

City of Cardiff Council

Adult Social Services

Community & Adult Services Scrutiny Committee

Wednesday 6th July 2016 at 5:00pm

Committee Room 4, County Hall

The Social Services and Well-being (Wales) Act 2014 Preventative Services Briefing

Purpose

1. The purpose of this report is to brief the Community & Adult Services Scrutiny Committee Members on the work undertaken across Cardiff and Vale region to address the requirements set out in the Social Services and Well-being (Wales) Act 2014 to plan and promote preventative services.
2. The report will also include information on *Dewis Cymru* which provides a central place where information about well-being can be accessed by members of the public and professionals across Wales.
3. The report outlines the work of the regional Social Services Planning and Promoting Preventative Services Task and Finish Group, and the Preventative Services Project that is being delivered by Independent Living Services. It also provides a short summary of the Population Needs Assessment.

Background information on the Social Services & Well-being (Wales) Act 2014 (The Act)

4. The Act radically transforms the way social services are delivered in Wales, ensuring they meet the needs of individuals, giving people a voice in how Social Services assess and deliver their care and support and ensuring services are sustainable for the future.
5. It focuses on earlier intervention, increasing preventative services in the community, helping people maintain their independence and enabling people to get the help they need before their situation becomes critical. Prevention is a theme that should underpin all aspects of the delivery of care and support. This will help to reduce pressure on more costly statutory services.

6. Additionally the Act:

- Ensures easy access to information and advice is available to all
- Introduces new eligibility criteria focused on individual need, replacing the current threshold system
- Introduces portable assessments, so people who move from one part of Wales to another will receive the services they need in their new area without immediately having to undergo a new assessment
- Requires local authorities and health boards to come together in new statutory partnerships to drive integration, innovation and service change.

Dewis Cymru

7. Dewis is the place for information and advice regarding well-being in Wales and helps people find what they need to know for both themselves and the person they may care for. The resource originally developed across North Wales is now being adopted by the other regions across Wales and was launched in Cardiff & the Vale of Glamorgan in April 2016. To view Dewis please go to www.dewis.wales
8. Dewis Cymru promotes people's well-being by making it easier for them to find out about how to improve their well-being, and the sources of advice and support which can help them. It is also intended to support the successful delivery of the new requirements placed on local authorities, around Information, Advice and Assistance, as set out Part 2 of the Act. Dewis is of equal use to professionals when developing a support plan and when information / advice advisors need to discuss or suggest options of support or engagement.
9. Dewis has two parts. The first is a narrative content, to help people identify their own needs; the second part is the resource directory. The resource directory has all services on an equal footing; a resource can be a lunch club or a commissioned service. As part of the development they have developed the search facility with feedback to make improvements. The resource directory includes a range of resources; these may be Community services, Health services, Local Authority services, Third Sector services as well as commercial services.

10. Each entry in the Resource Directory include a large amount of information answering the following key questions:

- What is it?
- Who is it for?
- Is there a cost? If so how much?
- How to contact?
- Where the resource is? Geographical area covered (currently down to Ward level, maybe possible to go to Lower Super Output Area (LSOA) level)

Each resource will have to be reviewed at least twice a year, though this can be more frequently if providers decide. Reminder emails will be sent to providers when any resources that have been logged on Dewis are due to be reviewed.

11. In the longer term, Dewis will support the development and commissioning of preventative services across Cardiff and the Vale of Glamorgan as working in partnership with the University Health Board and the Third Sector we begin to make increasing use of the database which will provide us with a better understanding of what services are available and will enable us to identify any gaps.

The Act's requirements for the Provision of Preventative Services

12. Linked to local assessment, local authorities are also required to provide or arrange for the provision of preventative services in order to, for example:

- Help prevent or delay the development of people's needs which require care and support;
- Reduce the needs for care and support for those who have these needs;
- Promote the upbringing of children by their families, when it is consistent with the wellbeing of the child;
- Prevent people from suffering abuse or neglect;
- Enable people to live as independently as possible;
- Reduce the need for,
 - Care of supervision orders under the Children Act 1989
 - Criminal proceedings against children
 - Proceedings which may lead to children being placed into local authority care.

In order to do the above, the local authority must pay attention to existing services and which make the best use of resources available. The local authority has the duty to promote the third sector in the provisions of their areas of care.

13. The Act reinforces a partnership approach to prevention and a recognition that developing and delivering preventative services can only occur through the local authority working closely with key relevant partners. Indeed, the whole local authority, not just social services needs to have a stake, and in terms of assistance to improve well-being, people may well require input from a variety of different key sectors, community and local businesses.
14. The Act brings in new duties to promote not for profit organisations to provide Preventative services which include social enterprises, co-operatives, user-led services and the third sector. The NHS also has a key role to play in terms of preventing and managing health issues for adults and children in line with “prudent health care.” The contribution to prevention made by other statutory services such as the police, the fire service and schools is also very important.

Planning and Promoting Preventative Services Task Group

15. A regional Planning and Promoting Preventatives Services Task and Finish Group has been operational since September 2015 to support the implementation of the Act. The group is co-chaired by Angela Bourge, Operational Manager for Strategy, Commissioning & Resources (Cardiff) and Suzann Clifton – Head of Service for Business & Innovation (Vale of Glamorgan). The group takes its membership from a range of statutory and voluntary sector organisations that are engaged in delivering or supporting the delivery of preventative services for adults and children across the region.
16. As part of the work of the task and Finish Group, a *Briefing Report on the **Current Position in relation to Preventative Services across Cardiff and the Vale of Glamorgan*** was produced by Val Connors (Practice Solutions) who provided a resource to the group. The purpose of the report was to describe the current position with regard to preventative services across the region, as well as setting out the linkages to other relevant areas of the Act Implementation. It identified key actions to take forward the preventative agenda across the region. The full briefing is located at **Appendix A** of this report for information.

17. The briefing report clarified that “*Prevention*” is a term that is used increasingly frequently when describing health and social care services and policy. However, there is no definition or consensus as to what constitutes ‘preventive services’. It recognised that this lack of clarity is further compounded by the haziness around the boundary between health and social care and between social care and wider community services such as housing and transport.
18. The report recognised that at its simplest, taking a preventative approach means building a stronger community infrastructure in neighbourhoods /localities and providing accessible public services for vulnerable adults to reduce, delay or prevent them from becoming socially excluded and needing more intensive, costly support. Its primary focus is not personal care for those with substantial and complex needs and it is not a simple re-labelling of existing traditional low level services, e.g. laundry services, meals-on-wheels.
19. However, the report identified that from a narrow perspective, a preventive service may be one that aims to prevent or delay a specific condition or outcome. An example, it could be a service that aims to prevent admission to hospital because of a fall, where there is a well-defined outcome. A holistic or whole-systems approach to prevention carries within it both the idea of inclusion and engagement. It adds value to the social cohesion agenda, by delivering services and support that help to create and strengthen the ‘glue’ that binds communities together. People are enabled and supported to maintain and improve their own wellbeing, that of their families, neighbours and local communities. Using a wider definition, the report recognised that prevention includes activity that enhances and extends quality of life.
20. The report concluded that there is already a range of provision within the community and many preventative services already exist, and that as a region the population assessment will enable us to identify the specific services, who these services are for, the geographical coverage or whether there are any gaps in the current provision.
21. The Planning and Promoting Preventative Services Task and Finish Group considered the findings of the briefing report and convened a workshop in April 2016 to consider two of its strategic recommendations and how these should be taken forward.
- The development of a joint prevention strategy with all key partners and stakeholders and,
 - Consideration of the arrangements required to develop a joint commissioning approach which supports the shift in health and social care towards prevention and early intervention.

22. Members of the Task and Finish Group who attended the workshop identified that in order for these strategic recommendations to be progressed the following conditions needed to be promoted in order to achieve success:

- **Conditions for creating an effective Preventative Strategy**
 - Co-operation and collaboration between partner agencies at the most senior level as well as operational levels
 - A commitment to join up cross-cutting work-streams to achieved better synergy (e.g. tackling Poverty programmes / Future generations Act / Social services & Well-being Act)
 - Recognition of the role of the independent sector
 - Actively promote and support Social Enterprise
 - Recognition that prevention is everybody's business, recognising the different levels of prevention (e.g. primary, secondary & tertiary)
 - Commitment to Co-production
 - Recognition that there may need to agree an invest to save arrangement where money freed up from provision of services for people with complex needs is reinvested to strengthen preventative services
 - Think Family Approach

- **Conditions for creating joint commissioning that supports prevention & early intervention**
 - Robust governance arrangements need to be in place that promote an outcome focussed approach to commissioning.
 - Pooled budgets are not always necessary – we need to start the process with small, manageable steps that do not create further barriers for progressing the joint-commissioning agenda but act as enablers
 - An understanding that commissioning for early intervention is different to commissioning for complex needs and that it may not always end up with the procurement of services
 - We need to develop a more co-operative approach that promotes co-production

23. The feedback from the workshop has been shared with the Regional Steering Group and at the time of writing this report, consideration is being given to how best to take this work forward. There are clearly some merits in bringing together current preventative work-streams that focus on either children & families or adults to provide an all -inclusive population approach. However, consideration is also being given to how we can continue to promote the preventative agenda at a local level where significant progress has already been made in some areas whilst maximising the benefits of planning,

promoting and commissioning preventative services on a regional basis where it is appropriate and practicable to do so.

Preventative Services

24. A preventative Service Area has been set up delivered by Independent Living Services (ILS) and the First Point of Contact team under ICF, this new service area includes the Occupational Therapist, Joint Equipment, Adaptations and Day Opportunities, along with Social Workers support the First Point of Contact, providing a multi-disciplinary approach to the provision of Preventative interventions (Adults only), led by Sarah McGill.
25. Accessible information, advice and assistance is central to the promotion of well-being and early intervention. To support this, the First Point of Contact team has been put in place to ensure that all people within the local authority area have suitable information, advice and assistance to access the most appropriate services. The First Point of Contact service is a preventative service in its own right and will offer a first point of contact with the care and support system.
26. The First Point of Contact team provides a vital role to ensure preventative services are accessible, that they are known about and that people are supported to gain access to them. People need to be able to make informed choices about what outcomes they wish to achieve and how best to live their lives and manage their well-being.
27. The development of Dewis as an online resource directory to identify and promote the services that are available and how they can be accessed is fundamental to ensuring that the First Point of Contact service operates effectively. The link between Dewis and the First Point of Contact will be important for commissioning and procurement so that there is a robust commissioning cycle, which utilises all data, and involves all partners in the planning and development of preventative services. By delivering this approach it is anticipated that as a region, Cardiff and the Vale of Glamorgan will build a stronger community infrastructure which is underpinned by an improvement and expansion of information, advice and assistance which is focused towards reducing health inequalities, delaying or preventing social exclusion and the need for more intensive, costly support from statutory agencies.

Population Needs Assessment (PNA)

28. The Act requires us to work together with the local health board as a partnership board to improve outcomes and the well-being of people, as well as improving the efficiency of service delivery. This will be informed by the population needs assessment report.
29. The regional partnership board includes the City of Cardiff Council, The Vale of Glamorgan Council and Cardiff and Vale University Health Board. The board will be working in partnership with Public Health Wales to complete the Population Needs Assessment in 2016/17. The PNA work stream is being led by Dr Tom Porter from Public Health Wales, with the first report being produced by 1 April 2017.
30. For the PNA we must jointly assess and report on:
- The extent of the care and support needs of the local population;
 - The extent of support needs for carers;
 - The extent to which those needs are being met;
 - The range and level of services needed to meet the care and support needs identified;
 - The range and level of preventative services needed
31. We must engage with people (including adults and children with care and support needs, carers, and the parents of children with care and support needs) and with the private sector and third sector organisations concerned with the provision of care and support or preventative services to the local population.
32. The assessment will be important in providing an evidence base for future developments. It will identify where there are gaps in services and look at ways of resourcing any gaps in service provision.