



Cwm Taf Morgannwg  
Bwrdd | Regional  
Partneriaeth | Partnership  
Rhanbarthol | Board

# ANNUAL REPORT

## 2023/24



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# Foreword from the Chair

I am delighted, as Chair, to share with you the Cwm Taf Morgannwg Regional Partnership Board Annual Report for 2023/24.



**Cllr Jane Gebbie**  
Chair of Cwm Taf Morgannwg  
Regional Partnership Board



The Cwm Taf Morgannwg Regional Partnership Board (RPB) is one of seven RPBs in Wales that bring together a range of partners from across health, social care, third sector, housing and education to drive forward integration ambitions to meet the health and social care needs of our population.

Our region, which covers Bridgend, Rhondda Cynon Taf and Merthyr Tydfil, has a strong industrial heritage and close-knit, resilient communities. Our residents care about the place in which they live, the welfare of their friends, family and neighbours, and the future of our children and young people. It is only right that we continue to take positive action together to reduce health and social inequalities and create the best possible life chances for people.

To do this, it's important we look at innovative and new ways we can work in partnership to create better health, social care and wellbeing services, that work effectively together. **This report demonstrates the important milestones on this journey completed in 2023-24, and there is much more to follow.**

**We have continued to actively engage with our communities to inform our plans.** Creating the right environment for co-production is essential to this, and involves having meaningful conversations, building trust and having an effective two-way dialogue with our residents. Simply asking what our communities want is no longer good enough – we need to ensure their voice is at the heart of decisions, and they have an active role to play in the improvement journey. We have devised inclusive and creative engagement practices, including hackathons, to inform our priorities.

These are now detailed in our five-year Regional Area Plan, which sets out our ambitions for how we aim to work together as partners to deliver on actions across the region.

**We are taking forward our 10-year Regional Capital Strategy** which includes supporting the eliminating profit agenda for children's residential care. Very positive progress has been made in this area by the development of 29 new residential care beds for care experienced children and young people, over the past year. Developing and enhancing community hubs will provide greater opportunity to reorientate provision away from acute hospitals and towards primary and community settings.

**We will continue to innovate and seek improvement.** We can do this by utilising all available resources across the partnership, including but not limited to the Regional Integration Fund, to support the development and adoption of new sustainable models of health and wellbeing, and we will aim to make better use of digital technology to further our ambitions.

**Robust, transparent, and positive communication has enabled us to make progress.** My sincere thanks to all our stakeholders, residents, and professionals alike for their engagement throughout the last year, without whom, we wouldn't be in the positive position we are in today.



# Highlights and Achievements

When operating in a complex and challenging environment, it has never been so important to come together to make a tangible difference to people's lives.

**Our partnership includes people who have both lived and professional experiences of services and support. With a breadth of ideas, knowledge and learnings, we can bring together those who are passionate and committed to driving positive change.**

## Aims

**Our aim is to deliver on the priorities set out in our Regional Area Plan, in addition to supporting new and existing services through RIF and Capital funding streams.**

We are continuing to build relationships and trust with people from across the region, so we can take positive action together by pulling the right levers for change, and influence at a strategic level.



Our 'Creating a Neurodiversity Friendly CTM' hackathon saw senior leaders, professionals, policy makers, community groups, people with lived experiences, parents and carers creatively coming together to find solutions to improve neurodivergence services across the region.

**The findings from the hackathon are now contributing to a regional improvement programme.**

An impactful community listening pilot has been undertaken in Gilfach Goch and Pontypridd, which is now forming a blueprint for hyper-local community engagement. Feedback from this work is guiding feasibility work on **Integrated Health and Social Care Hubs**, and local dementia support activity.

**The Regional Integration Fund (RIF) is supporting the roll-out of successful projects across the region.**

For example, the 'Magu' service in Rhondda Cynon Taf has seen:

**22%**

reduction in babies aged under one being separated from their parents, with:

**90%**

of families supported to have their children safely remain in their care.



**Recognising the impact of RIF funded services and models is an important part of the improvement process.**

As a region, we are piloting a revised approach to monitoring and evaluation, which gives us a deeper and more detailed understanding of the effect a service is having on our residents.

For example, the data tells us:



**34,996**

people have been supported through RIF projects, of which

**4,988**

were new participants, demonstrating services are supporting new people who need support across our communities.



**We are also supporting projects to share stories of the people whose lives have been changed through the services.**

In the Autumn we held a successful event called 'Capturing Our Journey', working artistically with people with lived experiences and professionals to show the direct impact of a service, through the lens of the person's journey.

Other funding streams are also changing lives. **The Housing with Care Capital Funding** has supported several schemes, including the development of Golygfa'r Dolydd/Meadows View, a flagship children's residential hub providing therapeutic support for children and young people aged 6-17.

## Partnerships for positive action

**As a partnership, it's also important for us to upskill professionals and community members in how to meaningfully engage with colleagues and those with lived experiences to hear a wide range of voices, reduce barriers and influence change.**

We held a series of successful 'In This Together' training events with attendees taking away key learnings to help shape the way they improve and change services within their own communities.

## People

**While we couldn't achieve our goals without joining up organisations and people, our central regional support team is an essential driver for delivery.**

We were pleased to welcome new roles to our team, including our Integrated Services Director, who will drive a new integrated services model consisting of Urgent Community Response, Population Health Management and a Navigation Hub.

We also recruited a Regional Children Services and NYTH/NEST Framework Coordinator to support our priorities around children and young people, and a Regional Capital Support Officer who works across the capital schemes that will create better homes and support for people of all ages and needs.



## Our Future

In 2024/25 we will continue to learn, try new ways of working, and build on the good work taking place so we can create better health and social outcomes, and a Cwm Taf Morgannwg that people can thrive in.



# Role and Purpose

The Cwm Taf Morgannwg Regional Partnership Board was established to deliver the strategic intent set out in the Social Services and Wellbeing (Wales) Act 2014, specifically Part 9.



## Our Purpose

To improve outcomes and the wellbeing of people, as well as improving the efficiency and effectiveness of service delivery.

Note the purpose of the board is also set out in Part 2 Code of Practice (General Functions).

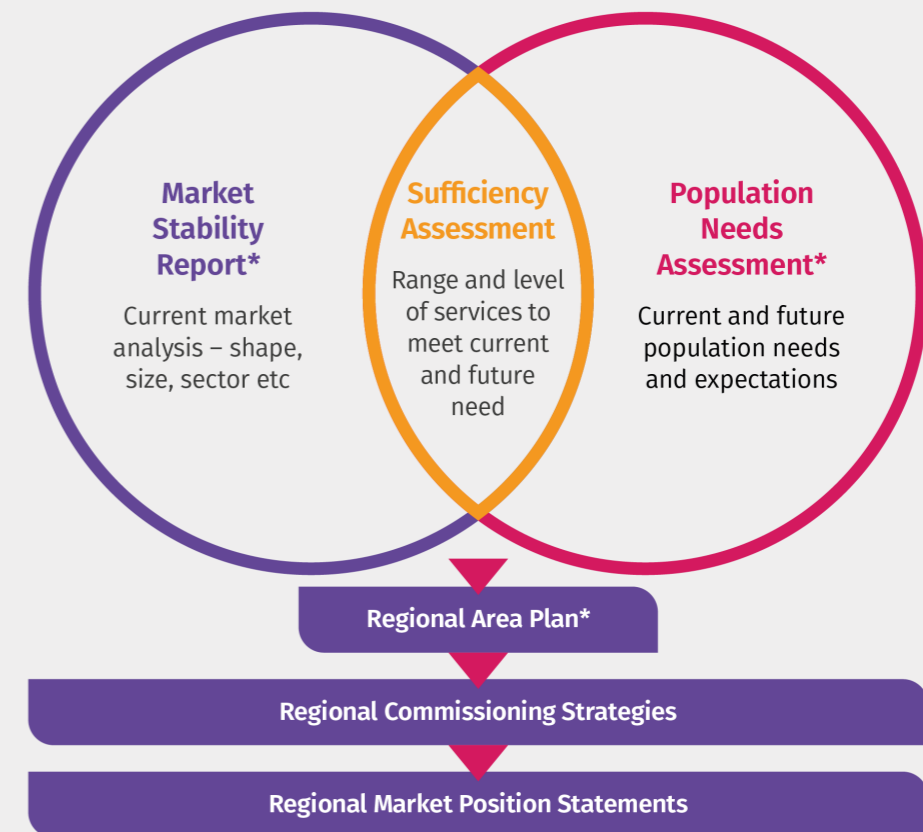
We are the key leadership body to oversee all integration work across health and social care. By bringing together people and organisations from across health and social care, we formally represent the interests of the local authorities, the Health Board and its key stakeholders. We are responsible for monitoring progress and the ongoing delivery of integrated work programmes across the region.



You can see who sits on our RPB here.

## The statutory objectives of the RPB are to:

- 1 Respond to the Population Needs Assessment carried out in accordance with section 14 of the Act
- 2 Implement the plans for each of the local authority areas covered by the board, which local authorities and health boards are each required to prepare and publish under section 14a of the Act
- 3 Ensure the partnership bodies provide sufficient resources for the partnership arrangements, in accordance with their powers under section 167 of the Act
- 4 Promote the establishment of pooled funds where appropriate



\* Statutory requirement under the 2014 Act.

## Vision

**Making a difference** to people's lives by **involving** them, **listening** and **taking action together** to **transform** the way services are delivered.

## Values

We have worked to identify core values, that strengthen our commitment to providing the best services to people at the right time and place.

### Inclusivity

Our work is led by our communities and we commit to ensuring everyone has the opportunity to be involved.

### Equality

We believe in creating a fair and equal society. Every person should have access to services that support them to live happy and healthy lives.

### Integrity

We promise to be honest, open, and transparent in everything we do.

### Collaboration

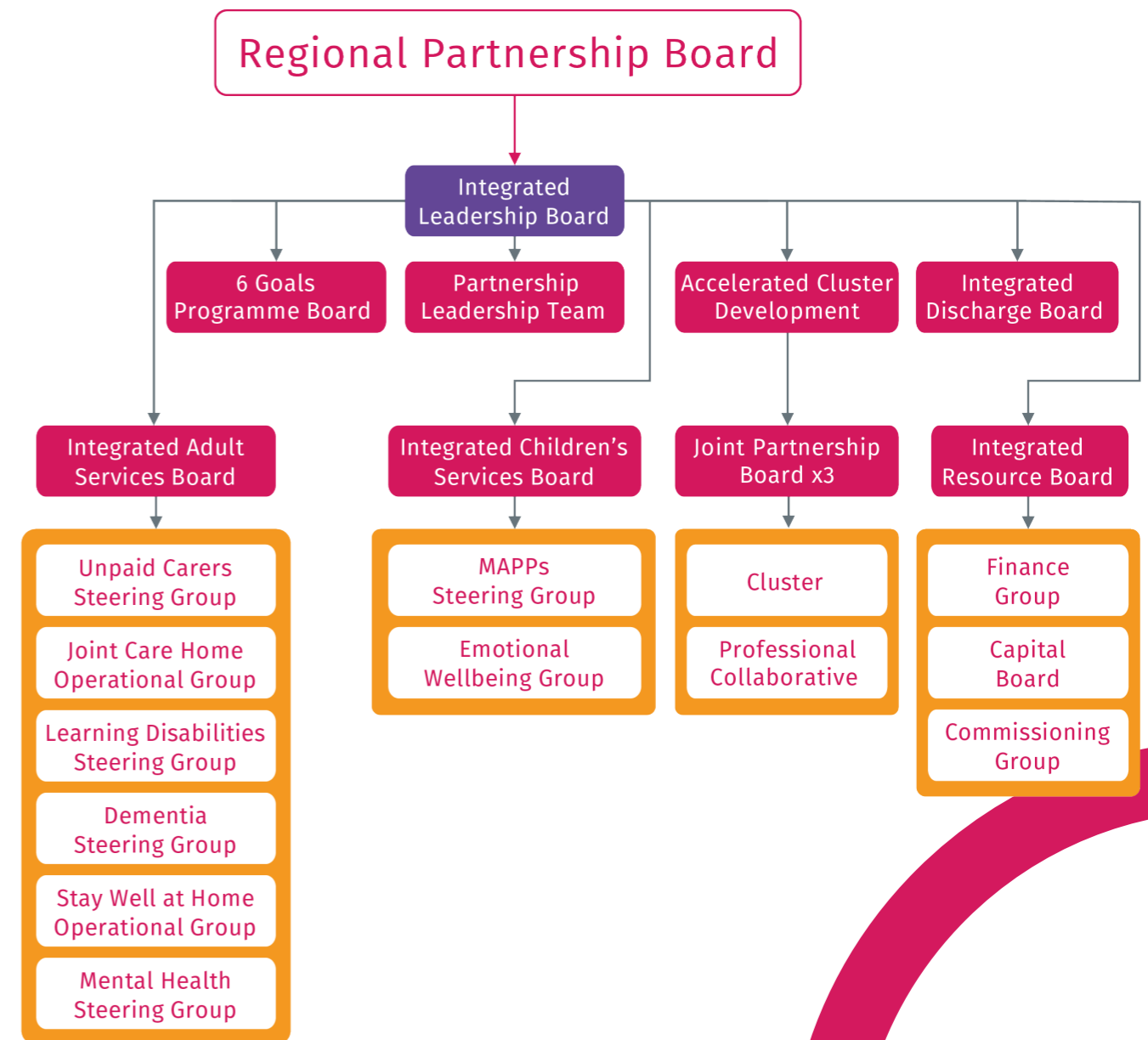
Our communities are at the heart of what we do. We will continually work in partnership with local people to design and deliver services to ensure they are receiving the right support and services.

### Innovation

We will do things differently to better work with and support local communities.

## Governance Structure

Deliberate design and governance ensure governance arrangements remain fit for purpose and support the RPB to carry out our business efficiently and effectively.





# Ensuring voices are at the heart of service improvement

As a Regional Partnership Board, we have adopted a unique and innovative approach to community and stakeholder engagement.

## Challenges

Organisations are facing significant pressures, resulting in stretched resources and higher demands in services. Partnership working in this context is a challenge. We know by working together we can learn from good practice, test new models and ways of working, utilise people's strengths and skills in the best possible way, and ultimately create an equitable region that has improved health and wellbeing outcomes.

To make the right decisions on how we improve support and services, we need to learn from, listen to and work with those who understand the issues and challenges from a lived and professional experience.



Simply asking people about their experiences isn't good enough. We need to create a way to have meaningful conversations, so we can build trust and act together. We also need to keep people involved throughout an improvement journey, so they have an instrumental role in the change, and are kept updated on progress.

**By rebalancing power structures, to create an equal, reciprocal and trusting platform, we are creating a space for co-productive practice to take place, and for people from all backgrounds and roles to find solutions together.**

New and more creative methods are needed to allow people to explore their thoughts, feelings, opinions and ideas to create a true representation of their experiences, open a dialogue that inspires, drives and demands change.

## Our hackathon approach

Our style of hackathons brings together users of services, services providers, and key decision makers in Cwm Taf Morgannwg. The events provide a meaningful space to embark on a process of co-creating and co-designing creative conversation starters upon which further crucial operational and strategic conversations can be undertaken.

This helps to inspire and inform positive service improvement and change and forms the basis of the area plan chapters below.



Watch our film here to find out more.

**“I feel so much lighter, but more than that, I feel heard. I know things won't change overnight, but just being part of today's event has already changed something in me.”**

- Hackathon participant



Our hackathon programme directly influenced the priorities in our Regional Area Plan, and those involved are now working with us on projects that will improve services and support for people living in our region.

## Engagement highlights

Creating a neurodiversity friendly Cwm Taf Morgannwg hackathon.

### HACKATHON EVENT

Inspire positive action together



**86 people attended**, including those from the health board, the third sector, local authorities and people with lived experiences.

Through art, drama sketches, and music, people were able to talk through issues, develop a shared understanding of challenges, and devise positive solutions.

In October we held a one-day 'hackathon' to explore what good neurodiversity services and support look like, with the aim of inspiring positive action across Cwm Taf Morgannwg.

The event was aimed at those working with neurodivergent people and those with lived experiences. It helped us to consider what works well, and what improvements need to be made.

#### The workshops covered:

- Assessment and diagnosis
- Relationships
- Environment
- Thriving adults
- Accessibility
- Thriving children and young people

“My biggest learning was how frustratingly difficult it is, even for professionals, let alone ND individuals or their families to navigate through the system.”

- Professional

The recommendations from the hackathon are now informing Cwm Taf Morgannwg's Neurodivergence Improvement Programme.



## Improving dementia care and support with engagement and co-production tools

Within Cwm Taf Morgannwg, we are committed to creating a meaningful environment for effective co-production with people with a lived experience of dementia, and their carers.

This involves supporting people to have a voice in the creation of our delivery plans for implementation of the All Wales Dementia Care Pathway of Standards.

To date we have agreed funding to support co-production and engagement as a priority. To create the foundations for co-production, we need to test and trial different methods of engagement to hear experiences, and build trusted relationships.



Read about the All Wales Dementia Care Pathway of Standards

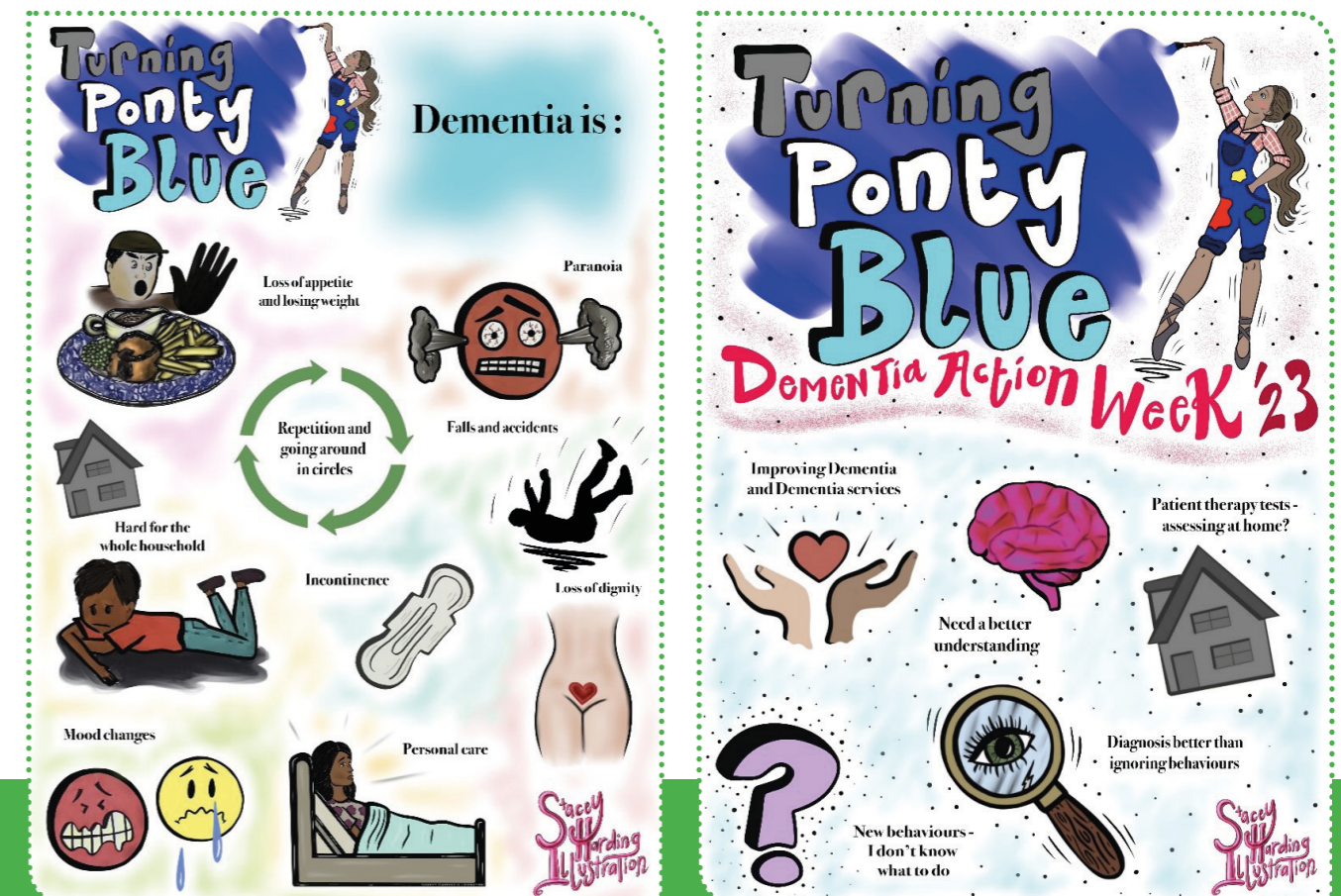


Between April 2023 and March 2024, we have undertaken engagement activities with people living with dementia, carers, and professionals.

### This includes:

- 1 Hosting an event in the Hydra Minerva suite of the University of South Wales to explore the dementia diagnosis journey.
- 2 Leading a hackathon focused on dementia care and support.
- 3 Supporting a local community event called 'Turn Pontypridd Blue' during Dementia Action Week, to meet more people with lived experiences of dementia, and ensure they have an opportunity to learn about and be involved in our work.

The illustrations below demonstrate the conversations we had with people during Turn Pontypridd Blue 2023:



“Turn Ponty Blue is a wonderful opportunity for the community to come together to show support for people with dementia and their carers, share information and ideas, make connections and provide the support they need.”

- Lowri Morgan  
Dementia Programme Manager  
Cwm Taf Morgannwg Regional Partnership Board



# Co-Production

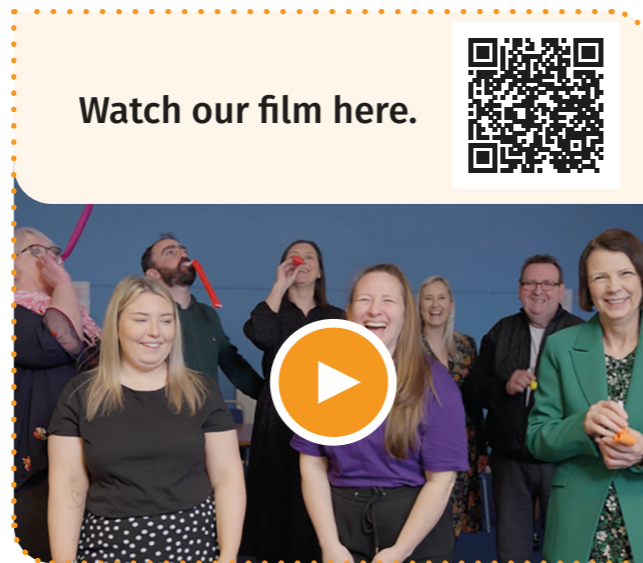
Co-production is one of the main principles of the Social Services and Well-being (Wales) Act 2014.

Regional Partnership Boards have a responsibility to embed co-productive practice in our work.

## Importance

At its core, co-production re-balances power structures to create an equal, reciprocal and trusting platform for people to find solutions together. In health and social care, this could mean somebody with a lived experience and a professional working together to improve a service.

As a RPB, we recognise the importance of co-production, and the value the practice can offer to the development and sustainability of services.



Our regional co-production definition is:

**‘Co-production positively transforms relationships between those who provide and receive services across Cwm Taf Morgannwg, by valuing lived experience and sharing power to influence and embed meaningful change’.**

## ‘In This Together’

To further support co-production a ‘In This Together’ training programme has been developed that helps individuals to understand why citizen involvement is crucial to adding value to our work locally and regionally, and equipping both the workforce and citizens to facilitate and participate in meaningful conversations that build relationship, inspire action and ensure that feedback and communication loop.



Between April 2023 and March 2024, we held:

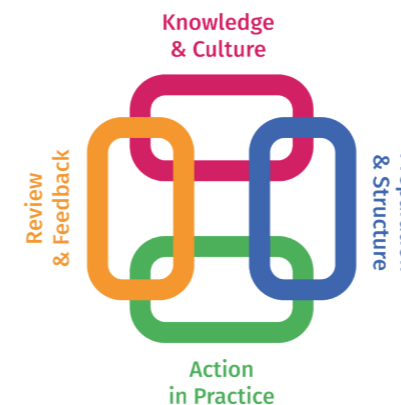
**3**  
successful training courses, with

---

**121**  
attendees from across the region.

## PARK Framework

We have co-created a framework called ‘PARK’, to support regional co-production practice with professionals and people with lived experiences. The diagram below details the different steps to take, but this can only be undertaken effectively when the right environment for co-production has been created.



In 2024/2025 we will be working to create regional principles that can be used to support this framework.

# Communications

Communications as a tool is only impactful if the message is accessible, clear and resonates, and the messenger effectively reaches and is trusted by the recipient.

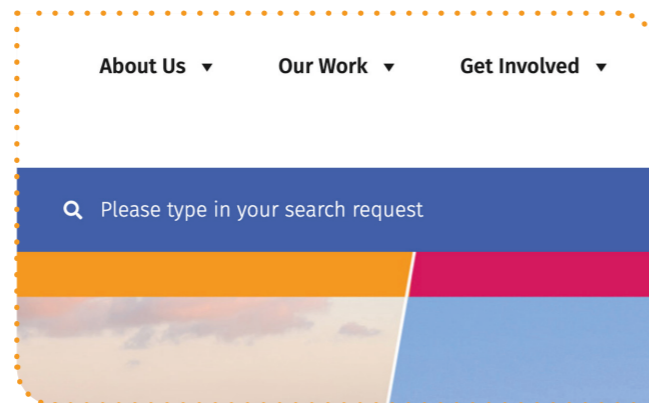
Good communication has been highlighted as a priority in our Regional Area Plan, and as a partnership we are looking at how we can work together to improve skills, practices and delivery.

## Website improvements

Between April 2023 and March 2024, we further improved our website by creating an accessible way to read our **Regional Area Plan** and listen to the songs and poems created by our communities during our hackathon.

We wanted people to see the connection between the engagement activities, and how priorities have been created. We also wanted the plans to be clearly visible for each population group, so we can be held to account as a partnership on delivery.

Further improvements also included in the addition of a 'search function', and search links and buttons embedded within pages, so people can access different pages, and link work together more easily.

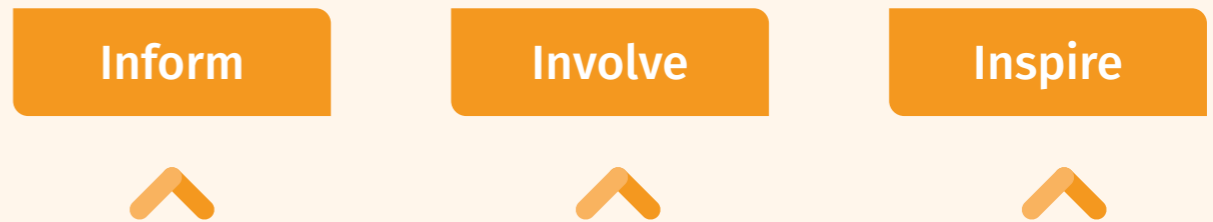


Between March 23 and March 24, we acquired 7.8K new users to the website.

Our engagement rate has increased by **6%**, compared to the previous year.

## Focus for financial year 24/25

Our strategy will be framed around three key themes:



We will continue to explore how we can inform our audiences better, through a targeted, co-produced content strategy that will resonate with and reach people in the most impactful way.

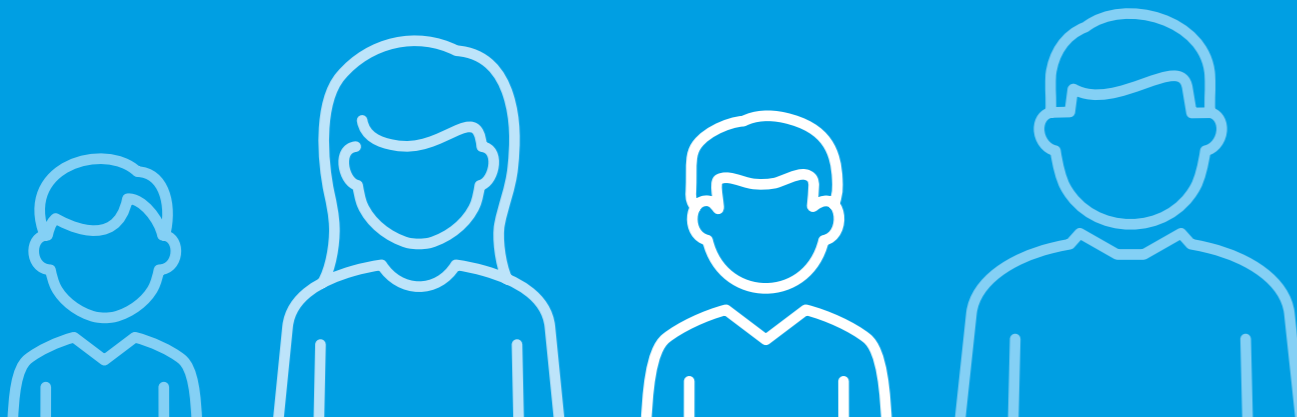
We will use communications as a tool to improve our involvement and engagement practices, so people understand the value and purpose of working in partnership,

and can make an informed decision about the experiences, skills and time they are able to offer to work in this environment.

We will also continue to share inspiring stories of people and projects that are doing fantastic work to drive forward partnership working to improve services and outcomes.

## Regional Priorities for Children and Young People

Under the direction of the Regional Children's Board, based on learnings from our engagement activities, our Population Needs Assessment and Market Stability Report, several workstreams have been developed.



This is to progress to drive forward and achieve the following ambitions:

### Regional Programme Ambition 1

**To scope and provide robust parental and specialist behaviour management pathways of support for children with neuro-developmental conditions.**

The work against this workstream is progressing under the broader direction of the Neurodivergence Improvement Board (NDIP), with consideration to the results from the 'Creating a Neurodiversity Friendly CTM' hackathon event, held in Autumn 23, and results from the scoping study undertaken by the 'Better Together Consultancy', to move this work forward.

### Regional Programme Ambition 2

**To provide emotional wellbeing support, that utilises the benefits of play, therapy and school based emotional wellbeing support for 8–11-year-old children.**

Three emotional wellbeing projects are commissioned and delivering services to support children, young people and their families to meet this ambition, with positive outcomes seen.

Both parents and children are reporting an improved sense of wellbeing because of interventions and packages of support and reduced number of cases stepping up to statutory services. £477,808 of RIF Funding has been used to address this gap in services for 8–11-year-olds. Work is currently ongoing to establish common offer of provision with a view to created more integrated regional approaches across CTM.

### Regional Programme Ambition 3

To prevent children becoming looked after, by investing into pre-birth and early years to support parental capacity to care for babies safely. Five RIF funded projects are currently progressing to support parents to have children remain in their care safely with very positive outcomes already being seen. For example, as mentioned above, the 'Magu' service in Rhondda Cynon Taf has seen a 22% reduction in babies aged under one year old being separated from their parents and 90% of families supported have their children remain in their care safely. All three projects have created new referral pathways to the 'CHOICE' project to offer contraception as a means of family planning.

This service provides access to long term contraception and advice and sexual health screening, amongst other services. Work is ongoing to determine common elements of the service with a view to creating a regional specification for commissioning. These services received £733,749 RIF funding investment in financial year 23/24.



### Regional Programme Ambition 4

To develop a regional residential accommodation facility for children with significant complex emotional and mental health needs. The remains an ambition for the region and we await the appointment of Project Managers to drive this ambition forward, we are hoping to appoint by Summer 24.

### MAPPS Therapy for Children Looked After

A regional contract is in place between Rhondda Cynon Taf, Bridgend and Merthyr Tydfil Councils to commission a therapy service for children looked after with complex emotional wellbeing needs, where there is a risk of placement breakdown.

**This service is seeing very positive results with care experienced children and young people, and foster carers who are reporting improved wellbeing, placement stability and prevention of escalation of needs.**

This contract is in its third year and due to be re-commissioned from January 25.

## Our integrated approach to meeting the care and support needs of babies, children, and young people.

The Regional Children Service & NYTH/NEST Framework Coordinator was appointed in January 24, with a focus to collaborate and co-produce with partner agencies the implementation of the NYTH/NEST Framework, principles and the roll out the NEST Self-Assessment Tool (SAT).

This tool is intended to assist services projects, and organisations that support wellbeing and mental health of babies, children and young people in understanding where they are on their NYTH/NEST journey and how they can incorporate the NEST principles into their integrated practice.



**The Cwm Taf Morgannwg Regional NYTH/NEST implementation plan was agreed and finalised against national actions in January 24.**

**The action planning component of the tool provides a structured way to strategise the utilisation of the NYTH/NEST framework and principles.**



These include:

- 1 Implementing a roll out an awareness raising campaign of the NYTH/NEST Framework.
- 2 Undertaking the Self-Assessment tool with 8 children and young people RIF funded programmes.
- 3 Identifying non-RIF funded children programmes to undertake the self-assessment.
- 4 Review the regional Statement of Intent for children, young people and families.
- 5 Refine the regional co-production strategy.

**A comprehensive Cwm Taf Morgannwg NYTH/NEST support programme has been created, which includes a workshop specifically designed to capture practices in line with NYTH/NEST principles.**

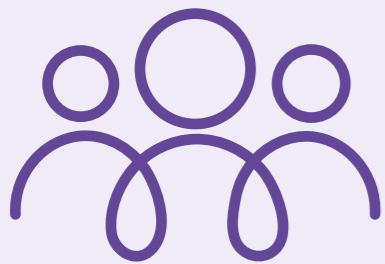


# Regional Priorities for Older People

**Our integrated approach to meeting in their communities the wellbeing, social care and healthcare needs of older people and people living with frailty.**

Over the coming years, the number of people living in our communities is predicted to grow.

Notably, we are expecting an increase in the numbers of people aged **65 years and over**, with the most significant rise in those aged **85 years and over**.



More people living longer is something to be celebrated, and health and social care has played an important role in this.

It is also critical to acknowledge that from the perspective of the future planning of our services, in a resource constrained environment, meeting increasing needs of greater complexity will require innovation and a collective endeavour that our organisations and communities can muster.

For the growing number of older people and people living with frailty, their interacting and cumulating health and social circumstances means continuity and coordination of their care is extremely important.



This means that health and social care services working in silos cannot deliver optimal outcomes for people. Anyone with direct experience themselves, or a family member, living with chronic conditions knows that seamless, accessible support is essential to maintain as much independence and quality of life as possible for that person. This is equally true for the wellbeing of their carer(s).

Our commitment as a Regional Partnership Board is to create an integrated community care system capable of meeting changing and increasing population needs. This is our response to the Welsh Government's 'Further, Faster' Statement of Intent which calls on us to enhance community care.

.....  
**During 2023-24 we have agreed the new integrated services model consisting of Urgent Community Response, Population Health Management and a Navigation Hub.**  
.....

## Services

Services in these pathways will be delivered typically at a 'cluster' level with multi-disciplinary teams bringing together existing support networks to better deliver seamless care.

This has led us to strengthen connections between this programme and pan-cluster planning groups and the regional Six Goals for Urgent and Emergency Care Programme.

We have mapped existing services and RIF projects onto the new pathways, appointed to a key leadership role to drive this work forward and initiated several working groups. A programme plan is being developed and all partners are committed to pushing forward with implementation on a consistent basis across the region.



**Our intention is that significant strides are made over the next 12 months to implement these new pathways and streamline the management arrangements amongst our organisations so that we act and deliver as a single system not as separate organisations.**

# Regional Integration Fund (RIF)

The Health and Social Care Regional Integration Fund (RIF) that will help to improve health and social care services.

## What is the RIF aiming to do?

The RIF will help organisations working in health, social care and wellbeing to do the following things:

- 1** Focus on prevention and tackle challenges at an early stage
- 2** Work together to develop 'joined up' health and social care services
- 3** Share experiences and learnings together through dedicated groups called 'communities of practice'
- 4** Bring together staff from different organisations to deliver services



## What are the models of care?

The six models of care that the RIF will support are as follows:



### Community based care – prevention and community coordination

This includes community services that help to protect residents from longer term health or wellbeing problems, including befriending groups, community hubs, falls prevention, and access to wellbeing services.

### Community based care – complex care closer to home

This will help to improve recovery following a period of ill health, helping people to be more independent in the long term. Support could include help at home from specialist teams who work in the community, and community rehabilitation.



### Promoting good emotional health and well-being

Improving mental health and wellbeing in our communities is a priority. This will help create and improve services for both adults and young people who need emotional health and wellbeing support.



## RIF Performance Data

Following the commencement of the new RIF on the 1st April 2022, there was a requirement to introduce an outcomes and performance framework across all RIF commissioned services.

The new framework would ensure all services contributed towards the principles of the national guidance and provide a consistent suite of measures and indicators that supported the new models of care.



The framework adopts a Results Based Accountability methodology and is structured around a single overarching outcome spanning the population of Cwm Taf Morgannwg. This formal structure provides a consistent direction for all services and projects to identify their contribution at relevant levels.

This structure is intended to ensure consistency in reporting which should enable the collective performance of the programmes to be collected, analysed and the full (combined) impact realised.



This framework is intended to replace existing local frameworks from previous grants and provide a single structure for all services to be commissioned, monitored and evaluated and complements the national performance management requirements.

.....  
**Building on our regionally agreed performance framework, as a region we piloted a revised approach to monitoring and evaluation and continue to work with Welsh Government and other regions to develop and enhance RIF reporting.**  
 .....



### Supporting families to stay together safely, and therapeutic support for care experienced children

Health, social care and education partners will work together with families to help them stay together safely and prevent the need for children to become looked after.



### Home from hospital services

Some people will always need treatment in a hospital environment, so this will help people to be discharged and recover at home safely and quickly. It also ensures those who do need acute care can access it easily.



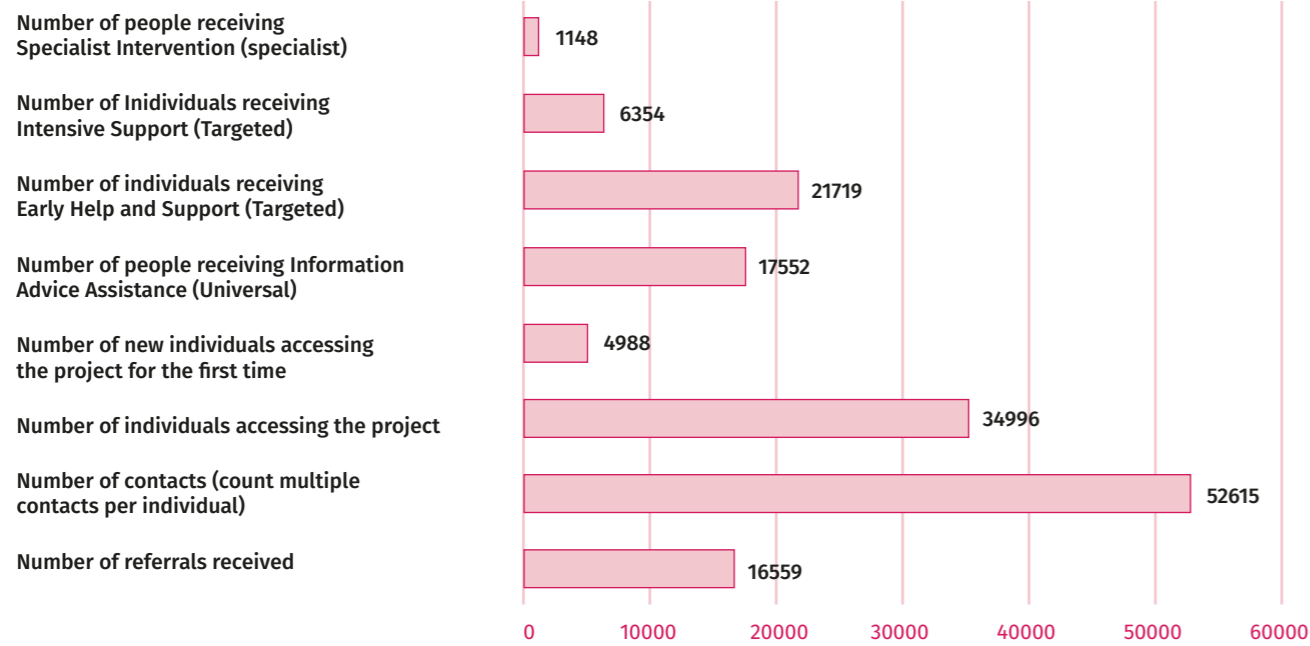
### Accommodation based solutions

It's vital people have warm, safe and supportive living environments. This includes developing independent living facilities, organising home adaptations and building accommodation for children with complex needs.

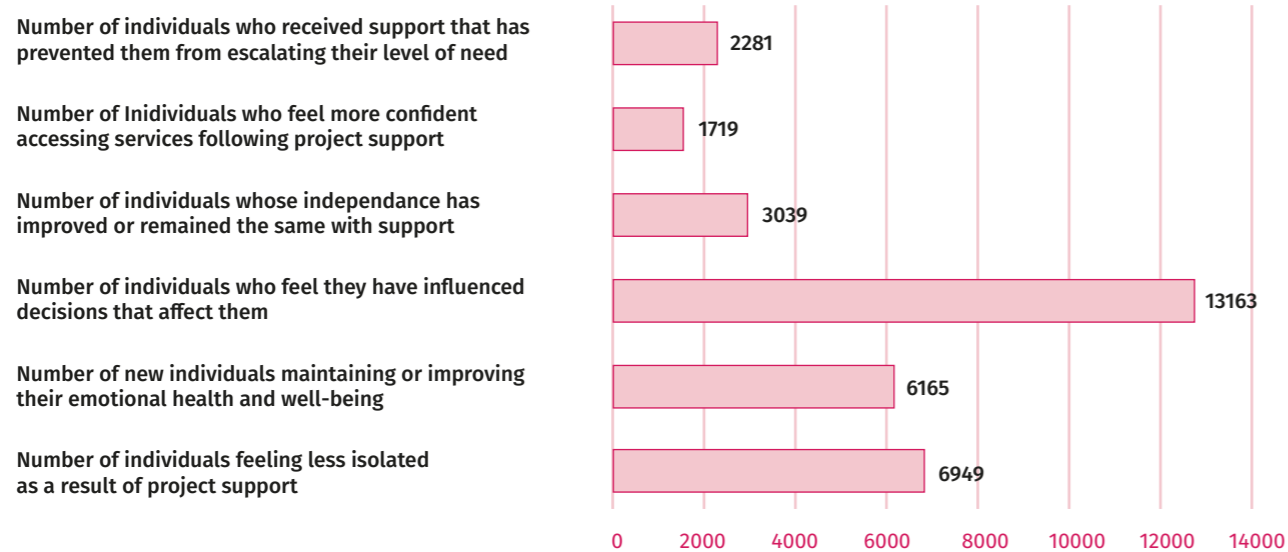


## The information below provides an overview of programme delivery for 2023/24.

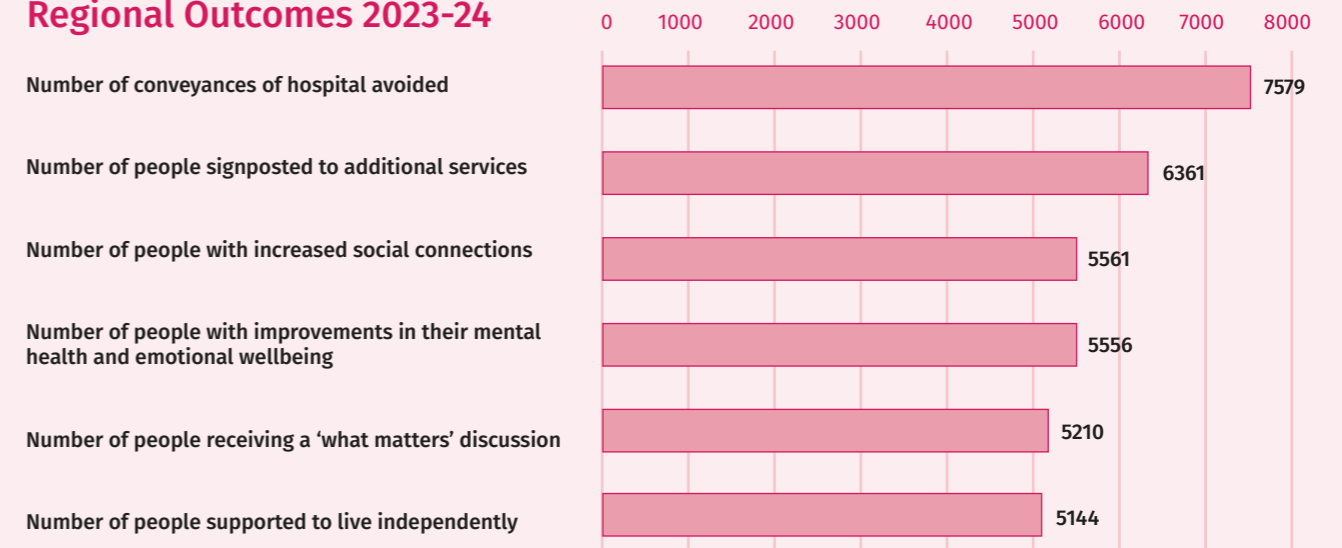
### RIF Outputs 2023-24



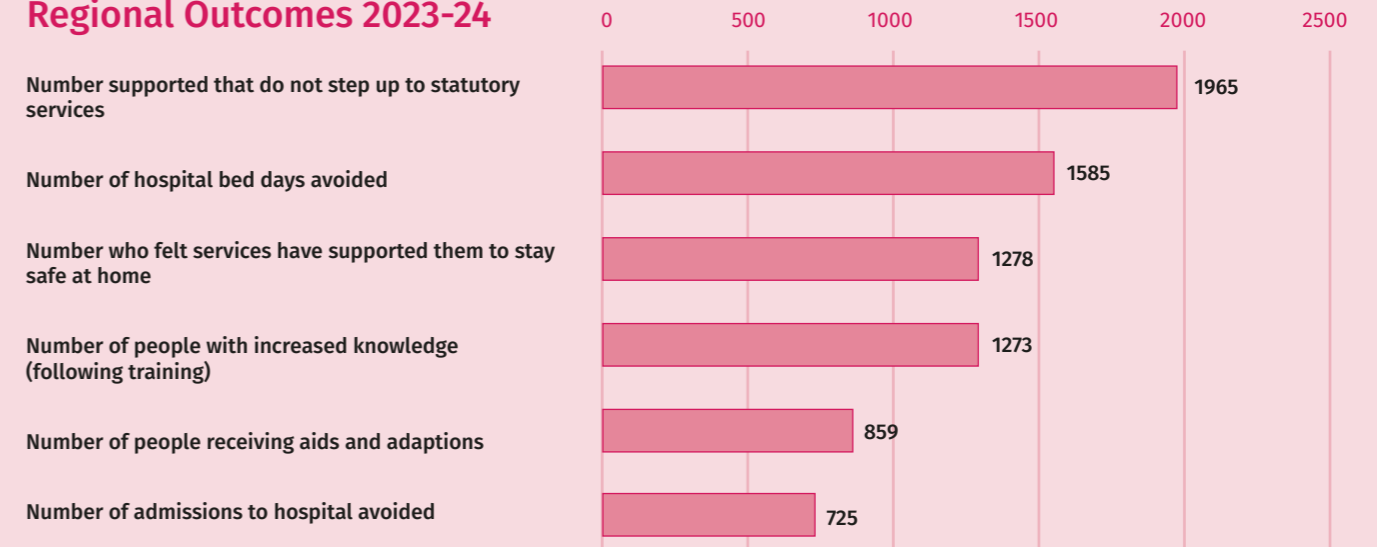
### Nationally Reported Outcomes 2023-24



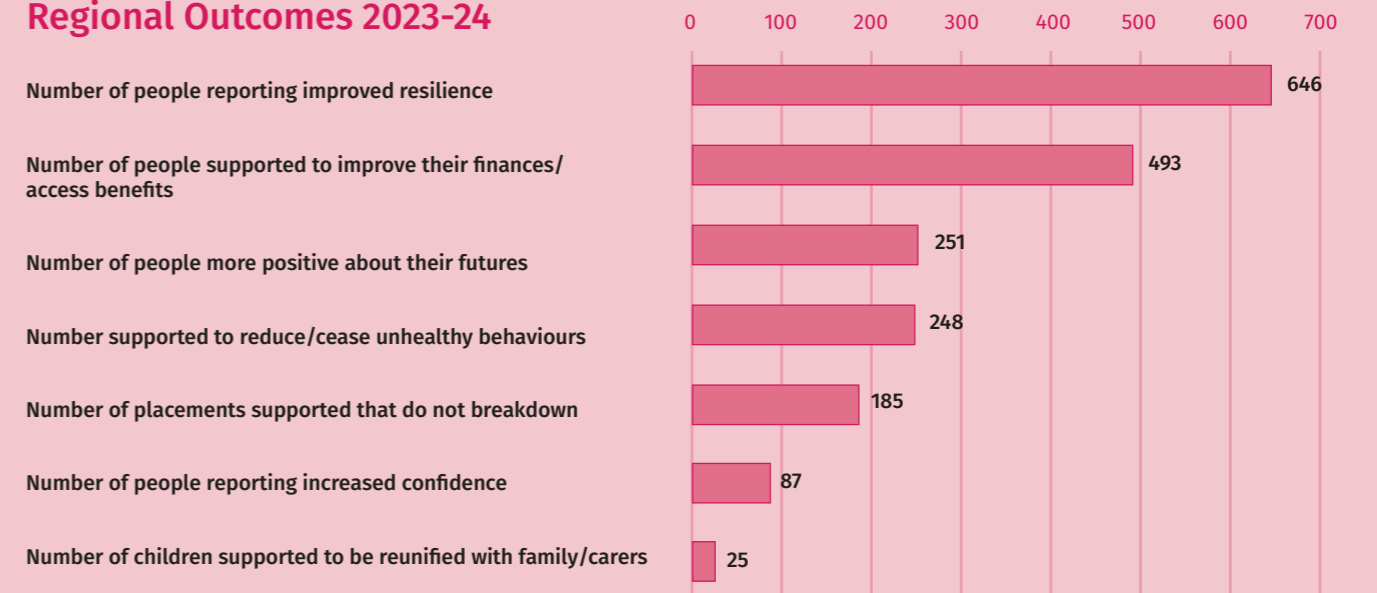
### Regional Outcomes 2023-24



### Regional Outcomes 2023-24



### Regional Outcomes 2023-24



## Qualitative reporting

The data presents a comprehensive overview of the impact and reach of the projects funded from the RIF and delivered across Cwm Taf Morgannwg.

It highlights the various ways in which individuals and communities have been assisted through different forms of support, interventions, and engagement activities.

### Engagement and reach

The programmes received a significant number of referrals, with 16,559 cases being referred to projects, maintaining a high level of engagement, evidenced by 52,615 contacts.

These efforts led to 34,996 individuals accessing various projects, of which 4,988 were new participants, demonstrating the initiative's ongoing ability to attract and serve new people who need support across our communities.



### Support delivered

Many individuals benefited from accessing our projects which provided support across four different levels.

17,552 people received Information, Advice, and Assistance (IAA), while 21,719 individuals were given early help and support. More intensive support was provided to 6,345 individuals and 1,148 accessed specialist interventions.

### Independent living and safety

Efforts to promote independent living is evident across the outcomes recorded, with 5,144 people recording that support enabled them to live independently.



Additionally, 859 individuals received aids and adaptations to ensure safety at home, and 1,278 felt that these services helped them remain safe at home.

Telecare packages were initiated for 4,722 individuals, and 2,532 were supported to transition back home from hospital, highlighting a strong focus on home and community-based support.



### Health and wellbeing

Our programmes have made a significant impact on mental health and wellbeing, with 5,556 individuals reporting improvements in this outcome.

Efforts to reduce or cease unhealthy behaviours supported 248 people, while 646 reported improved resilience and 87 recording increased confidence.

Loneliness and isolation were highlighted as major issues in our Population Needs Assessment, therefore seeing our programmes evidence significant impact in this area is positive. Social connections were enabled for 5,561 individuals with 2,560 people recording reductions in isolation.



## Knowledge and training

Key functions for many of our projects is to increase knowledge of the services available across our communities and share learning with our wider workforce, upskilling them to deliver improved support to people across our communities.

Educational elements of our programme's efforts led to 4,950 individuals gaining knowledge about local services, and 1,273 people increased their knowledge following training sessions. These initiatives helped individuals feel more informed and better equipped to navigate available resources.



## Financial support

Financial assistance was provided to 493 individuals, helping them to improve their finances and access benefits, thereby reducing financial stress and promoting stability.

## Future outlook

The programmes have had a positive impact on individuals with 251 people feeling more positive about their futures.



A total of 5,210 individuals participated in 'What Matters' discussions, which likely contributed to the tailored and responsive nature of the support provided.

## System outcomes and impact

The programmes effectively reduced the burden on emergency and hospital services, with **7,579 hospital conveyances** and **725 hospital admissions avoided. 1,585 hospital bed days were saved.**

Our commissioned programmes also facilitated access to local services for 2,163 people following referrals and signposted 6,361 individuals to other relevant support services.

In addition, our programmes prevented 1,965 individuals from escalating to statutory service thresholds, supported 185 placements ensuring stability, and 25 children were successfully reunified with their families or carers.



## Summary

Overall, the data illustrates a wide-reaching and multifaceted approach to support, encompassing mental and physical health, safety, independent living, financial stability, community connections and more.

The comprehensive delivery of projects/services not only met immediate needs but also enabled longer-term resilience and well-being among people.

Further information on a range of our RIF funded services can be found via the QR code on the back page.

# 'Capturing Our Journey'

**We know that we need to make sure services funded through RIF are meeting the health, social care and wellbeing needs of our residents living in Rhondda Cynon Taf, Bridgend and Merthyr Tydfil.**

## Capturing Our Journey event

From a national perspective, Welsh Government need us to show how this funding is making a difference to people. To do this, we need good evaluation methods, and ways of capturing services that are working well, and identifying where improvements need to be made.

Qualitative research is important. It gives us an understanding of people's reasons for using a service, their opinions and motivations. It helps us understand the 'why' behind the data, and hear people's experiences, perceptions and stories.

As above, we know that in Cwm Taf Morgannwg we are leading the way on quantitative reporting. However, across Wales, there is a need to improve on our qualitative reporting.

**In November 2023, we held an event called 'Capturing Our Journey', aiming to do just that.**

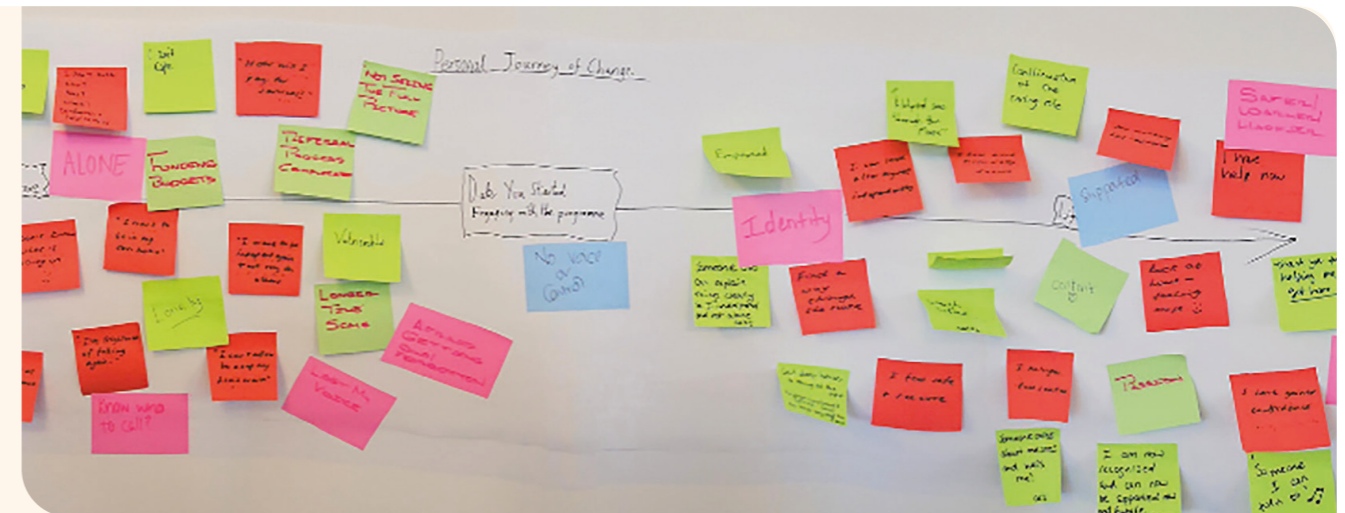


**The event brought people together to share successes, stories of change, and to capture learning in a way that was meaningful for those who deliver and receive services across CTM.**

## Models of care

The event was the first of its kind and focused on people who deliver and receive services under three Regional Integration Fund 'models of care'. There are six models of care which were developed by the Welsh Government, and this event focused on the following three:

- **Community based care: Prevention and Community Coordination**
- **Community based care: complex care closer to home**
- **Home from hospital**





Sixty-one people attended the event, representing twenty-four organisations or services from Bridgend, Rhondda Cynon Taf and Merthyr Tydfil, including local authorities, the third sector, the health board and other public service bodies.

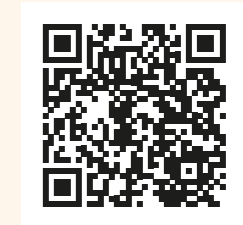
Through the event we were able to dig a little deeper into the impact a service is having and understand the journey of a service – **why was it set up? How is it helping people? What can be done to improve this even further?**

Groups worked together on timelines to capture their collective journeys and stories, and then developed powerful creative pieces to bring these to life.

You can watch one of the participants, Vicki, talking about her story here.

“In my context with older people, a lot of the problems they face is with isolation, loneliness...Once you get people into a room on the pretext of something, you end up connecting people, getting them to bounce ideas off each other, they can formulate their own plan for the future. In itself it builds a community.”

- Workshop participant



Vicki was supported through the **BAVO Community Navigators project**, delivered under the **Complex Care – Community Prevention model**.

By measuring our impact in new ways and telling powerful stories of change we can ensure that we continue to acknowledge people who use services as active and equal partners in service delivery.

Capturing individual wants and needs, rather than just numbers and data, allows us to get to the heart of what matters and understand the contexts of people’s lives, making our services more robust and effective as a result.





# Capital Funding

## Housing with Care Capital Funding (HCF)

£60M national funding from Welsh Government has been allocated to a new Housing with Care Capital Funding (HCF), programme across Wales, with an allocation of £8,729,000 per annum to the Cwm Taf Morgannwg region, to develop our capital pipeline programme annum.

### Capital investment can be made into 3 priority areas:

#### Objective 1

To develop residential accommodation for **older people with extra care support (known as Extra Care)**, where people hold tenancies.

Also supported living accommodation for **adults with learning disability, or adults with mental illness or young people leaving care.**



#### Objective 2

Other new small scale residential accommodation for **children and young people looked after**, or short to medium term accommodation for **adults with higher needs and/or behavioural challenges**, other intermediate care settings e.g. step up/down, reablement/ rehabilitation flats, training, respite for carers/cared for people.



#### Objective 3

Investment can also be made into small scale projects, such as repairs, refurbishments to existing housing with care/ intermediate care settings, equipment, adaptations to existing homes, top up of Disabled Facilities Grants, purchase of digital aids.



A regional Capital Board advise and offer strategic direction to the RPB, regarding investing into regional capital projects that meet our region's identified need, which support the priorities for investment for the target client group of older people, those with dementia, people with learning difficulties, and neuro-developmental conditions, children with complex needs and carers.



Very positive steps were taken in 2023/24 with several capital pipeline projects progressing at early stages of development, with some to achieving full construction completion which are now fully operational.

Notable achievements are listed below for schemes that are completed with level of HCF investment, and those beds that are still at the development stage.

This investment has generated a total of 40 new residential beds with 97 at early stages of development. This will go a long way to addressing the gaps identified within CTM’s 10-year **Regional Capital Strategic Plan** for accommodation with care facilities:

Population Group	HCF Investment	Number of Beds
<b>Completed Schemes:</b>		
Children Looked After/ Complex emotional needs Residential Accommodation	<b>£2,113,127</b>	<b>29 beds</b> (newly completed)
Children looked after Leaving Care (Accommodation for 16+ years)	<b>£284,362</b>	<b>5</b> (newly completed)
Older People Accommodation/ Various (including Hospital Discharge facility)	<b>£208,184</b>	<b>4</b> (reconfigure) <b>2</b> (new)
	<b>Total New Beds</b>	<b>40</b>
<b>Progressing Schemes/At Early Development Stages:</b>		
Older People (Accommodation with ‘Extra Care’ Support)	<b>£2,000,000</b>	<b>60</b> (at early stages of development)
People with Learning Disabilities (Supported Living Accommodation Scheme)	<b>£391,000</b>	<b>22</b> (at early stages of development)
Children Looked After/ Complex needs Residential Care accommodation	<b>£381,807</b>	<b>15</b> (early development)
	<b>Currently Being Developed</b>	<b>97</b>

## Examples of a Completed and Fully Operational Capital Projects

### Meadows View (Golygfa’r Dolydd) Children's Placement Hub (Bridgend County Borough Council)

Meadows View was developed following the closure of the former Brynmenyn Primary School, in Bridgend. The scheme was completed in September 2023, and is now fully operational, with Care Inspectorate Wales (CIW) registration in place.

The integrated team support the child or young person throughout their journey. The person is supported by a dedicated highly skilled team who undertake in-depth assessments, including an emotional and behavioural assessment and therapeutic interventions to stabilise the child’s behaviour.

**Meadows View provides an integrated service for young people, aged 6 to 17, who are either in care, on the edge of care, or have experienced numerous placement breakdowns.**

**This helps to improve any risk-taking behaviours, re-integrate into education, training, or employment, where necessary, and identify the most suitable long-term option.**



#### Description

Meadows View houses two wings, one with three crisis/emergency beds, for when children are placed there due to urgent care needs.

The second wing houses four temporary/ short to medium term beds, where children receive therapeutic support to stabilise their emotions and behaviours, ahead of their move to permanent residential accommodation or a foster home.



Since its opening, the service has homed at least four young people continuously, and now has six young people living there, translating to an 85% occupancy rate.

Marked as a flagship scheme for the region; it has been identified as an area of good practice in terms of how the team supports young people and children, and how the voices of residents have shaped the way the scheme looks and feels.

**The photos below highlight the interior and exterior of the property.**

The coloured sheds were created as young people said they wanted their own separate space outside their bedroom. The sheds were introduced as spaces that the children could store belongings and have a sense of ownership of their own space.

**Willowford House, Residential Accommodation for Children Looked After (Rhondda Cynon Taf County Borough Council)**

**This capital residential accommodation project has been developed and completed by Rhondda Cynon Taf CBC and partners.**

The four-bedroom property was bought and refurbished in line with the **eliminating profit agenda** and meets locally defined children’s residential needs. **This was officially opened on 1st May 2023.** This long-term residential children’s home for three young people (with a staff

bedroom) was identified in Rhondda Cynon Taf County Borough Council’s ‘Residential Transformation Strategy’ and has been developed to ensure young people who need residential care are looked after close to home.

The provision of high-quality settings allows young people the opportunity to be homed where they can thrive, and looked after by a stable, resilient, skillful and well supported staff group.





## Progressing Developments at Early Stage on CTM's Capital Pipeline Plan

### Thomastown House, Children's Residential (Merthyr Tydfil County Borough Council)

This development will offer greater independence to children and young people, so they receive the right level of support locally, and can build stronger links within their communities.

This will hopefully result in a successful transition into adulthood in a positive, productive way.

Two systematic homes will be created for up to six young people. In addition, there will be short breaks/respite accommodation available for two young people, and further care and support provision for three to four young people. Up to ten young people can be supported at any given time.

**The below picture shows the redesign and reconfiguration of one existing council-owned site.**



## Development of a 5-10-year Capital Investment Strategy

**We have developed a regional Capital Investment Strategy, which translates into a regional 5–10-year capital plan for investment across Cwm Taf Morgannwg.**

**The strategy was developed using data identified through the population needs assessment, with a particular focus on accommodation needs and beds.**

The strategy identifies key priority projects for **Housing with Care and Integration** and the **Rebalancing Care (IRCF) funding** investment that promotes hospital discharge; step down facilities; independent living; supported living; eliminating profit agenda; developing integrated health and social care facilities and models.



# Integration and Rebalancing Care (IRCF) funding

The Health and Social Care Integration and Rebalancing Capital Fund is a programme set up to directly support the programme for Government.

It commits to developing 50 integrated health and social care hubs to support rebalancing of the residential care market.

It has been established to:

- 1 Support a coherent approach to planning the co-location and integration of health and social care services within the community across Wales
- 2 Support the rebalancing of adult residential care provision by increasing delivery from within the not-for-profit sector
- 3 Support the elimination of profit from the provision of children’s residential care

The two main schemes that have been supported with funding from Welsh Government, within Cwm Taf Morgannwg, which are various stages of development, are:



## Maesteg Community Hospital Hub

Early development funding has been provided to develop a business case to redevelop Maesteg Community Hospital into an Integrated Health and Care hub called ‘Maesteg Community Health Park’.

This redeveloped site will include a range of services delivered with Bridgend County Borough Council (BCBC), third sector and commercial partners, including a Minor Injuries Unit, a children’s centre, co-located community nursing, mental health and social care teams, and a new build facility on-site for long-term care, step-down, rehabilitation and reablement.



## Sunnyside Wellness Village, Bridgend

The Sunnyside Wellness Village will provide a brand-new mixed-use development, on the site of the demolished Bridgend Council Offices and former Magistrates Court, consisting of 59 housing units, a healthcare centre and landscaping and infrastructure.

To support Welsh Government’s ambitions to develop more integrated health and social care hubs, several pieces of work progressed during 2023/24 to aid this ambition.

An organisation has been appointed to undertake a feasibility and options appraisal study to review existing community assets and facilities. This will determine their ability to be developed into integrated health and social care hubs. The work will conclude in summer 2024 with recommendations that could help the region achieve this ambition.

A second feasibility study is exploring accommodation needs for people with learning disabilities who plan to transition into supported living. This work will be underpinned by the development of a co-produced guide that will give people with learning disabilities, their parents and carers information on what to expect before, during and after the move to supported accommodation.

# Dementia

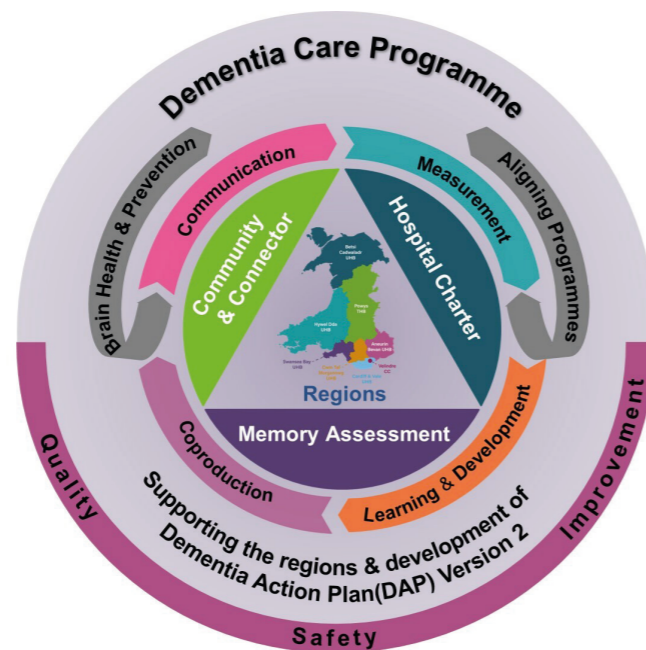
For dementia there is a distinct national agenda and area of work under the Dementia Action Plan (DAP) and the All Wales Dementia Care Pathway of Standards (the standards).

The Dementia Action Plan has been undergoing an extensive period of evaluation with work on the creation of a new plan expected to begin in 2024.

## Dementia Care Programme

The implementation of the DAP is supported by delivery of the All Wales Dementia Care Pathway of Standards published by Improvement Cymru in 2021 and a dementia specific RIF totalling £1.7M.

A national review of the work streams has been undertaken with the structure below proposed as a national approach from April 2024:



Discussions continue in each region as to whether this national model will be embedded in the individual regions moving forward.

The Dementia Steering group continues to focus on:

Compliance with the DAP and implementation of the first 20 standards

Reconfiguration of services where required to achieve a regional consistency

Implementation of a coproduction approach across the region for dementia

The steering group continue to work towards implementation through the six work streams previously supported by Improvement Cymru. The workstreams include Community Engagement, Memory Assessment Services, Dementia Connector, Hospital Charter, Workforce and Learning, and Measurements.



## Community Engagement

Community listening exercises have been undertaken successfully in Gilfach Goch and Pontypridd and a blueprint for community listening is set to be developed in 2024. The listening exercises have also been fed into the feasibility work on the Integrated Health and Social Care hubs and a small grant for local groups to deliver dementia supportive activity was positively received.

## Memory Assessment Service

Progress has been made on the development of the optimum model of Memory Services across the region with a particular focus on a one for CTM approach. This in support of the overarching priority of 'parity of outcome for our citizens across the region'. In the interim, a Memory Service has been developed within Bridgend and work is ongoing to develop a standard operating procedure to align working practices across the region and ensure a consistency in the referrals we receive.

Engagement on the pathway was undertaken in the engagement activities, including in a Hydra-Minerva Suite, the Dementia Hackathon and Turn Pontypridd Blue. More is planned for Dementia Action Week in May 2024 to identify the outcomes that people with a lived experience desire at each of the stages in their journey.



## Dementia Connector

The Dementia Connector role was successfully tendered to Age Connects Morgannwg and rebranded as 'Memory and Wellbeing Guides'. The project is making connections and will actively recruit guides in 2024.



## Hospital Charter

As part of our delivery of the 'Dementia Friendly Hospital Charter' we have ensured that all wards have log in details for the online improvement platform Care Fit for VIPS.

VIPS stands for:

### V = Values People

Values and promotes the rights of the person

### I = Individual's needs

Provides individualised care according to needs

### P = Perspective of service user

Understands care from the perspective of the person with dementia

### S = Supportive social psychology

Social environment enables the person to remain in relationship

There are designated leads for all sites and dedicated Dementia Care Mappers have been recruited into the Specialist Dementia Intervention Team to support dementia mapping on sites.

## Workforce and learning

The Dementia Steering Group agreed to fund a dementia services and pathway review which was tendered to NHS England Commissioning Support (NECS).

NECS has been tasked with identifying practice across the region, data trends and diagnostic rates, in addition to identifying gaps that exist. They will also take a view on the allocation of the dementia RIF funding against the data analytics to help inform

the steering group's decisions around future funding and project/programme development. The report will also seek to inform the development of a workforce plan.

Alongside this, discussions are being held on a unified approach to dementia communication training in support of our regional delivery against the Good Work Framework.

## Measurements

Progress continues around the development of a measurement workbook, with CTM being able to submit data points to Improvement Cymru.



Moving forward discussions on a smaller set of measurements to support sharing of good practice/comparison of progress across Wales continues alongside the development of meaningful measurements to inform improvement across the work stream areas.

Within CTM successful negotiation to flag dementia on the **Welsh Patient Administration System (WPAS)** has been undertaken and a pilot of READ code usage on the system is planned for early 2024. Once complete roll out across the region and a range of awareness raising and training materials will be developed.

## Regional Infrastructure

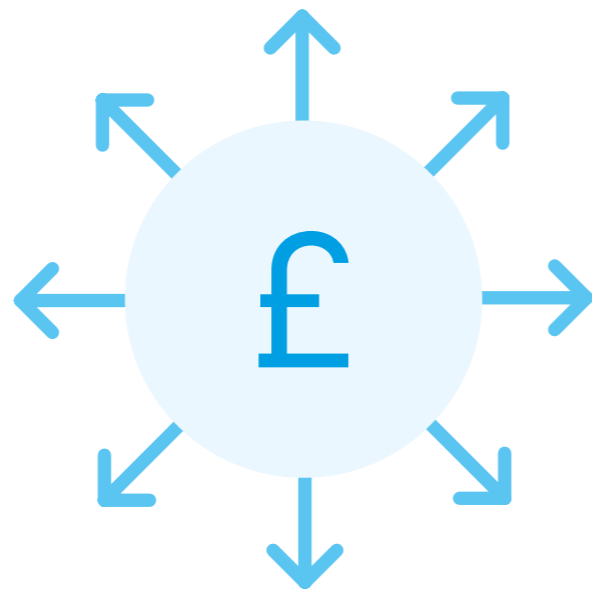
An overview of existing and planned regional infrastructure to support the ambitions of the RPB can be found via the QR code on the back page.

## Regional Commissioning Unit

The Regional Commissioning Unit supports the RPB by working with a range of partners including Cwm Taf Morgannwg University Health Board, Bridgend County Borough Council, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council, the third sector, housing and education.

The team manages and coordinates a range of a range of Welsh Government funding that is directed through the Regional Partnership Board including the **Regional Integration Fund (RIF)**, **Housing with Care Fund (HCF)** and **Integration and Rebalancing Care (IRCF) capital programmes**.

The team reports on service investment and performance, to ensure best outcomes and value for money for service users and stakeholders as well as coordinating the governance of the partnership.



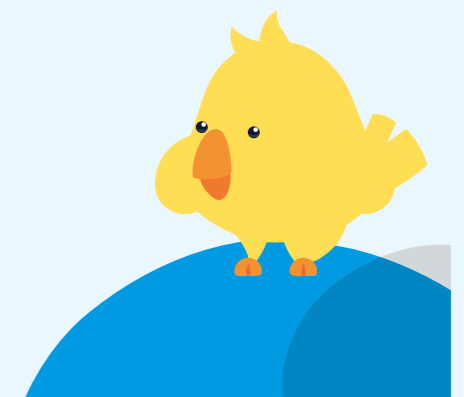
This funding is very important as it helps to ensure the right services and support is available for people living in Bridgend, Rhondda Cynon Taf and Merthyr Tydfil.

**Additional capacity has been secured in 2023/24. A Director for Integration post commenced in November 2023 to drive forward the ambitions of the Integrated Community Pathways programme.**

A Capital Planning Officer started in October 2023 to support capital programmes across the region with a further recruitment planned for 2024/25 to include a focus on developing assistive technology programme.



A **NEST Co-ordinator for Children and Young People** came into post in March 2024 and is tasked with implementing the **NEST Framework** within the work of the **Regional Partnership Board**.



# Research, Innovation and Improvement Coordination Hub

The RIC Hub is hosted within the Cwm Taf Morgannwg University Health Board (CTM UHB). Its primary role is to identify and coordinate innovative practices and activities based on the population's needs across the Cwm Taf Morgannwg region, which includes the local authorities of Bridgend, Rhondda Cynon Taf, and Merthyr Tydfil.

The RIC Hub has become a meeting point for collaborative working, engaging and supporting stakeholder organisations. It facilitates new and creative ideas by bringing together diverse stakeholders and providing an environment conducive to the development and implementation of innovative projects.



## Planned events and activities at The Hub included:

- Education resource
- Maintaining education growth and integrating training for the workforce clinical settings, improvement practices, and university relationships

The CTM RIC Hub has helped drive innovative projects across the region over the past year by:

### Celebrating Innovation Excellence

The RIC Hub hosted a ministerial visit and other events to showcase their collaborative work with the third sector, including the NHS Wales award winning project on repurposing pet bedding for other uses within health and social care.

Fostering innovation and knowledge exchange between universities and CTM UHB, pushing the boundaries of healthcare education and practice.

### Enhancing Patient Engagement

Recognising the importance of effective communication, the hub is spearheading the development of web applications.

### Championing Sustainable Solutions

In a remarkable display of sustainability, the Hub has initiated a collaborative approach to two projects that received Small Business Research Initiative (SBRI) funding.



Read the RIC Hub's Annual Report here





## Cwm Taf Morgannwg Social Care Workforce Development Partnership (SCWDP)

The role of the Cwm Taf Morgannwg SCWD service, as governed by the SCWWDP Strategic Governance Board, is to:

- Collate and consider workforce data to ensure workforce planning is sensitive to any significant changes, challenges or opportunities across sectors in the care market.
- Work with others to take account of National, Regional and local requirements and good practice to inform workforce development needs.
- Work with partners across the care sectors to ensure workforce development initiatives are prioritised and targeted appropriately to meet needs.
- To commission learning and development activities and facilitate opportunities to provide links to meet workforce development needs through.
  - A Grant funded workforce development programme available to social care providers.
  - An annual programme of face-to-face training and development events.
  - The development of flexible training delivery methods adopted through Covid is to continue.
  - Access to conferences and network events.
  - New qualifications, VQ's and equivalent qualifications and competence frameworks.

- Qualifying, post qualifying and CPD opportunities for qualified social workers and registered managers.
- Ongoing support, advice, and guidance.
- A wide range of communication and information including regular newsletters and bulletins.
- To evaluate the impact of regional learning and development plans on services and the workforce.

### Social Care Workforce Development Plan

The Social Care Workforce Development Plan has been developed and agreed by the Cwm Taf Morgannwg SCWWDP and endorsed by the Lead Director of Social Services in Rhondda Cynon Taf, following consultation with Directors in Merthyr Tydfil and Bridgend.

The work programme has been planned for 2024/25, in some instances (such as for social work qualifying training) into 2027.

It has been developed in line with priorities set by the Cwm Taf Morgannwg SCWDP, Social Care Wales and the Grant Circular. This includes the Regional Facilitation Grant, informed by a sector-wide training needs analysis.





Cwm Taf Morgannwg  
Bwrdd | Regional  
Partneriaeth | Partnership  
Rhanbarthol | Board

# ANNUAL REPORT 2023/24

September 2024

To access supporting  
documents and information,  
scan the QR code.

[ctmregionalpartnershipboard.co.uk](http://ctmregionalpartnershipboard.co.uk)

