

Health and Care Scrutiny Committee

Meeting Venue
**Council Chamber, County Hall -
County Hall**

Meeting Date
Friday, 29 November 2019

Meeting Time
10.00 am

For further information please contact
Lisa Richards

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County Hall
Llandrindod Wells
Powys
LD1 5LG

25 November 2019

The use of Welsh by participants is welcomed. If you wish to use Welsh please inform us by noon, two working days before the meeting

AGENDA

1.	APOLOGIES
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To receive apologies for absence.

2.	DECLARATIONS OF INTEREST
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To receive declarations of interest from Members.

3.	DISCLOSURE OF PARTY WHIPS
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that, under Section 78, Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

4.	MINUTES
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To authorise the Chair to sign the minutes of the last meeting as a correct record.
(Pages 3 - 10)

5.	ASSIST/CYMORTH
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To consider the report of the Safeguarding Senior Manager.
(Pages 11 - 14)

6.	ACTIVE OFFER
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To consider a report on the Active Offer in Powys.
(Pages 15 - 26)

7.	CARERS' STEERING GROUP UPDATE
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To consider a Carers' Steering Group update.
(Pages 27 - 62)

8.	WORKING GROUPS
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To receive scrutiny summary reports for the Adult Services Working Group and Children's Services Working Group.
(Pages 63 - 66)

9.	APPOINTMENT TO JOINT SCRUTINY WORKING GROUP
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To appoint one member to the Joint Scrutiny Working Group which meets to consider corporate projects.

10.	WORK PROGRAMME
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To note the scrutiny forward work programme.
(Pages 67 - 74)

MINUTES OF A MEETING OF THE HEALTH AND CARE SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER, COUNTY HALL - COUNTY HALL ON FRIDAY, 18 OCTOBER 2019

PRESENT

County Councillors G I S Williams (Chair), D E Davies, A Jenner, E Jones, S McNicholas, G Morgan, D Rowlands, E Vaughan and R Williams

Officers: J Coles, Head of Childrens Services, M Gray, Head of Adult Services, D Owen, Head of Commissioning, R Evans Health and Social Care Change Manager, D Moody, Strategic Commissioning Manager and J Pugh, Finance Manager

1. APOLOGIES

Apologies for absence were received from County Councillors J Charlton, K M Roberts-Jones, A Williams, J M Williams, R Powell and MC Alexander

2. DECLARATIONS OF INTEREST

County Councillor G Morgan declared a personal interest in Item 6.1 as having a family Member working at a council owned establishment, if any specific discussion were to take place.

3. DISCLOSURE OF PARTY WHIPS

There were no disclosures of party whips.

4. MINUTES

Documents:

- Minutes of meeting held on 27 June 2019
- Minutes of meeting held on 26 September 2019

Discussion:

- A query had been raised regarding Ombudsman complaints. These had risen from one to eight and the Committee sought further information on how many had been upheld or dismissed.
- This information was made available during the meeting. In four of the cases, two were referred for settlement and two were resolved. Of the remaining four, two were found in favour of the Council and two were found to have no case to answer.

Outcomes:

- **The Chair was authorised to sign the minutes of meetings held on 27 June and 26 September 2019 as correct records**

5.	ASSIST/CYMORTH
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This item was withdrawn pending a more detailed report being prepared for the next meeting.

6.	FINANCE
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6.1. Adult Social Care

Documents:

- Period 5, August 2019, Adult Social Care

Discussion:

- At the end of period 5 the projected overspend at year end had reduced to £1.071M
- Additional savings of £539K have been achieved but this has been mitigated by pressures committed for 20 new and 14 temporary residential/nursing placements to reduce Delayed Transfers of Care (DToCs). It was noted that the ultimate aim was to discharge patients to their home but sometimes a step-down stage may be required. Officers continued to work closely with the Health Board to address the issue of DToCs and the trend was improving.
- The Committee sought assurance regarding unplanned issues arising during the year. The service intends to deliver all savings identified but the main pressures could occur over the winter period. The Regional Partnership Board and Health Board have committed £1M and this will be used to alleviate winter pressures.
- At the beginning of the financial year, pressures of £9.534M had been identified. To date £3.915M have materialised. There has been no uplift to service providers which will reduce this pressure by £2.762M.
- Savings of £7.8M had been identified at the beginning of the year – delivery of £2.7 have been achieved and if no uplifts are provided this will increase by a further £2.7M
- The Committee asked for progress in ensuring costs were appropriately apportioned between the Authority and Health Board. Continuing Health Care is a complex issue. Joint assessment is in place and a *decision support tool* is used in the decision-making process. An expert in this field has been reviewing cases which may not be clear cut. This process will ensure there is more clarity for both parties. It was suggested that a further report be provided to a future Committee.
- The Head of Commissioning was asked if strategies were in place with the Health Board for investment in early intervention and prevention. Section 33 agreements were in place which allowed the pooling of funds by both authorities. Such agreements were in place for Glan Irfon Intermediate Care Facility, Substance Misuse and the Equipment Service amongst others. There is also close co-operation in support for informal carers with Credu being jointly commissioned to provide an information and advice service.
- Officers were asked how the Authority compared with other Welsh Authorities. In some instances, Powys was ahead, for example with S33

Agreements which have been in place in some form since 2003, but other areas it are not so advanced.

- Members noted that the introduction of Glan Irfon in Builth Wells had received some opposition from the local community and asked if there was evidence to measure the success of the facility. Glan Irfon was an Intermediate Care Facility which was proving to be successful and had been accepted within the community. The service was currently working with a new provider to consider whether provision should be reviewed. For example, Members had suggested that palliative or end of life care should be provided. There were 12 beds, 10 of which were currently occupied.
- The level of debt within the service was noted with half of the Council's debt being recorded within the Adult Social Care budget. The Committee asked whether the Enforcement Agency was successful, and it was suggested that Income and Awards provide greater detail to a future meeting of the Committee. It was also noted that a legal charge could be put on a person's property who was receiving residential care. A further report was requested on the legal implications of these charges.
- Plans were in place to use the Capital budget
- There was some confusion regarding the way the Council's finance reports were presented. Savings are included in the budget at the start of the year and as they are achieved, the projected overspend reduces. The service was confident that the budget would balance by year end but advised that winter pressures were unpredictable.

Outcomes:

- **Further information to be provided on the following topics:**
 - **legal implications of legal charges against properties of those in residential care**
 - **the work of the Enforcement Agency**
 - **Continuing Health Care – apportionment of costs**

6.2. Children's Services

Documents:

- Period 5, 31 August 2019

Discussion:

- The forecast overspend at year end has increased to £4.8M
- Staff related costs are currently underspent by £702K with 61 vacant posts covered by 41 agency staff
- The budget is evenly split between staffing costs and placement costs
- There have been an additional 6 placements arising during the last month which equates to a net increase of 2 during the financial year
- The Head of Service is attempting to limit transport costs but until such time as sufficient in house foster placements are available this will be a challenge
- Team managers posts are mainly filled with permanent staff who have all received finance training
- Teams are no longer making individual arrangements – all arrangements are made through Commissioning

- The Committee asked if there was a target for in-house foster carers. Unless more foster carers can be recruited, the service will be unable to make further savings. There will be another recruitment campaign starting shortly which will also cover hosts for supported lodgings. The more that can be recruited, the less reliance there will be on independent foster carers. It was hoped that Members of the Committee would support this campaign in their own areas.
- The Lead Member of the Children's Services Working Group informed the Committee that the Group had asked for detail regarding legal costs and were now seeking additional information
- The new staffing structure provides a full range of posts and recruitment is an ongoing process. A Grow Your Own scheme is currently being costed. Reliance on interim staff must reduce. The cost to the Authority of agency staff can be up to £22K per annum more but it was incorrect that agency staff were paid £22K more than permanent staff. However, an interim work force was essential as there may be a need to cover short term projects or absences. It is acknowledged that the service has been too reliant on agency staff but replacing them is a long-term process. There are currently 41 agency staff and the service aim for this to reduce to 10 within three to five years. The Committee was also reminded that agency staff were not entitled to holiday pay, sick pay or pension entitlement. In total there were 61 vacancies of which 41 were social work vacancies which were the posts covered by agency staff.

Outcomes:

- **The Grow Your Own report to be provided to the Committee at a future date**

7. PERFORMANCE

7.1. Adult Services Performance Report

Documents:

- Adult's Performance Report – August 2019

Discussion:

- Demand needs to be managed at both the front door and at hospitals. A discharge process has been embedded which provides clarity where people are and to identify a pathway with appropriate response times. A list of codes for discharges is in place to provide more clarity around the Delayed Transfers of Care issue. A Discharge Co-ordinator is now in place. Drop in sessions are to be held for all professionals – the first of these was held in Llanidloes.
- The front door, rebranded ASSIST, is continuing to support responsiveness
- Further work is being undertaken on investment in staff to enhance early intervention. Work with the Technology Enabled Care Team to train front line staff to prescribe low level TEC needs has already had a positive impact. The aim is to provide the right support at the right time to promote independence and prevent the need for longer term care.

- There are still a significant number of inappropriate calls to ASSIST and work continues with the Communications Team to ensure that ASSIST is for adult social care issues only
- In addition to training, there has been an investment in mentoring which creates a safe space to develop good practice
- Work continues to reduce the backlog of reviews
- Members asked if training was given to ensure TEC and digital solutions were being used correctly. There is a dedicated TEC Team and an officer will liaise with the client and their family to ensure equipment is used appropriately. Occupational Therapists are also involved.

Outcome:

- **The report was noted**

7.2. Children's Services Performance Report

Documents:

- Children's Services Performance Report – August 2019

Discussion:

- There had been a dip in performance during the restructuring, but Team Managers were now in place and performance is improving
- The number of children coming into care has fallen
- The front door is performing well with only 20% of contacts leading through to statutory intervention
- Signs of Safety continues with staff being supported. The culture is becoming more reflective as staff move away from a defensive position. An 'appreciative inquiry' method is being used to explore solutions in Team meetings. It is the Head of Service's expectation that this will be how case discussions will be conducted. A standardised form has been implemented to promote new practice.
- It had been brought to the Chair's attention that not all front line workers had a business phone – the Head of Service confirmed that all front line staff must have an Authority laptop and phone for work purposes. She was confident that the appropriate processes were in place and the situation of personal mobiles being used would not reoccur.

County Councillor E Vaughan left the meeting at 11.30.

- The Springboard Project was nearing completion in Newtown. This would be rolled out across the County.
- Springboard provides a multi occupancy house to ensure those leaving care develop appropriate skills with the help of Personal Advisers and Social Workers. It is transitional support to assist young people into independence.
- The Committee questioned why some children had three or more placements in a year. In an emergency a child may be placed wherever is available and may subsequently move on to more appropriate placement. The aim is that this would then be a place of permanence for the young person but this is not always possible. The Committee were provided with examples of situations where a child may be moved. The Authority performs well against other Welsh Authorities in this regard.

- Consideration was being given to proposals for a residential home within Powys. A capital bid has been made and a progress report will be brought to Committee in due course. The home would be similar in size to a family home and would accommodate three children. It was hoped that there would be at least one such home in place during the next financial year. The first home would be located in the area with the most demand.

Outcomes:

- **A further report on proposals for provision of a children's home will be considered by Committee**

8. EXEMPT ITEMS

RESOLVED to exclude the public for the following item of business on the grounds that there would be disclosure to them of exempt information under category 3 of The Local Authorities (Access to Information) (Variation) (Wales) Order 2007).

9. DAY AND EMPLOYMENT SERVICES OPTIONS APPRAISAL

Documents:

- Supported Employment Contract Review – Report Summary Overview
- Impact Assessment

Discussion:

- A contract is in place to assist some clients develop skills to find work
- Both the supported employment and supported living contracts are due for renewal and consideration has been given to the effectiveness of the current arrangements and the way forward
- Members were provided with a summary of performance

Outcomes:

- **The Committee agreed with the proposal and asked to be kept informed of future progress**

10. WORKING GROUPS

Documents:

- Scrutiny Summary Report – Adult Services Working Group
- Scrutiny Summary Report – Children's Services Working Group

Outcomes:

- Noted

11. WORK PROGRAMME

Documents:

- Scrutiny Work Programme

Discussion:

- It was noted that Members had been asked to complete a survey regarding the effectiveness of scrutiny
- It was considered that there had been an improvement with Members being more involved and officers providing better information
- Members would like to be able to raise issues for discussion rather than have a work programme imposed upon them
- Officers and Members expressed concern at the timeliness of information being available for consideration – for example, it was known that September performance reports were available but could not be presented to Committee until they had been considered by the Improvement and Assurance Board. Members were of the opinion that they could be self-sufficient in scrutiny.

Outcomes:

- **A request would made that the Committee has the most up to date information available.**

County Councillor G I S Williams (Chair)

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CYNGOR SIR POWYS COUNTY COUNCIL.**Health and Care Scrutiny Committee
29 November 2019****REPORT AUTHOR:** Karen Arthur, Contact and Safeguarding Senior Manager**SUBJECT:** Update on Adult Services Assist function

REPORT FOR: Information

1. Background

An important area of concern that the CIW inspection identified in January 2018 related to the functioning of the Front Door Service (Powys People Direct) and failings in our responsiveness and engagement with people who made contact with us and who, how, why and when they were referred into Adult Social Care.

Powys People Direct (PPD) was formed in April 2015 and formed a joint front door service with Children's Services in Powys. Within Adult Service PPD offered a dual function as a single point of access for new referrals and also a "Can I speak to" function for access to named professionals. In January 2018, two reviews were undertaken in relation to the functionality and performance of the Information, Advice and Assistance (IAA) service in Powys People Direct.

These reviews were commissioned in advance of the Adults Services inspection by Care Inspectorate Wales (CIW) in early 2018. Internally, we had already recognised that PPD was neither fit for purpose, nor understood widely either within Powys County Council or by our residents, as having the critical role of providing Information, Advice and Assistance to support people to be both better informed and better able, to self-manage their levels of independence and resilience, which is pivotal to developing a Strengths Based Approach to Social Care.

The CIW Inspection findings served to focus and expedite the redesign to our "front door" that we were already planning.

The key objectives for our new "Assist Front Door" were: -

- To enable timely appropriate information to be provided at first point of contact
- To enable timely appropriate advice to be provided at first point of contact
- To enable conversations which will result in good information to make informed decisions
- To enable good information to be recorded and the referral is triaged and prioritised

- To ensure that performance information is recorded and considered to inform development of the service going forward
- To ensure that the quality of the referrals is considered via the Quality Assurance Framework in Adult Social Care
- To enhance communication between first point of contact and the longer-term teams.

2. Progress to date

- We have Implemented forms and systems which complement the strengths-based approach. (Online form, enquiry form on WCCIS). These forms and processes ensure consistent approach to service delivery and ensure contact officers are working efficiently.
- Quality assurance in place through social worker screening all referrals once completed.
- The social worker screens all referrals before they are forwarded to teams. This ensures only appropriate referrals are assigned to team.
- A Quality audit tool is currently being tested. This will provide further evidence to measure the continued impact and development of the Assist team.
- Continued and consistent short call wait times (around 37 seconds) with on average 94% of all calls answered. This is a measurable improvement and has improved the experience of citizens and professionals alike contacting the team. On average it took 47 seconds in October to take a call which is a slight increase on September; the average abandonment of call has reduced leading us to recognise that individuals are now anticipating earlier answer (previously we saw more calls abandoned)
- Following training of Contact Officers to prescribe low level technology enabled care and release of the videos on social media, the team have noticed an increase in the number of calls asking for equipment/assistive technology; this is supporting the prevention and early intervention agenda.
- Staff have undertaken outcome focussed training and it is being implemented into work. This has strengthened the delivery of the what matters conversation at the first point of contact.
- 2 members of the team have undertaken mentoring training which will ensure staff continue to receive development and peer support opportunities to build and develop their skills.
- Contact officers currently going through training for carers assessments, to ensure we can provide the right information and advice at the right time in line with our statutory responsibilities.

- Funding has been identified to support a Contact Officer to undertake Welsh language training which will support the gap within the Service in light of the failure to recruit a Welsh speaking Contact Officer.
- Assist officers have received training to deliver Part 10 of the Social Services and Well – being Act (Advocacy).

3. Next steps

The team look forward to continuing expanding the offer of information and advice through ongoing partnership working with colleagues and partners alike. The service is committed to a journey of continuous learning and improvement and committed to working with a strengths-based approach.

Following recent training the team are looking to forward to embedding the Advocacy functions as stated below:

- ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising statutory duties in relation to them, and
- to arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.

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LOCALITIES	All: Age 3+		LOCALITIES	All: Age 3+
Llanfyllin	31.7%		Knighton and Presteigne	8.6%
Machynlleth	53.8%		Builth and Llanwrtyd	15.3%
Llanidloes	17.9%		Hay and Talgarth	9.8%
Llanfair Caereinion	27.5%		Crickhowell	10.0%
Welshpool and Montgomery	12.3%		Brecon	14.6%
Newtown	13.4%		Ystradgynlais	39.0%
Llandrindod and Rhayader	12.0%			
Powys		=	18.6%	

“An Active Offer simply means providing a service in Welsh without someone having to ask for it. It means creating a change of culture that takes the responsibility away from the individual and places the responsibility on service providers and not making the assumption that all Welsh speakers speak English anyway.” – More Than Just Words

In order to implement the Active Offer effectively social services must:

- Discover and record service users’ first language and other languages spoken;
- Discover and record staff’s linguistic skills in Welsh. Good practice would require the percentage of staff who speak Welsh to closely reflect the percentage of service users who speak Welsh in the community;
- Allocate bilingual (Welsh speaking) staff to work with Welsh speaking service users.

The active offer should give Welsh speakers the opportunity to receive services through the medium of their mother tongue without having to request it or to state a linguistic preference.

More Than Just Words states that *“although the Welsh language is an integral element in the care and support of many Welsh speakers, some groups have greater need to receive their services in Welsh. For these groups, the Welsh language should be viewed as an even more fundamental element of service provision. These groups are:*

- *Children and young people*
- *Older people*
- *People with learning disabilities*
- *Mental health service users*
- *Dementia services*
- *Stroke services*
- *Speech and language therapy services“*

In order to provide the Active Offer Powys County Council’s social services has developed a **Plan on a Page**, which displays the main implementation actions required.



The Active Offer -
Plan on a Page.pdf

Supporting Service Users

PROMOTE THE ACTIVE OFFER ON LITERATURE/WEB
- advertise availability

ALL INFORMATION, ADVICE AND ASSISTANCE TO BE AVAILABLE BILINGUALLY
- normalise bilingualism

IDENTIFY WELSH SPEAKING SERVICE USERS
- at referral request information:
1 - languages spoken
2 - first language
Information populated across all systems

RAISE AWARENESS AMONG REFERRERS
- ensure frequent referrers are aware of requirements

CO-PRODUCED WITH WELSH LANGUAGE COMMUNITY
- use Papurau Bro, societies and Welsh media for all press releases

Language Skills

Record staff language skills

EDUCATION and TRAINING
- work with Welsh medium schools, training colleges, careers fairs - raise awareness of requirements
- ensure Welsh speaking trainees

RECRUITMENT
- follow new (2018) Welsh language recruitment policy

TRAINING - AWARENESS & LANGUAGE
- support intense course trainees
- support Welsh language training
- support Geiriau Bychan / 'small works' training

SYSTEMS
- enable bilingual systems (WCCIS etc)

SUPPORT CARE PROVIDERS
- raise awareness & expectations at Provider Forum

3RD SECTOR PROJECT
- ICF funded project to raise awareness and promote Active Offer in the 3rd Sector

The Active Offer

IDENTIFY BEST PRACTICE IN VARIOUS SERVICE AREAS

RAISE AWARENESS
- training on the Active Offer for all staff

ALLOCATE
- ensure Welsh speaking service users are allocated to bilingual practitioners (social workers / OTs / ROVIs etc)

CARE AND SUPPORT PLANNING
- Ability to speak Welsh identified in plans

CONTRACT MONITORING
- Welsh language considered as part of monitoring

ACTIVE OFFER PERFORMANCE MEASURE
- Key measure: Percentage of service users who have bilingual (ALTE Level 4+) assessor

Create and support Welsh Language Staff Award

SOCIAL SERVICES IN POWYS IS AVAILABLE TO WELSH SPEAKERS WITHOUT HAVING TO REQUEST OR STATE A LINGUISTIC PREFERENCE

Welsh Language Champion
Commissioning & Contract Monitoring

Communications Office
Heads of Service

ASSIST / Social Care Practitioners
Social Services Training

Welsh Language Officer
PAVO

The information below is prepared for Scrutiny as an update to the actions as set out in the Plan on a Page:

- **Promotion of the Active Offer**
 - The Council has promoted the option of providing information in Welsh or English to social services and the Welsh Language Standards require proactive advertising of this opportunity. More work is required in order to ensure that the public is aware of the Active Offer.

- **Information is Bilingual**
 - The Council ensures that all public facing information is provided bilingually.

- **Identifying Service Users' Language**
 - The Council has ensured from 2018 that referral forms to social services include two mandatory fields to be completed:
 - What is your first language?
 - Which other language(s) do you speak?This is an attempt at not asking about 'preferred language'.

This is becoming more effective. However, the percentages of service users who are identified as Welsh speakers remains much lower than the 18% of the population who identified themselves as Welsh speakers in the 2011 census.

- **Raise Awareness among Referrers**
 - The social service's Welsh Language Champion has attended a number of meetings of primary care and 3rd sector organisations to promote the Active Offer.

- **Co-production with Welsh language community**
 - Co-production with the Welsh language community through communication via Papurau Bro and attending Welsh language events is embryonic and requires more attention.

- **Record of Staff Language Skills**
 - Social services has prioritised this aspect of the requirements in order to provide the Active Offer.
 - Percentage of staff with language skills recorded:
 - Children Services – 87.4%
 - Adult Services – 92.3%
 - Commissioning Services – 100%

Between 6% and 7% of the social services staff are recorded as having Welsh language skills at levels 4 or 5, which would suggest that they could provide a service in Welsh.

If levels 3,4 and 5 were identified as 'Welsh speaking staff', between 11% and 12% of social services operational staff are Welsh speaking, which remains lower than the 18% of the public identified as Welsh speakers in the census.

Measuring the Active Offer in Powys

	No Data	Level 0	Level 1	Level 2	Level 3	Level 4	Level 5	More than 1 Level
Adult Services	7.7%	26.9%	37.4%	13.0%	4.8%	2.7%	4.5%	3.0%
Children's Services	12.6%	21.7%	40.6%	9.9%	4.7%	3.4%	3.1%	3.9%
Commissioning (Children & Adults)	0.0%	26.2%	42.9%	19.0%	0.0%	2.4%	2.4%	7.1%
Highways, Transport and Recycling	37.1%	17.9%	31.6%	4.6%	2.7%	1.8%	2.7%	1.8%
Housing and Community Development	40.2%	22.0%	22.9%	5.2%	2.6%	1.3%	2.4%	3.4%
Property, Planning and Public Protection	24.4%	20.6%	33.1%	8.1%	5.0%	1.9%	5.6%	1.3%
Schools Service	16.3%	9.2%	25.5%	19.4%	8.2%	4.1%	14.3%	3.1%
Youth Services	18.2%	4.5%	42.4%	13.6%	3.0%	10.6%	4.5%	3.0%
Commercial Services	27.3%	18.2%	36.4%	9.1%	0.0%	0.0%	0.0%	9.1%
Finance	11.8%	31.4%	39.2%	15.7%	0.0%	0.0%	2.0%	0.0%
Income & Awards	36.8%	19.1%	19.1%	8.8%	2.9%	2.9%	10.3%	0.0%
Powys Pension Fund	0.0%	22.2%	22.2%	11.1%	22.2%	11.1%	0.0%	11.1%
Corporate Legal & Democratic	45.3%	15.6%	18.8%	9.4%	1.6%	1.6%	7.8%	0.0%
Digital Services	15.4%	27.4%	32.5%	12.0%	0.9%	1.7%	6.0%	4.3%
Transformation and Communications	0.0%	7.0%	44.2%	11.6%	4.7%	7.0%	25.6%	0.0%
Workforce and Organisational Development	54.2%	13.4%	16.9%	6.3%	3.5%	0.7%	2.8%	2.1%
Powys County Council	26.4%	21.0%	31.0%	8.8%	3.6%	2.3%	4.2%	2.8%

- **Education and Training with schools and colleges**
 - Work is required to raise awareness of the benefits of Welsh language education in relation to social care careers and to ensure that appropriate training opportunities are available in Powys.
- **Recruitment**
 - A new policy on recruitment was developed in response to the Active Offer requirements and can be found here: [Recruitment and Welsh Language Policy](#)
 - The policy requires:
 - Undertaking an assessment of a service's ability to provide services according to the requirements of the Welsh Language Standards.

Measuring the Active Offer in Powys

- Undertaking an assessment of the language skills requirement of each individual post for recruitment.
 - All job descriptions and person specification include a linguistic skills table as an essential requirement for each post
 - Include the Work Welsh Welcome (Croeso Cymraeg Gwaith) on-line training as a requirement within the induction framework for new employees scoring themselves as level 2 or below.
- **Training**
 - Social services have supported staff to attend intense Welsh language courses with some success
 - Training on specific Welsh language skills relevant to carers' posts has been provided
 - Staff are encouraged to take advantage of the Work Welsh Welcome course.
 - **Systems**
 - Powys' Social Services' Welsh Language Champion is the ADSS Cymru representative on the national Welsh Government project to deliver Welsh language accessibility through WCCIS.
 - **Support Care Providers**
 - Powys' Social Services' Welsh Language Champion has attended the Provider Forum and delivered a presentation on the Active Offer and relevant requirements.
 - **3rd Sector project**
 - The Integrated Care Fund has been used to fund a project, run by PAVO, to support awareness raising of the Active Offer amongst the 3rd Sector in Powys. This has included a well-attended Powys wide conference in October 2019, led by the Welsh Language Commissioner, and publication of support materials. The project continues until March 2021.
 - **Identify Best Practice**
 - Social Services undertook this work in 2017 and this is included in Appendix I. In 2017 the social services directorate (People Directorate) agreed on best practice in order to agree aspirational service goals across the service. This is included in Appendix I,
 - **Raise Awareness**
 - Powys' Social Services' Welsh Language Champion has attended team meetings and management meetings to raise awareness of the Active Offer and to encourage appropriate action.
 - **Allocation**
 - Managers have been asked to allocate work so that Welsh speaking individuals are automatically allocated to bilingual staff.
 - **Care and Support Planning**

Measuring the Active Offer in Powys

- Social workers are expected to identify where Welsh speaking individuals would benefit from having Welsh speaking care staff.
- **Contract Monitoring**
 - All contracts from Powys County Council Commissioning now include Welsh language requirements and this is included in all contract monitoring.
- **Staff Award**
 - A staff award for promotion of the Welsh language or for increasing access to services for Welsh language speakers was created in 2018. This is the second year for the award. The winner of the award in 2018 can be viewed here: <https://youtu.be/ejZ2eNX9Gnl>
- **Performance Measures**
 - In order to implement More Than Just Words, Powys County Council, in the first instance, has concentrated on provision of the Active Offer by assessment professionals. The Social Services department adopted the following measure in order to inform decision-making and to drive performance on the Active Measure:
 - Percentage of Welsh Speaking service users who receive an assessment from a Welsh speaking member of staff (ALTE Level¹ 4+).

Welsh Speaking Social Care Clients Each Month and the Total Number of Workers Allocated to Them		
Month Period	Welsh Speaking Clients	Number of Workers
April 2019	137	78
May 2019	147	78
June 2019	146	75
July 2019	149	80
August 2019	149	86
September 2019	155	86
October 2019	158	87
November 2019	156	87

The number of Welsh speaking Social Care Clients each month who have a Welsh speaking Worker and the Total number of Welsh speaking Workers Allocated to Them		
Month Period	Welsh Speaking Clients	Number of Welsh Workers
April 2019	32	10
May 2019	36	9
June 2019	33	9
July 2019	39	11
August 2019	38	11
September 2019	36	10
October 2019	37	10
November 2019	35	9

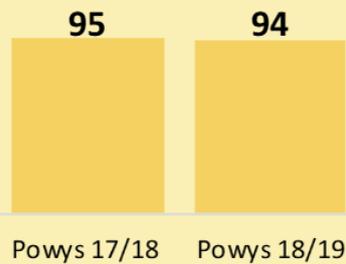
¹ Association of Language Testers in Europe – standardised scale of language competency – adopted by Powys

The Active Offer:

Month Period	Percentage of Welsh Speaking Social Care Clients with Welsh Speaking Workers
April 2019	23%
May 2019	24%
June 2019	23%
July 2019	26%
August 2019	26%
September 2019	23%
October 2019	23%
November 2019	22%

The Council undertakes an annual Well-being Survey, as required by the Social Services and Wellbeing (Wales) Act. The results for Measure 8 is shown below:

45. SSWB measure 8: People reporting they have received care and support through their language of choice



APPENDIX I – What Good Looks Like

Service Area	Active Offer – what does good look like
<p>Contact Centres: To include – Main Contact Centre, ASSIST, Careline.</p>	<ol style="list-style-type: none"> 1. Answering calls bilingually 2. Staff responding in language of contact
<p>Assessment Teams/Workers: To include – ‘assessment teams’ across the services and Emergency Duty Teams. This includes assessments, care plans and reviews being available in Welsh where required</p>	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user 1. Documentation available in Welsh where required
<p>Tailored Services: Childcare/playgroups, dementia groups, energy conservation groups, expert patient programmes</p>	<ol style="list-style-type: none"> 1. Available bilingually or in either languages as appropriate
<p>Provider Services for Groups: To include – family centres, Integrated Children Centres, day services etc</p>	<ol style="list-style-type: none"> 1. Knowing language of service users 2. Matching language of group with appropriate language skills to service user
<p>Provider Services for Individuals: To include – Domiciliary care (in-house and commissioned), dementia specific services, rapid response service, reablement service, LD day services etc Direct Payments</p>	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching worker with appropriate language skills to service user 3. 24/7 Welsh speaker available 1. Support scheme to provide support in Welsh
<p>Residential Services: To include – Residential Care, respite care, convalescence services, LD respite & supported tenancies etc</p>	<ol style="list-style-type: none"> 1. Knowing language of service user 2. Matching key worker with appropriate language skills to service user 3. 24/7 Welsh speaker available
<p>Telephone & Cold Contact: To include – Business Support staff, all office staff who answer calls, send letters etc</p>	<ol style="list-style-type: none"> 1. Answering calls bilingually according to council policy 2. Offering access to appropriate language speaker 3. Delivering and responding to written communication in language of correspondence
<p>Commissioning and Service User Engagement To include – public forums, citizen panels, service user engagement forums, surveys, contracting and contract monitoring, supporting commissioned providers</p>	<ol style="list-style-type: none"> 1. Service user engagement/consultation events – should be delivered and received bilingually 2. Surveys/letters/leaflets/publications/internet – all available bilingually – received and delivered 3. Contracting to include the standard Welsh language clauses and sections. Monitoring to be proactive and supportive

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Supporting Service Users

PROMOTE THE ACTIVE OFFER ON LITERATURE/WEB
- advertise availability

ALL INFORMATION, ADVICE AND ASSISTANCE TO BE AVAILABLE BILINGUALLY
- normalise bilingualism

IDENTIFY WELSH SPEAKING SERVICE USERS
- at referral request information:
1 - languages spoken
2 - first language
Information populated across all systems

RAISE AWARENESS AMONG REFERRERS
- ensure frequent referrers are aware of requirements

CO-PRODUCED WITH WELSH LANGUAGE COMMUNITY
- use Papurau Bro, societies and Welsh media for all press releases

Language Skills

Record staff language skills

EDUCATION and TRAINING
- work with Welsh medium schools, training colleges, careers fairs - raise awareness of requirements
- ensure Welsh speaking trainees

RECRUITMENT
- follow new (2018) Welsh language recruitment policy

TRAINING - AWARENESS & LANGUAGE
- support intense course trainees
- support Welsh language training
- support Geiriau Bychan / 'small worlds' training

SYSTEMS
- enable bilingual systems (WCCIS etc)

SUPPORT CARE PROVIDERS
- raise awareness & expectations at Provider Forum

3RD SECTOR PROJECT
- ICF funded project to raise awareness and promote Active Offer in the 3rd Sector

The Active Offer

IDENTIFY BEST PRACTICE IN VARIOUS SERVICE AREAS

RAISE AWARENESS
- training on the Active Offer for all staff

ALLOCATE
- ensure Welsh speaking service users are allocated to bilingual practitioners (social workers / OTs / ROVIs etc)

CARE AND SUPPORT PLANNING
- Ability to speak Welsh identified in plans

CONTRACT MONITORING
- Welsh language considered as part of monitoring

ACTIVE OFFER PERFORMANCE MEASURE
- Key measure: Percentage of service users who have bilingual (ALTE Level 4+) assessor

Create and support Welsh Language Staff Award

SOCIAL SERVICES IN POWYS IS AVAILABLE TO WELSH SPEAKERS WITHOUT HAVING TO REQUEST OR STATE A LINGUISTIC PREFERENCE

Welsh Language Champion	Communications Office	ASSIST / Social Care Practitioners	Welsh Language Officer
Commissioning & Contract Monitoring	Heads of Service	Social Services Training	PAVO

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Overview

Subject	Carers Steering Group Update
Prepared by	Dylan Owen, Sally Beech and Nikki Leopold
Date of Meeting for report to be presented	29 th November 2019

Governance

Approved and Presented by	Dylan Owen
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Carers in Powys

Introduction

The burden on individuals and families seeking to take on additional caring responsibilities is well recognised and there is a need to support carers, through effective advice, support and where required, respite. Providing such assistance is right in itself but it also represents a prudent approach to reducing the impact of increased demand on more expensive social care and health services.

It is essential that we take a joint health and social care approach in supporting carers to maintain and improve their own wellbeing, as this will prolong their ability to carry out their caring role. Again, the Social Services and Wellbeing Act makes mandatory a joined up social care and health framework for assessing and supporting the needs of carers, through an integrated approach to information, advice and practical support.

There are many excellent examples of effective joint working in support of carers and these include support and services provided by the third sector, which plays a significant role in supporting adults and their carers in Wales.

Recent studies of effective support to unpaid carers in the greater health and social care economy highlighted the benefits of joint training for new carers in understanding the impact of long-term conditions and how to improve and sustain their own health and wellbeing. One significant study highlighted the benefits of TEC (technology enabled

care) in providing practical support and improving a sense of safety in the home, even when the needs of the service user were high.

Impact of Caring

Statistics from the Carers UK State of Caring 2018 report reveal that 74% of carers in Wales say they have experienced poor mental health as a result of their caring role. These figures show that Wales ranks slightly above the UK average of 72% of carers having mental health issues, with only 4% of UK carers claiming that their mental health had not been affected at all by their caring role. 61% of carers in Wales also feel their physical health has declined due to their role.

According to the report, people caring for a disabled child (81%); those that have childcare responsibilities for a non-disabled child under 18 (80%); and carers struggling to make ends meet financially (80%) were most likely to say their mental health and wellbeing had suffered as a result of providing care.

Carers Support Service

Through a tender exercise, CREDU (previously Powys Carers) were commissioned in August 2016 to provide low-level assessments, support, information and advice, as well as some services to support young carers. This contract runs until 31 March 2021.

CREDU organise occasional forums for carers and agencies to meet and discuss challenges. They also provide a regular information bulletin to carers and they have been commissioned to provide carers rights booklets, carer's awareness booklets and carer's awareness training to health and social care staff during 2018-19. CREDU are also commissioned to support carers' representatives to attend both the Regional Partnership Board's Partnership Groups, and the Carers Steering Group.

CREDU have nine outreach workers supporting adults and young carers. They aim to increase community capacity using additional short-term grant funding from Charitable Trusts. Working to develop co-productive relationships between carers, commissioners and providers, CREDU state that they are trying to break down barriers and all CREDU staff are trained in Asset Based Community Development.

CREDU's forums provide the Council with an insight into the issues that matter to carers. The Young Carers Forum feedback that they would like Credu to be able to do more work

with schools around awareness raising, while the adult carers' forums regularly cite respite as the biggest issue.

Respite

The Council provides significant amounts of respite care across Powys to support carers. This includes traditional residential care respite, direct payments for holidays, domiciliary care out of county, and significant use of sitting services provided through domiciliary care providers and the third sector. Carers are also supported by technology enabled care (TEC) and an advocacy service.

The Council is currently considering a new simplified policy document on respite. A copy of the second draft of this can be found in the embedded appendix of this report – it is called "Taking a Break".

Powys Teaching HealthBoard also fund Hafal Crossroads to provide a short-term respite service. This Welsh Government provided funding (£42k) currently sits outside of the partnership agreement.

Integrated Care Fund

The Integrated Care Fund (ICF) has a specific budget allocation for carers support. This has in the past been managed through the Regional Partnership Board. From April 2019 onwards, however, this budget has been allocated via the Carers Steering Group.

Carers Steering Group

The group was established in February 2019 and agreed to a rotating chair arrangement with the Health Board, Local Authority and a carers' representative taking turns to chair meetings in a co-productive manner. The Terms of Reference for the group are included in the Executive Summary section in this document as is the recently developed Statement of Intent/Plan on a Page.

The Carers Steering Group have commissioned the following projects using ICF funding in 2019/21:

- **Raising Awareness Project**

The project will include the following activities: To raise awareness among hard to reach communities, health settings and intergenerational work. Identify and recognise hidden isolated carers; target communities with roadshows providing information, advice and

assistance. Explore opportunities for young and adult carers to share experiences, use of technology, mobile apps, and intergenerational skill-building events.

- **Co-Production of Respite Project**

The creation of a new role to plan and arrange bespoke and innovative respite opportunities to enable carers to have breaks when they need them, where services are not currently provided or meeting need. The project will include the following activities - Explore possibility of sharing of carers' time by supporting carers to provide some formal paid caring, looking at innovative and new respite opportunities, favour exchange, quick response respite while waiting for Assessments, opportunities for young people to attend residential courses to give families a break.

- **Support for Carers representatives**

Representatives will be funded in 2019/20 to continue to attend Start Well/Age Well/Live Well Partnerships and the Carers Steering Group

- **Engagement**

Carers' forums are convened by CREDU. More recently, these have been in the form of special events - Carers' Voice events, with Council and Health Board senior managers present.

Carers' representatives are voting members of the Regional Partnership Board (RPB) - PAVO are paid to facilitate and support these roles.

Carers' representatives are voting members of the RPB's Live Well and Age Well Partnerships - CREDU are paid to facilitate and support these roles.

Young Carers' forums are convened regularly.

Funding

An individual Section 33 Agreement for Carers for 2018-19 was signed off by the PTHB and PCC in May 2019. Total funds have been agreed for 2019-20 as follows:

Financial Year	Funding Stream	Annual Amount
2019/20	Adult Social Care	£191,017.40

	Powys Teaching Health Board	£16,580.00
	Families First Grant	£27,500.00
	Children's Services	£17,505.60
	Total	£252,603.00

The Carers Steering Group has proposed that a Memorandum of Understanding (MoU) may be more suitable as this would reduce the bureaucratic burden upon both organisations and enable more flexibility in meeting the needs of informal carers. If both parties agree to the MoU then it will go to the Joint Partnership Board (JPB) in December 2019 for approval. A copy of the paper to the JPB is embedded as an appendix to this document.

Performance Measures

- The Annual Social Services Wellbeing Survey

Carers reporting they feel supported to continue in their caring role	Yes	Sometimes
2017/18	23%	---
2018/19	38%	31%
Carers reporting they felt involved in designing the care and support plan for the person that they care for	Yes	Sometimes
2017/18	43%	---
2018/19	77%	15%

- Social Work Assessments

Much emphasis has been placed on increasing awareness and training staff.

- ✓ **Number of assessments of need for carers**

March 2018 = 3

March 2019 = 30

- ✓ **Percentage of identified carers offered an assessment**

March 2018 = 87% (11)

March 2019 = 96% (67)

The work with carers is aligned to the delivery of the following strategic objective(s) and requirements in the Social Services and Well-Being (Wales) Act:

The Social Services and Well-being (Wales) Act brought in a broader definition of a carer and stronger duties on local authorities to identify, assess and support carers.

The Act means that:

- The definition of a carer is broader and includes more people, that means that more carers are entitled to carer's assessments and support plans
- Carers no longer have to request an assessment, local authorities must offer assessments where they believe a carer has a need for support
- Staff must promote the well-being of carers who need support
- Local authorities must assess the needs of carers in their area and submit a plan to Ministers on how they will meet these needs
- A carer now has an enforceable right to support from the local authority when they meet the eligibility criteria

There is a greater focus on the role of local third sector organisations in providing services and support

The work with carers is aligned to the delivery of the following Health and Care Strategic Objectives**Supporting Unpaid Carers**

Ensuring the well-being of unpaid carers before, during and after caring through information, advice and assistance, supporting education, skills and training development, opportunities for employment, respite, transport and community support.

Early Help and Support Priorities

Supporting and assisting young carers

For carers, continuing to develop services to meet the holistic needs of the family and provide adequate respite care

Tackling the Big Four

Support families and carers of people living with mental health issues that impact daily living and quality of life

Digital

A digital first approach will enable and promote telehealth, telemedicine, self-care and support for people and carers

Appendices

Carers Steering Group Minutes



Carers Steering
Group Minutes 30-04



Carers Steering
Group Minutes 25-0



Carers Steering
Group Minutes 14-1

Carers Steering Group Terms of Reference



Carers Steering
Group Terms of Ref

Carers Steering Group Plan on a Page



Carers in Powys -
Plan on a Page 2019

Carers Memorandum of Understanding SBAR



Carers Agreement
SBAR.pdf

Taking a Break – DRAFT Respite Policy / Leaflet Wording



Taking a Break
DRAFT.pdf

YOUNG AND ADULT CARERS (UNPAID) IN POWYS - PLAN ON A PAGE SEPTEMBER 2019 – MARCH 2021
 Outcome – Carers have the space and time to enjoy a good quality of life and well-being, with support as and when they need it

Raising Awareness

CARERS SUPPORT PROJECT - RAISING AWARENESS

- Powys Investors in Carers Approach (to include training for NHS staff) with a focus on identifying isolated, hidden Carers
- Roadshow of Local Awareness Raising Campaigns
- Intergenerational Skills Build Events with a focus on 'harder to reach communities'
- Commissioning the development of a Mobile App

INFORMATION, ADVICE AND SUPPORT TO CARERS

- Information and resources online
- Confidential advice and support through outreach workers
- Opportunities to meet other carers
 - Counselling sessions
 - Training opportunities
 - Carers Rights Booklet

INFORMATION, ADVICE AND ASSISTANCE

- InfoEngine, Dewis, AskSara & Advocacy

CONNECTED CARING COMMUNITIES

Carers' Voice & Influence

ENGAGEMENT

- Carers Forums and Events for Carers
- Peer Group Support

CARERS CHAMPIONS

- Communication Champions Workshops (provided by CREDU)

WIDER THIRD SECTOR SUPPORT FOR CARERS

- Community Connectors
- Voice of people living with Dementia
- Befriending

YOUNG CARERS ENGAGEMENT

- Eat Carrots - Be Safe from Elephants

Professional Practice

CARERS ASSESSMENTS

- Increase number and quality / Quality Assurance Audit
- Strengths based approach - What Matters conversation
- Staff Training

E-LEARNING

- Promote Social Care Wales and NHS Wales Carer Awareness Course

SUPPORT AND ADVOCACY FOR CARERS

- Professionals actively identify/support/signpost Carers
- Young Carers in Schools

ADVOCACY SUPPORT FOR YOUNG CARERS

Respite

CARERS SUPPORT PROJECT - CO-PRODUCTION OF RESPITE

- Brokering person centred respite
- Connecting 4 Respite' locally based 'respite creation' workshops in conjunction with Carer Awareness Raising Events
- Create community based and run website in one area to begin with, in collaboration with Time Banking organisation. Approach can be adopted and rolled-out thereafter
- Co-designing and planning summer holiday respite / child-care pilot for parent carers in one locality
- Locality reflection, learning and planning sessions to inform next steps, report and online resources

DEVELOPING RESPITE CARE AND POLICY

- Respite for Adults

Children's Short Breaks

Short Term Respite

Digital / Technology Enabled Care

Co-design of services through Powys Carers Steering Group. Carers representatives on Start Well, Live Well, Age Well Regional Partnerships Boards and Carers Steering Group. Advocacy Support

Notes from Carers Steering Group
Held on Monday 25 February 2019
At County Hall, Llandrindod Wells

Present

Dylan Owen, Head of Transformation for Adult Services, PCC
 Sally Beech, Strategic Commissioning Manager - Promoting Independence, PCC
 Louise Richards, Workforce Planning Manager, PTHB
 Katrina Rowlands, Assistant Director of Nursing, PTHB
 Sophie Williams, Registered Manager, Hafal Crossroads
 Mike Wheeler, Additional Learning Needs Manager, PCC
 Nikki Leopold, Commissioning Officer – Direct Payments and Carers, PCC
 Cameron Edwards, Young Carers
 Emily Bleakley, Young Carers
 Chris Leighton, Adult Carers and CREDU Team Leader
 Lisa Phillips, Adult Carers
 Helena Griffith, Integrated Disability Service Manager, PCC
 Jen O'Hara Jakeway, CEO, Credu
 Peter Lathbury, Head of Third Sector Support, PAVO

Apologies Kim Belman, Adult Carer

No.	Item	ACTION
1.	<p>Welcome, Introductions & Apologies</p> <p>Dylan welcomed everyone to the meeting and individuals introduced themselves.</p>	
2.	<p>Purpose of the Meeting and draft Terms of Reference</p> <p>Joint working around Carers between Powys County Council (PCC) and Powys Teaching Health Board (PTHB). Section 33 agreement in place.</p> <p>Section 33 agreement states that a Board is required. This Board hasn't existing for the last year. As Section 33 has expired, it was agreed to set up this Board to look at what is needed and how to spend the money. The Board/steering group is required for governance and auditing purposes.</p> <p>Legal have confirmed that it is not necessary to have a Section 33 and it could</p>	

	<p>be replaced with a letter of agreement or Memorandum of Understanding.</p> <p>The Carers Steering Group will consider what is needed and how money is spent.</p> <p>Terms of reference</p> <p>Important to have discussion as to how we are going to run the group. The Steering Group membership and draft Terms of Reference were discussed and updated. A draft will be sent out and if individuals have views or comments, they will have to respond within a month; otherwise after a month we will assume they are agreed.</p>	SB/NL
3.	<p>Agreeing Chair</p> <p>Representatives from the three organisations - Dylan Owen, PCC, Katrina, PTHB and Lisa Phillips, Adult Carers will chair the meetings by rotation.</p> <p>If the representative is unable to chair, then they will arrange a substitute from their respective organisation. Jen O'Hara Jakeway will be the reserve for Adult Carers if required.</p> <p>Arrangement will be reviewed annually.</p>	
4.	<p>Minutes of last meetings and matters arising</p> <p>Minutes of the last meeting were agreed.</p> <p>Matters arising</p> <p>£17k PTHB Action: Katrina will bring plans to the next meeting detailing how the money will be spent.</p> <p>ICF funding – Extraordinary Meeting will be arranged in a month's time to focus on how to spend the funding. The group is not currently aware how much is available for the next financial year Action: Sally/Nikki to ask Dominique Jones for information regarding ICF funding allocations for 2019/20.</p>	<p>KR</p> <p>SB/NL</p>
5.	<p>Carers Statement of Intent</p> <p>PCC will fully adopt the Health and Care Strategy.</p> <p>The Steering Group will produce a Statement of Intent to support the Health and Care Strategy. The Statement of Intent will be a simple, succinct (2-page</p>	

	<p>max) document outlining what the Steering Group want the group to do and what we will deliver. Priority to be actions that produce positive change. It was acknowledged that part of the CREDU brief is to facilitate support for carers.</p> <p>One off working group comprising Peter, Jen, Sophie, Sally and Nikki will be formed to read the strategy and agree our Carers Statement of Intent.</p> <p>Action: Working Group to meet and bring a draft back to the Carers Steering Group.</p>	<p>PL, JOJ, SW, SB and NL</p>
<p>6.</p>	<p>Workforce Strategy</p> <p>Louise Richards, Joint Health & Social Care Workforce Planning Manager - presentation outlining the workforce strategy with the Steering Group.</p>	 <p>Workforce Futures presentation - Final.ppt</p>
<p>7.</p>	<p>Carers Support Service update</p> <p>Jen O'Hara Jakeway - presentation Powys Carers Matter.</p> <p>Young carers</p> <p>Emily's Perspective – Emily, a young carer, spoke about her experience as a young carer looking after her mother and brother.</p> <p>Young carer awareness – Cameron spoke about his experiences of being a young carer and the lack of awareness he had experienced within his school.</p> <p>Adult carers</p> <p>Lisa's Perspective – Lisa, an adult carer spoke about her experiences of looking after two children who are on the Autistic spectrum. A need for co-ordinated respite which was planned in advance was highlighted as something that would support Lisa in her caring role.</p> <p>Adult carer awareness – Chris who had previously worked for Herefordshire Carers informed the group about a voucher system which could be cashed in for a limited amount of respite or a wellbeing session by carers who had not yet had a Carer's assessment.</p> <p>Respite</p> <p>Respite matters event 2019 to be planned for first two weeks of April.</p> <p>Adults – respite is the biggest issue.</p> <p>Future agenda item – A collaborative approach to respite</p> <p>Proposal from Credu to respond to respite challenges</p>	 <p>Carers Steering Group presentation.ppt</p>

	<ul style="list-style-type: none"> • Consider ICF funding to be used for respite to be more flexible and person centred • Awareness raising – work with young carers creating videos to enable young people to understand the carer’s role • Proposal to work together to assist intermediate respite such as individuals waiting for carer’s assessments or not wanting to have a carer’s assessment. Voucher would offer a limited amount of respite or a wellbeing session. Administered through an Outreach Worker. Hafal Crossroads provide a respite service (Carers Respite and Advance Services) in Powys, funded by the PTHB. Referrals via Community Connectors, providers, self-referrals etc. Some of the carers receiving the Hafal service have been in receipt of the service for more than three years which has resulted in there being limited capacity available for new carers. The service should be for a 6-week period, while a carers assessment is being completed. 	
8.	<p>2019/20 funding</p> <p>Extraordinary meeting – item to be carried forward to next meeting. To be arranged in a month’s time.</p>	NL

Dates of Next Steering Group Meeting – 18th June 2019 at 14.00 in County Hall - Katrina and Dylan to co-chair.

Notes from Carers Steering Group

Held on Tuesday 30 April 2019

At Antur Gwy, Builth Wells

Present

Dylan Owen, Head of Transformation for Adult Services, PCC
 Sally Beech, Strategic Commissioning Manager - Promoting Independence, PCC
 Katrina Rowlands, Assistant Director of Nursing, PTHB (via Skype)
 Sophie Williams, Registered Manager, Hafal Crossroads
 Nikki Leopold, Commissioning Officer – Direct Payments and Carers, PCC
 Emily Bleakley, Young Carers
 Chris Leighton, Adult Carers and CREU Team Leader
 Lisa Phillips, Adult Carers
 Jen O'Hara Jakeway, CEO, CREU
 Peter Lathbury, Head of Third Sector Support, PAVO
 Becky Evans, CREU Team Leader
 Bernadette Harris, Assistant Team Manager (Children & Adults), PCC

Apologies Mike Wheeler, Freda Lacey, Adam Greenow, Helena Griffith, Cameron Edwards

No.	Item	ACTION
1.	<p>Welcome, Introductions & Apologies</p> <p>Dylan welcomed everyone to the meeting. As the meeting was not quorate, it was agreed that any decisions made would be sent to Mike Wheeler for agreement following the meeting.</p>	NL/MW
2.	<p>2019/20 Funding</p> <p>£66,000 ICF Funding – Start Well, Live Well and Age Well, now pooled together and reporting to Cross Cutting and Resource Overview Group who report to RPB. ICF funding is for innovation and new projects – to allow the development of projects that wouldn't otherwise be funded.</p> <p>Ideas and discussion regarding priorities for the year included:</p> <ul style="list-style-type: none"> • PAVO research project Newtown – continuation has been considered and Peter informed the group that the funding from the 	

	<p>Social Value Forum would be used to pick up some of the areas identified in the research. If further development was required then other sources of funding were available.</p> <ul style="list-style-type: none"> • Potential for sharing of carer hours to enable carers to work a few paid hours without going over the restriction of 16 hours on Carers Allowance. • Community run website to facilitate time banking and respite opportunities • Funding for carers representatives to facilitate attending Age Well and Start Well Partnership meetings • Funding for carers representatives to facilitate attending Start Well Partnership meetings and Carers Steering Group. Invaluable for carers to be able to attend, more than paying expenses, agenda to be accessible to everyone, funding to be used to support carers to coproduce a mechanism for collating information and allow more involvement in the Steering Group • Support for teenagers with high support needs to access summer schools. Action: Bernadette agreed to find out more information in respect of the gap in provision and feedback to the group via Childrens Services representative. Mike also to be contacted. Agreed to include item on next agenda • Young carers – respite and raising awareness, skill sharing project for young and adult carers, opportunities for sharing experiences, use of technology, mobile apps, intergenerational skill building events • Engaging with agricultural communities – hidden isolated carers. Low key awareness raising • Respite – quick response respite while waiting for a Carers Assessment or not eligible for a package; opportunities for young people to attend residential courses eg creative writing to give families a break. 	<p>BH</p> <p>NL</p>
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	<ul style="list-style-type: none"> • Co-production respite officer to fit with Community Connectors, sourcing bespoke creative respite, which is different to formal route • Pot of funds for informal carers – small grants fund • Knitting of communities, need to ensure carers are signposted to available services • Information and training for NHS staff in respect of services and information • Target communities with roadshows – link to Carers Champions 	
3.	<p>Terms of Reference –signing off</p> <p>A draft was sent out to members in March and no responses were received within a month or to date. The Terms of Reference were agreed at the meeting with one amendment. Members of the Steering Group will be responsible for finding a substitute representative if they are unable to attend a meeting.</p>	 Terms of Ref v.6.docx
4.	<p>Carers Statement of Intent</p> <p>The Steering Group have agreed to produce a Statement of Intent to support the Health and Care Strategy. The Statement of Intent will be a simple, succinct (2-page max) document outlining what the Steering Group want the group to do and what we will deliver. Priority to be actions that produce positive change. The Statement of Intent for Carers Support will replace the Carers Strategy. As previously agreed a one off working group comprising Peter, Jen, Sophie, Sally and Nikki will be formed to read the strategy and agree our Carers Statement of Intent. Action: Working Group to meet and bring a draft back to the Carers Steering Group.</p>	PL, JOJ, SW, SB and NL
5.	<p>Memorandum of Understanding</p> <p>Sally and Nikki have drafted a Memorandum of Understanding (MoU) to replace the Section 33 but Finance have rased concerns as PTHB may be liable to pay VAT. Finance have consulted an external organisation for advice and we are waiting to hear back from Finance. MoU will hopefully be available for the next meeting.</p>	SB and NL

<p>6.</p>	<p>Carers Contract – August 2019 onwards</p> <p><i>Members with a conflict of interest left the room for this discussion.</i></p> <p>It was agreed to extend the Credu Carers Contract for one year from 1 August 2019 to 31 July 2020 and that a decision on the second year will be made well in advance and will be included as an Agenda item for late Autumn this year. Contract Monitoring Officer, Lesley Richards will be invited to the October meeting to provide contract monitoring information on the Credu contract. Action: Nikki to invite Lesley to October meeting</p> <p>It was noted that work around a new service specification would need to be done in the future.</p>	<p>NL</p>
<p>7.</p>	<p>Commissioning Projects</p> <p><i>Session without providers</i></p> <p>It was agreed that the Carers Steering Group would support the following projects:</p> <p>Support for Carers representatives - to continue to attend Age Well/Live Well Partnerships - £5,000</p> <p>Support for Carers representatives - to continue to attend Carers Steering Group and Start Well Partnerships - £5,000 Action: Dylan to discuss with Jan Coles</p> <p>Raising Awareness Project – to raise awareness among hard to reach communities and intergenerational work. Identify and recognise hidden isolated Carers; target communities with roadshows providing information, advice and assistance. Explore opportunities for young and adult Carers to share experiences, use of technology, mobile apps, and intergenerational skill-building events. Information and training for NHS staff. Project will be additional to work already being undertaken by CREDU. Carers’ representatives will be on the Evaluation Panel. £20,000</p> <p>Co-production of Respite Project – A Co-production Respite Officer to plan and provide bespoke respite. Bespoke respite provided in a different way supporting life alongside caring for Carers. Explore possibility of sharing of Carers’ time by supporting carers to provide some formal paid caring, looking at innovative and new respite opportunities, favour exchange,</p>	<p>DO</p>

	<p>bespoke respite, quick response respite while waiting for Assessments, opportunities for young people to attend residential courses to give families a break. One locality in South Powys. Brecon/Hay on Wye? £36,000</p> <p>An innovative specification will be produced which will be tendered on Sell2wales inviting expressions of interest for the projects.</p>	<p>DO,SB,NL</p>
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Dates of Next Steering Group Meeting – 18 June 2019 at 2pm in County Hall - Katrina to chair

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Notes from Carers Steering Group (CSG)

Held on Monday 14 October 2019

At Hub Room 1, County Hall, Llandrindod Wells

Present

Ruth Derrick, Interim Assistant Director of Nursing, PTHB (Chair)

Dylan Owen, Head of Commissioning, PCC

Joanna Harris, Senior Partnership Manager, PCC

Sally Beech, Strategic Commissioning Manager - Promoting Independence, PCC

Nikki Leopold, Commissioning Officer – Direct Payments and Carers, PCC

Jen O'Hara Jakeway, CEO, CREDU

Emily Bleakley, Young Carers

Mandy Hughes, Parent Carer

Jean Carter, Adult Carer

Freda Lacey, Head of Third Sector Support, PAVO

Sophie Williams, Registered Manager, Hafal Crossroads

Lesley Richards, Contract Monitoring Officer, PCC

Apologies

Cllr Rachel Powell, Cllr Myfanwy Alexander, Karen Sharp, Louise Richards, Mike Wheeler,

Becky Evans

No.	Item	ACTION
	<p>Welcome, Introductions & Apologies</p> <p>Ruth welcomed everyone to the meeting and the Group introduced themselves.</p>	
	<p>Minutes of last meetings and matters arising</p> <p>Minutes from the meeting were read through and agreed.</p>	

	<p>Actions outstanding:</p> <p>Item 8 £17,000 PTHB funding – Ruth informed the Group that she will be meeting with the PTHB Finance team and will have more information later this week. Dylan informed the group that the £17,000 is the Section 33 funding used to fund CREDU and there is a paper going to the next Joint Partnership Board to decide whether it needs to be a Section 33 agreement or a Memorandum of Understanding.</p> <p>Investors in Carers Working Group Action: Jen to convene a meeting of the Investors in Carers working group comprising Louise, Sally, Nikki, CREDU, PAVO representative.</p> <p>The CSG acknowledged the contribution that Lisa Phillips made towards the Group and Ruth agreed to write a letter to Lisa thanking her for her input over the past year. Action: Ruth to write letter and Nikki to send</p>	<p>JOJ</p> <p>RD/NL</p>
	<p>Statement of Intent/Plan on a Page</p> <p>Working Group comprising Jen, Becky, Freda, Sally and Nikki met and have worked on the Draft Plan on a Page which outlines the plans for Carers over the next year. The Group discussed the Draft and made some amendments. It was agreed that the Draft will go to the Carers Forum for approval on 30 October 2019. Action: Jen to take to the Carers Forum</p> <p>The Group agreed that they liked the simplicity of the Plan being on one page and agreed that the headings will be used for future CSG meetings in order to move forward and reflect progress. Action: Nikki to include on CSG Agendas. When the Plan has been agreed it could be taken to the RPB as a Carers Annual Report and has the potential to be included in the CREDU newsletter; be available in hospital waiting room and GP surgeries, distributed at GP cluster meetings and handed out to new Carers. A list of possible outlets where the Plan could be distributed will be compiled by the CSG when the Plan is finished.</p>	<p> DRAFT Carers in Powys - Plan on a Page</p> <p>JOJ</p> <p>NL</p>
	<p>Memorandum of Understanding (MoU) 2019/20</p> <p>Dylan informed the Group that the MoU will be going to the Joint Partnership Board (JPB) for discussion in November as there was general</p>	

	<p>agreement at the last meeting that the MoU route was the one to follow rather than a Section 33. Following discussion, it was agreed that the MoU would be amended to the period April 2019 to March 2021 (two years) and that there should be some narrative in the MoU stating that there is additional funding for Carers projects. It was agreed that the Plan on a Page would be attached to the MoU as an appendix. Action: Nikki to update MoU and send to Dylan who will take to the Joint Partnership Board.</p>	<p>NL/DO</p>
	<p>Carers Feedback Survey</p> <p>Local authorities undertake this survey annually and are informed by Welsh Government what questions are asked. Last year there was a minimal response to the survey as only 15 Carers responded. It was agreed that the CSG would consider how best to undertake the survey next year.</p> <p>Discussion included the survey being sent directly from providers; sending a paper copy with a SAE and building the questions into a single questionnaire which included the QA questions for providers and Track the Act questions. Dylan suggested we invite John Thomas and Scott McGregor who have responsibility for the survey to the next meeting in February. Action: Nikki to invite John and Scott to our next meeting.</p>	<p>NL</p>
	<p>Young Carers Update</p> <p>Emily updated the group with what has been happening in the last few months for Young Carers. The Communications Training is being offered by CREDU in several localities during Half Term and Emily will be attending on 29 October 2019. Lots of Young Carers have fed back on how they can communicate effectively and what they would like to change. Summer camps and trips for Young Carers are provided which are an opportunity for sharing stories and having fun, the camps and events are organised by CREDU Outreach Workers. There are also intergenerational meetings which are appreciated by Young Carers as it is an opportunity to get advice from older Carers. Emily informed the group it is very isolating being a Young Carer and these meetings assist with addressing this issue. The All Wales Youth Carers Council is also meeting at MRC in Llandrindod on 29</p>	

	<p>October 2019 which is an opportunity for Young Carers across Wales to get together and share their opinions on 'What Matters'. Carers UK facilitate the voices of the Carers at the All Wales Youth Carers Council being passed on to Welsh Government. Action: Jen will check with Kevin to see if it is possible to change the Communications Training date due to the clash. Emily has also presented to her school governors and as a result many changes have been made in Newtown High School. Hopefully these changes will also result in action being implemented in other high schools.</p>	<p>JOJ</p>
	<p>Carer Support Service update</p> <p>Jen shared the latest CREdu Monitoring Report, two data reports and outlined some of the key highlights.</p> <p>Connective Generations Project – is funded by Welsh Government and gives access to direct benefits advice for Carers aged 50+. CREdu will be applying to the Lottery again for a grant to fund this project but for a wider age range.</p> <p>Respite Matters Event</p> <p>Feedback from Carers' perspective was that it was a powerful event and that Carers felt it was useful to have high ranking local authority officers present at the event. Jen recognised that she needs to find a more balanced way of presenting Carers voices in the future.</p>	<p> Quarter 2 CREdu Monitoring Report.c</p> <p> Over 50s Credu Map Sept 2019.pdf</p> <p> YC under 18 Map Sept 2019.pdf</p>
<p>8.</p>	<p>ICF Funding – Carers Support Projects</p> <p>CREdu have been awarded Carers Support Projects and are planning to write an article for their newsletter about the commissioning of the Carers Support Projects by the CSG.</p> <p>Carers Representatives at Start Well/Live Well/Age Well Boards and Carers Steering Group</p> <p>Elections will be held at the Young and Adults Carers Forum on 30 October 2019.</p>	

	<p>Raising Awareness Project</p> <p>Kevin Holcroft has been recruited to the Co-ordinator’s post and will be working 3 days a week on the Project with support from the core teams.</p> <p>Nick Andrews has been providing training on collecting stories. CREDU has been getting everyone aligned to deliver on the Project. Young Carers will design the promotional materials. Jen has met with PTHB who will be signing up to Investors in Carers. A system will be created by CREDU so that referrals can come through PTHB as is the case in Ceredigion.</p> <p>Respite Project</p> <p>Research is currently being undertaken to address what will be required. A leaflet will be created to assist individuals to develop what a good life looks like. A Rank Foundation grant has been awarded to support an intern who will complement the Project. The Respite Co-ordinator’s post is currently out to advert.</p> <p>Carers’ Rights Leaflet</p> <p>As agreed at a meeting with Dylan, Sally and Nikki last month, the draft leaflet will be ready by the 30 October 2019 so it can be considered by the Young and Adults Carers Forum.</p> <p>Additional projects – ideas for new ICF bids</p> <p>Dylan informed the Group that there may be some additional ICF funding available next year for Carers. The funding would come through the RPB and the CSG should start considering ideas for projects. Action: CREDU to discuss at Carers Forums how to engage/get ideas/put forward ideas. Ideas from Carers for additional projects will then be sent to PCC Officers. It was agreed that an Extraordinary Meeting will be scheduled if additional funding becomes available.</p> <p>Sophie informed the group that there is a gap in Carer’s lives when the person they care for passes away and 85% of the Hafal workforce are ex Carers now providing respite.</p>	<p>JOJ</p>
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<p>9.</p>	<p>Any Other Business</p> <p>Freda asked the group to consider how we can tie up the gaps in Carers services intelligence with Community Connectors as this would provide a focus for investment.</p> <p>Sophie informed the group that mental health anxiety benefits and advice is available from Lloyds TSB.</p> <p>Dylan informed the group a Budget Simulator is available on-line for individuals to complete, there is also the facility to make comments. https://powyscc.budgetsimulator.com</p> <p>Emily will be doing a skydiving fundraiser for CREДУ in February. CREДУ will include the information in their next newsletter. Dylan asked Emily to send the link to Nikki who will circulate to the group. Action: Nikki to send Emily's link to the CSG.</p>	<p>NL</p>
<p>10.</p>	<p>CREДУ Contract Monitoring</p> <p><i>CREДУ officers left the room</i></p> <p>Lesley Richards, Contract Monitoring Officer attended the meeting and reported to the group. She informed the group that she has conducted a monitoring visit twice since February when she first started monitoring the CREДУ contract. Her report included the following:</p> <ul style="list-style-type: none"> • There have been no safeguarding or poor practice issues raised in respect of CREДУ since February • Many compliments have been received and no complaints • Reports from CREДУ can sometimes be late but the original monitoring form has now been condensed to 22 pages which should assist with meeting deadlines • CREДУ have been asked to provide more information on Adult Carers as their reports tend to be more Young Carer focused 	

	<ul style="list-style-type: none"> • Events organised by CREДУ are well attended by Carers <p>Overall the contract monitoring findings are that the service provided by CREДУ is meeting the contract specification.</p>	
11.	<p>CREДУ Contract – Extension to 2021</p> <p><i>Sophie left the meeting prior to the discussion due to a conflict of interest.</i></p> <p>The current one-year contract extension with CREДУ finishes on 31 July 2020. The Steering Group needs to consider extending the contract for a further year to 31 July 2021.</p> <p>Following discussion, the group decided that the contract should be extended for an additional 8 months until 31 March 2021 which will coincide with both the end of the Carers Support Projects and the financial year.</p>	

Date of Next Steering Group Meeting

12 February 2020 at 2pm in Committee Room B, County Hall - Dylan Owen to chair

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Carers Steering Group

Terms of Reference

Purpose / role of the group:

The Carers Steering Group was re-established in February 2019 to provide governance around strategic issues that impact on Carers in Powys.

The Steering Group will also allocate and monitor Integrated Care Fund (ICF) monies for Carers, across Start Well, Live Well and Age Well partnerships, linked to The Health and Care Strategy for Powys.

Steering Group Membership:

- Director/Assistant Director of Nursing, PTHB
- Head of Commissioning (Children & Adults), PCC
- Strategic Commissioning Manager - Promoting Independence, PCC
- Commissioning Officer – Direct Payments and Carers, PCC
- Additional Learning Needs Manager, PCC
- Senior Manager Older People, PCC
- Senior Manager Early Help and Assessment/ Integrated Disability Service Manager, PCC
- Senior Partnership Manager (Children & Adults)
- Adult Carers x 2
- Young Carers x 2
- Chief Executive Officer, CREDU – any conflicts of interest around commissioning to be declared in advance
- Registered Manager, Hafal Crossroads – any conflicts of interest around commissioning to be declared in advance.
- Head of Third Sector Support/Senior Officer Health and Wellbeing, PAVO
- All Wales Forum – to be confirmed
- Older Person's Forum (not members of steering group but engaged via PCC)
- Carers not engaged via CREDU or Hafal (to be engaged by all members of the Steering Group)
- Portfolio holders for Social Services (to attend as and when able)

- Workforce and Organisational Development Manager, PTHB (by invitation)

Rotating Chair from PTHB (Director of Nursing), PCC (Head of Commissioning (Children & Adults) and Adult Carers. Chief Executive Office, CREU will be the reserve for Adult Carers if required. Agenda to be agreed by three Chair representatives in advance.

Additional members can be added to the Steering Group as required by invitation of the Steering Group only.

Review

The Steering Group will review the relevance and value of its work, Chair, membership and these Terms of Reference annually.

Accountability

The Carers Steering Group will produce an annual report for the Regional Partnership Board (RPB).

Working methods / ways of working

- Meetings adopt a collaborative and shared learning approach to working
- Sub groups may be convened, as directed by the Steering Group
- Decision making through consensus
- Quorum – four people to include Carer representative, PCC Social Services, PCC Education and PTHB

Meetings

- Meetings will be held every 4 months. An option to join the meeting via Skype will also be available to minimize travel. Meeting will attempt to avoid School Holidays and exam time. Suitable start time from 10.30, avoiding Mondays and Fridays, if possible.

- It a member misses two consecutive meetings the Steering Group will need to take action.
- Sally Beech and Nikki Leopold will organise the meetings, with input from the Chairs.
- Papers will be circulated by email one week in advance of the meeting.
- Powys County Council will provide a minute taker.
- Confidentiality to be agreed on an item by item basis.
- Chatham House rules apply to meetings i.e. a rule or principle according to which information disclosed during a meeting may be reported by those present, but the source of that information may not be explicitly or implicitly identified.

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Raising Awareness

CARERS SUPPORT PROJECT - RAISING AWARENESS

- Powys Investors in Carers Approach (to include training for NHS staff) with a focus on identifying isolated, hidden Carers
- Roadshow of Local Awareness Raising Campaigns
- Intergenerational Skills Build Events with a focus on 'harder to reach communities'
- Commissioning the development of a Mobile App

INFORMATION, ADVICE AND SUPPORT TO CARERS

- Information and resources online
- Confidential advice and support through outreach workers
- Opportunities to meet other carers
 - Counselling sessions
 - Training opportunities
 - Carers Rights Booklet

INFORMATION, ADVICE AND ASSISTANCE

- InfoEngine, Dewis, AskSara & Advocacy

CONNECTED CARING COMMUNITIES

Carers' Voice & Influence

ENGAGEMENT

- Carers Forums and Events for Carers
- Peer Group Support

CARERS CHAMPIONS

- Communication Champions Workshops (provided by CREDU)

WIDER THIRD SECTOR SUPPORT FOR CARERS

- Community Connectors
- Voice of people living with Dementia
- Befriending

YOUNG CARERS ENGAGEMENT

- Eat Carrots - Be Safe from Elephants

Professional Practice

CARERS ASSESSMENTS

- Increase number and quality / Quality Assurance Audit
- Strengths based approach - What Matters conversation
- Staff Training

E-LEARNING

- Promote Social Care Wales and NHS Wales Carer Awareness Course

SUPPORT AND ADVOCACY FOR CARERS

- Professionals actively identify/support/signpost Carers
- Young Carers in Schools

ADVOCACY SUPPORT FOR YOUNG CARERS

Respite

CARERS SUPPORT PROJECT - CO-PRODUCTION OF RESPITE

- Brokering person centred respite
- Connecting 4 Respite' locally based 'respite creation' workshops in conjunction with Carer Awareness Raising Events
- Create community based and run website in one area to begin with, in collaboration with Time Banking organisation. Approach can be adopted and rolled-out thereafter
- Co-designing and planning summer holiday respite / child-care pilot for parent carers in one locality
- Locality reflection, learning and planning sessions to inform next steps, report and online resources

DEVELOPING RESPITE CARE AND POLICY

- Respite for Adults

Children's Short Breaks

Short Term Respite

Digital / Technology Enabled Care

Co-design of services through Powys Carers Steering Group. Carers representatives on Start Well, Live Well, Age Well Regional Partnerships Boards and Carers Steering Group. Advocacy Support

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Situation

The Regional Partnership Board's cross cutting theme of supporting informal and unpaid carers is led by a co-producing group, the Carers Steering Group, which has members from the Powys Teaching Health Board, Powys County Council (adults and children's social care, and education services), 3rd Sector Organisations, Elected Members, and informal carers. Carers are the largest group within the Carers Steering Group. Carers take turns to chair the meetings, along with the Powys Teaching Health Board and Powys County Council officers.

The roles of the Carers Steering Group include:

- Responsibility for the commissioning and contract monitoring of the Carers Support Service in Powys (currently provided by Credu)
- Responsibility for the specifying and commissioning of carers support projects as funded by the Integrated Care Fund

The Carers Steering Group considered the Section 33 Agreement that was in place and deemed it not fit for purpose. The group has decided that a simpler Memorandum of Understanding would be more effective and efficient for management by the Carers Steering Group.

Background

Section 33 of the National Health Service (Wales) Act (2006) enables Local Authorities and Local Health Boards to enter into prescribed arrangements in relation to the provision of health and well-being related services.

Powys teaching Health Board (PtHB) and Powys County Council (PCC) entered into such a partnership agreement in 2015. Powys County Council was the lead commissioner and the host partner for the purposes of the Regulations. The value of the Agreement is set out in the Table below.

Gross Funding	2018/19
Powys County Council - Adults	£263,051.27
Powys Teaching Health Board	£16,580.00
Total Funding	£279,631.27

The Section 33 Agreement required a governing Board to meet regularly and for quarterly reports to be provided to the Joint Partnership Board. The Board was not routinely convened and reports were rarely provided.

The 17 page Section 33 Agreement, therefore, governed the money for commissioning the Carers Support Service in Powys.

The Welsh Government has, since 2017, provided an additional £42,000 for integrated carers support. This money has been provided to the Health Board and has been used to purchase respite care and support. This money has not been included as a part of the Section 33.

In 2018 the Social Services Commissioning Unit was restructured and investment was made to create a part time post to coordinate all carers' work from a social services perspective. Working with Credu and other 3rd sector organisations a number of informal carers (all age) were invited to participate and to become members of a new Carers Steering Group.

The Carers Steering Group developed a Plan on a Page for developing carers' support (please find embedded document at the end of this paper), and having considered the Section 33 decided that they would prefer an easier agreement to negotiate. As such a Memorandum of Understanding was developed (please find embedded document at the end of this paper), which provides a simpler agreement between the Health Board and the Local Authority.

Assessment

Ensuring that any agreement between sovereign bodies are easy to understand and implement is essential in order to engender ownership by the Carers Steering Group and in order to ensure that the requirements of the agreement are fully undertaken. The Memorandum of Understanding in this instance is co-produced by the Carers Steering Group and enables a robust commissioning and monitoring function.

Recommendation

- 1) To recognise that the signed Section 33 Agreement for 2018/19 was the final Section 33 Agreement for Carers services and that the Section 33 Agreement is ended;
- 2) To accept the new Memorandum of Understanding and to sign the document as the new Agreement between both organisations.

Embedded Documents:



DRAFT Carers in Powys - Plan on a Page
DRAFT 2019-21 Memorandum of Un

Taking a Break

Respite in Powys

Title:	Taking a Break : Respite in Powys	Date:	23 November 2019
Author:	Dylan Owen	Version:	2.0
Status:	Draft for Consultation	Distribution:	SMT

Are you a carer?

Do you provide unpaid care for someone who is unwell or has a disability?

It is great to be able to provide care and it can be very rewarding and positive. It is also possible to become tired and to feel that your emotional and physical health is being affected. It is important that carers have the opportunity to do other things in the community, or to access work or education.

We consider you to be a carer if you provides unpaid support or care for a family member, partner, child, or friend because of their age, disability, physical or mental illness, substance misuse or other addiction and who cannot cope without your support.

Anyone can be a carer, not matter what their age, gender or background in any way.

It is important that you are supported to be able to do what matters to you, including to continue being a carer.

What is respite?

If you are an unpaid carer and feel that you need a break we can provide 'respite care'. Respite Care aims to provide care for the person you care for, so that you can have a break. This can be any of the following:

- A Direct Payment: this is a payment that would be made to you or the cared-for so that you can purchase care, either at home, or somewhere else. This payment can be up to the amount we would pay for residential care for the same period of time;
- Residential Respite: this is where you can book a room in a residential care home for the cared-for for a week at a time. This could enable you, the carer, to go for a holiday or just to take a break and relax. This could be in a residential care home, or in one of many other options, such as in supported housing;
- Replacement Care: if you are going away we can pay for carers to provide care for a short period to support the person for whom you usually provide care;

- Shorter Periods of Respite: we can arrange for you to have regular short periods of support. This can be from a few hours every week to a few days occasionally:
 - We can provide a sitting service where the paid carer will stay with the individual for a few hours on a regular basis, so that you can go about your regular business.
 - We have a Shared Lives service, where the individual can stay with paid carers for a short period of time. This service has a ‘familial’ nature, in that the individual lives with another family for a period of time.
- Children’s Respite: there are special respite centres for children to which we can help you gain access.

Finding the right respite for you

To access respite care you will need to contact social services through our call centre, ASSIST on this number: 0345 602 7050. They will ask you about you and your cared-for, and they will try to find out what matters to you and what type of support you may like. They will then, probably, ask a social worker to visit you. The social worker will want to consider with you what type of support or respite would be most suitable, and will then prepare a plan with you for your support and/or care.

The social worker may also ask someone else to visit you in order to create a bespoke respite service specifically for you. This would give you the chance to have flexible respite and for the support to be specially prepared for you (or the cared-for) and your interests.

How much can I have? And do I have to pay?

The amount of respite care an individual may be offered will depend on their, or their carers’ individually assessed needs and circumstances. The amount of respite will be written down in a formal plan. This plan should aim to ensure that individuals and their carers can carry on with their caring role and support their wellbeing. The plan should be reviewed annually or if there’s a change in your circumstances.

Services to carers are free of charge in Powys, so because respite is a service to the unpaid carer, respite is almost always free of charge. However, if the service is to provide personal care for the individual then the Council would need to undertake a financial assessment and charge based on disposable income, part of the “Welsh Government Charging for Community Services, capped at £90 per week”.

Not all care is respite

Respite is an occasional, but planned break. It is not an emergency stay at residential care, nor a short term stay in residential care for whatever reason.

Respite is not providing care for someone because there isn’t an unpaid carer available. If that’s the case the cared-for needs an assessment in their own right for care and support.

Health and Care Scrutiny Committee**29 November 2019****Adult Services Working Group****Purpose of Report:** Summary

The Group has met twice in the period since the last Committee.

Members received a presentation on the Strengths Based Approach and the journey the service is taking. The intention is to have conversations with clients rather than question them to ascertain the outcome the client wishes to achieve. The process is in line with the National Outcomes Framework.

The Group also received an update on the Dynamic Purchasing Scheme which had been piloted in one area. It was hoped that the use of DPS would encourage micro enterprises to develop which would support the fragile domiciliary care market. The issue has been scrutinized previously and the Group supported the further roll out of the scheme. It had been noted that there had been an increase in costs but this had to be considered in line with the size of the pilot project and against a market where some providers had ceased to trade. As the scheme develops, larger blocks of care can be provided which will increase cost effectiveness.

At their most recent meeting, the Group met at the technology enabled flat in Llandrindod Wells and were given a thorough briefing on the equipment available and how this could assist residents to remain independent for longer. The Group were pleased to note that Powys was at the forefront in developing a TEC and assistive technology service.

Work is currently underway to extend the work programme throughout 2020 for both the Working Group and Committee to enable the Scrutiny Committee work with officers to consider 'task and finish groups' on specialist areas which fit with full scrutiny work programme. This will help officers and members scrutinise aspects of the Authority's Vision 2025.

Report contact: Lisa Richards, Legal, Scrutiny and Democratic Services**Contact details: lisa.richards@powys.gov.uk, 01597 826371****Background papers: Notes of meeting held on 15 October 2019**

Group Members: County Councillors J Charlton (Lead Member), E Jones, G Morgan, K Roberts-Jones, A Williams and G Williams,

Health and Care Scrutiny Committee

29 November 2019

Children's Services Working Group

Purpose of Report: Summary

The Group's meetings are split between a Member Development session and Scrutiny of the Children's Services Improvement Plan.

Independent Reviewing and Quality Assurance was the first topic considered with the Group taking particular interest in the role of the Independent Reviewing Officer which had changed since the CIW Inspection. The Group also acknowledged the significant culture change which had taken place within the service as a whole and the greater recognition of roles and responsibilities.

Unfortunately, the second development session regarding Children Subject to a Care Protection Plan had to be postponed and will be considered at the December meeting.

The Group also had a detailed briefing on how the budget was constructed to enable more effective scrutiny to be undertaken at future meetings. At their most recent meeting, the Group undertook scrutiny of placements for children who are looked after. The Group were pleased to note that the number of children who are looked after has dropped from 246 in March 2019 to 235 in October 2019 which was against the trend nationally of increasing numbers. The commissioning process was explained to Members.

The Health and Care Committee were aware of the proposals to develop in-county provision and the Working Group was brought up to date with progress on recruitment of foster carers and provision of suitable accommodation for children's homes.

Arising from a previous meeting the Group were briefed on the current situation regarding Personal Education Plans. Improvements will be in place by the start of the next school term and a progress report would be brought back for the Group's consideration.

Laming visits continue – one to the Care and Support Team (North) on 24 October 2019 and the second to the Family Support and Edge of Care Team on 14 November 2019. A programme of visits for 2020 is currently being developed.

Topics for scrutiny have been added to the work programme and consideration will be given to whether these are to be included on the Health and Care Committee agenda or the Children's Services Working Group work programme.

Report contact: Lisa Richards, Legal, Scrutiny and Democratic Services

Contact details: lisa.richards@powys.gov.uk, 01597 826371

Background papers: Notes of meetings held on 15 October and 13 November 2019

Group Membership: County Councillors A Jenner (Lead Member), S McNicholas, D Rowlands, E Vaughan, G Williams, J M Williams and R Williams

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
2019					
NOVEMBER 2019					
08/11/19	LS WG	Early Years Working Group			
08/11/2019	School Scrutiny Panel	Schools Causing Concern			
11/11/19 - 15/11/19	ERCG WG	HOWPS - Annual Report and KPIs			
13/11/19	Children's Services WG	Children subject to a child protection plan Children who are looked after - placements Scrutiny of Placements and Costs CLA Education - written update on PEPs			
15/11/19	Adult Services WG	Reablement Review Update Quality Assurance Adult Active Offer Technology Enabled Care Tribe/Digital First			
Mon 18/11/2019	LS	Schools Service Budget			
22/11/19	LS and FP	Briefing on Schools Finance with Full Committee if any pre-Cabinet scrutiny required			
Mon 25/11/19	ERCG	Crime and Disorder Food Justice Motion - Investigate issues for Powys			
25/11/19	Finance Panel	Financial overview and forecast -October Capital report - October Budget			27/11/19
25/11/19	LS WG	WESP			
Fri 29/11/2019 pm	HC	Strategy for Residential Care FRM Detocs			
DECEMBER 2019					
04/12/2019	Adult Services WG	Service Redesign and Delivery Information, Advice and Assistance Carers and Respite			
11/12/19	Children's Services WG	Early Help and Eligibility Criteria Section 1 - CS Improvement Plan			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
12/12/19	Finance Panel	Financial overview and forecast - November			17/12/19
16/12/19	LS	Post 16 Review - pre-Cabinet scrutiny			
Thurs 19/12/2019	Audit	WAO Annual Improvement Report			
		WAO Review of misstatements and errors			
		Strategic Risk Management			
		Business continuity			
		Internal Audit - performance monitoring Q2			
		Internal audit review			
		Treasury Management			
		Economic and Financial Assessments - Review of Progress			
		Transforming Contract Management			
		Closure of Accounts			
JANUARY 2020					
09/01/2020	Children's Services WG	Children in Need of Care and support			
		Implementation Signs of Safety (IP 3.24 - 3.27)			
13/01/20	ERCG	Extra Care Housing - Brecon - update			
		Protocol for Motorsports Events (Sian Barnes)			
13/01/20	Health and Care	Children's Services Placements and Accommodation		18/12/19	21/01/20
		Child Exploitation and Programme of Work		"	"
		Fostering and Special Guardians		"	"
		Early Help Hubs		"	"
20/01/2020	LS				
17/01/20	Finance Panel	Financial Overview and Forecast - Period 9			21/01/20
		Capital report			
27/01/20	H&C	Budget			
31/01/20	Adult Services WG	Return to Home/Accommodation for individuals with a learning disability			
		Section 33 Residential Care			
FEBRUARY 2020		Direct Payments			
		Continuing Health Care			
07/02/20	Audit Committee	Strategic Risk Management			
		Business continuity			
		Internal Audit - performance monitoring Q3			
		Treasury Management Q3			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
		Closure of Accounts			
		Self Assessment			
13/02/2020	Children's Services WG	Children at the edge of care			
		Children accessing support to meet identified need (IP 4.1 4.6)			
21/02/20	Finance Panel	Financial Overview and Forecast - January Capital Report			03/03/20
24/02/20	ERCG	Revision of Policy - Death of a Tenant with no next of kin			
24/02/19	H&C	Children's Services Workfore Development 'Grow Your Own' Children's Services Early Help Strategy		12/02/20 "	03/03/20 "
		Finance and Performance			
MARCH 2020					
02/03/20	LS	Verified Standards, National Categorisation, ERW business plan			
04/03/20	Adult Services WG	Service Redesign and Delivery Alternatives to domiciliary care			
12/03/20	Children's Services WG	Children who are looked after - Placements Commissioning and Placements (IP - Section 4)			
20/03/20	Finance Panel	Financial Overview and Forecast - February			
APRIL 2020					
02/04/20	Health and Care	Children's Services Journey of Transformation Children's Services Early Help Strategy Detoc quarterly information		11/03/20	21/04/20
06/04/2020	LS				
06/04/20	ERCG	Further review of Workways+ Powys and CfW+ Progress Report - on Implementing Tenant Satisfaction Survey Action Plan			
08/04/20	Children's Services WG	Children who are looked after - support Meeting the placement needs of children within Powys (IP-4.8 - 4.22)			
27/04/20	Finance Panel				
27/04/20	Adult Services WG				

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
MAY 2020					
07/05/20	Audit	WAO - Audit Plan Draft Annual Governance Statement Strategic Risk Management Business continuity Internal Audit - Annual Plan and Performance Review Treasury Management Annual Review and Q4 Closure of Accounts			
11/05/20	Children's Services WG	Young People Leaving Care Services to care leavers in line with good practice (IP 3.36-3.38)			
18/05/20	LS	Annual Scrutiny Review and 2020/21 work programme			
18/05/20	Health and Care	Finance and Performance Children's Services Intervention and Prevention Update (I) Returning Children Closer to Home (I) Children's Services Intervention and Prevention Update Children's Services Short Breaks Supported Accommodation 16+ Participation with children and young people			
18/05/20	ERCG	Green Waste Bins - Update Report Evaluation of the impact of the roll out of full service - universal credit on HRA rent arrears			
20/05/20	Adult Services WG				
28/05/20	Finance Panel	Outturn 2019/20			02/06/20
JUNE 2020					
12/06/20	Audit Seminar	Draft SoA			
22/06/20	Adult Services WG	Service Redesign and Delivery			
25/06/19	Children's Services WG	Youth Justice Safeguarding and good Core Social Work Practice (IP - Section 3)			
26/06/20	Finance Panel				
29/06/20	Health and Care	Director of Services Annual Report			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
		Detoc quarterly information			
		Child Exploitation Prevention Strategy			
		Children's Services Participation and MOMO (I)			
		Children's Services Practice Standards (I)			
		Corporate Safeguarding			
		Glan Irfon Update			
29/06/20	ERCG				
15/06/20 - 19/06/20	Working Groups				
22/06/20 - 26/06/20	Working Groups	Proportion of revenue spend increase 2% 19/20			
29/06/20 - 03/07/20	Working Groups	Assess effectiveness of marketing programme			
	Committees	Check inward investment strategy and action plan			
JULY 2020					
06/07/20	LS				
27/07/20	Children's Services WG	Education - curriculum being mindful of the wellbeing of children			
27/07/20	Adult Services WG				
29/07/20	Finance Panel				
AUGUST 2020					
13/08/20	Health and Care				
13/08/20	ERCG				
17/08/20	LS				
28/08/20	Audit Seminar				
SEPTEMBER 2020					
04/09/20	Audit	SoA including AGS			
		Annual Audit Opinion			
		WAO - Annual Improvement Report			
		Strategic Risk Management			
		Business Continuity			
		Treasury Management			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
09/11/20	Adult Services WG				
19/11/20	Finance Panel	Financial Overview and Forecast - October Capital Report			24/11/20
23/11/20	Children's Services WG				
DECEMBER 2020					
09/12/20	Adult Services WG	Service Redesign and delivery			
10/12/20	Audit	Strategic Risk Management Business continuity Internal Audit - Performance Q2 Closure of Accounts			
10/12/20	Finance Panel	Financial Overview and Forecast - November Capital Report			15/12/20
14/12/20	Health and Care				
14/12/20	ERCG				
14/12/20	LS				
	ERCG				
2021					
July	Audit	SoA by 31 July 2021			

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