



Llywodraeth Cymru
Welsh Government

To: Local Authority Chief Executives
LHB Chief Executives
NHS Trust Chief Executives
Police Chief Constables
Chief Fire Officers
WLGA Chief Executive
Natural Resources Wales Chief Executive
WCVA Chief Executive

17 April 2013

Effective Services for Vulnerable Groups: Report - *Promoting Citizen Directed Support (CDS) Models of Service Delivery*

I write in my capacity as Chair of the Effective Services for Vulnerable Groups programme which operates under the Public Service Leadership Group. It is one of four national programmes in Wales which aim to drive forward the pace of improvement across public services in Wales.

The programme takes a 'task and finish' approach to a small number of priorities at a time and focuses on delivering practical products. One area which has reported recently is the work undertaken by the Wales Council for Voluntary Action (WCVA) with support from the Citizen Directed Support Reference Group and the Wales Alliance for Citizen Directed Support.

I will be taking this to the Public Service Leadership Group shortly for formal endorsement but I thought it would be useful for you to have sight of this ahead of the CDS summit that the Association of Directors of Social Services and the Social Service Improvement Agency will be hosting on Friday 26 April in Llandrindod Wells. A representative from WCVA will present the report at the meeting.

This CDS report aims to start a conversation about the role of CDS in public services in Wales. To stimulate debate the report explains CDS from different perspectives, looking at practices in Wales, the rest of the UK and touches upon international developments. It makes the case about why CDS is important; provides CDS case studies of some current approaches in Wales;

and draws out key characteristics for a successful approach to CDS. It identifies some challenges, potential resources, and next steps to help you develop and implement CDS.

Intentionally, the report does not provide definitive answers; rather it explores CDS approaches to move thinking forward and to develop further the 'Welsh Way' for CDS.

The challenges ahead for the mainstreaming of CDS to all services will be supported by the changing landscape of social services in line with the forthcoming Social Services and Well-being Bill currently being scrutinised by the National Assembly for Wales.

I appreciate that organisations in Wales will be at different stages of understanding and application of CDS as an approach; nonetheless, I hope this report will be useful to you. I enclose a copy of the executive summary, delegates at the summit will each receive a copy of the full report which will also be available by email contact to: publicservicereform@wales.gsi.gov.uk

Yours sincerely,



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