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GOGLEDD CYMRU
NORTH WALES
REGIONAL PARTNERSHIP BOARD

North Wales Regional Partnership Board

Annual report

2023 - 2024



This report has been produced to meet the requirements set out by the Welsh Government in the Social Services and Well-Being (Wales) Act 2014

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1. Foreword by the chair of North Wales Regional Partnership Board (NWRPB)

Cllr Dilwyn Morgan,
Chair NWRPB

Cabinet Member for Adults, Health and Wellbeing,
Cyngor Gwynedd



I am delighted to present the 2023-24 Annual Report which is my first as the current Chair of the North Wales Regional Partnership Board. Together, we continue to work together to improve our service and enable people in North Wales live the best lives they can.

This report highlights just some of the work that the Regional Partnership Board has delivered to improve the lives of people living in North Wales. I would like to thank everyone involved in our work for their commitment to working together to deliver seamless services that focus on the needs of local communities.

There is so much for the Board and all its members to be proud of this year and sometimes we can lose sight of the good that has been done. This report is therefore a good reminder to us all of what we achieved together during the last 12 months.

It does continue to be challenging for the health and social care sector with no indication that there will be any significant change as we go into the 2024/25. It is even more imperative that we continue to work together to address these issues and to build on the excellent work that has already been achieved.

In addition to our Annual Report, further information can be found by visiting our website <https://www.northwalescollaborative.wales/regional-partnership-board/>

One of my key priorities as Chair is striving to raise awareness of the work of the Board by hearing and sharing stories in health and social care directly to the people of North Wales. I know only too well that stories are moving and powerful, but I believe it is important to go beyond being emotionally moved, to moving into action through learning and development. This I believe is best achieved through collective talking and thinking together and by ensuring that our work is known by the people of North Wales who, with far greater input into service co-design will eventually enable us to achieve the outcomes that matter to them.






Finally, on behalf of my RPB colleagues, I would like to thank everyone who has supported the RPB's work over the last year. Together we can deliver outcomes that far outweigh what we can do alone.

Best wishes,
Cllr Dilwyn Morgan.

2. Highlights and achievements within the year

The North Wales Regional Partnership Board (NWRPB) published their Regional Area Plan in April 2023. This set out how partners worked together during the year to deliver health and social care services and respond to the findings of the North Wales Population Needs Assessment and Market Stability Report. The board also published an update to the Market Stability Report.

The plan focused on how the Regional Partnership Board delivers priorities for integrated working between health and social care on a regional basis, for the population groups:

-  Children and young people with complex needs
-  Older people including people with dementia
-  People with learning disabilities and neurodevelopmental conditions
-  Unpaid carers
-  People with emotional and mental health wellbeing needs

Progress against the plan was shared throughout the year in RPB meetings and a revised plan is tabled under point 8 of this report.

Regional Integration Fund

The Health and Social Care Regional Integration Fund (the RIF) is a five-year fund (April 2022 to March 2027) to support integration and partnership working for the priority population groups identified above.

The NWRPB has led on the development and implementation of the RIF.

The 2023/24 RIF programme comprises 35 schemes across the 6 national Models of Care.

The total investment into schemes and services (excluding infrastructure and programme management costs) for the year is £57,169,751

This is made up of £29,705,054 Welsh Government funding and £27,464,697 of partner core funding.

£5,413,163 is invested in schemes which directly support unpaid carers. £5,671,244 is invested in social value schemes.

All schemes report against a set of All Wales performance indicators (Appendix 2)

North Wales Together: Seamless services for people with learning disabilities

North Wales Together is a project funded through the RIF, to support people and organisations to make sure that people with learning disabilities are able to live a great life. The team are working with many different people and organisations to find out what is working well, and how we can support changes where they are needed.

Progress during 2023/24 includes:

- 🌈 development of a Regional Supported Employment strategy and, in central area, piloting a model that supports people with learning disabilities to access paid employment. This model will be rolled out across the region in 24/25;
- 🌈 1 to 1, hub support and accessible training designed to raise awareness of technology for those with a learning disabilities and the workforce who support them;
- 🌈 working with colleagues in Health and Social care on an integrated Positive Behaviour Support implementation plan;
- 🌈 funding a project management post within the BCUHB Mental Health and Learning Disability division to take forward the redesign of existing residential nursing services to enable care closer to home for people with complex needs. Accommodation developed East and West of the region with placements coming on stream 24/25;
- 🌈 commissioning of activities for Adults, Children with learning disabilities and their families;
- 🌈 development of a Direct Payment toolkit and promotion of Direct Payments
- 🌈 commissioning of a third sector based Information Advice and Assistance service for young people and their families experienceing transition to adult services.
- 🌈 Commissioning and joint funding a peer led health checks and screening project.

Children's RPB

Being one of the priority population groupings, a Childrens sub-group was formed in January 2022 with the intention to review and revise the associated governance structure adopted to develop and implement workstreams to meet the needs of Children and Young People with complex needs across the region.

A revised governance structure was agreed during the year and the newly named Childrens Regional Partnership Board (CRPB) was implemented in January 2024. The structure includes a Childrens Regional Transformation Board, to give transparency on what programmes are delivering, avoid any duplication and working to the principles in the NYTH/NEST framework.

The governance review was a reflective phase for partners, allowing them to review their priorities as part of the right door implementation. As such, each sub-regional area, whilst having a common themes also now has a slightly different focus for their next stage in delivery. In all three areas there is a particular focus on providing support for those who are neuro-diverse (ND) and are either on the waiting list for a diagnosis or have a diagnosis.

The East area has agreed to focus on those children and young people who are transitioning between primary school and secondary.

Central have a focus on 0-7 years.

In the West, Gwynedd and Anglesey are working on different cohorts, prioritising ND too.

- 🌈 Anglesey's focus is early intervention and prevention and is rolling out Teulu Mon to deliver a Multi-Disciplinary Team (MDT) approach based around the 5 secondary schools and primary schools in each catchment areas.

- 🌈 Gwynedd is focusing on complex cases and have established an MDT with a preventative ethos to support the children and young people with an aim to prevent them entering into care, where possible.

The different focus will enable the work to identify the challenges and opportunities faced by these cohorts and share good practice across the region.

In addition to the review, during the year coproduction and storytelling workshops were held and through a series of creative and participatory exercises a vibrant and rich period of discussion emanated where:

- It was established that guiding values and principles should underpin and inform all aspects of the work going forward.
- The boards mission was co-defined.
- dialogue learning methods were introduced to provide an engaging and practical way of putting stories into action.
- the priority areas for a 2-year work programme were reviewed and confirmed.

Regional Innovation Coordination Hub

The hubs' role is to coordinate health and social care research, innovation, and improvement activity in North Wales to support the work of the Regional Partnership Board and its partners.

Highlights for 2023-24 include the following -

- 🌈 Gathering evidence and bringing people together to find solutions to complex problems, including: a RITA User Network to talk about using reminiscence technology for people living with dementia; ways to use co-production and storytelling techniques to improve services and partnership working; and improving support for children and young people with neurodevelopmental conditions.
- 🌈 Improving access to evidence by providing insight into statistics and research for dozens of topics ranging from neurodiversity and dementia to AI and virtual wards.
- 🌈 Getting work underway for the Digital, Data and Technology Board under the themes of –
 - 🌈 getting the basics right
 - 🌈 innovation
 - 🌈 digital inclusion
 - 🌈 integrated health and care records.

This included mapping digital projects across the region.

- 🌈 Providing research support including case study hints and tips sessions and a consent and ethics framework for the Regional Integration Fund; designing a dashboard to measure regional progress against the Autism Code of Practice; and analysing hundreds of thoughtful responses to a Dementia Listening Campaign across six North Wales towns.

For more information, follow the hub on Twitter/X @_NW_RICH, sign up to our newsletter and visit the RIC hub webpages.

Strategic Capital Plan & Development Fund

The NWRPB developed during the year a 10-year Strategic Capital Plan (SCP) which brings together –

-  Health
-  social care
-  housing
-  third sector
-  education
-  regeneration partners

to develop integrated service delivery facilities and integrated accommodation-based solutions for the future.

As part of the development of the SCP, the regional team developed a prioritisation tool accessible to partners to assist with the process, allowing partners to submit schemes each quarter to seek endorsement from the RPB.







Each project goes through a 5-stage process which includes scheme prioritisation, if endorsed will then progress through to business case and application development and project delivery if awarded funding.

The regions SCP was completed in July 2023, with 35 prioritised schemes receiving RPB endorsement with projects being developed across health and social care.

These prioritised schemes have a total value estimated at £440m with £303m anticipated to be required from WG funding.

In addition, a further £3m of funding was awarded during the year to support schemes at varying stages, from continuation of business case development to acquisition, refurbishments and construction of new facilities.

The projects awarded funding included –

-  The development of Integrated hub in Conwy west (progression to the next business case stage),
-  care closer to home development across the region
-  extra care refurbishment in Denbighshire
-  dementia centres across the region
-  supported living for people with learning disabilities in Conwy and Flintshire and
-  children's care homes across the region.

These schemes will assist people to live independently for longer, free up hospital beds and provide improved service provision across the North Wales region.

Radical thinking with the Regional Partnership Board

“To be truly radical is to make hope possible rather than despair convincing”
Raymond Williams

The exploration of radical ideas which could help address future challenges facing health and social care was undertaken during the year. After binging TED talks, inspirational books, and articles it became clear that the best place to start was by bringing people together.

The workshop began with defining radical thinking – it’s about disruption, innovation, risk-taking, passion and impact. We talked about how being ‘radical’ should not be an end in itself as it can harm as well as benefit people. To mitigate, we came up with a set of guiding principles for how and where we could be purposefully radical for good. This includes **gathering stories** from those with lived experience to inform service design and delivery, **convening conversations** to connect all partners with a shared stake in collective challenges, exploring new ways to do more with available **finances and resources**, giving people **permission to act**, and **sharing responsibility** between members of the board.

Dementia Friendly Communities

The Regional North Wales Dementia Friendly Communities (DFC) recognition and accreditation scheme commenced on 1st January 2024 following the Alzheimer’s Society scheme ending on the 31 December 2023.

The 6 County Voluntary Councils, 6 Local Authorities and the Health Board are working together with support from the RPB Business Support Team and Regional Dementia Project Manager to deliver the North Wales Dementia Friendly Communities Scheme.

The Denbighshire Voluntary Services Council (DVSC) are the lead County Voluntary Council partner due to their wealth of knowledge and experience. The DVSC are providing advice and support to partners and will be part of the accreditation assessment panel. Nevertheless, all 6 County Voluntary Councils (CVC) will provide advice and guidance for newly established DFCs including running consultation events, meetings, and support with how to set up a constitution and establishing DFC networks.

In addition, the Local Authority partners will also provide information and support to existing and newly established DFCs. As well as provide support for countywide DFC networks and will be part of the accreditation assessment panel.

The Health Board have agreed to be part of the accreditation assessment panel. The RPB Support team are providing project management and administrative support for the application and assessment documentation process and are also part of the accreditation assessment panels and regional DFC networks and forums.

The DFC initiative is on track to commence phase 2 in June 2024, which will further develop the North Wales scheme by identifying any gaps and barriers to preventing the new scheme from expanding. A consultation group will be set up, along with events will be held with people living with dementia to review the regional scheme’s progress and co-produce an enhanced scheme.

3. Role, purpose and membership of the North Wales Regional Partnership Board

Vision statement

Together improving the health and well-being of people and communities.

Guiding principles

The NWRPB agreed its guiding principles in November 2016 and these remain fit for purpose:

- Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best
- Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities)
- People are enabled to use their confidence and skills to live independently, supported by a range of high quality community based options
- Embedded co-production in decision making so that citizens and their communities shape services
- We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment).

Role of the NWRPB

Our Regional Partnership Board (RPB) includes representatives from Conwy County Borough Council, Cyngor Gwynedd, Denbighshire County Council, Flintshire County Council, Isle of Anglesey Council, Wrexham County Borough Council, Betsi Cadwaladr University Health Board, Welsh Ambulance Service Trust, housing, Third & Independent sectors, carer and service user representatives.

We work with our population, recognising its diversity, and colleagues from across our region to improve the health and wellbeing of everyone living in North Wales.

We share resources, skills and services to ensure people can access the right service, in the right place, at the right time so, you can do the things that matter most to you, at all times of life.

The NWRPB's Terms of Reference is reviewed annually however, the role of the Board remains the same and is to:

- Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and well-being
- Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision
- Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators

- Lead a strategic approach to communicating and publicising the direction of travel and the progress made
- Ensure that the principles of the Board are upheld
- Maintain an effective overview of the resources allocated
- Report to the Regional Leadership Board on progress, key issues and exceptions, escalating any barriers to progress within the NWRPB for resolution
- Ensure that an annual report on progress is prepared and delivered as required by the Welsh Government.






The membership of the NWRPB (as at end of March 2024) is attached in Appendix 1.

The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the North Wales Regional Collaboration Team.

4. Legal requirements and strategic direction

The requirements for the Regional Partnership Boards is set out in the Part 9 Statutory Guidance (Partnership Arrangements); this annual report also includes the specific elements required by Welsh Government to be included in its Annual report.

In line with the requirements of the Act, during 2023-24 the NWRPB continued to develop its approaches to integrated services for the following priority areas:

-  Older people with complex needs and long-term conditions, including dementia
-  People with learning disabilities
-  Carers, including young carers
-  Integrated Family Support Services
-  Children with complex needs due to disability or illness.

North Wales Area Plan

The Area Plan sets out the priority areas for integration of services between health and social care and this sets out the direction of travel for the Board. The Area Plan sets out how the region will address the priority areas identified in the Population Needs Assessment, this remains the golden thread to specific areas of work within the region. We add value when we bring partners together to address issues or deliver change which no one organisation can address alone.

Older People with complex needs and long-term conditions, including dementia

The Social Services and Well-being (Wales) Act 2014 includes a legal duty for Regional Partnership Boards to prioritise the integration of services in relation to older people with complex needs and long-term conditions, including dementia. Support for people living with dementia is a priority in the NWRPB Regional Plan.

The North Wales Dementia Strategy provides such direction. It sets out how we will deliver the Dementia Action Plan (DAP) through development of integrated dementia services. The strategy was developed jointly by the six North Wales Local Authorities and Betsi Cadwaladr University Health Board (BCUHB) and supported by Public Health Wales, Bangor University and dementia service users and carers as well as other partners.

There are 31 actions within the North Wales strategy.

Dementia Action Plan (DAP)

In 2018 Welsh Government introduced the All-Wales Dementia Action Plan (DAP) and North Wales receives just over £2.1m DAP funding to support integrated partnership working for people living with dementia. The DAP funding is recurrent, and ring fenced.

All Wales Dementia Care Pathway Standards (AWDCPS)

In 2020, Welsh Government introduced the All-Wales Dementia Care Pathway of Standards (AWDCPS) to support delivery of the Dementia Action Plan (DAP). The standards were developed in consultation with people living with dementia, third sector and voluntary organisations and health care professionals, to identify what people living with dementia believe will make a positive difference to dementia care.

There are 20 standards and Improvement Cymru lead on this work nationally.

Memory Support Pathway (MSP) Improvement

In 2021, Welsh Government recognised there were significant waiting times for memory clinics across Wales due to capacity and process issues and so Memory Assessment Service (MAS) funding was made available to improve the Memory Support Pathway. North Wales receives £678k funding. The pathway includes provision of pre-assessment support and advice, improved clinical assessment and diagnosis times and provision of post diagnosis advice and support. The vision of the pathway is equity and ease of access for all residents of North Wales. The funding is recurrent, and ring fenced.

Dementia Friendly Communities

In 2023 Alzheimer's Society announced that they were ending the UK wide Dementia Friendly Communities scheme in December 2023. The NWRPB worked to develop a regional recognition and accreditation scheme to ensure Dementia Friendly Communities (DFC) could continue in North Wales. The NWRPB scheme commenced in January 2024.

The regional dementia work is managed through effective partnership decision making and delivery via the regional operational and strategic groups. The work is led by the Regional Dementia Project Manager funded from DAP and the Regional MAS Improvement Manager funded from MAS.

North Wales Learning Disability Strategy

The foundation of the programme is the North Wales Learning Disability Strategy. The strategy is being implemented by the team through 6 workstreams: Integrated structures, Workforce development, Commissioning and procurement, Community and culture change, Assistive technology and Employment



<p>TREAT ME WELL</p>  <p>Everyone is an individual and should be treated with dignity and respect.</p> <p>"respecting me includes respecting my space, my things, my decisions and my relationships"</p> <p>"listen to me and take the time to get to know me!"</p> <p>"Be kind"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Communicate in an open, accurate and straightforward way • Don't use jargon • Protect and respect people's confidential and personal information • Use humour appropriately • Check how people want to be addressed • Be on time and do what you say you will do 	<p>LET ME BE IN CHARGE OF MY OWN LIFE</p>  <p>Voice, choice, control and independence is at the heart of everything we do</p> <p>We embrace coproduction</p> <p>"I want to have choice about where I live and who I live with"</p> <p>"support me to do what I want to do and listen to me"</p> <p>"I want to feel important and be able to make my own decisions"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions. • Support individuals to maximise their decision making and have control over their own lives 	<p>HELP ME BE THE BEST I CAN BE</p>  <p>We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential</p> <p>"learn from me and recognize what I am good at"</p> <p>"help me learn new things"</p> <p>"give me just enough support"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Be prepared to take positive risks, clearly explaining the consequences to others • Look at tackling new and emerging problems creatively. • Don't see mistakes as a bad thing, see them as an opportunity to learn and grow • Be warm, kind, empathetic, reliable and compassionate in your actions 	<p>ALWAYS BE HONEST</p>  <p>We are always honest and transparent and not afraid to say when something goes wrong</p> <p>We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.</p> <p>"I want people to just be honest with me and tell the truth"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • We learn from others and share knowledge and best practice • Seek, reflect on and learn from feedback from colleagues, individuals and families • Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided
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NORTH WALES TOGETHER ACCOMMODATION WORKSTREAM

Positive Behaviour Support is about working in partnership with people, treating them with dignity and respect and enabling them have a better life. We give the right support at the right time so people can thrive to their potential.

Seeing the people you work with become so much happier, having positive relationships, becoming part of society and having fulfilled lives is an incredible feeling and experience.

Positive Behaviour Support: Not only has C's confidence grown, her quality of life has improved and there has been a significant decrease in behaviours of concerns. Within this growth she is now participating in lots of activities

Commissioning

The North Wales Regional Commissioning Board supports and underpins the development and practice of strategic commissioning across Social Services and Health in both Adults and Children's services in North Wales identifying best practice and providing a consistent strategic approach across the region.

Regional Care Fees

Regional Care Fees is an ongoing piece of work for the Regional Commissioning Board, and although there was a recommended regional fee signed off for 2023/24, local amendments were inevitable, but it was vital that the group were able to report back to the Regional Commissioning Board as to the business reasons why some LA's were deviating to be able to gain an accurate picture of how much it costs for the provision of care in a care home in North Wales.

North Wales local authorities and BCUHB are all under significant financial pressures. Moving forward, discussions have been ongoing about future fee setting and to understand the appetite for a regional fee methodology. This has been positive, and discussions are in their early stages of the methodology used and the support for providers in gaining a full and comprehensive 'let's agree to agree' exercise.

North Wales Domiciliary Care Agreement

The current NWDCA was established in 2019 and runs to 31st March 2025.

For the renewal of the NWDCA (effective from 1st April 2025) the scope of services being tendered is now being extended to include standard and complex / enhanced domiciliary care for children and young people, which the current agreement does not have in scope.

These services will be tendered for through an 'Open' tendering Invitation to Tender (ITT) in the summer of 2024.

Market Stability Report

Our first Market Stability Report was published in 2022, which included information about the availability of care and support across the region.

The MSR Code of Practice requires local authorities to work with RPB partners to keep the report under regular review at least annually and to publish any significant changes as a revised report or an addendum.

The Regional Partnership Board agreed to the light-touch review in July 2023, and since this time steering group members have reviewed their relevant sections and highlighted any major changes since the first report was published.

This was published in December 2023

<https://www.northwalescollaborative.wales/commissioning/msr2022/>

Workforce

The Regional Workforce Board leads on behalf of the Regional Partnership Board on any strategic matters related to workforce planning, transformation and sustainability.

As an integrated Board, the Regional Workforce Board will take forward joint planning and development of the social care and community health workforce, maintaining strategic oversight on the delivery of the regional workforce strategy.

The regional workforce strategy has recently been reviewed and refreshed. The three main priorities were agreed from a stakeholder workshop held in June 2023 where new partners were invited to attend, and provided an opportunity to discuss what partners thought the priorities should be for the region moving forward. The work on the strategy has been undertaken within the context of the national strategy developed jointly between Social Care Wales (SCW) and Health Education in Wales (HEIW).

The [North Wales Workforce Board Annual Report 2023/24](#), This report includes the achievements which the board has had in 2023/24 and also detail the strategy for 2023-25.

North Wales Social Value Steering Group






The North Wales Social Value Forum (NWSVF) has grown since it was formed in 2016, with new members joining the group. Membership consists of partners from BCUHB, local authorities and third/voluntary sector. This group will continue their support to the delivery of the requirements of the Social Services and Wellbeing Act (Wales) 2014.

The NWSVF will also continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and third sector) to provide care and support and support for carers, and preventative services.

The group will continue to promote collaboration, partnership and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and /or wellbeing services in North Wales.

With the development of the Social Partnership and Public Procurement (Wales) Act 2023 the group identified an opportunity to explore the implementation and delivery of this act in North Wales. Therefore, in 2024 (working in partnership with the North Wales Insight and Research Partnership) the group is developing a Social Value conference. The purpose of this event is to bring together providers, Procurement and Commissioning Officers and Managers from across North Wales to ensure a shared understanding about how best to maximise the well-being of citizens and communities through commissioning activities. The focus is on delivering “what matters” to the people of North Wales and how we can address the social, environmental, economic and cultural needs through procurement and commissioning activities.

Over the next 3 years, the group will focus on:

-  A learning and development programme
-  Annual Social Value Conference
-  Working with the North Wales Social Value Network.
-  Measuring the impact of social value and how it is being delivered in North Wales.
-  Working with the Voluntary Services Councils (the Forum will focus on Third Sector projects particularly utilising RIF funding to maximum benefit.)

North Wales Carers Groups

The North Wales Carers & Young Carers Operational Group (NW(Y)COG) has continued to deliver on the North Wales Regional Carers Strategy. It has been agreed by the group that the action plan which supports the Welsh Government's Strategy for Unpaid Carers and the national priorities will be reviewed and refreshed for the year ahead by the operational group.

Our GP & Hospital Facilitation Service, funded through Welsh Government's Annual Carers Grant, have continued to support unpaid carers in primary and secondary care. There has been a particular focus on the Hospital Carers Facilitators with support provided during hospital discharge. This focus will continue for the next year, with the Welsh Government's Annual Carers Grant stipulating that the focus should be on the supporting unpaid carers when the person they care for is admitted to or discharged from hospital. This change is intended to aid timely discharge of patients from hospital by supporting and involving their unpaid carers in the process.

Working in partnership with Carers Trust short breaks for unpaid carers continue to be delivered utilising the Amser funding across the region. There has been a provision of traditional services along with more flexible and creative breaks tailored to the carer in order to provide a meaningful break, relief from their caring responsibilities and improve or maintain their wellbeing, helping the carer sustain their caring role. Available funding is used to try and ensure that those who most need a break are able to do so.

North Wales Young Carers

The identified number of young carers in North Wales has grown in the last few years due to an increase in referrals through successful awareness raising and positive relationships with partner agencies. As of November 2021, when the data was collected for the Population Needs Assessment, 1,752 young carers were being supported across North Wales.

The young carers app AIDI piloted by Ynys Môn and Gwynedd which includes a digital identity card as well as a communication feature "Ping My School" if they are experiencing any problems and need support with their schoolwork due to their caring role at home goes from strength to strength. AIDI is accessible to all young carers across the two counties, and it featured in a newsletter that goes out to 4,000 local businesses to raise awareness and provide an opportunity to access discounts for carers. WCD and NEWCIS are working on a North East Wales young leaders project focussing on the ID cards and getting the young people to lead on it so that they go out to local businesses and 'fly the flag'. A magazine went out in the last quarter of 2024 to all households so that every young carer will receive information.

Work is ongoing across the region to raise awareness in education settings. The latest census data shows 4,411 young carers in North Wales and this work aims to find 'hidden' young carers in addition to supporting known young carers. Where possible partners are working together to attend assemblies and link with schools across their areas to discuss what young carers are and raise awareness (these discussions are supported with a film and booklet), and a new workshop resource for key stage 2&3 has been trialled with the intention of also empowering teachers to be able to deliver these resources. Young carers were also able to experience a taste of University Life on a residential trip organised by Bangor University and the Reaching Wider team as well as attend open days which has opened up aspirations.

RPB Engagement

NWRPB continues to engage with people through different platforms e.g. social media; online; via Teams/Zoom etc. and face to face engagement work was undertaken in earnest during 2023/24. Local events were attended to promote the work of the RPB at Sioe Môn, Denbigh & Flint Show as well as engagement work on the all-Wales Dementia Listening Campaign at the 2023 Royal Welsh Show. Various Dementia Listening Campaign Events were held throughout the region.

Excellent working relationships have been forged allowing for engaging with seldom heard groups, minority ethnic groups and protected characteristic groups. Continual engagement with our people, partners, stakeholders is pivotal to the work of the RPB.

North Wales Social Value Steering Group

The North Wales Social Value Forum (NWSVF) has grown since it was formed in 2016, with new members joining the group. These new members consist of partners from BCUHB, local authorities and third/voluntary sector, however, now is a good time to re-look at the membership and the terms of reference for this group. This work will be undertaken in May at a face-to-face meeting. This group will continue their support to the delivery of the requirements of the Social Services and Wellbeing Act (Wales) 2014.

The NWSVF will continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and third sector) to provide care and support and support for carers, and preventative services.

The group will continue to promote collaboration, partnership, and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and /or wellbeing services in North Wales.

Mwy na Geiriau (More Than Just Words) North Wales Forum




Picture the scene, an old lady who has lived in a close-knit Welsh language community all her life suffers increasingly with dementia and is suddenly admitted to a hospital or a care home where the predominant language is English.

If she is unable to understand fully what is happening to her as her carers cannot speak her language – she is likely to become more frustrated which could impact on her clinical outcomes. When it comes to discussing our health and care needs, we aim to give the option of delivering these provisions increasingly through the medium of Welsh. That is why following the first five

years of Mwy na Geiriau of delivering the WG vision on providing health and care services through the medium of Welsh the need to offer more and faster is apparent.

The challenge of achieving a million Welsh speakers by 2050 calls for far-reaching changes.

But boundaries must be pushed and we're taking ambitious action to inspire and enable more people to learn and use Welsh. The Forum is currently building on existing foundations and moving onto the next stages in our language journey, identifying three strategic aims to achieve this vision:

-  Increasing the number of Welsh speakers.
-  Increasing the use of Welsh.
-  Creating favourable conditions – infrastructure and context.





The actions set out in the 'Active Offer' plan will assist the Health Board, Local Authorities, Third Sector and Private providers to deliver on these aims including embedding a cultural change, that supports an increase in the use of Welsh in health and social care services over the next five years. Together, all partners will create an infrastructure and approach to enable this as we strive to create a culture where Cymraeg belongs to us all; where there's a pride in working in a bilingual health and social care system that's centred on the individual, providing a pro-active Welsh language offer.

A task and finish group was established in the Autumn with membership from Local Authorities, Grwp Llandrillo Menai, BCUHB and the regional Team to discuss different ideas on how to utilise funding of £10K to promote MNG across the region.

Research, Innovation and Coordination Hub

The hub aims to coordinate health and social care research, innovation, and improvement activity to support the work of the North Wales Regional Partnership Board.

Highlights for 2023-24

-  Gathering evidence and bringing people together to find solutions to complex problems, including: a [RITA User Network](#) to talk about using reminiscence technology for people living with dementia; ways to use co-production and storytelling techniques to improve services and partnership working; and improving support for children and young people with neurodevelopmental conditions.
-  Improving access to evidence by providing insight into statistics and research for dozens of topics ranging from neurodiversity and dementia to Artificial Intelligence (AI) and virtual wards.
-  Getting work underway for the Digital, Data and Technology Board under the themes of getting the basics right, innovation, digital inclusion and integrated health and care records. This included identifying digital projects across the region and helped facilitate a successful SBRI bid for £200,000 to test a new, modernised home care delivery model in Torfaen, Gwynedd, and Denbighshire, underpinned by a purpose-built IT system.
-  Providing research support including case study hints and tips sessions and a consent and ethics framework for the Regional Integration Fund; designing a dashboard to measure regional progress against the Autism Code of Practice; and analysing hundreds of thoughtful responses to a Dementia Listening Campaign across six North Wales towns.

Working closely with the other regional hubs and national organisations, we shared, promoted, and developed new ideas, including as part of the North Wales Innovation Network. By the end of the year, we had increased our Twitter/X followers to 450 and now have over 200 subscribers to the RIC hub mailing list.

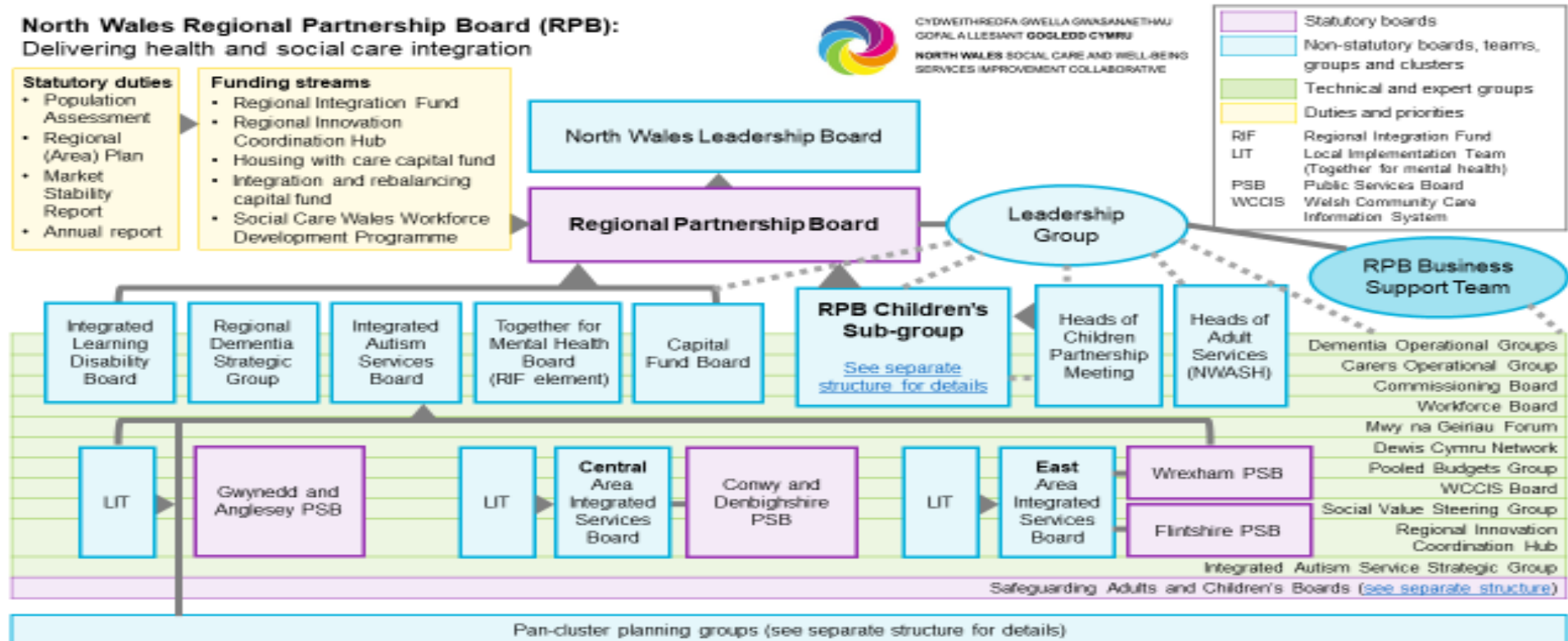
Please follow us on [Twitter/X @_NW_RICH](#), [sign up to our newsletter](#) and visit the [RIC hub webpages](#) for more information.

5. Governance and partnership arrangements

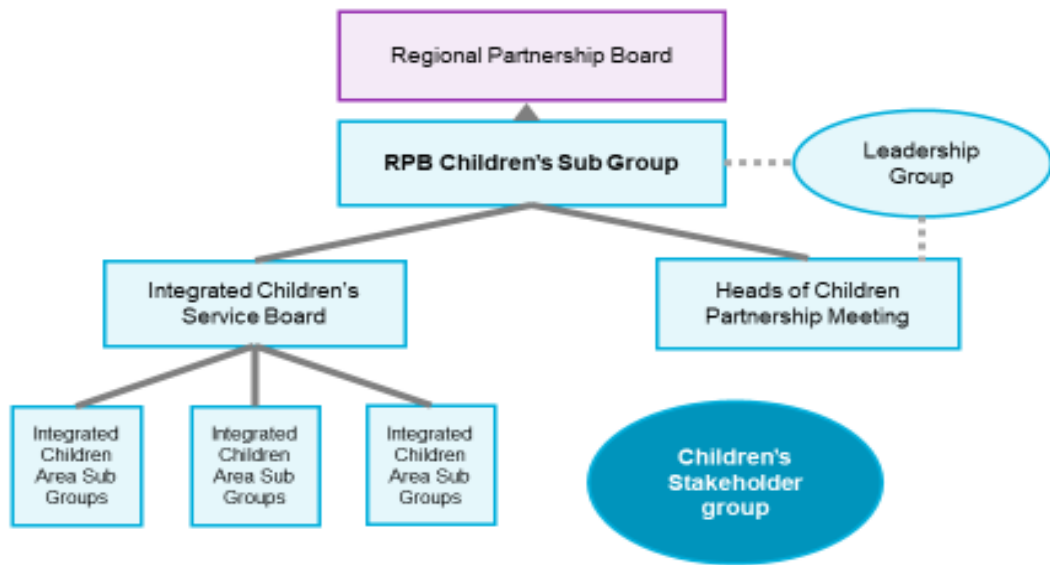
The NWRPB formally reports to the North Wales Leadership Board. The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the Regional Collaboration Team.

In February 2024, a survey was shared with NWRPB members to gather feedback on governance and partnership arrangements. In response, it was suggested that the governance structure and priorities needed reviewing. Most participants said that the board works strategically and know and understand the board's priorities together with the direction of travel. This is an on-going piece of work that will be progressed throughout 2024/25.

Below is the Governance Structure for the NWRPB:



North Wales Regional Partnership Board (RPB):
Children's governance structure



6. Integrated partnerships and contributing to improved outcomes

Partnership outcomes for the 6 models of care

In all 146,073 people accessed one of the services within the programme at least once during the year. 26,571 people accessed one of the services who had not previously had access and 4,055 people attended at least one of 405 training sessions provided.

29,026 people received Information Advice and Assistance (IAA) in the year, with 10,921 receiving early help & support, both of which aim to reduce impact on local services. 4,299 people received Intensive Support and 5,263 Specialist Intervention from services supported by RIF funding.

Forward Thinking Forward Planning - instilled her with positivity and confidence regarding her future.

DEMENTIA COMMUNITY SUPPORT SERVICES

The Dementia Support Worker (DSW) has been really helpful at the most stressful times for myself. She has helped signpost me to groups for my mum and other useful resources to help support us.

DSW - It is vital to have a DSW who has understanding and training in dementia. The DSW recognised my mum's needs and supported her with this.

Notable improvement in overall well-being and communication skills. The Positive Behaviour Support programme has positively influenced daily routines, leading to increased satisfaction and a sense of accomplishment.

Community Based Care – Prevention and Co-ordination Model of Care

This Model of Care has £9,309,043 investment which is 17% of the programme total.

There are 13 regional (tier 2) programmes supported by RIF funding within the CBC PC model of care. There are 60 local (tier 3) projects within the 13 regional programmes.

Community Based Care – Complex Care closer to home Model of Care

This model of care has £23,975,899 investment which is 42% of the programme total.

There are 6 regional (tier 2) programmes supported by RIF funding within the CBC CC model of care. There are 20 local (tier 3) projects within the 6 regional programmes.

COMPLEX AND INTENSE SUPPORT SERVICES

A positive response to the personalised Positive Behaviour Support strategies. Increased engagement in meaningful activities and reduced incidents of concerning behaviour indicate a favourable reaction to the project.

Increased participation in social activities and a reduction in self-harming behaviours demonstrate the positive impact of the project. Improved quality of life is evident through observable changes in behaviour and emotional well-being.

Home from Hospital Model of Care

The Home from Hospital Model of Care has £4,635,868 investment which is 8% of the programme total. There are 3 regional (tier 2) programmes supported by RIF funding within the HfH model of care. There are 10 local (tier 3) projects within the 3 regional programmes.

D2RA THERAPIES

Timely discharge - appropriate short term admission and length of stay under two days.

Fine service, pleased with what was done, provision of the temporary equipment for around the toilet has really helped, made a difference- and remained in place- as only one drop rail has been able to be fitted due to the structure of the property. The follow up services starting afterwards

It really helped having access to physiotherapy and occupational therapy early on in the emergency department.

Supporting Families & Children to stay together safely Model of Care

This Model of Care has £15,740,956 investment which is 28% of the programme total.

There are 6 regional (tier 2) programmes supported by RIF funding within the SF&C model of care.

There are 39 local (tier 3) projects within the 6 regional programmes.

REPATRIATION & PREVENTION

This type of session is just what we needed. I feel like we can all share our experiences of 'E' and draw strength from one another. We feel very supported .

It was good that someone outside of our family could help us focus on what was important. I was impressed by how you were able to tune in to all of our needs during the session.

I like it when you come to see me, I can tell you the truth and know that it's okay...I look forward to your visits.

Accommodation based Solutions Model of Care

The Accommodation Based Solution Model of Care has £1,100,977 investment which is 2% of the programme total.

There are 3 regional (tier 2) programmes supported by RIF funding within the ABS model of care.

There are 5 local (tier 3) projects within the 3 regional programmes.

We started by taking ST for visits to his home to assess if he had the life skills needed to take care of himself. We worked on skills he needed refreshing on - cooking / cleaning / washing etc.

PROGRESSION & ENABLEMENT TEAM

After our input ST was able to leave the care home and return home.
We called in every day for 3 weeks making sure that ST was managing.
He now lives totally independent with and saving the cost of care home fees.

ST is so happy to be in his own home and not dependent on other people to supply meals. He can now watch his own TV in his own chair. He is also looking forward to becoming stronger in the hope of going out places.

Just wanted to say thank you for all the work you have done since joining us in Hergest regularly. What you do, makes a huge difference to our discharge planning and the wellbeing of our patients in the community.

COMMUNITY WELLBING OFFICERS

The most significant impact it has for me, is my self-esteem has improved and my confidence.

I found it really interesting learning about things I didn't realise was happening to people (with LD) years ago, the way people were treated and learning about what different people are doing now to make sure these things don't happen again.

Promoting Good Emotional Health and Well-Being Model of Care

This Model of Care has £2,539,416 investment which is 4% of the programme total.

There are 4 regional (tier 2) programmes supported by RIF funding within the EH&WB model of care.

There are 11 local (tier 3) projects within the 4 regional programmes.

7. Statutory provisions

The partners of the NWRPB have entered into an 'Integration Agreement which is a legal agreement which enshrines their commitment to working together on key identified projects that lend themselves to integrated services and pooled budget arrangements.

The following statutory provisions are permitted to be used to underpin the NWRPB's work:

Part 9 of the Social Services & Well-being (Wales) Act 2014 – in particular sections 166 and 167 and associated regulations (the Partnership Arrangements (Wales) Regulations 2015).

Other legal powers relied upon in support of regional partnerships entered into include:

The National Health Service (Wales) Act 2006 – in particular sections 1, 2, 10, 33 and 38, 82.

S9 Local Government (Wales) Measure 2009 powers in respect of collaboration with other local authorities.

Local Government Act 1972 - in particular s2 which gives local authorities powers to do anything which it considers is likely to achieve any one or more of the following benefits: the promotion or improvement of the economic, social or environmental well-being of the area and section 113 which enables one local authority to place its staff at the disposal of another or health authority or Health Board.

S111 Local Government Act 1982 provides for a local authority to have the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

8. Board priorities moving forward:

North Wales Regional Plan 2023 to 2028

Annual Delivery Plan April 2024/25

Each workstream considers the cross-cutting themes: Welsh language - 'Active Offer', equality and human rights, socio-economic disadvantage, housing, homelessness, loneliness and isolation, social value, co-production and citizen voice, prevention, safeguarding, violence against women, domestic abuse and sexual violence and Covid-19.

Workstream	Action	Status	Update or date report scheduled for RPB
Regional Integration Fund	Delivery of the RIF Programme of Schemes for each Model of Care. RIF webpages	On-going	Q4 performance draft report submitted 30 th April 2024 (updated 03/05/24)
Regional Integration Fund	To establish an outcomes framework which enables consistent reporting of performance measures across all projects and Models of Care so that difference made and distance travelled can be monitored.	On-going	All Wales Outcome Framework developed by RPB leads now agreed by WG. Regional performance outcomes reporting framework developed which will support the All-Wales framework. Full year performance data included in 2023/24 Q4 performance report (updated 06/05/24)
Regional Integration Fund	To develop an evaluation framework to enable regular robust evaluation of schemes to inform future programme planning	On-going	Evaluation framework and plan under development with 2 approaches being piloted. 'Ripple Effect Mapping' being piloted for MoC evaluation with first workshop in June 2024. 'Most Significant Change' panels being piloted for C&YP schemes (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Children and young people	Implementation of The Right Door approach (in response to the No Wrong Door Strategy)	On-going	Draft Implementation plan developed and will now be shared within the governance structure. (updated 03/05/24)
Children and young people	Development of priorities for children and young people, considering the different needs of different age groups. RPB Children's sub-group webpages	On-going	Revised governance structure implemented in January 2024, two year work plan agreed, quarterly development workshops commenced. (updated 03/05/24)
Children and young people	NYTH/NEST framework : whole system approach for mental health	On-going	Approach for completing self-assessments across the region, is for each of the Regional Transformation Programmes individually, aggregated up to a regional one and submitted to WG by 14 th October 2024. Partners across the region to begin rolling out the Nyth/Nest training commencing May 2024. (updated 03/05/24)
Dementia	Dementia accommodation needs into the Strategic Capital Plan	On-going	This has been incorporated into the Strategic Capital Plan which has been agreed by RPB and submitted to Welsh Government. A number of schemes including dementia centres and extra support housing are in the 10 year plan (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Learning disabilities	Implementation of North Wales Together Programme, underpinned by co-production focussing on communities and cultural change, accommodation, assistive technology, employment and children and young people.	On-going	Progress report scheduled (updated 7/05/24)
Autism	Implementation of the statutory code of practice on the delivery of the Autism Services Delivery Plan 2021-22	On-going	End of year Autism workstream report for 2023/24 details achievements and progress with Autism CoP and Neurodivergence Improvement Plan. Due to go to June 2024 RPB (updated 06/05/24)
Mental Health	Review and implementation of T4MH strategy for North Wales	On-going	Preparing strategy to go on RPB website (updated 7/5/24)
'Further, Faster' – Our mission to build an Integrated Community Care Service for Wales	To support the development of a Community Care Service for Wales	On-going	Regional plan for 2023/24 funding approved by Welsh Government. Funding fully spent. Regional plan for 2024/25 has been drafted through a process of 4 integrated workshops held Feb – April. Plan meets WG expectations, has been signed off by the Leadership, currently awaiting BCU Exec sign off (updated 06/05/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Strategic Capital	To develop a 10 year Strategic Capital Plan in line with Welsh Government guidance	On-going	Strategic Capital Plan (SCP) has been developed and approved by Welsh Government. End of year Capital report for 2023/24 details achievements and progress with 31 schemes prioritised for funding cycle 1. Report due to go to June 2024 RPB. Work commenced on phase 2 of the SCP (updated 06/05/24)
Commissioning	Market Stability Report annual reviews	On-going	Light-touch review completed for 2023, signed off and published on RPB website with a copy sent to WG. Working group to plan and scope 2024 review. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Commissioning	Implementation of a Pre Placement Agreement for Service Providers to include the co-ordination of the Workshops and setting up a process for collating the completed PPA.	On-going	Implementation delayed. Initial negotiations with Care Forum Wales took place around the outstanding issues and amendments suggested. Legal discussions are continuing between commissioners and legal reps for HB and LA's and will be negotiating with CFW legal as soon as agreement by all 7 partners is reached in relation to process for IPA with suggested wording changes to accompanying clauses. Will remain as high risk because there is no live contract. (updated 24/04/24)
Commissioning	To review the True Cost of Care arrangements for the region	On-going	Steering Group and Working Group has been established to look at the true cost of care, with work to look at the evidence gathering. However, this was halted in December. Options appraisal document and workshop planned for Leadership Group and NASH in April, with presentations from Laing Buisson and CareCubed as well as learning from Conwy and Gwynedd. Further discussion and decision will be had about the way forward regionally and whether a regional approach to a fees methodology is adopted. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Mwy Na Geiriau	<p>Drive progress under the overarching theme of culture and leadership and the three themes</p> <ol style="list-style-type: none"> 1. Welsh language planning and policies including data 2. Supporting and developing the Welsh language skills of the current and future workforce 3. Sharing best practice and an enabling approach <p>Mwy na geriau: 5 year plan 2022 to 2027</p>	On-going	<p>With financial assistance from the RPB in 2023, resources produced in conjunction with BCUHB for non-Welsh speaking social care and health care staff. Currently distributing the materials across the region.</p> <p>Moving forward in 2024/25 – three meetings a year to be held to continue momentum along with data capturing from SCW of increase/decrease in Welsh speaking staff within Social Care environments.</p>
Safeguarding	To respond effectively to the learning identified from Regional Adult / Child Practice reviews, Regional Multi-agency professional’s forum and the National and UK reviews.	On-going	This comes under the remit of the Regional Safeguarding Board. Plans being developed to bring the 2 Safeguarding Boards together as one all age Board in 2024. Going forward from May 2024 we have one joint board. In relation to learning from reviews, the NWSB have an action plan for the findings from thematic APR/CPR which is updated on a quarterly basis (updated 28/4/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Safeguarding	Effective engagement and communication: To improve engagement and consultation with children and adults at risk, vulnerable groups, professionals and partnerships	On-going	This comes under the remit of the Regional Safeguarding Board. At the Joint Board meetings, we will include a focus on personal safeguarding stories to evidence effective change (updated 28/4/24)
Safeguarding	To support the implementation of new and existing legalisation including End Physical Punishment and Liberty of Protection Safeguards alongside responding to national action plans on Child Sexual Abuse and preventing abuse of Older People.	On-going	Work has taken across the region on the implementation of new legislation. An updated action plan on CSA will be launched in 24/25 and we are responding to the action plan on the prevention of abuse of Older people (updated 28/4/24)
Safeguarding	To continue to ensure a robust, resilient and consistent approach to safeguarding practice.	On-going	Board partner agency annual reports will be presented to the NWSB in June 24. A referral audit will be undertaken in July – Sept 24 in response to CIW inspection report and also a thematic audit of self - neglect cases in the region (updated 28/4/24)
Regional Partnership	To develop a partner agreement to cover the regional partnership work to include financial strategy.	On-going	
Regional Partnership	Links with PSBs	On-going	Comparing plans and initial discussions begun with PSBs (updated 25/04/2024)

Workstream	Action	Status	Update or date report scheduled for RPB
Digital, Data Transformation	Develop a North Wales approach to using digital, data and technology to enable seamless, integrated services	On-going	Report scheduled for RPB May 2024 <small>(updated 25/04/2024)</small>
Unpaid carers	Update North Wales Carers Strategy, deliver North Wales Carers and Young Carers Operational Group Action Plan. Carers strategy and action plan updates	On-going	Action plan updates have been brought together and with events happening throughout Carers Week in June this will be an opportunity to ensure the voice of the carers is contained in the plans and strategy. This is due to be presented to RPB no later than September 2024 for sign off. <small>(updated 24/04/24)</small>
Social Value Forum	Scope and develop the way forward to develop section 16 forums as per the new statutory requirements.	On-going	Current North Wales Social Value Forum is continuing. However, some discussions are being had locally to set up or include s16 organisations to current meetings, e.g. DCC Integrated Services Forum. Further local and regional discussions to be had to ensure we support the new s16 forum requirements and how we can best support to promote local initiatives and to ensure the changes in the statutory requirement under Part 2 of the Act. <small>(updated 24/04/24)</small>
Equality, human rights and socioeconomic disadvantage	Continue to embed within work processes including equality impact assessments completed on new and amended strategies and projects.	On-going	

Workstream	Action	Status	Update or date report scheduled for RPB
Housing and homelessness	Write additional housing and homelessness section for the PNA.	On-going	Planned for 31 March 2024 but delayed due to other work taking priority. Work is underway. (updated 24/04/2024)
Loneliness and isolation	Link with PSB priorities.	On-going	
Violence against women, domestic abuse and sexual violence	Support the work of the North Wales Vulnerability and Exploitation Board and North Wales North Wales Safeguarding Board	On-going	Regional Childrens Safeguarding lead is now a member of the CRPB and continue discussions to explore further links. (updated 03/05/24)
Covid-19	Continue to support the Covid-19 Recovery Process.	On-going	(updated 7/05/24)
Regional Innovation Coordination Hub	Coordinate research, innovation and improvement activity Population needs assessment updates. RIC hub webpages	On-going	Annual report scheduled for May 2024 (updated 25/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Engagement	To review the Regional Partnership Board's current engagement, voice and coproduction arrangements. Engagement and communication strategy	NEW	RPB Engagement & Communication Strategy to be updated in 2024 to reflect changes since its publication during Covid in 2021 The RPB Engagement & Voice Charter was adopted by the Board giving all partners around the table a voice and equality.
Accelerated Cluster Development (ACD)	Support the development and implementation of the ACD to include governance. Develop relationship between PCPG (Primary Care Planning Group).	NEW	RIC hub presented Population Needs Assessment findings to Conwy and Denbighshire Clusters to inform joint planning. Further discussion is required on the ACD proposals with a report submitted to a future RPB. (updated 21/12/23)
Commissioning	Successful renewal of the North Wales Domiciliary Care Agreement tender. To commence April 2025.	NEW	Work progressing on this work, with meet the buyer sessions completed and it is likely that the tender will be live in early summer 2024. (updated 24/04/24)
Workforce	Implementation of the revised North Wales Workforce Strategy.	NEW	Action plan for strategic priority 1 is being developed, and work is underway. Other priorities are ongoing and will be captured by various sub-groups of the Workforce Board (updated 24/04/24)
Social Prescribing	To implement the National Framework for Social Prescribing.	NEW	Social prescribing champions have been identified and have met with WG. WG collecting baseline information which will determine the scope of work. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
Dementia	Implementation of the North Wales Dementia Strategy	Complete	End of year Dementia workstream report for 2023/24 details achievements and progress with all Dementia workstreams. Due to go to June 2024 RPB (updated 06/05/24)
Commissioning	Complete the Escalating Concerns Policy and implement	Complete	COMPLETED. (updated 24/04/24)
Regional Partnership	Implement the revised Part 2 and Part 9 Guidance.	Complete	A presentation was delivered to the RPB from Welsh Government on the 10 th July 2023. Response submitted on the consultation exercise which closed on 14 th August. (updated 29/11/23)
Commissioning	Completion of the Older People Audit Wales Action Plan to include drafting, agreeing and implementing a Regional Commissioning Strategy	Complete	COMPLETED Regional Commissioning Board agreed in March that there was duplication in producing Commissioning Strategy when the MSR would have the same information. It was agreed that regional team should seek permission from Audit Wales as to their agreement in amending this recommendation and whether the MSR would suffice. (updated 24/04/24)
Workforce	Taster to Care programme: provides an insight into the care sector for people interested in a new career	Complete	COMPLETED (updated 24/04/24)
Workforce	Scope out the programme of work for the workforce workstream. To include: recruitment and retention, WeCare Campaign.	Complete	COMPLETED. (updated 24/04/24)

Workstream	Action	Status	Update or date report scheduled for RPB
'Further, Faster' – Our mission to build an Integrated Community Care Service for Wales	To review the RIF Programme to identify any opportunities to further increase community capacity as part of the Further Faster work	Complete	COMPLETE Regional plan for 2024/25 includes expansion of / building on existing RIF schemes to increase community capacity. All schemes within 2024/25 increase community capacity. (updated 06/05/24)

KEY –

Yellow - continuation of workstream into 2024/25

Blue – new workstream for 2024/25

Green – completed workstream for 23/24

Appendix 1 – Membership of the NWRPB

As at 31 March 2024

Alwyn Jones

Prif Swyddog Gofal Cymdeithasol, Cyngor Bwrdeisdref Sirol Wrescam
Chief Officer Social Care, Wrexham County Borough Council

Ann Woods

Prif Swyddog, Cyngor Gwirfoddol Lleol Sir y Fflint
Chief Officer, Flintshire Local Voluntary Council

Carol Shillabeer

Cyfarwyddwr Gweithredol, BIPBC
BCUHB, Executive Director

Caroline Tudor James

Prif Swyddog Gweithredol, The Rainbow Foundation
Chief Executive Officer, The Rainbow Foundation

Cyng/Cllr Alun Roberts,

Cyngor Sir Ynys Mon
Isle of Anglesey County Council

Cyng / Cllr Christine Jones

Cyngor Sir y Fflint
Flintshire County Council

Cyng/Cllr John Pritchard

Cyngor Bwrdeisdref Sirol Wrescam
Wrexham County Borough Council

Cyng/Cllr Liz Roberts

Cyngor Bwrdeisdref Sirol Conwy
Conwy County Borough Council

Cyng/Cllr Dilwyn Morgan

Cyngor Gwynedd

Cyng/Cllr Elen Heaton

Cyngor Sir Ddinbych
Denbighshire County Council

Dr Lowri Brown

Pennaeth Gwasanaethau Addysg, Cyngor Bwrdeisdref Sirol Conwy
Head of Education Services, Conwy County Borough Council

Darren Murray

Pennaeth Gweithrediadau Cymunedol, Ambiwllans Sant Ioan
St John's Head of Community Operations

Dylan Owen

Cyfarwyddwr Statudol Gwasanaethau Cymdeithasol, Cyngor Gwynedd
Statutory Director of Social Services, Cyngor Gwynedd

Estelle Hitchon

Cyfarwyddwr Partneriaethau ac Ymgysylltu, WAST
WAST (Welsh Ambulance Services NHS Trust), Director of Partnerships and Engagement

Ffion Johnstone

Cyfarwyddwr Cymunedau Iechyd Integredig (y Gorllewin) BIPBC
BCUHB Integrated Health Community Director (West)

Fôn Roberts

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Sir Ynys Môn
Director of Social Services, Isle of Anglesey County Council

Gethin Morgan

Pennaeth Cydweithio Rhanbarthol
Head of Regional Collaboration

Helen Douglas

Uwcharolygydd Diogelwch Cymunedol, Heddlu Gogledd Cymru
Superintendent Community Safety, North Wales Police

Jenny Williams

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Bwrdeisdref Sirol Conwy
Director of Social Services, Conwy County Borough Council

Karen Higgins

Cyfarwyddwr Gofal Sylfaenol, Gofal Iliniarol a Gwasanaethau Plant, BIPBC
BCUHB, Director of Primary Care, Palliative Care & Children's Services

Libby Ryan-Davies

Cyfarwyddwr Cymunedol Iechyd Integredig (Canolog) BIPBC
BCUHB Integrated Health Community Director (Central)

Liz Grieve

Pennaeth Tai a Gwasanaeth Cymunedol, Cyngor Sir Ddinbych
Head of Housing & Communities Service, Denbighshire County Council

Liz Thomas

Pennaeth Cyllid ac Archwilio, Cyngor Sir Ddinbych
Head of Finance and Audit, Denbighshire County Council

Mary Wimbury

Prif Swyddog Gweithredol ac Uwch Gyngorydd Polisi, Fforwm Gofal Cymru
Chief Executive Officer and Senior Policy Advisor, Care Forum Wales

Michelle Green

Cyfarwyddwr Cymunedol Iechyd Integredig (Dwyrain) BIPBC
BCUHB Integrated Health Community Director (East)

Neil Ayling

Cyfarwyddwr Gwasanaethau Cymdeithasol, Cyngor Sir y Fflint
Director of Social Services, Flintshire County Council

Nicola Stubbins

Cyfarwyddwr Corfforaethol: Gwasanaethau Cymdeithasol ac Addysg, Cyngor Sir Ddinbych
Corporate Director: Social Services & Education, Denbighshire County Council

Paul Kay

Pennaeth Diogelwch Tan, Gwasanaeth Tan Gogledd Cymru
Head of Fire Safety, North Wales Fire Service

Rhun ap Gareth,

Prif Weithredwr, Cyngor Bwrdeisdref Sirol Conwy
Chief Executive, Conwy County Borough Council

Roger Seddon

Cynrychiolydd Defnyddwyr Gwasanaeth
Service User Representative

Sue Last

Cynrychiolydd Gofalwyr
Carer Representative

Teresa Owen

Cyfarwyddwr Gweithredol Iechyd Cyhoeddus BIPBC
BCUPB Executive Director of Public Health

Appendix 2: All Wales RIF Framework Performance Measures

How Much?	Definition
1. Number of referrals received	The number of individuals referred to the project.
2. Number of new people accessing the service	The number of individuals who access the project for the first time.
3. Number of people accessing the service (total per quarter)	The total number of individuals who access the project during a quarter.
4. Number of contacts (count multiple contacts per individual)	The number of times individuals have contact with the project.
5. Number of people receiving IAA (universal)	The number of individuals receiving Information, Advice, and Assistance (IAA) services.
6. Number of people receiving Early Help and Support (Targeted)	The number of individuals receiving early help and support services that target specific needs and issues. This could include groups and events.
7. Number of people receiving Intensive Support (Targeted)	The number of individuals receiving intensive support services that are tailored to meet their specific and more complex needs.
8. Number of people receiving Specialist Intervention (Specialist)	The number of individuals receiving specialist interventions that require advanced knowledge and expertise to deliver.
9. Number of people accessing training	The number of individuals accessing training sessions offered by the project.
10. Number of training sessions delivered	The number of training sessions delivered by the project.
How Well?	Definition
11. Number of referrals accepted	The number of referrals accepted by the project.
12. Number of people satisfied with the information provided	The number of individuals who report being satisfied with the information they received from the project.
13. Number of people completing targeted training	The number of individuals who complete the targeted training provided by the project.
14. Number of people reporting a good experience with the support they received	The number of individuals who report having a positive experience with the support they received from the project.
Difference Made	Definition
15. Number of people achieving personal outcomes	The number of individuals who have achieved personal outcomes as a result of the project.
15a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they had achieved personal outcomes as a result of the project.

16. Number of people feeling less isolated	The number of individuals who report feeling less isolated after receiving support from the project.
16a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they were feeling less isolated as a result of the project.
17. Number of people maintaining or improving their emotional health and well-being	The number of individuals who report maintaining or improving their emotional health and well-being after receiving support from the project.
17a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they had maintained or improved their emotional health and well-being as a result of the project.
18. Number of people receiving aids and adaptations	The number of individuals who receive aids and adaptations that help them.
19. Number of people starting an Assistive Technology Package	The number of individuals who start an assistive technology package provided by the project.
20. Number of people who feel they have influenced the decisions that affect them	The number of individuals who report feeling that they have influenced the decisions that affect them.
20a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they felt that they had been able to influence the decisions that affect them as a result of the project.
21. Number of people with increased knowledge of services/support available to them	The number of individuals who report having increased knowledge of the services and support available to them.
21a. Number of people who were asked this question	The number of individuals who were asked to feedback on whether they felt that they had increased knowledge of the services and support available to them as a result of the project.
Dementia Specific Measures	Definition
22. Number of carers supported by the service (total per Qt)	The total number of carers who access the service during a quarter
23. Number of PLwD receiving what matters discussions	The number of individuals who received what matters discussions
24. Number of PLwD attending activities /groups / centres	The number of individuals who attend activities /groups / dementia centres
25. Number and % of PLwD who achieved what matters to them	The number and % of individuals who report they achieved what matters to them

26. Number and % of carers who feel supported to continue in their caring role

The number and % of carers who report they feel supported to continue in their caring role