**Third sector contribution to preventions**

**Appendix 2**

**Update report**

The purpose of this report is to provide an update to the West Wales Care Partnership on work that is being undertaken by the three County Voluntary Councils (CVCs) in West Wales to articulate the third sector contribution to the preventions agenda in each of the three counties, with a specific focus on the role of the CVC in each case, and to identify areas of work that could be developed across the regional footprint through an agreed regional preventions framework.

**Background**

This report provides a brief overview of preventions activity in each of the three Counties and identifies areas for further work and integration. It is largely based on the outcome of two joint meetings that have taken place with representatives from the CVCs and Local Authorities across the region, together with preventions work that CVCs are involved in at County level.

The joint meetings have provided a useful forum to exchange information about the preventions work that is ongoing in each of the three Counties, and provides a platform for the further development of a shared preventions framework and joint delivery, where appropriate.

**Overview of preventions work**

**Pembrokeshire**

*Pembrokeshire Preventions Programme Board –* a multi-agency partnership led by the Director of Social Care and the Head of Joint Strategic Commissioning provides the lead for the development and implementation of a shared preventions vision, strategic framework and delivery plan.

*PIVOT* – Pembrokeshire Integrated Voluntary Organisations Team – a consortium of third sector organisations co-ordinated by PAVS and funded by ICF to prevent unnecessary admission to hospital and facilitate early discharge. Delivery partners are British Red Cross, Care & Repair, Royal Voluntary Service and Pembrokeshire Association of Community Transport Organisations. PIVOT operates 7 days per week from 9am – 10pm for people to receive help at home. In 2016-17 the service dealt with 783 referrals and prevented 506 admissions. The service delivers excellent outcomes for individuals, as captured in case studies.

*Caring Communities Innovation Grant* - PAVS administers the ICF-funded CCIG, providing small grants of up to £5,000 to support innovative community-based care and support initiatives. In 2016-17 the CCIG distributed around £70,000 in revenue and capital grants.

*Active & Connected Communities* – PAVS manages the delivery of this LEADER-funded programme, which is match funded (65%) by ICF and funding from Adult Social Care, Hywel Dda Health Board and Volunteering Matters. There are three elements to the programme – Community Connectors; Active Citizenship (volunteering) and Community Resilience (supporting voluntary and community groups). The Community Connectors work in 4 geographic locations across the County, connecting people to locally delivered activities, services, volunteering opportunities – and to each other. The Connectors work closely with GP surgeries and social care hubs and are considered to be a key component in the future development of preventative services in Pembrokeshire.

*Pembrokeshire Time Bank Network* – PAVS was awarded funding from Public Health Wales and ICF to run a 2-year time banking pilot from 1st July 2017, working in partnership with Timebanking UK. The aim is to develop a network of sustainable community-led time banks, with spend opportunities being provided by individuals, third sector organisations and private sector business partners. It is recognised that time banking is a tool for encouraging citizen engagement and participation and for strengthening social capital and community resilience.

*Most Significant Change technique* – partners are working with Swansea University to implement this methodology, which captures and analyses people’s stories (lived experiences) in a systematic way that can be used to drive service change. Initial training has been provided and the process of gathering stories has started.

**Ceredigion**

*Third Sector Community Resource**Team* – CAVO co-ordinates the ICF-funded service which is delivered by a team of third sector partners to provide blended, timely and appropriate support to people who are frail and elderly. Delivery partners are British Red Cross (practical support at home for up to 6 weeks); Care & Repair (home assessments, repairs and adaptations); Citizens Advice Ceredigion and Ceredigion Age Cymru (information, advice, support and representation on issues such as maximising income, reducing debt and energy costs); Royal Voluntary Service (volunteer befrienders to reduce loneliness and isolation). A referral to any one member of the Team is shared between all parties involved in the service with a single referral and assessment process. There is no specific transport element to the service.

*Third Sector Integration Facilitators* - these posts are employed by Hywel Dda Health Board but are hosted by CAVO. They contribute to the work of the Porth Gofal team, which acts as a single point of access for complex and social care cases, and continue to raise the profile of third sector services within health and social care. The Facilitators do not deal with client referrals and have no direct case work. Further work needs to be done to embed their role in developing a preventative services model.

*Caring Communities Innovation Grant* - the ICF-funded grant scheme is administered by CAVO and has enabled a number of third sector organisations to develop pilot services. The Pembrokeshire and Ceredigion CCIG schemes are administered in the same way through the local CVC.

*Rally Round* – this is a secure on-line tool that allows family members, friends, carers and volunteers to organise support for an individual. CAVO has purchased a license for Rally Round and plans to develop this as a bilingual tool that can be trialled in local communities. The application offers great potential to co-ordinate community and family support around an individual, which could be linked to other initiatives, such as time banking.

*Understanding our Communities (PSB)* - with funding from the Public Health team, CAVO and NERS have undertaken asset based community development work in Llandysul to identify community assets and barriers to well-being through conversations with local people. Similar work is planned to take place with other communities over the coming months – Lampeter (funded by RDP Cynnal y Cardi) and Borth and Tregaron (funded by Public Health). Town & Community Councils and GP Surgeries are key partners in moving this work forward to identify how we can build a Community Connectors initiative in Ceredigion. The draft Well-being Assessment for Ceredigion also makes a commitment to work with communities to identify assets and opportunities to encourage independence and resilience.

*Well-being Alliance (Porth y Gymuned*) - work is currently being undertaken to develop a through-age early intervention and preventative services continuum for Ceredigion to help identify and build both personal and community resilience.

*Social prescribing and time banking* – early discussions are being held within Ceredigion to develop a social prescribing model which could be enhanced by a time banking scheme.

*Community Connectors* – Ceredigion County Council are recruiting three Community Connectors, who will be in post by March/April 2018 – based on the Pembrokeshire model.

**Carmarthenshire**

*Co-designed strategic framework for preventions* – Carmarthenshire has a strong strategic framework for its preventions work, developed with local people through a series of events, conversations, social media and an on-line survey. **Carmarthenshire: A Resilient Community – Prevention, Early Intervention, Promoting Independent Living** (the PEIPIL Strategy) provides a 3-tier approach based on the public health model of prevent, reduce and delay. Services have been developed for each of the three tiers of the PEIPIL strategic framework.

**Tier 1** – Help to help yourself to prevent ill health or disability

*Carmarthenshire is Kind* - this programme was launched at the end of March 2017. The launch event was very well attended and was supported by town and community councils. The programme provides training for Carmarthenshire residents to become *Kindness Champions* to promote and celebrate acts of kindness in the community. The programme has grown out of the Compassionate Communities model developed by Paul Cronin (hospice movement) and the 5 ways to well-being (New Economics Foundation). [[1]](#footnote-1)

*Time Credits* – Carmarthenshire County Council has developed a strong partnership with Spice to support reciprocal approaches in communities through time credits. Around 2,000 people have signed up to time banking in Carmarthenshire delivering 58,000 hours of volunteering. The longitudinal evaluation of time credits confirms that time banking delivers very positive outcomes for individuals and communities.

*Community Resilience Co-ordinators* – these posts have evolved from the broker posts that were based in CAVS in the original European funded programme. The Community Resilience Co-ordinators are based in two health localities in Carmarthenshire, and cover the third locality between them (funding for the third Co-ordinator post has been withdrawn). The Co-ordinators support the development and delivery of Tier 1 services within the preventions strategic framework.

**Tier 2** – Help when you need it to reduce the impact of ill health and prevent things getting worse

*Living Well, No Matter What* – Primary Care Cluster funding has been awarded to fund two full-time social prescribers working across the GP surgeries (65,000 people) in the Llanelli Cluster. The Social Prescribers hold one-to-one conversations with individuals, focusing on what makes them well, not what makes them ill (an asset based approach). The social prescription scheme is linked to time credits – individuals are given 5 time credits to “spend” on the basis of a pledge that they will give the time back. The Social Prescribers are working with people living with chronic conditions – people are offered an appointment with a clinician to learn how to manage their chronic pain and an appointment with a social prescriber. GPs are measuring the reduction in prescription of pain-killers as part of the social prescription evaluation process.

*Carmarthenshire United Support Project* (CUSP) – launched in April 2017, CUSP brings together contracted third sector service providers to develop a co-operative and integrated approach to service mapping and delivery. The CUSP service is co-ordinated by British Red Cross and incorporates the existing Home from Hospital Service. Crossroads lead on the development of new models of support for people with dementia. Services are mapped against the eight areas listed in the SSIA Anatomy of Resilience and provision is “pulled in” as it is needed. Referrals are made from partner agencies, community resource teams, the IAA hub and reablement partners. CAVS has recently been commissioned to support the development of the CUSP service.

**Tier 3** – Ongoing support to delay deterioration & dependency for those with complex care & support needs

*Service provision* – Tier 3 services include social work, outcomes based commissioning (Fulfilled Lives model for people living with dementia and cognitive impairment), Local Area Co-ordination, Releasing Time to Care and advocacy services. It is worth noting that similar services may be delivered by different providers and in different ways depending on the Tier. For example, at Tier 2 CUSP might deliver support to enable people to live independently at home, whereas at Tier 3 this would be provided by a contracted domiciliary care provider.

**Note**: CAVS is not involved in the strategic planning or operational delivery of preventions in the same way as PAVS and CAVO are in their respective Counties. This represents a key difference in approach.

**Regional**

***info****engine* – CAVS, CAVO, PAVS and PAVO jointly manage **info**engine, which was originally developed by PAVO on behalf of the Powys LSB. **info**engine is a fully searchable on-line directory of third sector services. A link has been developed between **info**engine and Dewis and discussions are ongoing with NHS 111. **info**engine has recently been adopted by all members of Third Sector Support Wales (CVCs in Wales + WCVA) and will be integrated with a new Wales-wide customer relationship management system. Welsh Government has welcomed this development, which they recognise will provide key information about the size and scope of the third sector.

**Opportunities**

*Shared approaches* - there is an opportunity to develop a common approach to preventions in the region – shared strategic framework, vision, approaches, principles, etc – connecting the commonality and learning from experience. It is accepted that delivery might look different at County level, but we should all be working within a shared framework towards shared objectives/ outcomes. It would also be useful to work regionally to address shared challenges, such as how to embed assistive technologies into preventative and early intervention services.

*Regional delivery models* – there is potential to develop regional delivery models for preventative and early intervention services that involve the third sector. The CVC Boards have made an in-principle commitment to establishing a regional entity as a vehicle for regional delivery and engagement in regional partnerships, thereby allowing CVCs to focus on County and community-based delivery and partnership working. Discussions are currently ongoing with Board members.

*Co-producing new models of service delivery at Tier 3* – for example, promoting social enterprises, user-led care co-operatives (Care to Co-operate), and micro enterprises (Community Catalysts) as an alternative to private sector provision. Work is currently ongoing with the Wales Co-op Centre and the CVCs around establishing a social value forum and a regional providers forum to progress this element of work.

*Shared evaluation* - developing a shared evaluation/outcomes framework and common metrics for calculating social return on investment – for example, establish a common way to calculate and cost “bed days saved” for Hywel Dda. Adopting similar approaches to using narrative (lived experiences) as a way to build an evidence base and drive service change would also be useful. Public Health Wales has a strong track record in research and evaluation, and could take a lead in terms of bringing evaluation techniques together.

*Workforce development* – this should certainly be considered on a regional basis. Identified training needs include a modular training programme for “system navigators” such as Community Connectors; how to have “better conversations”; creating and innovative thinking; Signs of Safety (or other similar programme that delivers the same outcomes), and positive risk taking. It was note that the Learning Hub on Social Care Wales is an excellent resource.

*Community development* – important to build a strong foundation (core economy) within communities through asset-based community development and place-based working to develop active and resourceful (resilient) communities – *this is a PSB issue, not simply an issue for health and social care*

**Next Steps**

It is proposed that this work will be taken forward by the regional Integrated Commissioning & Preventions Programme Board and the regional Workforce Development lead within the West Wales Care Partnership Support team. The outcome of this work to date will feed into the development of a regional framework for preventions, currently being undertaken by commissioned consultants. The CVCs will continue to work collaboratively across the region, and will progress the development of a regional entity, subject to final agreement by the CVC Board members.

1. The **Kindness Report** published by the Carnegie Foundation and the Joseph Rowntree Foundation in July 2017 provides further information about the positive impact of kindness and the enablers and barriers that need to be considered [↑](#footnote-ref-1)