

Annual Reports

1. Every year the Director of Social Services produces an Annual Report for the preceding year, which usually comes to scrutiny in early summer. The CSSIW also carry out an annual review and evaluation of performance report for the previous year, which is published 31st October each year. Relevant extracts from these reports are provided below, in chronological order.

2011/12

2. The **Director of Social Services Report 2011/12**¹ made the following points with regard to Adult Carers of Adults:
 - *We have moved the Carers Assessment Worker into the Contact and Assessment Team so they are best placed to identify carers at the first contact with Adult Services.*
 - *It is interesting that one of the findings of consultation during the annual review of the Carer's Strategy is that Carer's Assessments need to be promoted more widely outside Social Care.*
 - *We have done other surveys this year in partnership with the Vale of Glamorgan Council, the Cardiff and Vale of Glamorgan University Health Board (C&V UHB) or the Health Alliance. These have given us useful information and views which are being built into the revised Strategy. These include the need for more follow-up after a Carer's Assessment has been completed, the need for more flexible respite support and greater awareness among all staff in both the Council and the third sector about the right to a Carer's Assessment.*
 - *We are funding the Carer's Centre to provide a follow up service to carers once a Carer's Assessment is completed and recorded.*
3. The **CSSIW annual review and evaluation of performance report 2011-12**² stated the following with regard to Adult Carers of Adults:
 - *Performance in relation to work with adult carers has not progressed.*
 - *The level of assessments for carers and subsequent provision of services has declined during the year, although the council suggests that this may be a case of errors in recording rather than a real reduction on activity*
 - *The Director reports that steps have already been taken to ensure that this work is taken forward more proactively in the year ahead.*

¹ Considered at a joint Children & Young People and Community & Adult Services scrutiny committee meeting 25th July 2012

² Considered at a joint Children & Young People and Community & Adult Services scrutiny committee meeting 10th January 2013

- *The importance of supporting carers is acknowledged if the council is to deliver upon its commitment to preventative services and to supporting more people to continue to live in their communities.*
4. The CSSIW identified the following as an area for development for 2012/13:
- a. *Improve support services for carers – identification of carers, assessments and appropriate provision of services.*

2012/13

5. The **Director of Social Services Report 2012/13**³ stated that one of the main objectives for 2012/13 was to increase carers' assessments. The report provides a significant amount of detail regarding the work undertaken with regard to carers, including the following:

- *Developed a 'Carers Information and Consultation Strategy 2012-2015' with Cardiff and Vale University Health Board, Vale of Glamorgan Council and Cardiff Third Sector Council.*
- *Carried out a Carers respite survey.*
- *Established a Carers Assessment Survey as part of the rolling programme of customer satisfaction surveys undertake, which is reported quarterly.*
- *Undertook a 12 week consultation exercise to ensure that support and services for carers in Cardiff were meeting the needs of carers and that the carer's budget was being used to provide the best type of support.*
- *Acted on consultation responses from carers that identified that the main issue for carers was how to better manage their stress by developing a self-help, stress management web tool for carers.*
- *Reviewing and updating the current information held on carers.. to ensure that all records consistently follow the Carers process.*
- *Attended outreach surgeries and assessed whether there are carers' needs*
- *Funded the Upna BME Carers weekly support group.*
- *Worked in partnership with Hafal carers project to support care managers in undertaking carer's assessments, with regard to mental health service users and their carers.*
- *Revised the Carers Handbook to be a joint document with Cardiff and Vale University Health Board and the Vale of Glamorgan Council and to include an A-Z of carers support services.*

³ Considered at a joint Children & Young People and Community & Adult Services scrutiny committee meeting 3rd July 2013

6. The Director's Report identified the following relevant objectives and outcomes:

Objective 2: Implement recommendations coming from the Scrutiny Task & Finish group on Services to Carers and the Adult Services carer consultation exercise
Outcomes: Access to information and advice for carers has already been identified as a priority area following the consultation exercises. The wider commissioning intentions will be framed by the outcomes of the Task & Finish Group.
Objective 3: We will improve procedures for Carers' Assessments to increase the uptake
Outcomes: The number of carer assessments will be increased ensuring the needs of more carers are met

7. The **CSSIW annual review and evaluation of performance report 2012-13**

stated the following with regard to carers:

- *The council has made progress with its work with carers and continues to afford this some priority.*

2013/14

8. The **Director of Social Services Report 2013/2014**⁴ identified '*improving our offer to carers*' as one of the top 4 challenges for Health and Social Care.

Section 3 of the report states the following:

'KEY MESSAGE – We are committed to the development and continuous improvement of services for Carers across all age ranges through improving the offer of support for Carers and by ensuring advice, information and assistance available to Carers is more accessible'

9. The Director's Report includes the following:

- *Results of consultation on Adult Carers' support and services identified the need to provide more flexible and responsive ways for carers to have a break from their caring role....A service specification for a new Carers service will be implemented in 2014. This will ensure that a variety of options is available for Carers, ranging from traditional sitting service at home to providing a supportive check services, as appropriate, when the Carer is absent.*
- *The Cardiff & Vale Dementia 3 year plan identifies the development of actions to ensure support is recognised and appropriate responses given.*
- *We received funding from the Welsh Government Carers' Measure fund to run a 6 month pilot in partnership with the Vale of Glamorgan Council, and*

⁴ Considered at a joint Children & Young People and Community & Adult Services scrutiny committee meeting 10th September 2014

Cardiff & Vale University Health Board, to employ 2 Carer Support Officers in hospitals to provide advice and information to Carers whilst they or the person they care for is in hospital. They will also support us to raise awareness of Carers' needs with hospital staff.

- *Links have been made with the Advice Hub in Marland House in the City Centre to support Carers with advice and information. This will extend to all new Hubs which are developed.*
- *Extended the Carers Emergency Card scheme to include Carers who do not complete a Carers Assessment. Work has started with the Vale of Glamorgan Council to develop a joint Carers' Assessment form.*
- *Working in partnership with Cardiff & Vale University Health Board to encourage GP surgeries to support Carers. To date, the success has been limited and we will continue to progress this in 2014/15.*
- *Work to identify and support Young Adult Carers continues, and we are looking at ways of raising awareness of services available to this group in 2014.*
- *A Carers Support Officer is now an integral part of the Hamadryad CMHT; this has meant more effective and timely assessment of Carers' needs.*
- *With regard to Learning disabilities - Carer assessments have increased though the numbers remain small. The team are looking to refocus the role of the social work assistant post to undertake Carer's assessments.*

10. The Director's Report identified the following areas for development in 2014/15:

- *Further development of work on the joint Cardiff & Vale Carers Strategy, to be co-produced with the Cardiff & Vale Carers Planning and Strategy Group.*
- *Sustain and improve joint working with Vale of Glamorgan Council and Cardiff & Vale University Health Board particularly around the Carers' Measure work.*
- *Commission new services for Carers in full consultation with them.*
- *Ensure we increase the numbers of Carer Assessments ensuring that we engage with Carers well to ensure that their needs are recognised.*

11. The **CSSIW annual review and evaluation of performance report 2013-14**⁵

states the following:

- *Performance indicators show a reduction in the percentage of carers offered an assessment of needs and carers offered a service following an assessment... this is an area CSSIW would like to review in the coming year.*

12. The report goes on to identify the following specific area for improvement:

- a. *The Council should improve the number of adult carers assessments.*

⁵ Considered at a joint Children & Young People and Community & Adult Services scrutiny committee meeting 18th December 2014