



Vale of Glamorgan Public Services Board

10th July 2020

Minutes

In attendance:		
Name	Title	Organisation
Mark Brace (MB)	Assistant Commissioner	South Wales Police and Crime Commissioner
Rob Thomas (RT)	Managing Director	Vale of Glamorgan Council
Wendy Gunney (WG)	Superintendent	South Wales Police
Nadia De Longhi (ND)	Operations Manager	Natural Resources Wales
Mike Evans (ME)	Head of Operations for South Central	Natural Resources Wales
Fiona Kinghorn (FK)	Executive Director of Public Health	Cardiff and Vale UHB
Abigail Harris (AH)	Executive Director of Strategy and Planning	Cardiff and Vale UHB
Emil Evans (EE)	Vice Principal	Cardiff and Vale College
Judith Cole (JC)	Deputy Director Local Government Finance and Workforce Partnerships Division	Welsh Government
Huw Jakeway (HJ)	Chief Fire Officer	South Wales Fire & Rescue Service
Cllr Mike Cuddy (MC)	Nominated Town and Community Council Representative	Penarth Town Council
Amanda Lewis (AL)	Deputy Head of South Wales One	National Probation Service
Clive Curtis (CC)	Operational Manager	Glamorgan Voluntary Service
Also in Attendance:		
Tom Bowring (TB)	Head of Policy and Business Transformation	Vale of Glamorgan Council
Helen Moses (HM)	Strategy and Partnership Manager	Vale of Glamorgan Council
Joanna Beynon (JB)	Policy Officer	Vale of Glamorgan Council
Apologies:		
Rachel Connor (RC)	Executive Director	Glamorgan Voluntary Services
Chris Hadfield (CH)	Group Manager	South Wales Fire & Rescue Service
Cllr Neil Moore (NM)	Leader	Vale of Glamorgan Council
Paula Ham (PH)	Director of Learning and Skills	Vale of Glamorgan Council
Len Richards (LR)	Chief Executive	Cardiff and Vale UHB

Charles Janczewski (CJ)	UHB Chair	Cardiff and Vale UHB
Mark Cadman (MC)	Ambulance Operations Manager, Cardiff and Vale localities	Welsh Ambulance Service
Anne Wei	Strategic Partnership and Planning Manager	Cardiff and Vale UHB

	Actions
<p>1. Welcome and introductions</p> <p>MB welcomed everyone to the first virtual meeting of the PSB and outlined the etiquette for participating in the meeting.</p>	
<p>2. Apologies</p> <p>See above.</p>	
<p>3. Minute Silence</p> <p>A minute silence was held by all those attending in memory of the lives lost through COVID-19.</p>	
<p>4. Appointment of Chair and Vice Chair</p> <p>MB informed the group the Chair and Vice Chair positions are appointed on an annual basis. As no new nominations had been received and both NM and MB were happy to be reappointed as Chair and Vice Chair respectively the PSB agreed to reappoint.</p>	
<p>5. Minutes of the Public Services Board 28th February 2020</p> <p>The minutes were agreed to be an accurate and true reflection of the meeting.</p>	
<p>6. Draft Annual Report 2019/2020</p> <p>TB thanked partners and colleagues for their work and for the comments that have informed the draft report. The Annual Report this year has been developed in Microsoft Sway to make the report more engaging. TB recapped the purpose and outline of the report noting all four priorities previously agreed by the PSB remain a priority in 2020/2021 with the priority to expand timebanking being extended to include a wider focus on volunteering as a result of the increased amount of volunteering currently taking place across the Vale. Once approved the report will be taken to the Vale of Glamorgan Council's Scrutiny Committee next week for consideration.</p> <p>The PSB were happy with the content of the report, supportive of the Sway format and agreed for the report to be published.</p>	
<p>7. Cardiff and Vale Move More, Eat Well Plan</p> <p>FK re-introduced the Plan to the PSB following its sign off earlier in the year. The original intention had been to launch the plan on the 30th March with a focus on schools. However</p>	

<p>this had been postponed due to COVID-19 and FK asked for the PSB to agree a new approach for the launch. Two options for relaunch were outlined 1) continue to delay the launch of the Plan until commencement of school term in September 2020 and make educational settings the launch and implementation theme or 2) launch the Plan on 27 July 2020 with alternative themes: making healthy travel, healthy workplaces and healthy communities the launch and implementation themes. Additional detail and timelines on both options are available in the meeting papers.</p> <p>ND suggested a combined relaunch with a current refocus onto option 2 and a second push in September through the schools. ND also asked to have more detail on the preventative posts to help strengthen work with partners. FK agreed to re-circulate a prevention monies paper with more detail to the PSB as some of the prevention monies are being allocated to support this work. RT informed the PSB that the suggestion to combine the options for relaunch had been discussed by the Council’s Corporate Management Team (CMT) when the proposals were presented to CMT earlier that morning. The combined relaunch received a lot of support from partners with it allowing work to be undertaken over the summer engaging communities and organisations and then a second push in September through schools. FK welcomed this suggestion and the two phased relaunch with option two being the focus over the summer and option one in September was agreed by the PSB.</p> <p>JC noted when discussing a return to the workplace we must be careful not to mix messages and not to imply that this is everyone going back into an office as working from home has seen a number of benefits such as reducing carbon emissions and an increase in buying local. Both FK and AH agreed with this and voiced that it was important to capitalise on the benefits and support for people and to capture these benefits whilst embracing that it will not go back to the old normal. The PSB agreed the Plan did not need to be altered or republished to reflect this change however it would be beneficial if the changes in how we work, access services etc could be highlighted further through the launch communications.</p>	<p>FK</p> <p>FK</p>
<p>8. Transforming Urgent Care</p> <p>AH introduced a new initiative that has been developed to improve how residents access the unscheduled care system. Although there have been concerns over the drop in the number of people attending accident and emergency units and presenting late, overall the drop has been from people who do not need rapid care, who have minor medical issues and who are now seeking more appropriate forms of support.</p> <p>As it would not be possible to accommodate the same number of patients at the A&E unit pre COVID-19 with social distancing, a new model of care has been developed that provides alternative pathways to care. The new service is called CAV 24/7, people can call the service’s non-emergency phone number (0300 10 20 247) and will then be triaged into the most appropriate care. The new service will allow people in Cardiff and the Vale to access the most appropriate service quicker. Partner and staff feedback on the service is encouraged as this is a new service and the model will be updated as necessary based on feedback. Work will continue with the Welsh Ambulance Service Trust (WAST) on the model going forward to ensure only those who need the WAST service access it. AH encouraged the PSB to help with service promotion especially, to help communicate the new service contact number to the public.</p>	

<p>HJ informed the group that young people are an excellent way to help share new service information and behaviour change and suggested the UHB look into promoting the service through schools in an outreach programme.</p> <p>JC questioned if a target had been set for the new model and whether the service would take into account transport issues for some service users who may live in rural areas or are unable to access transport. AH informed the PSB that no target has been set, however once one has been agreed this will be shared with the PSB and that non-emergency patient transport would be key.</p> <p>The PSB supported the new service and partners agreed to help promote the service and phone number through networks and social media channels.</p> <p>Note: Following the meeting further information from AH was circulated in response to the queries raised and was included with the minutes.</p>	<p>All</p>
<p>9. Learning from Coronavirus</p> <p>MB outlined key messages in a letter received by PSB Chairs from Julie James Minister for Housing and Local Government in June 2020 on the role of PSBs in recovery. This is an opportunity unlike any other to fundamentally think about the way we operate and to transform. The PSB discussed that it would be important for the various partnership Forums and Boards to understand the links between work and who is responsible for what including being clear on what is the focus of the RPB and what sits under the PSB to avoid duplication, for example.</p> <p>The PSB outlined significant changes made and the challenges and opportunities that organisations face as a result of COVID-19. FK highlighted the widening inequalities in the population and that work on volunteering, timebanking, Move More Eat Well Plan etc can be important ways of tackling this. TB informed the PSB that the Council have undertaken analysis on the economic impacts of COVID-19 on the Vale and have commenced work to look at the impacts on communities. These documents can be shared with the PSB going forward.</p> <p>Significant organisational changes made by PSB partners discussed include:</p> <ul style="list-style-type: none"> • Agile and remote working – greater flexibility supported by IT • More online services e.g. teaching and clinical • Adopting various approaches to maintaining contact with customers e.g. door step visits • Flexibility of staff • New services e.g childcare hubs, crisis teams • Reduction in preventative, protection and education activities • Exceptional delivery model • Innovation (for others no capacity for service improvement) • Re-budgeting • Slicker decision making/command structures • Focus on staff well-being • Engagement and communication <p>HJ raised that the PSB has an opportunity to critically review what has been successful and what has been challenging to discover what we can deliver collectively. This could also be an opportunity to reflect again on the geography of the PSB as inequalities of poverty are</p>	<p>TB</p>

<p>present outside of the Vale, for example Bridgend and Cwm Taff are currently working together to identify areas of mutual benefit to work more effectively together. FK agreed with HJs view and used the TTP work as an example of excellent work across areas. RT suggested the PSB could undertake some analysis against the Well-being Plan to examine if the actions within the Plan are still valid and what the priorities may be now. The SWOT analysis can then inform future discussions on structures and areas of work. RT also reflected that the conference style sessions previously held by the PSB on climate change and healthy travel had been very useful and could be used more as a move away from traditional meeting styles to discussion forums. TB supported the suggestion to carrying out a mapping exercise against the well-being objectives and suggested arranging an additional PSB sub meeting in September when more data will be available to update the evidence base to help identify areas of focus for the PSB. The PSB agreed to schedule a sub meeting in September and to carrying out the Well-being Plan analysis exercise.</p>	<p>TB</p>
<p>10. Forward Work Programme</p> <p>TB highlighted the list of potential agenda items and agreed to look at the forward work programme to plan future agendas.</p> <p>The potential to hold more virtual conversations and to use larger venues for socially distanced gatherings in future will also be part of the forward planning for the PSB.</p>	<p>TB</p>
<p>11. Any Other Business</p> <p>No additional business was discussed.</p>	
<p>12. Date of next meeting – 9th October 2020, 10:00am – 12:00pm</p>	