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| WEST WALES REGIONAL PARTNERSHIP BOARD | Item 8  |

# 16 FEBRUARY 2018

**Regional Provider Forum and Citizen Panel arrangements**

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| **Summary of report and key issues**1. The Social Services and Wellbeing (Wales) Act requires partnership working across sectors, with effective involvement of providers in developing new service models and co-production with citizens.
2. The RPB has longstanding commitments to establish a regional provider forum and appropriate mechanisms for citizen engagement.
3. Capacity has been brought in from Pembrokeshire County Council to develop models for consideration and adoption by the RPB later in the spring. This work will be informed by evidenced best practice at local, regional and national levels.

**Recommendations:**That the RPB:1. Notes objectives for this work, progress to date and timescales for completion.
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**Background**

1. This report provides an overview and update on progress around the project which aims to present a proposed a model, draft terms of reference and a suggested 1 year programme of activity for both a regional social care provider forum/ social value forum and regional citizens panel. This reflects legislative requirements and strategic commitments by the Partnership to establish both mechanisms and the aim is for arrangements to be operational by mid 2018.
2. This project is being led by Pembrokeshire County Council’s Commissioning Team. The project’s main objective is to propose a model of engagement which will add value to existing local arrangements and which will enabling genuine, ongoing involvement of social care providers and citizens in higher level, strategic conversations that will shape future commissioning programmes, and also the development of preventative services on both a regional and local footprint through innovation and collaboration.

**Project Drivers and Scope**

1. There are a number of national and regional key drivers behind this project and these are detailed in the table below:

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| **National Drivers** | **Regional Drivers** |
| Focus on citizens and their wellbeing (SSWB Act) | Integrated Commissioning is a key objective of the RPB |
| Co-production (SSWBA Part 2) | Long standing commitment to develop a regional provider forum and citizens panel |
| Requirement to develop social value forums (SSWBA Part 2) |  |
| Partnership and integrated working (SSWBA Part 9) |  |

1. In developing the proposal, research will be carried out to map the current local engagement arrangements which are in existence within each local authority area across the region, the current regional engagement arrangements that are in in existence, and research will also seek to identify the aspects of these arrangements that are felt to be of value and that are felt to facilitate a dialogue between providers, commissioners and citizens and commissioners in a way which shapes commissioning plans and activity.

1. Research will also consider the ways in which different localities are developing Social Value Forums as required by the Social Services and Wellbeing Act (Wales) 2014, and will explore whether there is value in an additional layer of engagement and forum activity, or whether by bringing commissioners, social care providers, community-based organisations and citizens *together* social value will be created as a result. The lead officer for the project is linking closely with, and drawing from the findings of, the Wales Co-Operative Centre’s research into Social Value Forums and learning will be taken from the development of a toolkit which aims to support communities and voluntary sector organisations to transform ideas into outcomes focussed social enterprises via the creation of a social value forum.

**Progress to Date**

1. The lead officer for the project (Pembrokeshire County Council Commissioning Manager) has, over the course of the last month, been making contact with officers and provider forum Chairs on a local authority level to map out the current social care provider forum and citizen panel activity and governance arrangements. The responses received relating to social care provider forums have been broadly similar across the areas who have submitted a response and the focus of these groups tends to be largely service-specific, e.g. domiciliary care provider forums, residential and nursing provider forums etc. Where research and conversation is uncovering most difference is around citizens panel arrangements and in a number of areas, traditional citizens panels have been disbanded and replaced by more modern and issue-specific models of citizen engagement, e.g. advocacy networks, online carers forums, ‘Have your Say’ mechanisms.
2. The mapping exercise has posed more of a challenge than was first anticipated and it is felt that this may be due to the time required to gather and provide the information that has been requested. There also appears to be little to report in terms of the value of long-standing forum arrangements, especially those which are service-specific and which may be long overdue a refresh in light of the implementation of the Social Services and Wellbeing Act and the need to shift to outcomes-focussed, as opposed to time and task focussed, commissioning.
3. The lead officer aims to have completed the mapping exercise by mid-February and will, from the information gathered, begin to draw out those aspects of social care provider forums and citizens panels which are felt to be critical success factors. The lead officer is also liaising with Swansea University and the creator of the Vocalize project to scope the feasibility of hosting a small number of ‘Big Conversations’ across a random sample of communities to find out how citizens feel about having honest and open ‘what matters’ conversations with commissioners and social care providers, and to identify methods of engagement that would widen participation and promote participatory democracy in the process. It is anticipated that, providing the events are feasible, Big Conversations will take place late in February into early March.
4. The timescale for overall project delivery is short, however, therefore models for citizen engagement in the proposal may require redesign. There is support from the Pembrokeshire Engagement Network to gather citizen and third-sector organisation views in the development of the proposal, and wider public service board partners will assist with exploring how the proposal could support wider wellbeing goals as set out in the Wellbeing of Future Generations Act (Wales) 2015 to be achieved through co-production of preventative services and increased community resilience.