TITLE: Overview of Effective Services for Vulnerable Groups Projects

PURPOSE OF PAPER

1. The purpose of this paper is to provide an overview of Effective Services for Vulnerable Groups Projects.

FOR DISCUSSION / DECISION

2. Members are asked to:
   - Note the paper, reflect on how widely best practice is currently adopted; and advise on the opportunities to maximise adoption and benefits of the work.
ESVG PROGRAMME – OPERATING APPROACH

Define and design

Identify and test

Promote and engage

Challenge and check

Established practice

How significant is the issue?

Where is it being dealt with well?

How can others be encouraged to benefit?

How well is it being adopted/adapted?

Has the effective practice been mainstreamed?

Identify areas to explore

Define the issues

Scope the projects

Look at how organisations across Wales (and beyond) are approaching the issue.

Identify effective practices

Communicate findings to wider public services

Encourage adoption.

Take stock of progress (and impact)

Address barriers to implementation

Establish what further added value the programme can offer
EFFECTIVE SERVICES FOR VULNERABLE GROUPS

Define and Design
- Substance Misuse & Mental Health
  Identifying and addressing service delivery challenges
- Childhood obesity
  Identifying key cross public service action which can be taken
- Mental Health and Housing
  Encouraging use of integrated pathways of housing support for people with mental health issues

Identify and test
- Missing Children & Young Adults
  Piloting a multi-agency ‘HUB’ approach

Promote and engage
- Citizen Directed Support
  Promoting ‘citizen directed’ service models

Challenge and check
- Domestic abuse (10,000 Safer Lives)
  Promoting minimum standards for domestic abuse service delivery in Wales
- Promoting Independent Living
  Developing an evidence base; building capacity to assess the impact of service integration; and bringing together practitioners

Established practice
- Team around the Family
  Support the embedding of team round family approaches, helping to maintain momentum
- Youth Engagement
  Support, and challenge, billing of Youth Engagement and Progression Framework

New priorities
Identifying key, cross public service, action which can be taken to address childhood obesity – led by Iwan Davies, Conwy CBC

When PSLG met in September 2012 it was agreed there was a need to reposition public health as a cross public service issue. Consideration was given to a public health issue that would benefit from focused attention and childhood obesity was identified.

The project has identified six outcomes, or ‘changes we want to see’, and will offer a series of pragmatic recommendations under each of these outcomes. The report does not suggest that any one recommendation, when taken alone, would be sufficient to turn the curve on childhood obesity, but that when taken together, they present a consistent and comprehensive approach to this issue.

In light of present financial challenges across the public services, the report aims to offer low/no-cost practical suggestions as to how each recommendation could be implemented locally.

The final report will be brought to PSLG in February.

Identifying effective approaches to supporting people with mental health problems at home – led by Antonia Fraser, Cynon Taf Community Housing Group

Housing is recognised as a critical area to take account of when looking at services to vulnerable individuals and groups – it is the basic building block of support for people who are struggling to function and often struggling to engage with other services.

Although there are a range of statutory services delivered to meet statutory duties for vulnerable people the ‘hand off’ between services (particularly discharge planning and needs assessment) can be disjointed.

This project was established to explore the benefits of integrated links between health, housing, social care and the third sector in terms of securing and maintaining appropriate accommodation provision for vulnerable groups with mental health issues.

The project is exploring effective interventions of multi agency collaboration in delivering such housing support services in order to gain a better understanding of best/ good practice interventions that have a positive impact/ outcomes for both individuals and the services; identify key factors in housing support interventions that promote continued recovery to live successfully in the community; promote and disseminate good practice; and identify barriers to delivery.

The project will be bringing its draft report to the ESVG Delivery Board in February.

Addressing service delivery challenges around Substance Misuse and Mental Health problems – led by Dr. Sharon Hopkins, Cardiff and Vale UHB
Cardiff and Vale UHB are leading a cross public service project exploring the deep rooted delivery challenges associated with co-occurring Mental Health & Substance Misuse problems.

The project is testing an integrated care pathway for dual diagnosis in the six Community Mental Health teams (CMHTs) on a cohort of clients with varying ranges of mental health needs, and substance use levels.

The care pathway is designed to be entirely consistent with the Welsh Government National Service Framework (NSF) for managing patients with a dual diagnosis (2007) and the intention is that the learning from this project will be of significant value to other areas seeking to implement the NSF.

There are already early products from this project, including training programmes and manuals, which will be made available to other health board areas.

Promoting ‘citizen directed support’ models of service delivery – led by Constance Adams, WCVA

WCVA proposed and led a piece of work seeking to raise awareness of co-production and citizen directed support (CDS) approaches to delivering services.

The project brought its final report to PSLG in June for formal endorsement. The report does not seek to provide a definitive CDS approach but rather help shape and progress the debate on the way forward. It was used to inform an ADSS/SSIA Summit on CDS in April.

Encouraging improved practices in the way public services respond to and prevent incidents of domestic abuse (the 10,000 safer lives project) – led by Jan Pickles, NSPCC

The 10,000 Safer Lives project, which is delivering on a Programme for Government commitment, is seeking to improve the response provided by the public service in Wales to victims of domestic abuse, with a discrete focus on service users determined to be at medium or standard risk.

The project identified 11 ‘minimum standards’ which Local Service Board self-assessed themselves against last autumn. This analysis, the evidence gathered from the engagement events on the legislative proposals in the White Paper, and a review of the 11 standards against the emerging policy and legislative proposals in the White Paper has led to the development of 4 work streams - three areas of work for immediate action (workplace policies; service user groups; and information sharing) and a longer term work stream on improving the health response.

Good progress is being made on all work streams:

- The majority of public service organisations have now reviewed and implemented workplace policies.
The work on information sharing is being taken forward alongside the wider PSLG leadership commitment to make it easier to share information to protect vulnerable people; an Information Sharing Protocol will be developed to support the earlier response to people experiencing domestic abuse (“ask and act”).

In September, good practice guidance was issued to Local Authorities on establishing effective service user groups and asking regional groups be set up by March 2014. This will enable service users to feed in to policy development, and the design and delivery of services at all levels.

**Doing more to protect vulnerable children and adults who repeatedly go missing – led by Jeff Farrar, Gwent Police**

A consortium of the public services in Gwent (all five local authorities, Gwent Police and Aneurin Bevan Health Board) are piloting a new approach to responding to children who repeatedly go missing.

A multi-agency team is pooling information held by their respective organisations, assessing vulnerability and risk, and responding appropriately. Big Lottery funding has been secured to fund an independent debrief service.

A webinar was held in August to share the learning from putting a team of this kind in place. Over 100 hits to the webinar were recorded and there was active participation from viewers. The recording of the webinar and the additional pre-records are now available for wider use.

The project is already starting to see some striking results in reductions of repeat incidents.

An evaluation will be undertaken to inform decisions on whether the approach should be adopted in other parts of Wales and for other vulnerable groups.

**Promoting independent living and wellbeing for older people – led by Sue Evans, Torfaen CBC**

An on-going programme of work is underway around promoting independent living and wellbeing for older people including a two year Knowledge Transfer Partnership (KTP) with the Centre for Innovative Ageing at Swansea University to strengthen our ability to assess the impact of integrated working practices and assist with the transfer of effective integrated/ collaborative models of service delivery.

The interim report was published in September and provided a valuable early insight into how models of integrated working are developing; what’s good about them and how we can work to improve them. The evaluation framework developed from the research is currently being piloted and refined with three health boards receiving Invest to Save funding to develop integrated care pathways. The framework should be available for wider use in summer 2014.
Team around the family

A study undertaken in 2010 mapped different team around the family approaches in Wales and identified three main types (preventative, protection and remedial). The study didn’t find a ‘perfect’ model but did identify some characteristics widely believed to have the potential to increase effectiveness of team around the family approaches.

The work informed the development of the Integrated Family Support Service, Flying Start and Families First programmes which are being rolled out nationally and this work is now largely mainstreamed into core Welsh Government policy.

A cost impact tool (the Family Savings Calculator) has been developed to support public service organisations to assess the financial benefits of team around the family approaches.

Improving the education, training and employment prospects of young people – led by Helen Paterson, Wrexham CBC

Research was commissioned in 2011 to understand how Swansea and Wrexham achieved a significant reduction in the proportion of young people not in education, employment or training, without substantial investment.

The findings have informed the development of the Youth Engagement and Progression Framework which was launched in October.