

Attachment 3

Social Services and Well-being (Wales) Act 2014

Draft Action Plan for Implementation

Strategic Intention/Key Decision	Timescale	Suggested lead/ Decision body
1 Access to information, advice and assistance (IAA) - <i>Ensuring access to good information, advice and assistance for people to find universal services available in the community</i>		
1.1 Decision about how the provision of a Single Point of Access for community Health (NHS) and Social Care services to provide access to information, advice and assistance will be established for the Cardiff and Vale Region.	June 2015	IHSSC Governance Board
1.2 Completion of a baseline assessment of all community Health (NHS) and Social Care Information Advice & Assistance Services across Cardiff and the Vale region.	July 2015	Sustainable Social Services Project Team
1.3 Confirmation of which Health (NHS) and Social Care services will be included in the regional Single Point of Access	September 2015	IHSC Strategic Implementation Group
1.4 Agreement on how to align the provision of IAA for children and families including the Family Information Service and Families First within each local authority area.	May 2015	Social Services Directors Cardiff and the Vale of Glamorgan
1.5 A regional definition of “universal services” which includes information about their relevance to the well-being and prevention agendas.	December 2015	Sustainable Social Services Project Team

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1.6 Ensure that new models of service delivery for providing access to information, advice and assistance are aligned to the Organisational Development agendas in the City of Cardiff and the Vale of Glamorgan Councils.	March 2016	Social Services Directors in the City of Cardiff and the Vale of Glamorgan Councils
2 Proportionate assessment to maximise independence and well-being - <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>		
2.1 Continue to work in partnership with the Third Sector on projects that facilitate proportionate assessment for citizens to maximise their independence and well-being.	December 2015	IHSC Governance Board
2.2 Agree an approach to prioritise the use of similar tools, policies, protocols and ICT for citizens who are supported on a single health (NHS) and social care pathway	September 2015	IHSC Governance Board
2.3 Agree a regional approach to leading and coordinating social care workforce development in line with a Learning and Development Strategy that will deliver proportionate assessment (see section 11)	March 2016	Social Services Directors Cardiff and the Vale of Glamorgan
2.4 Contribute to the Welsh Government Task and Finish Group looking at the current systems framework and influence how this will develop into a new model for assessment and eligibility.	September 2015	Directors
2.5 Continue the work to ensure that the UHB complete roll out of integrated	March 2016	UHB Directors

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assessment processes		
3 Meaningful engagement with the local population - <i>Adopting a 'whole' local area approach, based on meaningful engagement, to understanding and meeting the needs of the local population</i>		
3.1	Build on existing citizen forum arrangements across Cardiff and the Vale to establish a Citizens Panel which promotes the well-being agenda and supports all organisations to deliver on the requirements of the Act.	May 2015
Directors	3.2	Complete the external review of Adult Community Health and Social Care services. Consider the results of the analysis of spend/demand for Adult Community Health and Social Care, agreeing priority areas for whole system change.
September 2016	IHSC Governance Board	3.3
April 2015	IHSC Strategic Implementation Group	
4 Providing care and support for the most vulnerable people - <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>		
4.1	Continue to develop the programme for the Regional Adults and Children's Safeguarding Boards.	June 2015
Social Services Directors Cardiff and the Vale of Glamorgan	4.2	Develop the guidance for staff working with vulnerable adults to support the
September 2015	Directors	

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implementation of new adult protection powers, ensuring that those in greatest need receive 'protection' and those requiring lower level support are appropriately signposted to other services.		
4.3 Agree a regional approach to leading and coordinating providing social care workforce development in line with a Learning and Development Strategy (see section 11)	March 2016	Social Services Directors Cardiff and the Vale of Glamorgan
5 <i>Integration to achieve better outcomes for people - Achieving integration of local government services and between local authorities and their partners, particularly the NHS, to achieve better outcomes for service users</i>		
5.1 Agree the regional approach to delivering integration across adult community health (NHS) and social care that sets out: <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. 	December 2015	IHSC Governance Board
5.2 Decision on the future operating model for Adult Community Health and Social Care based on the outcome of the analysis completed by Whole Systems	May 2015	IHSC Governance Board

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5.3	June 2015	Social Services Director Cardiff
5.4	June 2015	IHSC Strategic Implementation Group
5.5	September 2015	IHSC Strategic Implementation Group
5.6	March 2016	Directors Vale of Glamorgan Council
6 Primacy of well-being and its connection with prevention, assessment, eligibility and information - <i>Placing the well-being and prevention agenda at the heart of strategic planning, commissioning and delivery of services. Creating an effective interplay between well-being, prevention, assessment, eligibility and information</i>		
6.1	April 2016	Joint Local Service Board
6.2	July 2015	Directors & Joint Local Service Board

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6.3	Ensure implementation of the requirements for well-being align with those in the Future Generations Act, responding to the demands for a unified public services approach.	May 2015	Directors & Chief Executives
6.4	Agree a regional approach to leading and coordinating social care workforce development in line with a Learning and Development Strategy (see section 11)	May 2015	Social Services Directors Cardiff and the Vale of Glamorgan
7 Early intervention to maintain people's independence - <i>Increasing preventative services and intervening early enough within the community, in a way which is not dominated by over-elaborate assessment processes, in order to minimise the escalation of critical need and keep people independent for longer</i>			
7.1	Develop further the Statement of Intent in relation to services for older people and also for all citizens using best practice evidence regarding the design and delivery of early intervention services	December 2015	Social Services Directors Cardiff and the Vale
7.2	Build on the work already started through the Intermediate Care Fund and the single point of access to ensure that more services are included and citizens are signposted to the right support first time.	April 2016	Social Services Directors Cardiff and the Vale
7.3	Agree a regional approach to supporting the development of early intervention, including identifying the priority population groups.	December 2015	IHSC Strategic Implementation Group (SIG)

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8 New models of delivering care and support - <i>Producing a whole system change in local areas and the creation of new models of care and service delivery</i>		
8.1 Agree new models of integrated working across Adult Community Health and Social care in line with recommendations in the report from external advisors.	May 2015	IHSC Governance Board
8.2 Continue to deliver Regional Collaboration Fund projects providing care and support for citizens through the project “Enhanced Reablement Services”.	March 2016	Social Services Directors Cardiff and the Vale
8.3 Implement the agreed programme of work for integrating children and family services across the region, overseen by the LSCB Executive.	March 2016	Social Services Directors Cardiff and the Vale
8.4 Build on the Regional Day Opportunities Strategies supporting Older People and People with Learning Disabilities, exploring new models of service.	March 2016	Social Services Directors Cardiff and the Vale
8.5 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 the third sector.	September 2016	Directors
9 Giving people more control over their lives - <i>Creating systems and approaches that put the citizen's view first, are based on genuine co-production and give people more control over their lives and their care and support to achieve better outcomes for their well-being</i>		
9.1 Develop an agreed strategy (or 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 	December 2015	IHSC Governance Board

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<p>engagement and greater co-production in services.</p> <ul style="list-style-type: none"> • 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. 			
10 Governance Arrangements			
10.1	Establish a programme managed approach for regional implementation of the Act, to include terms of reference for a Programme Board.	April 2015	Social Services Director Vale of Glamorgan
10.2	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	Social Services Directors Cardiff and the Vale of Glamorgan
10.3	Review the terms of reference of the Governance Board to reflect the National Partnership Board arrangements	April 2015	IHSC Governance Board
10.4	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.	September 2015	Social Services Directors Cardiff and the Vale of Glamorgan

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11 Training and Development of Workforce		
11.1 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 Lead Director Social Services
11.2 Establish a Regional Social Care and Workforce Development Partnership.	September 2015	Regional Lead Lead Director Social Services
11.3 Recruit a dedicated development officer with responsibilities for ensuring all staff and partners are fully briefed and have a good understanding of the requirements of the Act.	May 2015	Regional Lead Director Social Services