



# Age Alliance Wales

*working together to support older people in Wales*

*cydweithio i gefnogi pobl hŷn yng Nghymru*

Spring 2018

## Progress on the “React to the Act” Report

The two online surveys disseminated during late 2017, one aimed at AAW members and the other local authority staff with a knowledge or involvement of commissioning of services for older people, were completed by 12 individuals working with AAW member organisations and 24 local authority staff. A report will be drafted, setting out their responses, prior to the June’s annual conference.

Whilst the report will set out the content of the survey responses, it would be extremely useful if members could provide copies of any reports or research carried out over the past year regarding the Social Services and Well-being (Wales) Act 2014 – particularly if they include information regarding commissioning. If that work is not yet complete it would still be beneficial if details of any works in progress could be provided. Any information you have should be sent to [Christopher.williams@agealliancewales.org.uk](mailto:Christopher.williams@agealliancewales.org.uk)

In addition the Alliance Steering Group is evaluating the possibility of carrying out or commissioning further research aimed at mapping older people’s experiences of their interaction with local authorities’ Single Point of Access (SPOA) systems. This may have the potential to allow comparisons of services across the 22 authority areas on matters such as the

provision of online information, the methods by which residents can make contact, the nature of the methods which LAs may use to engage with residents (call centres, specialist contact handlers etc), the training of those handling initial contacts, the recording of contacts and signposting processes, for example.

Discussions on this matter are ongoing, and members will be kept informed of progress.

## WCVA, CVCs and AAW

The AAW Steering Group met with the Infrastructure Core Group of WCVA during January, discussing the findings of the WIHSC report of 2017 and the more recent discussion paper which arose from it. Importantly the discussion also allowed the opportunity to enhance the relationship between the Alliance and County Voluntary Councils.

As a consequence, during the next CEO summit we will be joined by Judith Stone of WCVA and Ian Davy, CEO of Voluntary Action Merthyr Tydfil, where they will speak on the broad issues around improving engagement between AAW and CVCs/WCVA, to be followed by an opportunity for AAW members to also contribute their thoughts.

## Health, Social Care, Wellbeing and Sport Planning Group

Chris Williams, the AAW Officer, has attended a number of meetings of the Health, Social Care and Wellbeing Planning Group over past months (the group formerly known as “The Alliance of Alliances”). These meetings include a range of organisations such as Safer Wales, the Interfaith Council for Wales, Wales Coop Centre, Children in Wales, CTA Cymru, Welsh Sports Association and Disability Wales, and discuss a broad range of Third Sector issues.

The meeting of 31 January included an update on a project currently being carried out by Sally Rees of WCVA and Natasha Hirst of Wales Co-operative Centre, evaluating how it may be possible to “secure more meaningful engagement and involvement of the third sector in the [Social Services and Well-Being] Act, and to support the development of regional Social Value Forums”. This study is funded by Welsh Government until 31 March, when a final report of delivery and recommendations will be published.

In addition to carrying out this work Natasha has agreed to attend the next CEO summit on 19<sup>th</sup> March in order to provide an overview of social value forums, an outline of her research so far and examples of the changes we may have seen as a result of provisions in the Act.

## Meeting with the Minister

On 25<sup>th</sup> January the AAW steering group met with Huw Irancca- Davies, Minister for Children and Social Care, in order to introduce him to Age Alliance Wales and share with him an overview of the work that we have been doing.

The Minister was also told of some of the concerns that we have regarding the implementation of the Social Services and Well-being Act, providing him with real-life examples of difficulties older people have faced when attempting to access care services across Wales – difficulties the Act is supposed to address.

As a result Mr. Irancca-Davies proposed writing to local authorities seeking updates on their progress in relation to the commissioning of

advocacy and hospital discharge services in particular. He also expressed a wish to meet up with some of AAW’s member organisations in order to see for himself some of the projects and programmes that our members are delivering.



## SSWBA stakeholder evaluation group

Since taking on his role Chris Williams, the AAW Officer, has attended the SSWBA stakeholder evaluation group meetings, raising the views of the Alliance. The purpose of the evaluation is to play a leading role in shaping the independent evaluation of the impact of the Social Services and Well-being (Wales) Act 2014.

The final evaluation report is due to be launched in August 2021, but before this there will be two major pieces of work to be carried out: The first is the formal evaluation itself. This is due to start in autumn of 2018, running for three years, by a contractor yet to be appointed.

The second piece of work, “Measuring the Mountain”, is a more qualitative assessment of 2,000 people’s experiences, running alongside the formal evaluation. We have been assured there will be a representative cross-section of individuals included in this study.

Several members of the evaluation group have expressed concern of the length of time this process is proposed to take. However, officials are adamant that the stipulated time is required, and state that interim reports will be issued as the work progresses.

## Well-being of Future Generations (Wales) Act

During January WWF Cymru ran a series of workshops on the Well-being of Future Generations (Wales) Act, details of which were shared with AAW members during December. These aimed to bring together the third sector and Welsh Government, with the intention of discussing key challenges and suggested improvements. However, it is understood that the nature of the workshops did not suit all.

Further, as you may recall, AAW has enquired about the possibility of receiving a training session tailored to the needs of Alliance members from the office of the Future Generations Commissioner on the Well-being of Future Generations (Wales) Act. We have recently received a response stating they would be unable to provide us with a dedicated training session, but suggested alternatives.

Firstly, they indicated that they would be holding a workshop at the WCVA “gofod3” event on 8 March, details of which were sent to members during February.

Secondly, they suggested WCVA may be in a position to facilitate a training session. Members were sent details of the WCVA’s online course, which gave an overview of the Act, available via <https://www.learningzone.wales/enrol/index.php?id=40>.

Finally, you may like to note that training requirements around the Act are set to be included on the agenda for the forthcoming CEO summit of 19 March, so you may wish to feed into that conversation on the day.

## Brief extras:

- The older People’s Commissioner held a round table discussion for AAW members on the implementation of the Social Services and Wellbeing (Wales) Act during January. Twelve representatives from AAW member organisations attended, giving their views of the implementation of the Social Services and Wellbeing Act, and explaining the realities of older people’s experiences. Areas covered included Information, Advice and Assistance, approaches to needs assessments and eligibility for care. The information provided will contribute to the work that the Commissioner is currently developing to assess older people’s wellbeing outcomes.
- During January 2018 AAW submitted its response into the Finance Committee’s Inquiry into The Cost of Caring for an Ageing Population. The response reflected Alliance members’ views on matters such as the demand for, and costs of, residential and non-residential care, the financial pressures on the social care system, and the findings and conclusions of the Parliamentary Review of Health and Social Care in Wales. Many thanks to those who provided their organisations’ individual responses to the Inquiry, which helped greatly when drafting the response.

The full AAW response can be found online at:

<http://www.agealliancewales.org.uk/briefings-publications>