

Appendix 1

Cardiff and Vale of Glamorgan Integrated Health & Social Care Partnership **Social Services & Well-being (Wales) Act 2014** **Action Plan for Implementation**

Foreword

This latest version of the regional action plan provides an overview of the programme arrangements that exist to support the implementation of the Social Services & Well-being (Wales) Act 2014 across Cardiff and the Vale of Glamorgan. It builds on the original regional implementation plan submitted to Welsh Government in March 2015.

Self-Assessment

Cardiff and the Vale of Glamorgan carried out a regional self-assessment in January 2015 to help determine our position in relation to meeting the requirements of the Social Services and Wellbeing (Wales) Act 2014 and our ability to implement the cross cutting themes and strategic intent of the Act. The exercise involved all key partners. The self-assessment was used to inform and develop our first Regional Implementation Plan (Appendix 1). Progress has been monitored through the regional governance arrangements. The evolving work programme and governance structure reflects the need for this process to be iterative, with implementation/action plans regularly reviewed and updated.

Governance Arrangements

The governance structure to deliver implementation of the Act on a regional basis is overseen by the Integrated Health and Social Care Governance (Partnership) Board. This comprises key partners across Cardiff Council, the Vale of Glamorgan Council, Cardiff and Vale University Health Board the Third Sector and independent service providers. It should be noted that governance arrangements are still evolving to ensure a programme managed approach to implementation is in place that links effectively to the wider service integration agenda.

This structure continues to be developed and, once the relevant Part 9 statutory guidance has been published, new Terms of Reference will be produced to reflect mandatory requirements. The current governance arrangements are set out in a structure chart at Appendix 2.

A Regional Steering Group has been established to focus on the operational actions required to implement the Act from 6th April, 2016. Nine work streams have been developed and senior officers from Cardiff and the Vale of Glamorgan have been allocated responsibility for making progress in these areas.

The programme builds on the regional work already started through the Regional Collaboration Fund, the Intermediate Care Fund, the Fast Track Integration agenda for older people's services and the children's services integration programme sponsored by the LSCB Executive Board. Key partners across Cardiff and the Vale of Glamorgan are committed to working together to improve the way in which our citizens receive care and support, ensuring a more joined up approach and one which achieves the best possible outcomes for people and meets the expectations and requirements of the Act. Grant funded projects to support the delivery of the work streams are well advanced and include work on:

- Single Point of Access
- Preventative Interventions
- Accommodation Discharge Solutions
- Enhanced Reablement Services
- Enhanced Services for People with Learning Disabilities.

Updating the First Regional Implementation Plan

The first Regional Implementation Plan was developed using the all Wales format provided. It was formally endorsed by the Cardiff and the Vale IHSC Partnership Board 14th April 2015. Since then, the strategic priorities and actions have remained under constant review in order to respond to the new and amended Regulations and Codes of Practice issued by Welsh Government throughout the year. For this reason, the plan has to be an iterative document and this latest version more closely reflects the work streams which have now been established. The plan is seen as a key tool to assist the region in driving forward the key actions identified and it will continue to evolve over time.

We seek also to reflect the work that is being undertaken at a national level and in other regions. At Appendix 3, there is a diagram which sets out to align the complementary actions of Welsh Government, the Care Council and ADSS Cymru.

Phil Evans

Lead Director for Implementation of the Social Services and Well-being (Wales) Act 2014

14th October, 2015

Social Services and Well-being (Wales) Act 2014 Action Plan for Implementation

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
1 Information, Advice and Assistance (IAA) - Ensuring access to good information, advice and assistance for people to find out about and access universal services available in the community. Lead Officers: Lance Carver/ Irfan Alam Relevant Duties: Part 2: General Functions & Overarching Duties Part 10: Complaints, Representations & Advocacy Services				
1.1	June 2015	IHSC Governance Board	IHSC Governance Board approval 26/06/15. Target Operating Model setting out a Single Point of Access with preventative services and services for those in need of more complex care and support.	Green
1.2	Sept 2015	IHSC Strategic Implementation Group	Project brief setting out health services for inclusion in the SPoA agreed by IHSC Governance Board on 26.06.15. This is providing a customer contact point for Adult Services in the	Amber/Green

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
			Vale which can be accessed by service users and health professionals	
1.3	Oct 2015	IAA Lead officers	The first point of contact went live on 1 st October 2015	Green
1.4	March 2016	IAA Lead Officers	Work is progressing on the first points of contact in Cardiff and the Vale for Adult Community Services. Once these have been fully established and tested, they will be expanded to include more services for each authority before the regional access point is delivered. Both points of contact are being developed on a complementary model and the lead officers for each are in regular contact.	Amber/Green
1.5	Jan 2016	Regional Lead	Regional demonstration arranged for 2 nd October 2015	Amber/Green

Strategic Intention/Key Decision		Timescale	Suggested lead/ Decision body	Update	RAG Status
1.6	Nominate regional representatives to participate in the ADSSC National Implementation Programme workstream to support the development of IAA services	Sept 2015	Directors of Social Services	All Wales workstream – ADSSC/WG. The first meeting was held on 07.10.15 with representation from the Cardiff and Vale region contributing to the discussions. The Regional Lead – Sustainable Social Services chaired the first national work group meeting.	Green
1.7	As part of the work of the task and finish group (see 1.4) ensure that any national core tools developed to support IAA services are adapted to meet local needs and that the necessary development of websites and ICT systems to support the process is undertaken	December 2015	IAA Lead Officers	The regional task and finish group will develop an action plan setting out milestones for delivering this.	Red/Amber
1.8	Ensure that new models of service delivery for providing access to information, advice and assistance are aligned to the wider Organisational Development and Reshaping agendas in the City of Cardiff and the Vale of Glamorgan Councils.	March 2016	Directors of Social Services	Work in progress, lead officers attend and report to the Vulnerable Adults and Childrens Boards in Cardiff and to the Reshaping Services Board in the Vale	Green

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
<p>2 Planning & Promoting Preventative Services – <i>Placing the well-being and prevention agenda at the heart of strategic planning, commissioning and delivery of services in order to minimise the escalation of critical need and keep people independent for longer</i></p> <p>Lead Officers: Suzanne Clifton/Angela Bourge</p> <p>Relevant Duties:</p> <p>Part 2: General Functions & Overarching Duties</p>				
<p>2.1 Complete the evaluation of the 2014/15 Intermediate Care Fund (ICF) programmes in Cardiff and the Vale and ensure that the outcomes shape future spend against the new ICF.</p>	<p>June 2015</p>	<p>IHSC Governance Board</p>	<p>End of year reports submitted to Welsh Govt. 30 April 2015, including analysis of key projects. Project briefs approved for 4 priority areas of work to be continued in 2015/16, based on the initial evaluation of what has worked well.</p>	<p>Completed</p>
<p>2.2 Build on the work already started through Grant Funded Projects to develop more services with the Third Sector to enhance the current range of preventative services</p>	<p>April 2016</p>	<p>Directors of Social Services</p>	<p>Work in progress – additional funding has been allocated through the ICF/ RCF and Primary Care Fund to develop a wider range of preventative and early intervention services</p>	<p>Red/Amber</p>
<p>2.3 As part of the Population Needs Assessment, agree a regional approach to identifying the</p>	<p>March 2017</p>	<p>IHSC Governance</p>	<p>Ongoing</p>	<p>Amber/Green</p>

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		Board		
2.4	Sept 2015	Directors of Social Services	All Wales work stream – ADSSC/WG. Need to identify front line officers to assist with the development of this work stream.	Green
2.5	March 2016	Preventative Services Lead officers	Lead officers have been identified for this work stream and a task and finish group is being established.	Amber/Green
3	Eligibility/ Assessment of need <i>Mobilising a wide spectrum of proportionate community support which citizens with some care needs can access to help maximise their independence and achieve their desired well-being outcomes without having to rely on complicated assessments or care packages</i> Lead Officers: Rachel Evans/ Lance Carver/ Amanda Phillips Relevant Duties: Part 3: Assessing the needs of individuals Part 4: Meeting needs Part 5: Charging & Financial Assessment			
3.1	Dec 2015	Directors of Social Services	All Wales workstream – ADSSC/WG. Lead officers have been identified the	Green

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
develop a National Assessment & Eligibility toolkit that is linked to, and supports the development of regional tools, policies, protocols and ICT at a local level			first meeting has taken place.	
3.2 Establish a regional task and finish group to develop an action plan which will ensure that the work on the National Assessment & Eligibility toolkit is linked to, and supports the development of regional tools, policies, protocols and ICT at a local level	Dec 2015	Eligibility/Assessment of Needs Lead Officers	Lead officers have been identified and the task and finish group is being established. This will link closely to the national work stream to ensure consistent approach is being developed.	Red/Amber
3.3 Continue the work to ensure that the UHB complete roll out of integrated assessment processes in line with expectations around a national approach	March 2016	UHB Directors	Further work required once the national toolkit has been developed	Red/Amber
3.4 Nominate representatives to participate in the ADSSC National Implementation Programme work stream to develop a National Assessment & Eligibility toolkit for adults in the secure estate	Sept 2015	Directors of Social Services	All Wales work stream – ADSSC/WG. Andy Cole identified as lead officer	Green
3.5 Establish integrated working protocols with the Prison In-reach and Health Care Teams.	March 2016	UHB Directors	Further work required once the national toolkit has been developed	Red/Amber

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4 Looked After & Accommodated Children Lead Officers: Rachel Evans/ Irfan Alam Relevant Duties: <i>Part 6: Looked after & Accommodated Children</i>				
4.1	April 2016	Directors Social Services	Work has started on the preparation of the Policy which will take account of the requirements of the Act.	Amber/Green
4.2	Jan 2016	Looked After and accommodated Children Lead Officers	Four pilot sites have been established and the Lead Officers are linking into these as part of the preparatory work.	Amber/Green
4.3	Dec 2015	Looked After and accommodated Children Lead Officers	Lead Officers have been identified.	Red/Amber
5 Safeguarding - <i>Providing help and support to the most vulnerable individuals with significant or enduring problems to assess their needs and organise and secure the care and support services they require</i> Lead Officers: Phil Evans/Tony Young Relevant Duties: Part 7: Safeguarding				

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5.1	Continue to develop the programme for the Regional Adults and Children's Safeguarding Boards.	June 2015	Directors of Social Services	Ongoing and good progress being made. Both Boards are actively progressing the regional strategic agenda.	Amber/Green
5.2	Implement the agreed programme of work for integrating Children and Family Services across the region, overseen by the LSCB Executive.	March 2016	Directors of Social Services	Work in progress	Amber/Green
5.3	Establish a regional task and finish group to further develop the guidance for staff working with vulnerable adults to support the implementation of new adult protection powers.	Dec 2015	Directors	Ongoing	Red/Amber
6	Performance Management Lead Officer: Suzanne Clifton/Angela Bourge Relevant Duties: Part 1: Overview Part 2: General Functions				
6.1	Nominate regional representatives to participate in the ADSSC National Implementation Programme work stream on Performance Management	Sept 2015	Directors of Social Services	All Wales work stream on Performance Management – ADSSC/WG. Front line officers have been identified to assist with the	Green

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
			development of this work stream.	
6.2	Oct 2015	Directors of Social Services	First meeting has been held and work started on scoping which measures relate to each work stream	Amber/Green
6.3	March 2016	IHSC Strategic Implementation Group	IHSC Governance Board on 26.06.15 confirmed commitment to proceed on a regional basis with the roll out of the CCIS. Deputy Director Primary Care, Communities and Mental Health UHB has been appointed to lead this project for the region.	Red/Amber
7	<p>Co-operation & Partnership - Adopting a 'whole' local area approach, based on meaningful engagement, to understanding the needs of the local population to produce a whole systems change in local areas and the creation of new models of care and integrated service delivery</p> <p>Lead Officer: Phil Evans</p> <p>Relevant Duties:</p> <p>Part 9: Co-operation & Partnership</p>			
7.1	Dec 2015	Directors	IHSC Governance Board agreed approach at meeting on 14.04.15. Discussions on going with	Amber/Green

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			Cardiff and the Vale of Glamorgan Council's Citizen Panel co-ordinators to agree way forward.	
7.2 Develop an agreed framework for the region together with the third and independent sectors describing how it will engage with citizens/communities. <ul style="list-style-type: none"> • Explore with citizens and third sector partners how to improve our culture of engagement and greater co-production in services. • Develop an effective methodology and tools to capture the feedback of citizens when they access/use services and to proactively engage with them during service redesign. • Agree how to encourage citizens, families and communities to accept greater responsibility for their well-being, wherever possible. 	April 2016	IHSC Governance Board	Resources to be assigned to this task with a view to building on existing arrangements for citizen engagement across Cardiff & the Vale of Glamorgan	Amber /Green
7.3 Develop and agree an Implementation Plan following the external review of Adult Community Health and Social Care services. Consider the results of the analysis of	Sept 2016	IHSC Governance Board	Report presented to IHSC Governance Board on 26.06.15 setting out priority areas for fast tracking	Red/Amber

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
<p>spend/demand for Adult Community Health and Social Care, agreeing priority areas for whole system change. This work will form the basis of the work streams underpinning the Fast Track Integration agenda</p>			<p>integration. Workshop to prepare the Implementation Plan took place on 07.09.15. IHSC Strategic Leadership Team considering next steps at the meeting on 29.09.15</p>	
<p>7.4 As part of 7.3 above, agree the regional approach and future operating model to delivering integration across Adult Community Health (NHS) and Social Care that sets out:</p> <ul style="list-style-type: none"> • Options for new models of working that will deliver preventative services and safely reduce dependency and demand for high cost services • Options for establishing the management of shared services • Options for the arrangements of joint/pooled budgets • Options for service planning at GP cluster levels. 	<p>April 2016</p>	<p>IHSC Governance Board</p>	<p>Final report presented to the IHSC Governance Board on 26.06.15. Work is ongoing to develop an Implementation Plan, setting out priority areas, timescales and lead officers.</p> <p>The IHSC Strategic Leadership Team signed off the implementation plan at the meeting on 29.09.15 meeting and agreed to appoint an Assistant Director to take forward this work.</p>	<p>Red/Amber</p>
<p>7.5 Ensure that the work led by Public Health on the Population Needs Assessment is linked to</p>	<p>April 2015</p>	<p>IHSC Strategic Implementation</p>	<p>Confirmed that Public Health will take the lead for</p>	<p>Green</p>

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and makes good use of the learning/ tools being developed for national use by SSIA/WLGA		Group	the Region on the Population Needs Analysis. The Fast Tracking Integration report prepared by independent advisors has started the process. Work is ongoing on a national template by the WLGA and Public Health Wales.	
7.6 Work with corporate partners through the Joint LSB and the Integrated Health and Social Care Governance Board to ensure all understand the collective responsibility for well-being of citizens.	July 2015	Directors & Joint Local Service Board	Presentation to the JLSB on the new Act and the implications for all partner organisations.	Amber/Green
7.7 Further explore opportunities for joint commissioning across the Region, with commissioning strategies focused on improving outcomes, best value, prevention and promoting the contribution of social enterprises/cooperatives/user led services and third sector.	Sept 2016	Directors	The Fast Tracking Integration Implementation Plan has identified Strategic Commissioning as a priority. The IHSC Leadership Team will consider this report on 29.09.15	Red/Amber

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status	
INFRASTRUCTURE FOR DELIVERY					
8 Governance Arrangements Regional Implementation Lead Officer: Phil Evans					
8.1	Establish a programme managed approach for regional implementation of the Act, to include terms of reference for a Regional Steering Group.	Sept 2015	Director of Social Services Vale of Glamorgan Council	Work in progress – new governance structure prepared and first Regional Steering Group held to identify lead officers for each workstream	Green
8.2	Identify key posts and prioritise resources to assist with preparing the region for implementation of the Act, including Lead Director, Programme Manager, Programme Support Officer, Project Officers.	April 2015	Directors of Social Services	Work in progress, Lead Directors, Programme Manager, Support Officer and 2 Project Officers appointed	Amber/Green
8.3	Review the terms of reference of the Governance Board to reflect the National Partnership Board arrangements	Dec 2015	IHSC Governance Board	New Terms of Reference approved by the IHSC Governance Board on 14.04.15. New members attended the Board meeting on 26.06.15. Further work will be required on the ToR once the Part 9 statutory guidance has been confirmed.	Amber/Green

Strategic Intention/Key Decision		Timescale	Suggested lead/ Decision body	Update	RAG Status
8.4	Respond to the Welsh Government Social Services and Well-being (Wales) Act consultation on the code of practice in relation to measuring the performance of social services and tranche 2 consultation on the regulations and guidance.	Sept 2015	Directors of Social Services	Responses were submitted to both Tranche 1 and Tranche 2 of the Welsh Government Consultation.	Completed
8.5	Development of a Regional Communications Strategy to complement the National Strategy being delivered by Welsh Government	Dec 2015	IHSC Governance Board	The Regional Lead-Sustainable Social Services has regular meetings with the other Regional Coordinators and Officers from Welsh Government to ensure these strategies will be aligned.	Amber/Green
9	Training and Development of Workforce Regional Workforce Lead Officer: Tony Young				
9.1	Prepare a Regional and Outline Learning and Development Strategy, which reflects the workforce development priorities of the region and the Strategy being prepared by the Care Council for Wales.	July 2015	Regional Workforce Lead Director of Social Services	First draft of the Social Care Workforce Development Plan submitted to Welsh Govt. on 29.05.15	Completed

Strategic Intention/Key Decision		Timescale	Suggested lead/ Decision body	Update	RAG Status
9.2	Establish a Regional Social Care and Workforce Development Partnership.	Sept 2015	Regional Workforce Lead Director of Social Services	Work in progress – first regional meeting held in July 2015	Completed
9.3	Submit the Mid-Year Monitoring report and updated Regional Social Care and Workforce Development Plan	Sept 2015	Regional Workforce Lead Director of Social Services	Mid-Year Monitoring report and regional Social Care and Workforce Development Plan submitted 25.09.15	Completed
9.4	Continue with the Awareness Raising training for Social Services staff and partners across the region.	Dec 2015	Regional Workforce Lead Director of Social Services	Training and development materials have been prepared by the Care Council for Wales and training sessions have been arranged for up to 6000 staff. These are taking place in Cardiff and the Vale from Sept – Dec 2015	Green
9.5	Agree a regional approach to leading and coordinating social care workforce development in line with a Learning and Development Strategy that will deliver on expectations relating to : - Information, Advice and Assistance - Eligibility and Assessment of Need	Jan 2016	Director of Social Services	Tony Young is the Lead Director for Workforce Development. SCWDP Plan submitted to Welsh Govt. on 29.05.15. Regional update required by 25.09.15.	Red/Amber

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body	Update	RAG Status
<ul style="list-style-type: none"> - Safeguarding - Early Intervention and Preventative Services - Looked after and Accommodated Children 			<p>IPC have been procured to develop the tranche 2 training materials in conjunction with the Care Council for Wales.</p>	

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