

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Website is currently under construction.

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