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## **Glamorgan Voluntary Services (GVS) Briefing**

### **The Integrated Care Fund (ICF), older people's services and the third sector in the Vale of Glamorgan and Cardiff**

#### **Background**

This briefing covers the period since the Intermediate Care Fund (ICF) was introduced in 2013. It highlights how GVS has worked with statutory partners and the third sector to enable access to the ICF. This has enabled the third sector to extend existing services or pilot new approaches and has supported innovation in service delivery. The briefing predominantly highlights work in the Vale, but some of the work undertaken was across Cardiff and the Vale. The ICF was introduced in 2013 by the Welsh Government to support services which promote older people's wellbeing and independence.

#### **Third sector co-location with the Vale Community Resource Service (CRS)**

In 2013 meetings were held between the Health Board, Vale of Glamorgan Council (VOGC) and GVS Health and Social Care Facilitator (HSCF) about co-locating a third sector service with the CRS based in Barry Hospital. This was subsequently funded and continues to be funded by the ICF. The value of co-location is demonstrated by the improvement in communication across sectors, the streamlining of referral and the social prescribing element brought by the third sector

#### **ICF and the third sector in the Vale 2014 – Small grant programme**

In 2014 the GVS HSCF worked with the VOGC to develop a third sector small grant programme. Third sector organisations were invited to bid for proposals which had clear linkages to the priorities as specified in ICF guidelines and to Vale specific priorities. The HSCF, supported by other GVS staff, produced guidance, an application and assessment process and facilitated a grant panel of external stakeholders to assess the bids. The grant panel made decisions in June 2014 and, in liaison with the VOGC, funding was awarded to two third sector organisations, who continue to receive ICF funding today. Information about the process developed by GVS was shared with Cardiff Council.

#### **ICF and the Voluntary Sector Broker in the Vale**

In 2014 GVS HSCF also worked with the VOGC to develop a service specification for a Third Sector Broker which would be based in Contact1V, funded by ICF. This was subsequently put out to tender and funding awarded to a third sector organisation. This role has continued to be funded by the ICF and is highly valued. The Broker manages a case load of referrals relating to frail older people and ensures that the right services are provided to support complex needs. In the year ended March 2017 the Broker received 189 referrals and undertook 25 home visits, almost double the referrals from the previous year.

#### **ICF and the third sector in the Vale 2016 – Small grant programme**

In July 2016 the GVS HSCF and VOGC developed a further Third Sector Small Grant Programme for Older People's Services in the Vale, with a total of £27,000 available. GVS produced guidance, a governance check, an application and assessment process and facilitated an external Grant Panel in liaison with VOGC and the Cardiff and Vale

Integrated Health and Social Care Partnership. Eight third sector organisations received funding via this process. A report is available detailing the full outcomes of this funding, but some of the headline outcomes are as follows:

- The Hearts First project worked with up to 280 people with learning disabilities, their families, carers, parents and professionals.
- Hearts First activities were delivered to over 35 adults over 50 who have a learning disability. 50% of these are now more active. The Hearts First Champions are continuing to promote heart health.
- 27 people with dementia who attend Rondel House participated in the Balanced Lives wellbeing programme, 50% reported a reduction in back pain and a funding bid is being developed to carry on this activity.
- 4 tablets were purchased which third sector staff in the Integrated Discharge Service use in hospital settings to enable older people to undertake virtual 'visits' to care homes and access information such as Dewis Cymru. The tablets continue to be used.
- Various tools and equipment were purchased to support housing adaptations and to be used by a new social business which will deliver this service.
- A new meals on wheels service was set up and 41 older people were supported by the project. 99% of those supported stated that they felt less lonely. This service is continuing.
- An over 50s coffee morning was set up for people who face issues related to alcohol abuse and attended by 16 people with support from 5 volunteers.
- Creative activities were provided for people with dementia and their carers. 42 classes were held in a range of venues throughout the Vale, well exceeding the target of 30 classes. On average, 6 people attended each class and the classes are continuing for the present time.
- 8 lunch clubs were held for 82 older people supported by 12 volunteers.

*“The fact that I know my lunch is coming and I will see and speak to the driver” is what one beneficiary valued most about the service.”*

*“It’s been so helpful for me. It gets me out of my home to meet new friends. It helps me and encourages me to use skills I never know I had.”*

*‘These classes have introduced a new energy – giving joy to the people who come here and ideas to the staff to use. They bring people back to life and to see their obvious pride and happiness is heart-warming.’*

*“I have made new friends and chat with them and feel this has impacted positively on my wellbeing.”*

### **Case Study**

One of the Hearts First team is a gentleman with downs syndrome, who has a range of health issues. As a result of working on this project, he is now shopping with his staff and they are supporting him to buy healthier food options. This is ongoing. He has also started his football again on a Saturday morning in the community. He starred in the Hearts First Film – this helped him to understand the importance of the choices he makes in the future.

### **ICF and continuation of the Friendly AdvantAGE befriending service in the Vale**

The Lottery funded Friendly AdvantAGE befriending scheme (managed by GVS and involving a partnership of Age Connects, Dina's Powys Voluntary Concern, Scope and C3SC) provided a range of befriending services in Cardiff and the Vale, but the services ended when the Lottery funding finished. The project was externally evaluated by the Welsh Institute of Health and Social Care which demonstrated the effectiveness of befriending and the cost efficiency of the service.

ICF funding was subsequently awarded to two third sector organisations to enable them to extend their services which promote social inclusion in the Vale. GVS HSCF worked with VOGC and the organisations to put in place performance measures for the services. In the first six months of the funding the organisations achieved the following:

- One organisation recruited 5 new volunteers and took 11 new referrals resulting in some older people who were not able to leave their homes receiving support to access community activities. All volunteers received training including First Aid, Safeguarding and Dementia Friends. The organisation has now also increased the geographical area they cover.
- One organisation recruited 12 new volunteers who befriended 12 older people who were socially isolated. This service has now become focused on short term interventions to help older people who are lacking confidence to reach some short term goals, such as accessing community services, day to day living tasks or visiting friends.

*“When we first started going out I used to cower in the back seat of the car, now I enjoy the trips, I'm like a different person. J (the volunteer) has made such a difference”*

### **ICF and the Learning Disability third sector small grant scheme 2016**

At an ICF Programme Board meeting in November 2016, the C3SC HSCF requested an option to have a learning disability third sector grant programme, similar to that in the Vale and one offered in North Wales. After submitting a proposal, this was approved. The documentation from the GVS older people's grant scheme in the Vale was shared with C3SC to support the development of this specific grant scheme. C3SC are able to provide more information about the funding awarded.

### **ICF slippage in 2016**

In late 2016 ICF Programme Board members were asked to consider submitting proposals in response to an ICF underspend. GVS HSCF, worked with third sector organisations, and submitted four proposals, two of which were subsequently funded.

This included the purchase of iPads to support access to information and advice whilst visiting older people in their homes, as part of a third sector service which supports older people to regain confidence. They are particularly useful during home visits to help people access Dewis Cymru and other online resources.

Funding was also obtained for Cavamh to complete the update of the Mental Health directory, Directions, with a complementary focus on updating Dewis Cymru. The Directions directory has been updated and is awaiting printing and third sector organisations are encouraged to put details of their services on Dewis Cymru.

### **Conclusion**

There has been a range of third sector opportunities offered via the ICF, either through the small grant programmes and any underspend or via partnership working with both health and social care.

## **Successes**

- The third sector has had access to the ICF since it was first introduced in 2014.
- The close liaison working between GVS and VOGC has helped to establish good working relations in terms of other work.
- A grant scheme enables a strategic, transparent, structured process for all third sector organisations to access funding, especially if it is managed by GVS and/or C3SC or Cavamh, which all have a wide reach to third sector organisations. This also helps third sector organisations who don't have a direct route to statutory partners.
- GVS introduced governance checks similar to those used with past grant schemes. This means that there is a two stage process whereby the governance check is undertaken, prior to the bid going forward to the grant panel. Organisations which appear to need governance support, or who don't meet the governance criteria set, can then be offered further support from GVS, eg support with developing policies etc. This support builds capacity in the third sector and supports sustainability of third sector organisations. It also ensures that funding is provided to third sector organisations that have good governance.
- Grants are a good way of funding pilots and can be flexible and encourage innovation.
- GVS has extensive experience of operating small grant schemes, (eg Kickstart) and knowledge of processes which have worked well in the past.
- GVS has shared the resources they produced (eg guidance, application forms etc) with various partners across Cardiff and the Vale. This has helped to avoid duplication of effort and ensure consistency in grant processes across the Vale and Cardiff.
- Membership of the ICF Programme Board, and links to the Cardiff and Vale Integrated Health and Social Care Partnership, has ensured that third sector good practice and achievements can be shared widely with health and social care staff.

## **Issues faced:**

- The, sometimes, short notice to statutory partners of ICF continuation funding means that some of the grant programmes introduced have had short deadlines and therefore limited time to put in place the proposed service. This can make it difficult for third sector organisations to demonstrate the impact of their services.
- The focus on developing social enterprises is welcome, and small grants can help with set up costs and piloting services. However, it can take time to develop a social enterprise and this model is not always appropriate or suitable to all third sector organisations.
- Monitoring of ICF funding should be proportionate to the amount and timescale for spending, so that third sector organisations are able to maintain a sensible balance between time spent delivering the service and time spent processing the monitoring of that service.
- Managing and administering grant programmes and ensuring governance checks and a fair, robust process, can take time. If a grant programme is managed successfully the advantages are many, as outlined above.

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