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| Enw'r Pwyllgor / Name of Committee | Stakeholder Reference Group (SRG) |
| Cadeirydd y Pwyllgor/ Chair of Committee: | Hilary Jones |
| Cyfnod Adrodd/ Reporting Period: | Meeting held on 22 nd October 2019 |
| Y Penderfyniadau a'r Materion a Ystyriodd y Pwyllgor / Key Decisions and Matters Considered by the Committee: | |
| <p>Vice Chair The SRG would like to inform the Board that Hazel Lloyd Lubran, Chief Executive, Ceredigion Association of Voluntary Organisations (CAVO) has been nominated Vice Chair of the SRG.</p> <p>West Wales Care Partnership SRG members were advised that the Regional Partnership Board is currently in discussion with Health and Social Care regarding winter plans. Members recognise that there will be unprecedented pressure this winter on both Health and Social Care and were pleased to hear that a single regional approach would be agreed.</p> <p>Transformation Programme Update Members were provided with an update on how the transformation programme is progressing. Members are very supportive of this work and raised the following:</p> <ul style="list-style-type: none"> • SRG members would like to be kept informed of developments regarding the three transformation programmes, including having sight of the outcomes framework; • Concerns were raised that Community Connectors were not engaging with some Town and Community Councils in Pembrokeshire. Hazel Lloyd Lubran will be invited to the next SRG meeting to update on transformation programme 7 'Creating connections for all'; • Members raised concern regarding how Health and Social Care will fund the projects into the future, once the funding stream ends in 2021; • Developing new types of services can make a difference for the future. Education Programme for Patients (EPP Cymru) is a low cost initiative. The programme is leading the way in enabling individuals to make choices for themselves, improving lives and building community resilience. SRG would like to see the development of new programmes with young carers and mental health programmes to help young people and young carers. <p>Engaging with Children and Young People SRG members were informed that the Engagement Team has met with Youth Forums in Carmarthenshire, Ceredigion and Pembrokeshire to establish how they would like to be engaged with. The three groups had different views:</p> <ul style="list-style-type: none"> • Carmarthenshire and Ceredigion would prefer to circulate information on behalf of the SRG to their networks, and when required, to meet with the groups. • Pembrokeshire would be interested in representatives attending SRG meetings, although it was recognised that this may be difficult due to timings of the meetings. The Youth Council would welcome SRG representatives to meet with them to engage in conversations | |

Development of a Children's Board

SRG members were advised that the University Health Board (UHB) is looking to establish an approach to a Children's Board which would assist in embedding the Rights of the Child within the organisation.

A scoping exercise is being undertaken to see how Children's Boards have been set up in other areas e.g. Swansea Bay and Cardiff. The Consultation Institute also advised of a Children's Board in Scotland, which includes a digital network where children are asked to make video diaries. This work is at a very early stage, with the intention being to work with partners to explore how best to establish a Children's Board for the Hywel Dda UHB area.

Update on Engagement Tools

SRG members were advised that a Regional Engagement Partnership Group was set up in January 2019, with one aim being to explore digital platforms which will support continuous engagement. Whilst undertaking a scoping exercise it was discovered that not one digital platform could provide both an engagement tool and a stakeholder management system.

Over the summer, the UHB arranged a series of demonstrations with providers of digital platforms, which included IT and Information Governance representatives from within the UHB and invited partners from other organisations. The software platforms included: Stakeholder Management Tools called Darzin and Tractivity. The Engagement Tools were called Commonplace, Engagement HQ and VocalEyes.

Attendees were asked to provide a Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis of each system on each software platform, and subsequently the Engagement Team met to collate this feedback. The feedback will be shared at a Regional Engagement Partnership Group meeting in November 2019 to consider the way forward. It is intended that the systems will be commissioned by the end of the financial year. There was also a demonstration of Made Open organised by Public Health Wales under Transformation funding which will manage time-banking. It was noted that any software will be in addition to current engagement methods, with the aim being to reach additional audiences.

Supporting Unpaid Carers in Hywel Dda

SRG members were provided with assurance that the UHB recognises the value of unpaid carers and is passionate about driving forward the agenda in this area.

The SRG were delighted to hear the following updates:

- Carers Trust Crossroads Sir Gar have successfully secured lottery funding for three years to commission work with young carers in schools. As part of the work, four posts are being advertised: two Engagement Officers working in schools with Investors in Carers, an Event Co-ordinator and a Volunteer Co-ordinator. There are also services commissioned in Ceredigion and Pembrokeshire to support carers;
- Ceredigion Carers Unit is the first team in the Hywel Dda UHB area to obtain the Gold Level in Investors for Carers accreditation;
- Work is being undertaken to improve carers' experience of discharge from hospital/ transfer of care;
- The UHB is taking part in Carers UK's 'Employers for Carers' scheme, and has established a task and finish group, with the Vice Chair, as Carers Champion.

The SRG members are very supportive of the work undertaken by the UHB and its partners to strengthen services and initiatives for unpaid carers within the area. SRG notes the following:

- Raising awareness is key, providing information at the right time can make a difference;
- Early intervention is critical, reaching individuals before a crisis happens;
- Housing Associations have a significant part to play in identifying carers. An approach will be taken forward by the Strategic Partnership, Inclusion and Diversity team;
- The positive direction taken by the UHB in how they can support their workers whilst juggling working and caring responsibilities.

Materion y mae angen Ystyriaeth neu Gymeradwyaeth Lefel y Bwrdd are u cyfer / Matters Requiring Board Level Consideration or Approval:

SRG would like the Board to consider the following:

- Education Programme for Patients (EPP Cymru) would be a vital link into some of the transformation work. EPP Cymru empower individuals to make a difference to improving lives. This is a low cost initiative but very effective. SRG would like to see EPP Cymru provided with funding to strengthen their team and embed their courses into health and social care services. In addition, the SRG would like to see the development of new programmes with young carers and mental health EPP programmes to help young people and young carers.
- Members were advised that Welsh Government may reduce funding for the next financial year to support work with unpaid carers. Members noted that it is imperative that funding is sustainable. Concerns were raised that partners are consistently chasing funding e.g. lottery funding, and around what happens when the funding streams end.

Risgiau Allweddol a Materion Pryder / Key Risks and Issues/ Matters of Concern:

- None

Busnes Cynlluniedig y Pwyllgor ar gyfer y Cyfnod Adrodd Nesaf / Planned Committee Business for the Next Reporting Period:

Adrodd yn y Dyfodol / Future Reporting:

- Patient Experience Charter
- Supporting Vulnerable Groups
- Transformation Fund Update
- Transformation Programme 7: Creating connections for all
- Winter Plan
- Learning Disability Charter

Dyddiad y Cyfarfod Nesaf / Date of Next Meeting:

Friday 10th January 2020