



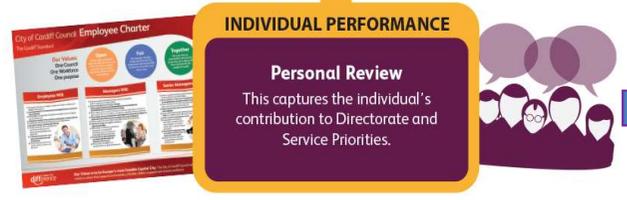
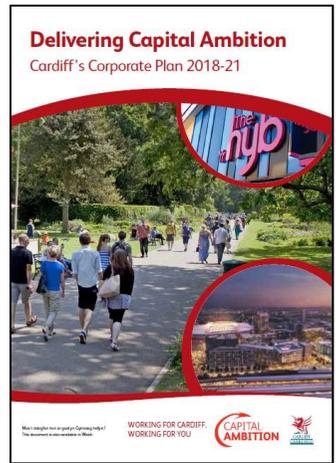
Community & Adult Services Scrutiny Committee

Claire Marchant, Director of Social Services
Directorate Delivery Plan – Social Services
3rd July 2019



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together





Outcomes – 2018/19

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

- People enabled to **make choices and take control** over care services they receive - Direct Payments.
- **Voices of people** are heard, better listened to and taken into account as a result of implementing a strengths based approach in Adult Services.
- People are better supported to experience **timely hospital discharge** and given information / advice about Council services and activities in their communities as a result of Get Me Home and Get Me Home + Service.

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

- More people with mental health problems **supported in the community** following expansion of Ty Canna.
- People experiencing **timely hospital discharge** to a more appropriate care setting - number of Delayed Transfers of Care for social care reasons (110 in 2018/19 which is the same as in 2017/18).
- **Quality of care experienced** by older people and their relatives in care home settings substantially improved by effective application of the Escalating Concerns procedure.

Taking steps to protect and safeguard people from abuse, neglect or harm

- Further **strengthening of safeguarding** for adults – outcome of service review.
- Consistent application of the Council's **Escalating Concerns Procedure**.
- Improvement in **awareness of safeguarding** across the Council by introduction of a new Corporate Safeguarding Policy and mandatory 'e'-learning module on Safeguarding Awareness.
- Improved **safeguarding partnership arrangements** through the Regional Safeguarding Boards.



Outcomes – 2018/19

Encouraging and supporting people to learn, develop and participate in society

- Life experience for adults with **visual impairment, hearing loss or dual sensory loss** is enhanced by access to appropriate information, equipment and services to facilitate independence of individuals.
- The **voice of people with Dementia** continues to be heard in achieving 'working towards' Dementia Friendly City status. **Staff awareness of dementia** improved through corporate training programme.
- Improved **quality of life for people with dementia** through the development of specialist day opportunities and working towards Dementia Friendly City status.

Supporting people to safely develop and maintain healthy domestic, family and personal relationships

- Better **meeting the complex needs of older and people with learning disabilities** in their local community by developing specialist targeted Day Opportunities.
- Positive impact on people and carers reported following opening of **Grand Avenue Day Centre**.
- **Reduced likelihood of carers reaching crisis point** by development of improved processes that will provide a better quality service.

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

- Better placed to enable more **people to remain as independent as possible** in their own homes.
- Better placed to **increase the range of accommodation options to meet the needs of older people** with physical frailty and dementia issues with the development of the Older Person's Housing Strategy.



Outcomes – 2018/19

Our workforce and how we support their professional role

- Improved **workforce planning** in Adult Services following involvement in Workforce Planning pilot.
- Improved service delivery by **supporting staff** to be better equipped to carry out their roles:
 - 10 seconded staff were on the Social Work degree course during the year.
 - 27 staff were supported to follow the Continuing Professional Education and Learning (CPEL) pathway during the year.
 - 26 newly qualified social workers enrolled the First Three Years in Practice program with 16 experienced staff trained as mentors to support them.
 - 7 Operational Managers supported to undertake Middle Manager Development Programme.
- Staff are better equipped to listen intelligently and communicate effectively following provision of training in relation to meaningful conversations.

Our financial resources and how we plan for the future

- Adult Services achieved **budget underspend** of £1.362 million against a budget of £111.368 million.
- **Improved / enhanced service delivery** leading to new ways of working and better outcomes for people as a result of additional funding from Welsh Government. £1.737 million in 2018/19 across Cardiff, Vale of Glamorgan and University Health Board for children with complex needs and adults with learning disabilities; £3.743 million in 2018/19 for older people.
- Successful **transformation bid** to Welsh Government by Regional Partnership Board being used to further develop prevention and resilient communities.



Wellbeing Objective: Cardiff is a Great Place to Grow Up

Directorate Plan

- Review pathways to Adult Services for children with **sensory impairments**
- Active and central role in planning for **transition to adulthood** for young people with additional learning needs
- Update guidance on **Multi–Agency Transition Planning**



Wellbeing Objective: Cardiff is a Great Place to Grow Older

Corporate Plan

- New model for **Community Resource Teams**, including Get Me Home Plus
- Implement **Discharge to Assess** model
- New way of delivering **domiciliary care**
- **Dementia Friendly City**
- Address **social isolation**



Wellbeing Objective: Cardiff is a Great Place to Grow Older

Directorate Plan

- Deliver a **rights based approach**
- Appropriately offer **Direct Payments** to people
- Ensure eligible **unpaid adult carers**, caring for adults, are supported
- Work with partners to maintain the reduction in **Delayed Transfers of Care** for social care reasons
- Conclude a **cost of care exercise** with care home providers



Wellbeing Objective: Cardiff is a Great Place to Grow Older

Performance Measures – Corporate Plan:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	Owner
Adults who are satisfied with the care and support they received	83.6%	TBC	85%	AD, Adult Services
Adults reporting that they felt involved in any decisions made about their care and support	76.7%	TBC	80%	AD, Adult Services
Percentage of adults who completed a period of re-ablement and have a reduced package of care and support 6 months later	85.3%	83.9%	N/A	Operational Manager
Rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	2.33	3.18	2.33	AD, Adult Services
Number of people who accessed the Community Resource Team	New	New	1,400	Operational Manager
Total hours of support provided by the Community Resource Team	New	New	30,000	Operational Manager
The percentage of Council Staff completing Dementia Friends training	New	New	40%	AD, Adult Services
The number of businesses pledging their commitment to work towards becoming Dementia friendly	New	New	40	AD, Adult Services
The number of Dementia Friendly City events held	New	New	200	AD, Adult Services



Wellbeing Objective: Safe, Confident & Empowered Communities

Corporate Plan

- **Corporate Safeguarding Policy**
- **Child and Adult Exploitation Strategy**
- **Implement the new All Wales Adult Safeguarding Procedures**
- **Implement improvement plans for Deprivation of Liberty Safeguards**
- **Implement a Regional Learning Disabilities Commissioning Strategy**
- **Implement recommendations of Community Services Review**
- **Continue implementation of strengths-based approach to social work practice**
- **Implement Healthier Wales proposals**
- **Implement requirements of RISCA**
- **Service and financial planning**



Wellbeing Objective: Safe, Confident & Empowered Communities

Directorate Plan

- **Raise awareness** of safeguarding among public and professionals
- Implement fully the improvement plan for **adult safeguarding**
- Implement new system of **provider quality assurance**
- Develop new **day opportunities** in Fairwater
- Develop and enhance **community support and day opportunities for adults and young people in transition with mental ill health** (Ty Canna)
- Develop a **locality operating model**
- Implement projects resulting from **additional funding**
- Implement Social Services **key commissioning priorities**
- Implement **new senior management arrangements**
- Identify and take forward opportunities to **strengthen our partnerships**
- Develop **performance frameworks**
- Embed **Quality Assurance Framework**
- Implement **CareFinance**
- Work with partners to promote **Public Health**



Wellbeing Objective: Safe, Confident & Empowered Communities

Performance Measures – Corporate Plan:

Key Performance Indicators	2017-2018 Result	2018-2019 Result	2019-2020 Target	Owner
Percentage of Council Staff completing Safeguarding Awareness Training	New	New	100%	Operational Manager
Percentage of adult protection enquiries completed within 7 working days	97.9%	84.0%	99%	Operational Manager
Number of domiciliary care workers registered with Social Care Wales	New	New	250	Operational Manager

