

West Wales Carers Development Group

Carers Delivery Plan

Supported through Welsh Government Carers funding 2018/19



WWCDG
27 March 2018

West Wales Carers Development Group

Carers Delivery Plan 2018/19

Revision History

Revision number	Revision date	Summary of changes	Author
R1.0	7/2/2018	Para 4. Risks - Revise statements on funding from WG	Joy James
R1.1	8/2/2018	Para 4 Risks – Revise statements on funding from WG	Chris Harrison
R1.2	8/2/2018	Para 4 Risks – Amend risk log to include future discussion on resource for support posts and possible integration with regional collaborative unit function	Chris Harrison
R1.3	8/2/2018	Annex A – IC04 – When recommissioning work, consider flexibility & combination of roles for future commissioning plans	Chris Harrison
R1.4	8/2/2018	Annex A – CG03 – Ensure that developments consider interfaces with the Preventative workstreams across the Region	Chris Harrison
R1.5	8/2/2018	Annex A – CM05 – Consider opportunity to include/incorporate with Dewis developments	Chris Harrison
R1.6	8/2/2018	Annex A – OD03 – Consider outputs from the Resilience project in the wider Workforce Development Programme	Chris Harrison
R1.7	02/03/2018	Annex D – All diagrams revised to demonstrate Carers involvement in Delivery Plan assurance	Martin Gillard
R1.8	09/03/2018	Document amended to reflect editorial comments, corrections and dates	Martin Gillard
CRG Final v1.0	23/03/2018	Final submission for inclusion in RPB area plan following RCDG meeting 22/3/2018	Martin Gillard
CRG Final	27/03/2018	Final paper with input from meeting/AB – Final version for input to Area Plan	Martin Gillard

Distribution List

Name	Date	Position	Company	Action
WWCDG Members	06/02/2018	All	All	To review v.1.0 Final draft 6 02 2018 and comment
WWCDG	9/2/2018	All	All	Final version with feedback changes (CRG Delivery Plan v2.0 Final 09022018)
Kim Neyland	9/2/2018	All	All	Final version with feedback changes (CRG Delivery Plan v2.0 Final 09022018)
WWCDG Members	05/03/2018	WWCDG	All	Final feedback & comment ahead of RPB approval deadline 09/03/2018
WWCDG Members	09/03/2018	WWCDG	All	Amended document ahead of sign-off meeting 22/3/18 with editorial updates.
WWCDG Members	23/03/2018	WWCDG	All	Amendments for approval from meeting 22/3/2018
WWCDG Members K. Neyland	27/3/2018	All	All	Final plan for 18/19

1. Document Aims & Objectives

This document summarises the 2018/19 Delivery Plan proposed by the West Wales Carers Development Group (WWCDG) and will form part of the West Wales Area Plan. This Delivery Plan sets the proposed activity during 2018/19 with planned resources and timescales, based on key factors, namely;

- a. Addressing Carers' requirements identified by the West Wales Population Needs Assessment
- b. Responding to the Welsh Government Ministerial priorities for supporting Carers.
- c. In line with the West Wales RPB priorities, working collaboratively to deliver effective services for Carers across the region.

2. Background

Under the Carers Strategies (Measure) 2010, a Regional Carers Group was established to develop a regional partnership between Health, Social Care and Third/Voluntary Sector organisations, to deliver the objectives of the Information and Consultation strategy. The progress and achievements of the group have been detailed in the annual reports to Welsh Government and Local Authority Well-being Scrutiny committees.

The introduction of Social Services and Well-being (Wales) Act 2014 (SSWBA) further strengthened the rights for Carers through legislation. The continued funding of a specific work programme for Carers has enabled a regional, integrated approach to service development. This has now been taken forward by the West Wales Carers Development Group who form part of the governance structures of the West Wales Regional Partnership Board.

There are a number of specific achievements which have resulted from the collaborative working arrangements which have been in place since 2010. These are:

- a. Regional co-ordination of Pooled funding for Carers Information, Outreach and Carers support services
- b. Co-ordinated communications, literature and events
- c. Commissioning and delivery of Carer Aware training and across Workforce Development units, Voluntary sectors and community organisations
- d. Establishment of Carers' forums within each local authority area to provide direct input to local and regional issues and service improvement discussions.
- e. Establishing a regional focus for Young Carers support services and co-operation across Health, Authorities and Third Sector.
- f. Wider inclusion and funding of Third/Voluntary Sector organisations in the delivery of Outreach, Respite and Carers Support Services, and co-ordination of Carers Alliances.

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- g. Delivery and development of the Investors in Carers scheme supported by Council Voluntary Services (CVS), across the region covering primary and community care, and specific health settings as well as education and Young Carers services.
- h. Contributing to the development of the Regional PNA and Area Plan ensuring the needs of Carers are clearly articulated

3. Future Priorities for Delivery

3.1. Workstream Definition

Carers have specific and individual needs, distinct from service users. The SSWBA provides a foundation through which the Regional Partnership Board, and its priority workstreams, can strengthen service delivery and include Carers aspects within each specific health and social care theme.

The WWCDG has developed this Delivery Plan, to address both the Welsh Government priorities as well as the gaps highlighted within the PNA. In order to take the work forward a number of key workstreams have been established, namely;

- Investors in Carers (IiC)
- Joint Commissioning of Carers Services (Outreach, Respite and Information Services)
- Information, Advice and Assistance (specific to the needs of Carers)
- Service improvement & integration (including Hospital Discharge and Transfers of Care, improving the well-being of Carers)
- Training & Development (including formal/informal training for Carers)
- Young Carers and Young Adult Carers

The detailed plans are shown at Annex A and provide an outline of the high level tasks, along with planned timescales and milestones for the activity. In addition, the key gaps and improvements across all themes identified within the PNA have been considered and summarised at Annex B.

In defining the priorities for Regional development an impact statement has been included at Annex E to explain the priorities and the contribution to expected outcomes.

3.2. Interfaces

While this plan identifies the priorities for Carers, the group recognises that across the partnership, there are key interfaces with population group activities and working principles and priorities, that will impact on the future state. The identification and management of interfaces will be developed during the delivery phase of the plan, and will

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include pace-setter initiatives and pilot studies supported by separate funding e.g. ICF. At this stage the key interfaces identified are;

3.2.1. Commissioning

Outputs of the Commissioning workstream will be monitored and included within the Carers Commissioning review.

3.2.2. Resilience Phase II

The workforce Resilience pilot in Ceredigion has been highlighted within this plan, however, the second phase pilot is not yet concluded. The outcomes of the pilot should have a positive impact on Authority staff and when complete, will be included into the wider Carers Delivery plan.

4. Risks & Impacts

It has been indicated that the Welsh Government funding for Carers will be similar to previous years across the Region, and that the Regional Partnership Board has a role, through the ICF, in ensuring that appropriate levels of funding are allocated in order to meet the needs of Carers. The proposed budget highlights that the Welsh Government funding will be focused on supporting the delivery of services which will increase the awareness of the needs of Carers and provide direct support to them.

Following confirmation of the WG allocation, the Regional Carer's Co-ordination role has been extended for the full Q1 2018/19; the West Wales Carers Development Group believe that this is an essential role to support the delivery of the Area Plan priorities for Carers.

5. Funding the Delivery Plan

Welsh Government has now confirmed the West Wales (HDUHB) budget for 2018/19 and this is £121k of which £11k has been ring-fenced by the WWCDG to support Young Carers priority actions. Annex C(i) and C(ii) sets out the proposed expenditure plan and work is on-going to map the additional resources available through the Health Board and Local Authorities which could support the Delivery Plan.

6. Governance arrangements

The governance arrangements for the West Wales Carers Development Group are summarised in Annex D, and describe the engagement and input from Carers and Third/Voluntary Sector as well as the Quality Assurance process to ensure that the work is developed and co-produced to meet the Well-being goals and strategic priorities.

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Annex A

Workstream Title	Investors in Carers	Workstream Lead	TBC		
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Build on the evaluation and conclude a full Product Review of liC and develop proposals for future sustainability	<ul style="list-style-type: none"> • Conclude a review and evaluation on the current scheme levels • Produce a clear gap analysis and identify improvements, costs and benefits. • Produce an investment case for the long term sustainability of liC and continued roll out across wider health, social care and other community settings. • Ensure future resourcing and commissioning options consider flexible roles with options to interface with community initiatives for Carers support. 		Q2 2018/19	IC01	1.10
Continue to consolidate the roll-out of the current liC programme during 2018/2019 and increase the number of settings achieving an liC award	<ul style="list-style-type: none"> • Establish clear priorities and goals to support the continued delivery of liC ensuring that the programme supports the PNA priorities. • Develop proposals to interface with other Quality systems 		Q2 2018/19	IC02	1.10
	<ul style="list-style-type: none"> • Develop the liC scheme to ensure Bronze, Silver and Gold levels are available for each setting currently participating in liC e.g.; <ul style="list-style-type: none"> ○ GPs & Community Health ○ Wards & Departments ○ Schools/Colleges ○ Health & Social Care, Service Delivery ○ 3rd & VS Organisations ○ Community settings 		Q4 2018/19	IC03	1.10
	<ul style="list-style-type: none"> • Encourage participation in the scheme across front line services such as; <ul style="list-style-type: none"> ○ Housing / Council Tax ○ Contact Centres/Porth Gofal/Porth y Gymuned ○ Waste Services / Highways ○ Emergency Services ○ Utilities 		Q4 2018/19	IC04	1.10

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Annex A (Cont)

Workstream Title	Joint Commissioning	Workstream Lead	TBA		
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Review all services commissioned for Carers across the Region and identify synergies and economies across Health & Social Care.	<ul style="list-style-type: none"> • Identify the Regional funding , directly or commissioned, of Carers services by Health and Social Care covering; <ul style="list-style-type: none"> ▪ Outreach ▪ Respite/Breaks ▪ Information services ▪ Carers support services ▪ Support plans and day centre services 		Q1 2018/19	CG01	1.11
	<ul style="list-style-type: none"> • Provide a report to identify: <ul style="list-style-type: none"> ○ potential synergies & economies through Regional commissioning. ○ opportunities for Carers commissioning that promote; <ul style="list-style-type: none"> ▪ Active 3rd/VS involvement & engagement ▪ Promote enterprise models that support Social Enterprises, Community Settings and Cross Authority Co-operatives. 		Q2 2018/19	CG02	1.11
Produce a Regional statement of intent for Commissioning Carers Services that promotes sustainable, resilient community support and enables local delivery.	<ul style="list-style-type: none"> • Develop a Regional framework and specification for Carers Services that delivers Welsh Government, specifically; <ul style="list-style-type: none"> ○ Supports life alongside caring ○ Identifies and recognises Carers ○ Provides information, advice & assistance • Ensure Carers commissioning supports the Regional collaborative models to ensure co-production of service specifications and tender requirements. • Ensure commissioned services are aligned to Carers needs and “What Matters” evidence <ul style="list-style-type: none"> Specify the knowledge, skills and services • 3rd sector and promote growth potential in line with legislation. • Identify & promote key principles for grant advice and collaborative tendering processes 		Q3 2018/19	CG03	1.11

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Annex A (Cont)

Workstream Title	Information and Advice	Workstream Lead			
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Establish a Regional approach to the provision of information, advice and communication to support effective collaboration, awareness raising, training and service improvement.	<ul style="list-style-type: none"> • In line with the Regional IAA framework, produce a Carers Communication Plan 2018/2019 to include: <ul style="list-style-type: none"> ○ Interfaces to key workstreams across the Carers strategy including IIC. ○ Carer Training & Development ○ Young Carer specific communications centred around local events, support and future planning/transitions ○ Working with health and social care teams to ensure Carer’s information is included in all condition specific information ○ Publish and maintain a calendar of Regional Events 2018/2019 identifying partnership supported events across West Wales that deliver WG priorities. ○ Ensure IAA covers specific Carers requirements such as housing, benefits, adaptations, repairs and Improvements. ○ In line with the Regional IAA framework, develop a network of Carers information across the Region. 		Q1/On-going 2018/19	CM01	1.12
	<ul style="list-style-type: none"> • Review all Carers literature and information, and in-line with regional information, advice and assistance; <ul style="list-style-type: none"> ○ Define a catalogue of Carers information ○ Ensure availability meets the needs of Carers in line with local demands ○ Support and input to regional priorities for IAA and the Preventative framework ○ Fully supports the development and expansion of Dewis and similar digital media ○ Is relevant to citizens preferences, especially Young Carers 		Q3 2018/19	CM02	1.12

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Annex A (Cont)

Workstream Title	Service Improvement & Integration	Workstream Lead			
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Audit Carers Assessments to review effectiveness in order to identify actions to improve front line service delivery, particularly discharge from hospital and transfer of care, that support WG and Regional priorities.	<ul style="list-style-type: none"> Undertake an audit of Carers Assessments to review effectiveness of holistic assessment and support processes; audit will focus on key priority areas e.g. mental health, planned care interventions and social care assessments. Identify upstream improvements to Carer identification at Primary and Community Health functions, particularly Carers with conditions requiring hospital treatments. Produce a report and recommendations for service improvements, which also highlight interfaces with IIC and future developments 		Q2 2018/19	OD01	2.9; E7
Promote the awareness of Carers Resilience models.	<ul style="list-style-type: none"> Cascade the key improvements for Carers from the Resilience Pilot in Ceredigion Provide input and support across the Region to support the implementation of resilience models for Carers Include Resilience objectives within Commissioning of services to benefit Carers and maintain their capacity to care. 		Q3 2018/19	OD02	1.13
Review workforce policies across the Region identify and share best practices that enhance recruitment, retention and development of the workforce with Carer responsibilities.	<ul style="list-style-type: none"> Review Carer policies for the key partner organisations of the WWCP, benchmarking practice with Carers UK “Employers for Carers” to support the Carer workforce in their employment. Review staff surveys and feedback to provide clear insights to “What Matters” in maintaining morale and motivation. Develop interfaces with Resilience in the Workplace Project. Produce a report to summarise good practice across the Region and provide recommendations for improvement. 		Q4 2018/19	OD03	E1
Establish a Regional Carers Quality Group to ensure carers voice	<ul style="list-style-type: none"> Establish a Regional Carers Quality Group to support the quality assurance process and evaluate the work of the WWCDG to ensure that carer and third sector voices are shaping the development of Carers services. 		Q4 2018/19	OD4	Part 1

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Annex A (Cont)

Workstream Title	Young Carers & Young Adult Carers	Workstream Lead			
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Establish opportunities to encourage Young Carer engagement, involvement and co-production.	<ul style="list-style-type: none"> • Establish a Regional forum of Young Carers to ensure opportunities and environments exist for input, design and appropriate feedback, ensuring; <ul style="list-style-type: none"> ○ Direct links with the Regional citizens engagement models ○ Regional framework for Young Carers/Young Adult Carers ○ Citizen led service delivery ○ Communicate through relevant and appropriate methods, particularly Digital and Social Media 		Q1 2018/19	YC01	Part 1
Re-establish the Regional Young Carers (YC)/Young Adult Carers (YAC) Group to provide a specific focus on improving services for these groups.	<ul style="list-style-type: none"> • Re-establish the Regional YC/YAC group covering Authorities, 3rd/VS Commissioners, Safeguarding and Education to: <ul style="list-style-type: none"> ○ Develop a Regional YC plan that delivers the priorities and cultural elements across the Region, covering; <ul style="list-style-type: none"> ▪ My role as a Carer ▪ My education, development and career ▪ My family, friends and recreation ▪ My health and well-being. ○ Propose new and innovative approaches to; <ul style="list-style-type: none"> ▪ Engagement, Information and Advice ▪ Assistance, Support and prevention ▪ Community awareness, resilience and support ▪ Respite and Replacement Care ▪ Emotional & physical crisis support ▪ Outreach services ○ Consider the benefit of establishing a dedicated Regional Young Carers Co-ordinator 		Q2 2018/19 Q3 2018/19	YC02	1.12, 1.13

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Annex A (Cont)

Workstream Title	Training & Development	Workstream Lead			
Key Deliverables & Activity	Sub Activity		Key Milestones	ID	Area Plan Link
Work with other partners e.g. PSB to promote opportunities for Carers to participate in learning, development and employment opportunities.	<ul style="list-style-type: none"> • Provide a Regional statement of Carers needs for Learning & Development, including, not limited to; <ul style="list-style-type: none"> ○ My Caring Role ○ My Employment & development ○ My interests and hobbies ○ My life after caring ○ Young Carers and Young Adult Carers ○ Barriers that Carers experience which prevent L&D activity such as; Replacement Care provision; Care costs; Travel limitations, particularly with time constraints • Audit and assess the Learning & Development opportunities for Carer, specifically <ul style="list-style-type: none"> ○ Access to Authority and community learning & development ○ Learning, development and training that supports Carers, their role, their life, their Well-being ○ In line with the Preventative framework, encourage Resilient and sustainable communities • Promote Carer involvement and participation, whether voluntary or employed 		Q3 2018/19	LD01	1.10
Develop a training and development plan to maintain a priority on developing skills of professionals to support Carers.	<ul style="list-style-type: none"> • Maintain an overview of the Carer Aware and Young Carer Aware E-Learning Training • Provide insight and advice to Regional L&D managers to develop workforce training that promotes the Carer agenda • Review colleges and FE across the region, encouraging and supporting Carer IAA in mainstream syllabuses. 		Q3 2018/19	LD02	1.10

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Annex B

West Wales Regional Care Partnership – Cross-reference with Carers Themes within the Population Needs Assessment

PNA Section	Sub section	Feedback and Commentary
Section 5 Recommendations	Well-being para 6.0	Prioritise support for carers, enabling them and those they care for to live fulfilled and independent lives for as long as possible.
	Co-production para 8.0	Ensure that people needing care and support and carers are involved meaningfully at all stage in the planning, delivery and review of services. (Strategically & Operationally)
	Cooperation, partnership & integration para 9.0	Create an environment which permits radical change and encourages innovation rather than trying to do more of the same with less.
Section 8 Children & Young People	Voice & Control	Medium of Welsh and the active offer
	Prevention & Early Intervention	Build resilience of children & young people and families
Section 9 Health & Physical disabilities	Voice & Control	Areas for improvement include Information, advice and assistance to ensure that people are signposted to relevant support within their community, advocacy and improved choice in the format and range of services available.
	Well-being	Day opportunities that support people with specific health and physical needs
		Building community resilience by encouraging a culture of ownership and responsibility for individuals' and the community's own health and well-being and support for example through local support groups for people with chronic conditions.
	Co-operation, partnership and integration	Strengthening transition arrangement between children and young people's services and adult services.
Section 10 Learning Disability and Autism	10.3 Current and Future Care and Support Needs	A clear message is coming from service users and carers; they want support to help them optimise their independence, access employment and benefit from volunteering opportunities. People also say they want greater opportunities for training and development and to be able to make new friends and participate in social activities. These clearly reflect the principles underpinning the progression model of care and support.
	Support for Carers	Ensuring that those caring for people with a learning disability receive appropriate information, advice and support on options available and entitlements, etc.
	Figure 10.3 : Circle of support for learning disability	Support for Carers

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	10.4 Current Care & Support Provision	Respite provision: Short breaks/respite is a key commitment in recognition that planned breaks are an essential part of supporting families
	10.5 Gaps and Areas for Improvement	To build community resilience and capacity across a range of services that support people with a learning disability
	Well-being	A continued shift from traditional day services to a model that offers choice and variety, that is outcome and community based, supports access to employment and volunteering, helps people realise individual aspirations and promotes social inclusion.
Mental Health	11.3 Current and Future Care and Support Needs	Develop a collaborative approach with the third sector to facilitate information, advice and assistance that supports the development of population resilience.
		Improve support for Carers
	11.5 Gaps and Areas for Development	Prevention and early intervention – Especially for this in crisis
	Well-being	Improve access to specific mental health welfare rights support and increased support for Carer and Carers need to be involved in Care and Treatment planning.
Older People	General census planning figures for development planning	Ensure we use the same evidence base for future planning
	12.4 Care and support provision	Examples for development including the 3 Levels of service and “Offers”
Sensory Impairment	13.4 Care & Support provision	Support for Carers of people with sensory loss, including information, signposting to appropriate support and advice on Carer’s assessments
	Co-operation, partnership and integration	Developing self-reliant individuals and resilient communities to support people to remain independent in their own communities
Substance Misuse	Co-production	Increasing service user involvement, including Carers, Young Carers, parents or significant others in service delivery and service planning.
Violence Against Women, Domestic Abuse and Sexual Violence	Cooperation, co-production and integration	Work together to understand and meet the needs of communities

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Annex C (i)

Regional Carers Development Group - Delivery Budget Forecast (2018/2019)

	SLA Costs
Staff - liC (5% uplift vs 17/18 SLAs)	£79,800.00
Staff - Business support (Apr-Jun 2018)	£2,000.00
liC (Scheme delivery & support revenue costs)	£3,100.00
Discharge /TOC Service Improvement (OD Workstream)	£4,500.00
IAA Development (Leaflets, posters, Literature, Carers Identity Cards etc)	£3,200.00
Breaks from Caring - Review & Analysis	£9,900.00
Young Carers (Ring fenced)	£11,000.00
Translation Contingency Budget (Across liC, YC, Carers Group)	£2,500.00
Co Production / Replacement Care Costs	£5,000.00
Total Budget Estimate	£121,000.00
Welsh Government - West Wales Carers Allocation (via HDUHB)	£121,000.00
<i>Variance</i>	£0.00

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Annex C (ii)

WWCDG - Delivery Plan - Staff Resource & Budget 2018/2019

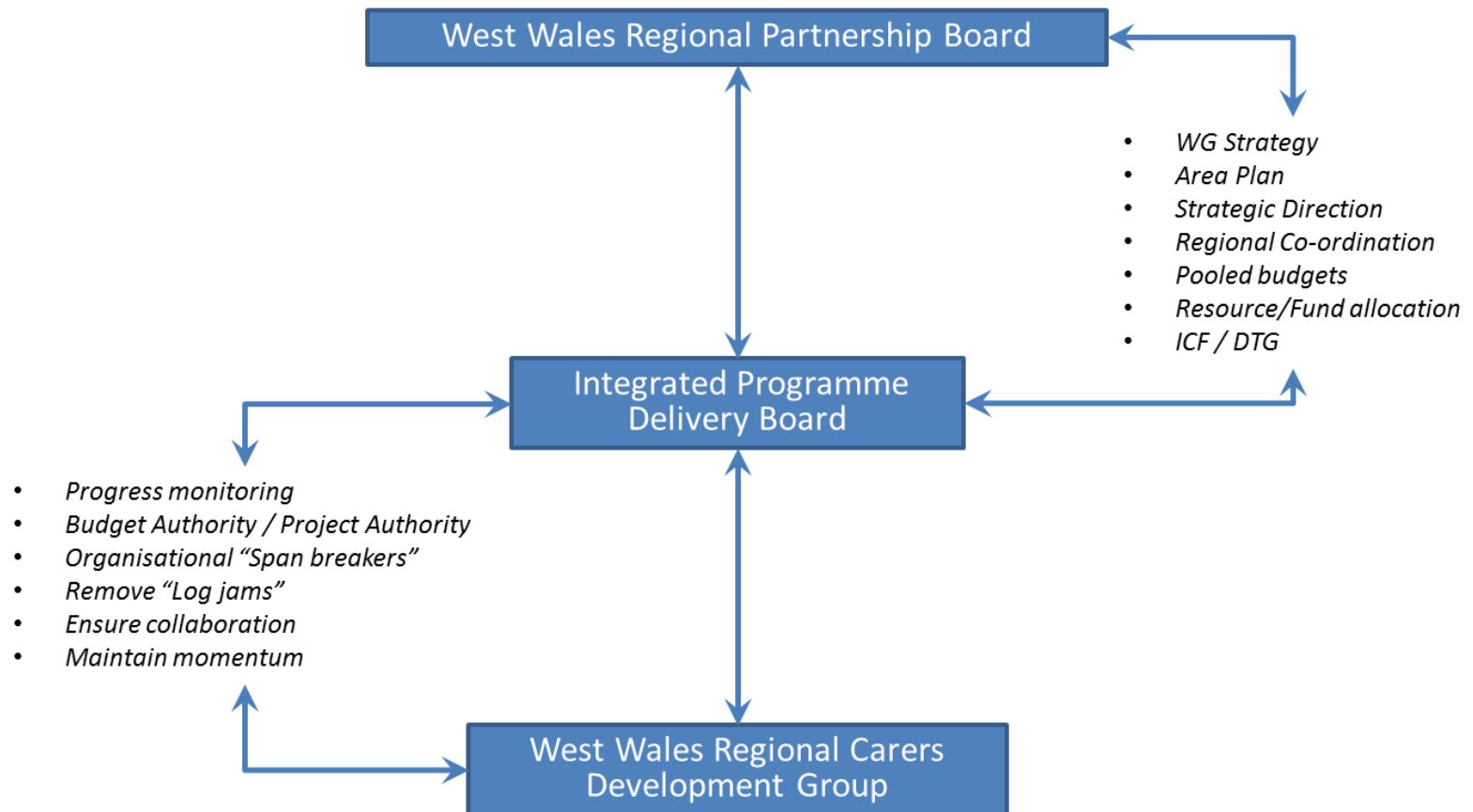
	Organisation (Current Supplier)	Role	Partnership Involvement (FTE)	Funding Body	Delivery Budget Requirement
<i>Core Group</i>	HDUHB	Chair	40%	HDUHB	£0.00
	HDUHB	liC	100%	HDUHB	£0.00
	Pembrokeshire	County Officer	35%	Pembrokeshire	£0.00
	Carmarthenshire	County Officer	35%	Carmarthenshire	£0.00
	Ceredigion	County Officer	35%	Ceredigion	£0.00
	HDUHB	Admin & Support	40%	HDUHB	£0.00
	<i>HDUHB</i>	<i>Communications Support</i>	<i>40%</i>	<i>HDUHB</i>	<i>£0.00</i>
	<i>Ceredigion</i>	Business Support (Apr-June 18/Part Regional funding)	100%	<i>Transition Funded</i>	£2,000.00
<i>liC</i>	<i>PAVS</i>	liC County Officer (3 d.p.w)	100%	<i>Transition Funded</i>	£25,200.00
	<i>CC</i>	liC County Officer (4 d.p.w)	100%	<i>Transition Funded</i>	£29,400.00
	<i>CAVO</i>	liC County Officer (3 d.p.w)	100%	<i>Transition Funded</i>	£25,200.00
Total Staff					£81,800.00

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Annex D(i)

West Wales Regional Carers Development Group Proposed Governance Structure (Strategic & Budgetary Authority)

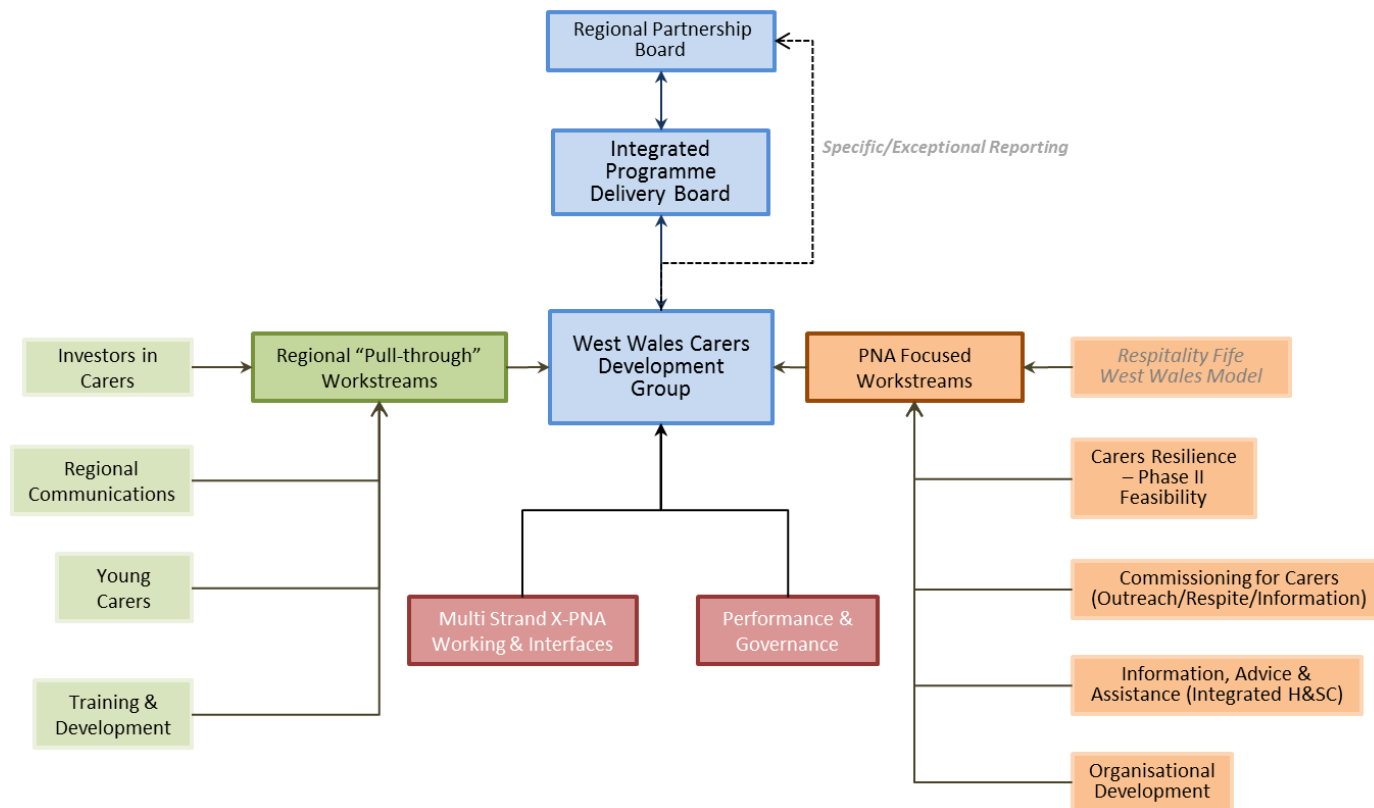


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West Wales Regional Carers Development Group Proposed Workstreams

(Delivery Reporting Governance)

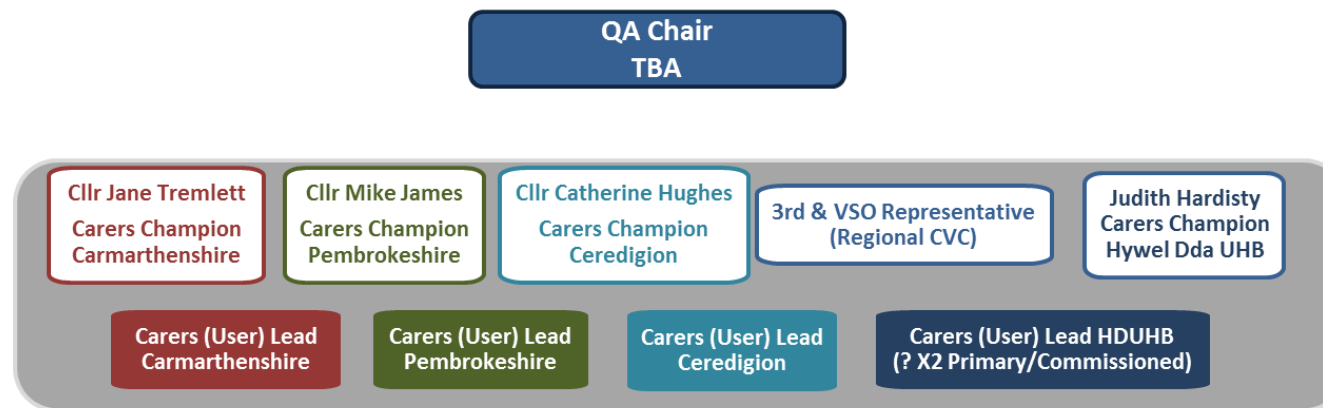


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Annex D(iii)

West Wales Regional Carers Development Group Quality Assurance Group (Proposed Governance)



Key Points

- QA Group meets ¼ ly in advance of the RPB
- Provides QA, support and advice to Workstream leads
- Reviews planned deliverables to ensure input, representation and Co-production
- Ensure RPB priorities are maintained
- Provide feedback to relevant County forums (Carers/Scrutiny/Cabinet)
- Raises issues & risks at RPB
- Workstream leads present the proposal/solution and demonstrate input, involvement and Co-design

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Annex D(iv)

West Wales Regional Carers Development Group Quality Assurance Group (Proposed Governance)

Key Function

- To review the progress of the Regional Carers Development Group and ensure that the designs, solutions and activities comply with the requirements and ethos of the SS&WBA / WFG to deliver the Regional PNA plan
- Provide Quality Assurance to several bodies on the plans against the criteria of Carer voice, 3rd Sector involvement and Co-production, specifically;
 - Regional Partnership Board
 - Integrated Programme Delivery Board
 - Public Service Boards
 - Authority executives and cabinet
 - Scrutiny Committees
- Raise concerns and risk to the appropriate board and ensure remedial activity is implemented

Primary Roles & Responsibilities

- An acceptable solution is being developed
- The scope of the project is not changing unnoticed
- Communications & Interfaces are working well, particularly with Well-being plans and Public Service Boards
- The needs of specialist interests are being observed, in particular, Carers, 3rd & VS Organisations and Communities
- Check that the workstream activity remains aligned to Authority, Regional and Government strategies.
- Ensure that workstreams are informed of any changes which impact on the programme of work
- Advise and facilitate on stakeholder engagement and communication.
- Ensure that the specification of the user's needs is accurate, complete and unambiguous
- Assess whether the solution will meet the user's needs and is progressing towards that target
- Advise on the impact of potential changes from the user's point of view
- Monitor risks to the user
- Ensure that the design and development activities at all stages has appropriate user representation
- Ensure that quality control procedures are used correctly to ensure that outcomes meet specified needs (PNA)
- Ensure that user liaison is functioning effectively
- Advise on potential changes and their impact on the correctness, completeness and integrity of workstreams

**West Wales Regional Carers Development Group
Quality Assurance Group
(Proposed Governance)**

Carer & 3rd Sector Input

- Ensure specialist, technical and practitioner level input to design, development and delivery phases
- Appropriate solutions to match transformation models including
 - Innovation
 - Promoting Community involvement
 - Supporting social enterprise establishment.
- Existing resources, forums and meetings to be used as vehicles for Carer & 3rd Sector input;
 - Carers forums (County or locality based)
 - Carers Alliances (Specific condition input)
- Take the solution to Carers, don't expect them to make time for you !
(Many Carers are working between 25-55 hours per week. Find a solution to involve them that reduces their need to travel and stay away from the cared for person)
- PNA and Well-being plans provide the main source for gaps and improvement opportunities already identified as priorities by citizens across the region.

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Annex E

Key Workstream Activity vs Priority Outcomes

		Investors in Carers	Carers Commissioning	Communication	Organisational Development	Young Carers Resilience - Phase III	
		GPs / MH / Education	CIS/Support/Respite Outreach/Day Centres	Regional literature, wider topics to include Housing, Benefits, Condition Specific	Carer pathway and continuum across H&SC	YC Fora and Transitions	Workforce & Community (ICF Application 21/01/2018)
Ministerial Priorities	Support Life alongside caring	Limited	Partial	Partial	Limited	Significant	Limited
	Breaks to maintain capacity to care	Partial	Partial	Partial	Limited	Significant	Significant
	Life Beyond Caring	Limited	Partial	Partial	Limited	Limited	Partial
	Identify & Recognising Carers	Significant	Significant	Limited	Partial	Significant	Limited
	Raise Awareness (Public)	Partial	Partial	Partial	Partial	Partial	Partial
	Improve Recognition	Significant	Significant	Partial	Partial	Significant	Partial
	Information, Advice, Assistance	Significant	Significant	Significant	Significant	Significant	Partial
	Access to appropriate Information	Significant	Significant	Significant	Significant	Significant	Partial
	Access Necessary Support	Significant	Significant	Significant	Significant	Significant	Partial
	Right time, Right place	Significant	Significant	Significant	Significant	Significant	Significant
	Discharge Planning / TOC - Carers	Partial	Limited	Significant	Significant	Limited	Limited
	Regional Priority	Carers Information Services	Significant	Partial	Significant	Significant	Limited
Carer involvement in discharge planning		Significant	Significant	Significant	Significant	Limited	Limited
Raise public understanding of Carers		Significant	Significant	Significant	Significant	Limited	Limited
Support the wellbeing of Carers		Significant	Significant	Significant	Significant	Significant	Significant
User led co-produced services		Significant	Significant	Significant	Limited	Significant	Limited
SSWBA Core Principles	Prevention & Early Intervention	Significant	Significant	Significant	Significant	Significant	Significant
	Well-being of Carers	Significant	Significant	Significant	Significant	Significant	Significant
	Co Production	Significant	Significant	Significant	Significant	Significant	Significant
	Co-operation, Partnership & Integration	Significant	Significant	Significant	Significant	Significant	Significant
	Voice & Control	Significant	Significant	Significant	Significant	Significant	Significant