



BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

***Yn syth Yn dilyn y Pwyllgor Craffu ar
DYDD IAU, 13 MAI 2021***

1. Penodi Cadeirydd
2. Croeso a galw'r rhestr
3. Cyhoeddiadau'r Cadeirydd
4. Datganiadau o fuddiannau
5. Cofnodion y Cyfarfod Blaenorol (*Tudalennau 3 - 6*)
6. Blaenraglen Waith 2021/2022 (*Tudalennau 7 - 8*)
7. Polisi Codi Tâl am Ofal Preswyl a Dibreswyl (*Tudalennau 9 - 28*)
8. Pecyn Cyd-gynhyrchu Rhanbarthol ar gyfer y Bartneriaeth Ranbarthol (*Tudalennau 29 - 96*)
9. Rhaglen Grant Cyfalaf Tai Llywodraeth Cymru (*Tudalennau 97 - 104*)
10. Strategaeth bum mlynedd Gofalwyr Rhanbarthol Gorllewin Morgannwg (*Tudalennau 105 - 174*)
11. Eitemau brys
Unrhyw eitemau brys (boed yn gyhoeddus neu wedi'u heithrio) yn ôl disgrisiwn y Cadeirydd yn unol ag Offeryn Statudol 2001 Rhif 2290 (fel y'i diwygiwyd).

**K.Jones
Prif Weithredwr**

**Canolfan Ddinesig,
Port Talbot**

7 May 2021

Aelodau'r Cabinet:

Cynghowyr: A.R.Lockyer a/ac P.D.Richards

Nodiadau:

- (1) Os nad yw unrhyw aelod o Fwrdd y Cabinet yn gallu bad yn bresennol, gall unrhyw aelod arall o'r Cabinet gyflenwi fel aelod etholiadol ar y pwyllgor. Gofynnir i'r aelodau wneud y trefniadau hyn yn uniongyrchol ac yna i hysbysu is adran y pwyllgor..*
- (2) Ystyrir barn y Pwyllgor Craffu blaenorol wrth wneud penderfyniadau (proses craffu cyn penderfynu)*

COFNOD A BENDERFYNIADAU GWEITHREDOL

Y CABINET - DYDD IAU, 1 EBRILL 2021

BWRDD GOFAL CYMDEITHASOL, IECHYD A LLES Y CABINET

Aelodau Bwrdd y Cabinet:

Cynghorwyr: A.R.Lockyer a/ac P.D.Richards (Cadeirydd)

Swyddogion sy'n Bresennol:

A.Thomas, C.Davies a/ac T.Davies

1. PENODI CADEIRYDD

Cytunwyd y dylid penodi'r Cynghorydd P D Richards yn Gadeirydd ar gyfer y cyfarfod.

2. COFNODION Y CYFARFOD BLAENOROL

Cymeradwyo cofnodion y cyfarfod blaenorol a gynhaliwyd ar 28 Ionawr 2021 fel cofnod cywir.

3. DIWEDDARIAD BLYNYDDOL AR Y CYNLLUN COMISIYNU LLEOL CEFNOGI POBL

Penderfyniad:

Y dylid nodi'r adroddiad monitro.

4. **FFRAMWAITH SICRHAU ANSAWDD AR GYFER DARPARU GWASANAETHAU BYW Â CHYMORTH, ANABLEDDAU DYSGU AC IECHYD MEDDWL YNG NGHASTELL-NEDD PORT TALBOT**

Penderfyniad:

Gan ystyried yr Asesiad Effaith Integredig a ddsbarthwyd, y dylid rhoi caniatâd i Swyddogion ymgynghori ar y Fframwaith Sicrhau Ansawdd arfaethedig ar gyfer Darparu Gwasanaethau Anabledd Dysgu a Byw gyda Chymorth Iechyd Meddwl yng Nghastell-nedd Port Talbot, fel y nodir yn Atodiad 1 i'r adroddiad a ddsbarthwyd.

Rheswm dros y penderfyniad:

I sicrhau bod cynlluniau byw â chymorth cynaliadwy o ansawdd da ar gael i ddiwallu anghenion oedolion yng Nghastell-nedd Port Talbot sydd ag anableddau dysgu ac anghenion iechyd meddwl.

Rhoi'r Penderfyniad ar Waith:

Caiff y penderfyniad ei roi ar waith ar ôl y cyfnod galw i mewn o dridiau.

Ymgynghoriad:

Bydd yr eitem hon yn destun ymgynghoriad allanol.

5. **DOSBARTHU TALIAD £500 LLYWODRAETH CYMRU AR GYFER GWEITHWYR GOFAL**

Penderfyniad:

Dylid nodi'r adroddiad.

6. **MYNEDIAD I GYFARFODYDD**

PENDERFYNWYD: Gwahardd y cyhoedd yn unol ag Adran 100A (4) a (5) o Ddeddf Llywodraeth Leol 1972 o'r eitemau busnes canlynol a oedd yn cynnwys datganiadau posib o wybodaeth eithriedig, fel a ddiffinnir ym Mharagraff 14 Adran 4 o Atodlen 12A y Ddeddf uchod.

7. **ILDIO GRANT CYFLEUSTERAU I'R ANABL (YN EITHRIEDIG O DAN BARAGRAFF 14)**

Penderfyniad:

Hepgor y swm llawn o arian, am y rhesymau a nodir yn yr adroddiad preifat a ddosbarthwyd.

Rheswm dros y penderfyniad:

Sicrhau bod yr Awdurdod yn arfer ei ddisgresiwn o dan Ddeddf Grantiau Tai Adeiladu ac Adfywio 1996: Grant Cyfleusterau i'r Anabl (amodau sy'n gysylltiedig â chymeradwyo neu dalu'r grant) - Caniatâd Cyffredinol 2008.

Rhoi'r Penderfyniad ar Waith:

Caiff y penderfyniad ei roi ar waith ar ôl y cyfnod galw i mewn o dridiau.

8. **GRANT CYMORTH SY'N GYSYLLTIEDIG Â THAI (YN EITHRIEDIG O DAN BARAGRAFF 14)**

Penderfyniad:

Y dylid nodi'r adroddiad.

9. **GWASANAETHAU YMYRRYD AC ATAL CYNNAR A GOFALWYR (YN EITHRIEDIG O DAN BARAGRAFF 14)**

Penderfyniad:

Y dylid nodi'r adroddiad preifat.

10. **TREFNIADAU CONTRACT AR GYFER AMRYWIAETH O WASANAETHAU PLANT A PHOBL IFANC (YN EITHRIEDIG O DAN BARAGRAFF 14)**

Penderfyniad:

Y dylid nodi'r adroddiad preifat.

11. **TREM Y GLYN (YN EITHRIEDIG O DAN BARAGRAFF 14)**

Penderfyniadau:

1. Nodi'r dyddiad cau diwygiedig ar gyfer Cartref Gofal Preswyl Trem y Glyn, fel y nodir yn yr adroddiad preifat a ddosbarthwyd.
2. Rhoi cymeradwyaeth i Swyddogion gynnal trafodaethau gyda'r darparwr y manylir arno yn yr adroddiad preifat a ddosbarthwyd, i helpu i lywio'r gwaith o ddarparu llety i bobl hŷn yng Nglyn-nedd yn y dyfodol.

Rhesymau dros y Penderfyniadau:

Er mwyn gweithio gyda sefydliad partner i ddatblygu llety addas i ddiwallu anghenion gofal cymdeithasol tymor hir pobl hŷn sy'n byw yng Nglyn-nedd a chymunedau ehangach Castell-nedd Port Talbot, a sicrhau bod ystod gynaliadwy o wasanaethau gofal cymdeithasol i oedolion o ansawdd da ar gael i ddiwallu anghenion dinasyddion mwyaf diamddiffyn Castell-nedd Port Talbot.

Rhoi Penderfyniadau ar Waith:

Caiff y penderfyniadau eu rhoi ar waith ar ôl y cyfnod galw i mewn o dridiau.

CADEIRYDD

Social Care, Health and Wellbeing Cabinet Board

Immediately following Scrutiny Committees starting at 2pm

Meeting Date	Agenda Item	Type	Contact Officer
24 th June	Tai Tarian Lettings Report	Decision	Robert Davies
	Review of Corporate Arrangements for Safe Guarding	Decision	Keri Warren
	Social Housing Grant (SHG) Housing Finance Grant (HFG) & Recycled Capital Grant (RCG) Programme 2019-21		
29 th July			
16 th September			
21 October			
9 th December			
20th January 2022			

Tudalen 7

Eitem yr Agenda 6

3 rd March			
7 th April			



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Neath Port Talbot County Borough Council Social Care, Health and Wellbeing Cabinet Board

**Report of the Director of Social Services Health and Housing –
Andrew Jarrett**

Matter for Decision

Wards Affected: ALL

Residential and Non-Residential Care Charging Policy

Purpose of the Report

To update the Residential and Non Residential Care Charging Policy (Appendix 1) in accordance with the Social Services and Wellbeing (Wales) Act 2014 i.e. SSWB Act 2014.

Executive Summary

The current charging policy was approved by members on 5th April 2018. This report is to request that the charging policy is updated to reflect any changes in legislation, to highlight dates and links with other social services policies.

Main Changes

- Highlight the dates when service users will be eligible for financial assistance, which is ordinarily from the date a financial referral is made. Should the submission of financial evidence requested exceed 28 days from the date of the funding request, then financial assistance will only be considered from the date that the accompanying evidence is received

- To provide an example of deprivation of assets, where someone intentionally reduces their assets - such as money, property or income - so these won't be included in the financial assessment for care home fees.
- Reference to NPT's Fairness of Service Provision Policy and Debt Recovery Policy

Financial Impact

None.

Integrated impact assessment

This function does not require an Integrated Impact Assessment. The charges proposed by the Council are in line with the legislation.

Valleys Communities Impacts

No implications.

Workforce Impact

None.

Legal Impact

The charging policy is in line with the SSWB Act 2014 and associated regulations.

Risk management

None.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendation

It is recommended that Members approve the updated Residential and Non-Residential Care Charging Policy as set out in Appendix 1.

Reason for Proposed Decision

To update the charging policy to reflect any changes in legislation and highlight links with other Social Services policies

Implementation of Decision

The decision is proposed for implementation after the three day call in period.

Appendices

Appendix 1 - Residential and Non Residential Care Charging Policy. The schedule of rates are included for information, having already been approved by members.

List of Background Papers

Social Services and Wellbeing (Wales) Act 2014 and associated Regulations.

Officer Contact

Andrew Jarrett, Director of Social Services Health and Housing
Tel 01639 763279 email: a.jarrett@npt.gov.uk

Stuart Mason, Assessments Manager
Tel: 01639 686623 email: s.c.mason@npt.gov.uk

Geoff Powell, Group Accountant Social Services
Tel: 01639 686602 email: g.powell1@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNCIL

RESIDENTIAL AND NON-RESIDENTIAL CARE
CHARGING POLICY

IN ACCORDANCE WITH THE LEGAL
REQUIREMENTS OF THE SOCIAL SERVICES AND
WELL-BEING (WALES) ACT 2014 – PARTS 4 & 5
(CHARGING AND FINANCIAL ASSESSMENT)

APRIL 2021

1. Introduction

From 6th April 2016 the Social Services and Well-being (Wales) Act 2014 (referred to in this document as “The Act”) introduced one unified charging framework, which replaced all previous Acts and Regulations, relating to charging for Residential and Non-Residential Care.

Under The Act (which also incorporates Charging Regulations, and a Code of Practice), the Welsh Assembly Government gives discretion to local authorities to raise income from charging – this income will continue to be essential, in enabling this authority to manage resources effectively, sustainably, and to strive for continuous improvement in the future.

This Charging Policy should be used in accordance with the guidance provided in The Act, Charging Regulations and Code of Practice (all of which can be found on the Care Council for Wales’ Care Information and Learning Hub, and also on the Welsh Assembly Government’s website) – the relevant links can be found below:-

Social Services and Well-being (Wales) Act 2014 – referred to as “The Act”

<http://www.legislation.gov.uk/anaw/2014/4/contents/enacted>

Charging Regulations

<https://socialcare.wales/hub/sswbact-regulations>

Code of Practice (Parts 4 and 5) - Charging and Financial Assessment

<https://gov.wales/sites/default/files/publications/2020-04/part-4-and-5-code-of-practice-charging-and-financial-assessment.pdf>

Statements referring to any relevant fees, charges, hourly rates etc will be produced/updated annually (or when required), to reflect any changes to this policy, changes to The Act, or to meet any Welsh Government requirements (or changes in other legislation) - a copy of the latest figures can be found in Appendix A (at the rear of this document).

2. Charging and Financial Assessments

Since April 2016, the authority has used its discretion (under The Act) to impose a charge, or set a financial contribution, towards the costs of social care/services, and has done so, in line with the requirements of The Act.

The overarching principle is that clients financially assessed to pay a charge, would be requested to pay what is deemed affordable, and cannot be charged more than the cost incurred in providing/arranging their care and support.

A financial assessment (in accordance with The Act/Regulations/Code of Practice) calculates how much a client can afford to pay, towards the cost of their care, on a weekly basis. This authority financially assesses clients, based on both their income and capital assets (but disregarding any earnings), and a full list of the income and capital assets to be included/disregarded, in the financial assessment, can be found in The Act's Code of Practice (Annex A and Annex B).

Any assessed client contribution will be subject to a protected "Minimum Income Amount" (Community Care and Residential Care), which is set at a level intended to safeguard a clients' independence and social inclusion - the calculation of the protected minimum income amounts, are set out in the Code of Practice (Sections 9.4 and 11.3).

3. Residential and Non-Residential Charging

Although The Act provides for one unified financial framework, there are a few subtle differences to the financial assessments carried out for Residential Care, and Non-Residential Care – these are explained below:-

3.1. Residential Care

Where a client is assessed (by Care Management) as possessing a Residential/Nursing need, then a care home placement would be the most suitable way of meeting these needs. Such clients may qualify for local authority financial assistance, if they have capital below the relevant capital limit.

Clients will be considered for financial assistance from the date that a financial referral is made/requested, and (as above) this would be dependent on Social

Services firstly assessing the client as requiring a Residential/Nursing home placement.

A client who qualifies for financial assistance towards Residential Care, is required to pay an assessed client contribution, direct to the care provider, with the authority also making a financial contribution (up to the agreed contracted rate), directly to the care provider – the payment made by the authority will be net of any assessed client contribution.

Should a client choose not to declare their financial circumstances (or confirm that they possess capital in excess of the capital threshold), then they will be required to make their own arrangements to privately fund their placement (unless they request that the authority contracts with the care home, and makes the arrangements on their behalf).

Where a previously privately funded client approaches the authority for financial assistance (i.e. due to their capital assets falling below the relevant capital limit), this financial assistance will only be considered from the date of referral/completion of a Declaration of Financial Circumstances form (i.e. and not from the date that the capital assets actually reduced below the relevant capital limit).

In addition to completion of the Declaration of Financial Circumstances form, the client will be asked to provide documentary evidence (e.g. bank statements) confirming all capital assets held – the authority will initially ask for evidence spanning 3 months (prior to the request for financial assistance/reduction in capital below the capital limit), but may request additional periods, based on the evidence initially provided.

For the avoidance of doubt, should the submission of this documentation exceed 28 days from the date of the funding request, then financial assistance will only be considered from the date that the accompanying evidence is received (i.e. financial assistance will only then be considered from this later date).

Where a client is admitted to a care home for a planned short stay (previously referred to as Respite), and this stay is to be no longer than 8 weeks (with an agreed admission and discharge date), then the client can be financially

assessed under Non-Residential Charging (please see below), subject to the client receiving a Respite Allocation from the authority - if a client enters a care home on a Long Term basis, or a planned stay in excess of eight weeks, then the client will need to be financially assessed, under Residential Charging.

For cases where the stay exceeds 8 weeks, but is less than 52 weeks, Residential Charging assessments would be carried out on an Temporary (Extended Care) basis - for cases where there is no planned discharge date (and/or the placement is known (on admission) to exceed 8 weeks), then the placement should be treated as Temporary (Extended Care) from the date of admission (i.e. and therefore treated under Residential Charging).

Should a client be known to require a Long Term placement (on admission), but subsequently move to an alternative home at a later date (e.g. through their original home of choice not initially possessing vacancies), then the client should be treated as a Long Term placement, from the date of the initial admission (i.e. the admission to the initial care home).

In addition, (and with regards to Temporary placements) the authority can make allowance for certain household expenses (that a client may still be required to meet), on a property that they wish to return to (providing that these outgoings are listed on the Declaration of Financial Circumstances form).

Therefore, although The Act has attempted to combine Residential and Non-Residential Charging (where possible), there are certain areas where Residential Charging must be different – for example, with regards to ownership of property, the value of the client's main residence will not be taken into account, when calculating a charge for Non-Residential care/services.

However, where a client enters Long Term Residential/Nursing Care, and is a Home Owner (and the property will be left empty, where the client is admitted to a care home), the authority will include the value of the property, in any financial assessment (but subject to a twelve week disregard, in certain circumstances) – in these cases, the authority would arrange to provide financial assistance, but would eventually recover all costs (from the date that the property is being included, in the financial assessment) following the eventual sale of the property.

NB It should be noted that property can be disregarded, in certain circumstances (i.e. where a partner/family member is still residing at the address), and the authority also has certain discretion to provide property disregards – however, due to the unique individual nature of property ownership (and the occupation of said properties), the Code of Practice (Annex A) should firstly be referred to, for specific guidance.

3.1.1. Deferred Payments

A Deferred Payment Agreement enables a local authority to meet a proportion (or all) of the cost of a client's Residential/Nursing Care, whilst placing a charge on the client's property, as security against the deferment. Agreements (which are described in Annex D of the Code of Practice) will be for the duration of a client's stay in a care home, such shorter period (as the client so wishes), until the equity in the property falls to the relevant capital limit, or until the client decides to sell their property, in order to pay for their Residential/Nursing Care.

In order to qualify for a Deferred Payment, the authority must firstly be satisfied that the client has an interest in the relevant property, the client's weekly income is insufficient to meet the full cost of their care fees, the client's capital is not in excess of the capital limit (which would allow the client to fund their own placement), and the value of the equity (in the property) exceeds the capital limit - additional requirements can also be found in Annex D, in the Code of Practice.

Where this authority enters into Deferred Payment Agreements, interest can be charged (the amount of which to be confirmed in the Deferred Payment Agreement), in addition to any associated administrative (including valuation) costs.

3.2. Non-Residential Care

Non-Residential Care services would consist of Domiciliary/Home Care, Domiciliary Respite Services, Residential Care based Respite Care (of up to 8 weeks), Lifelink Extra Assistive Technology package (previously referred to as Telecare/Category 3), Day Care Services, and Direct Payments.

Clients who are in receipt of more than one of the above services will be provided with a single financial assessment, based on the total cost of all of the services provided.

Clients who are in receipt of a Lifelink, or Lifelink Plus Assistive Technology packages (previously referred to as Lifeline/Category 1 and Home Safety/Category 2), will pay a **Flat Rate Charge** for the service they receive – these Flat Rate Charges would therefore be in addition to any assessed charge, and would not fall within the “single financial assessment” referred to in the above paragraph.

3.2.1. Non-Residential Financial Assessment Options

Where a client does not have a partner and is the only person in a household in receipt of a service, the financial means of other adults in the household do not need to be taken into account in undertaking a financial assessment.

Where appropriate, the relevant income and costs of the household will be divided evenly between all the adult members of the household to arrive at the allowable income and expenses for the individual.

However, situations may arise where it would be more beneficial to a client, if their contribution were to be calculated on the basis of the household. Clients will therefore be encouraged to have a financial assessment carried out on both an individual and a household basis, to determine the most financially advantageous arrangement. If the resultant financial assessment is based on the household’s income, the service user would remain responsible for paying for the care provided.

Where a client has a partner, the financial assessment will be based on the combined income & expenditure of both partners, but the client will be the partner responsible for paying for the care provided.

In these circumstances, a client may specifically request an independent financial assessment based on their individual means, in which case 50% of relevant joint costs will be taken into account to calculate the allowable expenses.

Alternatively, where there are joint or multiple clients in a household, the combined income of all clients, and the total relevant household expenditure,

will be taken into account in calculating a single financial assessment for the household. A household assessment will be based on the total cost of the combined services received by the household. In such circumstances, one member of the household will be responsible for ensuring payment is made for the care provided to the whole of the household.

If all clients specifically request independent financial assessments based on their individual means, the cost of each service and the entitlement to financial assistance will be calculated separately for each service user within the household.

The disclosure of personal financial information will enable the authority to calculate to what extent, the client is entitled to financial assistance, towards the full cost of the service. The financial assessment will also therefore calculate the amount that the client will be required to pay towards the above services – this Charging Policy therefore reflects both the level of service provided, and also the client’s financial means.

The amount that a client may be expected to pay will be based on the weekly cost of the service, less the amount that the client can afford to pay (i.e. based on their income and capital, and less any relevant outgoings/minimum guaranteed income) – each client will then be provided with a “Maximum Charge” that they would be required to pay, towards the care/services they receive (NB even where their available income is higher than the cost of the service, they will pay no more than the “Maximum Charge”).

Expenses are allowable for Housing Costs (Mortgage Payments and Rent, or equivalent) net of Housing Benefit, contributions towards Supported Living costs, and Council Tax payments (net of Council Tax Benefit) – this information must be provided (on the Declaration of Financial Circumstances form, and documentary evidence provided), in order to be considered in the financial assessment.

The client’s charge would be based on the contact/assessed hours of care (or number of Day Service attendances/sessions), by the rate charged - the rate charged will be no more than the cost of the services, it may not necessarily reflect the actual cost to the authority of providing/commissioning the service,

but in any instance, the client would not be required to pay in excess of the weekly “Maximum Charge” for the service (or combination of services).

Refunds will only be issued for notified cancelled calls (with regards to Domiciliary/Home Care services).

Clients who do not wish to take part in a financial assessment will be required to pay the full cost of the service provided, subject to a weekly “Maximum Charge”.

4. Circumstances where a Charge cannot be applied

The authority cannot charge for certain types of care and support, and these must therefore be offered free of charge. Although a full list of examples can be found in Section 5.12 (of the Code of Practice), the most relevant exemptions are:-

- Where the client is a Child, or is a Child Carer (under 18 years of age).
- Where a client receives after-care services/support under Section 117 of the Mental Health Act 1983.
- Where Reablement has been arranged, to enable a client to maintain or regain their ability to live independently at home. In this case, the client would therefore be entitled to up to 6 weeks “free care”.

However, should a Long Term package of care be identified prior to the end of the 6 week period (e.g. at week 4), the package/placement would become chargeable from the date that the recommendations were made (i.e. the package/placement would be deemed chargeable from week 4, as opposed to the client receiving the full 6 weeks of “free care”).

5. Statement (and Effective Date) of Residential and Non-Residential Charges

Assessed charges will become due from the date that the care/service is provided, but clients must firstly have been notified of the maximum amounts that they could be expected to pay (and this notification must have been provided, prior to any chargeable service commencing) - this information will be communicated to clients, by means of the “Paying for Residential and Non-Residential (Community) Care” document.

Clients who request a financial assessment will be required to complete a “Declaration of Financial Circumstances” form, and provide documentary evidence, in order to verify their income and capital assets – this information should be provided within 15 working days, and where clients fail to respond, the authority may impose a charge, up to the level of the Maximum Charge.

Once a financial assessment has been carried out, a confirmation letter (and an attached statement providing a breakdown of the assessed charge) will be sent to the client (or financial representative).

If a client’s financial/household circumstances (or care plan) subsequently changes (including where a Residential Care client’s partner/spouse resides/resided at the client’s former address) , then this may have an impact on the assessed charge, and any such changes may therefore require for the client to be financially re-assessed – in any instance where a client’s financial/household circumstances change, then the relevant changes should be communicated to the authority (in order for a determination to be made whether a re-assessment is required, and whether the changes will affect the client’s assessed charge). Any changes in the client’s charge will be back-dated to the date that the change in financial/household circumstances occurred.

Clients will be financially re-assessed in each financial year, with the re-assessed charge for the new financial year, being sent to the client (or financial representative).

6. Deprivation of Assets (Income and Capital)

If a client deliberately deprives themselves of income/assets (in order to reduce/avoid charges or qualify for financial assistance at an earlier date), then the authority will treat the client as still possessing these, and will include the value of the income/asset in any financial assessment (Notional Income/Capital).

For example, should a client purchase a Funeral Bond which results in the client’s capital falling below the relevant capital limit (i.e. where the client would then apply for financial assistance at an earlier stage), the amount spent will be treated as Notional Capital.

Such a determination would result in a client being requested to continue meeting the full cost of their care (Residential Care), or the Maximum Charge (Non-Residential Care) for an extended period. The timing of any deprivation would impact on whether the authority would pursue the client, or the person who received the benefit of the deprivation - further guidance regarding this should be sought from Annex F, in the Code of Practice.

7. Payment of Charges

The majority of Non-Residential Charges (i.e. Domiciliary/Home Care, Day Care) will be collected by Direct Debit (calendar monthly), as this is the preferred method of payment. Any short stay (previously referred to as Respite) charges may be payable to the Care Provider (unless the client already receives an alternative service from the authority, and these charges are already collected by Direct Debit).

Where a client is in receipt of Direct Payments, the client's assessed charge (if applicable) will normally be paid directly into the Direct Payments Account (by the client), and the authority will also make payment (i.e. a net amount, following the deduction of any assessed client contribution) directly into the client's Direct Payments account – the combination these contributions will thus ensure that the client has sufficient funds, in order to meet the cost of their care/services (as set out in their care plan).

Should the client therefore wish to purchase additional care/services, outside of their care plan/agreed Direct Payment package, then they would be expected to use their own funds to purchase this additional care (please also refer to Neath Port Talbot Council's Fairness of Service Provision Policy).

With regards to Residential Care (as mentioned above), the client will be required to pay the assessed client contribution direct to the care provider, with the authority also making any relevant financial contribution, direct to the care home.

8. Additional Cost (previously referred to as a Third Party Payment)

Should the client/family/representative request a Residential/Nursing home, whose charges are in excess of the authority's agreed rate (as approved by the Social Services Funding Panel), then a family member/representative will

(unless the authority cannot commission a placement where no additional cost applies) be required to enter into/negotiate a separate arrangement (referred to as a Top Up, 3rd Party, or Additional Cost), to pay this Additional Cost directly to the relevant care provider - the payment would be required to be fulfilled for the full duration of the residency, in order that the security of the placement is maintained (i.e. as any breakdown in said agreement, could lead to alternative accommodation needing to be sought).

Further guidance on “Additional Costs” can be found in Annex C of the Code of Practice, in addition to Neath Port Talbot Council’s Fairness of Service Provision policy.

9. Review Process

Following a client receiving formal notification of their assessed charge, for Residential and Non-Residential Care, they may seek a review of the assessment (the request may be made orally, or in writing), where they feel the decision has been undertaken inappropriately, or where they feel that meeting the charge would cause financial hardship (this is dealt with in Annex E of the Code of Practice).

The authority must send the client (within 5 working days of receiving the request) a statement of acknowledgement, and request any documentary evidence, which may be required to carry out a review/re-assessment - NB the client may decide that they do not wish to pay their assessed charge whilst the review is ongoing (but must advise the authority of this, within 5 days of receiving the statement of acknowledgement).

The client has an obligation to return any requested financial documentation within 15 days of the authority’s request (or ask for additional time if the client is currently unable to present the required confirmation – NB if this is the case, the authority must offer a Home Visit to the client). If the client does not present the required information (or ask for an extension) within 15 days, the authority can reasonably assume that the client’s request has been withdrawn.

Where sufficient information has been provided, the authority must carry out the review within 10 working days (by an officer other than the person who made the original decision), and communicate the decision to the client – if the

review leads to an amendment in the charge, the authority must send an amended statement of charge to the client.

(NB Where the authority is unable to carry out the review, within 10 days, it must advise the client that (the client) may elect not to pay the assessed charge, whilst the review is being completed (the authority cannot later recover any accrued arrears during a period that it was at fault in failing to carry out a timely review, regardless of the eventual determination).

Where the review leads to a lesser client contribution, any overpayments should be credited to the client. Where the review leads to no change (or a higher assessed client contribution), the client will be asked to repay any arrears that may have accrued (i.e. if they decided to suspend their payment, pending the outcome of the review), and also any additional costs (if the client contribution has increased). Before requesting any accrued/additional costs be paid, the authority should decide whether repayment would cause the client any financial hardship (offering to agree a suitable repayment plan, if applicable).

Where a client still remains unsatisfied with the authority's determination, they will be entitled to make a formal complaint (which will be considered through the formal Social Services complaints procedure).

10. Formal Recovery of Charges

Where an invoice has been raised and/or a debt is/remains outstanding, the authority will take all reasonable steps to collect the debt – this will include communicating with/visiting the client, offering a suitable repayment plan, and ascertaining the reason that the debt has not been paid (i.e. not merely assuming that the client has made a deliberate decision not to make payment).

Should the above steps prove unsuccessful, the authority has recourse (dealt with under Annex F in the Code of Practice) to place a Charge on a client's property (if applicable), or to undertake Court Action, i.e. in order to collect any outstanding debt.

Neath Port Talbot's Debt Recovery Policy should also be consulted for further/specific guidance on these matters.

Schedule of Rates

Charges for Services – April 2021

Long Term Residential Care

Fees Paid to Providers of Residential Care (Per Week) To 31st Mar 21 1 April 2021

Residential Care	£596.12	£619.96
Nursing Care	£603.43	£627.57
EMI Nursing Care Supplement (added to above figure)	£31.40	£32.66
Residential Care for Under 65's (Basic Fee)	£596.12	£619.96
Adult Family Placement	£459.00	£459.00
Pobl Homes (Basic Fee)	£745.87	£756.21
Pobl Homes (Spot Purchase)	£774.43	£785.19

Charges – Service Users per Week (Max Charge)

Pobl Homes – Existing Residents (admitted prior 01/04/12)	£601.50	£625.60
Pobl Homes – New Residents (admitted 01/04/12 onwards)	£790.00	£821.60
Residential Care – All Other Providers	£593.26	£619.96
Nursing Care – All Other Providers	£600.53	£627.57

Charges – Other Local Authorities (Per Week)

Learning Disabilities Accommodation	£1,893	£1,969 week
Additional Hours RCO	£17.00	£17.32 hour
Additional Hours NCO	£24.34	£24.81 hour

Non-Residential Care Charges

* Highlighted Charges below are subject to £100 maximum per week (following approval of WG Regulations)

*Short Term Residential Care

*Up to 7 seven days £100.00 **£100.00**

*Every week or part week thereafter (up to 8 weeks) £100.00 **£100.00**

Any stay longer than 8 weeks the whole period will be charged as per long term residential care

Non-Residential Services

*Domiciliary Care £16.50 **£17.00 hour**

*Domiciliary Respite Services £16.50 **£17.00 hour**

*Direct Payments value of direct payment

	<u>To 31st Mar 21</u>	<u>1 April 2021</u>
<u>Community Alarm/Telecare – Per Week</u>		
Lifelink (previously Lifeline/Category 1) – Flat Rate	£2.70	£2.70
Lifelink Plus (previously Home Safety/Category 2) – Flat Rate	£3.95	£3.95
*Lifelink Extra (previously Telecare/Category 3)	£5.70	£5.70
<u>Day Care Services – Per Attendance</u>		
*Day Care (Per Attendance)	£31	£32
<u>Other Local Authorities Only – Per Day</u>		
Day Care Training and Employment (Excluding Transport)	£79.00	£83.00
Day Care Complex Needs Service	£180.00	£188.00
<u>Other Charges</u>		
<u>Meals</u>		
	£4.60	£4.60
<u>Rent Cluster Houses (per week)</u>		
Southville Road	£79.70	£79.70
<u>Hillside Secure Unit (per day)</u>		
	£1,100	£1,150

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD

13 May 2021

**Report of the Director of Social Services, Health and Housing –
Andrew Jarrett**

Matter for Decision

Wards Affected All Wards

**REGIONAL CO-PRODUCTION PACK FOR THE REGIONAL
PARTNERSHIP**

Purpose of the Report

To seek approval to endorse the West Glamorgan Regional Co-production Pack (“the Pack”).

Executive Summary

The West Glamorgan Regional Co-Production Pack consists of a Co-Production Framework (Appendix 1), Co-production Toolkit (Appendix 2) and Co-production Charter (Appendix 3).

If approved, Neath Port Talbot County Borough Council (“the Council”) will implement the Pack in its delivery of the West Glamorgan regional programmes, projects and forums.

Background

The Co-production Framework sets out the common definitions, context and principles for co-production along with the approaches to embedding co-production throughout the Regional Partnership. This helps describe what we mean by co-production and set a consistent way forward for making sure co-production is at the heart of our regional work.

The Co-production Toolkit provides information and guidance to support organisations to work co-productively with people that use services or have used services and their carers. This places individuals as equal partners in the design, development, commissioning delivery, monitoring and review of services. This includes a self-assessment audit tool which helps to identify strengths and areas for improvement.

The Co-production Charter is a tool for boards and senior leaders to demonstrate their commitment to embedding the principles of co-production within their organisation. It defines the common vision and principles as well as the key outcomes that organisations are committing to delivering by signing up to the Charter.

Together, these three documents establish a common purpose and way forward for our Regional Partnership when taking forward the regional work programme.

The three documents were developed in parallel by the Regional Co-production Group. It was endorsed by the Recovery Board on 19 January 2021 and by the Regional Partnership Board on 22nd January 2021.

Financial Impacts

No implications.

Integrated Impact Assessment

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act

2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016. The first stage impact assessment has indicated that a more in-depth assessment was required.

An overview of the Integrated Impact Assessment has been included below in summary form only and it is essential that Members read the Integrated Impact Assessment, which is attached to the report at Appendix 4, for the purposes of the meeting.

- This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristics and reduce unintended inequality or discrimination arising from the work programme.
- The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.
- This should have a positive impact on the Council's Socio-Economic duties as the work of the West Glamorgan Partnership Board will be more informed by people in order to maximise any potential positive impacts on their socio-economic status and minimise any negative impacts on their socio-economic status.
- The toolkit should also enhance the undertaking of forums where people that may have a socio-economical disadvantage will be able to express their opinions and share their experiences.
- This should have a positive impact on Public Sector Equality Duty (PSED) by empowering people to be able to contribute their views and experiences of how the work programme and projects

may impact on them and meaningfully take part in forums in order to express their views and share their experiences to inform decision making

- Co-production will be in line with Welsh Language requirements.
- The strategy has no impact on biodiversity.
- Has a positive contribution to the five ways of working.

Valleys Communities Impacts

No impact – the Pack has no spatial impact on our valleys communities and does not link to the impacts identified in the Cabinet’s response to the Council’s Task and Finish Group’s recommendations on the Valleys.

Workforce Impacts

No Implications.

Legal Impacts

No implications.

Risk Management Impacts

No implications.

Consultation

There is no requirement for external consultation on this item.

The development of this Pack was underpinned by the principles of co-production. Below are a list of co-production activities that helped to shape the Strategy:

- Co-production Group members were asked to nominate individuals to be a part of the Task & Finish Group.

- The Task & Finish group held meetings between 10 June and 30 September to identify and develop the key content of the strategy.
- Members of the Task & Finish Group co-ordinated a research exercise with contributions from members, pulling together various insight and contributions.
- The draft documents were circulated to Co-production Group members and finalised in a meeting on 16 December, where final comments were requested before approval for submission at the Co-production Group meeting on 13 January.

Recommendations

Given due regard to the attached Integrated Impact Assessment, it is recommended for Members to approve the endorsement of the West Glamorgan Regional Co-Production Pack, which consists of a Co-production Framework, Co-production Toolkit and Co-production Charter.

Reasons for Proposed Decision

To further improve co-production when undertaking the West Glamorgan regional programmes, projects and forums.

Implementation of Decision

The decision is proposed for implementation after the three day call in period.

Appendices

Appendix 1 – Regional Co-production Framework;
Appendix 2 – Regional Co-production Toolkit;
Appendix 3 –Regional Co-production Charter;
Appendix 4 – Integrated Impact Assessment.

List of Background Papers

None.

Officer Contact

Andrew Jarrett, Director of Social Services Health and Housing

Email: a.jarrett@npt.gov.uk



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
Regional
Partnership



West Glamorgan Regional Co-production Framework

Region: West Glamorgan Regional Partnership

☎ 01792 633 805

✉ west.glamorgan@swansea.gov.uk

Introduction

The West Glamorgan Regional Partnership is a strategic mechanism for co-ordinating a collection of programmes, projects and workstreams that partners (the Health Board, Local Authorities, Third Sector and others) have identified as common priorities for health and social care transformation. Delivery of a complex portfolio of work requires consistent instructions and guidance for those involved in the delivery of change, to establish **how** things should be done.

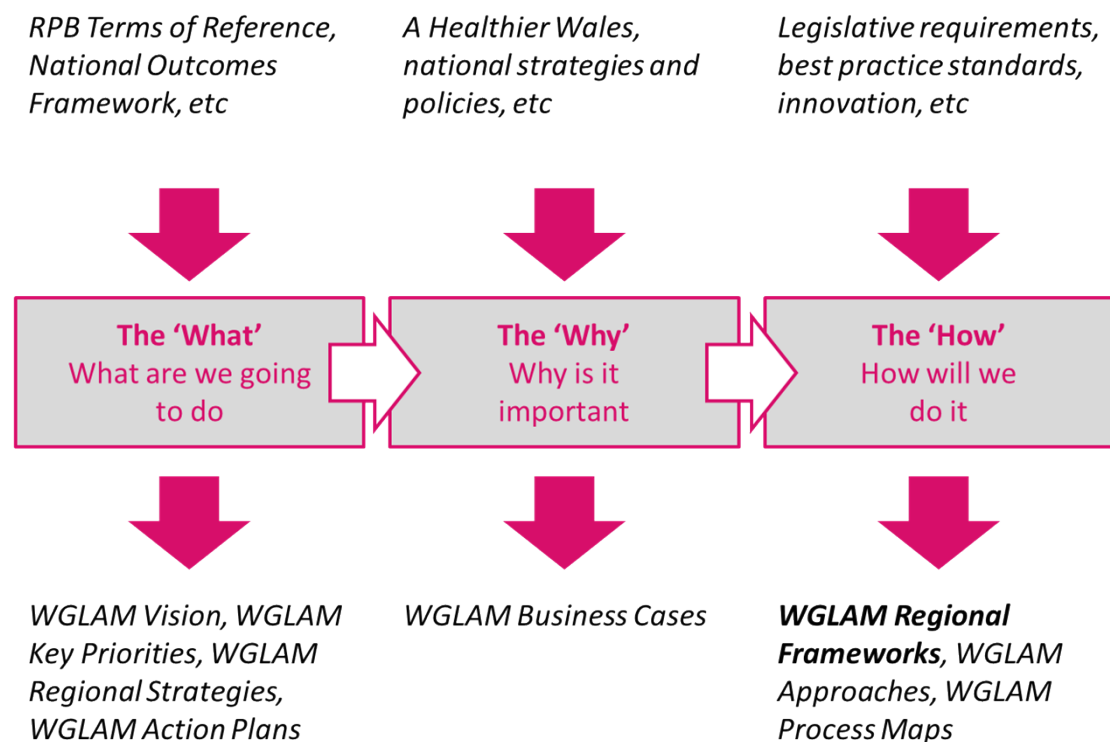


Fig. 1 – The What, Why and How of regional partnership working

This regional framework has been created by the regional Co-production Group, which includes representatives of all partner organisations as well as people and carers representatives. It will inform how co-production will be embedded across the partnership including how the voice of our people will form the core of transformation activities in health and social care.

Please note that additional materials are **highlighted** throughout this document, some of which may be under development at this time.

Contents

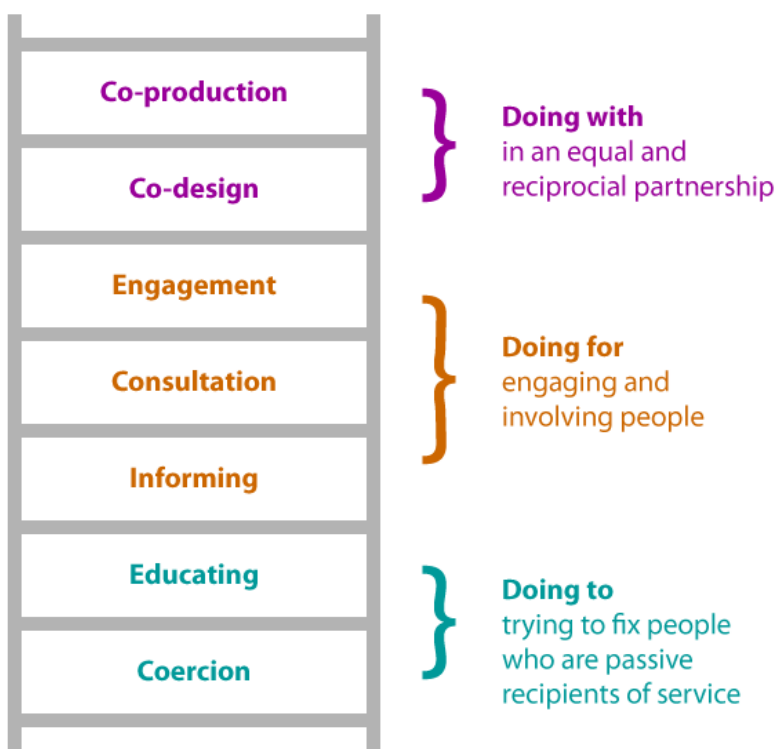
Section 1 – Context	4
Background	4
Definitions	5
Alignment to Regional Partnership	7
Section 2 – Principles	9
Challenges	9
Opportunities	10
Lessons	10
Outcomes	13
Principles	14
Section 3 – Approaches	16
Strategic Approach	16
Representative Role	20
Citizens Forum	21
Co-production Group	23
Support for Co-production	24
Co-production Documents	25
Focused Approaches	25
Monitoring & Reporting	26
Implementation	27
Appendices	28
A – Action Plan	28
B – Glossary of Terms	30

Section 1 – Context

Background

The idea of co-production originated in the 1970s from studies of the relationships between police officers who walked their beats on foot to those who patrolled in vehicles. The study by the Indiana University discovered that crime rates improved when police officers developed relationships with local communities and those people played a crucial role in providing a voice to preventing and solving crimes.

The concept became applied wider including health and social care environments. It became more widespread during the early 21st Century especially in relation to disability and mental health movements; it is now a fundamental aspect of health and social care transformation.



The idea evolved with the development of the **Ladder of Citizen Participation** concept, which was originally developed by Sherry Arnstein in 1969. It mapped the levels of participation by people in the decisions and design of services. In recent times, this has been adapted to demonstrate the Ladder of Co-production and show how the more involved people are in these important activities and decisions, the more can be achieved.

Fig.2 – The Ladder of Co-production

Co-production is one of the main principles of the [Social Services and Well-being \(Wales\) Act 2014](#). Section 162 of the Act requires local authorities to make arrangements **to promote co-operation in relation to the exercise of all their functions relating to people with needs for care and support**. The Act prioritises engagement with people, ensuring voice and control for people who need care and support, and carers who need support. More information on the Act is available [here](#).

The West Glamorgan Regional Partnership – and prior to April 2019, the Western Bay Regional Partnership – has always placed a great deal of importance in the principle of co-production. The regional transformation of health and social care could not be successful without the involvement of people who share their insights, stories and experience in the design of services and implementation of the transformation work.

This regional framework provides all partner organisations, stakeholders and representatives – including children and young people¹, individuals and carers – with the structures and approach to embedding co-production in all we do across the regional partnership.

Definitions

Co-production is **an asset-based approach to public services** that enables people *providing* and people *receiving* services to share power and responsibility, and to work together in equal, reciprocal and caring relationships. It creates opportunities for people to access support when they need it, and to contribute to social change.

Co-production is underpinned by five principles:

- 1. Value all participants and build on their strengths.**
- 2. Develop networks of mutual support.**
- 3. Do what matters for all the people involved.**
- 4. Build relationships of trust; share power and responsibility.**

¹ This will involve adopting a Children's Rights Approach, which is a practical framework for children, grounded in the UNCRC [United Nations Convention in the Rights of the Child].

5. People can be change makers, and organisations enable this.

Here are some other important definitions relating to co-production:

- 🧩 **People** – this term broadly refers to any member of the population, regardless of age, gender or any other characteristic. In our context, it mostly relates to people who use health and social care services (i.e. Service Users) but it is not limited to this distinction.
Note: The term “citizen” is sometimes used but this term can be limited to people who actually live in an area; this can miss out key groups of people such as asylum seekers, who are also using these services.
- 🧩 **Service User** – some people will use particular services depending on their needs (for example, someone with mental health conditions may use certain mental health support services). These people bring specific “lived experience” to the transformation of these services through co-production.
- 🧩 **Carer** – there are both paid carers (people employed to provide care and support) and unpaid carers (people who provide care and support outside of a profession e.g. for family members). We generally refer to unpaid carers, who are often representing the needs of the person they care for as well as their own needs (they also can access services to support their own health and wellbeing).
- 🧩 **Professional** – this is a generic and very broad term for people employed to work in health and social care settings and organisations. It includes members of the third sector and other paid employees.

A glossary of the terms referenced in this document is at Appendix B.

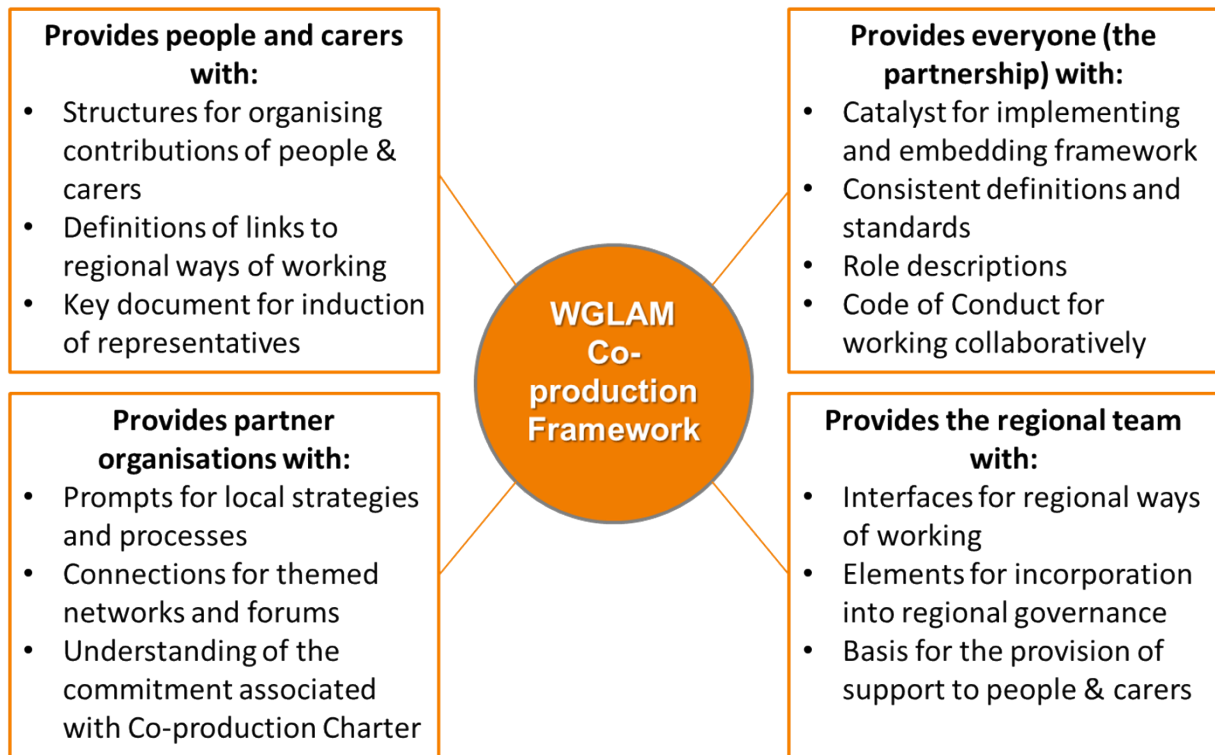


Fig. 3 – Benefits of Regional Co-production Framework

Section 2 – Principles

Challenges

Communicate expectations – when we have designed services in the past, it has been important to understand the expectations of the service from the people who use it. There are currently gaps in our approach involving communicating and working with people and carers.

Increase citizen representation – The regional partnership is extensive and complex in the scope of change it has to deliver. To do so effectively and consistently, we need representation of people and carers in the appropriate areas and at the right levels of the regional governance structure (where citizens are considered as equal partners).

Embed in partner organisations – partnership working involves organisations from health and social care with existing ways of working. Their unique approaches have to align so as to work collaboratively if we are to embed co-production at a regional level.

Driven by cultural change – to achieve this ambition to embed co-production across all partners, we know there are elements of cultural change that need to be owned and driven by the regional partners themselves. This would make co-production an ethos that is inherent in everything we all do.

When to use co-production – given the scope and complexity of the regional partnership, it can be important to decide on when *and* when not to use co-productive techniques. Too much application of these techniques can stretch resources, extend delivery timescales, increase costs and potentially complicate regional issues.

Representation is not co-production – there is an inconsistent understanding in the difference between representation and co-production, which means that sometimes the wrong approach is used.

Opportunities

Better outcomes for people – co-production benefits our population in terms of delivering better outcomes. With the ‘voice’ of people and carers informing the development of our services, the results can include improvements in measurable outcomes and benefits for service users.

More effective professional roles – a consistent framework for co-production will benefit professionals by helping them to be more effective in their roles and deliver better job satisfaction.


Higher profile of people – a big part of this change is raising the importance of the ‘voice’ of people and changing governance arrangements to provide a higher profile of our people and carers.

Better quality services – organisations who provide services to the people of our region can benefit from more efficient and effective services, as a result of co-production in service design and service development. This is driven by a greater understanding of the roles of people and carers in helping to make health and social care services better.

Raising the profile of co-production – having operated without a framework to this point, we have an opportunity to use this document as a way of raising awareness and promotion of co-production. This can help us to sell the benefits of co-production in a regional model as well as selling the positive outcomes it can provide.

Lessons

Below are some examples of lessons learned about co-production which inform our regional framework:

-  **Co-production Concept** – there are lots of great examples and case studies about how to do co-production well. The Co-production Network for Wales [see [here](#)] has great resources and information about the concept and application of co-production principles including the ‘Seeing is Believing’ Report.

- 🧩 **Co-production in Local Authorities** – the Local Government Association [see [here](#)] provides some advice and guidance on co-production that is specific to local authorities.
- 🧩 **Co-production in Health** – The 1000 Lives report [see [here](#)] sets out why co-producing services is important for achieving the right health outcomes and the steps in co-producing health services.
- 🧩 **Co-production in Third Sector** - Care Council for Wales [see [here](#)] highlight the important role of social enterprises, co-operatives, user-led services and third sector organisations in co-production.
- 🧩 **Co-production and commissioning** – embedding co-production in how we plan and commission services for people and carers is explored further by the Care Council for Wales [see [here](#)].
- 🧩 **Co-production and evaluation** – taking a co-productive approach to evaluation activities (e.g. when a project has been completed, evaluating how successful it has been in terms of delivering outcomes) is a gap in our current regional governance.
- 🧩 **Co-production with Children and Young People** – taking additional action that will support children and young people to get involved in co-production safely and effectively, in line with strategic direction provided by the Children’s Commissioner for Wales.

There are a number of important theories, models and principles that apply to our understanding and application of co-production including:

Strength-based Asset Development – this is a generic term for an approach that puts our strengths at the centre of our efforts to make change happen. In the context of this framework, this relates to building on the strengths of our region and its communities, as well as the individual strengths, knowledge and experience of people (both volunteers and professionals).

PANEL Principles – A human-rights based approach that focuses on the following principles as people’s human rights adopted as the core of our practices and policies:

Participation	Everyone has the right to participate in decisions which affect their lives. Participation must be active, free, meaningful and give attention to issues of accessibility, including access to information in a form and a language which can be understood.
Accountability	Everyone with a duty to protect rights is held accountable; this requires effective monitoring & remedies. For accountability to be effective, there must be appropriate laws, policies, institutions, administrative procedures and mechanisms of redress in order to secure human rights.
Non-discrimination	All forms of discrimination in the realisation of rights must be prohibited, prevented & eliminated.
Empowerment	Everyone should know their rights and be supported to participate in decision making, and to claim their rights where necessary.
Legality	Public authorities should expressly apply the Human Rights Act and make linkages with international & regional human rights standards.

Following on from the COVID-19 pandemic and the impacts this had on our region in 2020, the following important lessons were also identified which relate to co-production in general:

- 🧩 Communities play an important role in our health and wellbeing, as demonstrated during the pandemic when community volunteers stepped up to provide vital support to the most vulnerable members of our communities – this suggests that communities will be vital in stabilising our region after the pandemic;
- 🧩 Communications is a continuing theme when considering the lessons learned during the pandemic, in terms of the importance of clear and consistent messages that are easily accessible, understandable and meaningful to people and organisations;

- 🧩 Digital technologies have played an important role in the pandemic response and helped people to stay in touch but it has also highlighted issues that exist that prevent people from using digital means to interact with services;
- 🧩 What happens in the longer term after the COVID-19 pandemic remains uncertain but this presents an opportunity to consider what new ideas, models and ways of working we want to embed in the “new normal” based on our experiences during the pandemic.

Outcomes

When you consider the challenges, opportunities and lessons highlighted above, we can start to identify the outcomes that we wish to see delivered by our regional co-production efforts:

Outcomes		
Title	Description	Measures
Evidence of co-production principles embedded at strategic decision-making	We are constantly and consistently providing evidence about co-production works within the RPB and in support of strategic-levels of decision-making. This evidence may include demonstrations of how key decisions are made with input from all parties.	Evaluation of strategic decisions with evidence of co-production principles being applied.
Increased numbers of service users involved in regional co-production	There are more people and carers undertaking Representative roles within the West Glamorgan Regional Partnership. Each Representative has undergone the right induction and training to support them to be effective Representatives.	Numbers of Representatives mapped against roles in the West Glamorgan governance structure.

Outcomes		
Title	Description	Measures
All regional partners committed to embedding co-production principles	Each partner organisation represented on the Regional Partnership Board has signed up to the WGLAM Co-production Charter and agreed to implement the changes necessary to ensure that co-production principles are embedded throughout their organisation.	Formal signatures from organisation leaders to the co-produced WGLAM Co-production Charter.
Increased number of 'lived experience' case studies used to inform co-production	With more people and carers engaged with the transformation journey in West Glamorgan, there will be an increase in the number of real life experiences identified and used as part of co-production and co-design activities.	Numbers of documented case studies from West Glamorgan citizens and carers.

Using outcomes as an indicator for how successful we are in embedding co-production principles across the region helps us to provide evidence of what is being done differently and the positive impact this has on our people and carers. Many of these outcomes are intrinsically linked to the wider work of the regional partnership and specific activities with the transformation programmes. Our main aim – to embed co-production principles in all that we do – can be evidenced by how successful the partnership can be if co-production is used effectively and consistently.

Principles

Based on the challenges, opportunities and lessons we identified above, we have created the following principles for our co-production framework.

Principles	
Title	Description

Principles	
Title	Description
Confidential	We have the right processes and safeguarding in place to protect and support people and carers in making their contributions to our regional co-production activities.
Equality	We have a co-production system that places equal representation on people, carers and partner organisations, building proactive relationships between everyone, where all contributions are valued.
Equity	We have greater use of power and the resources available to support co-production that balances people, carers and partner organisations.
Evidenced	We empower people and carers to use their stories and lived experiences to make a valuable contribution at the core of regional transformation.
Inclusive	We take action that makes people and carers feel respected and valued as part of the partnership; this includes additional measures to make it easier for them to make contributions.
Rights Driven	We focus our agendas, actions and strategies on the rights of people and carers, placing the voice of our population at the centre of our transformation programmes. Respecting their rights enables us to meet their needs more effectively.
Visible	We communicate regularly, clearly and inclusively on the decisions and actions of the regional partnership, using regional tools and forums to promote our co-production activities.

Section 3 – Approaches

Strategic Approach

Regional Co-production in Governance Model

In West Glamorgan, we want our people and carers to be supported in the way in which they contribute to our partnership. This strategic approach puts in place the structures and processes to enable that to happen effectively.

The diagram illustrates how people and carers are represented through the governance model of the Regional Partnership:

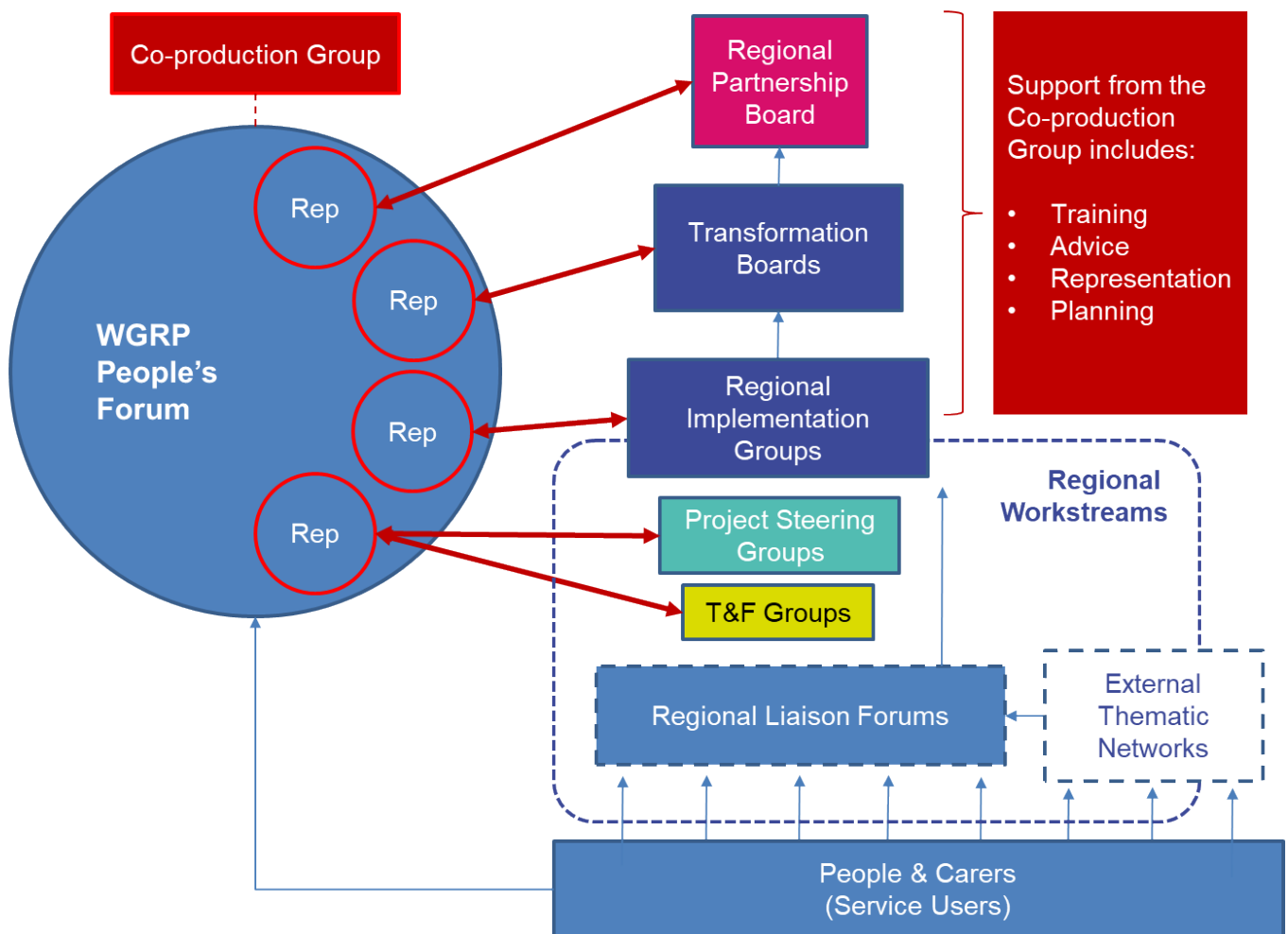


Fig. 4 – WGRP Representatives Governance Model

A few brief points to note about this model:

- 🧩 **People and carers** (which may also be referred to as service users or patients in relation to health services) can cover the whole population of the West Glamorgan region, which can be focused onto local areas or communities.
- 🧩 In relation to key themes across health and social care (for example, carers) we want to bring together a diverse range of people and carers across our regional population with a shared interest in this theme through our **Regional Liaison Forums**. These forums are specific to those themes (not all themes will require a forum to be established) and may include links to other related networks based on that theme (for example, the Swansea Parent Carers Forum).
- 🧩 Through the Regional Liaison Forums, we identify people and carers who have a specific interest in supporting an element of our transformation portfolio. Following the example with carers, we may identify carers who can undertake the role of **Representative**.
- 🧩 Some Representatives will be involved in short term initiatives, such as **Task and Finish [T&F] Groups** or **Project Steering Groups**. This will require a limited involvement from people and carers over a short period of time, where specific experience or knowledge may be beneficial. Once the T&F Group or project is complete, individuals do not need to continue their Representative role.
- 🧩 Some Representatives will be involved in roles that align with the West Glamorgan Regional Partnership governance. This will be as members of the **Regional Sub Groups** (e.g. Carers Partnership Board), **Transformation Boards** (e.g. Integrated Transformation Board) or the **Regional Partnership Board**. Within the Terms of Reference for each of these groups, the role of these representatives (what they will be expected to do) is made clearer. These individuals may be expected to perform this role over a longer period of time for consistency.
- 🧩 All of these Representatives come together on a regular basis through the **People's Forum** which is an opportunity for sharing knowledge, experience and progress updates on the work across the partnership.
- 🧩 Supporting this whole process – including individuals in the role of Representatives and the People's Forum as a community group – is the **Co-production Group**. They are responsible for driving the actions to embed co-production across the partnership.

Applying Co-production Principles

While the diagram above shows how the principles of co-production can be embedded throughout the partnership, the application of these principles will depend upon specific situations. Co-production is not a “one size fits all” methodology and therefore it is important that this framework the different ways to apply co-production depending on the scenario.

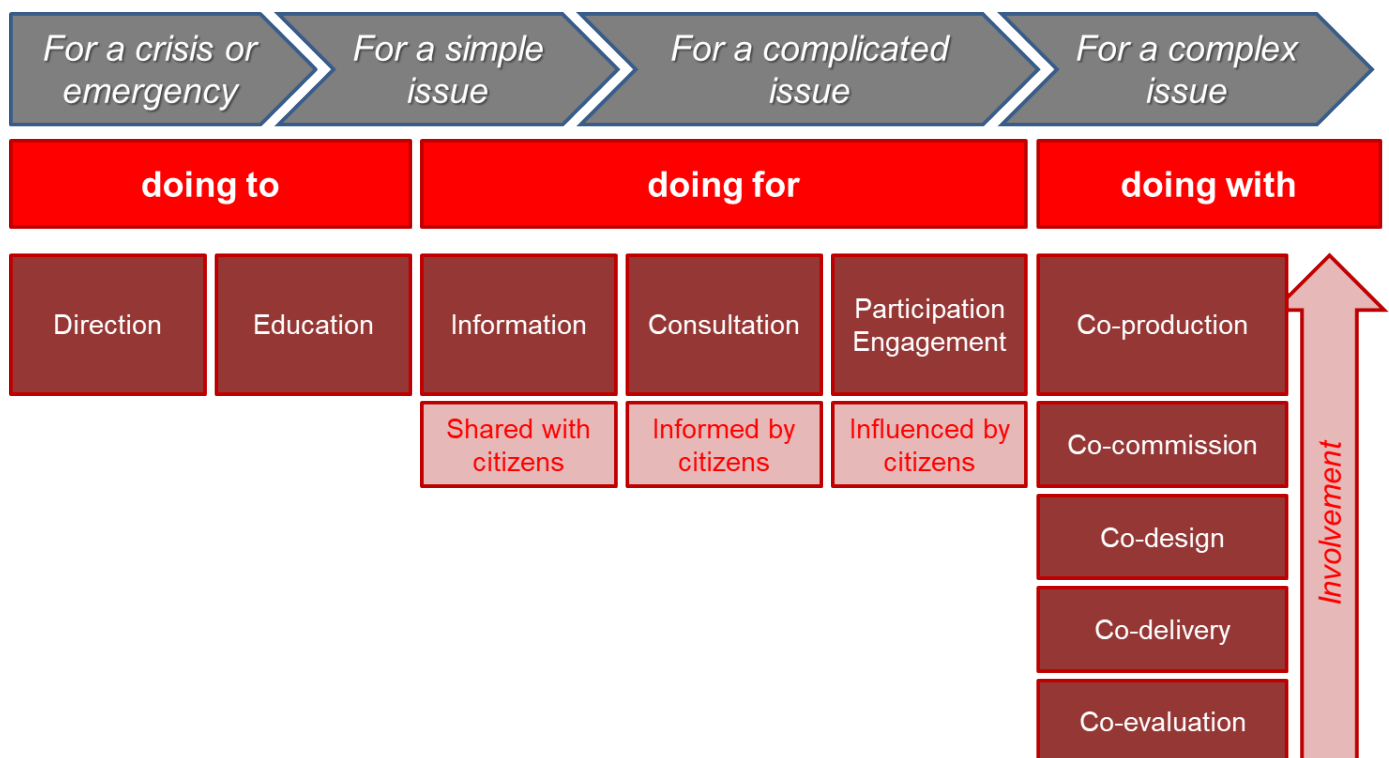


Fig. 5 – Application of Co-production Model

This shows how different scenarios can inform how we undertake co-production activities. Depending on the scenario, it may be more appropriate to take an approach that is more at one end of this scale than the other. This has been particularly relevant through the COVID-19 pandemic, which has informed this approach.

There are case studies to support each of these scenarios and the table below illustrates some of these potential scenarios:

Scenario	Application of Co-production
----------	------------------------------

Scenario	Application of Co-production
<p>The COVID-19 pandemic has identified a major issue with a health board process for patients. The process needs to change urgently to ease the pressure on hospital resources. The changes are expected to be temporary to deal with the pandemic.</p>	<p>Doing to</p> <p><i>A time-bound activity by the health board to change its process is to be completed as a matter of urgency. Where there is no scope to improve services in the long term, patients are informed of the changes once they have been approved and implemented.</i></p>
<p>A change in legislation is enforcing local authorities to make amendments to an existing form that makes it compliant with the legislation. There is no scope to challenge the changes but there is no substantial impact on people and carers apart from capturing the information. A deadline by which the changes must be completed is enforced.</p>	<p>Doing for</p> <p><i>Representatives of people and carers are made aware of the changes in legislation and the impact on the form. The amended form is shared with citizens and carers through the right forums and channels. Where the change may have wider impacts (such as easy read versions of the form guidance) citizens are consulted in the changes to the guidance. Progress of the project is reported regularly through the Peoples Forum.</i></p>
<p>A new regional service which combines health and social care processes is being developed as part of a new five-year strategy. The service is based on a new mandate from Welsh Government and is intended to support communities in meeting local needs of citizens.</p>	<p>Doing with</p> <p><i>Principles of collaboration are embedded in the project from the beginning. The new service is co-designed within partner organisations and representatives of citizens and carers. Parts of the service which are outsourced undergo a suitable co-commissioning approach to find a delivery partner. Representatives sit on Task & Finish Groups to develop key outputs such as guidance documents for the public. Insight on the products is also sought from wider communities through surveys and workshops.</i></p>

The key to our strategic approach is **working collaboratively** to determine the most appropriate response to applying co-production principles in difference scenarios.

Representative Role

This role is an important part of how the regional partnership works, as it allows people and carers to have an equal level of responsibility in the co-production of services, activities and regional transformation programmes and projects. A more detailed breakdown of this role can be found in the **WGLAM People’s Representative Role Description**.



I am a Citizens/Carers Representative, I am:

- *Able to contribute to regional initiatives and activities;*
- *A representative of a wider group of citizens/carers;*
- *An equal of my professional counterparts;*
- *Listened to, respected and fairly treated by others;*
- *Aware of my duties and the importance of my voice in shaping the future direction of the regional partnership.*

Fig. 6 – The Role of the Representative

This approach of using people and carers to “represent” the wider views of the population needs a large, diverse group of representatives to cover all of the work of the regional partnership. The Co-production Group will help the identification, appointment, training and support of Representatives by:

- 🧩 **Recruitment** – to identify potential Representatives through various channels of engagement with people and carers, including through partner organisations. This includes a simple process for speaking with members of the wider population, to help them to understand the role.
- 🧩 **Induction** – to provide all new Representatives with the **WGLAM Co-production Induction Pack** to provide an overview of the regional partnership, the organisations involved, our approach to co-production

and the key elements of the transformation portfolio. This framework document is an important part of that Induction Pack.

- 🧩 **Skills Audit** – to help Representatives to understand what skills, knowledge and experiences that can bring to the regional partnership through a simple, informal review. This helps us to find the right match in terms of what role they can play within the regional partnership. It also helps to understand what skills our Representatives wish to improve further for their own personal development.
- 🧩 **Training** – to provide training (both formal classroom-based training and informal knowledge sharing opportunities) to support our Representatives and help them to develop their skills.
- 🧩 **Engagement** – to make sure that there is regular communications and engagement with Representatives, both in the specifics of their assigned role and as part of the Co-production Group community. This will be informed by the **WGLAM Co-production Communication Strategy** which highlights the approaches and channels available to make this happen (e.g. the ‘People working with the West Glamorgan Regional Partnership’ Facebook Group).

People’s Forum

The regional partnership consists of a large, complex portfolio of programmes and projects, with different types of initiatives, various governing boards/groups and lots of roles for Representatives.

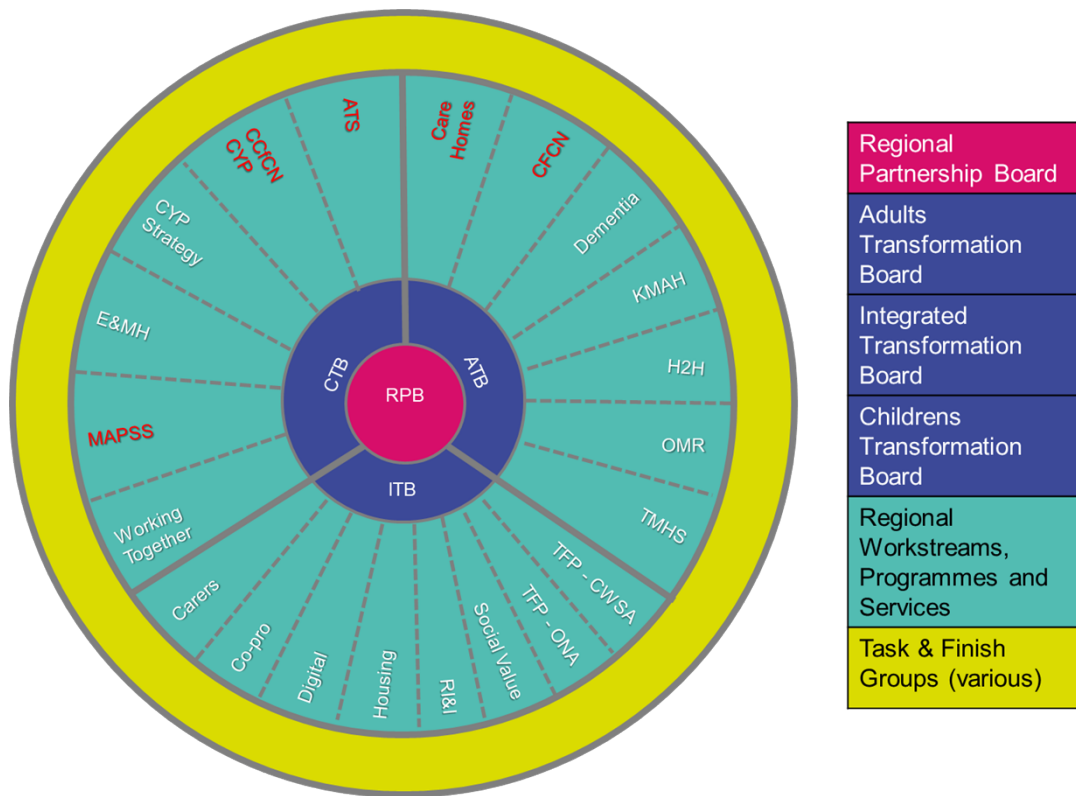








Fig. 7 – Simple overview of WGRP structure (subject to change)

Note: Further explanation of the programmes and the latest governance structures are available from the WGLAM Transformation Managers.

There is a potential risk that Representatives may feel isolated or unaware of what is going on across the partnership that may affect the role that they are undertaking.

To provide a peer support function to Representatives, the Co-production Group co-ordinate a regular meeting of all the Representatives known as the People's Forum. This brings all of the Representatives together (including invited guests from partner organisations and the West Glamorgan Transformation Team) to:

-  Build relationships between Representatives;
-  Participate in group activities and events;
-  Share personal stories and experiences;
-  Share local, national and international news/developments;
-  Update on progress of regional work;
-  Support each other as a unified community.



The People's Forum is also an opportunity for people and carers to play a more active part in the regional partnership. This is an open and inclusive forum where anybody can attend to find out more about health and social care transformation across the region.

Co-production Group

The Co-production Group is a resource of assets. The people, carers and professionals involved (including staff from the Health Board and Local Authorities) offer a variety of different skills, knowledge and experience. The group provides a collective voice that offers positive solutions to issues within existing and potential projects and services.

It is important to note that the membership of the Co-production Group is not just people and carers, it includes representation from **all** partners in WGRP. This is important because the essence of co-production is that all views are considered and treated equally so this principle is inherent within the group itself. The Chair of this group will be a Representative elected to undertake this role for an agreed period of time.

What We Do

- Raise the profile of co-production across West Glamorgan (which includes Swansea, Neath and Port Talbot).
- Provide mentoring support and guidance to anyone within the West Glamorgan area wanting to co-produce projects and services.
- Provide an opportunity for people (including carers) to get involved in co-production opportunities.
- Provide quality control within the designing, development and delivery of co-produced projects and services.
- Collectively flag potential areas that need attention and would benefit from a co-productive approach.

Further information is available in the **WGLAM Co-production Group Terms of Reference** document.

Support for Co-production

The work of the Co-production Group is supported by two **Co-production Development Officers**, one based in Swansea Council for Voluntary Services [SCVS] and one in Neath Port Talbot County Voluntary Council [NPTCVS]. Their role is to work collaboratively with Representatives to provide the support, advice and guidance that will enable the Co-production Group (and the People's Forum) to function effectively as part of the governance of the regional partnership. This includes providing direct support to Representatives such as access to equipment like laptop computers and co-ordinating meetings and events.



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West Glamorgan Coproduction Group

WE NEED YOUR HELP
 To improve local health and social services for the people that use them?

Join us, individuals, volunteers and officials to discuss planning and developing new services and improving old ones

We can offer training, support and out of pocket expenses

If you would like more information and wish to get involved, please contact either :-

Roxane Dacey (Swansea)
 E-mail: roxane_dacey@scvs.org.uk Mobile: 07932 555221

Ellis Owen (Neath Port Talbot)
 mail: EllisO@nptcvs.org.uk Telephone: 01639 631246

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 SWANSEA COUNCIL FOR VOLUNTARY SERVICES


 NEATH PORT TALBOT COUNTY VOLUNTARY COUNCIL

Fig. 8 – Representative Recruitment Poster

The **West Glamorgan Transformation Team** also provide support to the Co-production Group. Specific functions of the team – such as communications, finance and reporting – are extended to support the work of the co-production community across the regional partnership.

Much of co-production support such as training is also delivered co-productively. This makes it everyone's responsibility to promote and teach others about our co-production principles. There is also support for Representatives in the form of peer-to-peer mentoring and national networks such as Co-pro Wales.

Co-production Documents

To enable us to embed co-production and support Representatives to perform these important roles across our transformation programmes, as well as supporting partner organisations to work in a co-productive manner, we have a number of documents to help us make this happen:

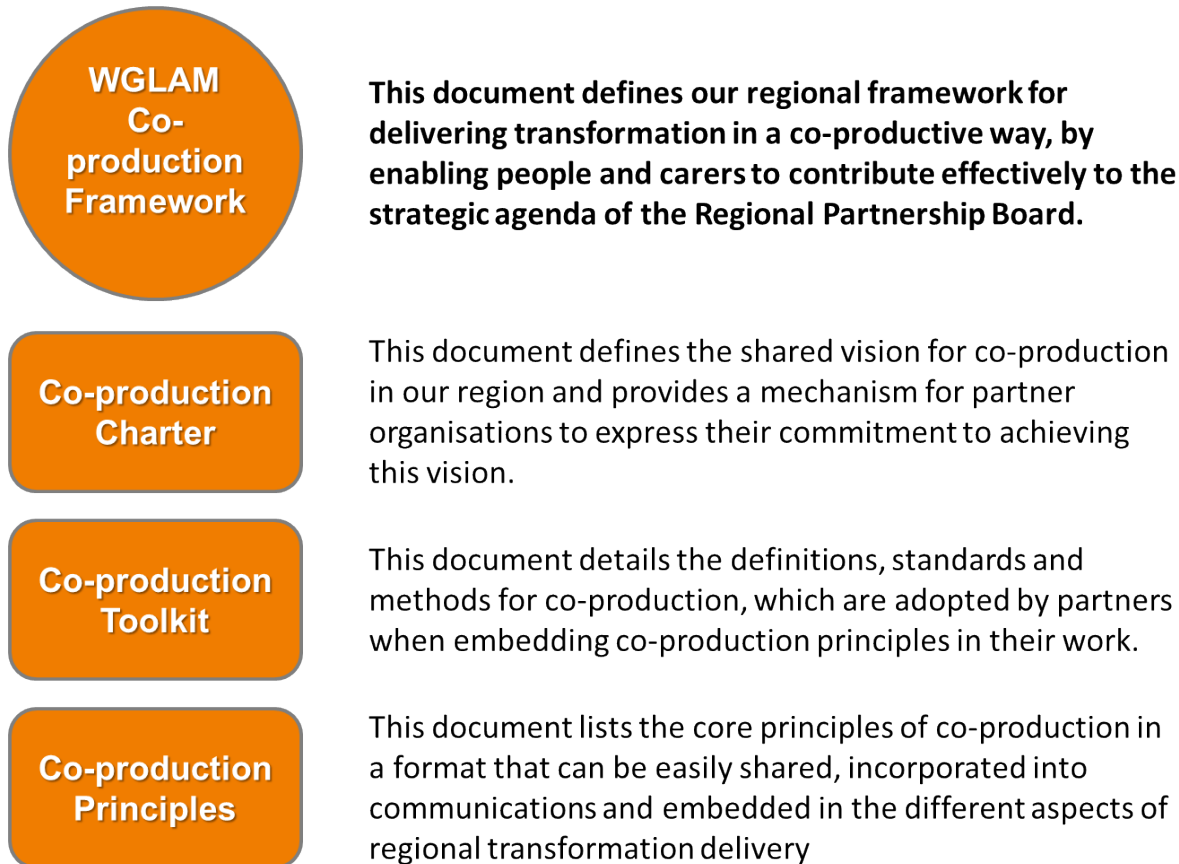


Fig. 9 – Key Co-production Documents

Other documents, templates and information will be made available to support the work of the Co-production Group and the Representatives (including information about the partnership itself).

Focused Approaches

Below are the more detailed approaches that we will use in delivering this framework; they are important parts of the overall approach and they ensure we remain consistent in the detail of our strategic methodology.

No.	Approach	Process
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No.	Approach	Process
1	Confirming commitment of partner organisations	How to get partner organisations to sign the WGLAM Co-production Charter and agree the actions required to embed co-production principles across their business.
2	Raising awareness of Co-production	How to conduct awareness-raising activities across the West Glamorgan region to inform people and carers about the importance of co-production in health and social care.
3	Recruiting new Representatives	How to identify and recruit new Representatives from interested people, carers and CYP in West Glamorgan including undertaking induction activities.

An overview of each process is included in the **WGLAM Process Maps** document.

Monitoring & Reporting

As our regional work progresses and our maturity as a partnership with co-production at its core improves, we will continue to monitor and review our progress against this framework. To do this, we will:

- 🧩 **WGRP Annual Review Report** – we will make contributions to the Annual Review about how co-production is being embedded and used across the partnership, with reference to important milestones in our Action Plan and contributions from Co-production Group members;
- 🧩 **Highlight Report** – we will produce a Highlight Report to the Integrated Transformation Board to demonstrate our progress in delivery our actions and escalation of any co-production related issues;
- 🧩 **Other Regional Reports** – where it is appropriate, Representatives may make contributions to specific regional reports and other reports on behalf of the regional partnership (for example, Annual Carers Partnership Report).

Open and easily accessible communications will allow us to report effectively what we have done including our successes and lessons learned. The regional partnership will use Microsoft Teams as the preferred platform for storing and sharing our reports, documents and dashboards.

Implementation

This framework introduces the concepts and functions we want to implement within the regional partnership, which will make co-production an important central element of our transformation agenda. Together, we all need to be innovative and empowered to deliver change at pace in order to achieve our collective ambitions for co-production in West Glamorgan. Implementing the framework will take time and effort from all parties and the Action Plan at Appendix A sets out our key activities to achieve our aims and outcomes stated within this document.

Appendices

A – Action Plan

Tudalen 62

Activity	Description	Owner	Deadline
Develop a Co-production Charter	To co-produce a charter which signifies the commitment of an regional partner to embedding the principles of co-production throughout its organisation	Co-production Group	October 2020
Undertake a Skills Audit of Representatives	To undertake an assessment of the skills, knowledge and capabilities of the individuals who undertake the role of Representative	Co-production Group	March 2021
Define Terms of Reference for the Co-production Group	To create, review and publish a Terms of Reference for the Co-production Group that establishes the structure, membership and controls for the group	Co-production Group	April 2020
Define Terms of Reference for the Citizens Forum	To create, review and publish a Terms of Reference for the Citizens Forum that establishes the structure, membership and controls for the group	Co-production Group	December 2020
Run a Recruitment Campaign for new Representatives	To conduct a public campaign to attract and recruit people to the role of Representative across the various boards, groups and activities of the regional partnership	Co-production Group	January 2021
Plan and deliver a Training Programme for Co-production	To create, schedule and deliver a programme of training activities that will result in increased awareness and application of co-production principles	Co-production Group	March 2021

Activity	Description	Owner	Deadline
Develop an Induction Pack for supporting new Representatives	To create, review and publish an Induction Pack which is used to onboard new individuals to the role of Representative	Co-production Group	November 2020
Collate sources of research, innovation and improvement relating to co-production	To identify, capture and share details about sources of co-production related research, innovation and improvement activities with the West Glamorgan RI&I Co-ordination Team and other stakeholders	West Glamorgan RI&I Team	October 2020
Launch the WGRP People's Forum	To formally launch the new People's Forum through promotion and awareness campaign activities	Co-production Group	January 2021
Launch the WGRP Co-production Framework	To formally launch the new Co-production Framework through promotion and awareness campaign activities	Co-production Group	February 2021

Tudalen 63

B – Glossary of Terms

ATB	Adults Transformation Board
CTB	Children & Young People (CYP) Transformation Board
ITB	Integrated Transformation Board
RPB	Regional Partnership Board
T&F	Task & Finish
UNRC	United Nations Convention in the Rights of the Child
WGRP	West Glamorgan Regional Partnership

West Glamorgan Regional Partnership Co-production Charter



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✉ west.glamorgan@swansea.gov.uk

🌐 www.westglamorgan.org.uk

Date: 14 May 2021

Background

Following unprecedented times in health and social care in 2020, all the partners of the West Glamorgan Regional Partnership Board (WGRP) wish to reaffirm their commitment to co-production. This document represents an agreement between all members of this board to commit to achieve our collective vision for embedding the principles of co-production across our work. This includes members of the board who represent Partnership Bodies committing to following the **WGLAM Regional Co-production Framework** for co-production in how they develop local co-production strategies and take meaningful action to embed co-production principles throughout their organisation.

OUR VISION - What do we want to achieve?

1. We utilise co-production in an ambitious way as we transform our services to meet the needs of our population and its people, in a safe and sustainable way, so that people can enjoy long, healthy, active lives and enable those with long-term and life-limiting conditions to live well.
2. We use the collective efforts and experiences of policy makers, commissioners, people who use services, carers, staff, staff representatives, third sector, business and local communities to work together co-productively, helping us to improve health and wellbeing outcomes for the population of West Glamorgan.
3. We place people and carers at the centre of decision-making and connect people in co-productive networks so that we can develop, meaningfully influence, shape and participate as real partners in the commissioning, planning, delivery and evaluation of services.
4. We consistently utilise co-productive principles and practices when we tackle health inequalities and discrimination.
5. We openly recognise the need for demonstrable progressive realisation of co-production across all regional partnership programmes and in the development and review of regional strategies, frameworks and plans.

OUR PRINCIPLES - What do we mean by co production?

Co-production is an asset-based approach to public services that enables people *providing* and people *receiving* services to share power and responsibility, and to work together in equal, reciprocal and caring relationships. It creates opportunities for people to access support when they need it, and to contribute to social change.

More information about applying co-production can be found in the **WGLAM Regional Co-production Toolkit** for West Glamorgan.

Co-production is underpinned by five principles:

1. ***Value all participants and build on their strengths.***
2. ***Develop networks of mutual support.***
3. ***Do what matters for all the people involved.***
4. ***Build relationships of trust; share power and responsibility.***
5. ***People can be change makers, and organisations enable this.***

To achieve transformational change, coproduction will 'realise value through people' so we can move us from a culture of 'you said, we did' to 'we said, we did it together'.

OUR COMMITMENT - How will we know we are doing it, ascertain if we are progressing? What will be our key outcomes?

As a Board/Organisation, we are committed to the following strategic objectives:

1. To co-productively develop and evaluate specific milestones for all programs to identify future co-production work.
2. To increase, develop and implement co-production training which is developed together and delivered to all partners and organisations within the regional partnership.
3. To creatively and actively engage our communities in health and social care services design and delivery.
4. To increase the number of active participants in co-design and co-delivery of services.
5. To co-design and develop the measurable and objective improvements in people and staff experience, care outcomes and the evidence of increased productivity across all services.
6. To make changes that ensure the experience of the health and social care system is more 'person centred', and that contributions are recognised as enabling change so that health and wellbeing outcomes improve as a result.
7. To make teams feel empowered; to make staff and people with lived experience feel valued; and to ensure that health and wellbeing outcomes for people with lived experience positively improve.

This document will be reviewed on an annual basis by the co-production group

Signed by:

Name
Title



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
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Regional
Partnership



West Glamorgan Regional Partnership

Co-Production Toolkit

Region: West Glamorgan Regional Partnership

☎ 01792 633 805

✉ west.glamorgan@swansea.gov.uk

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About this document

The West Glamorgan Co-production Toolkit provides information and guidance to support your organisation/board to work co-productively with people that use services or have used services and their carers being equal partners in the design, development, commissioning delivery, monitoring and review of services. Organisations should sign up to the **WGLAM Co-production Charter** before using this tool to ensure that there is a commitment from all staff that share an ethos of coproduction in their working practices.




Why co-produce?

Involving people that use services or have used services and their carers provides a different perspective, of lived experience of what works well and what does not work well for the target group. Co-production will enable an organisation/board to think differently; be challenged in a positive and productive way and be more creative and radical when transforming services. Working co-productively can increase job satisfaction and wellbeing for all partners involved. It will hopefully mean that the right services are commissioned from the outset and delivered effectively.

Co-production can make services **‘a better fit for the people that use them and more accessible. It can make an otherwise institutional situation feel more human’**.

You can find out more information about co-production online (go to <https://www.tnlcommunityfund.org.uk/insights/co-production> as a good example).

Examples of current legislation supporting the benefits of working co-productively includes:

-  Social Services and Wellbeing (Wales) Act (2014);
-  Wellbeing of Future Generations (Wales) Act (2015);
-  Regulation and Inspection of Social Care (Wales) Act (2016).

What is co-production?

Co-production is an **asset-based** approach to public services that enables people providing and people receiving services to **share power** and **responsibility**, and to work together in **equal, reciprocal** and **caring relationships**. It creates opportunities for people to access support when they need it, and to contribute to social change.

Coproduction is underpinned by five principles¹:

1. Value all participants and build on their strengths.
2. Develop networks of mutual support.
3. Do what matters for all the people involved.
4. Build relationships of trust; share power and responsibility.
5. People can be change makers, and organisations enable this.

As demonstrated in Arnstein's **Ladder of Citizen Participation**, coproduction is about 'doing with' people in an 'equal and reciprocal partnership':

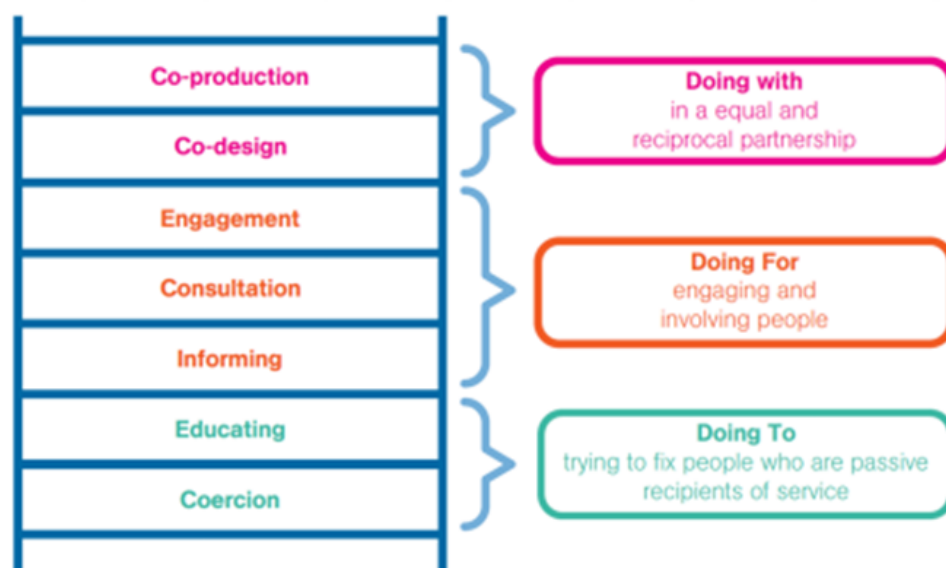


Fig. 1 – The Ladder of Citizen Representation

¹ From the Wales Coproduction Network

Representation is a way that is often used to engage and involve people, but is **not** co-production. Although Representatives are encouraged to have their say in meetings, they are often outnumbered by paid staff, their needs which allow them to participate are not always considered (e.g. they may not have a say in when and where the meetings take place) and they may not have a shared responsibility within the group (e.g. would not be offered a role such as Chair of the group).

You can find out more about co-production as well as representation in the **WGLAM Co-production Framework** which provides more details about embedding co-production principles in the West Glamorgan region.

Before you work through this Co-production Toolkit, you may find it useful to complete an Audit Tool to assess how your organisation is currently working co-productively, identifying strengths and areas for development. An effective tool is the **Co-production and Involvement Audit**.

A self-assessment tool for organisations developed by Co-Production Network for Wales is available online at <https://info.copronet.wales/the-self-evaluation-audit-tool/> .

How to co-produce

Before starting, it is useful to consider:

1. What is the project?
2. Why is it happening? What needs to change?
3. How much time do you have to do it? Do you need to challenge deadlines to work co-productively?
4. Do you need support from the West Glamorgan Coproduction Group to get started?
5. Can all parts of the project be co-produced? If not all, why not?
6. Do you have support from management to co-produce this project?

We have included a useful table in **Annex A** with the key activities and questions that you can use to help you identify the appropriate approach to co-production, depending on the scenario you are working with (for example, a short Task & Finish group creating one simple document or a large, complex, high profile project working across partner organisations and regional areas to deliver many benefits for people and carers).

At the end of the project as a group, reflect on what went well and what was challenging. Did people feel meaningfully involved? Did the group have a good representation of diversity? What might you do differently next time? What might you do in the same way?

For further guidance and support please contact the West Glamorgan Coproduction Group through the group's support officers based in both Swansea Council for Voluntary Service (SCVS) and Neath Port Talbot County Voluntary Service (NPTCVS).

Adrian Bailey (SCVS)

E-mail: Adrian_Bailey@scvs.org.uk

Ellis Owen (NPTCVS)

E-mail: EllisO@nptcvs.org.uk

Telephone: 01639 631246

Annex A

No.	Activity	Do you need to develop in this area? If so, how will you do it?
1	Does your organisation/board have a mechanism in place responsible for the development of services? If yes, does it have a clear Terms of Reference? Is coproduction referenced throughout it?	
2	<p>Has your organisation/board actively sought people that use services or have used services and their carers to become involved?</p> <ul style="list-style-type: none"> - How have you promoted the work you are doing? (for example: partner organisations, local media, social media). - Have you actively encouraged people to become involved? - Have you provided a estimated time frame for completion of the project? - Have you identified the likely extent of the time commitment required from participants and made this clear at the outset? 	
3	Has your organisation/board considered equity to enable a diverse group of individuals are able to participate effectively? Things to consider may include:	

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No.	Activity	Do you need to develop in this area? If so, how will you do it?
	<p>If it is a physical meeting:</p> <ul style="list-style-type: none"> - Where the meeting is taking place? - Is it far away for individuals? - Is it on a public transport route? - Are there car parking facilities and if so are these free? - Is it a long walk from public transport stops/car park to the meeting venue? - Is there an accessible lift in the building? - Is there adequate space in the meeting room for wheelchairs and other equipment if needed? - Do you need a hearing loop? - Are individuals able to join remotely if they cannot physically attend? - Are travel expenses reimbursed? - Are appropriate breaks and refreshments provided? <p>If it is a virtual meeting?</p> <ul style="list-style-type: none"> - Do all participants have access to the technology needed? - Can all participants access links for the virtual platform? 	

No.	Activity	Do you need to develop in this area? If so, how will you do it?
	<p>Other things to consider to increase participation:</p> <ul style="list-style-type: none"> - Timings of meetings and regular breaks. - Have all participants received the information needed (e.g. agenda, minutes, reports) in good time to enable them to read through all the information before the meeting? - Do you have representation of the people that are affected by the service e.g. children, older people? - Do you have a good representation of diverse groups Black and Minority Ethnic groups, Lesbian, Gay, Bisexual, Transgender groups, Disability groups, Gender groups? - Have participants received the information in a format they can access e.g. large print, easy read, first language? - 'Blended' meetings which allow both attendees in person, and virtual attendees? 	

No.	Activity	Do you need to develop in this area? If so, how will you do it?
4	<p>Do you have an equal split of people that are using services or have used services and their carers (people that are volunteering their time) and paid staff?</p> <p>The split should be equal or have slightly more people that are using services or have used services and carers.</p> <p>Have you ensured that the members of staff representing your organisation have the appropriate decision making powers to enable decisions to be genuinely coproduced by the group?</p>	

No.	Activity	Do you need to develop in this area? If so, how will you do it?
5	<p>Think creatively of ways to break down the differences in power between paid staff and citizens</p> <p>You might want to consider having an icebreaker in the first meeting to enable individuals to know each-other better on a personal level.</p> <p>Does the language used in the meeting enable everyone to understand e.g. use of plain English, no jargon or acronyms?</p> <p>Are paid staff dressed formally with work items such as lanyards? Are paid staff and citizens mixed in their seating arrangements?</p> <p>Does the meeting need to be a traditional/formal meeting? Would the meeting held in a different way or setting enable all participants to feel more comfortable and increase their confidence to participate?</p>	

No.	Activity	Do you need to develop in this area? If so, how will you do it?
6	<p>Identifying Assets with the Group</p> <p>Do all the members of the group know the skills, knowledge and experience of all the individuals in the group?</p> <p>Do all members of the group have a shared knowledge of the existing services and resources? Are they all aware of the strengths in these existing resources and the challenges? Do they know what the gaps are?</p> <p>Do members know each other's links/networks/connections that can be utilised this work?</p>	
7	<p>Do all members of the group share the same vision?</p> <p>Is there good communication within the group?</p> <p>Are you making decisions and solving problems together as a group?</p> <p>Is the Chair able to confidently and constructively handle differences of opinion or situations of conflict?</p>	

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No.	Activity	Do you need to develop in this area? If so, how will you do it?
8	<p>Is the responsibility of the group shared amongst participants? For example, are roles of the group rotated e.g. Chair, minute taker? Is training offered to support individuals to take on these roles?</p> <p>Are all individuals encouraged to participate? Are all contributions acknowledged and valued by the group? Do all members of the group have access to all information including the budget for a project?</p>	
9	<p>Are individuals in the group involved at every stage?</p> <ul style="list-style-type: none"> - Design - Development - Monitoring, review and evaluation <p>Does your project focus on creating good outcomes (the difference the project will make to someone's life) rather than on outputs (how many times you did something)?</p>	
10	<p>Do you recognise the individuals that are volunteering their time? Can they be rewarded, for example, using time credits? Are their achievements and contributions celebrated?</p>	
11	<p>Do you need to challenge deadlines as a collective group to ensure that the work you are doing is true coproduction and not just tokenistic?</p>	

Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

Version Control

Version	Author	Job title	Date
Version 1	Chele Howard	PO Commissioning	06.04.21

1. Details of the initiative

	Title of the Initiative: Regional Co-Production Pack for the Regional Partnership
1a	Service Area: Social Services Health and Housing
1b	Directorate: Social Services Health and Housing
1c	<p>Summary of the initiative: The West Glamorgan Regional Co-Production Pack consists of a Co-Production Framework (Appendix 1), Co-production Toolkit (Appendix 2) and Co-production Charter (Appendix 3).</p> <p>If approved, Neath Port Talbot County Borough Council (“the Council”) will implement the Pack in its delivery of the West Glamorgan regional programmes, projects and forums.</p>
1d	Is this a ‘strategic decision’? Yes
1e	Who will be directly affected by this initiative? People that use services and the wider community
1f	When and how were people consulted?

	<p>The development of this Pack was underpinned by the principles of co-production. Below are a list of co-production activities that helped to shape the Strategy:</p> <ul style="list-style-type: none"> • Co-production Group members were asked to nominate individuals to be a part of the Task & Finish Group. • The Task & Finish group held meetings between 10 June and 30 September to identify and develop the key content of the strategy. • Members of the Task & Finish Group co-ordinated a research exercise with contributions from members, pulling together various insight and contributions. • The draft documents were circulated to Co-production Group members and finalised in a meeting on 16 December, where final comments were requested before approval for submission at the Co-production Group meeting on 13 January.
1g	<p>What were the outcomes of the consultation? Informed the development of the toolkit</p>

2. Evidence

What evidence was used in assessing the initiative?

Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.

In addition to the number of people accessing services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision.

The West Glamorgan Population Needs Assessment provides data on the social care and health needs of the region.
<http://www.westernbaypopulationassessment.org/en/home/>

3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age	x			<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Disability	x			<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p>

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			<p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Gender reassignment	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Marriage & civil partnership	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>

Pregnancy and maternity	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Race	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Religion or belief	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p>

			<p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Sex	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Sexual orientation	x		<p>These are high level strategic documents to help provide a framework for implementing co-production when taking forward West Glamorgan regional programmes, projects and forums.</p> <p>This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan</p>

			<p>regional programmes, projects and forums. As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristic and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
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What action will be taken to improve positive or mitigate negative impacts?

The following are the proposed key next steps for the Co-production Pack:

- Share the pack with key partners and stakeholders to start further conversations about our strategic approach to co-production in West Glamorgan.
- Apply the Co-production Framework and Toolkit to the delivery of our regional programmes, projects and forums.
- Promote our approach with the people of West Glamorgan and others to showcase the good work we are doing in the region.

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	x			The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums in order to understand how the work of the West Glamorgan partnership will impact on people.

				This should help eliminate any unintended discrimination, harassment and/or victimisation that could arise through the projects and programmes by better understanding how a proposal will impact on people.
To advance equality of opportunity between different groups	x			<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums in order to understand how the work of the West Glamorgan partnership will impact on people.</p> <p>This should help to advance equality of opportunity between different groups by empowering people to be able to contribute their views and experiences of how the work programme and projects may impact on them.</p>
To foster good relations between different groups	x			<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums.</p> <p>This will empower people from different backgrounds to contribute to the development and implementation of regional projects and programmes that impact on them. It will also enable people to meaningfully take part in forums with other people in order to express their views and share their experiences to inform decision making.</p>

What action will be taken to improve positive or mitigate negative impacts?

The following are the proposed key next steps for the Co-production Pack:

- Share the pack with key partners and stakeholders to start further conversations about our strategic approach to co-production in West Glamorgan.
- Apply the Co-production Framework and Toolkit to the delivery of our regional programmes, projects and forums.
- Promote our approach with the people of West Glamorgan and others to showcase the good work we are doing in the region.

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums.</p> <p>This will empower people from different backgrounds to contribute to the development and implementation of regional projects and programmes that impact on them and ensure that they are able to meaningfully take part in forums with other people in order to express their views and share their experiences to inform decision making.</p> <p>This should have a positive impact on the Councils Socio-Economic duties as the work of the West Glamorgan Partnership Board will be more informed by people in order to maximise any potential positive impacts on their socio-economic status and minimise any negative impacts on their socio-economic status.</p> <p>The toolkit should also enhance the undertaking of forums where people that may have a socio-economical disadvantage will be able to express their opinions and share their experiences.</p>
Negative/Disadvantage	
Neutral	

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What action will be taken to reduce inequality of outcome

The following are the proposed key next steps for the Co-production Pack:

- Share the pack with key partners and stakeholders to start further conversations about our strategic approach to co-production in West Glamorgan.
- Apply the Co-production Framework and Toolkit to the delivery of our regional programmes, projects and forums.
- Promote our approach with the people of West Glamorgan and others to showcase the good work we are doing in the region.

5. Community Cohesion/Social Exclusion/Poverty

Tudalen88

	+	-	+/-	Why will it have this impact?
Community Cohesion	x			<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums.</p> <p>This will empower people from different backgrounds to contribute to the development and implementation of regional projects and programmes that impact on them and ensure that they are able to meaningfully take part in forums with other people, in order to express their views and share their experiences to inform decision making.</p> <p>In this way, the toolkit should have a positive impact on community cohesion as it will help to empower people to be able to feel part of the decision making process on matters that impact on them.</p>

Social Exclusion	x		<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums.</p> <p>This will empower people from different backgrounds to contribute to the development and implementation of regional projects and programmes that impact on them and ensure that they are able to meaningfully take part in forums with other people in order to express their views and share their experiences to inform decision making.</p> <p>In this way, the toolkit should have a positive impact on social exclusion as it will give officers a framework in which to support people that may normally be excluded from decision making to take part in discussions about things that matter and impact on them.</p>
Poverty		x	<p>The co-production toolkit will help officers to better work with and communicate with people that would be impacted by the West Glamorgan regional programmes, projects and forums.</p> <p>This will empower people from different backgrounds to contribute to the development and implementation of regional projects and programmes that impact on them and ensure that they are able to meaningfully take part in forums with other people in order to express their views and share their experiences to inform decision making.</p> <p>Although this may not have a direct impact on poverty, there may be some positive indirect impacts as co-production means that officers may become better informed about how proposals and programmes of work may either positively or negatively impact on people financially.</p>

What action will be taken to improve positive or mitigate negative impacts?

The following are the proposed key next steps for the Co-production Pack:

- Share the pack with key partners and stakeholders to start further conversations about our strategic approach to co-production in West Glamorgan.
- Apply the Co-production Framework and Toolkit to the delivery of our regional programmes, projects and forums.
- Promote our approach with the people of West Glamorgan and others to showcase the good work we are doing in the region.

6. Welsh

Tudalen 90

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: - people's opportunities to use the Welsh language			x	Co-production will be in line with Welsh Language requirements.
- treating the Welsh and English languages equally			x	Co-production will be in line with Welsh Language requirements.

What action will be taken to improve positive or mitigate negative impacts?

N/A

7. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity			x	N/A
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	N/A

Tudalen91

What action will be taken to improve positive or mitigate negative impacts?

N/A

8. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	Ensuring that people are able to participate in decisions that impact on them, will help ensure that services reflect the person’s long term needs.
ii. Prevention – preventing problems occurring or getting worse	Ensuring that people are able to participate in decisions that impact on them, will help ensure that the work of the Regional Programme Board is responsive to people’s needs in order to prevent escalation.
iii. Collaboration – working with other services internal or external	A number of processes were implemented to ensure that this Pack was co-produced.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	A number of processes were implemented to ensure that people were involved in developing the Pack.
v. Integration – making connections to maximise contribution to:	The Pack sets out a process and framework for improving participation and involvement, which will support integration.

Council's well-being objectives	To improve the well-being of all adults who live in the county borough. To develop the economy and the environment so that the well-being of people can be improved.
Other public bodies objectives	

9. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

The Regional Co-production Group will review the implementation of the toolkit.

Tudalen 93

10. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

	Conclusion
Equalities	This should have a positive impact on people with protected characteristics as the toolkit intends to enhance co-production in the delivery of the West Glamorgan regional programmes, projects and forums.

	<p>As such, this work will be more informed by people with protected characteristics in order to maximise the benefits of the work programme on people with protected characteristics and reduce unintended inequality or discrimination arising from the work programme.</p> <p>The toolkit should also enhance the undertaking of forums where people with protected characteristics will be able to express their opinions and share their experiences in order to enhance decision making.</p>
Socio Economic Disadvantage	<p>This should have a positive impact on the Councils Socio-Economic duties as the work of the West Glamorgan Partnership Board will be more informed by people in order to maximise any potential positive impacts on their socio-economic status and minimise any negative impacts on their socio-economic status.</p> <p>The toolkit should also enhance the undertaking of forums where people that may have a socio-economical disadvantage will be able to express their opinions and share their experiences.</p>
Community Cohesion/ Social Exclusion/Poverty	This should have a positive impact by empowering people to be able to contribute their views and experiences of how the work programme and projects may impact on them and meaningfully take part in forums in order to express their views and share their experiences to inform decision making.
Welsh	Co-production will be in line with Welsh Language requirements.
Biodiversity	N/A
Well-being of Future Generations	Has a positive contribution to the five ways of working

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised x
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

This toolkit should have a positive impact on people that will be impacted by the work of the West Glamorgan Programme Board as it will help enable people to contribute and inform work programmes and projects.

11. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Tudalen95

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Share the pack with key partners and stakeholders to start further conversations about our strategic approach to co-production in West Glamorgan.	The Regional Co-production Group	March 2022	Key partners and stakeholders have received the toolkit. Meetings with key partners and stakeholders have taken place.
Apply the Co-production Framework and Toolkit to the delivery of our regional programmes, projects and forums.	The Regional Co-production Group	March 2022	Regional programmes, projects and forums are informed by the outcomes of co-production exercises.
Promote our approach with the people of West Glamorgan and others to showcase the good work we are doing in the region.	The Regional Co-production Group	March 2022	Publication of good news stories

The Regional Co-production Group to review the implementation of the toolkit.	The Regional Co-production Group	March 2022	Understand impact of the implementation of the toolkit.
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12. Sign off

	Name	Position	Signature	Date
Completed by	Chele Zandra Howard	PO Commissioning	C.Z.Howard	06.04.21
Signed off by	Andrew Jarratt	Director	A. Jarrett	06.04.21



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD

13 MAY 2021

Report of the Head of Adult Services - Angela Thomas

Matter for information

Wards Affected: All Wards

Welsh Government Housing Capital Grant Programme

Purpose of the Report

To advise Members of the Welsh Government (WG) Housing Capital Grant Programme Development Plan (PDP) Outturn for 2019/20 and 2020/21 and the planned expenditure programmed for the years 2021/22-2024/25.

Executive Summary

The Council's Retained Housing Service undertakes its Local Strategic Housing Authority functions and in this capacity is responsible for the management of the local WG housing capital grant programme. This report informs Members of the detail in respect of the implementation of that programme during 2019/20 and 2020/21 and the planned programme spend to 2024/25.

Background

Social Housing Grant (SHG) is a grant given to Registered Social Landlords (Housing Associations) by the WG. The purpose of the grant is to contribute to the cost of providing new affordable housing for rent

or low cost home ownership through new build or the refurbishment of existing buildings.

SHG can be used to support:

- Schemes to increase the supply of affordable housing for rent;
- schemes for older & disabled people including Extra-care schemes;
- schemes to address low demand;
- schemes to support community regeneration;
- schemes for people who need support with independent living;
- Homebuy schemes to assist people to purchase a home; and
- Mortgage Rescue schemes.

The WG makes a formulaic allocation to the County Borough and uses this to fund schemes that meet local needs and priorities, as identified by the Council.

To this end and in its capacity as Strategic Housing Authority, the WG tasks the Council's Retained Housing Service with managing a 3-year rolling Programme Development Plan (PDP). The WG determines which Housing Associations are eligible to routinely undertake SHG funded development in which Council areas. Exceptions are allowed with specific WG approval but generally the Housing Associations thus "zoned" for Neath Port Talbot, and that have actively expressed an interest in developing locally, in recent years, are:

- Coastal Housing;
- Family Housing;
- First Choice;
- Linc Cymru;
- Pobl; and
- Tai Tarian.

Light-touch management of the programme is often possible by simply giving implicit strategic approval of development proposals Housing Associations proactively bring to the Council, by including them in the

PDP. However, scarce resources sometimes require Officers to relatively prioritise such proposals.

It is also occasionally necessary to conduct a competitive selection exercise in respect of a particular scheme that the Council wants developed by a Housing Association.

As the Council is neither the grantor nor grantee in respect of SHG, there are no prevailing local governance or wider regulatory/legislative criteria to apply to such undertakings. However, notwithstanding any of the above, every effort is made to ensure that contributory Council processes meet the following fundamental minimum criteria:

- Transparency;
- equity;
- equality of opportunity; and
- objectivity.

All prioritisation or selection decisions are therefore made by a panel of senior managers from the Social Services Health & Housing Directorate. Furthermore, Officers report to Cabinet Board on the PDP submitted to the WG, annually, for Member's information.

This was not possible during 2020 due to the pandemic so this report retrospectively covers the two preceding financial years.

Outturn 2019/20

The original allocation for the year was £3.74m.

The table below lists the actual grant payments made by WG during the year:

Housing Association	Scheme	Units	SHG
Coastal	Coed Darcy	42	£3,651,005
First Choice	Compton Road	3	£ 112,000

Tai Tarian	Station Road	6	£ 361,920
Tai Tarian	Evelyn Terrace	10	£ 82,608
Tai Tarian	Melyn Close	19	£ 933,807
Total		70	£5,141,340

To summarise, approximately £5.14m had been drawn-down by the end of the year vs the £3.74m originally in the PDP as at April 2019.

The additional £1.4m spend was made possible by a further in-year WG allocation of projected pan-Wales year-end slippage.

Outturn 2020/21

The original allocation for the year was £3.83m.

The table overleaf lists the actual grant payments made by WG during the year:

Housing Association	Scheme	Units	SHG
First Choice	The Meadows	1	£161,998
Pobl	Park Street Glyncorwg	6	£65,668
Tai Tarian	County Flats	55	£3,780,951
Tai Tarian	Llys Wern III	5	£488,459
Total		67	£4,497,076

To summarise, approximately £4.97m had been drawn-down by the end of the year vs the £3.83m originally in the PDP as at April 2020.

The additional £1.14m spend was made possible by a further in-year WG allocation of projected pan-Wales year-end slippage.

Local Housing Market Assessment 2020

Work undertaken by Opinion Research Services (ORS) in 2019 assessed housing need across Mid & South West Wales and ORS produced a Housing Market Assessment for the region as well as a Summary of the Local Housing Market for Neath Port Talbot.

The assessment projected a need for an additional 1,037 units of affordable housing in Neath Port Talbot during the period 2018-33. This equated to the need for an average additional 69 units of affordable housing per annum, over the 15 years, to meet this need. Affordable housing is delivered by Housing Association both with and without SHG, sometimes working with private housing developers when planning obligations require them to make an affordable housing contribution.

Consequently, during the two years 2018 to 2020, a total of 324 units of additional affordable housing were delivered - 153 units in 2018/19 and 171 in 2019/20. Therefore to remain on target to deliver the projected level of required additional affordable housing, a further 713 units were needed between 2019/20 and 2032/33. This equated to an approximate average additional 55 units of affordable housing per annum.

Planned Expenditure 2021/22-2023/24

The current indicative WG allocation for NPT for 2021/22 is approx. £9.9m and WG officers are anticipating that this will remain the approximate level of annual allocation for the period 2022/23 to 2024/25.

Housing Associations are additionally required by WG to utilise their recycled housing capital grant reserves during this period and so the total programmed spend is likely to be around £49.4m.

The 2021/22 Quarter 1 PDP, for the period 2021/22 to 2024/25, is currently being prepared for submission to WG by mid-June but further detail cannot be provided until the future year indicative allocations are confirmed.

The latest rough draft version, however, suggests that somewhere in the region of an additional 600 of the 713 affordable housing units ORS projected to be needed by 2033 could therefore be delivered by 2025.

Financial Impacts

The proposed recommendation ensures that all available WG Housing Capital Grant is spent on local affordable housing development.

Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as this report is for information purposes only.

Valleys Communities Impacts

No detrimental impact.

Workforce Impacts

No impact.

Legal Impacts

No impact.

Risk Management Impacts

No impact.

Consultation

There is no requirement for external consultation on this item.

Recommendations

No recommendations - for monitoring and information only.

Reasons for Proposed Decision

N/A

Implementation of Decision

N/A

List of Background Papers

None

Officer Contact

Angela Thomas - Head of Adult Services E-mail:

a.j.thomas@npt.gov.uk Tel: (01639) 763794

Robert Davies - Principal Officer Housing & Homelessness, E-mail:

r.i.davies@npt.gov.uk Tel: (01639) 763288

Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD

13 May 2021

**Report of the Director of Social Services, Health and Housing –
Andrew Jarrett**

Matter for Decision

Wards Affected: All Wards

FIVE YEAR WEST GLAMORGAN REGIONAL CARERS STRATEGY

Purpose of the Report

To seek approval to endorse the Five Year West Glamorgan Regional Carers Strategy and supporting Quick Reference Guide document (Appendix 1 and 2).

Executive Summary

The West Glamorgan Carers Partnership Board has developed a Five Year Regional Carers Strategy (“the Strategy”) and supporting Quick Reference Guide, covering the West Glamorgan area of Neath Port Talbot and Swansea.

If approved, Neath Port Talbot County Borough Council (“the Council”) will work with the Regional Carers Partnership Board to develop an action plan. This action plan will set out how the organisations signed

up to the Strategy, including the Council, will work together to achieve the outcomes and objectives within the document.

Background

The Strategy defines the vision and mission statement of the West Glamorgan partners with regards to supporting carers.

Vision:

Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.

Mission:

We will work together to improve the wellbeing of carers in West Glamorgan by listening, learning, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

This document also sets out the strategic approach to how the West Glamorgan partners will implement the strategy; including the outcomes and objectives to be achieved over the five year period and how this will be monitored.

If the Strategy is approved, Council officers will work with the Regional Carers Partnership Board to develop an action plan. This action plan will detail the way in which the intended outcomes and objectives of the Strategy are to be delivered and will be aligned to the Strategies key themes of:

- Balancing priorities;
- Supporting each other;
- Information and advice;
- Identified and recognised;
- Dignity and respect;

- Support services.

Financial Impacts

There are no financial impacts directly arising from the endorsement of this Strategy. However, the delivery of some actions required to achieve the aims and objectives of the Strategy will require financial investment.

It is intended that the actions from this strategy will help inform the strategic allocation of the element of the Welsh Government Integrated Care Fund that is ring fenced for carer services.

There is no intention at this point in time to amend the Directorate's current base budget as a result of the endorsement of this strategy. Any future additional investment from the Council's base budget will be subject to a financial business case and the Council's governance processes.

Integrated Impact Assessment

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016). The first stage impact assessment has indicated that a more in-depth assessment was required.

An overview of the Integrated Impact Assessment has been included below in summary form only and it is essential that Members read the Integrated Impact Assessment, which is attached to the report at Appendix 3, for the purposes of the meeting.

- The aim of the strategy is to improve carer's experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with protected characteristics.

- The potential impact of the strategy on carers with regards to Public Service Equality Duty (PSED) has been fully considered and it has been assessed that overall this strategy will have a positive impact.
- This strategy aims to support carers' wellbeing by enabling them to have a break from their caring role, and provide information, advice, assistance and support according to their needs, which supports PSED.
- The strategy should have a positive impact on the Council's socio-economic duties as supporting carers may help carers to return or retain paid employment/education and also help maximise any eligible financial support/benefits.
- The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.
- Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.
- The strategy has no impact on biodiversity.
- The strategy contributes to the five ways of working as it relates to carers

Valleys Communities Impacts

No impact – the Strategy has no spatial impact on our valleys communities and does not link to the impacts identified in the Cabinet's response to the Council's Task and Finish Group's recommendations on the Valleys.

Workforce Impacts

No Implications.

Legal Impacts

No implications.

Risk Management Impacts

No implications.

Consultation

There is no requirement for external consultation on this item.

The development of this Strategy was underpinned by the principles of co-production. Below are a list of co-production activities that helped to shape the Strategy:

- Co-production events were held autumn 2019 creating the draft vision statement and themes.
- Carers Partnership Board members were asked to nominate individuals to be a part of the Strategy Development Task & Finish Group.
- The Strategy Development Group held five workshops (11 August, 1 September, 24 September, 6 October and 20 October) to conduct a series of activities to identify the key content of the strategy.
- Each workshop included representation from various carers connected to our regional work and carers representatives, including those representing the views of Young Carers.
- The Carers Development Officer also co-ordinated a research exercise with contributions from Carers Partnership Board members, pulling together insight, strategic drivers and contributions from a range of sources.
- A draft strategy was produced with the outputs of the workshop, research and other co-produced contents including co-production events with carers conducted prior to the pandemic.
- The draft document was presented to the Carers Partnership Board on 8 December, where final comments were requested before approval on 12 January.

Recommendations

Given due regard to the attached Integrated Impact Assessment, it is recommended that Members approve the endorsement of the Five

Year West Glamorgan Regional Carers Strategy and supporting Quick Reference Guide document.

Reasons for Proposed Decision

To further improve the identification, recognition and support to carers across the West Glamorgan region.

Implementation of Decision

The decision is proposed for implementation after the three day call in period.

Appendices:

Appendix 1 - Five Year Regional Carers Strategy

Appendix 2 - Quick Reference Guide

Appendix 3 –Integrated Impact Assessment

List of Background Papers

None.

Officer Contact

Andrew Jarrett, Director of Social Services Health and Housing

Email: a.jarrett@npt.gov.uk

Andrew Potts, Commissioning Officer Email: a.potts@npt.gov.uk



Partneriaeth
Ranbarthol
Gorllewin
Morgannwg

West
Glamorgan
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Partnership



West Glamorgan

Regional Carers Strategy

Region: West Glamorgan Regional Partnership

☎ 01792 633 805

✉ west.glamorgan@swansea.gov.uk

Tudalen111

Introduction

The important role of unpaid carers in our society is recognised by Welsh Government in [‘A Healthier Wales: our Plan for Health & Social Care’](#). Without the vital role they play, there would be no sustainable system of health and social care. That is why Wales remains committed to supporting and investing in unpaid carers as an integral part of the health and social care workforce. This commitment is reflected in [‘Prosperity for All’](#) – the national strategy for taking Wales forward – which covers learning provision and access to information and support for carers.



The Parliamentary Review of Health and Social Care identified ‘carers’ as one of the priority areas for transformation of health and social care. It calls for greater effort across the health and social care sectors to plan for new models of care and support for carers on an ongoing basis.

Changing the way we support carers is part of the cultural journey we are undertaking in Wales under the [‘Well-being of Future Generations \(Wales\) Act 2015’](#) to create a healthier, more resilient nation. Giving carers the help and support they need is one key step in this journey. The [‘Social Services and Well-being \(Wales\) Act 2014’](#) [The Act] sets out how carers should be supported. Certain parts of The Act form the legal foundation of meeting carers needs:

- Part 1 of the Act defines what a “carer” is;
- Part 2 sets overarching duties, wellbeing outcomes and local functions;
- Part 3 sets out how to assess needs;
- Part 4 establishes how to meet needs.

The Act, as with all legislation, can be interpreted in different ways and so carers’ experiences can differ from place to place. This document provides a strategic focus for working with carers to achieve improved outcomes and better support for the important role they play in our communities in Swansea and Neath Port Talbot.

Foreword



As Chair of the West Glamorgan Regional Carers Partnership Board, I am very pleased to present this five-year Carers Strategy on behalf of the West Glamorgan Regional Partnership. Unpaid carers are under recognised, undervalued and underappreciated in our society. It is our hope that this strategy will take a step forward to addressing this.

It is important to recognise and give heartfelt thanks to our Carer Representatives who have made a significant contribution to this work. Their time, attention to detail and enthusiasm is truly inspirational, in spite of their already busy lives. Third Sector Carers Services involved in this work have been instrumental in representing the voices of carers and made invaluable contributions to help us understand carers' experiences and the challenges they face navigating this post viral world. Despite increasing pressures on our public services, our statutory partners from Swansea Bay University Health Board [SBUHB], Swansea Council and Neath Port Talbot Council have continued their involvement and been committed to the development of this strategy as well as the action that will be driven by our regional commitment.

This strategy represents the future, we are keenly aware that our ambition may not be realised fully within five years. This document is a beacon for us to follow on the journey to achieving our aims. We will need to revisit and revise this strategy at points along the journey in order to meet the demands of this rapidly changing world. Nevertheless, this document sets out the West Glamorgan region's strategic commitment to unpaid carers and its commitment to work collaboratively to achieve these aims to the best of its ability.

Gaynor Richards, Chair West Glamorgan Carers Partnership Board.

Using this document

The purpose of this document is to outline what we know about Carers, their needs and outline how we intend to meet those needs. The intended audience for this document is varied and there are sections which will hold more relevance to some people more than others.

For example, Carers may want to pay more attention to section 1, which explain our shared mission, vision and values, or section 2, which outlines what we know about carers and what outcomes they want to achieve. Statutory partners will likely pay closer attention to section 3, as this will aid the implementation of the strategy into their own policies and processes. It is for you to determine which parts of this document are of more relevance and importance to you.

This document will make reference to **other related documents** which are available to access from the West Glamorgan Transformation Office. There will also be some links to other online sources of information [highlighted](#) throughout this document.



This document is one of a series of regional strategies produced by the Regional Partnership Board [RPB] for West Glamorgan. Each strategy defines a regional approach to addressing one of the key priorities for health and social care across Swansea and Neath Port Talbot.

The regional strategies explain this strategic approach in three parts:

Section 1 – Establishing our aims

In this section, we will establish the national, regional and local factors that influence the direction we are heading for this particular strategic focus. This will give us a clear mission and vision and a set of principles within which we will work together to achieve our aims.

Section 2 – Defining the context

In this section, we will explain the key terms, challenges, opportunities and definitions that underpin this strategy. We will also describe the specifics of the West Glamorgan region and the relevant services that are within scope.

Section 3 – Achieving our aims

In this section, we will build describe how we will achieve our mission within the context defined in Section 2. This gives us a set of outcomes and indicators as well as an approach to implementation that covers how we will monitor, report, evaluate, fund and govern the changes to be delivered.

The **Quick Reference Guide** will bring all the elements of the strategy together into a shorter document for you to print and keep at hand. The guide is designed so that people can connect the key concepts to the broad aims of this strategy.

Contents

Section 1 – Establishing our aims	8
Mission	8
Vision	9
Strategic Alignment.....	12
Section 2 – Defining the context	14
About Carers.....	14
About the region.....	18
About the services	20
Key Themes.....	23
Section 3 – Achieving our aims	27
Strategic Approach	27
Objectives	29
Success Factors.....	31
Implementation.....	32
Monitoring & Reporting	33
Evaluation	34
Funding.....	34
Ways of working principles	35
Appendices	37
A – Action Table.....	37
B – Regional Priorities.....	38
C – Mapping Strategic Drivers	39
D – Glossary of Terms	42

Section 1 – Establishing our aims

Mission

The Social Services and Well-being Act defines a “**carer**” as “**a person who provides, or intends to provide care for an adult or disabled child**”. The term “carer” can be associated with paid professionals who provide care to people. Unpaid carers are usually family or friends that give their time to support a person who need support. However, “unpaid” does not necessarily mean that they do not receive any financial support for carrying out this role. Some carers can claim allowances and benefits to support them. Unpaid carers are focus of this strategy but are referred to as “carers” throughout this document.

This regional strategy represents a commitment to a long-term strategic mission for meeting carers’ needs. We (the Regional Partnership which includes representatives of service users and carers) believe that this mission is defined by the following statement, which has been agreed in partnership with unpaid carers, their representatives and the organisations involved in our regional carers partnership:

We will work together to improve the wellbeing of carers in West Glamorgan by listening, learning, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

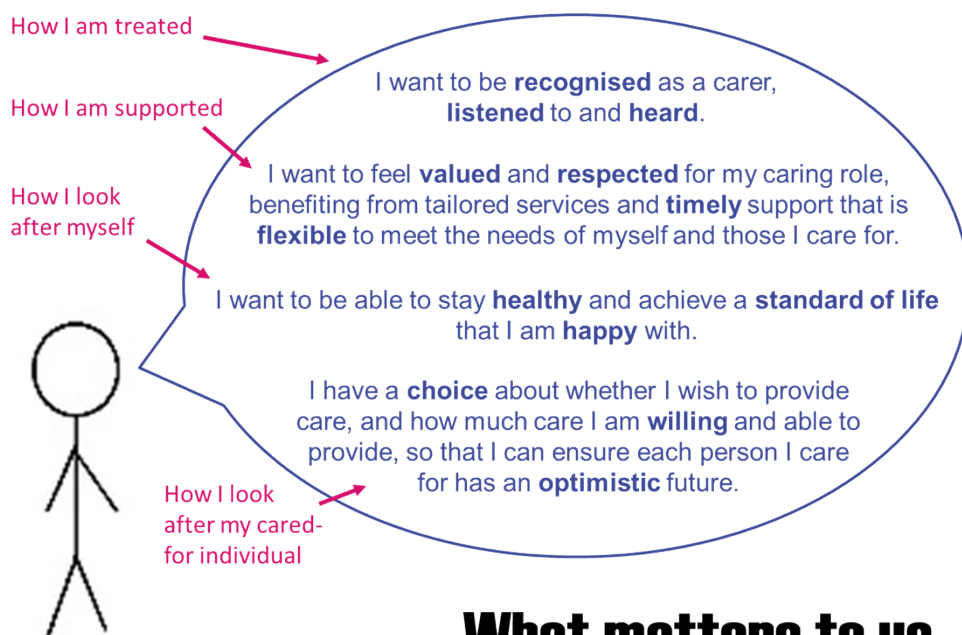
This mission means that we want to work together using co-production principles and ensure that we are listening and learning from carers throughout the lifetime of the strategy. We want to achieve a consistency of experience for carers tailored to their individual needs. We want the strategy to make changes where needed to continuously improve services to enhance the well-being of carers consistently across the region.

By committing to this mission, we aim to achieve our vision for carers over the course of the next five years. We will continue to monitor and revisit our mission to ensure it remains appropriate and aligned to the needs of carers in our region.

Vision

Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being throughout their caring journey.

This vision represents the future we aspire to, where we recognise the contribution of carers to our society. It is a statement that we plan to continue to actively identify, listen, respect and properly support carers to not just continue their caring role but to enable them to have fulfilling lives. At the end of this five-year strategy, we want to be able to look back and see that this vision has come true.



What matters to us

Fig.2. What carers told us matters to them (2019)

The West Glamorgan Regional Carers Strategy vision was developed in several stages. In 2019, Carers Representatives discussed the broad issues facing carers and developed a number of statements to spark discussion with larger groups of carers. Workshop events held in the Autumn of 2019 established an aspirational vision and themes that were important to carers. This formed the basis for an 'outline' of the regional strategy that we could continue to develop collaboratively.

A second series of Workshops in March 2020 had to be cancelled due to the COVID-19 pandemic and meant an alternative approach to co-production of this document was taken.

Co-production of the strategy to the level desired by the Regional Partnership was not possible due in part to the COVID-19 pandemic, however, involvement of Carers Representatives continued. We recognised there is a need to create the right conditions for continuous involvement and engagement with carers to enable co-production opportunities to flourish.

To this end, one of the first actions arising from this strategy is the establishment of a **Carers Liaison Forum** to bring carers together with people and organisations who work with or have an interest in carers' issues. Once the Forum is established, we will seek their support in reviewing and updating this document throughout the lifetime of the strategy.

Following the immediate urgency presented by the pandemic, the Strategy Development Group was reconvened to discuss and continue our efforts in creating the Regional Carers Strategy. The group consisted of Carers Representatives, Third Sector Carer Support Services, and Health Board and Local Authority representatives. From August 2020 to November 2020, the group met to review the existing evidence available and new evidence emerging about the impact of the pandemic on carers.

The Regional Carers Strategy is underpinned by the following **values**:

- 🎨 **Carers are treated with kindness, dignity and respect.**
- 🎨 **Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.**
- 🎨 **Carers are empowered to speak up for themselves and the person they care for if/when needed.**
- 🎨 **Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.**
- 🎨 **Carers are equal partners in discussions about their needs.**
- 🎨 **Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.**
- 🎨 **Carers' rights are upheld by making consistent, reliable, fair and just decisions.**
- 🎨 **Carers and organisations/services learn together through experience, empathy and partnership.**

We will use these values as the foundation for everything we will do to deliver this regional strategy. This will drive everything from our behaviours in working together as a partnership to evaluating that the changes we deliver align with the principles of our strategy.

Strategic Alignment

Carers provide a significant contribution to society in Wales. Nationally, care provided by unpaid carers is worth an estimated £8.1 billion a year.

There are currently **three national priorities for carers** – established by Welsh Government – which underpin this strategy:

- **Supporting life alongside caring** – All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- **Identifying and recognising carers** – Carers deserve to be recognised and supported so that they can continue to care. It is vital that carers identify themselves as carers.
- **Providing information, advice and assistance** – It is important that carers receive the right information and advice when they need it and in an appropriate format.

A fourth national priority proposed by Welsh Government in the Carers National Plan¹ is also included:

- **Supporting carers in education and the workplace** – employers and educational / training settings should be supported to adapt their policies and practices enabling carers to work and learn alongside their caring role.

Welsh Government is supported in its ambition to deliver these priorities and improve outcomes for carers by the Ministerial Advisory Group for Carers. This group is a national forum to inform and steer the delivery of improvements for carers across Wales. Their vision for carers in Wales is one where “**all carers are identified, recognised and supported for the invaluable care and commitment they provide**”.






The Senedd Health, Social Care and Sport Committee inquiry² into the impact of The Act on carers described the progress made as

¹ Welsh Government (2020) Carers’ national plan for Wales. Retrieved from: <https://gov.wales/carers-national-plan-wales>

² Health, Social Care and Sport Committee (2019) Caring for our future: An inquiry into the impact of the Social Services and Well-being (Wales) Act 2014 in relation to carers. Retrieved from: <https://business.senedd.wales/documents/s96075/Report%20->

“underwhelming” and “patchy”. Welsh Government accepted fully or “in principle” all but two of the Committee’s recommendations. For our region, this report offers valuable insight into the progress that must be made to ensure The Act has a more positive impact on carers.

In West Glamorgan, our regional partnership focuses on the following themes as priorities for transformation across Swansea and Neath Port Talbot (further details are provided at Appendix B):

-  Older People;
-  Children and Young People;
-  Mental Health;
-  Learning Difficulties and Autism;
-  Carers (cross-cutting theme).

There are many other strategic drivers, imperatives and influences that underpin our strategic approach to supporting carers across the region. These have been reviewed and considered in the development of our Regional Carers Strategy and an overview of each source of strategic direction is included in the Appendix C.

Section 2 – Defining the context

About Carers

We recognise that carers are critical to supporting our health and social care services. We support Carers Wales’ call for their recognition as the “third pillar” to this infrastructure³. We support this view because across Swansea and Neath Port Talbot there are over 50,000 carers⁴ in over 160,000 households⁵ who provide care and support that prevent the need for health and social care interventions.

The **Carers Week 2020 - Research Report** revealed that since the pandemic, not only are carers providing more care than before, the number of carers in Wales may have increased from 370,000 to 683,000⁶. How the pandemic has affected the figures for West Glamorgan is, as yet, unknown. The 2021 Census presents an opportunity for us to better understand the impact of the pandemic on our population and determine a baseline for monitoring the impact of the strategy in years to come.

The Equality Act 2010 aims to prevent discrimination of people with protected characteristics. People can be discriminated based on age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

Carers will have some of these characteristics and have the right to be protected from discrimination. Carers with protected characteristics can sometimes feel that health and social care services do not recognise, understand or meet their needs effectively in relation to their characteristics. This strategy speaks for all carers and through the Carers

³ Carers Wales (2020) Track the Act Briefing 5. Retrieved from:

<https://www.carersuk.org/files/section/6609/carers-wales-track-the-act-briefing-final-version-eng.pdf>

⁴ Office for National Statistics (2011) Provisions of unpaid care by general health by sex and by age. Retrieved from: <https://www.nomisweb.co.uk/census/2011/lc3301ew>

⁵ Office of National Statistics (2014) Number of unpaid carers in household – UA's in Wales. Retrieved from: <https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/adhocs/003305ct02762011censusnumberofunpaidcarersinhouseholduasinwales>

⁶ Carers Week (2020) Research Report. Retrieved from:

<https://www.carersweek.org/images/CW%202020%20Research%20Report%20WEB.pdf>

Liaison Forum we want to ensure that there is diverse representation i.e. including people from BAME and LGBT communities.

Carers can be of any age, have different relationships with the person they care for and different life situations. For example, carers may be Black, Asian or from other Minority Ethnic groups [BAME] and carers from Lesbian, Gay, Bisexual and Transgender [LGBT] communities must also have their identity respected and supported to care in a way that respects this identity. These different dimensions to caring mean that carers are as different to each other as they are similar.

The table below shows the potential differences based on age, relationships and the situations. It is important to note that caring for someone can involve several carers and each circumstance is likely to look different to the next, even within the same caring situation.

Caring scenarios are based on...						
Your age group <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
Your relationship <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
Your situation <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

Fig.3. Understanding different caring situations






Carers' age, relationships and situations are rarely static. We recognise that people can become carers gradually, but caring can also be thrust upon people through life events. We also recognised that carers can have health conditions that impact on their lives and we would like this strategy

to influence how carers are recognised when navigating their own care and support services.

We have chosen to focus our understanding of “carers” on the needs of carers rather than the situations arising from the needs of the people they care for. Therefore, an element not included in the table above is that of the **types of conditions** that the cared-for person lives with, whether those conditions be physical health, mental health, learning disabilities, autism and/or substances misuse.

We recognise that carers who care for people with conditions or multiple conditions will have different needs from each other. It is also important to recognise that carer’s needs will also vary between groups of carers who may appear to share many of the same concerns and experiences. Nevertheless, conditions have a significant impact on levels of care in terms of time, knowledge and effort. We would like this Carers Strategy to influence how carers are supported in care and support pathways for patients and services users across the health and social care sector in West Glamorgan.

The West Glamorgan Regional Strategies that will support and be influenced by this Regional Carers Strategy are:

-  **Regional Children and Young People Strategy;**
-  **Regional Digital Strategy;**
-  **Regional Dementia Strategy;**
-  **Regional Housing, Health and Social Care Strategy;**
-  **Regional Learning Difficulties Strategy.**

We want to understand **the caring journey** better and ensure there is suitable support at each stage of the caring journey. Many carers have told us they felt a sense of an uphill battle in their journey, from getting information and advice to accessing services and support. We recognise the importance of providing the right support at the right time along this journey.

We have chosen to acknowledge this challenge by illustrating the caring journey in the diagram below:

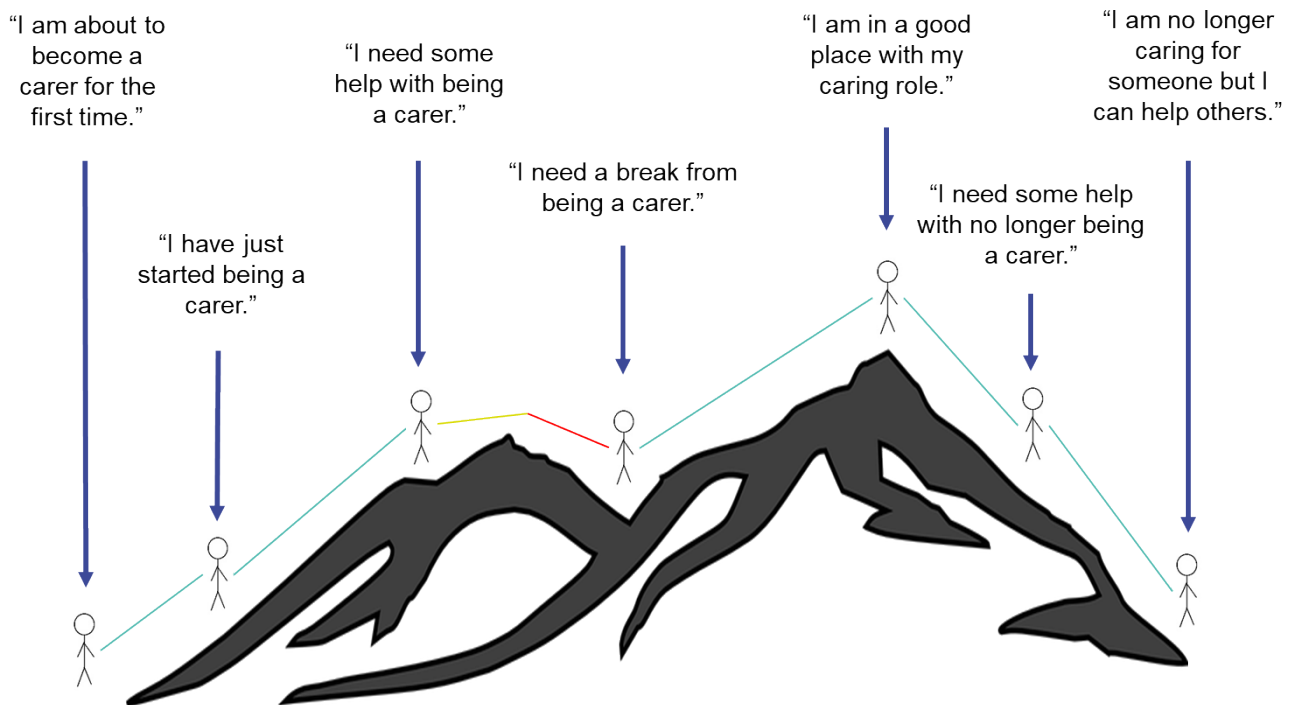


Fig.4. Understanding the journey of becoming a carer

The caring journey can be difficult and rewarding, just like climbing a mountain. It does not take place in a linear form, the path can undulate and the terrain can change. However, unlike a single mountain climb or short-term caring role, caring is frequently a long-term commitment.

Carers will begin the journey with varying levels of knowledge and experience. They may find that along the journey they need help or need a break to get them to being in a good place and they can move between these parts of the journey continuously for the duration. There is also a need to consider the needs of carers at the end of the caring journey, including transition from their caring responsibilities, what their experience can offer other carers and how we can learn from their personal journey.

Carers shows us through their actions that it is a role that people take on because of their commitment and tenacity to help the people they care about. Our aim is to ensure that the caring journey is made easier through working collaboratively with carers, health, social care and third sector

organisations to create the right mix of services and support that meet the needs of carers in West Glamorgan.

About the region

Part 9 of The Act required the establishment of Regional Partnership Boards across Wales to:

- improve the well-being of the population;
- improve how health and care services are delivered.

West Glamorgan is one of six regions established in April 2016 as part of The Act. It covers the local authorities of Swansea and Neath Port Talbot, as well as the Swansea Bay University Health Board, one of seven LHBs in Wales which were first established in 2003. West Glamorgan was previously known as Western Bay as it included the local authority area of Bridgend until April 2019.

The **Western Bay Population Needs Assessment** – conducted in 2014/15 and based on 2011 census information – highlighted a number of regional statistics and factors related to carers, which is reflected in the [‘Carers who need support’](#) report. This included:

- 🌸 12.7% of people in Swansea (30,349) recognised themselves as carers;
- 🌸 14.6% of people in Neath Port Talbot (20,365) recognised themselves as carers (the highest percentage of its population in Wales);
- 🌸 The numbers of people across the region who were receiving carers support increased over the reporting period 2013 – 2015;
- 🌸 The percentage of young carers (aged 5 to 17) was increasing across Wales;
- 🌸 Numbers of adult carers aged 50 or over in Western Bay was 39,757 (about 58% of adult carers in total);
- 🌸 There was a clear correlation between the number of hours of unpaid care and the reported health of the carer (longer hours lead to less healthy lifestyles and poorer well-being);

- 🧩 Projections indicated that while the number of carers was forecast to increase over time, the age of these carers would also increase in line with population life expectancy.

As part of this assessment, carers also told us that what matters to them:

- 🧩 *“A single point of contact for information on services, activities and financial matters”;*
- 🧩 *“Improve sharing of information between professionals and across services”;*
- 🧩 *“Support groups and services for carers”;*
- 🧩 *“Help to overcome transport difficulties to get to and from the person the cared for better”;*
- 🧩 *“Protection of children from inappropriate levels of caring”.*

About the services

There are a range of services available to carers across the West Glamorgan region; some are statutory public services provided by Local Authorities or SBUHB, some are voluntary services (supported by voluntary organisations in the Third Sector but funded from various sources including Welsh Government) and others are private services. Below are some of the main examples of these types of services:

Advocacy – Sometimes carers need help from people who can act as a spokesperson when it comes to correspondence, decision-making and meetings. Advocates provide this independent support to carers as part of the Carers Needs Assessments, care & support planning, and safeguarding.

Benefits and Tax Credits – Financial support is available to carers. Though different situations may determine exactly what a carer is entitled to, this may include Universal Credit, Carer's Allowance, Carer's Credit, Pension Credit and other relevant welfare benefits.

Breaks and Respite – Also known as 'short breaks', it usually involves the cared-for person spending time in a residential care environment or finding an alternative means (e.g. direct payments) for enabling the carer to arrange a break from their caring responsibilities.

Carers Emergency Card – a form of identification that an individual is a carer, which helps the carer to identify themselves in the event of an emergency concerning the cared for person.

Carers Hospital Support – this service targets carers of people who are in hospital and may need information and support about their carers role as well as help in the process of discharging the patient from hospital to return home.

Counselling – Carers can access talk to a qualified counsellor through face-to-face, telephone or online services. It can help for the carer to discuss their feelings and explore solutions to the challenges they are facing in their role as a carer.

Helping Services – An assessment of a carer’s needs might identify specific support services that apply in certain caring situations, from gardening and housework to professional support for specific health conditions (such as parents/carers of children on the Autistic Spectrum). Some services may be subject to grant funding or other means of financial support.

Holistic Therapies – Carers can access a range of therapeutic services to help them manage their health and well-being, including Reiki, reflexology and massages.

Networking and Peer Support – There are many different activities that can bring carers together from across a community, social group or area, from coffee mornings to social activities to networking forums. Outreach support provided by the third sector enables many such activities to be coordinated locally.

Sitting Service – Also known as a ‘carer response service’ or a ‘befriending service’, this involves someone temporarily taking on a carer’s duties for the cared-for individual, allowing that carer a break from their responsibilities and more time for themselves.

Telephone Helpline – A number of organisations, not just local authorities, offer telephone support and helplines including Swansea Carers Centre locally to Carers UK and Age UK nationally. This can include signposting carers to further information available online or advice on how to raise complaints about a service.

Direct Payments – Carers may have the option to request a direct payment instead of receiving support in the form of a service. Based on an assessment, it can be determined that carers can be better supported with the financial support to choose and purchase the help they need through different services and approaches.

There are also a range of organisations who play an important role in supporting carers in West Glamorgan:

Organisation	Contact	Purpose
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Organisation	Contact	Purpose
Swansea Carers Centre	104 Mansel Street, Swansea, SA1 5UE Tel: 01792 653344 www.swanseacarerscentre.org.uk	...provides a range of information, advice, support, services and events for carers in Swansea.
Neath Port Talbot Carers Service	Cimla Health & Social Care Centre, Neath SA11 3SU Tel: 01639 642277 www.nptcarers.co.uk	... to identify carers and to provide carers aged 18 and over in Neath Port Talbot with advice, information and support
Swansea Parent Carer Forum	61 Pennard Drive Southgate Swansea SA3 2DN swanseapcf.org	...to work co-productively with local services to help bring about improvements in services for disabled children, young people and their families.
Hafal Swansea	Alexandra House, Alexandra Road, Swansea SA1 5ED Tel: 01792 816600 www.hafal.org	...offers daytime support and information for carers of adults with severe mental health problems and also a monthly support group.
YMCA Swansea	YMCA Swansea 1 The Kingsway Swansea SA1 5JQ Tel: 01792 652 032 www.ymca.org.uk/location/ymca-swansea	provides support and information for young carers aged 8-18 in Swansea.
Neath Port Talbot Youth Service	Neath Port Talbot Youth Service Tir Morfa Centre Marine Drive Sandfields Port Talbot SA12 7NN Tel: 01639 763030 www.npt.gov.uk	The Neath Port Talbot Young Carers Service offers a range of support to children and young people up to the age of 25, who have a caring role at home. This could be because of illness, disability, mental health or drug & alcohol misuse.

Key Themes

To support the adoption of this strategy across the region, a pull-out **Quick Reference Guide**, outlining the vision, values and following series of concepts and information is provided in Appendix D. All the concepts in the tables you are about to see are pulled together in quick reference guide for ease of reference.

The following table outlines the cross-cutting threads that need to permeate through the themes.

Cross-cutting Threads	Theme
Carer wellbeing Communication Co-production Training	Balancing priorities
	Supporting each other
	Information and advice
	Identified and recognised
	Dignity and Respect
	Support services

The themes were originally derived from the co-production events held in the Autumn of 2019. A subsequent review of the evidence of strategic documents highlighted key issues that have an impact on all the themes identified. We have outlined these as cross cutting threads that should be considered in approaches to meeting needs under each of the themes.

The table below contains more detail about each of the themes and what they mean to carers:

Theme	Carers View	What does this mean?

Theme	Carers View	What does this mean?
Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> • Better range and quality of services to meet carers' needs for a break e.g. respite • More flexibility and choice • More support to enable carers to access social and leisure opportunities • More opportunities to 'take a break' • Support to enable carers to access work, education or volunteering
Supporting each other	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> • More networking and interaction • More peer support and community-based or local services • Better channels for engagement • Raised awareness of carers' issues/stories • Enabling digital inclusion for carers
Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> • Guidance is easy to access and understand (clear & concise) • Different organisations "on the same page" • Guidance is signposted/easily accessible • A single point of contact for information on what help is available
Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> • Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights • New carers understand what it means to be a carer • Promotion of statutory services for carers to all parties • Carers are encouraged to self-identify as a carer. • Carers are valued as expert partners in care and included in conversations and decision making.
Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> • Behaviours from staff include empathy • Attitudes from staff include respect • Actions include meaningful listening • Aligned with United Nations Conventions and Principles • Partnerships means consistency in how carers are treated across professions and the region.
Support services	<i>Carers value help in understanding their rights and receive support</i>	<ul style="list-style-type: none"> • Timely access to Carers Needs Assessment / Carers Support Plan • Responsive Housing support (e.g. adaption of homes) • Consistent and timely Education support (e.g. for young carers struggling at school or adult learners) • Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person)

The themes identified provide a framework for understanding the needs of carers better but as so many carers have told us, “understanding is great but so what?”

Our Strategy Development Group were keen to ensure that the themes translated into tangible outcomes for unpaid carers. They developed the following outcomes for each of the themes based on the reviewed evidence. We intend to enlist the support of the Carers Liaison Forum to review these outcomes over the lifetime of the strategy. The numbers do not relate to importance or priority but are to aid cross referencing with action plans and monitoring processes.

Theme	Outcomes
Balancing priorities	1. Carers have flexible and responsive respite opportunities. 2. Carers have support with developing contingency plans. 3. Carers have access to wellbeing workshops. 4. Carers have workplace and educational support.
Supporting each other	5. Carers have opportunities to meet each other. 6. Carer led groups are common place.
Information and advice	7. Carers are informed of their rights. 8. Carers have dedicated and tailored information and advice portals/places across all statutory providers. 9. Carers have information and advice about contingency planning. 10. Carers are informed about Assessments and how they can be of benefit. 11. Easy read options and minority languages are catered for appropriately.
Identified and recognised	12. Carers are recognised even if they do not self-identify. 13. Carers are actively identified by organisations and staff supporting them. 14. There is shared responsibility across and within organisations for identifying carers.
Dignity and Respect	15. Carers are recognised as experts by experience. 16. Awareness of Carers is commonplace. 17. Standard approaches across department's e.g. schools, IAA services, hospital discharge. 18. There are consistent approaches across and within organisations.
Support services	19. New developments and changes are co-produced with carers. 20. Carers services are funded sustainably 21. Carers are actively offered direct payments. 22. Carers' positive and negative experiences are used to inform service improvements. 23. Carers have responsive and flexible access to mental health and well-being services.

Some of these outcomes may appear difficult to achieve at first. It is the aim of this strategy to be aspirational and we recognise that not all of the outcomes listed will be achieved in full over the course of this five-year strategy. Together, we are expected to work towards achieving these outcomes for the benefit of citizens and carers. Our approach to achieving these outcomes is outlined in the next section but a more detailed plan will be developed with carers and other partners to support the aims of this strategy.

Section 3 – Achieving our aims

Strategic Approach

This strategy has established our regional ambitions for improving and transforming the ways in which carers are supported throughout their caring journey. It has also highlighted the strategic context for these ambitions and the factors which will influence our plans for change over the period of this strategy. We now need to define how we will implement the outcomes we have identified as our priorities for the next five years.

The following diagram defines this strategic approach for our five-year regional strategy:

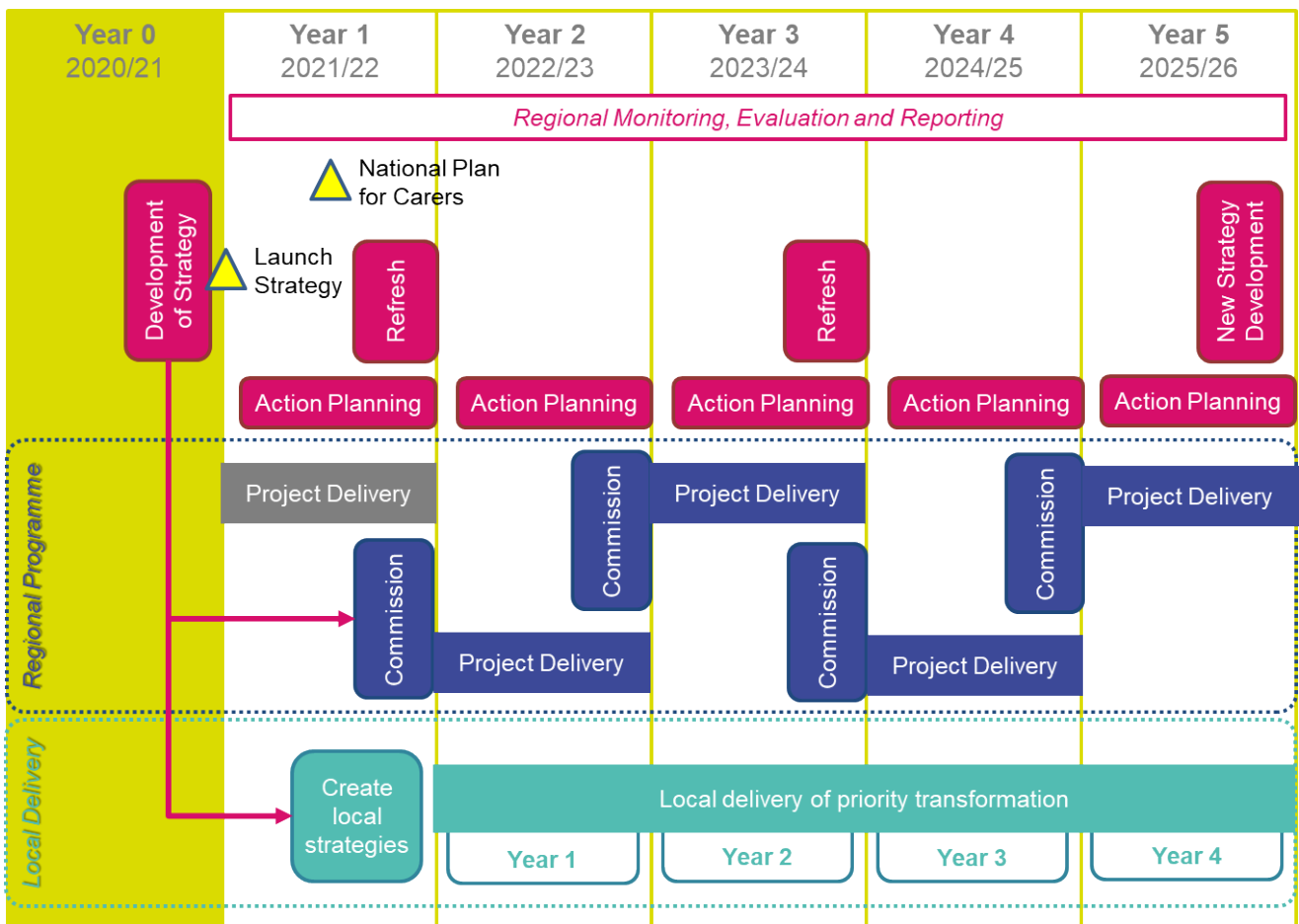


Fig.5. Our strategic five-year journey for carers

Below are some of the key points to note about this strategic journey in the diagram above:

- 🌸 The strategy will be formally launched in the first quarter of 2021/22 through the Carers Liaison Forum;
- 🌸 A regional strategy will be a catalyst for our Partnership Bodies to develop or refresh their own local strategies and action plans in relation to carers;
- 🌸 Following Welsh Government's response to the public consultation on the National Carers Plan for Wales, the strategy will be revisited with the Carers Liaison Forum using co-production principles to refine our priorities, outcomes and objectives;
- 🌸 Every year, the Carers Partnership Board will co-ordinate detailed action planning on the back of this strategy, in order to identify what actions need to be taken and how funding will be used for the upcoming financial year;
- 🌸 The first year of funded projects (2021/22) will be driven by the high level priorities of this strategy but as the strategy is refreshed later in 2021, more detailed criteria will be defined to determine what projects should be funded in future years;
- 🌸 For subsequent years (2022/23 and beyond), we will use a regional commissioning approach to ensure that the changes we deliver are directed by the priorities of this strategy and contribute towards our key priorities for carers in West Glamorgan;
- 🌸 Our strategy and annual planning activities will also inform our Partnership Bodies in their local activity planning, so that Local Authority and Health Board action plans align with the regional strategic direction for carers. These planning activities will also feed into the other regional strategies and frameworks for the Regional Partnership (e.g. Digital, Housing, CYP, etc);
- 🌸 In the final year of this strategy (2025/26) we will conduct a new round of strategic planning and refresh our vision, missions and strategic aims for carers in West Glamorgan.

Objectives

With this approach to our regional strategy, we can focus our resources, funding opportunities and collaborative efforts on delivering the changes that best meet the needs of carers in our region.

We identify what these changes should be through clearly defined objectives. Some of these objectives will be short-term activities, others will take longer to achieve due to its complexity or our ambitions. As we achieve one objective, this may also generate ideas for new ways of meeting our desired outcomes.

The following table lists the key objectives that we will plan to achieve in order to meet our mission and vision statements:

No.	Key Theme	Objective
1	Balancing priorities	<ul style="list-style-type: none"> • Map existing respite provision and innovation opportunities to agree regional approach/principles to respite and short breaks. • Identify key areas where representation is needed on Carers Partnership Board e.g. education. • Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB. • Support the introduction of contingency planning tools and support for completion. • Prioritise and promote initiatives that support carer wellbeing.
2	Supporting each other	<ul style="list-style-type: none"> • Establish a Carers Liaison Forum and grow membership of individuals and carer groups. • Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same. • Map carers support groups and networks across the region.

No.	Key Theme	Objective
3	Information and advice	<ul style="list-style-type: none"> • Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc. • All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities. • Establish a “one stop shop” of digital information sources.
4	Identified and recognised	<ul style="list-style-type: none"> • Develop and maintain regional data set on the demography of carers in West Glamorgan • Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support. • Support the introduction of Carer Aware training schemes.
5	Dignity and Respect	<ul style="list-style-type: none"> • Develop a carers’ charter for organisations to sign up to across the region. • Develop and promote rights awareness information. • Develop a library of carers’ stories that support engagement and promotion of carers services and support.
6	Support services	<ul style="list-style-type: none"> • Commission Carers Services in line with themes and priorities. • Refresh carers services mapping and identify potential gaps or opportunities. • Define and implement a regional approach to direct payments for carers. • Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities. • Develop a regional approach to learning from common challenges faced by carers in accessing and using services.

The solutions to each of these objectives will be implemented in line with our agreed values and we may find more than one solution that is worth delivering. Every year, the Carers Partnership Board will undertake action planning to prioritise initiatives we want to deliver that achieve these objectives, as well as any new or amended objectives that may arise from our collaborative working with the Carers Liaison Forum.

Success Factors

Every strategy needs a clear approach to measuring whether the changes it is implementing are successful. All of the actions we will implement over the course of this five-year strategy will be measured against our **vision** using the Success Factors in the table below:

No.	Success Factor	Indicators
1	Identified	<ul style="list-style-type: none"> • (Increase) Number of carers in West Glamorgan • (Increase) Number of attendees of Carers Liaison Forum • (Increase) Number of recipients of Carers targeted communications
2	Recognised	<ul style="list-style-type: none"> • (Increase) % of carers who report that they recognise themselves as a carer • (Increase) Number of people who attend the Carer Aware training course • (Increase) Number of people who apply for Carers ID Cards
3	Supported to care	<ul style="list-style-type: none"> • (Increase) Take-up of Direct Payments • (Increase) Amount of Tax Relief and Benefits attributed to Carers • (Increase) Number of carers who use helping services • (Increase) Amount of Carers Peer Support groups and activities
4	Life alongside caring	<ul style="list-style-type: none"> • (Increase) Take-up of Respite • (Increase) Number of carers who use sitting services
5	Feeling of wellbeing	<ul style="list-style-type: none"> • (Increase) % of carers who report improvement in their wellbeing in the past 12 months • (Increase) Number of carers who use 'preventative' mental health services (counselling, therapies, etc.) • (Decrease) Number of carers who use 'crisis' mental health services (Sanctuary Service, medication, etc.)

Our approach to how we manage these Success Factors and report on our progress throughout the life of this strategy will align to the West Glamorgan framework for performance measures which, at the time of

writing is in development. We will also continue to review and refresh these measurements to ensure they remain fit-for-purpose for our strategic ambitions and functions.

Implementation

We will achieve the objectives listed above by developing a **WGLAM Regional Carers Action Plan** with all of the actions that are needed to achieve this. This Action Plan aligns with the strategy but it is more focused on the detailed activities we will deliver through our regional programmes, projects and functions in West Glamorgan. It will also outline any targets, evaluation and monitoring measures against the objectives of this strategy. It will be owned by the Carers Partnership Board under the governance of the West Glamorgan RPB.

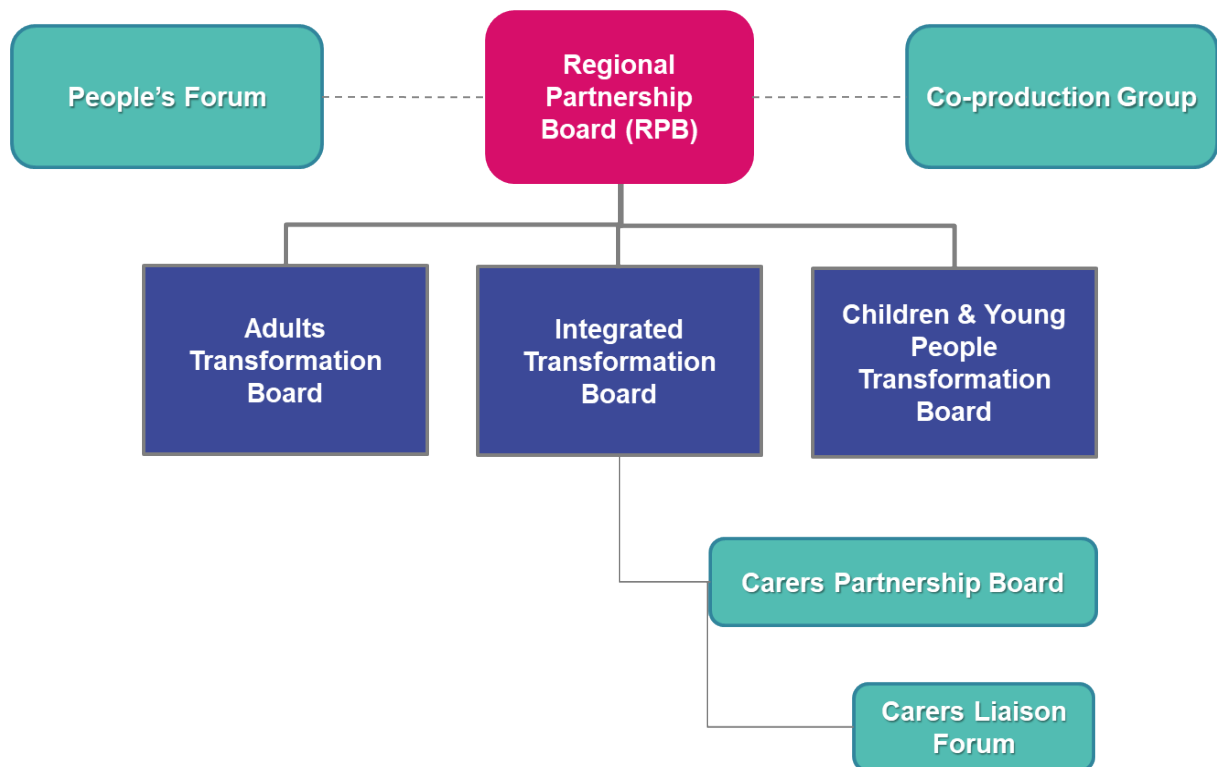


Fig.1. Our governance of the Regional Carers Strategy

Monitoring & Reporting

As we progress in our efforts to achieve our mission and meet the vision of our regional strategy, we will regularly monitor our progress to ensure that we are on track to achieving our outcomes. To do this, we will use common **Indicators** (to show a strategic view of progress) and specific **Performance Measures** for each of the projects and initiatives that we commission as part of our Action Plan.

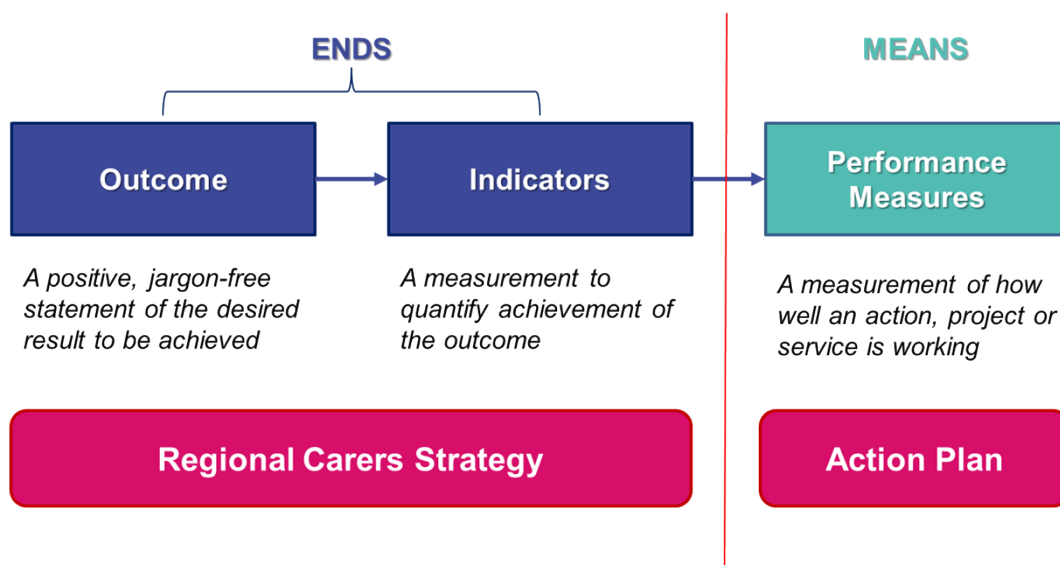




Fig.5. Our approach to monitoring and reporting

We will also report regularly on our progress through the following reporting channels:

-  **Project Returns** – each project that is funded to deliver actions that contribute to our strategy will produce quarterly returns, which highlight what has been achieved and how funding is managed;
-  **Highlight Reports** – the Carers Partnership Board will produce these reports to the Integrated Transformation Board [ITB] on a bi-monthly basis, which will include highlighting key achievements, progress against plans and important risks or actions for escalation;
-  **Carers Annual Report** – the Carers Partnership Board will produce an annual report on its performance over the previous financial year including noting progress on the achievement of this strategy;

- 📄 **West Glamorgan Area Plan Progress Report** – a report on progress against the regional Area Plan is produced every quarter for the RPB to review and endorse progress. This will include noting key achievements towards our strategic outcomes under the Regional Carers Strategy.

Evaluation

As with any strategic plan, we want to continually check that the plan remains appropriate, aligned with the needs of carers and is continuing to contribute to our mission and vision statements.

The Carers Liaison Forum is our first check that we are doing the right things in the right way. Through co-production principles, we will work with members of the forum to regularly refresh the strategy during the five-year period. We will also seek the views of carers and their representatives through the forum on specific elements of the strategy where we feel a need to verify that the actions planned are the right actions for carers.

The Carers Partnership Board is accountable for both the Regional Carers Strategy and the Action Plan that is developed for each reporting year. Members of this group are responsible for ensuring that they have reviewed and scrutinised the content of the strategy.

The Integrated Transformation Board will have the option of conducting independent evaluations of the regional strategy. This may be a function performed by an independent external organisation, commissioned by the ITB on behalf of the RPB. This level of assurance can be extremely helpful if there is any indication that the strategy is no longer fit-for-purpose.

Funding






Delivery of the actions required to achieve this strategy will be dependent upon funding from different sources. Welsh Government is the primary funder for this strategic programme of transformation through the Integrated Care Fund [ICF] which includes a specific allocation for funding projects that support carers.

However, there will be other funding sources that are planned or will come to light during the period of this strategy. Sustainable funding received by statutory partners and intended for supporting the needs of carers should be aligned to this strategy, so that we can consider all aspects of support provided to carers in a consistent way across the region.

We aim is to ensure that our transformation programmes are ‘funding fed’ and not ‘funding led’. This means that we will use available funding to achieve the priorities for carers in our region (as opposed to using funding to simply spending money without a strategy). Therefore, our regional commissioning approach will align directly to the outcomes defined in this strategy so that we can ensure we fund projects and initiatives that meet the needs of carers as defined through this strategy.

Ways of working principles

Delivery of our regional strategy for carers is just one programme of work for West Glamorgan and we will strive to ensure consistency in our approaches to transforming health and social care for the people of our communities. As such, we will work towards a common set of principles for implementing our strategy which include:

-  Promoting collaborative working across the region and across sectors, organisations and services;
-  Ensuring open and honest communications at all levels and with all parties as we continue on our strategic journey;
-  Embedding co-production in our strategic implementation activities and across our services and functions;
-  Providing independent assurance that we are consistently applying the values we have identified, helping partners, service providers and other stakeholders to understand and embrace these important values;
-  Identifying and supporting the delivery of Social Value in the way we commission and implement projects and initiatives.

Most importantly, we will work towards the values specific to the Regional Carers Strategy, as defined in Section 1 above. This strategy will inform the detailed actions we take forward collectively as a region. This will ensure that carers' rights and needs are at the heart of everything we do to improve the health and wellbeing of individuals who provide such a valuable service in our society.

Appendices

A – Action Table

The following actions will support the approval, publication, launch and implementation of the Regional Carers Strategy:

Activity	Responsibility	Planned Timescale
Approval of Regional Carers Strategy	Regional Partnership Board	January 2021
Creation of Easy Read version of Regional Carers Strategy	Carers Partnership Board	February 2021
Establish Carers Liaison Forum	Carers Liaison Forum	February 2021
Launch of Regional Carers Strategy	Carers Partnership Board	March 2021
Develop action planning document to drive implementation of strategy	Carers Partnership Board	March to May 2021
Co-produce funding, monitoring and evaluation processes for 2022/23	Carers Partnership Board	May to July 2021
Establish framework for mapping carers services and support structures	Carers Partnership Board	July to September 2021
Promote Regional Carers Strategy to influence care and support pathways across partners	Carers Partnership Board.	September 2021
Co-produce “refresh” of Regional Carers Strategy	Carers Liaison Forum	November 2021
Co-produce Carers Charter	Carers Liaison Forum	May to December 2021

B – Regional Priorities

Older People

OP.P1	Develop and maintain a sustainable range of services that meet demand, enabling individuals to remain at home while maintaining their independence for as long as possible and receiving appropriate support at times of need.
OP.P2	Develop and provide a range of future accommodation options to meet demand and enable people to remain independent for as long as possible.
OP.P3	Develop community resilience and cohesion to tackle social isolation in areas where older people live.
OP.P4	Develop an optimum model for older people's mental health services (including relevant components of the Welsh Government All Wales Dementia Strategy/Plan).

Children and Young People

CYP.P1	Develop a better range of services for all children with emotional difficulties and well-being or mental health issues, including transition and single point of access to services
CYP.P2	Develop robust multi-agency arrangements for children with complex needs.

Mental Health

MH.P1	Commence implementation of the agreed optimum model for Adult Mental Health services, as outlined in the Western Bay Strategic Framework for Adults with Mental Health problems.
MH.P2	Ensure placements for people with complex needs are effective, outcome-based and appropriate.

Learning Disability and Autism

LD.P1	Develop age blind person-centred models of care to ensure prevention and early intervention through multi-disciplinary services, by remodelling services away from establishment based care into community based services.
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Carers (Cross-cutting theme)

CA.P1	Ensure work continues to promote early recognition of all Carers so that they are signposted to information and support in a timely manner.
CA.P2	Develop and continue to provide information, advice, assistance and support to all Carers enabling them to make informed choices and maintain their own health and well-being.
CA.P3	Co-produce with all Carers on an individual and strategic basis so that their contribution is acknowledged and their voices are heard.

C – Mapping Strategic Drivers

The following strategic documents have informed the development of the Regional Carers Strategy:

Year	Title	Author
2018	In Brief – A Healthier Wales: our Plan for Health and Social Care	Welsh Government
2017	Prosperity for All: the national strategy	Welsh Government
2015	Well-being of Future Generations (Wales) Act 2015	Welsh Government
2014	Social Services and Well-being (Wales) Act 2014	Welsh Government
2019	Caring for our future: An inquiry into the impact of the Social Services and Well-being (Wales) Act 2014 in relation to carers.	Health, Social Care and Sport Committee
2020	Track the Act Briefing Series	Carers Wales
2015	Western Bay Population Needs Assessment	Western Bay Regional Partnership Board
2020	Consultation on Carers National Action Plan	Welsh Government
2019	Making Wales the best place in the world to grow older: Commissioner's Strategy 2019-22	Older People's Commissioner for Wales
2020	Happy, healthy and safe: A manifesto for Wales' children and young people 2021	Children's Commissioner for Wales
2020	Manifesto for the Future	Future Generations Commissioner
2020	Manifesto for an Anti-Racist Wales	Race Alliance Wales

In preparation for developing the five-year West Glamorgan Regional Carers Strategy, a review of existing evidence given by Carers to partners and a literature review was undertaken.

Members of the Strategy Development Group were asked to share existing evidence gathered through consultations and co-production activities in recent years. Group members also shared documents from relevant carers organisations and other partners. Desktop research was also performed to gather additional information sources and a template

was developed to collate the evidence. National issues and recommendations for Welsh Government were listed under the three national priorities for carers. Evidence to support the regional themes were listed accordingly and cross cutting themes emerging from the literature/evidence were also grouped under separate columns.

At the time of writing, 17 sources of information had been reviewed. Information and perspectives from and about different types of carers were as follows: Carers of all ages and types (5), Young Carers (4), Parent Carers (3), Dementia Carers (1), Older People/Workers (2), Sibling Carers (1), Unknown (1).

References

Ref	Year	Title	Author
1	2018	Parent Carer Forum - Consultation, design and planning	Dynamix
2	2019	Carer's Needs Assessment Survey 2019	Swansea Parent Carer Forum
3	2017	Carer Rights Event	Swansea Council
4	2017	Future of Swansea Carers Emergency Card	Swansea Council
5	2019	'Dementia are we Making a Difference' Regional Dementia Conference Evaluation Report	Swansea Council
6	2020	Young Carers consultation carried out during Young Carers Awareness day 2020	Swansea Council
7	2020	"Coming second all the time" Life in lockdown for siblings of disabled children	Sibs
8	2020	#LeftInLockdown - Parent carers' experiences of lockdown	Disabled Children's Partnership
9	2020	Caring behind closed doors - Forgotten families in the coronavirus outbreak	Carers UK

Ref	Year	Title	Author
10	2020	MY FUTURE, MY FEELINGS, MY FAMILY - How Coronavirus is affecting young carers and young adult carers, and what they want you to do next	Carers Trust
11	2019	Provision for young carers in secondary schools, further education colleges and pupil referral units across Wales	ESTYN
12	2020	Leave no-one behind	Older People's Commissioner for Wales
13	2020	Supporting older workers - A toolkit for trade unionists Wales TUC Cymru	TUC
14	2020	Carers Week 2020 Research Report The rise in the number of unpaid carers during the coronavirus (COVID-19) outbreak	Carers
15	2019	NPT Carers Have your say event	Unknown
16	2020	Young carers' transitions into adulthood	Joseph Rowntree Foundation
17	2020	Engaging with the Public-a conversation on sustaining a prudent approach to health and care	Bevan Commission

Evidence continues to be gathered from documents, consultations and co-production events regarding carers and are mapped across the themes identified in this strategy.

D – Glossary of Terms

BAME	Black and Minority Ethnic
CPB	Carers Partnership Board
ICF	Integrated Care Fund
LGBT	Lesbian, Gay, Bisexual and Transexual
RPB	Regional Partnership Board
SBUHB	Swansea Bay University Health Board
Social Value	The value that people place on the changes they experience in their lives.
The Act	Social Services and Wellbeing Act
TUC	Trade Union Congress

Note: Throughout this document, the term “We” represents the collective voice of our Regional Partnership, including the representatives of services users and carers who play a vital role in co-producing the strategies, plans and activities of the West Glamorgan Regional Partnership. This document has been co-produced with representatives of all parties and we thank them all for their time and efforts in developing this regional strategy.

Regional Carers Strategy Quick Reference Guide









Our Mission

We will work together to improve the wellbeing of carers in West Glamorgan by listening, being supportive and delivering changes through the Regional Partnership that meet the rights and needs of carers.

Our Vision

Unpaid Carers are identified, recognised and supported to care. They have a life alongside caring and have a feeling of well-being, throughout their caring journey.

Our Values

-  Carers are treated with kindness, dignity and respect.
-  Working with carers will be built on a foundation of honesty and integrity to foster trusting relationships.
-  Carers are empowered to speak up for themselves and the person they care for if/when needed.
-  Carers are respected as experts by experience and specialists in the wellbeing of the person they care for.
-  Carers are equal partners in discussions about their needs.
-  Carers are supported to achieve equity to enable them to make informed decisions and enhance their well-being.
-  Carers' rights are upheld by making consistent, reliable, fair and just decisions.
-  Carers and organisations/services learn together through experience, empathy and partnership.

Regional Carers Strategy Quick Reference Guide

How we understand caring situations

Caring scenarios are based on...						
Your age group <i>What stage of life?</i>	Child	Young Person	Adult	Older Adult		
Your relationship <i>Who are you caring for?</i>	Parent / Grandparent	Sibling	Child / Grandchild	Spouse / partner	Unrelated (e.g. neighbour)	
Your situation <i>What is your life like?</i>	Caring for multiple individuals	Working	Unemployed / retired	In education	Living separately to cared-for individual	Living with a disability or illness

The Social Services and Well-being Act defines a “carer” as “a person who provides, or intends to provide care for an adult or disabled child”.

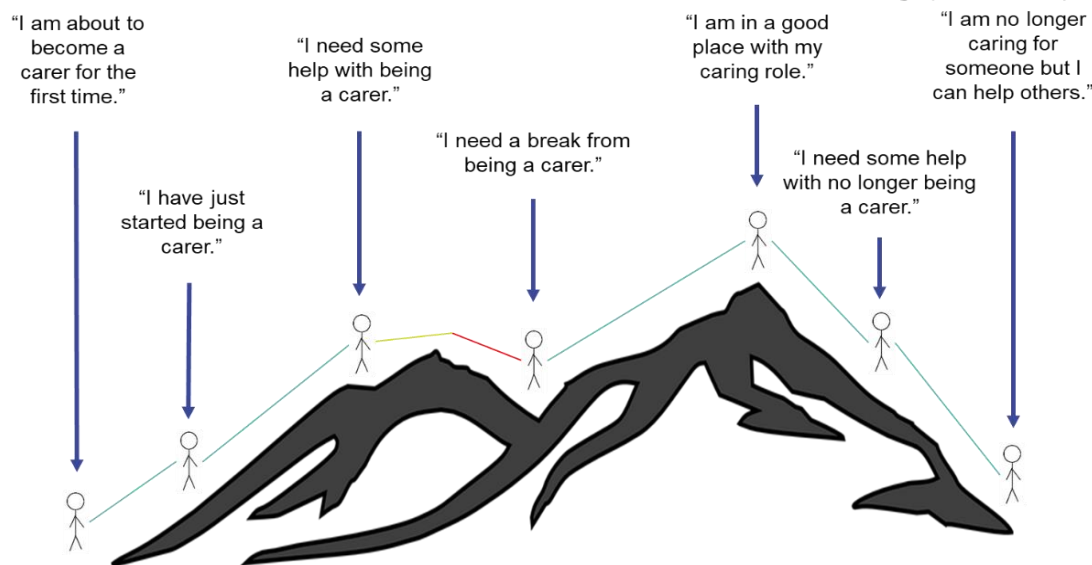
Carers’ age, relationships and situations are rarely static. We recognise that people can become carers gradually, but caring can also be thrust upon people through life events.

54

The caring journey can be difficult and rewarding, just like climbing a mountain. It does not take place linearly, paths can undulate and terrain can change.

Carers will begin the journey with varying levels of knowledge and experience. They may find that along the journey they need help or need a break to get them to being in a good place and they can move between these parts of the journey continuously for the duration of the journey. Carers also need support when transitioning from a caring role.

How we understand the caring journey



Regional Carers Strategy Quick Reference Guide

Our Themes

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives	
Tudalen155	Balancing priorities	<i>Carers value having a break from caring</i>	<ul style="list-style-type: none"> Better range and quality of services to meet carers' needs for a break e.g. respite More flexibility and choice More support to enable carers to access social and leisure opportunities More opportunities to 'take a break' Support to enable carers to access work, education or volunteering 	<ul style="list-style-type: none"> Carers have flexible and responsive respite opportunities. Carers have support with developing contingency plans. Carers have access to wellbeing workshops Carers have workplace and educational support 	<ul style="list-style-type: none"> Map existing respite provision and innovation opportunities to agree regional approach/principles to respite and short breaks. Identify key areas where representation is needed on Carers Partnership Board e.g. education. Establish processes for connecting the Carers Liaison Forum to governance structures e.g. representatives on CPB and RPB. Support the introduction of contingency planning tools and support for completion. Prioritise and promote initiatives that support carer wellbeing.
	Supporting each other	<i>Carers value support from other carers</i>	<ul style="list-style-type: none"> More networking and interaction More peer support and community-based or local services Better channels for engagement Raised awareness of carers' issues/stories Enabling digital inclusion for carers 	<ul style="list-style-type: none"> Carers have opportunities to meet each other Carer led groups are commonplace 	<ul style="list-style-type: none"> Establish a Carers Liaison Forum and grow membership of individuals and carer groups. Establish carer groups for staff in all statutory partner organisations and encourage employers across the region to do the same. Map carers support groups and networks across the region.

Regional Carers Strategy Quick Reference Guide

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives	
Tudalen 155	Information and advice	<i>Carers value the right information and advice</i>	<ul style="list-style-type: none"> Guidance is easy to access and understand (clear & concise) Different organisations “on the same page” Guidance is signposted/easily accessible A single point of contact for information on what help is available 	<ul style="list-style-type: none"> Carers are informed of their rights. Carers have dedicated and tailored information and advice portals/places across all statutory providers. Carers have information and advice about contingency planning Carers are informed about Assessments and how they can be of benefit. Easy read options and minority languages are catered for. 	<ul style="list-style-type: none"> Develop regional information and advice initiatives e.g. rights, carers assessments, direct payments, etc. All regional carers document to be available in Welsh, Easy read and other minority languages common in West Glamorgan communities. Establish a “one stop shop” of digital information sources.
	Identified and recognised	<i>Carers value being recognised for being a carer</i>	<ul style="list-style-type: none"> Professionals (e.g. Doctors, pharmacists, front line staff) are more aware of carers and their rights New carers understand what it means to be a carer Promotion of statutory services for carers to all parties Carers are encouraged to self-identify as a carer. Carers are valued as expert partners in care and included in conversations and decision making. 	<ul style="list-style-type: none"> Carers are recognised even if they don't self-identify Carers are actively identified by organisations and staff supporting them. There is shared responsibility across and within organisations for identifying carers. 	<ul style="list-style-type: none"> Develop and maintain regional data set on the demography of carers in West Glamorgan Identify key points of contact where carers can be identified and establish regional approach for signposting to information, advice and support. Support the introduction of Carer Aware training schemes.
	Dignity and Respect	<i>Carers value being treated appropriately for being a carer</i>	<ul style="list-style-type: none"> Behaviours from staff include empathy Attitudes from staff include respect Actions include meaningful listening 	<ul style="list-style-type: none"> Carers are recognised as experts by experience Awareness of Carers is commonplace 	<ul style="list-style-type: none"> Develop a carers' charter for organisations to sign up to across the region.

Regional Carers Strategy Quick Reference Guide

Theme	Carers View	What does this mean?	Outcomes	Regional Objectives
		<ul style="list-style-type: none"> Aligned with United Nations Conventions and Principles Partnerships means consistency in how carers are treated across professions and the region. 	<ul style="list-style-type: none"> Standard approaches across department's e.g. schools, IAA services, hospital discharge. There are consistent approaches across and within organisations 	<ul style="list-style-type: none"> Develop and promote rights awareness information. Develop a library of carers' stories that support engagement and promotion of carers services and support.
Support services Tudalen157	<i>Carers value help in understanding their rights and</i>	<ul style="list-style-type: none"> Timely access to Carers Needs Assessment / Carers Support Plan Responsive Housing support (e.g. adaptation of homes) Consistent and timely Education support (e.g. for young carers struggling at school or adult learners) Timely and accessible Transport support (e.g. carers who live in a different location to the cared-for person) 	<ul style="list-style-type: none"> New developments and changes are co-produced with carers. Carers services are funded sustainably Carers are actively offered direct payments Carers positive and negative experiences are used to inform service improvement Carers have responsive and flexible access to mental health and well-being services. 	<ul style="list-style-type: none"> Commission Carers Services in line with themes and priorities. Refresh carers services mapping and identify potential gaps or opportunities. Define and implement a regional approach to direct payments for carers. Promote the Carer Liaison Forum as an established group for partners to involve in their co-production opportunities. Develop a regional approach to learning from common challenges faced by carers in accessing and using services.

Cross-cutting Themes

Carer Wellbeing

Communications

Co-production

Training

Mae'r dudalen hon yn fwiadol wag

Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

Version Control

Version	Author	Job title	Date
Version 1	Chele Howard	PO Commissioning	31.03.21

1. Details of the initiative

	Title of the Initiative: Five Year West Glamorgan Regional Carers Strategy and supporting Quick Reference Guide
1a	Service Area: Adult Services and Children & Young People Services
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: To approve the Five Year West Glamorgan Regional Carers Strategy and supporting Quick Reference Guide
1d	Is this a 'strategic decision'? Yes
1e	Who will be directly affected by this initiative? Current and future unpaid carers.
1f	When and how were people consulted? A range of co-production events took place in the development of this strategy: <ul style="list-style-type: none"> • Co-production events were held autumn 2019 creating the draft vision statement and themes. • Carers Partnership Board members were asked to nominate individuals to be a part of the Strategy Development Task & Finish Group.

	<ul style="list-style-type: none"> • The Strategy Development Group held five workshops (11 August, 1 September, 24 September, 6 October and 20 October) to conduct a series of activities to identify the key content of the strategy. • Each workshop included representation from various carers connected to our regional work and carers representatives, including those representing the views of Young Carers. • The Carers Development Officer also co-ordinated a research exercise with contributions from Carers Partnership Board members, pulling together insight, strategic drivers and contributions from a range of sources. • A draft strategy was produced with the outputs of the workshop, research and other co-produced contents including co-production events with carers conducted prior to the pandemic. • The draft document was presented to the Carers Partnership Board on 8 December, where final comments were requested before approval on 12 January.
1g	<p>What were the outcomes of the consultation?</p> <p>The feedback from these events directly shaped the development of the strategy.</p>

2. Evidence

What evidence was used in assessing the initiative?

Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.

In addition to the number of people accessing services, limited equalities data such as age, disability, ethnicity and sex is also collected, which in turn informs policy development and service provision. The following provides a summary of information about carers known to Social Services:

Age group	Female	Male	Total
19		1	1
20s	3	5	8
30s	21	7	28
40s	35	11	46
50s	92	27	119
60s	63	37	100
70s	44	31	75
80s	31	27	58
90s	2	4	6
Total	291	150	441

Ethnicity	Female	Male	Total
OTHER	1		1
OTHER BLACK	1	1	2
WELSH	49	27	76
WHITE BRITISH	75	27	102
WHITE IRISH		1	1
WHITE OTHER	1	1	2
Not stated	164	93	257
Grand Total	291	150	441

Town	Female	Male	Total
ABERDARE	1		1
AMMANFORD	8	9	17
CARDIFF	1		1
NEATH	129	64	193
PONTARDAWE	22	5	27
PORT TALBOT	114	64	178
PORTH		1	1
PORTHCAWL	1		1
SWANSEA	15	7	22
Total	291	150	441

From the tables above it can be seen that two-thirds of the carers which we have information on are female; more than half of carers (54%) are aged 60+ years. Limited ethnicity data shows that the carers' ethnicity is not recorded in 58% of cases.

The vast majority of carers live in Neath or Port Talbot, however there are some who live 'out of county'.

It should be noted that the 441 carers for whom Social Services has details is only a fraction of the more than 20,000 people who have self-identified as carers in Neath Port Talbot at the time of the last Census (2011).

The NPT Carers Service maintains a database of carers for their own mailing and other purposes, and this numbers around 3,400 people.

The West Glamorgan Population Needs Assessment provides data on the social care and health needs of the region.

<http://www.westernbaypopulationassessment.org/en/home/>

3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

Protected Characteristic	+	-	+/-	Why will it have this impact?
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Age	X		Data shows that a high number of carers have a protected characteristic by virtue of their age. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Disability	X		We have no data on the number of carers that also have a disability. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Gender reassignment	X		Access to support services is unlikely to be solely due to a person's gender identity. However, personal circumstances relating to a person gender identity may have an impact on how support is delivered or the level/type of support required. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Marriage & civil partnership	X		Unpaid carers are often family members/partners of the person being cared for, which can have an impact on relationships and cause difficulties in maintaining the caring role as well as their personal relationships. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Pregnancy and maternity	X		It is possible that someone providing unpaid care may be, or become, pregnant which could cause difficulties in maintaining the caring role. It is also possible that the cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any support needs. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Race	X		Access to support is unlikely to be solely due to a person's race. However, personal circumstances relating to a person race may have an impact on how support is delivered or the level/type of support required. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such

			this strategy should have a positive impact on people with this protected characteristic.
Religion or belief	X		Access to support is unlikely to be solely due to a person's religion or belief. However, personal circumstances relating to a person's religion or belief may have an impact on how support is delivered or the level/type of support required. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Sex	X		Council data shows that two-thirds of the carers known to us are female. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.
Sexual orientation	X		Access to support is unlikely to be solely due to a person's sexual orientation. However, personal circumstances relating to a person's sexual orientation may have an impact on how support is delivered or the level of support required. The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with this protected characteristic.

What action will be taken to improve positive or mitigate negative impacts?

The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with protected characteristics.

If the strategy is approved, an action plan will be developed which will detail the way in which the intended outcomes and objectives of the strategy are to be delivered and should further improve the positive impacts on people with protected characteristics. The key themes that will underpin the action plan are:

- Balancing priorities

- Supporting each other
- Information and advice
- Identified and recognised
- Dignity and respect
- Support services

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	X			The strategy helps to ensure that carers have a life alongside caring, which supports the Council in meeting its PSED.
To advance equality of opportunity between different groups	X			
To foster good relations between different groups	X			

What action will be taken to improve positive or mitigate negative impacts?

The potential impact of the strategy on carers with regards to PSED has been considered and it has been assessed that overall this strategy will have a positive impact.

This strategy aims to support carers' wellbeing by enabling them to have a break from their caring role, and provide information, advice, assistance and support according to their needs.

If the strategy is approved, an action plan will be developed which will detail the way in which the intended outcomes and objectives of the strategy are to be delivered and should further improve the positive impacts on PSED. The key themes that will underpin the action plan are:

- Balancing priorities
- Supporting each other
- Information and advice
- Identified and recognised
- Dignity and respect
- Support services

4. Socio Economic Duty

Tudalen165

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	<p>The purpose of the strategy is to support unpaid carers across the region, irrespective of their individual circumstances. It sets out the need to identify, recognise and support those who undertake unpaid care, in order to improve the wellbeing of those carers by listening, learning, being supportive and delivering changes that meet the rights and needs of carers. A key theme of the strategy is carers' dignity and respect, and this will be at the heart of the design and provision of support for those who need it.</p> <p>Supporting carers in their own right will help carers have a life alongside careering, which may include helping to support carers return to or retain paid employment or education.</p> <p>One of the actions of the strategy is to help carers to maximise any available benefits they may be entitled to. Therefore, the strategy will have a positive impact on their economic situation.</p>

Negative/Disadvantage	
Neutral	

What action will be taken to reduce inequality of outcome

As part of the strategy an action plan will be developed which sets out the support required to meet the needs of carers. By working closely with individuals and groups it is anticipated that any inequalities that exist will be identified and rectified through the co-production of service development and delivery.

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			Improving the Councils response to carers will support carers to be active members of their communities and socialise with others by enabling them to have a life alongside caring. Therefore this strategy will have a positive impact on community cohesion and social exclusion.
Social Exclusion	X			
Poverty	X			One of the actions of the strategy is to help carers to maximise any available benefits they may be entitled to. Therefore, the strategy will have a positive impact on poverty.

What action will be taken to improve positive or mitigate negative impacts?

As noted above the strategy should have a positive impact.

If the strategy is approved, an action plan will be developed which will detail the way in which the intended outcomes and objectives of the strategy are to be delivered and should further improve the positive impacts. The key themes that will underpin the action plan are:

- Balancing priorities
- Supporting each other
- Information and advice
- Identified and recognised
- Dignity and respect
- Support services

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people's opportunities to use the Welsh language			X	The Council will continue to offer services in Welsh and English.
– treating the Welsh and English languages equally			X	The Council will continue to offer services in Welsh and English.

What action will be taken to improve positive or mitigate negative impacts?

The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.

Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.

7. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

Tudalen 168

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity			X	It is not expected that the strategy will have any adverse effect on biodiversity or ecosystem resilience.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			X	

What action will be taken to improve positive or mitigate negative impacts?

Not applicable.

8. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. Long term – looking at least 10 years (and up to 25 years) ahead	This will help the long term wellbeing of carers by providing support to maintain their caring role.
ii. Prevention – preventing problems occurring or getting worse	Supporting carers helps prevent carer breakdown and helps to prevent or reduce the impact of caring on their own wellbeing.
iii. Collaboration – working with other services internal or external	The strategy enables us to make best use of our regional partnerships to meet the needs of carers.

iv. Involvement – involving people, ensuring they reflect the diversity of the population	A wide range of coproduction activities has taken place in the development of this strategy.
v. Integration – making connections to maximise contribution to:	This regional strategy has been developed with partners such as the CVS and SB UHB.
Council's well-being objectives	To improve the well-being of all adults who live in the county borough. To develop the economy and the environment so that the well-being of people can be improved.
Other public bodies objectives	Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well.

9. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

The strategy sets out how the impact of the implementation of strategy will be monitored and evaluated. As the strategy is implemented, further IIAs will be undertaken if there is evidence of any emerging unintended/unforeseen impacts.

10. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

	Conclusion
Equalities	The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with protected characteristics.
Socio Economic Disadvantage	The strategy should have a positive impact on the Councils socio-economic duties as supporting carers may help carers to return or retain paid employment/education and also help maximise any eligible financial support/benefits.
Community Cohesion/ Social Exclusion/Poverty	<p>The potential impact of the strategy on carers with regards to PSED has been fully considered and it has been assessed that overall this strategy will have a positive impact.</p> <p>This strategy aims to support carers' wellbeing by enabling them to have a break from their caring role, and provide information, advice, assistance and support according to their needs.</p>
Welsh	<p>The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.</p> <p>Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.</p>
Biodiversity	The strategy has no impact on biodiversity.
Well-being of Future Generations	The strategy contributes to the five ways of working as it relates to carers.

Tudalen 171

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along



with mitigating actions

- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

The aim of the strategy is to improve carers experiences with regards to identification, recognition and support, as such this strategy should have a positive impact on people with protected characteristics.

Tudalen172

11. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Continue to promote opportunities for staff to use their Welsh language skills and make available training for those who wish to further develop their skills.	Head of Adult Services Head of CYPS	ongoing	There is at least no reduction in the number of staff able to deliver the Council's Services, through the medium of the Welsh language. Enable staff to attend Welsh language training.
Development of Co-Produced action plan	Regional Carers Group	March 22	Action plan developed with clear priorities leads and timescales
As the strategy and action plan are implemented, complete	PO Commissioning	Annually from implementation	The overall impact of the strategy and action plan on all

further IIAs in respect of any emerging unintended/unforeseen impacts.			those unpaid carers receiving support remains positive.
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12. Sign off

	Name	Position	Signature	Date
Completed by	Chele Zandra Howard	PO Commissioning	C.Z.Howard	31.03.21
Signed off by	Andrew Jarrett	Director	A. Jarrett	31.03.21

Mae'r dudalen hon yn fwiadol wag