



Cardiff & Vale of Glamorgan
**INTEGRATED HEALTH
& SOCIAL CARE PARTNERSHIP**

**PARTNERIAETH IECHYD
& GOFAL CYMDEITHASOL INTEGREDIG**
Caerdydd & Bro Morgannwg

**Social Value Forum
Progress Report
March 2019**
*Cardiff and the Vale of
Glamorgan*

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Context

Social Services & Wellbeing (Wales) Act 2014

Section 16 of the Social Services and Well-Being (Wales) Act 2014 places a duty upon local authorities to promote the development of not for profit organisations to provide care and support services and preventative services. These models include social enterprises, co-operatives, user led services and the third sector. Supporting Code of Practice in relation to this duty requires local authorities with health board partners to establish regional forums to support social value based providers to develop a shared understanding of the common agenda, and to share and develop good practice. The aim of this forum is to encourage a flourishing social value sector which is able and willing to fulfil service delivery opportunities.

A report must be published every three years on the activities of the forum, and how it has contributed to the delivery of duties under section 16. The first report must be published in March 2019. This document provides a template for the form of this report.

Whilst it is acknowledged that a wide range of organisations from across both public and private sectors do offer 'social value opportunities' and as such should contribute to the work of the Social Value Forums, it is important to note that the 'Social Value Sector' itself is defined within the context of section 16 of the Social Services and Wellbeing Act which refers specifically to Social Enterprise, Co-operatives and the Third Sector.

Well-being of Future Generations (Wales) Act 2015

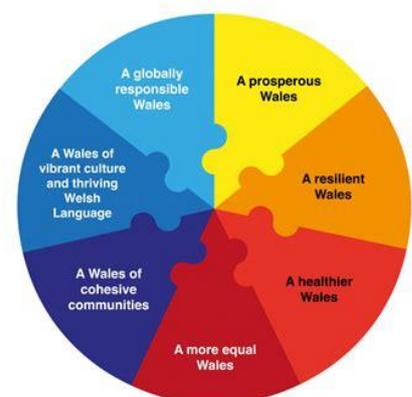
The Well-being of Future Generations Act requires public bodies to think and behave differently, with the principle of sustainable development at the core of all decisions and actions. This ambition means that organisations in the private and third sector, as well as individuals and communities are also able to contribute to the new agenda.

People may interpret the idea of social value differently, but at its core it is about understanding what has changed in someone's life as a result of particular activities, and valuing those changes.

The Act seeks to improve 'the social, economic and cultural well-being of Wales' and there are five key ways in which public bodies are now required by law to do things differently, these are:

- Ensure that decisions have a positive and **long-term** impact for the future;
- Understand the **integrated** impact of decisions;
- **Involve the people that are served;**
- **Collaborate** to find common solutions;
- Actively **prevent** problems occurring or becoming worse.

Underpinning the need to act differently are 7 well-being goals, which are the blueprint for a shared vision of the kind of Wales that people want (see diagram). Public bodies (through the Regional Partnership and Public Service Boards) must work towards the accomplishment of all of the well-being goals, and importantly set and publish their objectives, and take all reasonable steps to accomplish them



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Other relevant policy approaches

- 'Prudent Healthcare Principles' and the 'National Outcomes Frameworks'.
- 'A Healthier Wales: Our plan for Health and Social Care
- Programme for Government: 'Prosperity for All'.
- Economic drivers such as the foundational economy, inclusive economies and economic and community anchors.

Establishment of a Regional Social Value Forum in [Region]

The Wales Government commissioned the Wales Co-operative Centre to co-produce a toolkit for understanding and promoting social value in the delivery of care and support services and support the development of Social Value Forums to deliver on the duties detailed above.

The toolkit was published in mid-2018: <https://wales.coop/social-value-toolkit/> and is aimed at social value organisations, Regional Partnership Boards and current and prospective providers, including the rich mosaic of third sector organisations delivering social value care support services in Wales.

The toolkit:

- sets out how the third sector, user-led organisations, co-operatives and social enterprises have an important and specific role in transforming services and encouraging the provision of thriving social value sector; co-producing with citizens and the community to develop services to meet their needs.
- provides information on the role and remit of Social Value Forums and wider social value networks and how organisations across sectors can generate a creative and dynamic environment to share new ideas, think strategically, develop collaborations and support seamless provision across health and social care services.

The development of Social Value Forums provides opportunities to share good practice and are a vehicle to cultivate innovation in the design of future care and support services through alternative delivery models.

Establishing your Social Value forums

In the box provided below, please tell us:

- How the SVF was established in your region (how did you go about setting up the social value forum? Who was involved and how?)
- The SVF governance arrangements / reporting structure (diagrams welcomed if available)
- The role of partners (HBs, CVCs) & other stakeholders (citizens, carers etc)
- Please also provide a brief summary of the progress of the Forum to date i.e. meetings held, achievements to date

Max 600 words

In May 2017, the Cardiff and Vale of Glamorgan Integrated Health and Social Care Partnership took its first steps to establish a Social Value Forum and held a multi-agency workshop which was facilitated by Social Firms Wales. The purpose of the event was to agree a shared definition of what was meant by 'social value', and to develop the purpose and objectives of the new regional Social Value Forum. The comments and suggestions from that meeting can be found in the [Social Value Forum Workshop Report](#).

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Following the Workshop, the [Terms of Reference](#) were agreed by the Regional Partnership Board (RPB) in June 2017.

The Forum is supported by a Social Value Steering Group with the membership consisting of representatives from Cardiff Council, Vale of Glamorgan Council, Cardiff and Vale UHB, appointed Social Value Champions*, Glamorgan Voluntary Service, Cardiff 3rd Sector Council and the Third Sector representatives of the Regional Partnership Board. The Steering Group is facilitated by the Cardiff and Vale of Glamorgan Integrating Health and Social Care Partnership Team.

[Social Value Champions*](#)

The role of Social Value Champions involves the following commitments:

- To provide advice and examples of good practice in relation to the development of social value in their relevant area of expertise;
- To play an active role in any relevant workshops/events/meetings which are arranged to further develop social value across Cardiff and Vale of Glamorgan;
- To assist in promoting active citizen engagement and involvement in the development of services going forward;
- To assist in providing updates to the Cardiff and Vale of Glamorgan Regional Partnership Board and Welsh Government as required.

Meeting and date	Output
Social Value Steering Group, 20 th November 2017	Social Value Champion Bio's 'Demystifying Commissioning and Procurement: Key Terms and Acronyms' resource
Social Value Steering Group, 8th February 2018	Workshop brief to develop a commissioning process/tendering template for commissioners in terms of what social value looks like in practice.
Social Value Forum, 15 th June 2018	Workshop for 20 attendees, that <ul style="list-style-type: none"> • Developed a model template, to aid in the identification and scoring of 'social value' during the tender process. • Provided a list of example questions to ask during the tender stage, so that suppliers can evidence what they will deliver through the proposed contract(s) to achieve social value. • State a total weighting for each of the proposed overarching criteria headings.
Social Value Steering Group, 7th September 2018	Map of citizen/organisation engagement and collaboration mechanisms in place, to clarify how social value is considered. Case studies of social value in practice

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Social Value Steering Group, 29th November 2018	Maximising Social Value in Cardiff and the Vale of Glamorgan. A toolkit for commissioners, Procurers and Providers
Social Value Steering Group, 13 th March 2019	Maximising Social Value – Progress Review.

Stakeholder Engagement

Social Value Forums should have a wide, cross sector membership to ensure all partners are working in a co-ordinated way to meet their legal and policy requirements in relation to promoting the Social Value Sector. They should also take a proactive approach to facilitating two way communication with a wide network of service providers and organisations beyond the direct membership of the forum.

In the box below, please tell us:

- How the SVF proactively engages and communicates with the wider Social Value sector?
- How do you ensure that there is effective cascading of information between community organisations and the regional Forum?
- How do you ensure local social value sector organisations are able to feed into the work of the Social Value forum?
- How do you engage partners from across the both the Social Value and public sectors?
- How did you ensure engagement with social value organisations across regional partnership boards' priority areas for integration (i.e. older people, children with complex needs, people with learning disabilities and carers)?

Max 400 words

To help develop the work of the Forum, sector 'champions' for each of the identified priority areas, representing the diversity of the population across Cardiff and the Vale of Glamorgan have been appointed. Champions were appointed with the help and support of both the Glamorgan Voluntary Service and Cardiff 3rd Sector Council to ensure that representatives were selected from as wide a range of third sector stakeholders as possible.

To become a Champion there is a requirement that the individual/organisation currently undertakes work across Cardiff and/or Vale of Glamorgan. It is also advantageous if they are already linked into existing networks facilitated by the Glamorgan Voluntary Service, Cardiff 3rd Sector Council and Cardiff and Vale Action for Mental Health (CaCAMH).

The Steering Group has met on four occasions throughout the year to plan and inform the wider work of the Forum. The Forum is a 'virtual' network used to develop joint approaches and best practice. During 2018/19 The Forum have been involved in the development of "Maximising Social Value in Cardiff and the Vale of Glamorgan. A toolkit for commissioners, Procurers and Providers" by attending a workshop and providing case studies of Social Value in practice.

Measuring Impact

Qualitative information:

1. Delivering on key principles

Welsh Government is keen to understand the role Social Values Forums can play in meeting the key principles of both the Social Services and Wellbeing Act and the Wellbeing of Future Generations Act. In the box below, please tell us;

- How has the Social Value Forum helped deliver on the key principles of;
 - Integration ?
 - Co-production ?
 - Prevention ?
 - Voice/involvement ?
 - Long term planning ?

Max 400 words

The Social Value Forum has developed Maximising Social Value in Cardiff and the Vale of Glamorgan. A toolkit for commissioners, Procurers and Providers". Designed for any person or team involved with commissioning, procuring or delivering services seeking to create social value, its aim is to highlight some of the great work going on within and outside of the Cardiff and Vale region and to help achieve a consistent approach to the understanding and maximisation of social value.

The toolkit is presented in four sections:

- Understanding social value
- Delivering social value
- Demonstrating social value
- Further resources on social value

It should be noted that the content is not mandatory practice or meant to be prescriptive. Instead, it is intended to act as a guide or 'food for thought' for those relatively new to social value, or those looking to make established processes more effective. The content is a work in progress and will be continually updated to reflect the changing work and good practice taking place within the social value arena.

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2. Feedback from the Social Value sector

Welsh Government is keen to hear from the Social Value Sector itself about the benefits they have felt from having a Social Value Forum in place. In the box below, please provide social value sector feedback on the following questions;

- How has the Social Value Forum been effective in supporting the development of social value organisations and the sector as a whole?
- How has the Social Value Forum helped nurture relationships between social value sector providers and statutory bodies?
- What has not gone so well and what have you learned from this?

Max 500 words

At its latest meeting in March 2019 the Social Value Forum held a review of its progress to date. It was felt that whilst the Forum had made positive progress in identifying Champions and developing the Toolkit, there was a need to further embed these practices into the day-to-day work of the Partnership and wider partner organisations.

With this in mind, it was agreed that the Toolkit would be tested as part of the tendering exercise for various services over the coming year. This work would then be reviewed and lessons learned identified for inclusion within a re-drafted toolkit as necessary by the end of 2019-20.

In addition, the Partnership will seek to strengthen existing patterns of engagement and consultation as part of work to develop new areas of working and also to evaluate existing projects and services.

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3. Feedback from the Regional Partnership Board & statutory partners

Welsh Government is also keen to hear from the regional partnership board members and statutory partners about the benefits they have felt from having a Social Value Forum in place. In the box below, please provide statutory partners feedback on the following questions;

- How has the Social Value Forum been effective in supporting the development of social value organisations and the sector as a whole?
- How has the Social Value Forum contributed to the work of the regional partnership board in strategically delivering care and support services that improve well-being outcomes?
- How has the Social Value Forum helped nurture relationships between social value sector providers and statutory bodies?
- What has not gone so well and what have you learned from this?

- Max 500 words.

Positive progress has been made in developing a Local Social Value Forum, identifying Social Value Champions and also in developing the local Toolkit. The Regional Partnership Board is keen to build upon this good progress over the coming year by testing the Toolkit in real life procurement examples and also by extending its engagement practice across key stakeholder groups and social value organisations.

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4. Case studies / reports

Please provide a range of case studies / vignettes, with at least one from each county within the region. The studies should demonstrate the impacts of the Social Value Forum on either the Social Value Sector itself or on the statutory partners e.g. commissioners

Each case study should be max 400 words

A range of case studies are provided as **Appendix 2** to this report.

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Quantitative Information:

To help us measure impacts Welsh Government is also seeking quantitative data, some of which will provide baseline evidence as we monitor progress. Please complete the table below (*we have also left some spare rows for you to suggest additional data/measures we might use in future*).

Data	Results	Additional information
Number of times the Social Value Forum has met since its establishment	6	
Stakeholder groups represented in the Social Value Forum (e.g. citizens, service providers, third sector organisations etc)	9	
Number of (known) social value organisations in the region (general)	3,062 Vale 4,272 Cardiff	
Number of (known) social value organisations in the region delivering health and social care support:	Not known	
Value of Integrated Care Fund provided to (non-statutory) Social Value services	£ 627,500	
Percentage of Integrated Care Fund provided to (non-statutory) Social Value services	11%	
Total value of funding (grants, contracts etc) for not for private profit social value organisations:	Not available currently	These figures will be developed as part of the work plan for 2019-20.
Total value of health & social care contracts commissioned from not for private profit social value organisations:	Not available currently	These figures will be developed as part of the work plan for 2019-20.

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Data	Results	Additional information
Number of projects established/ delivered by the regional Social Value Forum or its members:	0	The Social Value Forum has focused upon developing tools to support the social value agenda in the first instance. Case studies of work underway by members of the social value forum are included elsewhere within this report.
- Social return on investment (SROI)	n/a	
- Co-production (involvement of persons for whom care & support or preventative service are to be provided in the design and operation of that provision)	n/a	
Number of social value capacity building 'products' developed	1	The Social Value Toolkit.
Number of new social value delivery models developed	n/a	Not applicable in the first year of delivery as the Social Value Forum has focused upon developing tools to support the social value agenda in the first instance.
Number of new social value delivery models positively evaluated	n/a	Not applicable in the first year of delivery as the Social Value Forum has focused upon developing tools to support the social value agenda in the first instance.

Aspirations for future development / work programme for the next 3 years (April 2019 – March 2022)

Welsh Government is keen to understand the future work plans of Social Value Forums. In the box below; please tell us;

- Next steps to further the development of the social value forum
- Projects/activities planned to develop the Social Value Sector in the region

max 600 words

Please attach a copy of your future work programme for the Social Value Forum outlining aims and goals to be achieved

The Partnership is shortly to commence work to evaluate its existing Area Plan and associated Action Plan. The work of the Social Value Forum will be included as part of this process. In the meantime work will focus upon taking forward 3 key priorities as identified and agreed by the Regional Partnership Board:

- 1) Testing the Toolkit in real life procurement examples (ICF and CAHMs services)
- 2) Mapping current engagement practices within key population groups across the partnership;
- 3) Building a framework to support future engagement practices across the Partnership.

All actions will be included within a timescaled action plan for review by March 2020.

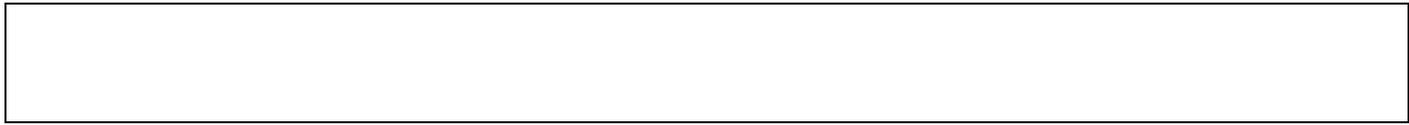
The Role of Welsh Government and other support agencies

In 2018 Welsh Government launched the Social Value Forum Toolkit to assist regional partnership boards with setting up an effective social value forum. We are keen to hear about the ongoing support needs of the forums and identify ways in which we or other agencies can assist with their development.

In the box below, please tell us about the identified support needs for your social value forum and the role you feel Welsh Government and/or other national/local agencies can play in supporting your forum

Max 400 words

The region is keen to learn from good practice in other areas in order to support the social value agenda. Therefore it would be useful if Welsh Government colleagues could consider sharing information received from other areas.



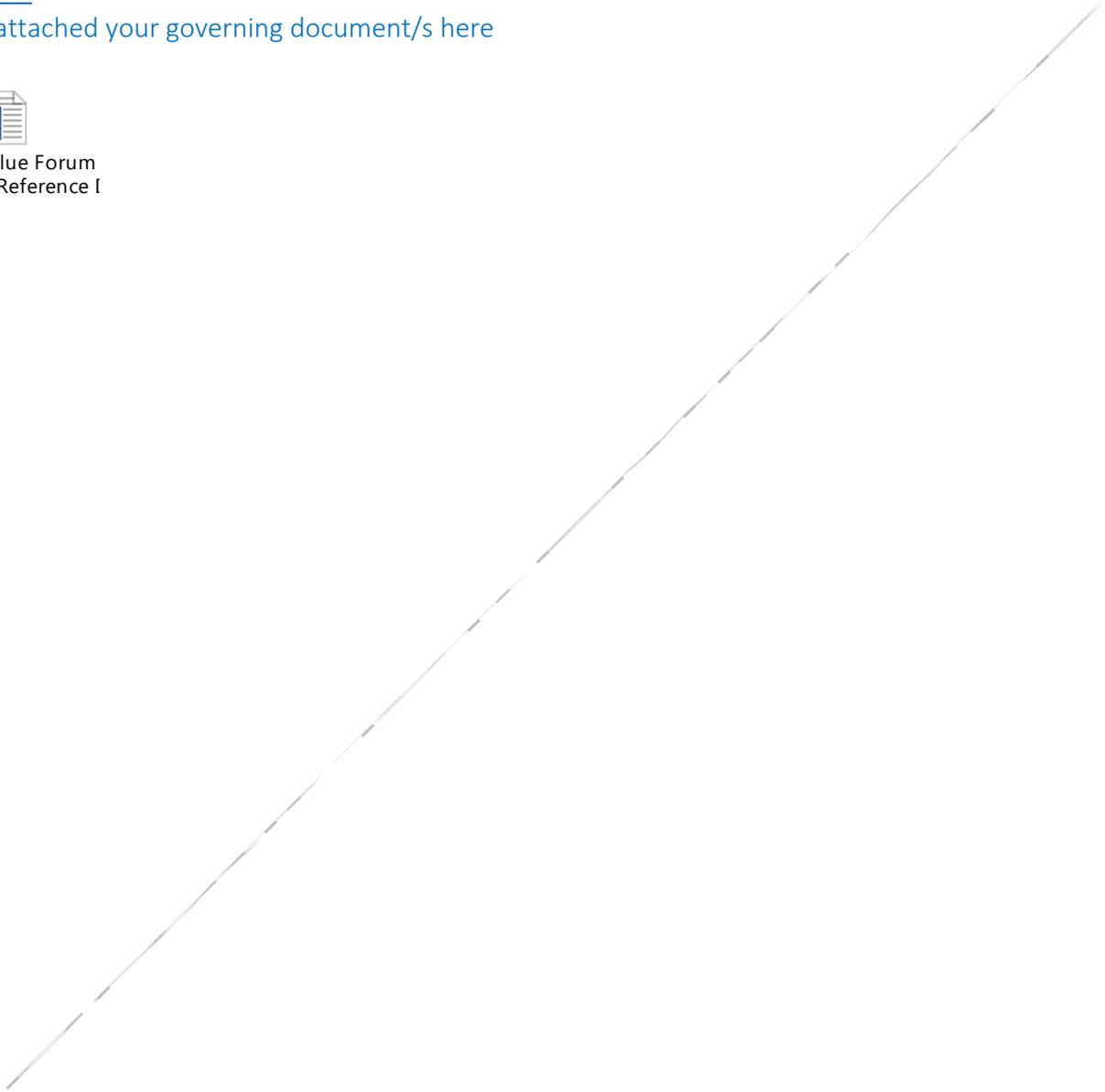
Appendix 1: Social Value Forum Terms of Reference & Membership List

[Guidance:](#)

Please attached your governing document/s here



Social Value Forum
Terms of Reference I



Case Study Overview	 Carers	 Children with Complex Needs	 Community Engagement and Co-Production	 Integrated Family Support Services	 Learning Disabilities	 Older People
<p>Title: Vale People First – Co-Production in Action Location: Vale of Glamorgan</p> <p>Vale People First is a self-advocacy group for, and led by, their members; people with a learning disability in the Vale of Glamorgan. Their objectives include empowering people with learning disabilities to participate fully in society, influencing decision making and changing policy. They work to ensure their members are engaged in planning and running the whole organisation from the top down.</p> <p>As members gain skills and confidence through their involvement with Vale People First they begin to find ways in which they can use these outside the organisation.</p> <p>Click here for further information:</p>			✓		✓	✓
<p>Title: Cardiff People First – ‘People First Take Over’ Day Location: Cardiff</p> <p>[Insert details]</p> <p>Click here for further information: https://www.youtube.com/watch?v=q6rO_JUFzmo&t=37s</p>			✓		✓	✓

<p>Title: Dinas Powys Voluntary Concern – Supporting the Local Community Location: Vale of Glamorgan</p> <p>Dinas Powys Voluntary Concern (DPVC) was set up in 1972 to maintain the independence of elderly and less mobile villagers, by enabling them to do tasks such as getting their own shopping, keeping appointments at the health centre and visiting local hospitals. Their ability to reach members of the community means they can highlight issues which impact on the lives of elderly people.</p> <p>DPVC involve younger people in their work via their links with local school choirs who sing at their social events and by offering work experience to local school students.</p> <p>All of this is delivered by an organisation which has just two paid part-time staff whose dedication ensures there is always a team of equally dedicated community volunteers.</p> <p>Click here for further information:</p>	✓		✓			✓
<p>Title: Solva Community Council – Solva Care Volunteer Project Location: Pembrokeshire</p> <p>Solva Care pilot project has been set up under the auspices of Solva Community Council to offer friendly, local support and help to those who need it in Solva and the local area. The aim is to improve health and well-being of people in the area by filling the gaps in care provision provided by care services, private carers or family members.</p> <p>The service is all about supporting local people by adopting a people centred, co-productive approach, focussing on early intervention and prevention. At present, the kinds of service on offer include:</p> <ul style="list-style-type: none"> • transport, enabling local people to get out and about in the community • one-off household chores, followed by help to arrange regular services, such as cleaning, gardening and window cleaning 	✓		✓			✓

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<ul style="list-style-type: none"> • pop in visits and or phone calls, conversation and reading for lonely or isolated people • dog walking • support for dementia sufferers and those caring for them • short respite visits to relieve those caring for family members <p>Click here for further information:</p>						
<p>Title: Shared Lives Location: Wales wide</p> <p>In Shared Lives, an adult (and sometimes a 16/17 year old) who needs support and/or accommodation moves in with or regularly visits an approved Shared Lives carer, after they have been matched for compatibility. Together, they share family and community life.</p> <p>Half of the 12,000 people using Shared Lives are living with their Shared Lives carer as part of a supportive household; half visit their Shared Lives carer for day support or overnight breaks. Shared Lives is also used as a stepping stone for someone to get their own place. The outcomes can be startling, with people reporting feeling settled, valued and like they belong for the first time in their lives. They make friends and get involved in clubs, activities and volunteering, often for the first time. Half of people using Shared Lives went on their first ever holiday, as a result of the support and companionship of their Shared Lives carer.</p>		✓	✓	✓	✓	✓
<p>Title: Taff Housing Association – Tackling Poverty and Homelessness Pilot Project Location: Vale of Glamorgan</p> <p>Taff Housing Association has been working in partnership with various poverty action groups, including Flying Start, Families First, and Supporting People, to pilot targeted</p>		✓	✓			

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<p>support to vulnerable families who are struggling and either in debt, or in danger of eviction.</p> <p>In the project's first six months, 22 families have benefited from the support on offer in areas such as:</p> <ul style="list-style-type: none"> • securing accommodation when facing with immediate homelessness • cash grants and goods grants • an increase in weekly income • a reduction in weekly outgoings (i.e. successful application for free school meals and discretionary housing payments awarded to reduce rent top-up payments) • a benefit backdate (i.e. child benefit and personal independent payment) • support around debts and rent arrears, which resulted in either clearing or working towards clearing the debt <p><u>Click here for further information:</u></p>						
<p>Title: Taff Housing Association – Shine Project Location: Cardiff and Vale of Glamorgan</p> <p>Taff Housing Association's 'Shine' project provides parenting support to young parents aged 16 to 25 across Cardiff and the Vale of Glamorgan who are homeless or in danger of being homeless, and who are struggling to achieve key milestones in their families' lives. Support is practical, person-centred and delivered in a variety of settings – in the community, in the young parents' homes, one to one, or in group settings.</p> <p>The aim of the project is to build up the skills and confidence of young parents and help them build strong, nurturing families that give their children the best possible start in life. To date, children on the Child Protection Register have been de-registered by the end of the support offered, had the level of social service intervention downgraded from 'child at risk' to 'child in need', and families have reported feeling more confident</p>		✓		✓		

as parents, learning something new, and maintaining or improving their housing situation as a result of their involvement with Shine.						
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