



Ariennir gan  
Llywodraeth Cymru  
Funded by  
Welsh Government



# Doing what really matters in social care in Wales: how can we make it happen together?

## REPORT OF AN ONLINE CITIZENS' JURY



# Report of the Online Citizens' Jury on Social Care

This report was drafted by Rachel Iredale, Associate Professor of Public Engagement at the University of South Wales and Katie Cooke, *Measuring the Mountain's* Project Manager, on behalf of the Jury, and has been approved by all the Jurors. This report was finalised in November 2020 and published by the University of South Wales.



ISBN: 978-1-909838-48-2

Copyright © University of South Wales, 2020

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means without written permission from the publishers.

Katie Cooke and Rachel Iredale have asserted their right to be identified as authors of this work in accordance with the Copyright, Designs and Patents Act 1988.

Design: USW Print & Design 01443 482 677

## Introduction

The Online Citizens' Jury on Social Care in Wales was organised by the *Measuring the Mountain* project. *Measuring the Mountain* is a Welsh Government funded initiative that has run since 2018. Hosted by the University of South Wales, *Measuring the Mountain* has had several phases culminating in this Online Citizens' Jury in September 2020.

The project forms part of Welsh Government's commitment to evaluate the *Social Services and Well-being (Wales) Act 2014* and focuses on the experiences of unpaid carers and people who use care and support services.

*Measuring the Mountain* has two distinct elements: a story-gathering element and a Citizens' Jury. The project delivered its first Citizens' Jury in 2018 as an in-person event and this 2020 Online Citizens' Jury built on that work.

## How the question was selected?

### Doing what really matters in social care in Wales: how can we make it happen together?

The 2018 Citizens' Jury focused on what really matters in social care, a theme that emerged from the stories gathered in that phase of the project. Subsequent story-gathering moved that discussion on, looking more closely at what contributes to people's experiences being positive or negative. These themes, in conjunction with wanting to progress the work started by the 2018 Citizens' Jury, informed the project Steering Group's development of the question. The final question was one that focused on co-production and how what matters in social care can be delivered.

## Who are the Jurors?



Top row left to right:  
Andy • Peter • Ffion  
Josh • Victoria

Middle row left to right:  
Moawia • Jo • Rob  
Clare • Nina

Bottom row left to right:  
Cyril • Bethany • Gyles  
Tafsila

# How were the Jurors chosen?

Registration to be a Juror opened in February 2020, and was promoted on social media and by the project's partners.

Information was made available on the website ([www.mtm.wales](http://www.mtm.wales)) and also provided in Easy Read. To register their interest in taking part, individuals completed a short form that asked for contact details and some brief information. Registrations closed on 1st July with 125 people registered.

Demographic data from official sources, including [statswales.gov.wales](http://statswales.gov.wales), were used to create a profile of the population in Wales and these variables applied to the people needed to create a representative Jury. Selection against the variables used a random selection method with 16 people selected initially, two of whom subsequently dropped out due to personal or work commitments.

Variable	Monitoring information	Wales' pop. %	Number needed	Number selected	Final number
Sex	Male	49%	7	8	7
	Female	51%	8	8	7
Age	16-24	15%	2	3	3
	25-44	30%	5	5	4
	45-64	32%	5	6	5
	65+	22%	3	2	2
Ethnicity	White British	94%	14	11	9
	All other white	6%	1	0	0
	Mixed			2	2
	Asian			2	2
	Black			1	1
	Other			0	0
Highest educational attainment	No qualifications	8%	1	1	1
	Level 2 or below (GCSEs)	32%	5	6	5
	Level 3 (A-level)	21%	3	1	0
	Levels 4-6 (College/University)	28%	4	4	4
	Level 7 & 8 (Postgraduate)	11%	2	4	4
Welsh-speaking	Can speak Welsh	19%	3	2	2
Disabled	Life-limiting condition	26%	4	5	5
Employment status	Employed	72%	9	10	9
	Not working	26%	4	6	5
Caring responsibilities	1+ hours per week	12%	2	5	4

## Moving Online

In March 2020 the UK went into national lockdown due to the COVID-19 pandemic, and with uncertainty about when this would end, it was decided to change the Citizens' Jury from being an in-person event to an online event. To support Jurors to be involved, and to minimise disparities in access to technology a number of measures were put into place which included the provision of technology and technological support. A number of online meetings were undertaken with each Juror to ensure a minimum level of digital literacy before the event started.

## Programme

The programme for the Online Citizens' Jury was developed to build the Jurors' knowledge each day with witnesses identified by Steering Group members, or who were well known for a particular area of expertise. Using feedback from the 2018 Citizens' Jury it was decided to allow four days for the open sessions and a full day for making recommendations.

In total, the Jurors heard from 22 witnesses. Each witness was thoroughly briefed beforehand and submitted a short biography and synopsis of their main points for the Jurors. Some witnesses chose to provide slides or videos to support what they shared. Time was allocated at the start and end of each day for the Jurors to reflect thoroughly on the evidence with support from the facilitator. See Appendix 1 for the full programme.

## Preparation

A preparatory session took place with the Jurors on the morning of Saturday 12th September 2020. This session enabled the technology to be tested, provided an opportunity for the Jurors to start to get to know one another, as well as the facilitator, established ground rules for the event, and included a dry-run of a witness session.

## The Online Citizens' Jury

The Citizens' Jury sessions took place online from 21st to 25th September 2020 using Google Meet. All witness sessions were streamed to the project's YouTube channel using Open Broadcast Software, and the Jurors used WhatsApp to communicate as a group and as an efficient way to convey their questions to the facilitator and other Jurors.

The facilitator also used Meeting Sphere with the Jurors as a tool to capture their thoughts and ideas as the week progressed. This same tool was used to capture the Jurors' recommendations on the final day.

## Facilitation

The Steering Group appointed an external, expert facilitator to guide the Jurors through the entire process and to ensure independence. The *Measuring the Mountain* project team took no part in proceedings.

# The Recommendations

The Jurors made 16 recommendations across four core areas – policy, practice, people and process.

Collectively, these recommendations highlight the need to work with people using support services and unpaid carers. They focus on co-production, relationship building and sharing knowledge, establishing a solid foundation for the future of care and support in Wales.

The recommendations are a mix of those that require national endorsement led by Welsh Government, and those that require local understanding and embedding before they could be fully implemented. They are a positive move towards developing and delivering excellent practice in all aspects of social care across Wales.



## Policy

The Jurors made three recommendations relating to policy; these are national recommendations that strengthen the foundation of social care and support service delivery, and by raising awareness would improve the lives of people across Wales.

### 1 Disabled People's Commissioner

We recommend to the Welsh Government that they appoint a Disabled People's Commissioner in 2021.

### 2 Universal Basic Income Task Force

We recommend to the Welsh Government that they establish a Task Force to explore ways to deliver Universal Basic Income to the citizens of Wales, and that it reports back to Senedd Cymru and the people of Wales on its findings in 2021.

### 3 Social Care Awareness Campaign

We recommend that there is a national public awareness campaign about the rights people in Wales have to social care. Alongside this, every local authority should undertake a local campaign, appropriate to their area that uses clear and simple language to make people aware of their rights and the support that is available to them.

## Practice

The Jurors made five recommendations in relation to the practice of social care and support service delivery. These focus on working with people who are being supported, including unpaid carers, to ensure services are designed and delivered to meet their needs.

### 4 Redefine Respite Care

We recommend that respite care should be redefined and co-produced, so that the practice of providing respite is normalised and becomes about providing flexible, tailored opportunities for both carers and those they care for.

### 5 Independent Advocacy

We recommend that advocacy services receive more funding to ensure high standards in delivery are reached, more people are supported and a greater range of services are provided in an independent manner, which should also include legal and technical advocacy.

### 6 Consistent Assessments

We recommend the development of a consistent, centralised approach for assessments across Wales. Assessments should be standardised but have a focus on local approaches to meeting need, and consider the specific and unique needs of the many rural and isolated areas in the country.

### 7 Co-produced Training

We recommend that all training and continuous professional development for social care practitioners is co-produced with unpaid carers and those who use services and that this is evidenced annually by those who employ such staff.

### 8 Information

We recommend that local authorities demonstrate annually that their information is easy to understand, transparent, accessible, and is promoting exemplar projects in their area.



## 5 recommendations

in relation to the  
practice of social care  
and support service  
delivery



## People

The Jurors made four recommendations that relate specifically to people. These recommendations focus on the wealth of experience and knowledge individuals and communities can bring to service development and delivery, and embedding this knowledge throughout the care and support sector.

### 9 Carers

We recommend that unpaid carers' opinions are sought and valued across both social care and the NHS, and that organisations involved in the provision of health and social care services show how these are being brought into decision making processes.

### 10 Lived Experience Ambassadors

We recommend that people with lived experience of using care and support services share that experience on panels, through co-produced training and through the work of the office of the new Disabled People's Commissioner.

### 11 Support Networks

We recommend to the Welsh Government that they provide ongoing support to third sector organisations to create and maintain localised support networks for people, particularly those that enable peer support and advocacy, and paying attention to rural and isolated areas.

### 12 Better Representation

We recommend representation that is more diverse be mandated within social care at a local, regional and national level, including on Regional Partnership Boards.

## 4 recommendations that relate specifically to people



## Process

Four of the recommendations made by the Jurors relate to processes that underpin the delivery of care and support services. Jurors noted the lack of parity between social care and the NHS and the conflict that can arise from this.

These recommendations focus on prevention, relationships, core values and embedding evidence-based practice throughout service development and delivery.

### 13 Prevention

We recommend that the Welsh Government prioritise funding for early intervention, particularly for established good practice and practice that supports better outcomes, and demonstrate how this funding will increase year on year.

### 14 Partnership

We recommend that social services demonstrate how they are working in partnership with other organisations and what benefits that collaboration brings to the people they support.

### 15 Open Complaints Process

We recommend that all complaints processes are easy to understand, transparent and accessible.

### 16 Direct Payments

We recommend that local authorities provide data on the number of people eligible to receive direct payments in their area and information about why they are not issuing direct payments packages for eligible people requiring support.

Finally, in conjunction with these recommendations, the Jurors concluded that whilst the *Social Services and Well-being (Wales) Act 2014* contained all the elements to facilitate a superb social care system, the Principles of the Act are not easily understood by ordinary people.

Therefore, a 'rebranding' of the Principles, articulated as core values that underpin the delivery of **both** social care and health should be implemented, so they are clearly stated and understood across both sectors.

## 4 recommendations that relate to processes



# What happens next?

This report has been submitted to Welsh Government who will issue a formal response to the recommendations by summer 2021.

The report has been made available on [www.mtm.wales](http://www.mtm.wales) and shared with partners across Wales.

On 4th December 2020, a roundtable was held to discuss the work and recommendations of the Citizens' Jury. This discussion included the Deputy Minister for Health and Social Services, Steering Group members and the Jurors. A write up of this event can be found on [www.mtm.wales](http://www.mtm.wales); the report from the 2018 Citizens' Jury and other project materials are also available.

All witness sessions are available to view on the project's YouTube channel which can be accessed via [www.mtm.wales](http://www.mtm.wales) or by searching for 'Measuring the Mountain' on YouTube.

## Acknowledgements

The Citizens' Jury would not have been possible without the time, dedication and thoughtful contributions of the Jurors and witnesses. We thank them for their generous involvement.

We would also like to thank everyone who supported the event, watched the sessions and shared information about the Citizens' Jury.

Special thanks to Dafydd Thomas, Facilitator and Joseff Reed, Technical and Social Media Manager. Thanks to Welsh Government for funding the work and to everyone on *Measuring the Mountain's* Steering Group for supporting and contributing to the event.

Neil Wooding • Ministry of Justice  
 Rachel Iredale • University of South Wales  
 Amber Powell • Carers Wales  
 David Williams • Greater Gwent Partnership  
 Eve Parkinson • Monmouthshire County Council  
 Faaiza Bashir • Carers Trust Wales  
 Mark Llewellyn • University of South Wales (observer)  
 Owen Evans • Children in Wales  
 Rich Williams • Ministry of Justice

Roiyah Saltus • University of South Wales  
 Ruth Dineen • Co-production Wales  
 Sara Woollatt • Digital Communities Wales  
 Sue Evans • Social Care Wales  
 Trevor Palmer • GL100 ResponsABLE Assistance  
 Vin West • Arfon Access Group  
 Wayne Jepson • Public Health Wales  
 Katie Cooke • Measuring the Mountain



# Appendix A - Online Citizens' Jury Programme

## Monday 21 September

	<b>Visions for the Future and the Reality of Social Care Delivery in Wales</b>
10.00am-10.20am	<b>Albert Heaney</b> , Deputy Director General, Welsh Government opens the Virtual Citizens' Jury.
10.20am-11.00am	<b>Gwenda Thomas</b> , discusses the background to, inception of and aspiration for the Social Services and Well-being (Wales) Act.
11.00am-12.00pm	<b>Sarah Day</b> , Practice Solutions, <b>Jenny O'Hara Jakeway</b> , Credu and <b>Ossie Stuart</b> , Equality and Diversity Consultant discuss social care and visions for the future.
2.00pm-3.00pm	<b>Sue Evans</b> , Social Care Wales and Eve Parkinson, Adult Services, Monmouthshire, discuss the delivery of social care in Wales.

## Tuesday 22 September

	<b>The Experiences of Unpaid Carers and People Using Support Services</b>
11.00am-12.00pm	<b>D and K</b> , two parent-carers, discuss their experiences of raising their sons.
2.00pm-3.00pm	<b>S and H</b> , discuss their experiences of using support services.

## Wednesday 23 September

	<b>Good Practice Before and During the Pandemic</b>
10.30am-12.00pm	<b>Dave Horton</b> , ACE (Action in Caerau and Ely), <b>Nick French</b> , Innovate Trust and <b>Claire Sullivan</b> , NEWCIS discuss their work, the principles that underpin it and how they know it provides excellent support.
2.00pm-3.00pm	<b>Sue Nicholson</b> , Mencap Chepstow and <b>Amber Powell</b> , Carers Wales discuss services they developed in response to the pandemic.

## Thursday 24 September

	<b>Bringing About Change</b>
10.30am-12.00pm	<b>Members of the Gwent Regional Partnership Board and Citizens' Panel</b> discuss their role and bringing about change through integrated projects.
2.00pm-3.00pm	<b>Nick Andrews</b> , Swansea University and <b>Chris Bolton</b> , Good Practice Exchange at the Wales Audit Office discuss their work and ideas for making change happen.
3.00pm-3.15pm	<b>Neil Wooding</b> , Chair of Measuring the Mountain's Steering Group, Closes public proceedings.

# Contact us

**Dr Rachel Iredale** | Associate Professor  
Faculty of Life Sciences and Education  
University of South Wales | Glyntaff Campus  
Pontypridd | CF37 1DL  
Email: [rachel.iredale@southwales.ac.uk](mailto:rachel.iredale@southwales.ac.uk)