



## **FULL COUNCIL REPORT**

Date Written	February 2017
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Service Area	Social Services
Exempt/Non Exempt	Non Exempt
Committee Date	22 <sup>nd</sup> February 2017

*To: Mayor, Ladies and Gentlemen*

### **Update on Cwm Taf Population Needs Assessment**

#### **1.0 SUMMARY OF THE REPORT**

1.1 This report provides an update from the work stream tasked with producing the Population Needs Assessment (PNA) required under part 2 of the Social Services and Wellbeing (Wales) Act (SSWB Act) along with the final draft for consideration and approval by Council.

#### **2.0 RECOMMENDATIONS that**

2.1 The progress made be noted.

2.2 The current stage of engagement and consultation as part of the various governance and approval processes be noted.

2.3 The final draft assessment and briefing documents, which are available via the background papers link, be approved and any comments to inform the final versions be considered.

#### **3.0 INTRODUCTION AND BACKGROUND**

3.1 In order to provide a better future for the people of RCT and Merthyr Tydfil, public services must understand the population that lives in the area now and the population likely to live here in the future. This improves understanding of the wider context of people's lives, what is important to communities and the things impacting on their wellbeing. This enables services to plan appropriately together, commission successful initiatives and support people to live the best lives they can.

3.2 Understanding communities is not just about statistics; it includes information from those working in the public, independent and voluntary sectors. With the help of all partners, including the people living in Cwm Taf, a more complete picture about our communities can be painted.

### 3.3 **Population needs assessment**

3.3.1 The SSWB Act requires a **population needs assessment**. The Code of Practice sets out that Local Authorities and Local Health Boards must jointly carry out an assessment of the needs for care and support, and the support needs of carers and identify:

- The extent to which those needs are not being met;
- The range and level of services required to meet those needs;
- The range and level of services required to deliver the preventative services required in section 15 of the SSWB Act; and
- How those services will be delivered through the medium of Welsh.

3.3.2 The first population assessment must be produced by **April 2017**. The combined report will be a rich source of information for everyone to use. It should be used to drive change by informing various planning, commissioning and operational decisions to help develop services to meet the needs of our communities.

3.3.3 In undertaking this assessment, public services must use both quantitative and qualitative data. This will involve engagement with a wide range of stakeholders, including service users, service providers and the public. An assessment must be undertaken for each Local Authority area, analysing evidence geographically as well as by the following theme groups:

- Carers;
- Children and young people;
- Health and physical disabilities (including sensory impairment);
- Learning disabilities;
- Mental health;
- Older people; and
- Violence against women, domestic abuse and sexual violence.

3.3.4 A combined population assessment report must then be produced based on the Cwm Taf footprint. The reporting route is through the Cwm Taf SSWB Transformation Leadership Group to the SSWB Partnership Board.

3.3.5 The population needs assessment will inform the development and implementation of a **local area plan** by May 2018 which will outline the specific services planned in response to each core theme identified in the assessment. Following consultation on proposed statutory guidance in relation to the area plan, Welsh Government (WG) intend to publish the final version in early 2017.

## 4.0 PROGRESS TO DATE

- 4.1 It was agreed by partners early on in the process that the work needed to undertake the two assessments (The Population Needs Assessment and the Well Being Assessment) under the Social Services and Well Being Act and the Well Being of Future Generations Act would be managed as one project. It was also agreed that we wanted to take an innovative and fresh approach in order to face the challenge that “if we do things in the way we have always done, we will get what we have always got.” This has enabled us to better reflect the 5 ways of working required in the Well Being of Future Generations Act (sustainable development principles i.e. Integrate; Prevent; Collaborate; Involve; Long Term), maximised the use of partner skills and capacity and also ensured a more meaningful and robust approach which has identified a range of cross cutting themes to help align our local responses to the two Acts.
- 4.2 Key elements of the process adopted and work to date are described below:
- A multi agency **Core Group** met monthly to oversee and deliver the work needed. Membership included representation from Cwm Taf UHB, RCT and Merthyr Tydfil CBCs, South Wales Fire and Rescue, Natural Resources Wales, Public Health Wales, County Voluntary Councils (CVCs) and Data Unit~Wales. Two sub groups, one for **Data** and one for **Engagement**, were also established to lead the detailed work needed for both the quantitative and qualitative aspects of the assessment. A significant amount of material was gathered, including statistics from national data sets/catalogues developed by WG and the Data Unit~Wales as well as local information and stakeholder views. This “technical” detail will be available in our online library (see below).
  - Members of the Core Group have regularly participated in national and regional networks, sharing learning of the process of producing this assessment. Cwm Taf was used as a pilot in producing a national population assessment toolkit (by Social Services Improvement Agency and WLGA).
  - The SSWB Delivering Transformation Grant and the WFG Well-being Fund have been used to fund additional **partnership analytical capacity**. Appointments have been made to two posts (1.6fte) from June 2016 to March 2017.
  - The first stage of drafting of the population needs assessment was the production of seven **briefing documents**, one relating to each theme identified within the SSWB Act.
  - A detailed **Engagement Plan “Understanding our Communities”** was produced. Using an assets based approach, the first phase of engagement with stakeholders to inform the documents included:
    - Conversations with various stakeholders at a host of public events across Cwm Taf, using prompts to find out what is important to communities, what is positive/what makes communities happy and ideas on how things can be improved;
    - Conversations amongst established groups and forums, facilitated by the groups themselves or partners from the Engagement Sub Group, using the same prompts; and
    - Online questionnaires.

- The various Briefing documents were redrafted accordingly to take account of the findings from this initial engagement. A series of facilitated **stakeholder workshops** took place in October and November 2016 to continue the conversations, focusing in particular on the headlines that emerged from the briefing documents, understanding what gaps or limitations there might be and starting to explore some responses. Nearly 250 people attended these workshops, including members of the public and representatives from a number of organisations and groups.
- Opportunities for engagement were promoted through social media, signposting, networking and marketing. The return on all engagement opportunities has been good, with stakeholders getting involved, feeding in and facilitating their own conversations. Detailed reports from our engagement activities will be available in our online library (see below)
- External consultants (the Institute of Public Care, Practice Solutions, Netherwood Sustainable Futures and PwC) have acted as “**critical friends**” at various stages of the process, including facilitation at workshops, analysis and feedback to inform the drafting of the Assessment reports.
- Following the workshops, the briefing documents were further revised, in particular to highlight gaps in data, cross cutting links and common themes. These documents will be linked to an overarching **Assessment Report** for the population needs assessment.

4.3 This Assessment Report has been written in a very accessible style to encourage a wider range of stakeholders and service users to read and use them. They will help to provide feedback from our previous engagement activities and also facilitate ongoing conversations as we develop plans and services in response to our findings. The report will act as a portal to draw people into the work we have done, with further levels of detail and analysis available through the briefing documents (which have also been written to be accessible) and then with the third, most detailed level of evidence being found in the technical library. All of these documents together as a composite collection make up our population assessment as set out in the SSWB Act.

## 5.0 OVERVIEW OF ASSESSMENT

### 5.1 POPULATION NEEDS ASSESSMENT

5.1.1 The final draft of the Cwm Taf Population Needs Assessment is available via the background papers link. It provides an analysis of the common themes arising from the initial engagement exercise, the briefing documents and stakeholder workshops; as well as a summary of what we have found - with more detail being available in the briefing documents for each of the theme groups as specified in the SSWB Act. As previously advised, these briefing documents are available via the background papers link for members to consider. The headline messages or issues in these documents, which have been drawn from the analysis of both data and engagement sources, are listed below:

### **5.1.2 CARERS**

- Higher levels of poor physical and mental health, chronic conditions, disabilities and ageing population impact on need for informal care and numbers of carers.
- Carers need to be recognised and valued for their caring role. They want to be listened to and have more control but one size does not fit all.
- Carers must be able to find the information and support they need easily and quickly to help them sustain their caring role.
- Carers want to participate in and stay connected to a life alongside caring.
- Carers and service providers must work together with more effective communication and coordination between services, seeing the person and not the problem.

### **5.1.3 OLDER PEOPLE**

- Older people need and value supportive communities and family networks.
- Older people value their independence and want to live in their own home. They also expect health and social care to work together to coordinate their care.
- Older people want to be treated with dignity and respect and value continuity of care from health and social care services.

### **5.1.4 PHYSICAL DISABILITY AND SENSORY IMPAIRMENT**

- Although a range of support services exist, people are unsure what is available to them and how to access services, support and help.
- People do not identify with the language and definitions that are routinely used by professionals and providers of services.
- Services need to focus on the needs of individuals.
- People with physical disabilities including sensory impairment want to be part of their community removing the barriers that exist.
- Establish early intervention and preventative services rather than reactive services, which often come into play at times of crisis.

### **5.1.5 LEARNING DISABILITY**

- People want to be able to be a part of their community.
- There seems to be more people with lots of different learning difficulties and what people expect from services is changing. This is creating challenges for everyone.
- It is difficult to access support in times of urgency.
- Services need to work together more collaboratively to see the person, not the problem.

### **5.1.6 MENTAL HEALTH**

- Supporting people's mental health - children and young people, adults, older people.
- Supporting the development of preventative services.
- Developing a common language to improve service provision.
- Improving systems to provide better services and reduce inequalities.

### **5.1.7 VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE**

- People need to be empowered to report incidents of violence and take up the services we offer.

- Services need to meet the needs of all groups in our communities.
- Services need to work together to tackle the underlying problems that are leading to violence.
- Services need to protect and support children in families where violence and abuse is happening.
- People who use our services should tell us what they need and how we can do better.

#### 5.1.8 CHILDREN AND YOUNG PEOPLE

- Adverse Childhood Experiences (ACEs) have a tremendous impact on health and wellbeing later in life.
- Mental Health: Timely access to the right mental health care is crucial if we are to support better mental health among children and young people and reduce pressure on high level need services such as CAMHS.
- Wellbeing: Levels of subjective wellbeing are found to predict future health, mortality, productivity and income.
- Voice of children and young people: We need to get better at involving children and young people, seeking their views and actively listen to what they say.

5.1.9 As with our work on the wellbeing assessment, professionals and members of the public do not identify with these themes when discussing the subjective term of 'wellbeing'. As such, a number of connected themes (echoing those in the wellbeing assessment) around the way organisations work together and with communities were identified and are explored in the draft Population Assessment Report.

5.1.10 Likewise, we discovered that there are many cross cutting and common issues, not least because people "belong" to more than one client group (or 'theme' as identified by the Act) and have a range of needs. These were discussed further at a workshop held with the Transformation Leadership Group (TLG) who agreed that in taking forward plans to meet specific needs, it will be important to explore these overlaps and ensure effective integrated approaches, as well as the development of joint commissioning arrangements. For example:

- The Statement of Strategic Intent for Learning Disabilities will need to link with the Children's Strategy;
- Support for Carers will need to be considered in the context of all client groups as carers look after people with a variety of needs as well as themselves also having their own specific needs;
- Plans for older people and plans for mental health services will need to be developed together to support people with dementia effectively;
- There is significant overlap between mental health, domestic violence, substance misuse and the risk factors in relation to children's needs;
- The need for a range of preventative services, together with improved community capacity and resilience, affects all groups and needs better understanding and a coordinated approach;
- Whilst there is significant focus on health and social care services, our findings have highlighted the importance of housing and accommodation issues as well as the links to other services such as education. We will need to review how these services are effectively involved in the work of the TLG and SSWB PB as we develop the Area Plan in 2017; and

- Part 9 of the SSWB Act specifies a number of client groups which are a priority for integrated services and these groups have also been the focus of the Cwm Taf Regional Plan to date. However, this does not include some of the areas covered by the Needs Assessment such as Physical Disabilities, Sensory Impairment, Mental health and Violence against Women. We will need to understand what more we need to do to meet the care and support needs of these groups and how the SSWB PB works more collaboratively with other partnership groups already working in Cwm Taf on some of these issues eg. the Together for Mental Health Partnership and the Community Safety Partnership.

## **6.0 PROCESS ISSUES / LESSONS LEARNT**

6.1 The approach we have taken and the products that have resulted are very different from previous needs assessment reports and we are mindful that there will be lessons to learn from this first attempt. A more detailed report identifying lessons learnt and potential next steps for reviews and future Assessments will be completed at the end of the project in April 2017 but the following issues have already been highlighted and will need to be addressed:

### **6.2 Purpose of assessments:**

6.2.1 In the same way that the Act is seen as “transformational”, requiring culture change and working differently, we have recognised that the way we undertake, present and use assessments also needs to change. There has been a consensus amongst partners that a greater focus of time and effort should be spent on developing better understanding and analysis in assessments, so as to ensure the intelligence and ability to answer the 'so what' questions and move from a 'situation analysis' to a 'response analysis' of information. This is reflected in the different approach we have taken to produce these Assessment Reports.

6.2.2 There is still a danger that gathering and presenting data becomes an end in itself and that assessments are either not robust enough or not being used appropriately to drive change by informing decision making, priority setting, commissioning and service delivery. WG have suggested that response analysis will feature most heavily in the Plans produced following the Assessment rather than in the Assessment itself which is realistically likely to see an 80:20 split between situation / response.

6.2.3 This is the first time that the Assessment has been required and it has been a learning process for all involved - both nationally and locally. The feedback from our external critical friends is that we have made a good start in establishing our assessments as a platform / key strategic process which will help partners to understand future needs and demand, engage with stakeholders and plan for the future. We will need to build on this as we undertake the detailed work needed to produce plan.

### **6.3 Data:**

6.3.1 Despite there appearing to be an overwhelming amount of data available, both in the catalogues and data sets produced by the Data Unit for WG to support the assessment, as well as in terms of other national and local data sources, it is still difficult in some instances to really understand what is the story behind the data, what

it is actually telling us and/or does it tell us what we really need to know. This was particularly challenging for lead authors when they are corporate officers, rather than 'experts' in these fields of interest.

In particular, drilling down and analysing data by sub local authority/community areas is challenging in terms of data availability and disaggregation but this would help to illustrate how things vary from place to place and uncover variations and nuances in wellbeing and care and support needs across Cwm Taf. We need to be careful that we develop solutions that are not homogenous as one size does not fit all.

6.3.2 Given the wide range of data sources, reporting mechanisms and differing skills and capacity across partner organisations to gather and analyse the data, there is more work to be done around this aspect going forward. There are opportunities for further developments in data quality, analysis, sharing and presentation of information - this will need to link in with the approach being taken to the development of a new Cwm Taf Partnership Information Management system and online data observatory.

#### 6.4 **Online library / data observatory:**

6.4.1 The approach locally recognised that the Act is transformational and requires new ways of working. We therefore wanted the assessment to reflect this and, in particular, be accessible to our stakeholders, as well as providing partners with a clear framework for the subsequent development of plans in response.

6.4.2 It has been very challenging to balance the level of detail needed whilst still ensuring they are user friendly. In order to do this, we have created an online library where our evidence base of technical resources, detailed data and engagement reports can be found. This will become part of the new Cwm Taf Partnership Information Management system being developed for the PSB.

#### 6.5 **Engagement**

6.5.1 There has been a greater emphasis on engagement and qualitative information to inform the assessment than in the past. We have tried to have more meaningful conversations about what matters to people and to recognise the value of the citizen voice. Working with a range of partners and community groups, we built on existing mechanisms, tapping into local groups and projects wherever appropriate, but also sought opportunities to reach out to people we had not previously spoken to, both on a geographical and service user basis. By combining engagement for the assessment, we avoided a traditional silo approach or consultation overload or fatigue but were still able to target and tailor our discussions with people as appropriate, for example, some activities involved more focussed discussions with particular service users or groups such as young carers, mental health service users, older people, people with learning difficulties and Community Voice projects which work with seldom heard groups like the LGBT community and gypsy travellers. Other events such as town centre road shows provided opportunities to talk to the wider public.

6.5.2 We recognise that feedback is an important part of the engagement process, both in terms of the assessment but also as part of our ongoing work to inform the plans we develop in response. The way we have written our assessment reports will help this.



We have also identified that there are some groups we need to do more to engage with, including the business community and independent sector.

- 6.5.3 This will be a significant area of future work to deliver effectively the requirements of the Act and will require more work between organisations to agree the definitions we use and language we adopt in engaging with the public. A work stream has been established under the PSB to look at this work and will need to take this forward in future.

## **7.0 Next steps: Governance and approval processes**

- 7.1 Building sufficient capacity and time into the process to analyse both the data and engagement findings has been challenging given the overall timeline needed to produce, approve, translate and publish the final assessment by April 2017.
- 7.2 Although the specific statutory consultation and approval requirements for each Assessment are different in terms of their routes through Local Authority, Health Board and other partners, it was agreed that having undertaken a combined approach, we would be consistent in presenting both Assessments to the various scrutiny committees, LA Cabinets, Full Councils and University Health Board during January and February 2017. Whilst appreciating the differences between the two Assessments, considering both together will however help an understanding of where there are important connections between the two Assessments - improving the social, economic, cultural and environmental wellbeing of people in Cwm Taf at a population level and will also have a positive impact on individual wellbeing in terms of care and support needs and how they can best be met.
- 7.3 The SSWB Partnership Board will approve the Population Needs Assessment at its meeting on 9<sup>th</sup> March. This will follow consideration of the draft by the two LA Cabinets, Full Councils and UHB, therefore allowing for any reasonable adjustments requested by individual partners to be signed off at the Partnership Board, without the need for an amended report to be resubmitted to all the various partners a second time.

## **8.0 FINANCIAL IMPLICATIONS**

- 8.1 There are currently no financial implications for the authority. The Population Needs Assessment provides a current position/picture in relation to the care and support needs of service users and the support needs of carers. The assessment will be used to drive change by informing various planning, commissioning and operational decisions to help develop services to meet the needs of our communities.
- 8.2 Any financial implications will need to be considered and identified when public service organisations through the Cwm Taf Social Services and Well Being Partnership Board develops its local area plan.

## **9.0 SINGLE INTEGRATED PLAN AND SUSTAINABILITY IMPACT SUMMARY**

- 9.1 The Single Integrated Plan & Sustainability Impact Assessment has been completed and the proposals positively impact on most aspects of the Corporate Plan and Single Integrated Plan. No negative impacts have been identified.
- 9.2 The Population Needs Assessment provides a current position/ picture in relation to the care and support needs of service users and the support needs of carers. The assessment will be used to drive change by informing various planning, commissioning and operational decisions to help develop services to meet the needs of our communities.
- 9.3 Regarding identifying any impacts in relation to the outcomes and principles identified within the Single Integrated Plan and Sustainability Impact Assessment, the Population Needs Assessment provides the current picture in Cwm Taf. Any future impacts will need to be considered and identified when public service organisations through the Cwm Taf Social Services and Well Being Partnership Board develops its local area plan.

## **10.0 EQUALITY IMPACT ASSESSMENT**

- 10.1 An Equality Impact Assessment (EqIA) form has been prepared for the purpose of this report. It has been found that a full assessment is not required at this time. The form can be accessed on the Council's website/intranet via the 'Equality Impact Assessment' link.

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**COUNCILLOR LINDA MATTHEWS**  
**CABINET MEMBER FOR**  
**SOCIAL SERVICES**

<b>BACKGROUND PAPERS</b>		
<b>Title of Document(s)</b>	<b>Document(s) Date</b>	<b>Document Location</b>
<b>Does the report contain any issue that may impact the Council's Constitution?</b>		<b>No</b>

***Consultation has been undertaken with the Corporate Management Team in respect of each proposal(s) and recommendation(s) set out in this report.***