

**North Wales'
Social Value Forum
Progress Report
March 2019**

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Context

Social Services and Wellbeing (Wales) Act 2014

Section 16 of the Social Services and Well-Being (Wales) Act 2014 places a duty upon local authorities (with partners) to promote the development of not for profit organisations to provide care and support services and preventative services. *These models include social enterprises, co-operatives, user led services and the third sector.* The supporting Code of Practice in relation to this duty, requires local authorities with health board partners to establish regional forums to support social value based providers to develop a shared understanding of the common agenda, and to share and develop good practice. The aim of this forum is to encourage a flourishing social value sector which is able and willing to fulfil service delivery opportunities.

A report must be published every three years on the activities of the forum, and how it has contributed to the delivery of duties under section 16. The first report must be published in March 2019.

Whilst it is acknowledged that a wide range of organisations from across both public and private sectors do offer social value opportunities and contribute to the work of the Social Value Forums, the reporting requirements relate to activity that promotes the 'Social Value Sector' itself (as defined within the context of section 16 of the Social Services and Wellbeing Act, referring specifically to Social Enterprise, Co-operatives, 'User-led Organisations' and the Third Sector). This first report from the North Wales Social Value Forum Steering Group, shall therefore focus on such.

Well-being of Future Generations (Wales) Act 2015

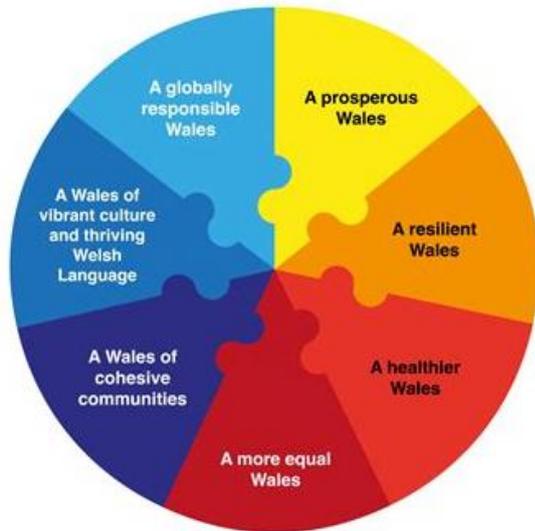
The Well-being of Future Generations Act requires public bodies to think and behave differently, with the principle of sustainable development at the core of all decisions and actions. This ambition means that organisations in the private and third sector, as well as individuals and communities are also able to contribute to the new agenda.

People may interpret the idea of social value differently, but at its core it is about understanding what has changed in someone's life as a result of particular activities, and valuing those changes.

The Act seeks to improve 'the social, economic and cultural well-being of Wales' and there are five key ways in which public bodies are now required by law to do things differently, these are:

- Ensure that decisions have a positive and **long-term** impact for the future;
- Understand the **integrated** impact of decisions;
- **Involve** the people that are served;
- **Collaborate** to find common solutions;
- Actively **prevent** problems occurring or becoming worse.

Figure 1: 7 Well-being goals



Underpinning the need to act differently are 7 well-being goals, which are the blueprint for a shared vision of the kind of Wales that people want (see Figure 1 above). Public bodies (through the Regional Partnership and Public Service Boards) must work towards the accomplishment of all of the well-being goals, and importantly set and publish their objectives, and take all reasonable steps to accomplish them

Other relevant policy approaches

- 'Prudent Healthcare Principles' and the 'National Outcomes Frameworks'.
- 'A Healthier Wales: Our plan for Health and Social Care'
- Programme for Government: 'Prosperity for All'.

Economic drivers such as the foundational economy, inclusive economies and economic and community anchors.

The Welsh Government commissioned the Wales Co-operative Centre to co-produce a [toolkit for understanding and promoting social value](#) in the delivery of care and support services and support the development of Social Value Forums to deliver on the duties detailed above.

The toolkit was published in mid-2018 and is aimed at social value organisations, Regional Partnership Boards and current and prospective providers, including the rich mosaic of third sector organisations delivering social value care support services in Wales.

The toolkit:

- sets out how the third sector, user-led organisations, co-operatives and social enterprises have an important and specific role in transforming services and encouraging the provision of thriving social value sector; co-producing with citizens and the community to develop services to meet their needs.
- provides information on the role and remit of Social Value Forums and wider social value networks and how organisations across sectors can generate a creative and dynamic environment to share new ideas, think strategically, develop collaborations and support seamless provision across health and social care services.

The development of Social Value Forums provides opportunities to share good practice and are a vehicle to cultivate innovation in the design of future care and support services through alternative delivery models.

Establishing social value forums in North Wales

A North Wales Social Value Forum Steering Group (NWSVFSG) was established in November 2016, meeting approximately 4 times per year and accountable to the [North Wales Regional Partnership Board](#) (NWRPB). ([Appendix 1](#) details Terms of Reference and [Appendix 2](#) details governance and participation structures).

The Group is chaired by third sector leaders, with secretarial support from the North Wales Social Care and Well-being Services Improvement Collaborative (the business support function for the NWRPB)

Membership of the group is comprised of a broad cross-sector of relevant networks for example. 3 Community Voluntary Councils (CVCs) represented, social value service providers, local authority representatives, the 3 RPB third sector members.

A work programme is in place. Achievements of the Steering Group to date include:

- Establishing webpages, hosted by the [improvement collaborative's website – Get Involved:](#)
- The Steering Group have developed and agreed the following:
 - Terms of Reference which includes governance and accountability process (Appendix 1)
 - Working definition of Social Value ([Appendix 1](#))
 - Work Programme
- Communication Plan
- Publication (website) of an information and resources pack to support local development
- Links developed with key organisations across Wales to share learning and development.
- Shared development activities with for example Wales Co-operative Centre, DEWIS Cymru

Across the region a variety of (autonomous) groups support the delivery at a local level, for example:

- Mantell Gwynedd have coordinated the North Wales Social Value Network, a growing network with members from Community Voluntary Councils (CVCs), Local Authorities, Health Board, third sector organisation, North Wales Police and Universities. Mantell Gwynedd represent this network on the Steering Group
- In Ynys Mon, a Third Sector Group (local authority representatives, working with Medrwn Mon [CVC]) review the 3rd sector compact including volunteering policy and funding guidance. Whilst the group has a wider role than just social care, its achievements include agreeing local priorities for example in regards the Strategy for Older People. Local planning groups deliver specific work streams for example dementia / age friendly communities, prevention programmes for example falls, loneliness and isolation.
- In Gwynedd, Fforwm Llesiant Llŷn work together to add value to services in the Llŷn (one of the five Community Resource Team (CRT) areas).

- Conwy is reviewing the approach to working with the Third Sector, this approach will be prioritising joint problem solving, commissioning, social value and new models of delivery. The Terms of Reference of existing committees and groups will be reviewed to function as a local Social Value Forum
- DVSC's Third Sector Influencing Group seeks to influence public service partners to engage and provide sustainable funding for the social value sector and operates a range of networks (including the #DenbighshireVolunteers Third Sector Network and the Wellbeing Network).
- Flintshire County Council have developed a cross departmental Social Value Implementation Group to assist in meeting the requirements in the Wellbeing and Future Generations Act and the Social Services and Wellbeing Act. This group produced a Social Value Strategy, which will be supported by policy and guidance. A Social Value Officer will oversee the implementation of the Strategy.
- Flintshire's 'Third Sector Partnership Group' – a commitment from Flintshire County Council, Betsi Cadwaladr University Health Board and Flintshire Voluntary Council to work as equal partners in the strategic planning of Public Services and responding to key Public Service strategies and plans (including [Flintshire's WellBeing Plan](#)).

Wrexham County Borough Council have supported the development of a multi-agency, multi stakeholder (Dementia Friendly) Steering Group seeking to champion the development of dementia services in Wrexham. The Council's Business Support unit consulted with local people and organisations on re-instigation of a Social Enterprise Network and Social Enterprise Awards. In March 2019, Wrexham Council's Business and Investment Scrutiny Committee considered recommendations within a report on "Helping New Businesses and Community Enterprises in Wrexham"

Stakeholder engagement

Social Value Forums should have a wide, cross sector membership to ensure all partners are working in a co-ordinated way to meet their legal and policy requirements in relation to promoting the Social Value Sector. They should also take a proactive approach to facilitating two way communication with a wide network of service providers and organisations beyond the direct membership of the forum.

The geographical nature of North Wales can be a challenge, with vast rural areas and urban communities. Thus, consideration needed to be given to how to deliver on the duty to establish Social Value Forum. It was agreed that a single 'forum' would not offer sufficient support or diversity. Therefore a number of different localised and 'bottom up' approaches have been taken to promoting Social Value activities and organisations; with the regional Steering Group acting as a conduit for information sharing:

North Wales Social Value Network

The [North Wales Social Value Network](#) meets on a quarterly basis and is held across North Wales. It's 40+ members range from University academics, Local Authority Officers, County Voluntary Councils, the Health Board, social enterprises and third sector organisations. The network provides an opportunity for members to meet up; debate and discuss their work; look at any challenges or solutions that they are experiencing, and to network with likeminded people.

Updates from the Social Value Forum Steering Group is a standard item on the Network's agenda; enabling stakeholders to receive information from the Steering Group and to feedback on any updates or developments. Network meetings include presentations on a variety of topics, usually including at least one case study of an organisation using social value measurement to demonstrate impact. Some of the presentations are on the methodology, but others looks at various forms of evidence that can be incorporated such as research around Adverse Childhood Experiences (ACEs); such as learning from the [Flintshire Family's First early help hub](#).

Social Value Cymru (who facilitate the Network) ensures a balance of presenters, covering different perspectives. The Network also engages with statutory agencies, commissioners and academics in order to share evidence on what services / interventions offer the best possible impact:

Measuring and managing social value

Funded by the Big Lottery Fund for a period of three years, an innovative partnership has been established between the six County Voluntary Councils in North Wales, with Mantell Gwynedd sharing their learning on social value measurement.

As support organisations for the third sector the CVCs are best placed to enable organisations to demonstrate and communicate their impact on communities. The Social Value Cymru team work closely with staff and trustees from 30 social value organisations across North Wales to [measure the social value](#) of their work, with the aim of using this information for decision making in regards future planning and commissioning.

This learning from Social Return on Investment (SROI) projects is being cascaded across Wales and beyond through [learning events](#).

Compact Partnerships

Each Local Authority works with its CVC to develop their [Compact Partnerships](#) and work towards the common vision and principles:

- Stronger partnership; Improved service planning, delivery and resourcing
- Supporting self-care and independence; Improving access to services for specific communities
- Promoting and improving health and wellbeing; Volunteering for health and social care
- Developing social enterprise in health and social care
- Integrated service and workforce planning
- Reducing hospital admissions and improved discharge
- Research and Development

Facilitation

All Community Voluntary Councils support a number of networks including a Wellbeing Network, Health and Social Care Network, Volunteer Organisers Network and a Trustee Network through which information on the key values can be shared.

North Wales organisations (statutory and social value organisation) worked with the Wales School for Social Care Research to host a 'Small is Beautiful (and Wise)' event with social value organisations; exploring practical ways forward in supporting small organisations with commissioning and procurement, monitoring and evaluation.

The Social Enterprise Academy Wales, delivered by Creu Menter Creating Enterprise in partnership with Wales Co-operative Centre support third and public sector leaders to start thinking about how to become more enterprising in their role and approach - both internally and with their community.

Communication and engagement

Engagement is undertaken at community, county, regional and national levels, proportionate to the activity for which it is required. It is particularly important in north Wales to ensure that information is bilingual and accessible.

The NWRPB December 2018 Engagement Report ([*“How the voices of individuals and carers are heard in North Wales”*](#)) summarises the different ways that individuals can have their say about care and support services in North Wales.

In addition to the regional structures (such as the North Wales Citizen's Panel, facilitated by Conwy Voluntary Services Council), each local council and the health board have a variety of ways for individuals and carers to have their say about care and support services. This engagement leads to changes in the way services are delivered locally but it also influences decisions made by the Regional Partnership Board.

For example, much of the engagement carried out for the population assessment and regional plan was through local groups of citizens, third sector, voluntary and community organisations, such as:

- Looked After Children's (LAC) Forums, Youth and school Councils, Young carers groups
- Older people's forums
- Equalities and Disability focus groups
- Learning disability self-advocacy groups
- Caniad engagement with people with mental health needs
- Local engagement sessions with people with care and support needs and carers
- Citizens Panel

For more information see the [population assessment consultation report](#) and [regional plan consultation report](#).

In addition to the formal engagement structures that feed into the Regional Partnership Board¹, a lot of engagement activity takes place as part of specific projects, initiatives or work-streams, including engaging with local people (those who do and do not regularly access care and support services, including carers), 'service user' forums and community organisations in:

- Development of the Integrated Autism Service.
- Work of the North Wales Safeguarding Boards around Child Sexual Exploitation and self-neglect.
- Co-producing quality characteristics in domiciliary care and support.

¹ We carry out an equalities impact assessment on all the projects developed by the RPB, including engagement with people with protected characteristics. The North Wales Public Sector Equality Network provides advice, guidance and templates to improve consistency across the region

- Co-producing the North Wales Mental Health Strategy ('Together for Mental Health')

Councils across north Wales work with BCUHB to engage with commissioned care and support services through Provider liaison groups (these are open forums, which include 'social value; providers who fall outside of the definition within the Act as some are also for private profit).

Measuring Impact

Qualitative information:

Delivering on key principles

Welsh Government is keen to understand the role Social Values Forums can play in meeting the key principles of both the Social Services and Wellbeing Act and the Wellbeing of Future Generations Act. In the box below, please tell us:

The Steering Group have a key role in collating and sharing best practice across North Wales and benefits from the engagement of a range of technical specialists across Social Services and Health and broader Public Services Board partners and from procurement leads. The group aims to influence commissioning and procurement practice across the region, maximising 'community benefits' and social value for our communities.

The Steering Group worked closely with [Social Value Cymru](#) to develop the Working Definition of Social Value for north Wales ([detailed in Annex 1](#))

Examples of how the principles of both the Social Services and Wellbeing Act and the Wellbeing of Future Generations Act are being delivered across north Wales include:

Innovation

Statutory partners are considering the [Future Generations' Commissioner for Wales'](#) challenge to public bodies to make simple changes.

In Flintshire, a Feasibility Study, funded in the main by [Cadwyn Clwyd](#) (rural development agency) has been exploring the development of Micro-care support services in Flintshire. The project has gathered momentum and interest from Welsh Government. Flintshire County Council are committed to taking this agenda forward and to develop an environment where micro-care enterprises can thrive.

Co-production, Voice / involvement

The North Wales Local Authorities and BCUHB are engaged with Coproduction Network Wales and are working towards embedding the principles of co-production into planning cycles and within commissioned services. For example Conwy Council has embedded the principle of co-production within their Commissioning Strategy and the accompanying toolkit (managers guide).

Coproduction was at the heart of a regional service specification for a new contract to provide a specialist counselling service across North Wales. The views and preferences of service users were obtained through workshop discussion, facilitated by a participation officer from Conwy Council. The resulting service specification was highly influenced by the findings, resulting in a service that is better tuned to the needs of service users, and

creates opportunities for service users to become volunteers within ongoing peer support groups.

There are a variety of local and regional groups concerned with coproduction and engagement, including:

- Conwy Involvement Network
- BCUHB Engagement Practitioners network
- Direct Payments recipients across Flintshire and Wrexham co-producing the service specification for a new support service and participating in the tender panel for Wrexham's new service
- Carers involvement in procuring a new Carers service for Wrexham.
- Extensive listening and consultation with the care sector, care home residents and carers from Wrexham to establish what "good" looks like across all care settings and client groups; a Care Home Activity Coordinators forum to provide peer support and networking with the aim of improving the quality of activities within care homes.

Integration

Gwynedd Council and BCUHB are working on transforming the (integrated) commissioning and delivery of domiciliary care; placing an emphasis on the providers of care making links with social value providers within communities - in order to respond to what matters to individuals, manage demand on limited workforce and improve employment terms and conditions for independent sector domiciliary care workers. This way of working will add significant value to what is commissioned through domiciliary care.

Medrwn Mon (CVC), Ynys Mon Council and BCUHB and the GP Cluster Group are establishing a Partnership Agreement, with pooled funding for social prescribing. The implementation of the model is being evaluated and the outcomes will be shared.

Prevention

Mantell Gwynedd in partnership with Flintshire Local Voluntary Council (FLVC), Association of Voluntary Organisations in Wrexham (AVOW), Medrwn Mon, Conwy Voluntary Services Council (CVSC) and Denbighshire Voluntary Services Council (DVSC) are running a three-year Big Lottery funded project to support 30 organisations to measure and manage their social value. These organisations represent different themes within the Population Needs assessment with all outcomes mapped against both the well-being goals and the key principles of the Social Services and Wellbeing Act. The aim isn't just to embed the skills to measure impact, but also how this information can be used for decision making about future funding / investment.

All Local Authorities in north Wales have established Local Area Co-ordination models; for example, in Wrexham, Community Councils have established a [Community Agent service](#).

Long-term planning

The Regional Partnership Board (NWRPB) has agreed its working relationship with the four Public Services Boards (PSBs) in north Wales; the NWRPB dealing with regional strategic matters whereas the PSB's oversee operational, local or sub-regional delivery.

The NWRPB has been successful in securing significant investment from the Welsh Government Transformation Fund, to deliver on the recommendations of the Parliamentary Review of Health and Social Care in north Wales. Our vision is that community-based services (those services provided by all sectors including health, social

care, third, independent/private and Carers) are transformed to enable early help and support for people to be provided within their own home. Key features of our proposals are community navigation and community asset development, supporting the principle of **resilient and cohesive communities**.

Commissioning, Procurement and Contracts

Ynys Mon Council work in partnership with a local social enterprise to establish a Memorandum of Understanding to establish a community commissioning model. Although in its early days, the model is innovative in its approach in terms of co-production with the community, providing a real voice for citizens to identify and work on local priorities. The ethos of the place shaping is currently been developed across Ynys Mon by working with Medrwn Mon. The ethos of Integration, Co-production, Prevention, Voice/involvement and Long term planning is at the heart of the work of both projects.

Conwy Council has numerous service level agreements with social enterprises; it's Economic Growth Strategy 2017-27 aims to ensure procurement processes support businesses to deliver social value. Conwy aims to award longer term contracts (3-5 years), offering greater stability and sustainability for providers. Conwy is moving towards an expectation that services operate in a co-productive way.

Denbighshire Council has established a 'Wellbeing Impact Assessment' for all procurement and development projects; based on the Well-being of Future Generations goals and the five key principles (long-term, integration and so on). Each project is scored based on the degree to which offers sustainable development (meets the principles and goals). The Impact Assessment is required for any recommendations requiring a decision by Elected Members. Denbighshire also plans to establish a Community Benefits Hub, aiming to maximise efficiencies and social value through effective joined up procurement across Council Departments.

At Denbighshire County Council a project brief for a Community Benefits Hub has been compiled and the full Business Case will be submitted to the Corporate Executive Team (CET) in June. This is to develop a new corporate approach to the delivery of Community Benefits aligning to the Well Being and Future Generations Act. In the past, construction based projects have been required to use the Value Wales Community Benefits Tool kit, but this does not include non-construction projects and therefore missing an opportunity to measure those outcomes. The proposed Community Benefits Hub will be a central point of contact allowing officers of the Council to access advice on their approach to community benefits at the early stages of their thinking through to monitoring of the provision of the benefits being sought. It will create a standardised One-Council approach process with joined up thinking, aiming to reduce costs, and deliver ongoing benefits to the community. The Hub would support all services (not just construction capital projects) to consider, implement and monitor community benefits. It will have the ability to track, monitor and report on community benefits outcomes across the Council and become a means of assessing the strength, vitality and performance for the Corporate Plan 2017-2022. This in turn will be used to formulate strategies for improvements and influence policy decisions.

As the project develops, opportunities to develop a joint hub with Flintshire County Council will be explored.

Flintshire County Council's Community Benefits Plan focuses on generating social value through the procurement process (and has now been subsumed into the Social Value Strategy). Evidence suggests that by investing in a formal management approach to social value / community benefits, an additional 20% return on top of the value of procured activity

is achievable. The Council spent £168m in 2017/18 so the potential social value return, even for a proportion of this expenditure, is significant with even a 5% social value return generating £8.4m in new benefit. Flintshire Council intends to direct these benefits to priority areas within the Well-Being and Council Plans for example fuel poverty or community resilience; creating opportunities for cost avoidance across the PSB.

Wrexham County Borough Council have recognised the positive impact it can have on local businesses and social enterprises. Working to build upon local supply chains, creating opportunity for them and ensuring the processes do not present them with disadvantages.

Throughout all procurement activities Wrexham always (within the constraints of legislative requirements and value for money considerations) review how contracts can create opportunities for local businesses, either to bid for on a direct basis or to gain foothold via the supply chain of another appointed contractor. Wrexham Council's Business Support staff provide support and advice on all aspects of the business including governance structures, business planning and sustainability, how to tender and so on.

Feedback from the social value sector

Welsh Government is keen to hear from the **social value sector itself** about the benefits they have felt from having a Social Value Forum in place.

How has the Social Value Forum helped nurture relationships between social value sector providers and statutory bodies?

The Steering Group has learned that 'the sector' is confused by a range of terms used (particularly by policy makers) to describe it (for example third sector, voluntary and community sector, social value sector and so on'). It has also learned that organisations do not identify themselves with such terms as 'social value organisation' and that the term does not mean much to the citizens of North Wales

Social Value Cymru, a collaboration of all north Wales CVCs are able to offer a fair and unbiased representation for the social value sector on the North Wales Social Value Forum Steering Group and are equally well placed to feed back any information through the Networks.

Having worked with [30 social value organisations](#) to measure their social value, the project has trained social value champions in each CVC, who are cascading the learning across north wales (with learning and training events open to organisations across Wales, publicised via Coproduction Network Wales – All in This Together). Further details are provided within [case study 3.8](#)

One of the (three) Third Sector representatives that sits on the Partnership Board has reflected on the challenge of co-ordinating the Third Sector involvement – as the 'sector;' is so diverse, there are a significant number (thousands) of community organisations and as the region itself is large and geographically diverse.

The Third Sector representatives believe that it would be valuable for the RPB to receive presentations on a range of Social Value activities, promoting those that are transformative and contributing to well-being. They also recognise the need to have co-production embedded in the ethos of all developments that the RPB oversees as there is still much to be learned about co-production in service design and delivery. It

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is anticipated that local and regional forums and networks will help the RPB to achieve this.

North Wales Regional Partnership Board Third Sector representatives attended the Third Sector/ RPB Members/Sustainable Social Services meeting in Llandrindod on 1st April – an opportunity for Third Sector members to come together to share best practice, discuss challenges and highlight common themes across Wales.

Everyone in attendance felt they had benefited from the interactive approach to discussions on the day; it being an opportunity to hear from Shelly Davies, Welsh Government, an overview and updates in regards Integrated Care Fund, Transformation Programmes and Social Value Forms.

The meeting was seen to be a success but participants disappointed as funding had ceased for this event to continue.

A report from the event has been sent to Shelly Davies and RPB Chairs.

Feedback from the Regional Partnership Board and statutory partners

Welsh Government is also keen to hear from the regional partnership board members and statutory partners about the benefits they have felt from having a Social Value Forum in place.

The NWRPB is reviewing its governance structure in light of the north Wales Transformation Programmes (detailed in [Appendix 2](#)). Each of the Transformation Programmes has a Programme Board, which include membership of Citizens ('service users', 'people with lived experience', and Carers), representative organisations (for example Caniad) and other social value organisations as follows:

The Co-chairs of the Social Value Forum Steering Group present progress reports to the NWRPB. Responses to reports have included:

- Concerns raised by Care Forum Wales that providers outside the third sector may not be able to contribute to Social Value Forum.
- Recommendation from a Carer member that a future review of the Terms of Reference for the Steering Group / local fora should note their role in promoting equality and inclusion.

The NWRPB endorsed a recommendation that the Steering Group co-Chairs write to the CEO's of the statutory partners to seek the identification of local Social Value Champions / leads. Lead officers (across procurement, PSB, social care) joined the Steering Group from 2018.

Statutory partners are keen to ensure that Public Services Boards (PSBs) and Regional Partnership Board (RPB) programmes are closely aligned in regards activities that promote development of community assets and resilient communities:

- Developing the 'foundational economy' focussing on the core needs of all members of communities
- Ensuring that social value organisations and care and support providers in general have opportunity to engage in networks / environments more conducive to innovation.

- Exploring opportunities for increased flexibility in the funding and contracts / agreements available to develop community solutions with social value organisations for example flexible local funding for local use grass roots development whilst ensuring support for organisations to become sustainable in longer terms or developing exit strategies from the outset to avoid dependency on short term funding, and pressured core budgets.
- Identifying contributing partners already working in local communities that also add value, for example regeneration officers, with their links into the economic sustainability and development of communities.

The Annual Directors' of Social Services Reports include evidence of local Social Value workstreams for example [Wrexham](#)

Governance Group	# Statutory sector representatives	# Citizen and social value organisation representatives
Mental Health Programme Board	36	3
Mental Health Implementation Teams	A and G: 42 F and W: 29 C and D: 43	A and G: 5 F and W: 13 C and D: 11
Learning Disability Partnership / Programme Board	6	2
Learning Disability Regional Participation Group		6 to 12 <i>Including self-advocacy</i>
Children and Young People Programme Board		
Children and Young People Participation Groups		
Community Services Transformation (Care Closer to Home) Programme Board	13	0
Area Integrated Services Groups - Community Services Transformation		

Case studies / reports - see also [Appendix 3](#)

The examples below demonstrate the impact of the activities to promote social value in north Wales on:

- north Wales citizens
- the Social Value Sector itself, and
- on health and social care organisations (Councils and Betsi Cadwaladr University Health Board)

Developing social value strategies:

Ynys Mon are working with partner organisations to establish a community commissioning model (place shaping).

Gwynedd Council has a vision that Gwynedd will thrive in the future – with economically and socially enterprising and vibrant sustainable communities, where the Welsh language is central to its prosperity, and where people of all ages can take advantage of new opportunities and choose to stay in the area to live and work.

Conwy's Economic Growth Strategy 2017-27 aims to ensure procurement processes support businesses to deliver social value.

Denbighshire's Procurement and Commissioning Strategy has a specific outcome around improving the contribution our procurement and commissioning activity has on the local economy, and how it will achieve this by working with our local supply chain, developing new approaches to how we procure and commission to ensure there are opportunities for local businesses going forward, and using clauses in contracts to help deliver wider community benefits such as training placements and supply chain opportunities for local businesses

Flintshire's Social Value Implementation Group produced a Social Value Strategy, which will be supported by policy and guidance. A Social Value Officer will oversee the implementation of the Strategy. The Council's Community Benefits Plan also focuses on generating social value through the procurement process.

Wrexham's Commissioning Procurement and Contract Management Strategy (Approved by Executive Board March 2018) details its intentions to adopt a local SME (Small and medium-sized enterprises) Friendly Procurement approach, to help ensure that our procurement activities help to make Wrexham and its surrounding areas a good place for doing business. Wrexham also plans to:

- Publish a Social Value Strategy
- Growing User and Personal Assistant cooperatives for Direct Payment recipients.

BCUHB developed a third sector strategy in 2016/17. The Board now wishes to review and refresh the approach, and update the strategy to ensure the contribution of the sector is recognised and valued at all levels through the formal partnerships within the RPB and the PSBs. In particular:

- Engagement at a local level of operational staff and teams with frontline organisations
- The role of Clusters, emphasised within A Healthier Wales, and the increasing role Cluster teams have in developing initiatives with the third sector

- The role of third sector at the formal partnership level (Local Implementation Teams (MH), Integrated Services Boards, RPB and PSBs)
- Relationships with corporate functions, including strategic planning, commissioning and contracting
- Visibility and recognition at Committee and Board level.

GP clusters are increasingly keen to invest funds in their local communities by working with third sector providers to deliver services such as social prescribing and counselling.

Awyr Las, the health Board's charity, works extensively with third sector organisations, delivering a range of services within the hospitals, such as the League of Friends, and also funding additional services in communities across North Wales.

Community Asset Development:

Gwynedd:

- Llanaelhaearn Community Garden being developed with Antur Aelhaearn.
- Porth Llesiant, Caernarfon will provide a resource to hold small community events and training/classes. An
- Age Cymru provide community meals in the home (Bontnewydd / Penygroes areas).
- Action for Children providing support for young carers in Ysbyty Gwynedd.
- Ddrws i Ddrws: Extending community transport scheme from Llŷn to Dyffryn Nantlle.

Conwy:

- "Incredible Edible" network, working with the Culture Centre to raise funding and plan activities for the new sensory garden, as well as advising on choices of species.
- Sign Sight Sound Colwyn Bay, on the production of British Sign Language Clips for the new culture centre.
- Imagine Colwyn Bay, on the delivery of activity plan to enhance opportunities, networks, experiences and increasing accessibility and value of culture and heritage.

Anglesey

- There is a place shaping programme to create a comprehensive asset map of the area, these maps identified 3 level of assets, gaps and priorities within each ward working with the public, private and voluntary sector.

Wrexham

- Healthy and Active Fund: Adult Social Care encouraged bids from the 3rd sector for this Welsh Government Initiative/Fund, acting as supporters / encouragers of local organisations.
- Community Inclusion Grant: Working on the ground through our community agents and existing community organisations to provide grants to establish new community services or groups such as Men in Sheds, Lunch Clubs.

Community Asset Transfers

Flintshire: The transfer of 13 Council assets to community management, with the aims of:

- Increasing the range and number of publicly owned assets managed by the community, increasing asset base for local communities to shape services which meet their needs, and;
- Generate new sources of income to sustain local community services and maintain local assets.

Eleven assets have successfully completed the process.

Conwy:

- 5 Community Library Groups (Cerrigydrudion, Penmaenmawr, Llanfairfechan, Kinmel Bay and Penrhyn Bay) have received significant support to establish the groups and their constitutions and a Community Library Toolkit developed (and shared with other authorities).

Alternative Delivery Models

Flintshire: Has developed 3 new alternative delivery models covering leisure services, cleaning and catering and a community hub

Conwy: Conwy are exploring alternative business models for potential opportunities for community asset transfer models, or opportunities to develop arms-length social enterprises.

Funding support (Integrated Care Funding)

Denbighshire:

- DVSC is developing an Impact and Evaluation framework for its ICF funded Dementia Aware Community Led programme, which is expected to be of benefit in capturing and evaluating the impact of the third sector infrastructure, alongside the social value created by third sector projects and activities. The approach is being applied in 2019-2020 and the aim is to build capacity to raise the profile and understanding of impact, and social value in Denbighshire with DVSC potentially being in a position to offer these services, subject to the framework in development, being useful in the future.

Gwynedd:

- Hwb Penygroes - a capital project involving social value partners, BCUHB and the local authority working together locally.
- Carers Outreach - provide carer support services in Ysbyty Gwynedd and have been commissioned to pilot an innovative project to provide flexible carer funding to support carers with what matters to them in terms of taking a break from their caring role.

Social Value Employment

Conwy:

- Working with Crest Cooperative on the collection of refuse.

- Colwyn Bay Housing Renewal scheme enabled work experience for college students

Denbighshire:

- Co-options run a number of social enterprises which provide work experience for people with learning disabilities; Progressions is a joint project with Co-options to provide an outcome focused service for adults with learning disabilities
- Woodland Skills - recently secured £4,500 from ICF for woodland skills to pilot a new project

Social Prescribing

Gwynedd: Arfon Community Link Project Gwynedd: Community co-ordinators (3) and a Social Prescriber promote and refer to social value organisations. An additional Community Co-ordinator function will be established in children's services in April 2019 through ICF funding.

Conwy: The Conwy Learning for Recovery and Wellbeing Partnership is bringing together community based resources that support recovery and mental health/wellbeing in Conwy. Steered by a multi-agency group a detailed seasonal brochure of courses and activities is produced, with numerous referral pathways being developed, linked to Community Mental Health Teams, Occupational Therapists, Health services, third sector partners and signposting services.

Quantitative information:

To help us measure impacts Welsh Government is also seeking quantitative data, some of which will provide baseline evidence as we monitor progress. Please complete the table below (we have also left some spare rows for you to suggest additional data/measures we might use in future).

Data	Results	Additional information
Number of times the Social Value Forum has met since its establishment	14	
Stakeholder groups represented in the Social Value Forum (for example citizens, service providers, third sector organisations and so on)		Membership has changed over time and includes, Citizens, Care and Support Providers, Local, Regional and national Social Value Organisations and Support Organisations (CVCs, WCVA, Coproduction Network Wales, Wales Co-operative Centre and so on), NWRPB Third Sector Members, LA representatives (range of technical specialists)
Number of (known) social value organisations in the region (general)	Total: 9,178 Ynys Mon: 2,754 Gwynedd: Conwy: 3,202 Denbighshire: Flintshire: 3,264 Wrexham: 3,018	Source: WCVA Third Sector organisations database – June 2018
Number of (known) social value organisations in the region delivering health and social care support: -Private for profit -Not for private profit -Social Enterprise -Co-operative		Data is generally not split in to these categories, there is some risk of duplicating for example regional; / national organisations and / or not counting organisations that are not included in CVC members list Dewis Wales notes many thousands of results WCVA also provide information about the number of organisations within each county: Conwy: Identified 11 organisations in 2015[not broken down by governance structures]
Value of Integrated Care Fund provided to (non-statutory) Social Value services	£	Ynys Mon: 2016/17: £160,403.62 2017/18: £227,633.00 2018/19: £203,112.60 Gwynedd (2018/9) Revenue £156,200 Capital £90,000 Total £246,000 Conwy: 2017-18: £ 266,103 2018-19: £161,652 Denbighshire Flintshire: 18/19 = end of Jan projection full year 16/17 - £277,749 17/18 - £288,047 18/19 - £363,769 Wrexham: ICF Revenue Spend 16/17 £331,134 17/18 £272,143 18/19 £311,972

Percentage of Integrated Care Fund provided to (non-statutory) Social Value services

Data	Results	Additional information
Ynys Mon	16/7: 14.62% 17/18: 16.2% 18/9: 9.92%	Explanation for reduction in 18/19 is due to the substantial increase in Capital budget and this mainly linked to accommodation based solutions.
Gwynedd	6.81%	6.79% (revenue) / 6.85% (capital)
Conwy	17/18 27% 18/19 11%	2018/19 (on spend to date end of Feb 2019; not full year)
Denbighshire		
Flintshire		
Wrexham	16/17-18.37% 17/18-15.20% 18/19-14.62%	On ICF Revenue

Total value of funding (grants, contracts and so on) for not for private profit social value organisations:

Data	Results	Additional information
Ynys Mon Council	Total Value of funding 16/17 –£6,033,184.53 17/18 –£6,375,633.04 18/19 - £6,417,688.80	
Gwynedd Council	£	
Conwy Council	16/17 £9,243,642	Data is not routinely captured in this way. Analysis of 17/18 and 18/19 underway but not possible for previous years. We capture commissioned services but not by type of organisation currently
Denbighshire Council	£	
Flintshire Council	£	
Wrexham Council	£	
BCU Health Board	£3.6M	BCU has contracts and grants approx. 40 different national groups and local organisations, working on very specific local projects, often closely with health board colleagues.

Total value of health and social care contracts commissioned from not for private profit social value organisations:

Data	Results	Additional information
Ynys Mon Council	£	Total Value of Health and Social Care Contracts: 16/17 – £ 5,983,184.53 17/18 – £6,325,633.04 18/19 - £6,367,688.80
Gwynedd Council	£	
Conwy Council	£	Families first: 15/16 £480k; 16/17 £420k; 17/18 £283k and £96k = £393k Wider commissioned service data is not routinely captured in this way
Denbighshire Council	£	
Flintshire Council	£1,826,815 (2016/7) £1,826,815 (2017/8) £1,792,860 (2018/9)	Disability services, Adult's services, Children's Community Services and Carers and a number of other services.
Wrexham Council		
BCU Health Board		

Number of projects established/ delivered by the regional Social Value Forum or its members:

Data	Results	Additional information
Social return on investment (SROI)	N Wales: 30	5 SROI within FLVC Conwy: Mantell Gwynedd have been running a programme of support for 30 vol orgs (5 in each LA) to upskill them to produce an SROI evaluation of their service. Successful applicants began their projects in the summer of 2018, for 12 months.
Co-production	Flintshire: 2	FCC: Disability services and IAS
Number of social value capacity building 'products' developed		
Number of new social value delivery models developed		Flintshire: 13 Community Asset Transfers, 3 Alternative Delivery Models (see above)
Number of new social value delivery models positively evaluated		

Number of contracts/programmes procured where SV has been part of the tender process:

Data	Additional information
Ynys Mon Council	
Gwynedd Council	
Conwy Council	The Local Authority considers the application of social and environmental requirements in procurement activities. These may be directly linked to the subject matter of the contract and identified within procurement criteria or included as a good practice requirement, dependent on the nature of the contract.
Denbighshire Council	In Denbighshire construction based projects are required to use the Value Wales Community Benefits Tool kit capturing a full range of Community Benefits outcomes, including jobs, educational support initiatives and training, and provides a consistent way of measuring such benefits
Flintshire Council	A review has been undertaken to understand current practice in delivering community benefits. As of November 2018 a total of 19 contracts valued over £25,000 each had been procured since April 2017. These contracts were worth a total of £25m, representing 15% of the total Council spend. Of these 19 contracts 14 stated that community benefits had been included, with a total contract value of £14m or 8% of total Council spend
Wrexham Council	
BCUHB	
North Wales Domiciliary Care Agreement	Denbighshire Council was the lead procurement authority for a collaborative procurement exercise, led by the Regional Collaboration Team to establish a pan-north Wales Agreement with domiciliary care providers. An initial tender was undertaken in 2017/8 (with 63 participating Providers) and was re-opened in March 2019 (over 30 interested organisations). Care and Support providers were asked to provide a method statement summarising additional measurable community benefits / social value that they are committed to deliver. For example: <ul style="list-style-type: none"> • Ways in which local supply chains / businesses can be promoted • Support for the economically inactive or people on benefits • Employee benefits (support with travel, child care, healthy living) • Additional skills training / qualifications • Supporting work experience, volunteering / reducing social isolation • Environmental schemes / healthy living initiatives.

Outcome desired	Activity to achieve	Timescale (year 1 / 2 / 3)
To have a workforce with up to date skills and experience to deliver the above.	LAs and partners to support and participate in the Social Enterprise Academy with key partners. Ensure Commissioning and Procurement officers / teams have sufficient skills and capacity undertake market development in the Social Value sector, ensuring that organisations are ready and able to capitalise on opportunities to deliver when they arise.	TBC
Promote the use of Dewis Wales	Produce an information pack for Elected Members to promote DEWIS both with local population and community groups	Year 1 (19/20)

The role of Welsh Government and other support agencies

In 2018 Welsh Government launched the Social Value Forum Toolkit to assist regional partnership boards with setting up an effective social value forum. We are keen to hear about the ongoing support needs of the forums and identify ways in which we or other agencies can assist with their development.

Partners across north Wales would value clarity and consistency from Welsh Government in regards terminology used, particularly:

- Consistency of terms referring to 'the sector' and / or organisations; for example 'third sector', 'community and voluntary sector', 'social value sector', 'not for profit sector'. These terms are often used interchangeably in different policy / guidance documentation.
- The use of the term and expectation in regards 'Social Value Forum'. Is there an expectation that this is an actual group which meets or a virtual 'network' or can this be designed on a 'bottom-up' basis based on what the 'sector' requires. Terminology – SVF infers peer support network (we have the Mantell Gwynedd SV network and pre-existing networks)

We would welcome Welsh Government's feedback on:

1. What they see as the overarching outcome of the duty.

The view from North Wales is that the desired outcome is a change in (commissioning and community development) practice and process i.e. statutory organisations coproducing services with citizens and care and support organisations (including the 'social value' sector and public organisations).

2. How it intends to measure impact/s of fora and / or degree to which commissioning practice is changing towards greater investment in social value organisations.
3. How its policy is distinguishing (and measuring) the difference between community benefits and social value
4. Where / how Social Value fits within its own governance structure?

5. How it intends to share the regional reports and its vision for the social value sector (i.e. is the focus on care and support or wider social value related to resilient and cohesive communities)
6. Whether it will provide training and development for statutory and social value sector together: All in this together
7. Whether it could provide technical advice and support for example workshops and case studies about flexible procurement options and how social value can be scored in procurement
8. How it how social value provided outside of the SV sector (i.e. by LAs, HBs, private profit organisations) can be measured / reported

Appendix 1: Social Value Forum Terms of Reference and Membership List



CYDWEITHREDFA GWELLA GWASANAETHAU
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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Social Value Forum Steering Group Terms of Reference

1 Background and Context:

Part 2, Section 16 of the Social Services and Well-Being (Wales) Act 2014 places a duty upon Welsh local authorities, with local health board partners, to: *“establish regional forums to support social value based providers to develop a shared understanding of the common agenda, and to share and develop good practice. The aim of this forum is to encourage a flourishing social value sector which is able and willing to fulfil service delivery opportunities”*

In summary the Act requires a local authority to promote:

- a) The development in its area of social enterprises to provide care and support and preventative services;
- b) The development in its area of co-operative organisations or arrangements to provide care and support and preventative services;
- c) The involvement of persons for whom care and support or preventative service are to be provided in the design and operation of that provision;
- d) The availability in its area of care and support and preventative services from third sector organisations (whether or not the organisations are social enterprises or co-operative organisations).

A working definition of Social Value has been agreed by the North Wales Social Value Steering Group at its meeting of 23rd November 2017. ([Annex 1](#))

2 Purpose:

The purpose of the North Wales Social Value Steering Group is to support the delivery of the requirements of Part 2 Section 16 of the Social Services and Well-Being (Wales) Act 2014 within North Wales by:

- i) Promoting the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and the third sector) to provide care and support and support for carers, and preventative services.
- ii) Promote collaboration with an aim of maximising social value and co-production (the involvement of people who care and for whom care and support of preventative services are to be provided, in the design and operation of that provision) across all Third sector, Public sector and Private sector providers delivering health, social care and/or well-being services in North Wales.
- iii) Promoting partnership and networking opportunities across sectors
- iv) Identifying and sharing good practice and sharing stories and good practice throughout the Provider sector

- v) Influence and share good practice and innovative approaches with commissioners and procurement departments to commission and procure services which deliver social value.
- vi) Encourage and influence commissioning and procurement of public services from those organisations that can demonstrate their social value contribution.
- vii) Maintain an over-sight of the activities of local Social Value Forums with collation and sharing of good practices that emerge from these.

The Steering Group:

- Shall undertake such activity as is appropriate to achieve delivery of the above purposes; it may similarly be requested by the North Wales Regional Partnership Board to undertake specific activity to achieve the fulfilment of the above purposes.
- Will establish local Social Value Forum networks in each of the 6 Local Authority Areas and will develop sub-Groups on a regional basis if required to deliver on any specific areas of work.

3 Membership and attendance:

- a) The Social Value Forum Steering Group will have membership to represent a broad cross-sector of relevant networks.

As a minimum the membership will include:

- Regional Partnership Board Third Sector Representatives (2/3)
- Members of Regional Collaboration Team, providing leadership and secretariat (2/3)
- Local Authority and Health Board SV Leads (7)
- Chair/s of the Local Social Value Forums (6)
- Social value organisations representing Care and Support providers

Membership will be reviewed annually by the Social Value Steering Group. Invitation for nominations / membership of the North Wales Social Value Forum Steering Group will be able to submit all self-nominations or the nomination of a fellow member (please ensure you have sought their agreement prior to submission) to be a member of the North Wales Social Value Forum Steering Group as per nomination form (Appendix 3)

Each member of the Social Value Forum Steering Group should ensure that they have their own internal mechanisms for communicating the work and activity of the Steering Group within their own networks. Information will also be available on the [regional collaboration website](#).

Invitations will be extended to visitors to attend the Steering Group for particular agenda items as required and agreed by the Chair.

The aim of the Social Value Steering Group is to be an effective contributor to the development of a thriving social value provider sector. To this end attendance at meetings maintains a continuity which is valued. Should a member not attend for 3 consecutive meetings the Chair will approach the member to discuss continued membership.

Members will be responsible for declaring to the Chair any conflicts of interest at the beginning of each meeting.

Any decision will be made by consensus or by a majority vote. If necessary the Chairperson will have the casting vote.

- b) The Chair / Co-chairs of the Steering Group will be appointed through nominations or self-nomination from members of the Social Value Forum Steering Group as per nomination form. The Chair will have responsibility for:
- Approving agendas and minutes
 - Chairing of meetings
 - Managing disputes
 - Representing the Steering Group and its activities at meetings of the Regional Partnership Board as required.
 - Preparing and reporting on the work of the Steering Group to the Regional Partnership Board in conjunction with the Regional Partnership Board's Strategic lead
 - Agreeing a work programme which will be delivered by the Steering Group
 - Representing the Steering Group at various events/meetings
 - Ensuring members engage in the work of the Steering Group and comply with the Terms of Reference.

4 Governance and Accountability

The Steering Group shall be accountable to the Regional Partnership Board in conducting its business and activity. Performance management of the Steering Group activity will be monitored via the Regional Partnership Board. The Steering Group shall provide the Regional Partnership Board with 6 monthly reports on its work and activity.

Notes of meetings will be circulated to Group members and available on the regional website.

The Forum may be tasked by the Regional Partnership Board to undertake such activities as is required to support the Regional Partnership Board in discharging its duties in respect of Part 2 Section 16 of the Social Services and Well-Being (Wales) Act 2014.

5 Management of meetings

The secretariat of the Social Value Steering Group will be undertaken by the Regional Collaboration team who will fund the meeting venue and refreshments in the absence of a dedicated budget. Meeting agendas will be circulated 7 days before the Steering Group meetings. Members wishing to add items to the agenda should notify the secretariat and Chairs at least 10 days before the papers are due to be circulated. Requests for agenda items will need to state the proposed agenda item and a brief explanation of whether the item is for information or for a decision. The Chair will approve agenda requests. Meeting will be held every 2 months and the minimum members required for a meeting to be quorate is 8 members.

6 Amending the Terms of Reference

The Steering Group will review these Terms of Reference on an annual basis, making such changes as are necessary for the effective operation of the Steering Group.

Chair of North Wales Social Value Steering Group

Ann Woods
Chief Office
Flintshire County Voluntary Council

Membership as at November 2018, includes

Name Organisation / network represented

Ann Woods (Co-Chair) North Wales Voluntary Services Councils
Bethan Jones Edwards RPB Strategic Lead and Secretariat
Dave Worrell Regional Partnership Board Third Sector rep
Lynda Colwell Regional Partnership Board Third Sector rep
Wendy Jones Regional Partnership Board Third Sector rep and Citizen Panel
Maria Bell Secretariat (link to Commissioning Board)
Mandy Tilston-Viney Cartrefi Cymru (Domiciliary Care Providers)
Mark John Williams, Member of Coproduction Network Wales
Eleri Lloyd Mantell Gwynedd /Adam Richards Social Value Cymru
Brian Jones, Anheddau (Domiciliary Care Providers)
Robert Loudon Wrexham Council (Social Services)
Emma Murphy Flintshire Council (Social Services)
Dafydd Bulman Ynys Mon Council (Social Services)
Rhion Glyn Gwynedd Council (Social Services)
Andrea Williams Conwy Council (Social Services)
Alan Roberts Denbighshire Council (Social Services)
Arwel Staples, Flintshire and Denbighshire Council (Joint Procurement Service)
Roger Bartlett, Wrexham Council (Procurement)

Invitation for nominations – Member of the North Wales Social Value Forum

Steering Group

Please submit all self-nominations or the nomination of a fellow member (please ensure you have sought their agreement prior to submission) to be a member of the North Wales Social Value Forum Steering Group. All nominations should include a short paragraph (no more than 300 words) setting out:

- Your background;
- Why you want to be involved in the Steering Group; and
- What you can bring to the Steering Group / which aspects of the work programme you are committed to deliver on.

Please note that all paragraphs will be shared with the Group as part of the process. If you have any queries in relation to the process please do not hesitate to contact:

Maria Bell, Regional Business Manager (Commissioning)

maria.bell@denbighshire.gov.uk

07919 164933 / 01824 706011

Invitation for nominations – Chair, North Wales Social Value Steering Group

Please submit all self-nominations or the nomination of a fellow member (please ensure you have sought their agreement prior to submission) for the role of Chair of the North Wales Social Value Steering Group. All nominations should include a short paragraph (no more than 300 words) setting out:

- Your background;
- Why you are involved in the Group; and
- What you can bring to the role of the Chair.

Please note that all paragraphs will be shared with the Group as part of the process. The highest number of votes will appoint the Chair.

If you have any queries in relation to the process please do not hesitate to contact:

Bethan Jones Edwards, Head of Regional Collaboration

bethan.m.jonesedwards@denbighshire.gov.uk

07920535974 / 01824 712432

Annex 1 – Working definition of Social Value



CYDWEITHREDFA GWELLA GWASANAETHAU
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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Social Value Forum Steering Group

Working definition of social value

Agreed by North Wales Social Value Forum Steering Group 23rd Nov 17

WHO is included in the social value sector?

The social value sector is made up of those people, organisations, networks, fora and others who see increasing well-being for people and communities as their core purpose, and re-invest most of all of any profit into the production of well-being.

Examples include: volunteers, voluntary organisations, charities, social enterprises, infrastructure bodies, and the networks and fora that exist to support their activities.

WHAT does the social value sector produce that distinguishes it from others?

Social value is the relative worth, or importance that people and communities place on changes to their well-being.

The social value sector's primary products are social, environmental, and economic well-being across communities and in individual lives, over and above the direct production of goods and services.

HOW does the social value sector produce its outcomes?

The sector produces social value through co-production: practitioners and people working together as equal partners to plan and deliver services, based on the principles of:

- Recognising people as assets and as having a positive contribution to make to the design and operation of services;
- Supporting and empowering people to get involved with the design and operation of services;
- Empowering people to take responsibility for, and contribute to, their own well-being;
- Ensuring that practitioners work in partnership with people to achieve well-being outcomes at an individual and service level;
- Involving people in designing outcomes for services.

The Principles of Social Value:

1. **Involve stakeholders** – Inform what gets measured and how this is measured and valued in an account of social value by involving stakeholders.
2. **Understand what changes** – Articulate how change is created and evaluate this through evidence gathered, recognising positive and negative changes as well as those that are intended and unintended.
3. **Value the things that matter** – Making decisions about allocating resources between different options needs to recognise the values of stakeholders. Value refers to the relative importance of different outcomes. It is informed by stakeholders' preferences.

4. **Only include what is material** – Determine what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can draw reasonable conclusions about impact.
5. **Do not over-claim** – Only claim the value that activities are responsible for creating.
6. **Be transparent** – Demonstrate the basis on which the analysis may be considered accurate and honest, and show that it will be reported to and discussed with stakeholders.
7. **Verify the result** – Ensure appropriate independent assurance.

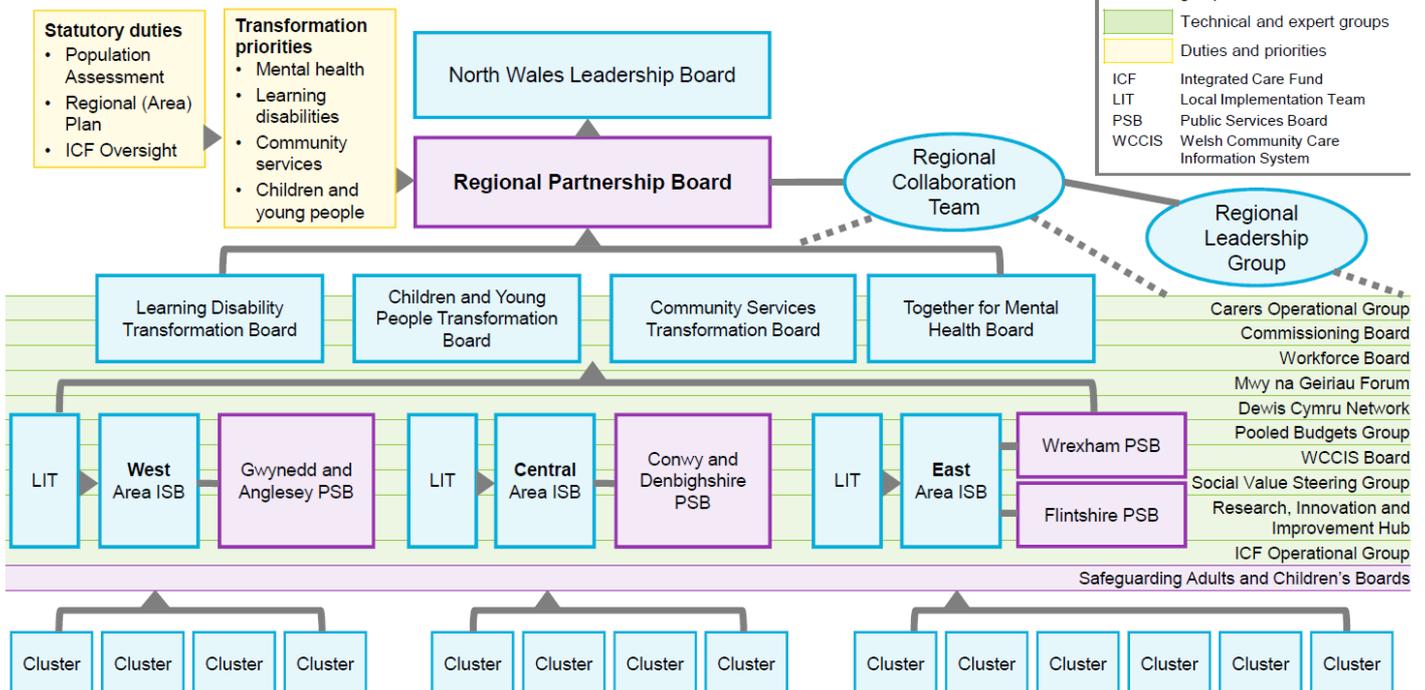
Appendix 2: Delivering Transformation: Regional Structure

Revised in respect of the Healthier Wales, Transformation Programme in N Wales):

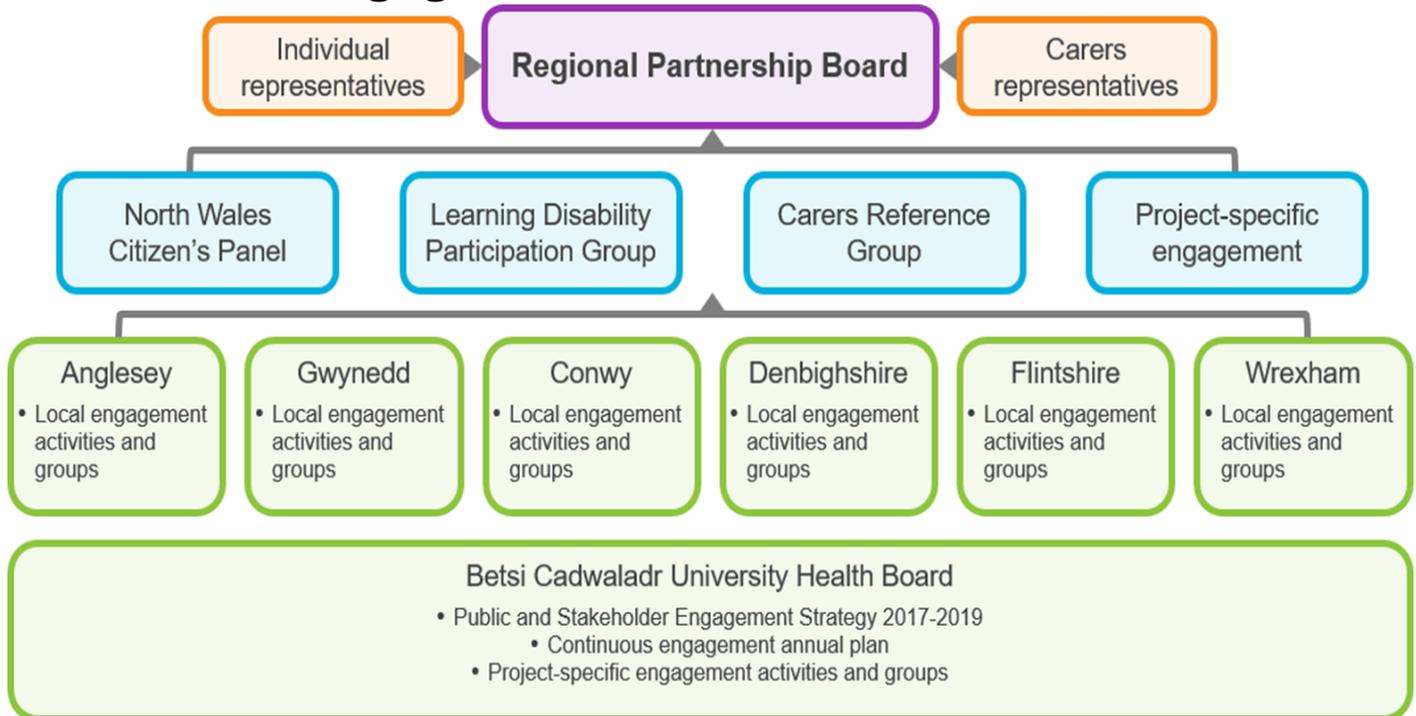
North Wales Regional Partnership Board (NWRPB):
Delivering Transformation Regional (PROPOSED) Structure



	Statutory boards
	Non-statutory boards, teams, groups and clusters
	Technical and expert groups
	Duties and priorities
ICF	Integrated Care Fund
LIT	Local Implementation Team
PSB	Public Services Board
WCCIS	Welsh Community Care Information System



North Wales Engagement Structure:



Appendix 3 – Case Studies

3.1 Ynys Mon: Local Asset Co-ordination

Integrated care Fund (ICF) 2018/19

About the Project:

Local Asset Coordination (LAC) is a new model of working with communities and has been developed on Ynys Mon over the past two years. It is a community based approach encouraging adults and their families to take the lead in developing their own support systems whilst focusing on their strengths and abilities. It is essentially a preventative model, but is now proving beneficial also to those who may already be in receipt of statutory services. Local Asset Coordinators work with individuals and groups to develop and use local networks to promote local solutions to local needs.

Project's Aims:

- Reduce loneliness and isolation in our communities.
- Promote independent living; people's choice and control over their own lives
- Promoting healthier lifestyles and reducing health inequalities
- Develop social prescribing – strengthen the links between healthcare providers and community, voluntary and local authority services.

Project Outcomes:

- People are better informed and know where to receive advice and assistance about activities that would help to prevent or reduce isolation and loneliness and promote health and wellbeing.
- Greater number of people are participating in activities that help to promote independence and resilience, and reduce impact on front line services.
- A greater number of people are confident and empowered to become involved in local decision making processes.

About the person:

What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?

Bob was referred to LAC to our LAC colleague (Gwyneth) who had known Bob.

Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her until her death. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived other parts of the UK.

Since moving in five years ago he and his wife had experienced anti-social behaviour from the local children, they would throw stones at his car, walk out in front of the car, ring the doorbell, put their hands through the windows to grab at things, this particular incident happened when his wife was ill in bed. Bob also experienced verbal abuse when he went to speak to parents about their children's behaviour towards him and his wife. The Police and landlords were made aware of this anti-social behaviour.

What was the situation?

Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue were they facing and how was this affecting their life

Our first meeting took place at his home. During our conversation he spoke about his wife, and how he had cared for her for over many years until her death. He said that he was very lonely, didn't have anyone to turn to and didn't have any friends or family living locally, they lived in Yorkshire and Japan.

Impact statement. How did the service make a difference?

Describe what action the case worker/volunteer took to give support

1. **March 2018 – Bob** was beginning to express and focus on the “traumas of the previous months, the loss of his wife, being a victim of crime and being made a participant in an unwelcome mental health assessment. Together we prioritised how Bob wanted to manage and deal with what he considered to be these traumatic events.
2. Liaised with GP and ensured that Bob had clarification of the correct medication he was to take.
3. Supported Bob to attend CRUSE bereavement counselling over a 6 week period
4. Supported and advised Bob with financial matters – utility bills, phone contracts, missed hospital and GP appointments
5. **April 2018 –** introduced Bob to the Men's Shed. A turning point for Bob was when he 'buddied – up' with a friend, who had also recently been bereaved. Both men would meet up at the shed on most days to do whatever work was necessary, litter picking, building raised beds and creating a bird table that involved intricate work.
6. Bob was introduced to the local lunch club volunteers and clients
7. Created an intervention between Bob and a local man who was able to help set up a home security system ensuring 24hr CCTV at his home.
8. Worked in partnership with Bob's Housing Association and the Police to hold a community event. This was a drop-in session giving the tenants (mostly families with young children) an opportunity to call into the community centre for a cup of tea, meet their neighbours and to chat with the Housing Association's liaison officer and local PCSO's about any concern they may have regarding their estate. This brought about a wider community benefit in community safety
9. Supported Bob in attending training and wellbeing sessions

What outcomes were achieved?

What was the outcome for the service user? What difference did the interventions make?

- Within three months Bob attends two community groups – Lunch Club and Men's Shed. He is actively developing old skills with other men and helping others to learn.
- Nine months on, Bob's anxiety has diminished greatly, and he no longer requires intensive contact with LAC. However we retain weekly contact through the Men's Shed and Lunch Club.
- Engaged with Bob's GP to review his Diabetes and long standing spinal condition.

- In addition to above liaised with specialist Diabetes and Neurology services.
- Bob attends an IT course to learn how to Skype, Internet shopping and Facebook – now in contact with family in Japan and Yorkshire.
- Bob attended three Expert Patient Programme - Managing Diabetes, Foodwise and Diabetes and Controlling Chronic Pain. He benefited by better managing his diabetes and chronic pain by engaging in a non-restrictive exercise programme.
- Another crime committed at Bob's flat - on this occasion **CCTV** evidence was collected confirming local children had been responsible – PCSO's were quick to respond and dealt with the matter.
- The Consultant Psychiatrist recognised Bob's frustration and uncertainty as to why he had to undergo an assessment. He questioned LAC and Bob on the approach they had taken throughout this difficult process, and remarked on their success, and on the value of LAC intervention.

Quotes/Feedback

Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?

Bob has given his consent to tell this story, as he said – “the more people that know about what I've been through the better”. “People might then take more time to listen and understand what people go through when they feel so isolated and lonely after the loss of a love one”. “Without the support from LAC I really don't know where I'd be today”.

3.2 Gwynedd: Good Neighbourhood Scheme

About the Project:

Our project offers practical help and friendly social contact for older people from people living locally to them. Our volunteers offer practical support and share time with older people at home, in hospitals and in the community. Our service is there to let older people get the best from life and we do it in ways that fit in with their lifestyle, needs and wishes. A Good Neighbours volunteer will visit for a chat and to give them company. We offer warmth and kindness whilst delivering everything we do with professionalism and trustworthiness.

Project's Aims:

To reduce loneliness and isolation in older people

Project Outcomes:

Build confidence, friendship and support.

About the person:

What is their age? Do they live alone? Do they have family/friends nearby? How is their general well-being?

Mrs E is 85 years old and has been receiving our Good Neighbours service for some time. She is very isolated as she lives alone in a rural part of Gwynedd. She and her husband were married for fifty years, but unfortunately he died five years ago. Mrs E had two brothers but both of them have now passed on. She has two daughters and a son, and has eight grandchildren and three great grandchildren. Mrs E has been diagnosed with a mental health condition, shortly after losing her husband, which challenges her daily. The medication she is on makes her very sleepy, so she has lots of naps during the day. Her daughters go three times a day to administer her medication and check on her. Mrs E used to enjoy going to the local chapel but doesn't feel confident enough to go now, which means she has pretty much lost all of her friends there now, but every so often someone from chapel may call at the house. Her main hobby used to be knitting, but has lost the enthusiasm for this. Mrs E really dislikes Television, particularly the soaps.

What was the situation?

Describe how the person became involved with the service you are writing about. If an older person – what challenge or issue were they facing and how was this affecting their life

Mrs E was referred to our Good Neighbours service through the local Community Mental Health Team. In her initial assessment she scored the lowest of one on all aspects of her life, including feeling healthy, connected, and enjoying life and choice and control over what she wants to do. Her depression is exasperated by her isolation, which she feels causes a whirlpool effect. She expressed that she felt very lonely and although she loves her family she missed companionship from outside of the family. Her mental health condition can make it difficult for her to answer the phone and open the front door. Starting a conversation with someone new is

something she feels is very difficult for her. Also her mental health makes her feel extremely low in mood.

Impact statement. How did the service make a difference?

Describe what action the case worker/volunteer took to give support

A CSV assessment was carried out to find out all about Mrs E and what services RVS could offer her. It was decided that our Good Neighbours service would be most suitable. Mrs E was matched with a volunteer who has similar interests and hobbies and it was decided that Sioned, the volunteer would go and see Mrs E once a month on a Monday. Because of her fears of meeting someone new and worries over starting a conversation it was decided that monthly was enough, but it could be changed in the near future. On Sioned's visits sometimes they will stay at home and have a cup of coffee, a biscuit and a chat, sometimes they will go for a drive in the countryside or maybe pop to the local garden centre for a nosey around and some refreshments.

What outcomes were achieved?

What was the outcome for the service user? What difference did the interventions make?

I recently met with Mrs E to check she was happy with the service she is receiving from our Good Neighbours Service and to do a CSV outcomes review and impact questionnaire. Her daughter was present at the review. My first question was "Are you happy with the service?" Mrs E's eyes lit up and a huge smile came across her face, I glanced over at her daughter she was doing exactly the same. Mrs E explained how much she looks forward to her visits from Sioned, that she can feel so very low but when Sioned arrives her mood springs up almost instantly and there is no need to be scared of starting a conversation with Sioned. On the volunteer visits, Sioned takes time and patience with Mrs E, judging her mood and state of mind before deciding what would suit Mrs E best on each individual visit, which is something Mrs E finds extremely helpful, there is no pressure on Mrs E to achieve a particular goal or target and if just having a cup of coffee is all that is achieved that is sometimes more than enough for Mrs E. Mrs E describes Sioned as more of a friend now than just a volunteer.

On the initial outcomes and impact questionnaires Mrs E scored a mere one on all questions, including happiness, freedom, loneliness and health but at the review, all of these scores had gone up to the maximum of five points. Talking about enjoying and achieving in her life, having Sioned visiting changed the score from one, at the bottom of the scale to five at the highest score. Mrs E feels she is more connected with her family and the local community because of her regular visits, once again the score went straight from the bottom at number one all the way up to number five at the top. She feels she has more control and confidence over her life and the activities she does on Sioned's visits, once again there is no pressure, no worry, and again her score went from a one to a maximum of five.

Mrs E's daughter is overjoyed with the visits and explained she will see her mum on the morning of Sioned's visit and her mum will be in such a low mood she can sometimes be scared of leaving her mum. But this is a very different scenario when Sioned is due a visit. She is confident that after Sioned's visit her mum will be in a

completely different mood and her daughter feels so much happier leaving her mum. She also feels that since Sioned started visiting her mum, her mum's confidence has increased, for example she is more likely to come out with her family for a drive. Mrs E's daughter also explained that it gives her mum something to talk about with her family, for example Sioned and I went to the garden centre and we had coffee and cake. She will talk about the different plants she saw, the smells, the colours, when mum doesn't go out it makes conversation so much more difficult.

I also spoke with Sioned about her visits with Mrs E and the impacts it has on her life too. Sioned said "Knowing I have to visit Mrs E gives me a reason to get out of bed in a morning. I feel like Mrs E needs me, but I equally need her. My happiness, sense of purpose in life and my confidence have all increased dramatically from my visits with Mrs E. I also look forward to my visits."

Because of the huge impact Sioned's visits are making to Mrs E and to her family it has now been decided that Sioned will visit Mrs E every week on a Monday. They will continue to build on Mrs E's happiness, confidence and freedom and make sure she continues to enjoy and achieve in her life, learning to live with the challenges of not having her husband around and her mental health diagnosis.

Quotes/Feedback

Please provide a direct quote from the service user. What did they say about the service received and the difference this has made to them?

"I would be going around the bend if it wasn't for Sioned's visits. She has given me a new lease to my life. Her visits make all the difference to me and how I feel and how I face my life. I don't know what I would do without her regular visits. I cannot thank Sioned and Royal Voluntary Service enough." Mrs E

"The difference to mums mood after Sioned has visited is unbelievable, I wish that Sioned could visit every day. I and our family are just overjoyed with the Good Neighbours Service." Ann, Daughter

3.3 Flintshire: Community Asset Transfers and Alternative Delivery Models

Community Asset Transfer

1. Gwernaffield Community Centre Complete Mar 2016
2. Mancot Library Complete Mar 2016
3. Trelogan Community Centre Complete Apr 2016
4. Connahs Quay Swimming Pool Complete May 2016
5. Mynydd Isa Library / Community Centre Complete Jun 2016
6. Connahs Quay Allotments Complete Oct 2016
7. Hope Library Complete Feb 2017
8. Holywell Library Complete Feb 2017
9. Holywell Leisure Centre Complete Mar 2017
10. Northop Allotments Complete Oct 2017
11. Connahs Quay Community Centre Complete Nov 2017

Alternative Delivery Models: Flintshire

Aura leisure

Aura leisure delivers the Flintshire National Exercise Referral Scheme (NERS), which provides a targeted and preventative approach to enable people who have health problems or who are at significant risk of developing disease to receive support in becoming more active. The support the scheme provides makes a world of difference in enabling people to participate in physical activity they would not otherwise do. Activities range from gentle circuit classes, strength and balance classes, back care, cardiac health activities, Tai Chi, walking football, indoor bowls, walking, swimming and gym based activity. This variety reaches a wide range of older adults providing them with safe and supported physical activity in an environment where they can socialise and have a regular routine of physical activity. For many, greater independence and social contact means a better quality of life.

Newydd Catering and Cleaning

'Newydd Catering and Cleaning' is a brand new Local Authority Trading Company created to deliver high quality, financially viable, sustainable, customer-focused catering and cleaning services. The catering and cleaning service is being taken from the direct management of the County Council in order to be more responsive to the demands of the market and by changing the way that we do things valuable discretionary services can be maintained and enhanced.

Hwb Cyfle

Hwb Cyfle is an exciting project which will provide a state-of-the-art facility in the heart of the community for the more vulnerable members of society including those with disabilities or mental health challenges. This is a social services contract that seeks to deliver social value through its core objectives. The Welsh name 'Hwb Cyfle' translates as 'Hub For Opportunities' which encapsulates the ethos of the project to provide equal opportunities for people to work, learn and build social relationships, bringing people together to reduce isolation and segregation, developing more inclusive communities. This will provide an opportunity to remove some of the social stigmas that constrain the lives of people with complex needs and disabilities, promoting the five ways to wellbeing.

3.4 Wrexham: Town Square Hub

The Council is committed to supporting new enterprises and individuals seeking assistance to set up a new enterprise. Since the development of the 'Town Square Hub' based at the old Iceland shop the main focus for the team is to refer entrepreneurs to the 'Hub' to enable them to benefit from the direct, comprehensive support that they can receive within this environment. The team maintains a weekly presence within the hub to add value to this support to ensure entrepreneurs are maximising the offer.

Additional support is provided by the Business and Investment Team to develop new businesses by providing one to one support, meeting space in early stages to meet suppliers, banks, accountants and so on., providing information on supply chains, assisting in the identification of property if required and generally guiding enterprises to a range of funding and support whilst managing them throughout the journey to establish a sustainable business.

To date 'Town Square Hub' has supported 170 individuals and businesses, facilitated 24 workshops with 156 businesses and individuals attending, guided 45 businesses through its 5-9 club, and welcomed more than 570 people through its 7 showcase events. When NEWCIS were taking on the new Carer's Contract in Wrexham and trying to source a local office accessible to carers, we were able to get space for them at the Hub while they sought premises.

The Council has been hugely supportive with the delivery of the Town Centre hub, helping from very early stages of its establishment. The Business Support Team provides the hub with regular drop in services and has supported Business Wales clients' source premises in the local area. Additionally Businessline regularly provide workshops for the 5-9 Club, feature in the Hub newsletter, and support Lock-In and Open Day events.

Within the Council Plan the Business and Investment Team are targeted to directly assist in the creation of 65 businesses in 2018/19, working with a target of 200 individuals considering self-employment to enable the department to reach this output.

3.5 Conwy: Interpreters Live - Conwy Deaf Forum

What is / was the social value activity?

Conwy met with Conwy Deaf Forum on a number of occasions around addressing the current needs of the deaf community. It emerged that the strongest needs are around those for translation and interpretation services in relation to interfaces with council services and other external organisations.

It was noted that complex documentation should be in BSL. For example, Parking Fines were mentioned as one issue whereby information was difficult to understand. Options such as the right to appeal or to pay a fine were difficult to access if a person needed to communicate through BSL.

A list of FAQ's asked around Council services by members of the public was compiled which is subsequently leading to the production of a short series of videos using BSL interpreters to create video content to address the main points of concern. The videos are in the process of being made available online and will be shown in the reception areas of council buildings.

Conwy County Borough Council is also working with the Centre of Sign Sight Sound and the HistoryPoints website to create British Sign Language (BSL) heritage interpretation videos at the new Conwy Culture Centre scheduled to open in Autumn 2019

With regard to accessing services we have also commissioned a new video interpreting service – called 'InterpretersLive!' – in December 2018.

This means that Deaf customers, who communicate using British Sign Language (BSL), will be able to contact the council through a British Sign Language interpreter.

Visitors to Conwy Council's main offices at Coed Pella, Bodlondeb and Mochdre will have immediate access to an on-screen BSL interpreter with no prior appointment required.

People who do not wish, or are unable, to travel will be able to use the service face-to-face from the comfort of their own home, using a video relay system.

The new interpretation service means Deaf customers will be able to call council services just as a hearing person can.

This allows the deaf community a more modern way of conversing with us, alongside our other channels such as text phone, fortnightly face-to-face interpretation sessions, and our website.

What was it designed to do or support?

Conwy County Borough Council aim is to make it easier for members of the county's Deaf community to access services

Development of the BSL videos and the commissioned interpretation service have emerged out of a Council wide Sensory Loss Action Plan which was specifically developed to support equality of access to council services and processes, for the deaf community.

Who has been involved?

- Conwy Deaf Forum, involved in co-designing the new services and resources.
- Internal CCBC services.
- A local provider, Centre for Sign Sight Sound in Colwyn Bay was commissioned to create the video materials.
- Interpreter Live service provided by Sign Solutions.

What funding / assets is / was used?

Corporate CCBC funding was used to establish this project. The 'InterpretersLive!' system is initially as a one year pilot from January 2019, with a view to evaluating the service with the deaf community.

What was / is successful and why and what hasn't worked well?

The pilot has only commenced in January 2019, and initial reaction has been very positive. Sign Solutions have held introductory events to demonstrate the system, and raise awareness of the availability of the service. A BSL awareness day was held in January 2019

Full evaluation, with the inclusion of the deaf community will take place as the pilot progresses to ensure it is meeting local needs

What was learned / would you do differently?

- Previous lessons learned from issues regarding the way in which the council communicated with the deaf community.
- Acknowledging BSL as a language in its own right and not assuming that conventional communication channels apply to all.

What changed as a result of the activity?

The activity came about as part of the Corporate Sensory Action Plan, which originated through wider realisation that issues facing the deaf community were not purely limited to social care but across council departments.

There are now systems in place to support people within the deaf community who use BSL, to communicate with external organisations and/or all public facing council services.

3.6 Mantell Gwynedd: Arfon Community Link project

Community Link is a service based in Arfon, Gwynedd, using a social prescribing model, which offers an alternative for individuals with social and emotional needs. Social prescribing model is an effective early intervention tool to identify and encourage people to take control of their own life to make changes that improve their health and emotional well-being. It is a means of:

- Enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services.
- Supporting/encouraging individuals to address their social needs and make changes to their lives to improve their health and emotional well-being.
- Supporting people who live with chronic health conditions and can be crucial in preventing ill health;
- Empowering individuals to re-connect with their local communities

The community link officer works closely with GP surgeries in the Arfon area and is the first point of contact when pursuing solutions to social issues of the patients that are referred into the scheme. It is open to anyone who can benefit from it with the aim of improving their health, well-being and a better quality of life.

The emphasis is on prevention and early intervention before an individual's needs intensify and become more complex which will cost more to the NHS and other statutory services.

The role of the Arfon Community Link Officer is to facilitate the process and help:

- Empower individuals to re-connect with their local communities with emphasis on what is important to those individuals, encompassing the “What Matters conversation”, and building on their strengths and aspirations.
- Build confidence and resilience
- Improve Health and Wellbeing
- Improve the individual's quality of life
- Reduce medical appointments and the prescribing of medication
- Reduce Isolation
- Increase awareness of what is available to help and support individuals
- Engage individuals to take control of their own lives

A [DVD of this social prescription scheme can be seen on youtube](#) which outlines the journey of some of the individuals referred to the project for support.

A [full social impact report](#) is available evaluating the services from June 2016 to September 2018

3.7 Denbighshire: Community Navigator and social prescribing service

COMMUNITY NAVIGATOR & SOCIAL PRESCRIBING SERVICE

Connecting You to Support in Your Community

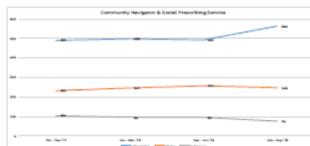
Population assessment needs addressed:

- Older people
- Families
- People with learning disability
- People with mental health support needs
- Carers

OUTCOMES & BENEFITS ACHIEVED

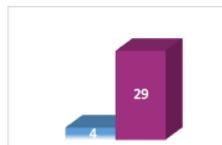
- Citizens are able to access information from a variety of sources to meet their health and well-being needs
- Citizens are better able to avoid or cope with crises and other situations which cause stress or anxiety because they have local community support or are actively engaged within their community
- Citizens are able to engage with and benefit from the services they need as independently as possible. Over a twelve month period, we can demonstrate that the Community Navigators have provided the following support to the citizens of Denbighshire:

	Info	Advice	Assist
Oct - Dec17	490	232	104
Jan - Mar18	499	247	96
Apr - Jun18	493	257	95
July - Sep18	564	248	76



- Well-being Points continue to grow county wide - these access points are supported by Well-being Champions - progress to date:

Number of Well-being Points	Oct 17	Oct 18
	4	29



Lessons learned:

- The importance of recruiting volunteers/champions
- Sharing good news stories promotes the service
- There is a requirement for us to continue to modernise the way in which we work - these changes are in response to the fact that peoples needs are changing
- The language we use needs to be jargon free - *it has to be!*
- Communication between 3rd sector organisations is paramount

Feedback from participants:

- Feeling better after talking. Thank you – non judgemental
- Very good. Excellent experience. Thank you so much to both ladies
- The advice has been first class
- Very helpful, very approachable. Nervous about coming but was made to feel very at ease
- Very helpful and gave me lots of good advice as I am a support worker for a lady and you helped me access groups, activities etc for her
- I've seen what possibilities are there now which I didn't know about before



ICF SHARING & LEARNING EVENT: 22ND NOVEMBER 2018



CYDWEITHREDFA GWELLA GWASANAETHAU
GOFAL A LLESIAINT GOGLEDD CYMRU
NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

ICF OBJECTIVES & AIMS ACHIEVED:

- ▶ integration
- ▶ prevention
- ▶ social value

CASE STUDY - Alice



Alice is 78 years of age, partially sighted and has very limited hearing. As a result, she has become very lonely and socially isolated. Alice has a strong bond with her daughter who she sees most days but their relationship has become strained over time due to her caring role. Alice also relies solely on her daughter for social stimulation and feels that she would benefit from socialising with new people in her life. Alice is very passionate about her long standing links with the Royal Air Force, having served for the Women's Auxiliary Air Force throughout World War 2 while her husband served as a Spitfire Pilot. She is very proud of their achievements and loves to share the stories of her past with new people.

Alice was advised that the RAF Association has a local befriending service that could arrange for a volunteer to visit her at home on a regular basis - she was very excited about the prospect of being able to socialise with someone new. With Alice's links with the RAF in mind, she was also advised of some of the services offered by the Royal British Legion, including their Break Centres which offer much needed breaks for ex-servicing and serving personnel. Both Alice and her daughter were very keen to pursue this.

Alice has always been a very proud and independent lady but due to her sensory impairments, a lack of confidence has prevented her from leaving her home for many months but she is desperate to regain her independence again. Alice agreed to a referral to Positive Steps who could work with her to achieve this.

Alice now has a regular RAF Association Befriender who visits every other week and is receiving ongoing support from Positive Steps to enable her to regain her independence. Both she and her daughter are very optimistic for the future and feel that these services will help improve their relationship - they are both going to stay in the Royal British Legion's Break Centre in Merseyside for five days in the next couple of weeks.

"Thank you so much for the help and support you have given me and mum. I didn't know that there was this much support out there - it really has made a big difference to mum's life".

For further information, contact:

Jason Haycocks

Talking Points Coordinator

jason.haycocks@denbighshire.gov.uk

3.8 Collaboration of North Wales' Care and Repair Services and Red Cross

A regional approach to Third Sector delivery of services within the BCU footprint – between the 3 North Wales Care and Repair Agencies and Red Cross.

Working together with Health and Housing Ministers, the organisations successfully delivered a 8 week pilot (February – March 2019) across the 3 District General Hospitals - supporting the discharge planning process. The pilot was successful and was extended for a further 6 months.

The Well-being of Future Generations Act requires public bodies to think and behave differently, with the principle of sustainable development at the core of all decisions and actions.

With this in mind Conwy and Denbighshire Care and Repair designed a Well-being Star that maps the Social Value of the services it provides to their client group in Conwy and Denbighshire against the Health and Wellbeing principles

5 Ways of Working

- A) Long Term – Independence
- B) Integration -Participation
- C) Involvement - Self Fulfilment
- D) Collaboration – Care
- E) Prevention – Dignity

The data will be collected with a draft report produced and shared with the Future Generations Commissioner later in the year.

3.9 North Wales: Measure and manage your social value

Measure and Manage your Social Value

An exciting opportunity for third sector organisations provided by the 6 CVCs in North Wales

Measure

By asking people what has changed in their lives, we can understand the results of our activities – and it is only by measuring these that we can really understand how much impact we are having on people's lives.

We have an exciting opportunity for 5 third sector organisations in every county in North Wales. FREE support to measure and manage the social value of a particular project, activity or service that will help to demonstrate the impact of your work.

Impact

The third sector helps people to change their lives. This has value to individuals, others in the community, as well as those organisations dealing with health and social care issues. Social value is a way to demonstrate and communicate these impacts. This can help you with:

- Funding applications
- Commissioning
- Internal decisions
- Staff development
- And much more



SOCIAL VALUE CYMRU

Learning

It is important to measure the social value of our activities, but the most powerful reason to do this, is to improve the impacts we are creating in the lives of people. As part of this project, we will work closely with your Board of Trustees to build their confidence to use social impact results to influence decisions and to create even more positive outcomes.

Well-being

We all hear about well-being, and it is central to much of what we do. This project can help you to demonstrate how your activities contribute to the Well-being of Future Generations (Wales) Act 2015 and the Social Services and Well-being (Wales) Act 2014.



ARIANWR GAN Y LOTERI
LOTTERY FUNDED

For more information please contact your local CVC or contact Social Value Cymru
 ☎ 01286 672626 or ✉ eleri@mantellgwynedd.com - Applications open from January 2018

