

Memorandum of Understanding

**Between Cardiff and Vale University Health
Board
and
The Third Sector in Cardiff and the Vale of
Glamorgan**

April 2022

1. Purpose and Scope

- 1.1 This Memorandum of Understanding (MoU) forms the basis of a shared understanding and a relationship between the Third Sector in Cardiff and the Vale of Glamorgan and Cardiff and Vale University Health Board (UHB). The Third Sector is represented in this context by Cardiff Third Sector Council (C3SC) and Glamorgan Voluntary Services (GVS) as the local County Voluntary Councils (CVCs).
- 1.2 The MoU is intended to demonstrate the parties' commitment to working together to deliver the UHB's '[Shaping Our Future Wellbeing](#)' strategy and key strategic partnership plans, recognising that improvements in population health will only be achievable if we work differently and work more collaboratively with communities and partners.
- 1.3 The MoU supports but is independent of any other agreements or contracts signed by or between the organisations concerned.
- 1.4 The approach reflects shared ambitions for building relationships between the UHB and the Third Sector, working strongly with local authorities and other partners, and is based on a joint agreement of strategic objectives and outcomes and shared ownership of priority areas for co-delivery.
- 1.5 Key legislation and policy which provide the context for this MoU include 'A Healthier Wales: our Plan for Health and Social Care', the Wellbeing of Future Generations (Wales) Act, and the Social Services and Wellbeing (Wales) Act.
- 1.6 In signing this MoU, each party undertakes to build on the strength of existing relationships and the strong foundations already established through implementation of the UHB's Framework for Working with the Third Sector 'Working Together for Our Future Wellbeing'.

2. Status of the MoU

- 2.1 The partners acknowledge that it is not their intention for this MoU to have a binding legal effect. Rather it is a statement of their shared intention to work together in the spirit of partnership and cooperation for the benefits of the residents of Cardiff and the Vale of Glamorgan.
- 2.2 This MoU is designed to complement and support other key working relationships which operate at a strategic partnership level within the area of Cardiff and the Vale of Glamorgan, including the Regional Partnership Board and the Public Services Boards.
- 2.3 This MoU will help to optimise the CVCs' role in providing third sector support and development at local level, nurturing local group development, hosting

Volunteer Centres, and engaging with statutory sector partners to improve local community health and wellbeing outcomes.

3. Objectives

To work effectively together to improve services and health outcomes for the people of Cardiff and the Vale of Glamorgan.

- 3.1 To develop a co-productive approach working collaboratively as equal partners in helping the health and care system make decisions and develop a shared understanding of the ways in which the Third Sector can contribute to improvements and the sustainability of health, care and wellbeing services. A specific focus of this work will be upon ways to enhance social value and promote the wellbeing and preventative agenda wherever possible.
- 3.2 To promote and use the talent, reach and social value of Third Sector organisations to support prevention and improvement and advocate for people who are otherwise 'seldom heard', recognising that service provision must reflect the needs of individuals whose life choices and challenges can mean that they do not easily engage with traditional service offerings.
- 3.3 To share best practice models between the Third Sector and the UHB, and build evidence of sustainable, scalable solutions to prevent and mitigate inequalities that impact on the health and wellbeing of communities.
- 3.4 To enable members of the Third Sector to contribute to the development of new models of care, as appropriate, and encourage co-production in the creation of person-centred, community-based health and care which promotes equality for all.
- 3.5 Through CVC networks, to better understand and involve people and communities in the transformation of health, care and wellbeing services, enabling the voice of people with lived experience and those experiencing health inequalities to inform and shape policy and the delivery of services.
- 3.6 To involve the third sector in estate management strategies, recognising the added value the sector can bring by offering premises and venues within communities or taking on public buildings through asset transfer.
- 3.7 To support the H&SC Networks to be the "first point of call" for engagement with the third sector to facilitate the work outlined above, to offer a point of informal policy discussion to key statutory sector partners and to facilitate third sector representatives chosen by their peers to represent them at strategic boards and working groups.
- 3.8 To work collaboratively to meet the challenges of operating in an ever-changing environment, using existing partnership mechanisms to identify

additional opportunities to support vulnerable groups and local communities. In the 2022/23 context this relates to:

- 3.8.1 *Continuing to operate in a Covid-ready state while dealing with the significant effect of the pandemic on public and third sector services and the need to work together to minimise its impact on the health and wellbeing of our communities.*
- 3.8.2 *Building on what we have learnt during the pandemic to meet the ambitions set out in 'Shaping our Future Wellbeing' and meet the needs of our communities.*

4. Strategic Principles and Outcomes

4.1 The MoU provides an overview of how the UHB and Third Sector will work together to deliver the strategic principles and outcome ambitions set out in Shaping Our Future Wellbeing and strategic partnership plans:

4.2 **Empower the Person:** The Third Sector plays a crucial role in supporting health and wellbeing and its relationship with the most vulnerable in our communities means it can play a key role in building community resilience:

- We will make the most of third sector relationships and knowledge of communities to influence behaviours and support people in choosing healthy behaviours
- We will optimise opportunities to develop the role of the third sector in the prevention of ill health and the creation of healthy environments and ensure that engagement with the third sector is inclusive, engaging with organisations interested in the life course and whole person as effectively as those working to improve the treatment of individual conditions
- We will work collaboratively in a way that ensures provision of high quality support to those in crisis, particularly at points of transition between services, by effective referral between services to reduce risks for those at vulnerable points in their lives and by sharing information appropriately including in emergency situations
- We will work together to unlock the value of volunteering in the community, develop champion roles which support health and wellbeing and support UHB staff to volunteer in recognition of the mutual benefit gained

4.3 **Home First:** Enabling people to maintain or recover their health in or as close to home as possible means we need greater plurality of provision as part of more integrated community delivery models:

- We will work together to commission and deliver third sector services as part of integrated health and social care provision in the community

- We will adopt asset-based community development approaches to understand and facilitate connections between people, groups and communities within localities and primary care clusters
- We will optimise opportunities for relevant third sector organisations to become embedded into Whole Care Pathways.

4.4 Outcomes that Matter to People: To deliver outcomes that matter to people, we need co-production with citizens to design and transform our services to achieve our vision for seamless care:

- We will draw on third sector expertise to plan and design services with health and social care partners, which are centred around the person
- We will work together to support the involvement of service users and carers in planning health, care and wellbeing services, finding ways to improve engagement with those who are otherwise 'seldom heard'
- We will optimise collaborative opportunities to establish a social referral model to support access to a wide network of wellbeing services

4.5 Avoid Harm, Waste and Variation: The serious health challenges that face our population can only be tackled by taking a long term approach and finding new ways of working with the Third Sector as a key partner in developing solutions that are responsive to local need:

- We will fully use local Third Sector networks and the Health & Social Care Facilitators to create new alliances, build capacity and develop innovative solutions, including digital opportunities, based on rebalancing the existing health and social care system towards prevention, community resilience and self-help
- We will strengthen operational links between Third Sector and front line NHS staff to explore potential collaborations to improve outcomes for people
- We will support adoption of best practice in commissioning and procurement of services, working with CVCs to develop and strengthen underpinning mechanisms and processes, and on implementing social value and social innovation
- We will share learning, resources and skills across the sectors

4.6. Finding ways to support the climate emergency and de-carbonisation agendas: we know that adverse climate changes and the high use of carbon have the ability to impact upon the long term health and well being of our population.

-We will seek to work with local Third Sector networks in developing a long term approach to help address the climate emergency

- We will look to share learning, resources and skills across the sectors, adopting best practice wherever possible to reduce our carbon footprint and make long term, sustainable choices for the environment.

5. Ways of Working

- 5.1 The Wellbeing of Future Generations (Wales) Act puts in place a sustainable development principle that describes how public service organisations must meet their duties under the Act. The following five ways of working, which define this principle, will underpin the way the UHB and Third Sector work together: long term; prevention; integration; collaboration; and involvement.
- 5.2 The relationship will be based on mutual respect and trust.
- 5.3 The relationship will be based on open, timely and transparent communications.
- 5.4 There will be a shared commitment to making the best use of resources.
- 5.5 The CVCs will work together to develop shared approaches across the area of Cardiff and the Vale of Glamorgan, wherever appropriate.
- 5.6 The CVCs will ensure a continuing relationship with key third sector partners, including Cavamh, the infrastructure agency with responsibility for working with third sector groups with an interest in mental health.
- 5.7 There will be an acknowledgement of different approaches to working together in the context of relationships established as part of delivery of formally commissioned functions or outcomes, to relationships developed as part of the wider partnership landscape of health and care collaboration.

6. Disagreement Resolution

- 6.1 Any disagreement will normally be resolved at working level between the relevant officers. If this is not possible, it may be referred for discussion between the Chair and Chief Executive of the UHB and the Chairs and Chief Officers of the CVCs.

7. Duration of the MoU

- 7.1 All parties accept the dynamic environment in which this MoU operates and that priorities will be subject to change. This is particularly relevant in the context of the evolving integration agenda. In recognition of this, the MoU will be reviewed and amended annually by mutual agreement. The date for the review of the MoU is annually in April of each year. It is recognised that due to the emergence of the COVID-19 pandemic in March 2020, the review was postponed in 2020 to September. The ongoing pressures of the pandemic in 2021 resulted in the next review taking place in April 2022.

7.2 An annual review meeting will be convened by the UHB and will involve:

- UHB Director of Strategic Planning
- UHB Director of Public Health
- UHB Independent Member (Third Sector)
- C3SC Chief Executive Officer
- GVS Chief Executive Officer

Signatories

The MoU is agreed by the following:

Organisation	Name	Designation	Signature	Date
Cardiff and Vale UHB	Abigail Harris	Director of Strategic Planning		
Cardiff and Vale UHB	Fiona Kinghorn	Director of Public Health		
Cardiff and Vale UHB	Sara Moseley	Independent Board Member		
Cardiff Third Sector Council	Sheila Hendrickson- Brown	Chief Executive Officer		
Glamorgan Voluntary Services	Rachel Connor	Chief Executive Officer		