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North Wales Supporting People Regional Collaborative Committee

**Annual Review October 2013 to March 2015**

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# 1. Executive Summary

From Arwel Wyn Owen, Chair of the Regional Collaborative Committee since January 2015.

*“Whenever I am asked to prepare an annual review I immediately think of Janus a figure from roman mythology, depicted as having two faces, one looking towards the future and the other towards the past. An annual review provides a similar opportunity to reflect upon and appraise events of the previous year, but also to try and anticipate the challenges likely to be encountered in the forthcoming year.*

*It is somewhat a cliché within public services these days that the only certainty which remains is uncertainty. The past 2 years have been challenging to all associated with Supporting People and the next 2 years may be more painful. Despite such challenges and uncertainties we can be proud of what has been achieved and delivered in North Wales. I should especially like to highlight the commitment to co–production and joint working. It is proper that we celebrate the progress and the industry deployed to try and limit the impact of changes upon the lives of individual service users.*

*Both commissioners and providers have been extremely resourceful in identifying ways of maximising the value of the funds available. In North Wales I am extremely heartened by the partnership approach, fostered between providers and commissioners and the shared commitment to deliver efficiencies. I hope that this invention can continue, but must highlight real concerns that further cuts could compromise the viability of providers and their ability to deliver services safely. Unfortunately we are approaching a position where some provision may have to be withdrawn completely, and it is necessary for me to highlight the danger of damaging an infrastructure which has taken years to develop.*

*Given the unprecedented pressure on budgets we must take advantage of every opportunity to share and inform others about the positive impact which Supporting People services are having on a daily basis and to highlight the value added to the lives of individual services users. To encourage this we have asked providers and commissioners to develop individual case studies to demonstrate how Supporting People services can change lives. I should like to commend the DVD produced by Denbighshire Council which exemplified the impact of Supporting People poignantly, through the words and experiences of service recipients.*

*It is also an obligation upon us to highlight the added value which Supporting People brings to other agencies and to amplify the adverse impact, withdrawing or curtailing these services could have on those agencies. The value multiplier which Supporting People can deliver has been qualified in a number of independent reviews but is not widely appreciated. Supporting People services often has a beneficial preventative impact by helping people gain or maintain their independence thus avoiding cost and the need for other statutory services especially health and social services to intervene.*

*In terms of moving forward we need to embrace opportunities to work collectively, whilst we must respect specialisms and experience, we should not let boundaries, either professional or geographical, distract us from the goal of delivering the best possible outcomes in the most efficient manner to service users. I have personally valued the opportunity to examine issues in detail within the workshop as they have allowed a platform to explore and challenge each other and to share good practice. I must also commend the effort to promote consistency in data collection, which will help qualify the value of the Supporting People Programme.*

*Finally I should like to acknowledge the commitment of RCC members to attend, participate and engage and the efficient support provided by the Regional Development Co-ordinator which has made my role a lot easier. Whilst we have had heated debates I cannot recall one argument which highlights a commitment to joint working and delivery in North Wales.”*

**Arwel Wyn Owen**

**Senior Housing Manager, Gwynedd County Council**

From Lynne Evans, Vice Chair of the North Wales RCC

*“The North Wales Regional Collaborative Committee’s Annual Review for October 2013 to March 2015 covers a period during which the RCC has worked hard to focus on meeting the high-level principles that underpin our role in the Supporting People Programme, being:*

*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.*

*The commitment of all the RCC members to work to these Principles has been increasingly clear as we have responded to the challenges of managing the cuts to funding so far, and prepare for the unknown level of future cuts - cuts that seem inevitable given the huge pressure on local authority finances and the reduction in funding to Welsh Government from Westminster.*

*We are increasingly concerned at the North Wales RCC that, depending on the funding model adopted by Welsh Government, our service users could suffer from funding cuts that would be so great as to make a number of services unsustainable, reducing and in some cases closing services that are essential to help prevent homelessness and support vulnerable and excluded people to progress in their lives and achieve independence. In response to this particular risk, and in planning to manage the cuts that are inevitable even if the more equitable funding model for North Wales is adopted, we have been and are continuing to work creatively to ensure that services are protected, developed and where possible delivered more efficiently, for example through re-modelling and by supporting sub-regional commissioning.*

*The currently planned North Wales Providers’ Pilot Scheme to trial more flexible methods of service delivery to add value to the grant programme is an example of this creative collaborative working, and it has been heartening to see the strong support this has received from all the members of the RCC.*

*I would like to echo the Chair’s comments about the positive commitment of the RCC members to attend and participate, and the members’ willingness to listen to and respect one another’s experience and expertise and share knowledge and experience. A shared knowledge and understanding of respective priorities and demands has developed to a far greater degree now we are in the third year since the RCC’s inception, and the workshops have been a particularly successful development, enabling constructive discussion and moving the strategic plans forward. The work streams have also produced valuable outcomes from their hard work, in particular, from a Provider’s perspective, around the consistency in data collection systems.*

*I would like to thank my fellow Reps, both from providers and Landlords and all members of the RCC for their commitment and the time they dedicate to making the RCC work as well as possible. I would also like to thank the Chair for his notable engagement with the role, making my role as vice-chair interesting and worthwhile, and also must thank the Regional Development Co-ordinator without whose organisational skills progress would be far harder to achieve for the RCC, given the competing demands of the “day jobs” that the members also have to fulfil!”*

**Lynne Evans**

**Head of Supported Housing**

**North Wales Housing**

# 2. 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 covers 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 North Wales RCC. This report is a reflection of all North Wales RCC attendees; each member, deputy member, co-opted member and advisor has been given the opportunity to input their views and recommendations on the North Wales 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.

North Wales comprises of the 6 local authority areas: Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham. It is covered by the Betsi Cadwaladr University Health Board and the North Wales Police.

# 3. Case Studies

The following 2 case studies provide examples of work undertaken by the RCC since the last report submitted in November 2013.

## Case Study 1 – Older Persons Task and Finish Group

The Older People Task and finish group was set up by the RCC in May 2014. The group was set up to ensure local authorities are following the recommendations made in the Aylward Review that Older People services should be based on need rather than tenure. The guidelines states that each RCC is required to establish a timeline on how they ensure that Supporting People services are based on need and not tenure.

The Older Persons task and finish group met on June 12th 2014 to agree the remit of the group and to discuss the terms of reference. At the next meeting on July 17th 2014 the the terms of reference was agreed. The group met again in September and October 2014 where each local authority presented to the group on how they as a local authority were working towards the Aylward review of need based support rather than tenure. Following from the presentations the group agreed that each authority in the region have either moved towards or have achieved the needs based services. All local authorities have introduced support plans and are working towards the principles of a hub and spoke model.

The group met again in February 2015 and drafted the North Wales RCC Older Persons Timeline for changing to needs based services and drafted a consultation questionnaire to be issued to Local Authority Supporting People Lead Officers and Providers. At this meeting the group also identified the need to establish the current situation in North Wales regarding Providers Hard Wired Alarm systems and funding issues and subsequently they agreed for a questionnaire to be issued to Providers only.

The Older Persons Timeline was agreed by the RCC at their meeting in March 2015 subject to any amendments that are identified in the consultation questionnaire that was issued by the RDC. It was agreed that the group would meet again in June 2015 to amend the timeline if necessary following the consultation.

## Case Study 2 – Consistency Work package

The consistency work package commenced in 2013. The aim of this work package is to provide consistency across North Wales in relation to contracts; clawbacks; collection of outcomes data; reviewing and other data collection.

Work has been carried out by the Regional Development Coordinator in collaboration with North Wales Contract and Reviewing Officer Group (NWCROG), Providers, Landlord Representatives and North Wales Supporting People Information Network (NWSPIN).

During the period October 2013 to March 2014 this work package has achieved the following

* North Wales Performance Monitoring Guidance and Return (PMR) – rolled out from April 2014
* North Wales Clawback Statement
* Launch of the North Wales Outcomes Database

**North Wales PMR**

In collaboration with SP Lead Officers, the RDC collated all monitoring forms used by each Local Authority and amalgamated them all together. Discussion then took place on what information was necessary to collect and a draft form and guidance on why we are collecting each bit of information was circulated to partners. A final form was adopted in April 2014. This form was reviewed in March 2015 and updated to take into account feedback obtained via a questionnaire to Providers and Local Authorities.

The benefits of the new form are:-

* Streamlining data requests for Providers who work across more than one Local Authority
* Has stopped the collection of information that was not used by local authorities
* Clarity on why information is being collected and what is done with it

**North Wales Clawback Statement**

The RDC requested information from Lead Officers on how they calculate clawbacks from Providers. Discussion took place at NWCROG and NWSPIN and a draft statement was sent out to Providers and adopted in April 2014. The clawback statement has been reviewed by the Contract and Reviewing Officers Group and recommendations have been made to update this.

Benefits of this statement

* One statement for North Wales when clawbacks will apply and how they are calculated

**North Wales Outcomes Database**

Following presentations from CCBC to NWSPIN on how Conwy had developed a system to collect outcomes returns instead of the Welsh Government spreadsheet; it was agreed that the current system would be amended for use across North Wales.

Benefits of the database

* Easier for Providers to input online rather than having paper copies
* Comparison between each local authority and providers who work in more area than one can be done

North Wales Local Authorities joined together to present an outcomes paper for Welsh Government, this outlined the concerns we have with the current outcomes framework. This report was well received by other Local Authority’s in Wales and recommendations from the North Wales Report were carried forward to a report prepared by All Wales SPIN and Cymorth.

In addition to the above North Wales Authorities currently fund a regional Needs Mapping function hosted by DCC. This has been in place since 2013. The officer is responsible for creating regional Needs Mapping Reports and bespoke reports upon request. Current this Officer is carrying out a piece of work around unmet need.

Proposals have been discussed at NWSPIN to recycle this funding so that Conwy can look to recruit a dedicated part time regional outcomes officer to carry out the administration functions required for the current database.

For the next reporting period this work package will look at the following as well as any issues raised at future RCC meetings

* Administration Burden placed on Providers by SP Teams
* Reviewing the Performance Monitoring Guidance and Return
* Reviewing the Needs Mapping form and Guidance
* Presentation of Outcomes Data to RCC
* Presentation of Needs Mapping Data to RCC

# 4. Service Development

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

Some local authorities in the North Wales region have worked together to jointly commission and tender services. Some have also had a programme of detailed strategic reviews as well as value for money reviews and using the information gathered from the reviews they have been able to make informed strategic decisions which has resulted in varying reductions across service areas. There has been remodelling of services across some areas in North Wales in order to make efficiencies. Efficiencies have been made where projects have come to a natural end.

Efficiency savings are a standard agenda item at RCC meetings, and all Local Authority Lead Officer provide an update and share best practice at the meetings.

Member have discussed at RCC meetings the level of cuts expected for the Supporting People programme in North Wales and how it will impact on current services delivered across the region. Local authorities will be forced to reassess what support they can deliver with a significantly reduced grant.

Meetings have begun to take place within local authorities and there Supporting People providers to identify efficiencies in preparation for managing the funding cuts for 2015/16. Moving forward each local authority will continue to talk to service providers about the financial implications of the reduction in the Supporting People grant in order to identify possible opportunities for further funding efficiencies.

Furthermore, the Regional Commissioning Plan was agreed in January 2014 and the RCC will develop a strategy for managing the funding cuts. It is intended that the strategy will give local authorities a clear direction on how savings may be achieved both locally and regionally. It will also seek to clarify the purpose of Supporting People across North Wales in the context of reducing budgets.

## 4.2 How have people using services been involved and shaped decisions?

The Service User Framework was agreed by the RCC in May 2014. Questionnaires were issued to Local Authority Lead Officers in December 2014 and again in July 2014 to monitor Service User Involvement across the region. Five of the six authorities in North Wales involve Service Users at commissioning and development levels. All six local authorities involve service users when reviewing services.

There are varying methods of how service users have been involved and shaped decisions across the region. These include the following:

* Service Reviews
* Focus Groups
* Forums
* Questionnaires
* One to one meetings
* Consultation events
* Phone interview

Areas of good practice with regards to Service user involvement include the following.

* Anglesey County council Service users have been trained and undertook a full role in evaluating tender submissions as part of the tender process for a Housing Related Support Service.
* Conwy County Borough Council’s Learning Disability services have participation groups which enable service users to have a direct impact on those services.
* Conwy and Denbighshire County Councils have recruited Service User Involvement Officers to develop service user involvement
* Flintshire County Council consults with service users for all proposed service developments.
* Denbighshire’s Service User Supported Housing DVD which has been shortlisted for an award.

## 4.3 How have decisions been shaped by the outcomes data?

Outcomes data is used on a local level within each authority in the decision making process. The North Wales Contracts and Reviewing Officers Group (NWCROG) will look at how to present this data to RCC Members for future meetings.

## 4.4 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?

To update on progress made from the previous annual report, the 2013 annual report detailed 6 recommendations for the NW RCC to focus on; which are detailed below. Beneath each recommendation is a brief summary of where the RCC is up to in terms of achieving these recommendations:

* + - 1. Service User Involvement Framework

Achieved - The RCC agreed and circulated the North Wales RCC Service User Involvement Framework in April 2014 and will be reviewed annually.

1. Communication of deadlines needs to be made clear

Achieved - The RDC has produced a work plan which outlines the requests for the year, this is regularly updated and details the requests that have been completed, or pending. Reminders are also regularly sent by the RDC on a regular basis as well as providing verbal updates on the work plan at each RCC meeting.

1. Young People’s Work Package – Needs to progress

Achieved – A task and finish group looking at mediatisation services for young people across North Wales was established.

1. RCC Work Plan to be circulated

Achieved - This work plan will be a standing agenda item on all RCC meetings as of 2015 to ensure work is progressing and on time.

The work plan for 2014 was compiled by all members at the December 2013 workshop and all items have been completed.

1. RCC Induction Day

Achieved - This took place on December 13th 2013.

1. North Wales Regional Procurement Statement

Achieved - Final draft was adopted in November 2014

Below is a list of regional achievements that have been as a direct result of the RCC:

* RCC Website
* North Wales Service User Involvement Framework
* North Wales Supporting People Client Group Factsheet / Directory
* Regional Commissioning Plan
* Signed off Spend Plans and Outturns
* Consistency Work Package continues
* Young People Task and Finish Group continues
* Older People Task and Finish Group set up
* Local Authority Underspend approved
* Proposals for strategic remodeling
* Off the shelf projects recommendations
* RCC letter to the Minister regarding the cuts

In addition to the RCC -

NWSPIN:

The Supporting People Lead Officers continue to meet outside of the RCC at their meeting – NWSPIN (North Wales Supporting People Information Network), this meeting has been responsible for introducing a regional Outcomes form and database which is currently hosted by Conwy County Borough Council. Denbighshire County Council host the regional Needs Mapping database and form, both ensure a consistent approach takes place across the authorities.

NWSPIN this year have discussed / achieved:

Regular updates / discussions regarding:

* No Second Night Out / Rough Sleepers
* North Wales Procurement Statement
* North Wales Charging Policy
* MOU responses to Welsh Government (Feedback)

Best Practice Shared on:

* Single Pathway Referral Systems
* Project Costs – templates used to calculate project costs
* Older People

Agreed:

* NW Needs Mapping Agreement – Signed Off
* NW Needs Mapping Web Form
* NW Performance Monitoring Form
* NW Performance Monitoring Form Formula
* NW Clawback Statement
* NW Client Group Factsheet
* Updates / changes to both Outcomes and Needs Mapping Systems
* Agreed which Lead Officer to attend regional and national meetings to report back at NWSPIN
* Agreed Chair of All Wales SPIN

The RCC continues to have updates from the RCC sub groups: Older People Task and Finish Group, Young Peoples Task and Finish Group and the Consistency Work Package. The RCC directs the work of these sub groups and each group reports to the RCC regularly on progression and for the RCC to feedback the outcome on recommendations that have derived from the sub groups.

# 5. RCC Members appraisal

All Members, Deputies, Co-opted Members and Advisors were asked to give their opinions on the North Wales RCC. From the 32 of individuals asked to respond, 16 of responses were received. The following is a summary of the responses received.

## What has worked well for the RCC and what are the achievements?

***“The will and desire to work together of all members is a clear strength within the North Wales Regional Collaborative Committee”***

***“Discussing and bringing together the members into a shared vision about delivering services. This is developing a team approach”***

Further to the above comments it was felt that despite each Local Authority areas having different needs and priorities they have succeeded to develop a shared approach in order to mitigate the effect of the reductions which all 6 Local Authorities in the region have faced.

Members felt that the meetings provide a good opportunity for sharing information and issues, and that it has increased the knowledge and understanding of the Supporting People programme from non-provider members.

It was felt that the Task and Finish groups for the Older Persons Timeline, Consistency and Young People have been successful. Members were also of the opinion that the workshops have been useful to have more informal discussions and feedback from all members of the RCC.

It was also raised the RCC have continued to improve consistency in relation to needs mapping, outcomes, PMR Form, Clawback Statement as well as collating and analysing data monitoring and reviewing. It was noted that this was of benefit to both service commissioners and providers.

One member of the RCC stated that the North Wales RCC has recognised the need to prioritise Service User Involvement and have shared examples of good practice at meetings such as Denbighshire County Council’s Service User Supported Housing DVD.

It was also raised that the North Wales RCC has effective chairing and excellent coordination to undertake the work required by Welsh Government.

## How do you feel that the RCC is meeting the strategic objectives?

***“By discussing issues, evaluating good practice and learning from each other”***

***“It meets its strategic objectives through good meeting management and agenda planning and through using a range of formats for meetings to gain maximum participation”***

In addition to the comments above, there were some concerns among members with regards to the objectives. It was noted that they are based on county issues rather than a regional perspective, and that there is still a strong influence from local authority strategies. It was also felt that the RCC needs to monitor against the objectives to ensure that they are being met.

One member felt that the RCC is slow in moving forwards, and stated that there are no clear commissioning or leadership from SPNAB in order to ensure consistency across the board.

There were also concerns that the objectives are not SMART, as it was felt that it is unclear how we measure whether we have worked towards national strategies and it was noted that there has been little discussion around the housing act and the implications for SP services.

There were concerns that there are difficulties in fulfilling the current Terms of Reference and it was explained that it is difficult for the RCC to determine methods of commissioning and service delivery given the constraints of local authority commissioning and procurement rules that over-ride any regional approach.

However despite some concerns it was felt that the North Wales RCC has identified key priority areas and that they have subsequently established task and finish groups to complete the work packages. Although there are different priorities within the six local authority areas across North Wales achieving the uniformed strategic objectives can be problematic, however the North Wales RCC has achieved this objective.

It was noted that the input from Welsh Government representatives can provide guidance on emerging national strategies and direction of travel. Subsequently this can be incorporated within local and regional strategies that can work towards addressing both national and local pressures.

## How has being a member of the RCC

## Been of benefit to you and the work of your organisation?

***“Helped to keep us focused on delivery”***

***“It has allowed me to keep abreast of regional developments, to share and learn from others and to promote good practice within my own LA”***

As well as the above comments it was felt that discussions at RCC meetings have highlighted to members the need to work with other organisations and also recognise the need to work in conjunction with other Welsh Government Programmes such as Communities First, Families First and Flying Start.

It was raised that the RCC has improved links with other organsiations such as Health and Probation. One of the provider representatives noted that being a member of the RCC has benefitted the organisation through being able to raise or comment on issues from a landlord perspective.

Being a member of the RCC has provided members with an insight into the roles of other members within the RCC and a greater understanding of their priorities.

## b) Enabled you to contribute to the work of other organisations?

***“This is more difficult to quantify. It stems from having shared visions and objectives”***

***“My organisation has been able to share some of its good practice and learning with other councils/providers “***

Members noted that the RCC encourages members to work with other organisations and other Welsh Government Programmes. It was highlighted that members are consulting with other Welsh Government Programmes in order to reduce duplication and to attempt to improve front line services and provision to some of the most vulnerable individuals and families within our society.

Members felt that information sharing and sharing good practice have helped to contribute to the work of other organisations.

## How has being a member of the RCC enabled you to learn about others challenges and priorities?

***“The cross section of Elected Council Members, Senior Management representation from LA Housing, Social Care, Registered Social Landlords, Providers, Health, Probation and Welsh Government, provides a plethora of knowledge and experience which enables a wide range of challenges faced by different organisations from the various sectors to be shared, and discussed”***

It was noted that the RCC has provided an opportunity for members to scrutinise and compare. It was raised that being a member of the RCC has enabled some members to have a greater understanding across client areas that impact landlord and provider but also understand the restrictions placed on local authorities.

One member of the RCC noted that being a member of the RCC hasn’t enabled them to learn about others challenges and priorities because they believe that the challenge and priorities across the region are shared and similar. This member also stated that some organisations don’t share their challenges with the RCC.

It was also raised that being a member of the RCC provided increased knowledge on the Welsh Government’s Tackling Poverty Programme. Members also felt that they had made useful links with other organisations and public bodies.

## Can you identify any learning or development needs and / or 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?

***“As we are working against a backdrop of cuts it is difficult to focus on developmental needs”***

As well as the above comment the following areas of learning and development were raised:

* Better understanding of the spend plans and budgets
* Training on good practice in commissioning
* More information on good practice

However overall the majority of responses received did not identify any learning and development needs.

## What would help the RCC to develop further?

***“To have sufficient financing support from Government to enable us to deliver what we know the needs are in our communities”***

***“Additional resources. It is difficult to develop anything as we are financially in reverse gear”***

In addition to the comments above the following was also raised:

* Due to the geographical size and nature in North Wales as a Region, along worth its demographic and linguistic differences whether or not the current RCC should be separated into North East and North West groups. It was noted that the size of membership can make meetings large and discussion can become prolonged.
* It was also raised that better attendance was needed at workshops from some voting members.
* It was noted that a workshop on outcomes would be useful to decide which information is worth while collecting.
* It was noted that the RCC would benefit by not being so rigid on membership and who can make decisions from individual organisations.
* It was raised that the RCC would benefit from equality of accountability.
* It was felt that it would benefit from having the Outcomes and Data Group recommendations published.
* It was raised that the RCC would benefit from having the draft Memorandum of Understanding published.
* It was noted that the RCC would benefit from having more information regarding whether/how any RCC’s are achieving more effective Service User Involvement.
* The RCC would benefit from having greater transparency from Welsh Government.
* The RCC would benefit from having more communication and understanding of our role from Providers.
* The RCC should have a review of who should be attending meetings and look at reducing the amount of attendees
* The RCC would benefit from a 3 year plan by Welsh Government.
* More opportunity to speak in Welsh – it was noted that it can be very intimidating to speak in Welsh in front of over 20 people needing headsets.
* The RCC Chairperson should chair meetings bilingually.
* The RCC should have a clearer direction from SPNAB with a required timescale to move the agenda forward.
* SPNAB to undertake a clear risk assessment of the effects of the cuts on statutory services
* The RCC would benefit from having updates from non-housing bodies on plans and priorities to enable shared learning and opportunities.

## What do you think the RCC should be focusing on for the coming year?

***“Unfortunately, we have to focus too much on delivering less due to the cuts agenda, rather than what we should be concentrating on, which is to help those people most in need of our support”***

***“The RCC should also further consolidate the work already undertaken in relation to the implementation of a consistent approach to processes across all six areas. This to date has been the key success and achievement of the North Wales Regional Collaborative Committee”***

Overall members of the RCC felt that they should be focusing on reinforcing the value of the Supporting People programme and the importance of Welsh Government continuing to fund services and not introducing further cuts. Members felt that the RCC should continue to work collaboratively to mitigate the impact of current cuts for service users and providers. It was felt that the RCC should develop a longer term action plan and strategy for mitigating the funding cuts. It was raised that the North Wales RCC should focus on lobbying Welsh Government to ensure a fair and proportionate dissemination of funding for North Wales Authorities. It was noted that each North Wales local authority should lobby their representative Assembly Member prior to any discussions on the Welsh Government Budget for 2016.

It was also raised that the RCC should ensure that a consistent approach is developed across North Wales to identify eligible tasks for Supporting People funding with any ineligible tasks funded either by Social Care or Health.

It was felt that the RCC should ensure value for money from services. It was raised that the RCC to focus on consistency and transparency in commissioning and de-commissioning decisions as well as greater co-production in service design. It was also noted that the RCC should focus on meeting attendance.

## Any other reflections or comments?

***“The Government cuts agenda, given its declared aim of tackling poverty is counterproductive and needs serious and urgent review”***

***“The RCC is developing into a very effective forum to share learning and issues. The challenge will be to face up to difficult decisions on a regional basis rather than county basis”***

Other comments that were raised included that attending the RCC meetings, pre-meetings and task and finish groups are very time consuming, and it was noted that RCC members should be able to recover all costs for attending RCC related meetings from Supporting People funding.

One member believes that the RCC is trying to do too much too soon and that it would be better to do less well. It was also raised that the RCC is too bureaucratic and process driven.

North Wales Regional Collaborative Committee Website:

<http://www.conwy.gov.uk/section.asp?cat=10928&Language=1>

Welsh Government Supporting People Website:

<http://wales.gov.uk/topics/housing-and-regeneration/services-and-support/supporting-people/?lang=en>

Full details of the previous RCC Annual report 2013 can be found on the North Wales RCCs website:

<http://www.conwy.gov.uk/doc.asp?cat=11196&doc=34506>

# Appendices:

## RCC Attendance Report for January 2014 – March 2015

## RCC Membership

## RCC Questionnaire for Members to complete

## Appendix One

**North Wales RCC Attendance**

Covering Reporting Period from January 2014 – March 2015

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Local Authority | Member Status | 10/01 | 14/03  Workshop | 09/05 | 13/06  Workshop | 11/07 | 12/09 | 13/10  Workshop | 14/11 | 16/01 | 13/03 |
| Wrexham | Full | No | Yes | Yes | No | No | No | No | Yes | No | No |
| Deputy | Yes | Yes | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes |
| Advisory | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Anglesey | Full | No | Yes | No | No | No | No | No | No | No | Yes |
| Deputy | Yes | No | Yes | No | Yes | No | No | Yes | Yes | No |
| Advisory | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Gwynedd | Full | Yes | No | Yes | No | Yes | No | Yes | Yes | Yes | Yes |
| Deputy | Yes | No | Yes | No | Yes | Yes | Yes | Yes | Yes | Yes |
| Advisory | Yes | No | Yes | No | Yes | Yes | No | Yes | Yes | No |
| Flintshire | Full | No | No | No | No | No | No | No | No | No | No |
| Deputy | Yes | Yes | No | No | Yes | No | No | No | Yes | No |
| Advisory | No | No | Yes | Yes | Yes | No | Yes | Yes | Yes | Yes |
| Denbighshire | Full | Yes | Yes | Yes | No | Yes | Yes | No | No | Yes | Yes |
| Deputy | No | Yes | Yes | No | No | Yes | No | Yes | Yes | No |
| Advisory | Yes | Yes | Yes | Yes | No | No | Yes | Yes | Yes | Yes |
| Conwy | Full | No | Yes | No | No | Yes | Yes | Yes | Yes | Yes | Yes |
| Deputy | Yes | No | No | No | Yes | Yes | Yes | No | No | Yes |
| Advisory | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Health | Full | Yes | No | Yes | No | Yes | No | Yes | No | Yes | No |
| Probation | Full | No | No | No | Yes | Yes | Yes | No | Yes | No | Yes |
| Long Term Rep | Full | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| Short Term Rep | Full | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| CHC Rep | Full | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| RDC | Advisory | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| WG Rep | Advisory | Yes | Yes | Yes | Yes | Yes | No | No | Yes | yes | Yes |

## Appendix Two

**Regional Collaborative Committee - Voting Rights and Deputies**

|  |  |
| --- | --- |
| RCC Name: | **North Wales** |
| Date: | **November 18th 2014** |

| **Organisation / Service Represented** | **RCC Member**  **with Voting Rights** | **RCC Deputy** |
| --- | --- | --- |
| **LA Cabinet Members**  **Delegated officials**  It should be noted that where both attend there will be only one vote per LA | Anglesey  Cllr Kenneth Hughes  [kphau@anglesey.gov.uk](mailto:kphau@anglesey.gov.uk) | Shan Lloyd Williams, Head of Housing Services  [shanlloydwilliams@anglesey.gov.uk](mailto:shanlloydwilliams@anglesey.gov.uk) |
| Gwynedd  Cllr Ioan Thomas (Cabinet member for the Welsh Language, Customer Care, Housing, Libraries, Deprivation and Equality)  [Cynghorydd.IoanThomas@gwynedd.gov.uk](mailto:Cynghorydd.IoanThomas@gwynedd.gov.uk)  Cllr. John Wyn Williams (Cabinet member responsible for Housing)  [Cynghorydd.JohnWynWilliams@gwynedd.gov.uk](mailto:Cynghorydd.JohnWynWilliams@gwynedd.gov.uk) | Arwel Wyn Owen, Senior Housing Manager (CHAIR of RCC)  [arwelwynowen@gwynedd.gov.uk](mailto:arwelwynowen@gwynedd.gov.uk) |
| Flintshire  Cllr Helen Brown (Housing)  [Helen.brown@flintshire.gov.uk](mailto:Helen.brown@flintshire.gov.uk) | Clare Budden, Head of Housing  [Clare.budden@flintshire.gov.uk](mailto:Clare.budden@flintshire.gov.uk) |
| Denbighshire  Cllr Bobby Feeley (Lead Member for Social Care and Children's Services)  [bobby.feeley@denbighshire.gov.uk](mailto:bobby.feeley@denbighshire.gov.uk) | Gwynfor Griffiths, Service Manager, Communities and Wellbeing  [gwynfor.griffiths@denbighshire.gov.uk](mailto:gwynfor.griffiths@denbighshire.gov.uk) |
| Wrexham  Cllr Joan Lowe  [Joan.lowe@wrexham.gov.uk](mailto:Joan.lowe@wrexham.gov.uk) | Andy Lewis, Head of Housing and Public Protection  [Andy.lewis@wrexham.gov.uk](mailto:Andy.lewis@wrexham.gov.uk) |
| Conwy  Cllr Phil Edwards  [cllr.phil.edwards@conwy.gov.uk](mailto:cllr.phil.edwards@conwy.gov.uk) | Sam Parry, Housing Services Manager  [Sam.Parry@conwy.gov.uk](mailto:Sam.Parry@conwy.gov.uk) |
| **Health** | Wyn Thomas  [Wyn.thomas@wales.nhs..uk](mailto:Wyn.thomas@wales.nhs..uk) | Sue Owen  [Sue.Owen4@wales.nhs.uk](mailto:Sue.Owen4@wales.nhs.uk) |
| **Wales Probation Trust** | Judith Magaw  [JudithR.Magaw@wales.probation.gsi.gov.uk](mailto:JudithR.Magaw@wales.probation.gsi.gov.uk) |  |
| **Providers** | **Long Term**  Robert Loudon (Clwyd Alyn)  [Robert.loudon@clwydalyn.co.uk](mailto:Robert.loudon@clwydalyn.co.uk) | Sian Thomas  [sian@gisda.co.uk](mailto:sian@gisda.co.uk) |
| **Long Term**  Mary Harrison (Anheddau Cyf)  [mary@anheddau.co.uk](mailto:mary@anheddau.co.uk) |
| **Short Term**  Elwen Roberts (De Gwynedd DA Service)  [elwen@degwynedd.co.uk](mailto:elwen@degwynedd.co.uk) |
| **Short Term**  Lynne Evans (NW Housing) **Vice Chair**  [Lynne.evans@nwha.org.uk](mailto:Lynne.evans@nwha.org.uk) |
| **Community Housing Cymru** | Gwenan Ellis (Tai Eryri)  [gwenane@tyeryri.co.uk](mailto:gwenane@tyeryri.co.uk) | Enid Roberts  [enid.roberts@ccgwynedd.org.uk](mailto:enid.roberts@ccgwynedd.org.uk) |
| Gwynne Jones – Cartrefi Conwy  [Gwynne.Jones@cartreficonwy.org](mailto:Gwynne.Jones@cartreficonwy.org) |

**Advisory Members**

| **Organisation / Service Represented** | **Name** | |
| --- | --- | --- |
| **Regional Development Coordinator** | Rachel Pierce-Jones – Regional Development Coordinator  [rachel.pierce-jones3@conwy.gov.uk](mailto:rachel.pierce-jones3@conwy.gov.uk)  Cara Lynam  [Cara.lynam1@conwy.gov.uk](mailto:Cara.lynam@conwy.gov.uk) | |
| **Service Users** | Interim rep – David Lloyd (TPAS)  [David.lloyd@tpascymru.org.uk](mailto:David.lloyd@tpascymru.org.uk) | |
| **Welsh Government** | Steve Lynch  [steve.lynch@Wales.GSI.Gov.UK](mailto:steve.lynch@Wales.GSI.Gov.UK) | |
| **Local Authority Officers** | Gwynedd | Sheila Phillips, SP Lead  [sheilaphillips@gwynedd.gov.uk](mailto:sheilaphillips@gwynedd.gov.uk) |
| Flintshire | Suzanne Pemberton, SP Manager  [Suzanne\_Pemberton@flintshire.gov.uk](mailto:Suzanne_Pemberton@flintshire.gov.uk) |
| Denbighshire | Katie Newe, SP Lead  [katie.newe@denbighshire.gov.uk](mailto:katie.newe@denbighshire.gov.uk) |
| Anglesey | Arwel Jones, Principal Development Officer & SP Lead  [RArwelJones@anglesey.gov.uk](mailto:RArwelJones@anglesey.gov.uk) |
| Wrexham | Shirley Jones, Interim SP Lead  [Shirley.jones@wrexham.gov.uk](mailto:Shirley.jones@wrexham.gov.uk) |
| Conwy | Debbie Lambe, SP Lead  [Debbie.lambe@conwy.gov.uk](mailto:Debbie.lambe@conwy.gov.uk) |

## Appendix Three

RCC Annual Review

October 2013 to March 2015

Questionnaires for all RCC Members to complete

Dear All,

In March 2015 the Governance Work stream amended the format of the Annual Report. The document is now called an Annual Review and will cover the period October 2013 to March 2015.

This document needs to be with WG on 30 June 2015.

We have previously asked you for comments on how the RCC is progressing. I would therefore be grateful if you could respond to the questions below so that responses can be included in the review.

If you could all please kindly respond to each question in the spaces below, and return to me no later than 30 May 2015. The draft RCC Annual Review will be sent round for approval in order to comply with the new deadline.

**Questionnaire 1 - General**

|  |  |  |
| --- | --- | --- |
| Question  Number: | Question: | Your Response: |
| 1 | What has worked well and what are the achievements? |  |
| 2 | How do you feel that the RCC is meeting the strategic objectives? |  |
| 3 | How has being a member of the RCC  a) Been of benefit to you and the work of your organisations?  b) Enabled you to contribute to the work of other organisations? |  |
| 4 | How has being a member of the RCC enabled you to learn about others challenges and priorities? |  |
| 5 | Can you identify any learning or development needs and / or 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? |  |
| 6 | What would help the RCC to develop further? |  |
| 7 | What do you think the RCC should be focussing on for the coming year? |  |
| 8 | Any other reflections or comments? |  |

**Questionnaire 2 – Service Users**

| Question  Number: | Question: | Your Response: |
| --- | --- | --- |
| 1 | What are the changes / improvements that have been made to service delivery as a direct result of Service User Involvement? |  |
| 2 | What different methods of engagement do you use to ensure that you are involving service users at all levels of need? |  |
| 3 | Have you encountered barriers with service user engagement, if so what are the main barriers you have encountered? |  |
| 4 | How have you worked to overcome these barriers and address the issues? |  |
| 5 | How do you plan to monitor and evaluate your Service User Framework? |  |
| 6 | How do you demonstrate to the Service User that the information they have provided has informed decision making and led to changes in service? |  |

Deadline for responses 30 May 2015 – Please send your response directly to Cara Lynam, [cara.lynam1@conwy.gov.uk](mailto:cara.lynam1@conwy.gov.uk), any questions please do not hesitate to contact Cara by e-mail or telephone 01492 574234.

Thank You