



Llywodraeth Cymru
Welsh Government

The Social Services Bill for Wales & promoting well-being

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150,000 young, old and disabled people receive help each year from Wales' Social Services. Many of these services are delivered in partnership between organisations from the housing, health and education sectors. The Welsh Government is intending to develop legislation that maintains and enhances the wellbeing of people in need. A duty to that effect will form part of the Bill.



Our key concern has been the need to make Social Services in Wales sustainable.

Our strategy for this was set out in Sustainable Social Services for Wales: A Framework for Action. The central purpose for this Bill is to provide the legislative framework to enable us to deliver that strategy.

Providing appropriate services often requires intervention at an earlier stage and reflects a key principle of the Welsh Government's approach to sustainable development. Part of the Social Services (Wales) Bill will encourage the promotion of preventative

strategies and access to support that will result in better outcomes for people; which we hope will save on more costly interventions at a later stage.

The legislation aims to give individuals a stronger voice and real control of the services they use, enabling them to understand how care and support can help them. It will also place a duty on social services and the NHS to collaborate in how they deliver integrated services.



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The Sustainable Development framework is thinking long-term

The Welsh Local Government Association, through their Sustainable Development Framework have been encouraging local authorities and Local Service Boards to develop techniques and approaches to long term thinking for their strategies and partnerships.

Using Future Scenarios considering energy and food security, climate adaptation, low carbon and economic and demographic change, senior officers, members and LSB partners have been encouraged to explore policy and governance interventions to increase resilience in their communities. This has been useful in raising awareness of key trends, but also contextualising sometimes 'abstract' long term issues and what sustainable development means in the locality.



City and County of Swansea are currently using these techniques to explore approaches to long term planning in Financial Services, Adult Services, the Single Integrated Plan and approaches to economic regeneration.

Long-term thinking like this can:

- Help identify, and reduce, long-term unintended costs
- Promote innovation and new thinking in the design and delivery of public sector services
- Help the reputation of the organisations involved

For more information visit: www.wlga.gov.uk/english/futures-masterclass-resources/



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Porth Teigr's waterside regeneration project & real outcomes

The Porth Teigr project in Cardiff Bay is integrating the economic, social and environmental outcomes in its decision-making.



This a joint venture between Igloo (an Aviva Investors fund) and the Welsh Government, is a 38 acre 2.2 million sq ft mixed-use, sustainable development project in Cardiff Bay. It's one of the most significant waterside regeneration projects in Europe. The development will complete the final piece in the Cardiff Bay Inner Harbour jigsaw by transforming the last piece of brownfield land in the area into a 21st century environment.

Porth Teigr's centrepiece is BBC Roath Lock studios, the home of flagship BBC shows including Doctor Who, Casualty, Pobol y Cwm and Upstairs Downstairs. Roath Lock has

achieved the highest possible environmental and sustainability rating – BREEAM Outstanding – and is the first industrial building in the UK to obtain this prestigious certificate. Future phases will see the development of the Welsh Government's new 40,000 sq ft Centre for Creative Industries at Porth Teigr. All are helping to shape Porth Teigr into a creative 'hub' for the region, providing employment and opportunities for high-growth businesses. When the project is fully complete around 8,000 people will be employed.



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Joining up has created real benefits

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Services provided by the third sector have always been crucial in supporting patients and their carers but have often lacked recognition. Hywel Dda Health Board, the Community Health Council, and the Local Authorities and Associations of Voluntary Councils in Carmarthenshire, Ceredigion and Pembrokeshire have used whole system thinking to co-design the role the third sector plays in each patient pathway.



They are:

- Strengthening partnership working between the third sector and the statutory bodies; improving service planning, delivery and resourcing. In particular, there will be more efficient and effective commissioning and contracting of services from the third sector;
- Encouraging volunteering, by increasing volunteering opportunities and training, and developing a sustainable code of practice;
- Providing support for unpaid carers;

- Supporting the development of social enterprises in health and social care.

This approach means:

- A reduction in hospital admissions and improved discharge planning;
- Supporting community resilience e.g. the role of unpaid carers and volunteers;
- A focus on prevention and early intervention, rather than waiting until people become ill or need services.



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A public health approach to reducing violence in Scotland

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In 2005, Scotland's Violence Reduction Unit adopted a public health approach to tackle high rates of violence. Working with partners from health, education, social services, justice, community groups and others, they intervened to prevent and reduce violence rather than wait to deal with its more costly consequences.



Their work has included:

- Developing systemic evidence on causes of violence, and on the scale of injuries recorded by the health service;
- Early interventions in schools using campus police officers and the work undertaken by the charity Medics Against Violence. They have provided anti-bullying and conflict resolution resources, and talked about the outcomes of violence. "Parentline" has offered support to parents;

- Community Safety Partnerships: police, health, education and other services provided community mediation, activities for young people, and improved transport out of the city at night time;
- Community and police worked with gang members, inviting them to hear from bereaved parents, victims, and A&E consultants, and offered help to turn their lives around.

In 2010 Scotland recorded its lowest level of violent crime since 1986. This shows how organisations can benefit from focusing more on preventing problems occurring, through identifying critical early interventions, which could generate long-term cost savings and efficiencies in the future.



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Making a Fire Station work for the community

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Giving people likely to be affected by decisions the opportunity to have their say is a fundamental principle of sustainable development, as this contributes to better outcomes and to public support for these outcomes.



In 2007 North Wales Fire and Rescue Service (NWFRS) transformed an underused building into their first community fire station, with up-to-date fire and rescue facilities, improved fire safety education, and a well-used community venue.

NWFRS asked the community what they wanted, and researched the best way to use the fire station to promote fire safety amongst elderly people and vulnerable groups. The new facilities include meeting rooms and computers for community use.

They have 14,000 visitors per year, and are used by 200 groups such as a cardiac rehabilitation unit,

Relate, Coleg Harlech, and playgroups. Some groups use the facilities free of charge in return for home Fire Safety Check referrals and an input from NWFRS from a community fire safety perspective.

This engagement and involvement approach has made NWFRS more accessible to the public, putting them in touch with hard-to-reach groups in a comfortable and informal environment. All this means more home safety checks and a greater community safety awareness.



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Thinking differently about ICT

In BT, Information and Communications Technology (ICT) is a mode of transport. They think about using ICT whenever and wherever possible and are planning for ICT to become the first choice in the future not the last alternative to other forms of transport.



At the end of financial year 2011 BT's 9,400 (12.3%) UK home based workers were each estimated to have avoided, on average, 1.4 tonnes of CO₂e emissions per annum as a result of reduced commute travel emissions (primarily) and reduced office energy use (and accounting for some increase in home energy use).

In total around 69,000 BT people are equipped to

work flexibly and so are able to select the most appropriate place to conduct their work, based on business requirements.

It also makes it easier for people with disabilities and/or caring responsibilities to work. Their flexible working policies contribute to their achievement of 99% of new mothers returning to work after maternity leave.

By offering flexible working options BT hopes to attract and retain the best talent. When bad weather such as snow and ice threatens to disrupt our operations, flexible working enables employees to continue to work from remote locations, where available.