Cardiff and Vale of Glamorgan Regional Partnership Board

Population Needs Assessment on the Impact of COVID-19

October 2020

Contents Page

1. Introduction

This report has been prepared in response to a joint letter sent from the Welsh Government Minister and Deputy Minister for Health and Social Services on 13th August 2020 to all regional partnership boards (RPBs). The letter set out a number of planning and reporting requirements, including a need to detail our response to, and understanding of, the impact of COVID-19. The specific requirements were to:

- Submit a brief overview of how our RPB has operated in response to the COVID-19 pandemic.
- Include a summary of the regional impact of COVID-19 and how our RPB enabled a strong integrated response, highlighting areas of challenge.
- Outline any relationships our RPB had with wider civil contingency planning structures in response to the pandemic.
- Undertake a rapid review of our population needs assessments to understand the effect of the pandemic, focusing on some of the most affected groups and how services may need to change in order to meet needs in the new landscape.

In line with the Welsh Government issued guidance on reporting the impacts of COVID-19 (Annex 2), this report is structured as followed:

Part I: COVID-19 Response

This section sets out our regional response to COVID-19. It outlines the interim changes made to our regional governance arrangements and provides an overview of the civil contingency structures and processes put in place to respond to the COVID-19 pandemic. This section concludes with an overview of COVID-19 in Cardiff and the Vale of Glamorgan.

Part 2: COVID-19 Impact on Population Needs

This section reports the data and intelligence gained from a rapid review of the population needs assessment published in 2017. The assessment considers the care and support needs of the following priority groups:

- Children and young people with complex needs
- Unpaid carers
- Older people, including people living with dementia
- People with physical disabilities
- People with learning disability/autism
- People with poor mental health
- Sensory impairment
- Violence against women, domestic abuse and sexual violence
- People who are homeless
- People in secure estate
- Substance Misuse

The key findings are presented thematically by common cross-cutting issues and by priority group. The section concludes by describing the next steps to be taken to address the issues identified in the assessment.

2.   COVID-19 Response

Interim Governance Arrangements

During the initial phases of the pandemic, the RPB was stood down and the response to COVID-19 was overseen by civil contingency structures. Full details of the structures and processes put in place to both prevent and respond to COVID-19 are set out within the Cardiff and Vale of Glamorgan COVID-19 Prevention and Response Plan.

A Joint Management Executive (JME) was established from March 2020, bringing together the executive leads for Cardiff and Vale University Health Board, Vale of Glamorgan Social Services and Cardiff Council Social Services. The JME continues to meet weekly, increasing the frequency if necessary. The JME has overseen a coordinated response to:

- Personal protective equipment distribution, policy and training
- Support to staff and residents in care homes
- Testing
- Hospital discharge
- Shielding arrangements
- Homelessness
- Test, trace and protect
- Winter protection planning

As the immediate response to the public health emergency settled into new ways of working within organisations and across the partnership, the Regional Partnership Board reconvened operations in July 2020 to lead the stabilisation and recovery of the health and care system.

COVID-19 in Cardiff and the Vale of Glamorgan

2020 has been a year like no other as we continue to tackle the unprecedented global challenge of COVID--19.

By 29th October 2020, there were approximately 8,500 confirmed cases of COVID-19 in Cardiff and the Vale of Glamorgan. This equates to around 1,950 cases per 100,000 of the population:
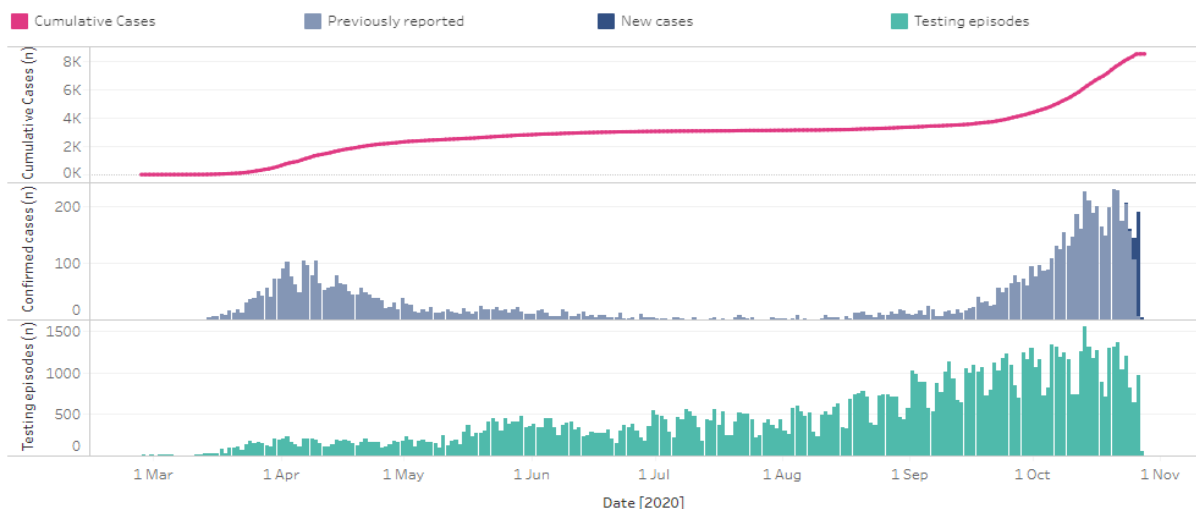

The current case rates for Cardiff and the Vale of Glamorgan exceed the 'red' Welsh Government threshold.

As at 10th October 2020, there were 502 registered deaths in Cardiff and the Vale of Glamorgan involving COVID-19, based on any mention of COVID-19 on the death certificate[1]. The graph below presents the data by the location of death:
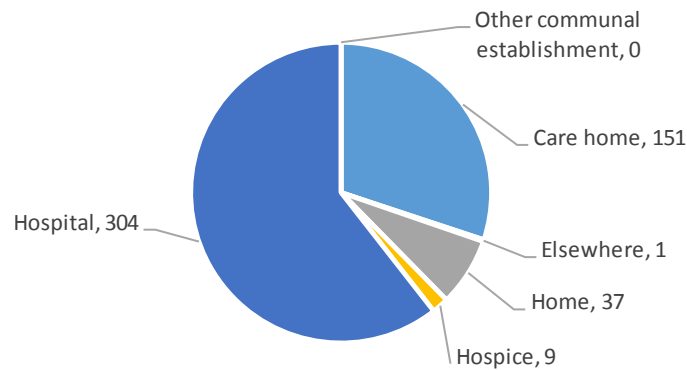
There has been a recent rise in the number of people attending the local Emergency Unit with suspected COVID-19, with the rate now exceeding the rate at the peak of the first wave in April:
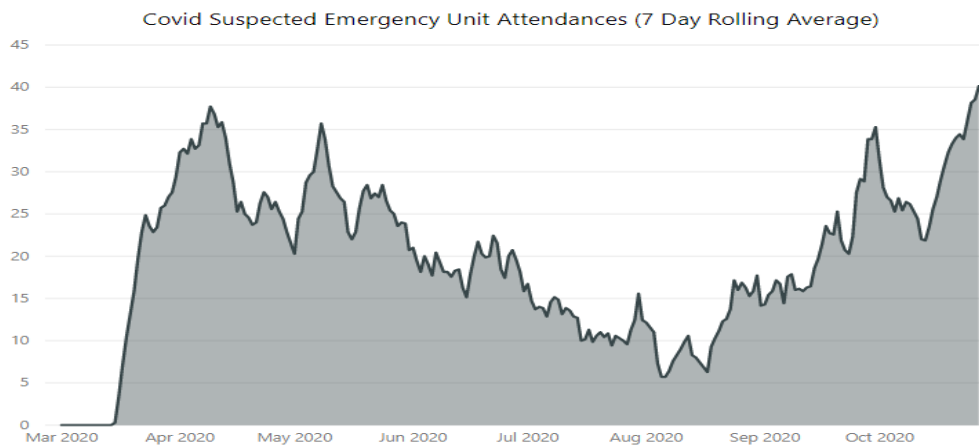
COVID-19 hospital admissions have continued to gradually rise since 20th September, with rates similar to those seen in late May but lower than the first wave peak currently:

---
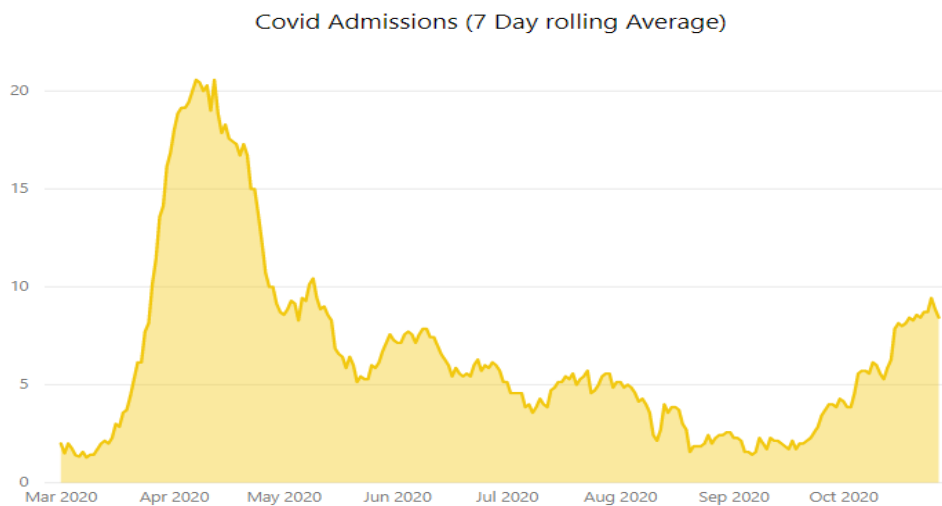
[1] Office of National Statistics – Deaths by Local Authority and Health

3.   COVID-19 Impact on Population Needs

The rapid assessment of the care and support needs of our population was undertaken between August and October 2020 in conjunction with statutory and third sector partners. A full list of the responses received from partner organisations and thematically analysed can be found in Appendix 1.

Cross-Cutting Issues

The cross-cutting key findings represent those which are common to more than one priority group. As outlined in Figures i and ii below, the data were further analysed from two perspectives: the emerging priorities for the coming winter period to inform our Winter Protection Planning, and those requiring further consideration in the following months.

Figure i: Emerging Priorities for Winter 2020-21

Theme	Specific
Populations at risk	Specific mention of people with dementia; Black, Asian and Ethic Minority groups; children and young people at risk; carers and older people
Mental health	Support for vulnerable groups experiencing potential loneliness and isolation
Physical health	Reduced access to physical activity and consequent deterioration in health
	Managing the long term recovery of people who have had COVID-19 / 'long COVID-19'
Abuse / addiction	Increase in physical abuse: domestic, child, substance and alcohol
Family / carer relationships	Impact of family breakdown and lack of respite care
Financial hardship	Rise in unemployment and debt increase placing additional pressure on vulnerable groups
Sensory impairment	Increased physical and attitudinal barriers for people with sensory impairment as a result of social distancing requirements
Virtual workforce	Impact of virtual and social distanced working measures – need to ensure effective IT and training together with enhanced employee wellbeing practices
Workforce resources	Ensuring effective availability of staff / services to meet demand

Figure ii: Emerging Priorities for 2021 Onwards

Theme	Specific
Populations at risk	Specific mention of people with dementia; Black, Asian and Ethic Minority groups; children and young people at risk; carers and older people
	Young people aged 16-25 years are a particular concern re. potential consequent long term impact re. employment opportunities, underlying mental health needs, etc.
Mental and physical health support	Increased service demand at all levels (primary to tertiary) due to limited access in 2020-21
	Managing the long term recovery of people who have had COVID-19 / 'long COVID-19'
	Deterioration in health due to lack of activity, limitations on healthy eating, etc and consequent impact on preventative health approach
Abuse / addiction	Long term impact of increase in physical abuse: domestic, child, substance and alcohol
Family / carer relationships	Long term impact of family breakdown and lack of respite care
Financial hardship	Long term impact of rise in unemployment and debt increase, particularly for vulnerable groups
Sensory impairment	Increased physical barriers for people with sensory impairment as a result of social distancing requirements
Virtual workforce	Impact of virtual and social distanced working measures – need to ensure effective IT and training together with enhanced employee wellbeing practices
Workforce resources	Ensuring effective availability of staff / services to meet demand

Our local cross-cutting key findings mirror the recent [report](#) published by Public Health Wales on the wide-ranging impacts in Wales of the Staying at Home and Social Distancing Policy.
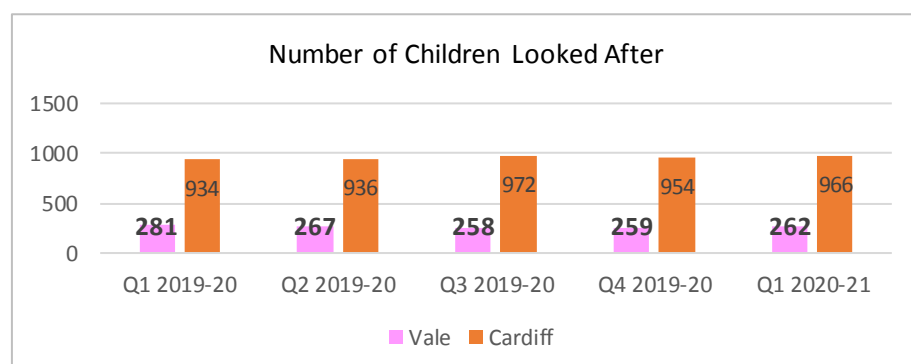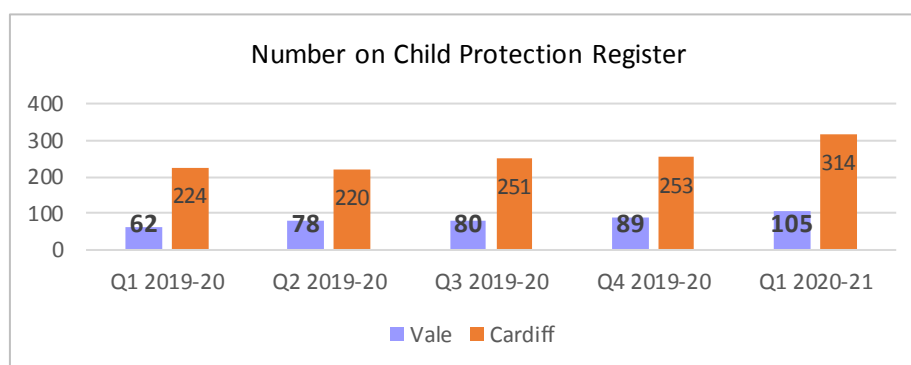
Key Findings by Priority Group

This section presents the key findings by population group as set out in the Welsh Government issued guidance on reporting the impacts of COVID-19 (Annex 2). Substance misuse was also added to the list following local feedback from partnership colleagues who were concerned that this was a key area of concern following the pandemic.

Children and Young People with Complex Needs	
Significant Changes in Needs Since 2017	**Key themes**
Complexity	• Increase in complexity of need
Abuse	• Exploitation • Physical harm
Accommodation	• Increase in waiting times • Decline in housing conditions
Population changes	• Increase in population size (Cardiff) • Larger asylum seeker population • Greater number of unaccompanied asylum seeking children • Greater diversity
Positive service improvements	• Healthcare for children with complex needs • Understanding of the impact of trauma, adverse childhood experiences, mental health, 'toxic trio'
Economic	• Increase in poverty • Negative impacts of economic migration
Mental health	• Poor mental health
Service remits	• Difficulty accessing services due to increasing thresholds
Needs Arising from COVID-19	**Key themes**
Mental health	• Increased demand for mental health services • Isolation • Stress • Anxiety • Retriggering of past traumas • Homelessness • Behaviour issues
Physical health	• Reduced access to health care services • Reduced physical activity
Waiting times	• Mental health services • Cancelled health care • Multi-agency assessments • Court proceedings
Abuse	• Increase in physical abuse • Increase in time spent in company of abuser • Increase in witnessing of abuse • Increase in demand – adverse childhood experiences • Increase in demand – child criminal exploitation
Family/carer relationships	• Family breakdown

	• Lack of respite • Lack of informal support
Financial hardship	• Rise in unemployment
Education	• Missed education • Lack of access to critical support
Housing	• Increased demand – accommodation
Crisis support	• Lack of support to access essential goods and services
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Telephone • Online • Contact • Checks • Advice • Mediation • Assessments • Training • Recruitment
Hybrid delivery model	• Virtual and face-to-face
Social distanced working	• With children and young people
Partnership working	• Development of new multi-agency forum
New service provision	• Reopening of accommodation service • New triage service
Service remits	• Service-wide duty team • School visits
Risk assessment processes	• Staff • Families • Buildings
Resources	• Financial payments to care leavers • Deliveries of medication and food hampers
Social media	• Increase in use • Improved branding and messaging
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Virtual • Face-to-face • Improved staff efficiency
Planning	• Improved contingency planning • Creative planning • Opportunity to remodel existing provision
Decision-making	• Rapid decision-making • Rapid roll-out
Response	• Positive organisation/sector responses to crisis • Positive staff response to new ways of working
Recruitment	• Improved recruitment processes
Partnership working	• Improved partnership working • Disappearance of 'silos' • Opportunity to build on new ways of partnership working

Efficiencies	• Improved staff efficiency from virtual working
Pace	• Acceleration of development work
Public perceptions/ awareness	• Positive change in public perceptions regarding health care
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• Impact on budget
Backlog	• Cancelled health care • Increase in volume of safeguarding work • Delays in progressing developmental work
Home working	• Resource implications • Reduction in peer support • Physical impact of home working on staff • Potential barrier to effective patient/citizen engagement
Social distanced working	• Resource implications • Patient/citizen anxieties
Workforce	• Staff burn out • Impact of Test, Track and Protect initiative on deployable workforce
Planning challenges	• Unknown nature of future COVID-19 transmission • Changing national and local policy
Public Expectations	• Reverting to pre-COVID-19 expectations
Resources	• A need for 'business as usual' priorities to be effectively planned for and resourced
Supporting Quantitative Data	

Number on Child Protection Register

	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	Q1 2020-21
Vale	62	78	80	89	105
Cardiff	224	220	251	253	314

Number of Children Looked After

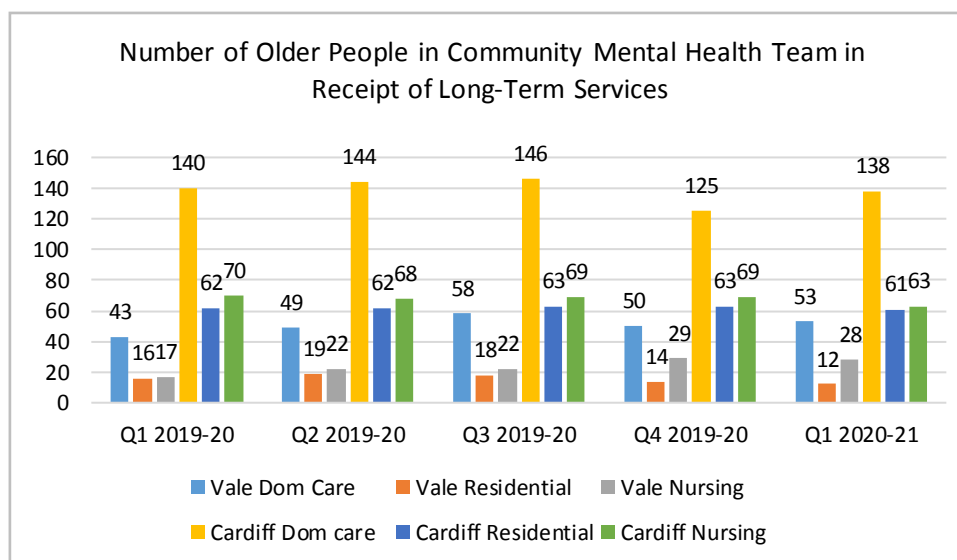|	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	Q1 2020-21
Vale	281	267	258	259	262
Cardiff	934	936	972	954	966

Unpaid Carers	
Significant Changes in Needs Since 2017	**Key themes**
No significant changes to needs since last needs assessment	
Needs Arising from COVID-19	**Key themes**
Mental health	• Isolation • Stress • Concerns regarding future availability of support
Family/carer relationships	• Strained relationships • Lack of respite • Lack of informal support
Financial hardship	• Loss of income
Crisis support	• Lack of support to access essential goods and services
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Telephone • Online
Resources	• Financial assistance via emergency grant schemes
New service provision	• Referral services • Information directories • Informal support groups • Volunteer support
Workforce	• Staff redeployment
Engagement	• Stakeholder consultation regarding impacts
Social distanced working	• With unpaid carers
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Alleviating social isolation • Increase in flexibility and access
Decision-making	• Rapid redesign and reconfiguration
Response	• Positive organisation/sector responses to crisis
Partnership working	• Effective partnership working
Resources	• Positive impact of COVID-19 funding
Engagement	• Discovery of hidden carers
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Virtual delivery model	• Potential barrier to effective patient/citizen engagement
Funding	• Concerns regarding future availability of funding
Partnership working	• Reestablishment of effective partnership working between primary care and third sector

Older People, including People Living with Dementia	
Significant Changes in Needs Since 2017	**Key themes**
Increase in demand	• Increased complexity
Needs Arising from COVID-19	**Key themes**
De-conditioning	• Reduced access to health care services • Reduced physical activity • Reduced food intake
Mental health	• Loneliness and isolation • Stress • Anxiety • Grief • Dementia • Poor mental health of informal carers • Loss of confidence • Fear of going out • Reduced access to mental health services • Reduced access to dementia services
Waiting times	• Cancelled health care • Multi-agency assessments • Workforce diminished due to redeployment and shielding
Abuse	• Increase in safeguarding concerns • Increase in hate crime
Family/Carer Relationships	• Strained relationships • Lack of respite • Lack of formal and informal support • Social network breakdown • Rise in unemployment of informal carers
Long-term impacts	• Physical health • Mental health • Social networks • Increased complexity
Populations at Risk	• Dementia • Black, Asian and Ethnic Minorities • Workforce under threat
Care to support daily living	• Accommodation with care (including isolation beds) • Home care provision (including palliative)
Infection risk	• Increased risk for older people from COVID-19. • Increased difficulty of people living with dementia to adhere to social distancing requirements
Crisis support	• Lack of support to access essential goods and services • Digital exclusion • Lack of day care
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Telephone • Social media • Contact

	• Checks • Advice • Clinics • Assessments • Training

Service changes	• New services required to meet increased/changing needs
	   o Palliative at home
	   o Isolation beds
	• Adaption of services to meet changing needs
	   o Infection control
	   o Virtual delivery
	   o Telephone assessments
	• Service closure due to social distancing requirements

Essential support	• Reduction in Respite provision • Informal support groups moved to virtual delivery • Volunteer/third sector support
Social distanced working	• With older people • With people living with dementia
Accommodation	• Care Home lock down
Partnership working	• Development of new partnerships • Increase in knowledge
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Proving the hybrid delivery model	• Virtual • Face-to-face • Opportunity to further develop • Alleviating social isolation • Increased flexibility and access • Positive patient/citizen and carer experiences • Improved staff efficiency
Planning	• Improved contingency planning • Creative planning • Opportunity to remodel existing provision
Decision-Making	• Rapid decision-making • Rapid redesign and reconfiguration • Rapid roll-out
Response	• Positive organisation/sector responses to crisis • Positive staff response to new ways of working • Opportunity to continue
Partnership working	• Improved partnership working • Further development of existing partnership working • Opportunity to build on new ways of partnership working
Efficiencies	• Improved staff efficiency from virtual working • Increased staff efficiency from new ways of working
Pace	• Acceleration of development work
Engagement	• Improved communications across health and social care sector

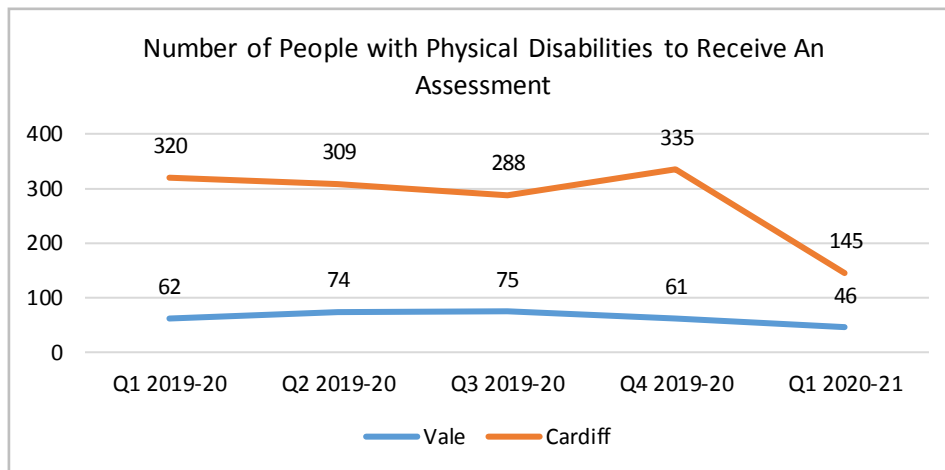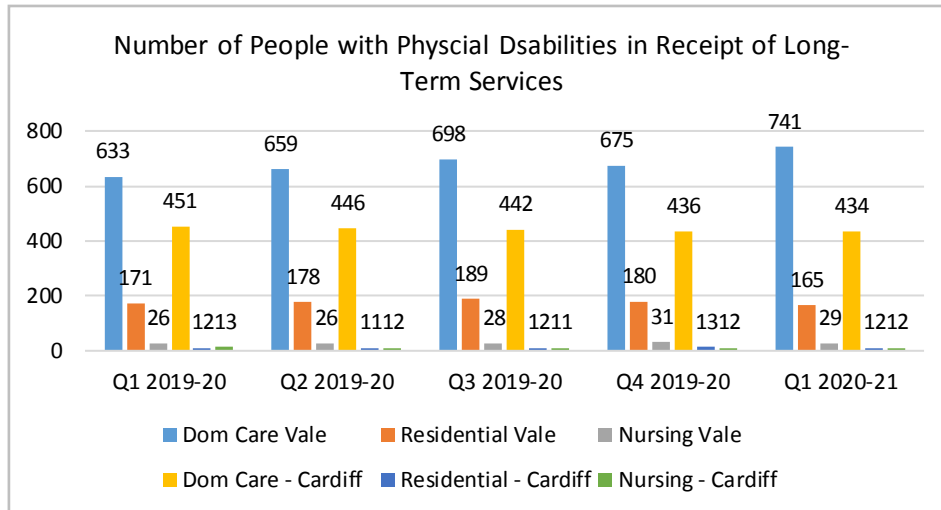| Negative Implications of COVID-19 on Service Delivery	Key themes
Increase in demand	• Range of needs • Duration of support • Packages of care • Home visits • Impact on budget
Backlog	• Cancelled health care • Increased volume of safeguarding work • Increased time required to deliver services • Delays in progressing developmental work • Delays in progressing 'business as usual' priorities
Virtual working	• Resource implications • Reduction in peer support • Physical impact of home working on staff • Potential barrier to effective patient/citizen engagement
Socially distanced working	• Resource implications • Patient/citizen anxieties
Workforce	• Staffing considerations during winter period • Impact of Test, Track and Protect initiative on deployable workforce • Impact of staff redeployment • Staff shielding • Staff experiencing hate crime
Funding	• Concerns regarding future availability of funding
Planning	• Services unable to adapt to meet needs / closure
Supporting Quantitative Data	

Number of Older People in Community Mental Health Team in Receipt of Long-Term Services

People with Physical Disabilities	
Significant Changes in Needs Since 2017	**Key themes**
No significant changes to needs since last needs assessment	
Needs Arising from COVID-19	**Key themes**
Mental health	• Increase in demand for mental health services • Loneliness • Isolation • Anxiety • Loss of sense of purpose • Stress • Grief • Poor mental health of informal carers • Loss of confidence • Fear of going out
Physical health	• Reduction in access to health care services • Reduced physical activity • Reduced food intake
Abuse	• Increase in verbal abuse • Increase in safeguarding concerns
Waiting times	• Cancelled health care • Multi-agency assessments • Workforce diminished due to redeployment and shielding
Family/Carer Relationships	• Strained relationships • Lack of respite • Lack of formal and informal support • Social network breakdown
Long-term impacts	• Physical health • Mental health • Social networks • Increased complexity
Care to support daily living	• Accommodation with care (including isolation beds) • Home care provision (including palliative)
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Online • Telephone • Social media • Contact • Checks • Advice • Clinics • Assessments
Hybrid delivery model	• Virtual and face-to-face
Face-to-face support	• Reduction in visits to limit exposure
Service changes	• New services required to meet increased/changing needs o Palliative at home

	○ Isolation beds - Adaption of services to meet changing needs ○ Infection control ○ Virtual delivery ○ Telephone assessments - Service closure due to social distancing requirements
Essential support	- Reduction in Respite provision - Volunteer/third sector support
Partnership working	Increase in knowledge
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Response	- Positive organisation/sector responses to crisis - Improved community support
Partnership working	- Improved partnership working - Further development of existing partnership working - Opportunity to build on new ways of partnership working
Proving the hybrid delivery model	- Virtual - Face-to-face - Opportunity to further develop - Alleviating social isolation - Increased flexibility and access - Positive patient/citizen and carer experiences - Improved staff efficiency
Planning	- Improved contingency planning - Creative planning - Opportunity to remodel existing provision
Decision-Making	- Rapid decision-making - Rapid redesign and reconfiguration - Rapid roll-out
Response	- Positive organisation/sector responses to crisis - Positive staff response to new ways of working - Opportunity to continue
Efficiencies	- Improved staff efficiency from virtual working - Increased staff efficiency from new ways of working
Pace	Acceleration of development work
Engagement	Improved communications across health and social care sector
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Backlog	- Cancelled health care - Increase in volume of safeguarding work - Increased time required to deliver services - Delays in progressing 'business as usual' priorities
Increase in demand	- Range of needs - Duration of support - Packages of care
Virtual working	- Resource implications - Potential barrier to effective patient/citizen engagement

Socially distanced working	• Resource implications
Workforce	• Impact of Test, Track and Protect initiative on deployable workforce • Impact of staff redeployment • Staff shielding
Planning	• Services unable to adapt to meet needs / closure
Supporting Quantitative data	

Number of People with Physcial Dsabilities in Receipt of Long-Term Services

	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	Q1 2020-21
Dom Care Vale	633	659	698	675	741
Residential Vale	171	178	189	180	165
Nursing Vale	26	26	28	31	29
Dom Care - Cardiff	451	446	442	436	434
Residential - Cardiff	12	11	12	13	12
Nursing - Cardiff	13	12	11	12	12

Number of People with Physical Disabilities to Receive An Assessment

	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	Q1 2020-21
Vale	62	74	75	61	46
Cardiff	320	309	288	335	145

People with Learning Disability/Autism	
Significant Changes in Needs Since 2017	**Key themes**
Diagnostic assessment and support	• Increase in demand
Needs Arising from COVID-19	**Key themes**
Mental health	• Increase in demand for mental health services • Isolation • Anxiety
Waiting times	• Multi-agency assessments
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Online (email and video) • Telephone • Drop-ins • Signposting • Advice • Consultations • Group support pilot • Cost implications – purchasing additional equipment • Cost implications – staff training • Cost implications – reduced capacity to offer direct interventions
Home working	• Increase in home working • Blended home and face-to-face working arrangements • Staff support – virtual supervision, peer support and team meetings
Sector needs	• Cost implications – understanding and addressing required service changes
Social distanced working	• Personal protective equipment • Other safeguarding measures
Face-to-face support	• Temporary pause in group support • Temporary pause in diagnostic assessments
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Increase in flexibility and access • Improved staff efficiency
Response	• Positive staff response to new ways of working
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• Impact on budget
Backlog	• Impact on budget
Virtual delivery model	• Resource implications • Emotional resilience required for virtual management

Supporting Quantitative Data

Number of People with Learning Disabilities in Receipt of Long-Term Services

	Q1 2019-20	Q2 2019-20	Q3 2019-20	Q4 2019-20	Q1 2020-21
Vale Dom Care	31	32	34	33	33
Vale Residential	97	92	89	82	82
Vale Nursing	3	4	3	3	3
Cardiff Dom care	581	585	547	588	599
Cardiff Nursing	6	6	7	7	8
Cardiff Residential	99	100	96	98	96
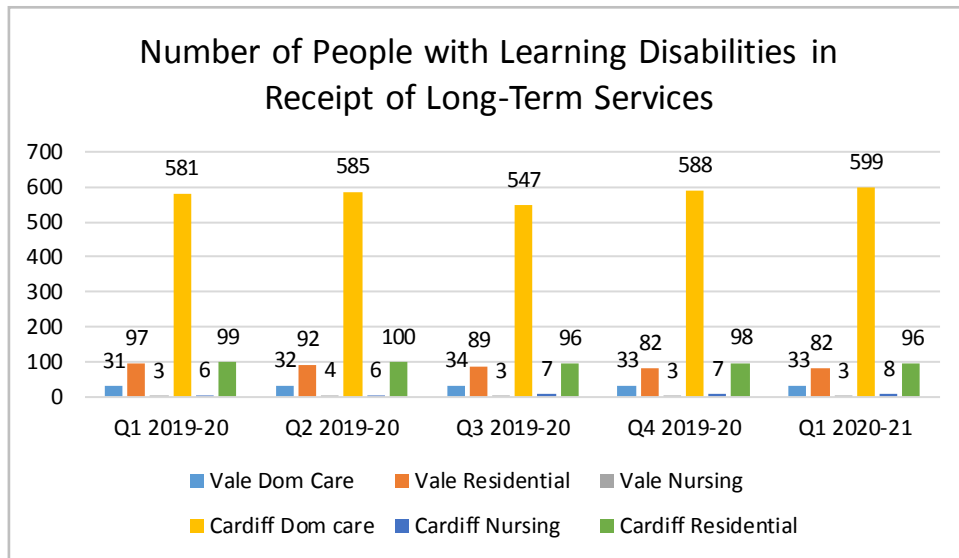
People With Poor Mental Health	
Significant Changes in Needs Since 2017	**Key themes**
Population change	• Increase in population size (Cardiff)
Needs Arising from COVID-19	**Key themes**
Mental health	• Increase in demand for mental health services • Loneliness • Isolation • Anxiety • Grief • Dementia • Concerns regarding future availability of support
Physical health	• Reduction in physical activity
Financial hardship	• Rise in unemployment • Loss of income • Rise in debt
Long-term impacts	• Mental health
Populations at risk	• Dementia • Black, Asian and Ethnic Minority communities
Crisis support	• Lack of access
Service Changes Arising from COVID-19	**Key themes**
Resources	• Increase in third sector commissioning
Service remit	• Increase in coverage of primary care liaison across all clusters • Increase in locality working
New service provision	• Single points of access – mental health services for older people in secondary care • Simplified patient pathways • Amalgamation of existing services • Day services service redesign
Innovation	• The new 'business as usual'
Virtual delivery model	• Telephone • Online • One-on-one • Group support • Forums • Mutual support activities • Training • Social media
Education	• Free online courses via Recovery College
Social distanced working	• Outside walks and meetings
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Positive patient/citizen and carer experiences
Planning	• Creative planning • Opportunity to test new ways of working
Response	• Positive organisation/sector responses to crisis • Positive staff response to new ways of working

Partnership working	• Improved partnership working
Pace	• Acceleration of development work
Public perceptions/ awareness	• Positive change in public awareness of mental health
Backlog	• Reduction in community mental health team waiting list due to service redesign • Improved multidisciplinary team oversight of patient flow
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• In-patient mental health services • Range of needs • Duration of support
Virtual delivery model	• Potential barrier to effective patient/citizen engagement • Unknown impact on quality of clinical risk assessment
Planning challenges	• Unknown nature of future COVID-19 transmission • Unpredictability • Increase in out of area commissioning
Supporting Quantitative data	

Number of People in Community Mental Health Team in Receipt of Long-Term Services

Adult Acute - Detained/Not Detained
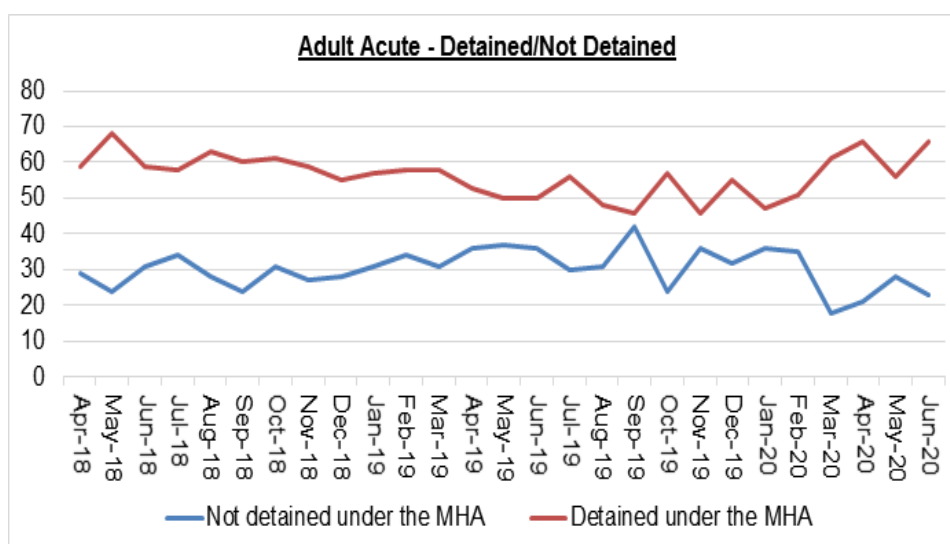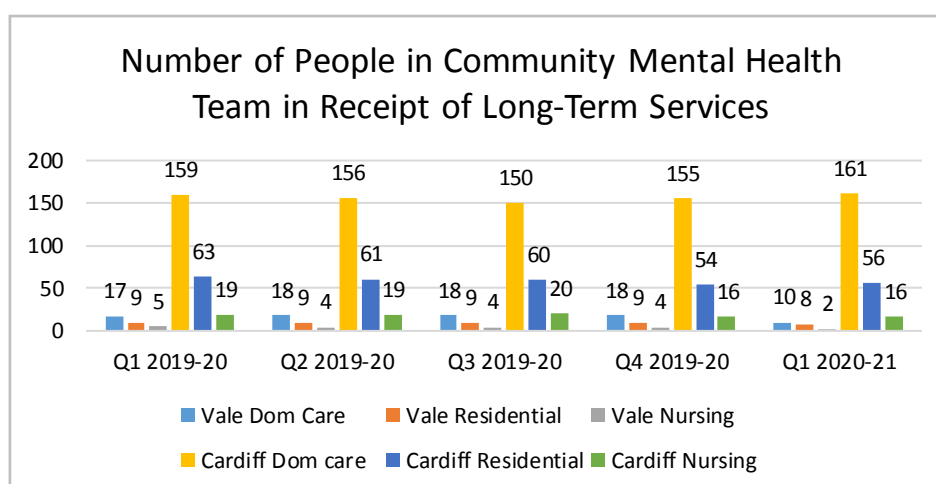
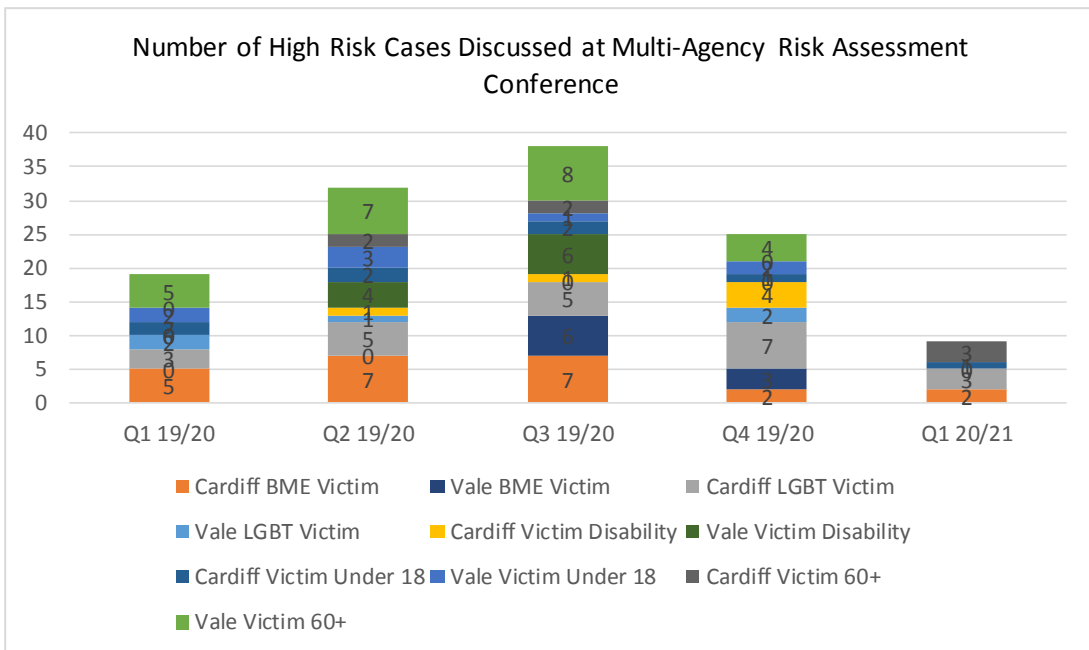| Sensory Impairment – Sight Loss	
Significant Changes in Needs Since 2017	**Key themes**
No significant changes to needs since last needs assessment	
Needs Arising from COVID-19	**Key themes**
Mental health	• Increase in demand for mental health services • Anxiety (loss of confidence)
Physical health	• Reduction in access to health care services
Waiting times	• Cancelled health care
Abuse	• Increase in verbal abuse
Physical environment	• Physical barriers – change of outdoor environments • Physical barriers – inability to see visual signs • Physical barriers – inability to use alternative means • Physical barriers – widespread use of masks • Physical barriers – inability to use typical means (i.e. social contact) of getting around
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Online
Hybrid delivery model	• Virtual and face-to-face
Face-to-face support	• Reduction in visits to limit exposure
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Virtual • Improved staff efficiency
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• Range of needs • Duration of support • Home visits
Backlog	• Cancelled health care
Decision-making	• Negative impact of rapid decision-making on people with sensory impairments

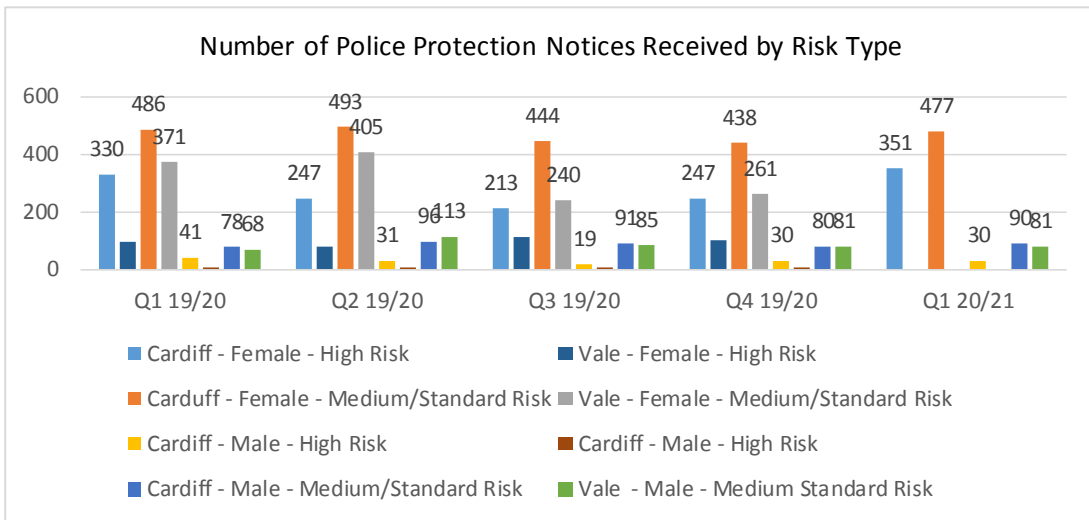| Sensory Impairment – Hearing Loss	
Significant Changes in Needs Since 2017	**Key themes**
No significant changes to needs since last needs assessment	
Needs Arising from COVID-19	**Key themes**
Mental health	• Isolation • Anxiety - COVID-19 transmission and loss of confidence from changes to physical environments)
Physical health	• Reduced access to health care services
Waiting times	• Cancelled health care
Abuse	• Increase in verbal abuse experienced by people with sensory impairment
Long-term impacts	• Mental health
Physical Environment	• Increased physical barriers for people with sensory impairment in line with social distancing requirements
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Online • Support groups • Training
Hybrid delivery model	• Virtual and face-to-face
Face-to-face support	• Reduction in visits • Temporary pause in some support groups • Temporary pause in some training • Reduction in information provision
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Virtual • Improved staff efficiency
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• Range of needs • Duration of support • Home visits
Backlog	• Cancelled health care
Decision-Making	• Negative impact of rapid decision-making on people with sensory impairments

Violence Against Women, Domestic Abuse and Sexual Violence	
Significant Changes in Needs Since 2017	**Key themes**
Demand	• Increase in demand for services • Increase in demand for specialist Independent Domestic Abuse Advisors support
Complexity	• Increase in complexity of need
Service limits/gaps	• Difficulty implementing full trauma informed approach due to 12 week service limit • Difficulty accessing services due to increasing thresholds
Accommodation	• Increase in demand for step up and step down accommodation • Negative impact of housing policy (rent arrears) on being able to register for housing
Service improvements	• Police responses to coercive control • Victim experience with criminal courts • Greater awareness of stalking, honour based abuse, sexual violence and harmful cultural practices
Male population	• Increase in need for specialist support following domestic abuse and sexual violence
Domestic homicide	• Increase in domestic homicide cases
Needs Arising from COVID-19	**Key themes**
Mental health	• Increased demand for mental health services • Reduced access to mental health services • Grief
Physical health	• Reduced access to health care services • Reduced physical activity
Backlog	• Court proceedings
Abuse	• Increase in physical abuse • Decrease in ability to cope with abuse • Increase in severity of abuse • Increase in demand – early intervention • Increase in child/ren witnessing abuse • Increase in demand – adverse childhood experiences
Family/Carer Relationships	• Lack of informal support away from household
Long-term impacts	• Mental health
Housing	• Increased demand – step up and step down accommodation
Crisis support	• Lack of support to access essential goods and services
Service Changes Arising from COVID-19	**Key themes**
Home working	• Increase in home working
Virtual delivery model	• New text messaging service • Extension of webchat service • One-on-one sessions with older children • Therapeutic support • Aftercare

	• Recovery
	• Specialist services
IT	• Financial assistance to secure required IT to support home working and virtual delivery model
Social distanced working	• Securing of PPE
Workforce	• Volunteer recruitment
New service provision	• New bespoke group programme
	• Weekly fun engagement activities
	• Accommodation capacity
	• Accommodation support processes
	• Increase in parenting work in absence of one-to-one work with children
Face-to-face support	• Reduction in support
	• Temporary pause of drop-in service
	• Temporary pause in one-to-one work with children
	• Temporary pause in therapeutic support
	•
Service remit	• Disbanding of team delegations
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Virtual
	• Face-to-face
	• Alleviating social isolation <u>and anxiety</u>
	• Increased flexibility and access
Virtual delivery model	• Staff efficiencies
Needs	• Reduction in forced marriage
	• Reduction in female genital mutilation
	• Reduction in reported cases of sexual abuse (although may be increasing within relationships)
Recruitment	• Increased volunteer support/increased staff capacity
Resources	• Positive impact of COVID-19 funding
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Increase in demand	• Complexity of needs
Backlog	• Cancelled health care
	• Cancelled mental health support
	• Increased delays with further lockdowns
	• Impact of staff redeployment
Socially distanced working	• Resource implications
Workforce	• Staffing considerations during winter period
	• Impact of Test, Track and Protect initiative on deployable workforce
Resources	• Lack of joined-up thinking across funding streams

Supporting Quantitative Data

Number of Police Protection Notices Received by Risk Type

Legend:
- Cardiff - Female - High Risk
- Vale - Female - High Risk
- Carduff - Female - Medium/Standard Risk
- Vale - Female - Medium/Standard Risk
- Cardiff - Male - High Risk
- Cardiff - Male - High Risk
- Cardiff - Male - Medium/Standard Risk
- Vale - Male - Medium Standard Risk

Number of High Risk Cases Discussed at Multi-Agency Risk Assessment Conference

Legend:
- Cardiff BME Victim
- Vale BME Victim
- Cardiff LGBT Victim
- Vale LGBT Victim
- Cardiff Victim Disability
- Vale Victim Disability
- Cardiff Victim Under 18
- Vale Victim Under 18
- Cardiff Victim 60+
- Vale Victim 60+

People Who Are Homeless	
Significant Changes in Needs Since 2017	**Key themes**
Population group not included in 2017 needs assessment	
Needs Arising from COVID-19	**Key themes**
Population changes	• Increase in young people who are homeless • Increase in rough sleeping
Needs	• Increase in rough sleepers with complex needs • Increase in young people with complex needs • Increase in rough sleepers and substance misuse
Mental health	• Isolation • Retriggering of past traumas • Homelessness
Financial Hardship	• Rise in debt
Long-term impacts	• Mental health • Economic health
Housing	• Increase in demand – accommodation • Increase in demand – homelessness services • Increase in demand – homelessness assessments
Service Changes Arising from COVID-19	**Key themes**
New service provision	• New accommodation provision (Cardiff) • New accommodation provision (Vale) • Staff redeployment • Self-contained accommodation units • 24 hour support and security • Information and advice • Vocational training opportunities • Food • New drug substitute (Buvidal)
Workforce	• Staff redeployment
Partnership working	• Accommodation provision
Virtual delivery model	• Reduction in face-to-face working • Advice • Mediation
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Hybrid delivery model	• Virtual
Response	• Positive organisation/sector response to crisis (increase in permanent housing placements and improved temporary accommodation)
Partnership working	• Improved partnership working • Opportunity to build on new ways of partnership working
Public Perceptions/ Awareness	• Launch of 'Real Change' campaign
Resources	• Positive impact of COVID-19 funding

Negative Implications of COVID-19 on Service Delivery	Key themes
Increase in demand	• Impact on budget
Virtual delivery model	• Resource implications • Physical impact of home working on staff
Socially distanced working	• Resource implications
Supporting Quantitative Data	

Number of Contacts to the Housing Options Centre

	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
Vale	655	764	593	690	520
Cardiff	1687.00	1685.00	1534.00	1740.00	1426.00

Number of Placed in Temporary Accommodation

	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
Vale	150	143	130	178	264
Cardiff	261.00	269.00	208.00	237.00	298.00

Number of Rough Sleepers as at End of Quarter

	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
Vale	0	0	0	1	6
Cardiff	236.00	241.00	239.00	115.00	24.00

People in Secure Estate	
Significant Changes in Needs Since 2017	**Key themes**
No significant changes to needs since last needs assessment	
Needs Arising from COVID-19	**Key themes**
None specifically related to COVID-19	
Service Changes Arising from COVID-19	**Key themes**
New receptions	• New isolation processes
Contingency planning	• Staffing levels • Home working provisions
Visits	• Temporary pause • New socially distanced processes
Movement	• Reduced movement of men to limit spread of COVID-19
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Physical and mental health	• Reduction in self-harm
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Physical health	• Reduced physical movement to limit spread of COVID-19

Substance Misuse	
Significant Changes in Needs Since 2017	**Key themes**
Population changes	• Growing number of younger people (Cardiff) • Growing number of children receiving care and support (Vale) • Growing number of veterans • Growing number of people with Alcohol Related Brain Damage
Drugs	• Increase in complex patterns of poly drug use • Increase in cocaine and stimulant use • Increase in range of substance use • Arrival of new drugs • Misuse of prescribed medication
Drug access	• Greater ease of purchasing
Mental health	• Co-occurring mental health and substance misuse issues
Service limits/gaps	• Carers – a need for improved understanding of caring for someone, or experiencing their own issues with substance misuse • People with complex needs – a need for better alignment of services • Domestic abuse – a need for improved access to treatment and shared awareness of underlying issues • Sex workers – limited access to agencies and awareness of how best to support • 'Hidden' populations in black and minority ethnic communities, such as women – limited awareness of how best to support
Needs Arising from COVID-19	**Key themes**
Drugs	• Increase use of Nitrous Oxide in younger population • Increase in drug related harms during lockdown
Alcohol	• Increase in alcohol sales in supermarkets
Gambling	• Increase in online gambling and gambling additions
Crisis support	• Lack of support to access essential goods and services
Service Changes Arising from COVID-19	**Key themes**
Virtual delivery model	• Increase in use
Workforce	• Redeployment
Face-to-face support	• Temporary pause of inpatient detoxification support
Service remits	• Opening times • Mobile provision • Change of focus (Alcohol group)
Pace	• Acceleration of developmental work (Buvidal trial)
Face-to-face support	• Smaller class sizes
Positive Implications of COVID-19 on Service Delivery	**Key themes**
Partnership working	• Improved partnership working
Pace	• Acceleration of development work
Needs	• Reduction in supply of illegal drugs

Engagement	• Increased engagement with people experiencing homelessness
Virtual delivery model	• Positive patient/citizen experiences
Negative Implications of COVID-19 on Service Delivery	**Key themes**
Backlog	• Delays in progressing developmental work • Delays in progressing 'business as usual' priorities
Workforce	• Impact of staff redeployment
Planning Challenges	• Impact of paused data collection
Virtual delivery model	• Potential barrier to effective patient/citizen engagement

The rapid assessment provides evidence to suggest that COVID-19 has had a positive and negative impact on the care and support needs of the Cardiff and Vale of Glamorgan population. The available evidence also suggests considerable changes to services on the ground in order to address the needs arising from COVID-19.

The current surge in COVID-19 and the policy response to that surge, including the all-Wales 'fire-break' lockdown, will have further impact on the health and wellbeing of our population. The nature of this and our understanding of the implications will emerge over time.

As such, the key findings from this rapid assessment should be treated as emerging and triangulated with other related partnership work currently being undertaken, such as the Cardiff and Vale RPB COVID-19 legacy and learning evaluation. All data and intelligence will be included in the development of the next iteration of our area plan and together will ensure clarity on the priority needs of our population and the service models and delivery approaches required to meet these priorities.

Much of the response required will need to be undertaken across the Public Services Boards, our RPB and other partnership groups, as the impact has been as much on the public health determinants of health and wellbeing – notably the economy and employment – as it has been on people's actual health and social care needs. Accordingly, the immediate suggested next steps are:

- Share the report with the relevant partnership groups to consider the implications of the findings and take forward the agenda.
- Share the report with Public Health Wales to strengthen the data and intelligence on the impact of COVID-19 in Wales.

Appendix 1: COVID-19 Impact on Population Needs Report Responses

Priority Group	Respondent
Children and Young People with Complex Needs	Cardiff Third Sector Council
	Llamau
	Cardiff Council
	Vale of Glamorgan Council
Unpaid Carers	Carers Gateway
	Glamorgan Voluntary Service
Older People, including People Living with Dementia	Cardiff & Vale Action for Mental Health
	Public Health Wales
	Cardiff & Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Physical Disabilities	Cardiff Third Sector Council
	Cardiff & Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Learning Disability/Autism	Cardiff and Vale University Health Board
	Cardiff Council
	Vale of Glamorgan Council
People with Poor Mental Health	Cardiff and Vale University Health Board
	Cardiff & Vale Action for Mental Health
	Cardiff Council
	Vale of Glamorgan Council
Sensory Impairment	Cardiff Third Sector Council
Violence Against Women, Domestic Abuse and Sexual Violence	Llamau
	Cardiff Council
	Vale of Glamorgan Council
People Who Are Homeless	Cardiff Council
	Llamau
	Vale of Glamorgan Council
People in Secure Estates	Cardiff and Vale University Health Board
Substance Misuse	Cardiff Third Sector Council