

# The Citizen Representative Handbook 2024



## Service User Representative



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## What is included in the handbook?

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## Welcome to the West Wales Regional Partnership Board

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Thank you for expressing interest in joining the WWRPB. Your experience with our health and social care system in West Wales is very helpful to us. We are excited to hear your thoughts on how we can improve services.

As a new member to the board, you would sit alongside members from the local authorities and local health board which are the statutory partners within the regional partnership, and members from the third sector.

We have many exciting events and projects planned for this year, and we're thrilled that you are interested in joining our team.

We look forward to hearing from you.

All the best.

*JUDITH HARDISTY*

**BOARD DIRECTOR**



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## What does the West Wales Regional Partnership Board do?

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We are a group of County Councils, the NHS, community groups, and the Welsh Government.



We work together to plan how to support health and social care services in West Wales.



We help everyone to follow a regional plan and check to see if it is working well.



We want to create a system where different organisations can share building, services and funding, if it makes sense to do so.





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## How does the West Wales Regional Partnership Board work?

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The West Wales Regional Partnership Board makes sure that all partners in the region are working together through a number of sub-boards to achieve the goals of the West Wales area plan.



The sub-boards are specific meetings which are aimed at certain areas of the West Wales area plan, such as dementia, carers, preventions board and autism.



We are the West Wales Regional Partnership Board Team and we help to plan and carry out work from the sub-boards. These are regional programs and we work with Welsh Government and regional partners, to check if the programs are working well.

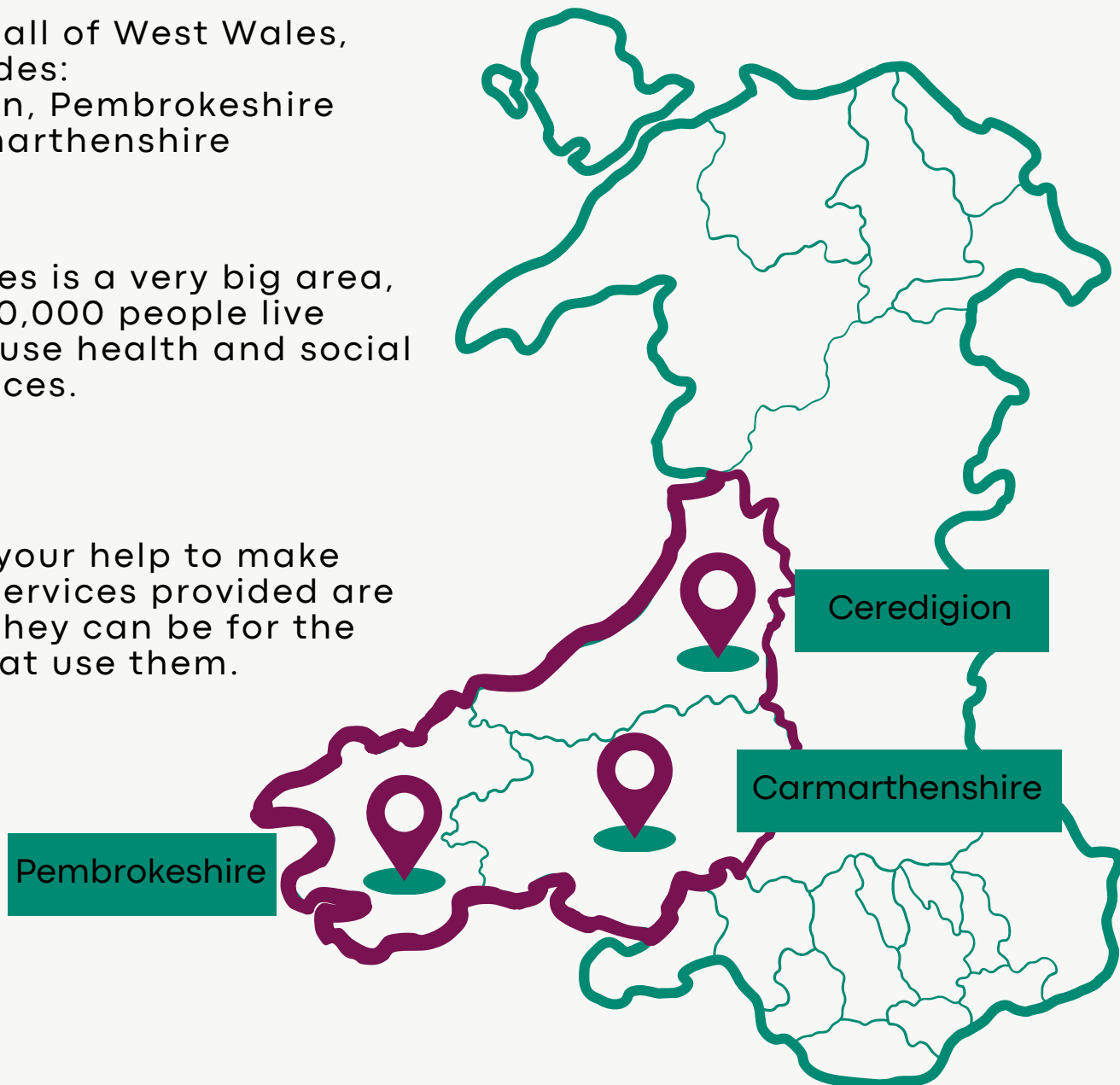


## Where areas does the West Wales Regional Partnership Board cover?

We cover all of West Wales, this includes:  
Ceredigion, Pembrokeshire and Carmarthenshire

West Wales is a very big area, nearly 400,000 people live here and use health and social care services.

We need your help to make sure the services provided are the best they can be for the people that use them.



A map of Wales



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## What reports do we have to write for Welsh Government?

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Together, we prepare and update reports and plans that are required by law under the Social Services and Well-being (Wales) Act 2014.



This includes preparing and updating the five yearly Population Needs Assessments, Market Stability Reports, and Area Plans.



These plans tell us what our priorities are as a region and then we can make sure there are resources available to meet them.



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## Why are your experiences and your voice important to us?

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You can tell us about your experiences of using care and support services. This will help us to understand what is working well and what needs to be improved.



You can make sure that we are doing our job by asking questions and holding us accountable. If you feel that we are not meeting the needs of the people we serve, you can challenge us.



You can help to make sure that everyone has a say in the care and support system. You can encourage people to use services and help to raise awareness of the system.



You can share your experiences and help make sure that the decisions being made are based on what people in West Wales need.





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## What would you do as a member of the Citizen Engagement Board

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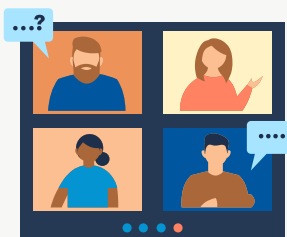
We're starting a new group called the Citizen Engagement Board! This is a meeting for people in West Wales who want to share their ideas and experiences about health and social care.



The board will run monthly in person, it is okay if you could not make it to every meeting.



We will go over different projects and services in West Wales with you to hear your thoughts on how we can improve these services.



In addition to the board meetings, we also offer other specific meetings you might be interested in attending. You can choose to attend these instead of the citizen engagement meetings, or even go to both!



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## What would you do as a member of the West Wales Regional Partnership Board?

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As a citizen representative, you will have the same rights as other board members.



This means that you would vote on all matters that come before the board, and you can also be nominated for the position of chair or vice chair



You would be invited to around 10 meetings a year. It is okay if you could not make it to every meeting.



We will help you prepare for each meeting and we will send you documents to read. This will take about one hour per month.



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## How many citizen representatives does the West Wales Regional Partnership Board need?

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There are no limits to the amount of citizen representatives who can join us. The more people who join, the more people you would have to share your experiences and knowledge with.



As a regional partnership board we must have citizen representatives who can represent a person with care and support needs, carers, third sector organisations and care providers.



All citizen representatives work alongside members from County Councils, the NHS, community groups, and the Welsh Government.



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## We are the people that support the West Wales Regional Partnership Board

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The WWRPB has a team of people who work full-time together to run the partnership board.



The Programme Managers are like leaders, they make sure all the different projects work together to achieve a grand goal. They plan, coordinate, and keep things on track, ensuring everything aligns with the WWRPB big picture.



The Facilitation Team helps the programme managers projects stay on track, working with lots of different groups in health and social care to go through discussions, decision-making processes, and problem-solving activities

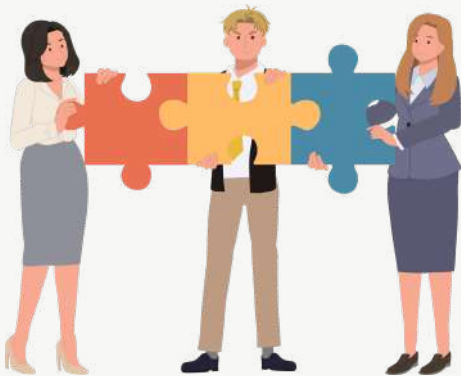




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## We are the people that support the West Wales Regional Partnership Board

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The Capital Team plan buildings that support people with care and support needs across West Wales. They have a 10 year capital plan that they follow.



The Regional Innovation Hub (RIC) Team help people all across West Wales share new ideas and plans to make health and social care better.

To see a picture of all the team members, check out this page on our website:

<https://wwrpb.org.uk/en/who-we-are/>



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## What support would be available to you when you join?

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### Induction to the WWRPB

We welcome all new members to the team with an induction. This is where we would help you understand your role and what the WWRPB does.



You will receive dedicated support for all practical issues. This includes help with IT support, claiming expenses, accessing meeting papers, and ensuring documents are received in a timely manner.

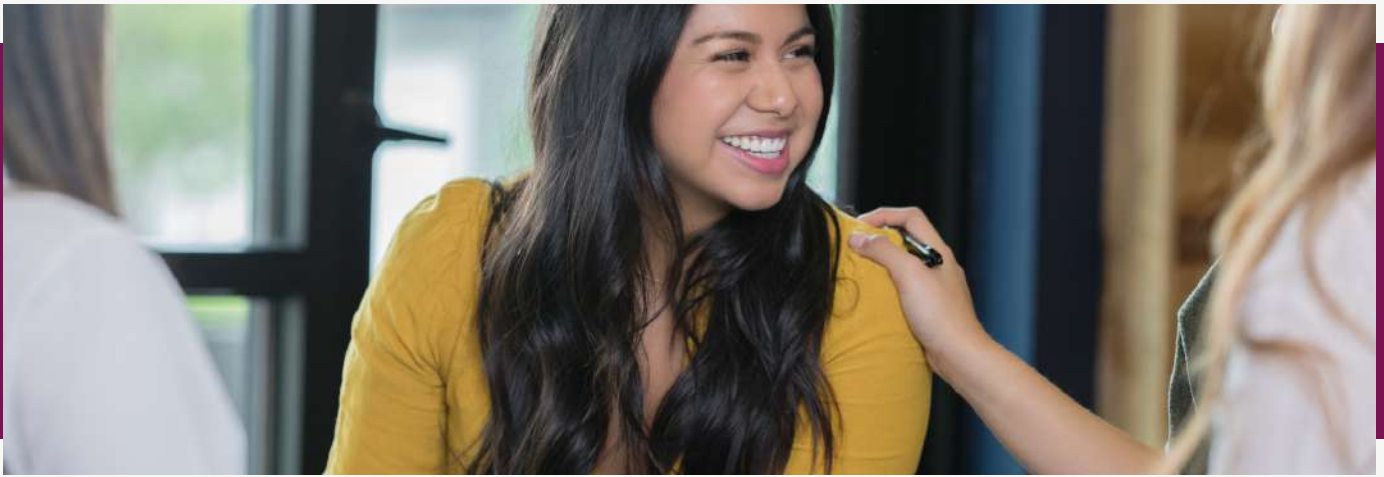


You will be able to learn as much as you need to about the work at the WWRPB.

This will be done at a time and in a way that suits you.



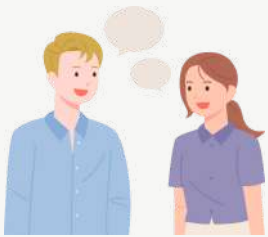
Out of pocket expenses will be reimbursed, including travelling and carer expenses.



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## What support would be available to you when you join?

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Pre-meetings with the chair and/or support officer before each meeting for discussion of papers and support if required.



If you want it, you will be paired with a mentor or buddy. This person will be able to help you with your role



You will be linked with other members of the board or other partners who may be interested in your work. This will help you to learn from others and to build relationships.



You will be offered two meetings a year with the person who leads on the area of work you are involved with, this can be on a one-to-one basis if you like.



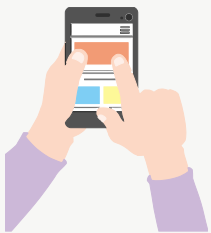
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## What IT support would be available to you when you join?

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We want you to feel comfortable using an electronic device to access meetings, emails and documents during your time with us.



If you want to learn more about using electronic devices, we have partnered with Cwmpas to offer online and in-person classes.



Using electronic devices to access meetings and documents can be hard, so we want to help you learn how to do it.



If you do not have access to an electronic device such as a mobile phone, tablet or computer you may be eligible to loan one through Cwmpas. Just let us know when you join what support you need with electronic devices





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## How should you prepare for meetings?

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1



Read the Agenda

These are sent out with the meeting invite to explain how the meeting will be structured

2



Raise any concerns

If you have any issues with the agenda or the papers that have been sent out before a meeting, please let us know. We will help to clarify any concerns.

3



Keep all discussions and decisions confidential.

Please do not share any information you learn from being a member of the board. If you are not sure if information is confidential, please ask us.

4



Adhere to the code of conduct.

This means being honest and transparent, and avoiding conflicts of interest.



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## What meetings are there?

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We host and attend a range of different meetings. These meetings may be to discuss and decide on projects to undertake, service provision or monitoring services in West Wales.

We host meets such as:



### **The West Wales Regional Partnership Board Meeting (RPB)**

This meeting is held every 3 months, and brings all the partners together.



### **IEG (Integrated Executive Group)**

This meeting is the executive planning group for the RPB.



### **The Carers Development Group**

These meetings discuss services and frameworks which are related to carers.



### **The Prevention Board**

These meetings discuss preventative health and wellbeing services and provision.



### **The Dementia Steering Group plus 5 Sub Group Meetings**

These meetings discuss dementia related services and



there may be opportunities for citizen representatives in these meetings.



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## What meetings are there?

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### **The Neurodivergence Improvement Group**

This meeting discusses neurodevelopmental services.



### **Advocacy Meeting**

This meeting brings together different organisations to look at ways to make advocacy support better for people.



### **Strategic Capital Board plus the Operational Capital Sub Group**

This board oversees the planning of buildings for people with care and support needs.



### **Commissioning Board**

This board discusses and plans how services are provided for people with care and support needs.



### **The Digital Board**

These meetings discuss how we can improve digital services for people with care and support needs.



### **RILP (Regional Improving Lives Partnership)**

This group co-produces projects for people who are neurodiverse and/ or learning disabilities.



there may be opportunities for citizen representatives in these meetings.

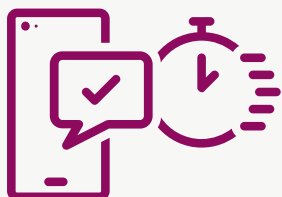




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## What would your responsibilities be?

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Your responsibilities as a member would include:

1

Sharing your experiences to help shape the work of the Regional Partnership Board.

2

Giving feedback on plans and proposals for health and social care services.

3

Working with other partners to improve services.

4

Attending meetings and sharing your views on how services can be improved by working together with others.

5

Being a link between the board and other service users and carers.

6

Following Carmarthenshire County Council working policies.





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## What does a Model of Care mean?

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When you join us in meetings, you may hear someone talk about a Model of Care (MoC). They are talking about a project in health and social care services, which falls under a model of care. There are 6 different types of models of care in Wales.

- 1** Community based care: Prevention and community coordination
- 2** Community based care: Complex care closer to home
- 3** Promoting good emotional health and wellbeing
- 4** Supporting families to stay together safely and therapeutic support for care experienced children
- 5** Home from hospital
- 6** Accommodation based solutions



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## What would you do as a service user citizen representative?

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Joining the Regional Partnership Board (RPB) as a service user gives you a say in how health and social care services are run.



You can help make sure that these services are meeting the needs of people of all ages, and that they are being delivered in a way that is fair and equitable.



We really value co-production, which means working together with people who use services to design, deliver, and improve them. By sharing your real-life experiences, you can help to make sure that services are meeting the needs of people who matter most.



We have a variety of meetings across West Wales. We will help you decide which meetings your experiences are most relevant and where you can make the biggest impact.



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## What do service user citizen representatives do?

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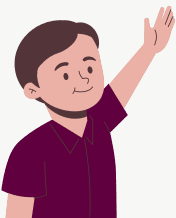
As a member, you will have the opportunity to:



Share your experiences of using health and social care services



Provide feedback on how services can be improved



Hold the RPB and statutory partners to account for their decisions



Help to embed the principles of co-production in the work of the regional partnership



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## A GUIDE TO HEALTH AND SOCIAL CARE MEANINGS

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**AHW:** A Healthier Wales

**CAVO:** Ceredigion Association of Voluntary Organisations

**CFS:** Clinical Frailty Score

**CoPs:** - Community of Practice

**CVCs:** county voluntary councils

**D2RA:** Discharge to recover and assess

**HDAH:** Healthy Days At Home (based on US model)

**HDAH:** Healthy Days At Home for Wales

**HDUHB:** Hywel Dda University Health Board

**HWWB:** Healthier West Wales Board

**ICF:** Integrated Care Fund

**IEG:** Integrated Executive Group

**IHFG:** Integrated Home First Group

**IRCF:** Integration and Rebalancing Capital Fund

**LoS:** Length of Stay

**MDT:** Multi Disciplinary Team

**MSR:** Market Stability Report

**NEET:** Not in Employment, Education or Training

**NWD:** No Wrong Door







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## A GUIDE TO HEALTH AND SOCIAL CARE MEANINGS

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**PAVS:** Pembrokeshire Association of Voluntary Services

**PPA:** Pre Placement Agreement

**PREM:** Patient Reported Experience Measures

**PROM:** Patient Reported Outcome Measures

**PSB:** Public Services board

**PNA:** Population Needs Assessment

**RPB:** The Regional Partnership Board

**RIF:** Regional Integration Fund (2022 to 2027)

**RILP:** Regional Improving Lives Programme

**RPB:** Regional Partnership Board

**SSWBA:** The Social Services and Well-being (Wales) Act 2014

**SDEC:** Same Day Emergency Care

**TF:** Transformation Fund (2017 to 2022)

**TUEC:** Transforming Urgent and Emergency Care

**UEC:** Urgent and Emergency Care

**WG:** Welsh Government

**WWCP:** The West Wales Care Partnership (The WWRPB old name)

