



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000

Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## PRESENTATIONS

**Committee**                    COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

**Date and Time  
of Meeting**                MONDAY, 14 SEPTEMBER 2020, 2.00 PM

Please see attached the Presentation(s) provided at the Committee Meeting

10            **Presentations** *(Pages 3 - 18)*

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# Local Authority Social Services Annual Report 2019/20 CASSC Update



CREV G WIR IN THESE STONES  
FEL GW YDR HORIZONS  
O F WR NALS AWENSING



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



# Local Authority Report

- Statutory duty of the Director of Social Services to produce an annual report to Council on the effectiveness of social services.
- Report format is prescribed nationally
- Tells local citizens and key stakeholders how arrangements for delivery of social care are working.
- The report highlights and celebrates good practice as well as areas for improvement
- Is the product of a process of planning, review and evaluation undertaken



# Underpinning evidence

Evidence is drawn from a range of sources, including:

- Directorate Delivery Plans
- Performance against Performance Indicators
- Management information
- Staff, partnerships and citizens
- Inspection reports and CIW performance appraisal
- Strategy documents
- Policy / procedure / practice documents



# Relationship between the Annual Report and Directorate Planning

The report and underpinning evidence:

- Evaluates progress in addressing priorities identified in the 2018/19 Annual Report and 2019/20 Directorate Delivery Plan.
- Informs Directorate Planning and sets out priorities for 2020/21.



# Director of SS Overview of AS

## Strengths:

- Learning disability commissioning strategy
- Single Point of Access for discharge and pink army
- Strength based practice
- Person centred services
- Fee setting strategy
- New supported living contracts
- Well developed domiciliary care
- RISCA registrations
- Dementia Friendly Cardiff
- Carer's Gateway
- Wales Safeguarding Procedures
- Adult safeguarding performance

## Areas for Improvement:

- Deprivation of Liberty Safeguards
- Improving intermediate care services ensuring quality standards and regulatory compliance
- Locality working and domiciliary care recommissioning
- Recruitment and retention of social workers
- Transition arrangements



# Looking to the Future – Corporate Priorities

- Align capacity and resources to address the **anticipated increase in need for social services** as a consequence of the impact of the COVID-19 on the most vulnerable citizens.
- Finalise the new **Corporate Parenting Strategy**, ensuring that all partners commit to delivering what matters to children and young people.
- Strengthen joint working between **preventative services for children and families** and multi-agency safeguarding arrangements.
- Promote a **culture of openness, learning and development** to improve understanding of the work that social services and the risks managed within the service,
- Enhance **workforce planning and development** to support achievement the right workforce to support the highest quality practice and outcomes for people





# Looking to the Future – Adult Services Priorities

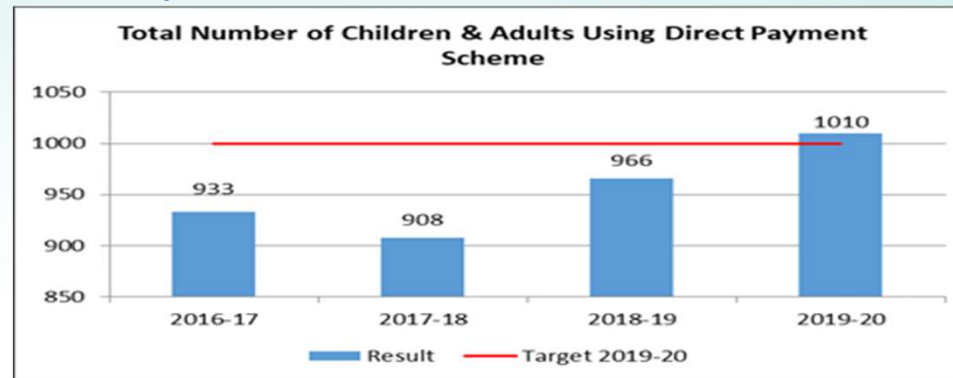
- Finalise **Adult Services Strategy** which includes all of the following:
- Progress the community services transformation for intermediate care services: **Community Resource Team**.
- Progress the **all age disability** programme of work to include the Child Health & Disability commissioning strategy.
- Progress the **locality model** - which includes service re-structure across all adult services teams, complete and implement strengths based programmes, such as Quality Assurance.
- Deliver **key commissioning priorities** – re-commissioning of domiciliary care.
- 



# Co-produce personal well-being outcomes

## Achievements

- Strengths based approach
- Creation of All Age Disability Service
- Increased use of Direct Payments



## Challenges / Risks

- Timeliness of DoLS assessments
- Implementing new model for CRT

## Priorities

- Rights based approach
- Transition to adulthood
- Fully implement enabling support and care



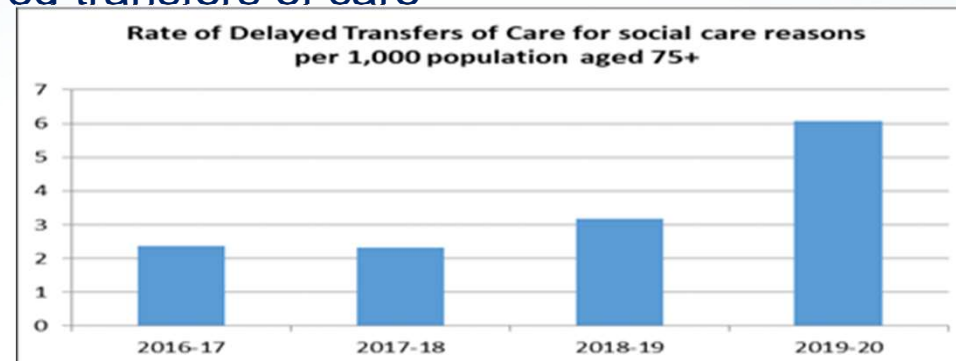
# Physical and mental health and emotional well-being

## Achievements

- Pentyrch Street Housing Project
- Regional Learning Disabilities Commissioning Strategy
- Ty Canna community support for people with mental health problems

## Challenges / Risks

- Work towards implementing future model of Community Mental Health Services
- Rate of delayed transfers of care



## Priorities

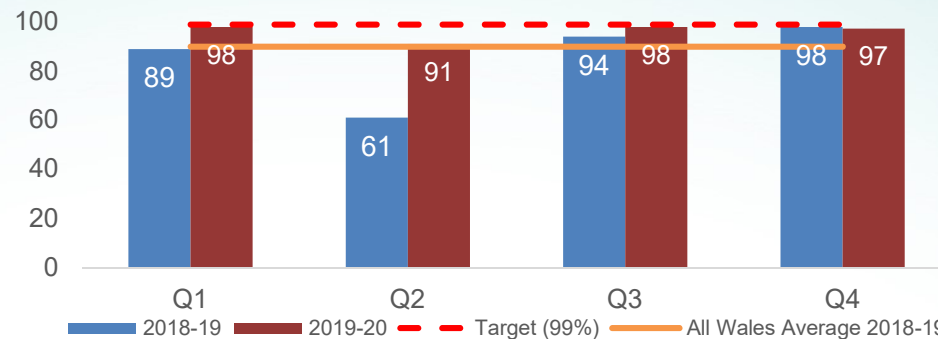
- Community support and day opportunities for adults and young people in transition with mental ill health
- Improve pathways for people experiencing mental health issues



# Protect and safeguard people from abuse, neglect or harm

## Achievements

- Wales Safeguarding Procedures
- Further strengthening of safeguarding for adults
- Strengthened role of DSLO
- Improved timeliness of completion of 7 day enquiries from 84% to 96%



## Challenges / Risks

- Fully embedding corporate response to safeguarding
- Embedding QA framework

## Priorities

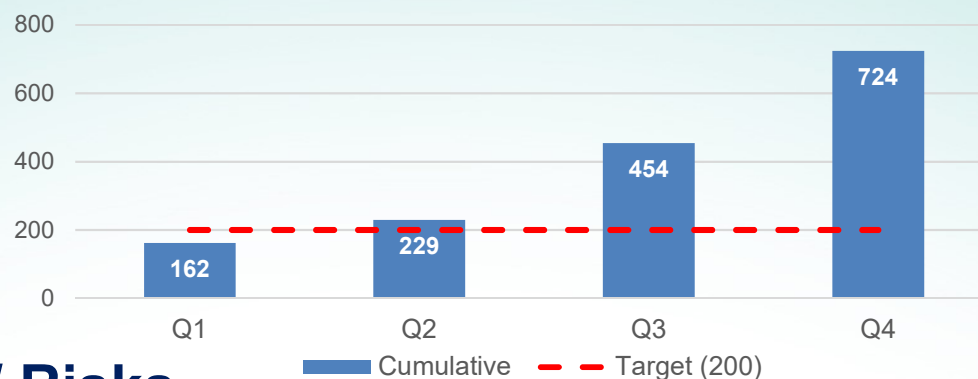
- Corporate safeguarding
- QA Framework
- Further develop provider QA systems
- Implement Emergency Duty Improvement Plan



# Learn, develop and participate in society

## Achievements

- Working towards Dementia Friendly City status and the number of Dementia Friendly events held



## Challenges / Risks

- Addressing social isolation
- Implementing Healthier Wales proposals

## Priorities

- Social isolation
- Healthier Wales proposals
- Use of technology



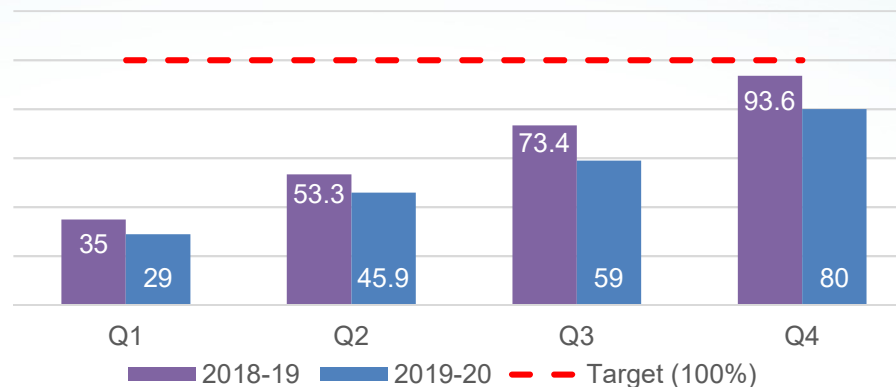
# Healthy domestic, family and personal relationships

## Achievements

- Access to day opportunities
- Improved recognition and identification of carers

## Challenges / Risks

- Completion of carers assessments



## Priorities

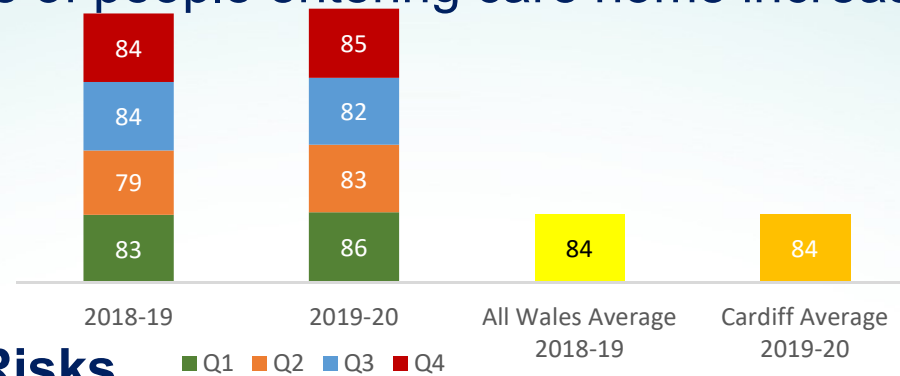
- Implementation of regional Carers Strategy



# Economic well-being, social life and suitable accommodation

## Achievements

- Reablement approach to care and support
- Development of new way of delivering domiciliary care
- Average age of people entering care home increased from 82 to 84



## Challenges / Risks

- Delayed transfers of care

## Priorities

- Day opportunities for people with learning disabilities
- Commence implementation of new way of delivering domiciliary care



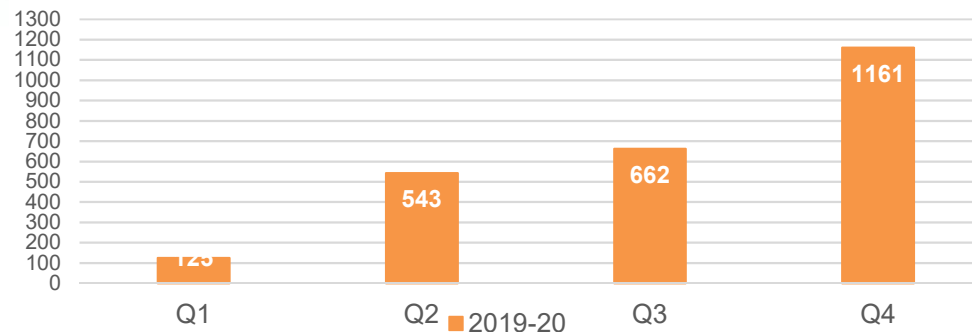
# Workforce

## Achievements

- New senior management arrangements in place
- Staff training and development programme
- Strengths based approach
- **10** Social Services staff seconded onto Social Work degree course

## Challenges / Risks

- RISCA, although number of registrations have increased



## Priorities

- Locality operating model





# *Financial resources*

## **Achievements**

- 2019/20 outturn
- Completion of cost of care exercise
- WG funding
- Implementation of CareFinance
- Development of performance frameworks

## **Challenges / Risks**

- Impact of demand on budget

## **Priorities**

- Development of Adult Services Strategy
- Implement key commissioning requirements
- Implement Eclipse



# Any questions?

