Cwm Taf Regional Collaborative Committee Annual Review
June 2015
Executive Summary

As Chair and Vice Chair of the Cwm Taf RCC we feel that we have made significant progress since the last reporting period developing and implementing a cross authority approach to support the effective delivery of the supporting people programme and it is clearly visible that members are committed to this process.

Our main remit since the last annual review was submitted has been to challenge information and adapt our services, so that our focus remains on continuing to make the most effective use of the Supporting People Programme Grant to meet the local and regional needs across Cwm Taf. As a result of the ongoing financial climate and reductions to the overall Supporting People Programme Grant, the funding now available is less than had been assumed by the process of redistribution. Managing such significant budget reductions in a short space of time has been challenging for both our Local Authorities and Support Providers but we remain committed to our purpose and function as an RCC to drill down into information provided and to make decisions to ensure all our citizens continue to receive appropriate and equitable services.

Operations
We have developed a number of shared practices to ensure efficiency and value for money continue to drive our service delivery across Cwm Taf and have set up specific sub-groups for our members to influence and make informed decisions re future provision. As an RCC we see that there will be an increased role played by our Service User Involvement Group who will be instrumental in ensuring the views and experiences of those who have accessed our services are at the heart of the decisions we make.

Future Strategic Aims
We will pro-actively link Supporting People services to the challenges and opportunities of the Social Services and Well-being Act and will be proactive in the greater alignment of the Welsh Governments tackling poverty programmes to the supporting people to ensure the best possible outcomes for the residents of Cwm Taff.

The coming period of austerity will challenge all partners however, through greater collaboration and innovation the Cwm Taf RCC are committed to respond to this challenge positively.
Introduction

The Supporting People Programme Grant (SPPG) - Guidance (June 2013) states that Regional Collaborative Committees (RCCs) across Wales are required to submit annual / regular reports to the Supporting People National Advisory Board (SPNAB), to advise the Minister on progress of each RCC. The RCC forms part of the overall governance structure for the SPPG, the current structure is available on the Welsh Government website: http://wales.gov.uk/topics/housing-and-regeneration/services-and-support/supporting-people/programme-structure/?lang=en

This Annual Review will cover the period from 1 October 2013 to 31 March 2015. It will provide the SPNAB with an update on developments and an honest assessment of what’s worked well and areas that still need to be progressed in the Cwm Taf RCC. This report is a reflection of all Cwm Taf RCC attendees; each member, deputy member, co-opted member and advisor has been given the opportunity to input their views and recommendations on the Cwm Taf RCC.

The SPPG – Guidance (June 2013) identifies a number of areas of responsibility for the RCCs across Wales and the High level principles. These are listed below.

The areas of responsibility where the RCC is expected to report to SPNAB:
1. Advise
2. Recommend
3. Planning
4. Priority Setting
5. Membership and Attendance.

The high level principles for the RCC:
1. Improving services and outcomes to the end user
2. Ensuring probity, accountability, transparency and scrutiny
3. Operating on the basis of equality, collaboration and co-production
4. Providing strategic oversight and direction in line with national, regional and local strategy and SP Commissioning plans.
5. Being underpinned by and comply with robust and enforceable grant conditions.

Cwm Taf comprises of two local authority areas: Merthyr Tydfil (Lead authority) and Rhondda Cynon Taf. It is covered by the Cwm Taf Health Board and the South Wales Police.
Case studies

Example 1: Older Person’s Planning Group

The RCC Older Person’s Planning Group was set up in 2013 to monitor and evaluate the Older Person’s reviews. This was part of the process to reconfigure current service provision across Cwm Taf in line with the Aylward recommendation to commission older person’s services on need rather than tenure.

Both local authorities agreed to undertake reviews of Older People services currently funded through the Supporting People Programme. This process was agreed by the RCC planning group who were responsible for overseeing all monitoring requirements.

In September 2014 a report was drafted by the Planning group and presented to the RCC with an agreed timeline for implementation. Regular reports and updates were presented at each RCC meeting and a completion date set for April 2016.

WHAT WORKED WELL

One service provider in RCT was realigning their current services as part of a feasibility study in implementing the Alyward recommendation to their services and organisation. Part of this realignment was to run a pilot for a new way of working in 25 sheltered schemes in the Taf area of RCT.

The pilot service was an alternative to one person (a scheme manager) performing a number of related functions. The pilot introduced a team approach to meeting people’s needs with a number of staff providing distinct services, that included Housing Management for the complex, Housing Related Support for existing tenants and the wider community and Tenant Participation through ‘wellbeing co-ordinators’ who would help organise social activities and events.

The service provider agreed that this model could be monitored by the supporting people team to ensure that the needs of the service users were still being met and to date this has proved successful.

Merthyr Tydfil took a different approach and commissioned an Older Person’s research project ‘People Matters’ that would be delivering targeted, time limited advice /support and encompassing social research into the interface with health, housing and social care to determine best practice and potential future services including current demand for housing related support services within the community. Research evidence has been gathered whilst the support service was being offered to 16 people at any one time.

The model that was utilised was an established model of identification and support planning with practical assistance provided. They will be monitoring and evaluating the impact while the pilot is delivered.
During this time the SP team met with all Older People’s providers to discuss a way forward. The activities of each scheme manager were discussed and following these initial meetings a week long audit proforma was completed. The team are utilising this audit information and reviewing support plans across all Older People services to ascertain the hours of housing related support being delivered. This will be utilised as a means to begin discussions around moving forward.

**WHAT WAS ACHIEVED**

The process utilised in Merthyr Tydfil enabled a series of consultation events to be held with support providers and housing associations to agree the best way forward for reconfiguring the older person’s services to be needs led and not tenure led. Consultation with Older People both users of services and those in the community will also be undertaken to further inform this work.

An end of project report was drafted and finalised in March 2015. These findings will inform strategic thinking around any proposed reconfiguration of service across Merthyr Tydfil.

In RCT the process will work alongside existing services to complete an assessment of peoples housing related support needs. The new service will commence in July 2015 with a transitional period developed to ensure that the services people currently receive facilitate any handover from one agency to the other where people need and want housing related support. The new service is intended to compliment any housing management services that are currently provided by any on-site or floating Scheme Manager/ Coordinator. The outcome of the assessment process may result in the provision of housing related support by the new service provider. An end to support where this is appropriate and it meets the needs and wishes of existing service users. o The continuation of any assistance that Landlords wish to continue to provide to support the management of the complex and their tenants.

The transitional arrangements will ensure the new service is delivered in collaboration with Housing Associations and existing support providers. This will a t support the service users transition to ensure p their needs are met by the most appropriate service and organisation.

**LESSONS LEARNT**

Moving forward if a similar process was to be carried out for reconfiguring services for a different client group within the supporting people programme. The RCC would recommend that this was carried out regionally to guarantee consistency for the service providers and service users with a clear timeline. The RCC is seeking to ensure that any future reconfiguration of services will be open, transparent and inclusive with service providers and service users.
Example 2: RCC Planning Development Day

It was recognised by the Cwm Taf RCC that the RCC meetings were well structured however agenda items left very little time to have lengthy discussions on any one item and issues or concerns for the RCC. During this annual reporting period various announcements were made through the Minister that the supporting people programme should expect cuts to funding of up to 10% and should start planning for these cuts.

Therefore it was agreed that the RCC would hold Planning days outside of the normal business meetings to focus on future planning arrangements and expected cuts. A date was set for the first planning day and it was agreed that the invitation list would be extended to include service providers. The nature of the agenda and the theme for the planning day was ‘Commissioning and Efficiencies’.

WHAT WORKED WELL

The setup of the planning day included an overview of the RCC and their vision for 2014/2015 which was presented by the Chair of the RCC followed by the local planning, summary of needs data and how this influenced the planning and setting of priorities for 2014 – 2017 as set out in the local and regional commissioning plans.

This was welcomed by the service providers as it provided an insight on what the RCC were focussing on for the coming year and it also highlighted the changing need for priorities and what priorities were identified for the future delivery of the programme.

The attendees were then split up into 4 groups and workshops were facilitated and the following was the discussion points:

Workshop – ‘Commissioning and Efficiencies’

1. Moving forward- how can we plan effectively in an environment of efficiencies?
   - How does this effect your organisation?
   - What opportunities could these challenges bring?
   - Impact of cuts on organisations/services provided
   - Importance of Strategic Relevance
   - Priority Need

2. How do we ensure we provide value for money services in the Future?
   - What does Value for Money mean?
   - How can we challenge our thinking and be more innovative?
   - What is the best way we can get value for money without re-tendering?
   - How do we consider Community Development and resource sharing?
WHAT WAS ACHIEVED

This was a great opportunity to gauge the views of service providers and other stakeholders wider that the RCC that would potentially be affected by any future cuts and the impact this could have on service delivery and the quality of services delivered locally and regionally.

A report was drafted following the event to inform the RCC of the outcomes and to raise awareness of potential impact for future service delivery.

Discussions were held at the RCC meeting and a recommendation was made that the local planning teams need to take these suggestions on board when planning and developing future services. Service providers and more importantly service users should have an influence on planning, commissioning and decision making.

LESSONS LEARNT

Engaging with service providers and taking into account their views and the potential impact that future funding cuts to the supporting people programme could have on the delivery of services provided through this funding stream.

The importance of consultation with service providers, stakeholders and service users when developing, planning and reconfiguring services to ensure that we are delivering the right services at the right level to meet the overall need of the service users.

It also highlighted the importance of having strategic relevance reviews on the current services to ascertain that funding is being committed appropriately and identify future efficiencies for the effective strategic planning of the RCC.
Service Development

As part of the Annual Review, and to meet the reporting requirements of Welsh Government we are required to provide additional detail about the following:

a). What efficiencies have been introduced by RCCs to ensure that services are commissioned and run in a more effective way for end users particularly given the ongoing pressures on funding?

As cuts were imminent for the supporting people programme for 2015/2016 the Cwm Taf RCC wanted to ensure that plans were in place with each Local Authority to make efficiency savings as fair as possible.

Strategic Relevance Reviews were carried out across the region in order to ascertain that Supporting People funding was being committed appropriately and to identify efficiencies for the future and possible funding cuts and the RCC have been monitoring progress and having regular updates at RCC meetings for further discussion. The review was not commissioned regionally however, the same Housing consultant carried out both reviews for consistency across the region:

Merthyr Tydfil: Identified a number of areas for reconfiguration in order to meet the demands on the budget cuts. This allowed funding for 2015/2016 to be more appropriately placed and by implementing this approach no services were decommissioned for 2015/2016. This process also explored efficiency savings in order to meet identified needs across the county borough and the region.

Rhondda Cynon Taf: A timetable is in place and the reviews commenced in 2014 and will be ongoing until 2016. They are also seeking to commission a further overview which will focus on client groupings and services to better understand what works to ensure:

- Service provision more closely meets the need of the local population
- Obtain a better understanding the models and level of support to be provided
- Identify efficiency savings
- Considering possible joint commissioning arrangements
- Funding consistency across providers

These reviews are ongoing and the recommendations will assist to inform commissioning decisions for 2016/2016.

Reconfiguration of Older People services in line with the Aylward review.

The Cwm Taf Older Persons Task & Finish Group was set up to review the current Model of Older People services and to develop a consistent approach to commissioning older People’s services both locally & regionally and to ensure that they are needs led & not tenure led.

Each local authority agreed to carry out their own reviews of the Older People services currently funded through Supporting People to analyse how the funding is being utilised by each housing association to Identify the level of support provided, if provision of support is subsidised and to
identify call centre operators. The RCC were happy with this process and the Task & Finish group were monitoring progress on this. In September 2014 a report was drafted by the Task & Finish Group to update the RCC on progress to date and timelines were agreed.

- **Merthyr Tydfil**: As part of the process an Older Persons project ‘People matters’ was commissioned and has been delivering advice and support and encompassing social research into the interface with health housing, social care to determine best practice and potential future service.

- **RCT**: A service provider has been piloting a new way of working in 25 sheltered schemes in the Taf area of RCT. The pilot service is an alternative to one person (a scheme manager) performing a number of related functions. The pilot introduces a team approach to meeting people’s needs with a number of staff providing distinct services, that include Housing Management for the complex, Housing Related Support for existing tenants and the wider community and Tenant Participation through ‘wellbeing co-ordinators’ who will help organise social activities and events.

**Barriers**

Timescales of announcements of funding form Welsh Government.

The RCC have no Governance arrangements.

MOU timescales for completion/finalising.

**Lessons learnt**

Communication is key for any reconfiguration and planning of services.

Moving forward the RCC will ensure that service users and service providers are consulted with and involved in the planning for any future reconfigurations, commissioning & decommissioning of services.

**b). How have people using services been involved and shaped decisions?**

The Cwm Taf RCC recognises the importance of consulting with Partner organisations, Stakeholders and in particular service users.

Service User consultation is a priority for the Cwm RCC however the RCC’s main focus for this period was developing and implementing the Cwm Taf Service User Involvement Framework.

A series of consultation workshops were held with Service providers, support workers and service users whilst developing the Service user Involvement Framework.

An RCC regional young people service user group was set up in 2014 and were actively involved in the development of the service user framework, the Implementation plan for the framework and developing an easy read leaflet/poster that summarises the service user involvement framework.
The Implementation plan and template was developed and circulated to service providers in December 2014. The template will be completed twice yearly by each service provider and submitted to the Regional Development Coordinator. The information will be collated and presented to the RCC Service User Planning Group to monitor what service user engagement is happening across the region and how service users are being involved in developing and planning supporting people services and how they are making a difference to service delivery and also:

• Ensure that there are better communication channels and clearer information is provided for service users on what is expected of them and why
• Ensure that there are different levels of engagement as there are many different client groups within supporting people. Each provider can adopt methods that achieve the best fit with the needs of the individual supported and the management style and character of the provider.

• Supporting People teams in the Cwm Taf region are monitoring service user involvement and outcomes as part of their evaluation process.
• To develop mechanisms to record the purpose of service user involvement activities, who was involved, what was done, and what was achieved.

The first collection of the completed templates will be submitted in June 2015.

The Cwm Taf RCC have also agreed to plan and host a service User event at the end of 2015. The RCC service user planning group will take this forward along with the RCC service user groups.

c). How have decisions been shaped by the outcomes data?

The RCC felt that due to changes made within the outcome framework for the period 2013/2014 and Welsh Government requesting information for 4 periods between this time lots of valuable time was spent on transferring the information to the new aggregated spreadsheet. The final report produced was useful but did not really specify anything further than just a collation of data.

They also feel that the information gathered is only a snapshot and not a fair reflection of any one service user that are offered support on the programme. This makes the RCC very nervous about using this data to inform any commissioning and decommissioning decisions. Therefore, Decisions have not at this time been specifically shaped by outcome data which we feel is not robust enough to base any decisions in respect or remodelling, commissioning or decommissioning.

Various reports have been drafted and presented to the RCC for analysing to identify where the gaps are and why this is happening. It has been agreed that these differences need to be explored in more detail to ensure that the outcomes are being monitored against the spend plans units, to identify reasoning for any gaps and so we can evidence the impact of the Supporting people programme. An RCC Outcome Task & Finish Group will be set up to take this work forward.
The outcome data along with other elements as an overall review of service provision has resulted in the decision to decommission services. However this was not based on the outcome data alone.

The RCC are working on new recording arrangements and with ongoing strategic reviews and links with wider needs analysis and outcome data we envisage in due course, this will influence future decisions.

They are also in the early stages of making links with the Result Based Accountability Outcome Shared Framework that records the outcome data for Families First, Flying Start & Communities First and how these can be linked to Supporting People to support and evidence the links with the Tackling Poverty Agenda.

Barriers

The RCC feel that the outcome data is currently working for short term service but not for long term services.

Outcomes are not collected for alarm services.

The RCC are not confident to use the current data collection for decision making for commissioning/decommissioning due to flaws in the system design rather than implementation and collection across the region which all service providers and SP teams are working towards perfecting.

d). What regional and sub regional work is happening as a result of the RCCs and how has this work developed since the last report that was submitted in November 2013

Since the Cwm Taf RCC was established in July 2012 there is a more open approach within the RCC and closer partnership working is visible with partner organisations to include: Health, Probation Wales, Public Health Wales, service providers and service users who

The RCC Health representative is currently leading on a piece of work as part of the Regional Implementation Plan for the Social Services and Wellbeing (Wales) Act. The Act requires Local Authorities and Local Health Boards to jointly undertake a population assessment of care and support needs for adults, children and carers. This has to be done by client group and geographically. There will be a need to align this with needs assessments required for Supporting People and the work of the RCC to avoid duplication but ensure appropriate information and evidence is available to inform planning and commissioning decisions.

The first Cwm Taf Regional project was agreed and commissioned in 2014. Some funding became available through slippage and an opportunity arose to commission a regional project. A potential project was identified through the RCC ‘Off the shelf Register’ to extend an existing project currently running in RCT to Merthyr Tydfil. This was agreed by the local planning groups
and the RCC for a 6 month pilot and due to the success and ongoing need for this project it has now been extended and commissioned for 2015/2016.

As part of the continued work to develop regional working and collaboration across Cwm Taf an RCC regional task & finish group was set up to identify ways where regional working can be carried out and to drive forward improvements across the supporting people programme. An Action plan was developed and agreed by the RCC and the achievements to date and Developments in progress are:

**Achievements to date**

- Regional Referral Form
- Regional Outcomes Guidance
- Regional Commissioning Planning Group
- Regional Service User Involvement Planning Group
- Regional Older Person’s Planning Group
- Regional Planning Group
- Regional Service User Involvement Framework
- Regional & Local ‘Off the shelf register’
- Regional Website
- Regional Newsletter

**Cwm Taf Developments in progress:**

- Regional Voids & Claw back Policy
- Regional Desk Top Audit
- Regional Service Directory
- Regional common data reporting
- Regional project

A proposal has been presented to the RCC for a potential regional project. This project will provide supported accommodation for single homeless people aged 18 and over who have been referred through the Single Point of Access and assessed as homeless and in need of support.

The project will accommodate people for up-to 12 months and support them to prepare for living independently in shared accommodation or general needs accommodation in the private or social rented sector.

There are currently no sub regional projects as the Cwm Taf region only consists of two local authorities, therefore there is no scope for sub regional working or sub regional projects.
RCC appraisal

All Members, Deputies, Co-opted Members and Advisors were asked to give their opinions on the Cwm Taf RCC. From the 17 individuals asked to respond, 10 responses were received. However 4 of the RCC members and 1 co opted member who were representatives within this reporting period have either left the RCC or are currently inactive and are therefore unavailable to complete the questionnaire.

The following is a summary of the responses received.

1) What has worked well for the Cwm Taf RCC and what are the achievements?

• Cwm Taf RCC members are positive and are committed to the process. We have developed the service user framework and have made good progress with the older peoples recommendation moving towards a tenure neutral needs based service by September 2015 for RCT and an ongoing review in Merthyr with a target to implement by April 2016.

• Development of the single point of access to standardise the central point for referrals and to bring together different strategic elements/WG policy into planning processes.

• The Cwm Taf RCC has worked hard to implement the recommendations from the new guidance. It has undertaken a more focused approach to its work by establishing sub groups and holding planning days to identify priorities and to further explore links to other agendas including the Result Based Accountability approach.

• The RCC has developed a culture where constructive challenge is welcomed.

• The RDC has been working really hard to bring everything together for all those involved and I believe this to be an achievement, which has resulted in the progression of the group to date and the strong commitment of all involved. The RDC role has brought a consistent structure to the group by working across the region to further develop regionalisation of processes and establishing the RCC sub groups which has helped to drive the agenda forward.

• The RCC has demonstrated excellent collaboration across the Cwm Taf area regarding the strategic direction of SP services. It has evidenced the ability of partners to agree and set priorities based on local needs information and the development of best services, and the diverse representation and expertise on the RCC have aided discussions to form a holistic view of services.

• The RCC is moving forward well and while many of our priorities are in development there is a consensus amongst members as to the approach being taken and the ultimate ends of the RCC.

• Good communication and turnaround on feedback.
2) **How do you feel that the Cwm Taf RCC is meeting the strategic objectives?**

- The Cwm Taf RCC has identified its own strategic priorities and are working hard to implement however, in the last year the RCC has had to deal with a number of issues external to the RCC which has delayed this process. In terms of the overarching strategic objectives of the programme the RCC has prioritised areas of importance to Welsh Government such as outcomes monitoring, service user involvement and regionalisation.
- The RCC is committed to embracing the new SP guidance and recognises the links between the Housing Wales Act and the Social Services and Wellbeing Act. The group is working hard to ensure that Supporting People is meeting the strategic objectives of these important legislative drivers.
- The RCC has continued to strive to meet its strategic objectives via engagement of strategic partners, service users, providers and its local communities.
- Planning is developing well based on a better understanding of need and a determination to hear the service user voice to inform direction. However, it is felt that there is more work to be undertaken to understand need and deliver strategic objectives.
- The RCC feel we are half-way there. We now have more understanding and confidence in the role of the RCC and the expectations and responsibilities this brings. We are getting more used to working as a collective and understanding collective responsibility however, we need to be more demanding setting targets and expected outcomes from each Local Authority to re-inforce the decision making remit of the RCC as opposed to local pressures.

3) **How has being a member of the RCC:**

   a. **Been of benefit to you and the work of your organisation?**

   - Being a member of the RCC has enabled me to be proactive and drive forward changes in Older peoples services, in our sheltered schemes, and to work with the supporting people to pilot a new approach.
   - Being a member provides insight into strategic needs and the broader picture of public services this provides me with knowledge and experience on a continuing basis.
   - Being a member of the RCC has enabled me to focus on a more regional approach to working. It has driven forward the regional agenda and has worked as a support network to communicate more effectively with WG.
   - Being a member has improved systems across the region and raised the profile of regional working. Working in partnership with a range of providers has enabled stronger networks to be developed.
   - It has been beneficial by placing health issues on a higher footing in regard to supported accommodation
• Wales Community Rehabilitation Company/Working Links (Provider of Probation Services) has benefited as a strategic partner of the RCC and has been enabled to play a full part in support of its organisational objectives to reduce re offending and protect the public.

• It has been of benefit for us as Supporting People Teams to learn from each other and start the process of Regional working.

• The RCC has added value to our work allowing for one regional project and a great deal of learning which has allowed us to improve our systems.

• Aside from developing a better view of the bigger picture, it has probably been of limited personal benefit (which is exactly what I expected). However it is been a privilege representing, and working with other providers and gaining more knowledge of their work

b. Enabled you to contribute to the work of other organisations?

• I have been able to share my organisations experiences in redeveloping sheltered services and facilitate site visits with a number of providers to meet our staff. I have shared consultation material and our lessons learned to help other landlords develop their own approach to meet changes.

• Having access to and meeting with new and different organisations assists in seeing the synergy and overlaps of work being carried out and to test collaborative working methods and respond to challenges effectively.

• Being a member of the RCC has enabled closer relationships to be developed with provider networks and landlord networks which weren’t as strong before the creation of the RCC. Although local relationships were good the contribution of the provider and landlord networks across the region has given further insight into other organisations.

• Systems have been shared and work is ongoing on processes and streamlining policies and procedures. Good practice is able to be shared and where appropriate adopted.

• I feel we have supported other organisations through a difficult time and the RCC has played a role in this work through communication and feedback.

• Working with the other members of the RCC has also been stimulating and developing a better understanding of their perspective has been helpful. We have developed a reasonably active providers good, which has created opportunities to share information about the bigger picture, challenges and opportunities with others
4) **How has being a member of the RCC enabled you to learn about others’ challenges and priorities?**

- Being a member of the RCC has enabled me to understand the challenges in unifying services. Approaches taken by commissioning teams in the two county Boroughs are different and bringing these together requires time, effort and sensitivity. Wider discussions with RCC members from across Wales gives me confidence that Cwm Taf RCC, whilst slow to initially gather pace, is making good progress.

- The RCC provides a range of organisations with a forum to discuss the issues that are important to them. It also provides an opportunity to discuss how these issues can be addressed across the region.

- The issues that are affecting our partner organisations are more visible through the RCC.

- By providing opportunities for a better, more informed understanding of perspectives and issues from partners/other stakeholders and development of more open and honest working relationships by face to face discussions, both in business meetings and planning days.

- The RCC has provided a strong base for understanding the organisational challenges and priorities of RCC members.

- Working with others has helped me personally to understand about the wider commissioning role and have a better understanding of the challenges.

- The RCC workshop days have been very useful allowing a more clear picture and focus of the needs and concerns of all those involved in the RCC. This has resulted in an agreed consensus on the way forward. interesting to hear the diverse views from the local authority representatives from SSD and Housing

5) **Can you identify any learning or development needs and / or any support or training required that will further enable you to carry out your responsibilities and undertake your role as an RCC member to the best of your ability?**

- Some wider knowledge of the approaches taken by the two local planning groups would help to develop my understanding of the similarities and differences between approaches. Some additional training/ briefing on the impact of new legislation and the demands that will be placed on supporting people funds.

- As the RCC has identified that they wish to undertake RBA then training will be required on this method.

- Where WG are implementing new processes and systems then training should be provided by them in their use. An example of this is outcomes monitoring where authorities were left to interpret the guidance and analysis individual which is counter to the national programme that outcomes was meant to be. Communication is often poor and needs to improve.
• Ongoing knowledge of the SP programme in Wales and its interface with the Social Services and Wellbeing Act (Wales).
I think it would be useful for me in my role to have a greater understanding of what other members of the RCC expect of the Supporting People Team and the information required as and when.

6) Having a clearer view of the budgets for the next 3 years would help enormously. **What would help the RCC to develop further?**

• I think some performance indicators on key areas of achievement expected by the Welsh Government would focus minds on pushing forward with change particularly to regional approaches and commissioning.
• Clarity of function – clear messages from Welsh Government on budgets, national directives but the flexibility within those parameters to deal with unique geographical and economic regional issues.
• The RCC would benefit from consistency from Welsh Government in terms of governance arrangements.
• One regional SP team where resources can be utilised more effectively across the region and form closer alignment of the local authorities to enable more regional working.
• Development days/sessions focussed on one topic area to allow for more indepth analysis/understanding by client group e.g Mental health issues particularly the elderly where one partner has dementia, learning disability and the implications of the SSWB Act.
• Greater clarity/direction from Welsh Government regarding needs and performance measures.
• Being clear on what we actually want to achieve
• Agreement and implementation of the MOU would help our RCC define its role more effectively.
• Welsh Government to limit tenancy to place increasing demands on what is a small and limited budget.
• Developing a more meaning qualitative outcome collection process that replaces the current simplistic approach

7) **What do you think the RCC should be focussing on for the coming year?**

• We need to focus on regional commissioning, unifying processes, and understanding data to evidence need. Some progress has been made but further progress would reduce management and administration costs for providers. I am not convinced that we fully understand needs and without robust data we risk commissioning the wrong services at the wrong time, so more detailed work on evidencing outcomes, linking to tackling poverty agendas, and other Welsh Government drivers, eg Social Care & Wellbeing Act and Communities First.
• The RCC needs to concentrate on the development of more regional projects and a more strategic approach to planning, ensuring all partners are pro-active/included in work and not just attending meetings because they have to.
• Complete the re-configuration of the Older People services to ensure that these are commissioned on need and not by tenure across the region.
• Developing more meaningful “local” agendas, to be responsive to our local challenges not just general Welsh Government requirements.
• Better communication is essential from Welsh Government and SPNAB. Within the group there are representatives from both bodies and feedback needs to improve.
• Without appropriate governance for the RCC then a truly regional approach cannot be achieved.
• Enhanced regional working, aligning the administrative processes in both authorities and working towards having one Supporting People Team working across both authorities.
• Strategically planning for future budget reductions.
• Implementation of Social Services and Wellbeing Act and Housing Act 2014 as it relates to SP.
• Impact on ongoing welfare reform on client groups supported

8) Any other reflections or comments:

• I feel greater progress has been achieved in the last twelve months. There is a need to move towards regional commissioning to realise cost savings and value for money services.
• It has sometimes been difficult to drive the regional agenda forward as there are differences between the local authorities. There is also a lack of communication in terms of local changes being made without appropriate consultation. Communication can also be poor from WG and SPNAB which makes strategic planning difficult.
• It has sometimes been difficult to drive the regional agenda forward as there are differences between the local authorities. There is also a lack of communication in terms of local changes being made without appropriate consultation. Communication can also be poor from Welsh Government and SPNAB which makes strategic planning difficult.
• The RCC is an invaluable collaborative group and does make a considerable difference to strategic planning in Cwm Taf - but there is more to do
• A very positive experience of working with RCC members and witnessing great commitment to the SP agenda in Wales.