

# North Wales Regional Provider Forum

1:00pm – 3:30pm, 1<sup>st</sup> June, 2015

Conwy Business Centre, Llandudno Junction



## Provider Representatives Present:

Rob Loudon (Clwyd Alyn HA)	RCC Provider Rep – Long term services
Lynne Evans (North Wales HA) (Chair)	RCC Provider Rep – Short term services
Mary Harrison (Anheddau)	RCC Provider Rep – Long term services
Elwen Roberts (De Gwynedd Domestic Abuse)	RCC Provider Rep – Short term services

## Provider Representatives Apologies:

Sian Elen Thomas (GISDA)	RCC Provider Rep – Deputy
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## RCC Representatives Present:

Cara Lynam (minutes)	NW Regional Development Coordinator
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## Providers Present:

Name	Organisation
Carol Hughes	Clwyd Alyn HA
Ceri Twist	Cartrefi Conwy
David Lackner-Smith	Sanctuary Trust
Debbie Davies	Clwyd Alyn HA
Emma Wood	Hafan Cymru
Gwyneth Williams	Gorwel – Grwp Cynefin
Jeff Hughes	CAIS
Jen Saboor	Digartref
Linda Rogers	ARCH
Shian Thomas	The Wallich
Tracy Davies	Tyddyn Mon
Tracy Peers	Cartref Ni
Wanjiku Mbugua	BAWSO North Wales

## Providers Apologies:

Name	Organisation
Alison Hamlington (Vice Chair)	Welsh Women's Aid
Enid Roberts	Cartrefi Cymunedol Gwynedd
Frances Adams	Prospects
Kath Dobie	Shelter Cymru
Sian Ellis	Grwp Cynefin
Tricia Jones (Chair)	Hafan Cymru

Agenda Item	Action
<b>Welcome and Apologies</b>	
In the absence of a representative from Cymorth Cymru and apologies from the Vice Chair it was agreed that Lynne Evans would stand in to Chair the meeting.	
It was agreed that Cara Lynam would minute the meeting.	

<p>Introductions were provided by all members in attendance.</p> <p>Lynne explained to members that the forum had been arranged to discuss ideas for the Providers Pilot Project proposal.</p>	
<p><b>Previous Minutes</b></p>	
<p>Rob Loudon stated that he will double check what information is available in regards to Financial Conduct Authority.</p> <p>Lynne Evans confirmed that the Cymorth/CHC ‘Let’s keep supporting people’ campaign boards have been distributed to Clwyd Alyn. Rob stated that they are in their Wrexham and Flint offices should anyone wish to use them.</p> <p>Cara Lynam’s name needs to be corrected from Carol in the actions columns.</p> <p>Members confirmed that Alison Hamlington was voted Vice Chair at the meeting before last.</p> <p>The minutes were agreed as a correct record.</p>	<p><b>RL</b></p>
<p><b>Providers Pilot Project Proposal</b></p>	
<p>The Providers Rep proposal report and the Pilot Paper were shared with members prior to the meeting.</p> <p>Lynne Evans explained that the Providers Pilot Proposal Report was shared with the RCC at their last meeting on the 8<sup>th</sup> May.</p> <p>Lynne explained to the Forum that the proposal received a positive response at the meeting. Lynne gave a verbal update from the RCC meeting and stated that:</p> <ul style="list-style-type: none"> <li>• The RCC agreed to set up a Working group to look into the Pilot scheme in more detail.</li> <li>• It was suggested at the meeting that the working group should look at three Pilot schemes rather than 2 as suggested in the report (East, Central and West)</li> <li>• Debbie Lambe stated that more detail on the role of RDC in relation to pilots is needed. She confirmed that coordinating of meeting would be fine.</li> <li>• The RCC agreed that the working group will also discuss monitoring / outcomes systems.</li> <li>• The RCC agreed that should the pilot go ahead it would be funded through existing projects.</li> <li>• The RCC agreed that an update from the work group will be shared at the RCC workshop in July.</li> <li>• The RCC agreed that Members should inform Cara by email if they wanted to be involved in the working group and for Cara to arrange the first meeting after the providers have held their providers forum.</li> </ul>	

<p>Rob Loudon informed the Forum that one Lead Officer stated that there may be some slippage funding available for the pilot.</p> <p>Rob explained that he had spoken to the Chair of the RCC prior to the meeting and that he was very supportive of the idea but was unsure of the power the RCC had to influence all Local Authorities in the region. Rob stated that the Chair is keen for the projects to commence as soon as possible.</p> <p>Rob informed the group that he has also spoken to Auriol Miller (Director Cymorth Cymru) who was also supportive of the idea but explained that more detail would be required before Cymorth could commit to supporting the project.</p> <p>Rob stated that ideally the pilot project will commence in September and will run for 6 months.</p> <p>Forum Members spent some time discussing ideas for the pilot projects.</p> <p>The forum agreed that the biggest cost is in Frontline Staffing.</p> <p>Jeff Hughes requested that Planning Forums need to have a clearer understanding of what Providers are trying to achieve and that clear communication and flexibility is needed.</p> <p>Rob stated that the Providers will stress in the Report, at the working group and in the RCC meeting that providers are already being flexible and that they feel that flexibility and innovation is needed from Commissioners/SP Teams.</p> <p>The Forum agreed that the three Pilots should focus on different areas rather than all doing the same so that comparisons can be made and to ensure that each pilot is a learning process.</p> <p>The Forum agreed that protection of front line services should be key to the pilots as should Service User Choice/Involvement.</p> <p>The Forum expressed concerns that there are inconsistencies within SP Teams and that different staff members have different monitoring systems.</p> <p>Members of the Forum stressed that the Pilot Projects should be a Partnership between Providers and SP teams working together.</p> <p>Forum members also agreed that accessibility should be considered in the pilots to ensure that Service Users aren't required to jump through hoops to access services.</p> <p>The Forum proposed that the three Pilot Projects should be as Follows:</p> <ol style="list-style-type: none"> <li>1. One Pilot to focus on reducing the administrative burden</li> </ol>	<p><b>RCC Provider Reps</b></p>
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2. One Pilot to focus on floating support e.g. phone, surgery, drop in's. This project could also monitor how much spare capacity as a result of the project and how to best use the capacity.
3. One Pathway Pilot Project – The forum suggested that this pilot would work best in Gwynedd and Anglesey as they don't have a Single pathway in place as yet. It was suggested that this pilot would have an online diary system similar to that used in All Wales Domestic Abuse Service that Providers would update voids on a daily basis. It was suggested that all providers would have access to the database and that Providers would take ownership rather than SP Teams. Forum members stated that once contact has been made with Service Users they will receive service within 24 hours.

Rob stated that he will ask Owen Brown to send an email to ask for interest to participate in one or all of the Pilots.

Cara to arrange RCC Workgroup to discuss proposal in more detail with SP Lead officers.

Forum members were invited to email any further ideas regarding the Pilots to Cara – [cara.lynam1@conwy.gov.uk](mailto:cara.lynam1@conwy.gov.uk)

Some members of the Forum expressed concerns that there are cases where there is a lack of communication between some SP teams and providers. The RCC Provider Reps encouraged Forum members to try and resolve any issues at a local level e.g. directly with SP Teams and/or at Local Forums and to ensure that their concerns are noted within the minutes (for evidence purposes). If these issues are not addressed/resolved they should then be discussed at the Regional North Wales Providers Forum and to look at how any local issues can then be raised at the RCC meetings.

**RL/OB**

**CL**

**ALL Forum Members**

**ALL Members with issues/concerns**

**Date of next regional provider forums**

- **3<sup>rd</sup> September 2015**, 1.00-3.30, Conwy Business Centre
- **5<sup>th</sup> November 2015**, 1.00-3.30, Conwy Business Centre

Please email [owenbrown@cymorthcymru.org.uk](mailto:owenbrown@cymorthcymru.org.uk) to confirm attendance.