

<b>COMMITTEE</b>	Care Scrutiny Committee
<b>DATE</b>	01/02/2024
<b>TITLE</b>	Third sector preventative services for Adults and Children
<b>CABINET MEMBER</b>	Councillor Dilwyn Morgan / Councillor Elin Walker Jones
<b>PURPOSE</b>	To analyse the Adults, Health and Well-being Department and Children and Families Department's investment in preventative third sector services within the care sector.

## **1 The purpose of the report**

To provide information to members regarding the purpose and value of our investment in third sector preventative services to adults and children.

## **2 The decision sought**

2.1 To note and accept the information.

## **3 Background**

A request was received from members regarding our investment in third sector preventative services. It was also asked how we measure the performance of these services.

## **4. Investment**

A summary of the investment is in Appendix 1. The information focuses on preventative third sector services in the care sector, and the total investment is over £800,000.

It should be noted that there are elements of core services associated with the services which are being provided by the third sector and these have been highlighted in the appendix.

## **5. Analysis.**

5.1 Some of the investment is there in order to maintain a specific preventative service, whilst other sums go towards the running costs of specific agencies.

5.2 The investment varies according to the service for historical reasons, including services across the two Departments prioritizing their budgets differently over the years. The investment has taken place over time (over a period of 20 years in some cases) and changing commissioning and working practices after a long period of time can be challenging.

5.3 It can be seen that there are inconsistencies in the level of investment between different agencies. That can be due to the population of the area in which the agency provides a service, or for historical reasons as mentioned in 5.2.

- 5.4 Some agencies provide a service in a specific geographical area, whilst others provide services across Gwynedd. Once again, the pattern of the provision has developed over time, and it is necessary to undertake further work with providers across Gwynedd in order to achieve assurances that individuals in each part of Gwynedd receive support which responds to the demand.
- 5.5 It can be seen that many of the performance measures focus on how much effort has been made by the service rather than what effect the work has on the life circumstances of individuals. Whilst demonstrating effort is commendable, demonstrating evidence of the effect of the service on the skills, knowledge, attitude or understanding of individuals is a better measure of outcomes.
- 5.6 It can be seen that there is an inconsistency in the type of information which is asked for from different providers as well as the detail of the information, e.g. some are asked for the number and nature of referrals, together with details of expenditure, whilst others are asked for a general report on activities. In addition to this, the level of investment does not always correspond to the level and detail of performance information which is requested.
- 5.7 Some agencies provide informal support to individuals and their carers, and appear at a glance to be providing services which are similar to each other. However, different agencies specialise in specific service areas (for example children's services) and offer easy access to services to individuals who are familiar with their services and place their trust in them.
- 5.8 Where work has happened jointly with agencies to review the performance measures, e.g. with Carers Outreach, then it can be seen that the measures focus more on the outcomes for individuals.
- 5.9 We consider the recommendations of the Gwynedd Adults Needs Assessment when we review the performance measures of the individual services.
- 5.10 We also need to include individuals and their families/carers when working with agencies on developing improved performance measures to the future.
- 5.11 When considering the 2023/24 investment, all agencies were asked how they were going to be working with us side by side with the community hubs. They were also asked about how their services aligned with realising the recommendations of the needs assessment and reducing their service's carbon footprint for example. The responses were positive on the whole, however, we need further collaboration and discussions with agencies.
- 5.12 All the preventative services mentioned have been operational for a period of over five years, some for over twenty years. In contrast to our core services, we do not offer the services out to competition amongst other possible providers which could be in the marketplace.
- 5.13 In preparation for a challenging financial situation in 2024/25, the Department has made contact with all the third sector organisations. All the organisations have been made aware that there will be no inflationary increase to their financial allocation for 2024/25, allocations will remain the same. Discussions

were also had about the need to work in a different way in the future, and that we intend to be in touch over the coming weeks and months to discuss further.

## **6 Conclusion**

- 6.1 The information submitted provides a description of the investment situation of the Adults, Health and Well being Department and the Children and Families Department in the third sector's preventative services within the care sector.
- 6.2 We will continue to work to improve the quality of the agencies' performance measures in order to ensure that we are making the most of our investment to improve outcomes for individuals throughout Gwynedd, and ensuring value for money.
- 6.3 The departments will be contacting the third sector further over the coming months in order to decide how we'll be commissioning preventative services from the third sector in future. These conversations have already started during the recent meetings with the organisations.
- 6.4 A timetable will be developed in order to show the progress and timely reporting, and the intended outcome of the work schedule is to commission preventative services with the third sector in a different, more efficient way from the financial year 2025-26 onwards.

## **7 Recommendation**

- 7.1 To note and accept the information.

