



Local Authority Report Effectiveness of Social Services 2018/19



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



Local Authority Report

- Tells local citizens and key stakeholders how arrangements for delivery of social care are working.
- Is the product of a process of planning, review and evaluation undertaken in the Social Services Directorate to evaluate the effectiveness of services and drive continuous improvement.
- The development and presentation of the report is a legal duty of the statutory director of social services set out in the Social Services and Well-being (Wales) Act (2014).
- The format of the annual report is nationally prescribed



Underpinning evidence

Evidence is drawn from a range of sources, including:

- Directorate Delivery Plans
- Performance against Welsh Government performance indicators
- Management information including internal quality assurance
- Engagement with staff and people
- Feedback from complaints, compliments and Member Inquiries
- Inspection reports, internal audit and external reviews

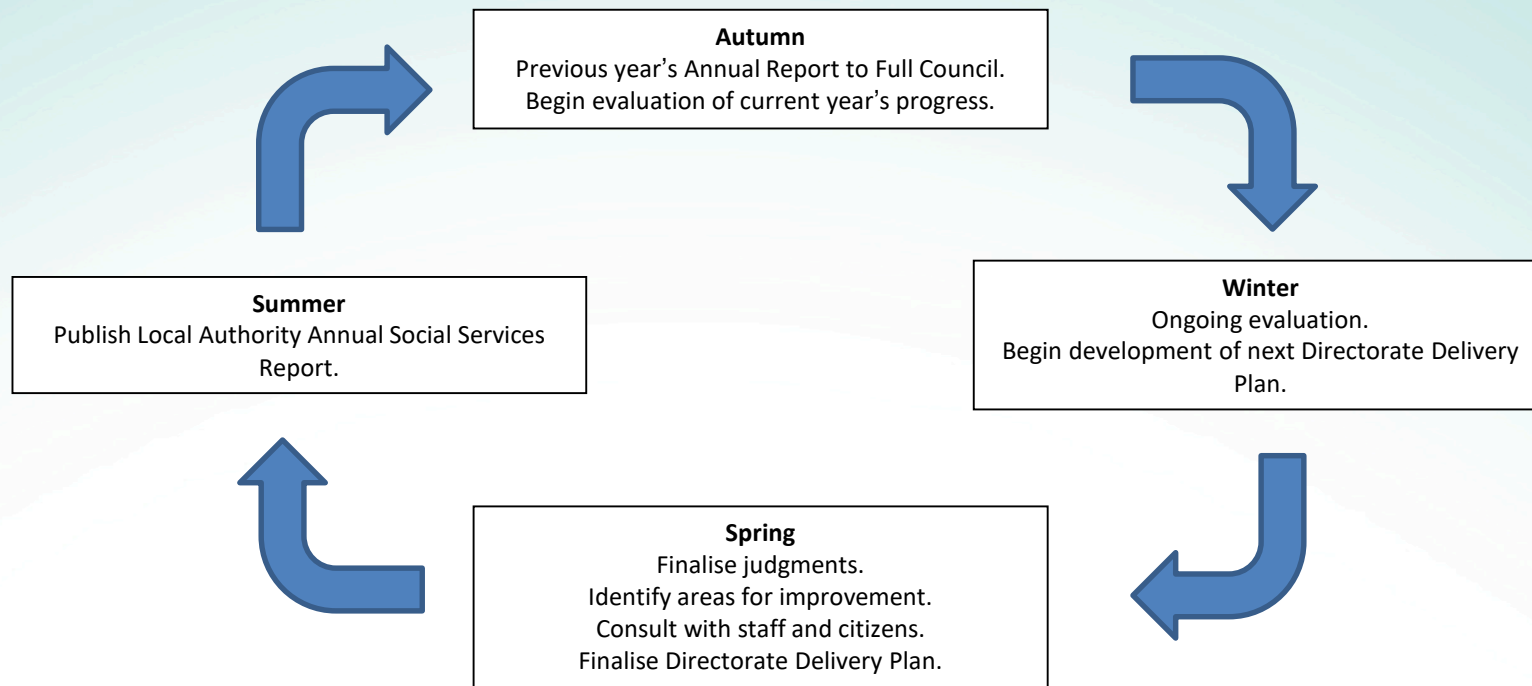


Ethos underpinning annual report

- Clear on the evidence used to give a rounded evaluation of performance
- Celebrate our strengths and understand what good looks like.
- Open and transparent in respect of the areas where we need to improve.
- Have clear, prioritised and evidence based plans to address the areas where improvement is needed.



Continuous Cycle



Headline messages

Many strengths to celebrate

In adult services....

- Preventative services for adults are well developed.
- There are very low delays in transfers of care between hospital and community.
- We have leading edge integrated dementia services in Grand Avenue.
- There is evidence of strength based working in mental health and learning disability services which are supporting more people out of traditional day services.



Headline messages

In children's services

- There is clear evidence of developing strength based practice as all areas strive to embed signs of safety.
- There is excellent practice in working with teenagers at risk of becoming looked after or exploited through the Adolescent Resource Centre (ARC) and the work of the Think Safe team.
- There are excellent internal services in Crosslands.



Headline messages

Areas for improvement...

Children's Services

- Move away from reliance on agency workers in Children's Services.
- Implement a new approach to early intervention and prevention
- Support more children to end their period of being looked after more quickly.
- Urgently address issues in respect of sufficiency and supply of the right accommodation and support services

Adult Services

- We need to implement strength based practice and move towards outcome focussed, locality commissioning.



Future Challenges for Cardiff Social Services

- Recruiting, retaining and developing a permanent social care workforce with the right values, skills and experience and eliminating the need for agency workers.
- Delivering a three year plan that combines service and financial planning based on robust evidence and business cases.
- Delivering a rights based approach across Adult and Children's Services
- Implementing an Exploitation Strategy to encompass new and emerging themes of exploitation.
- Implementing work resulting from successful transformation bid proposal and progressing additional transformation proposal bids.
- Implementing an all age approach to disability that works with children, young people, adults and families across the life course
- Implementation, with partners, of new All Wales Safeguarding Procedures.



Future Challenges for Cardiff Children's Services

- Implementing and embedding early help services
- Achieving the cultural change required to consistently embed use of the Signs of Safety model of practice across Children's Services and with partners.
- Commissioning sufficiency of the right type of services in Cardiff to meet the needs of children looked after effectively and cost effectively, alongside safely reducing the number of children who need to be looked after.
- Working with Councillors and Members to ensure that the Council is fulfilling its corporate parenting responsibilities for the increased number of children looked after.
- Moving to locality working to enable staff to work closely in partnership with school clusters, early help services, health services and police to promote the well-being and protection of children.



Future Challenges for Cardiff Adult's Services

- Achieving the cultural change required to embed a strengths based approach to social work with adults.
- Sustainability of the domiciliary and nursing care market – working with providers to implement the requirements of the Regulation and Inspection of Social Care (Wales) Act 2016. 3
- Developing locality working which connects people with care and support needs to community assets reducing the need for long term social care support.
- Developing integrated working with public service partners.



Chapters in the Report

- Working with people to define and co-produce personal well-being outcomes that people wish to achieve.
- Working with people and partners to protect and promote people's physical and mental health and emotional well-being.
- Taking steps to protect and safeguard people from abuse, neglect or harm.
- Encouraging and supporting people to learn, develop and participate in society.
- Supporting people to safely develop and maintain healthy domestic, family and personal relationships.
- Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.
- Our workforce and how we support their professional roles.
- Our financial resources and how we plan for the future.
- Our partnership working, political and corporate leadership, governance and accountability.



Co-produce personal well-being outcomes

Achievements

- Signs of Safety / strengths based approach
- Increased use of Direct Payments
- Get Me Home and Get Me Home+

Challenges / Risks

- Timeliness of DoLS assessments
- Assessments / services for young carers

Priorities

- Rights based approach
- Transition to adulthood
- New model for Community Resource Teams



Physical and mental health and emotional well-being

Achievements

- Admission to care prevented for **53** young people by the ARC
- Ty Canna community support for people with mental health problems

Challenges / Risks

- Managing demand and complexity in Children's Services
- Community Services Review

Priorities

- New delivery model for Early Help in Children's Services
- Implement regional Learning Disability Commissioning Strategy



Protect and safeguard people from abuse, neglect or harm

Achievements

- Improved awareness in some communities
- Further strengthening of safeguarding for adults
- Corporate Safeguarding Policy and e-learning
- Regional and Local Safeguarding Boards

Challenges / Risks

- Transition of cases between MASH and I&A
- Number of providers in Escalating Concerns

Priorities

- Implement new All Wales Safeguarding Procedures
- Embed Quality Assurance Framework across Social Services



Learn, develop and participate in society

Achievements

- **91.4% (32 / 35)** of children looked after achieved core subject indicator at key stage 2
- Bright Start Traineeship Scheme - **42** traineeships; **3** went on to paid employment opportunities
- Work towards Child Friendly Cardiff
- Working towards Dementia Friendly City status

Challenges / Risks

- Low rate of children returned home from care
- Availability and quality of placements for CLA

Priorities

- Commissioning Strategy
- Healthier Wales proposals



Healthy domestic, family and personal relationships

Achievements

- More children supported to remain living with family members
- Permanence secured– **42** adoptions
- Specialist Day Opportunities, including Grand Avenue

Challenges / Risks

- Relatively low numbers of kinship carers
- High number of children on Care Orders living with parents

Priorities

- Improve court care planning arrangements
- Support for unpaid adult carers
- Develop day opportunities in Fairwater



Economic well-being, social life and suitable accommodation

Achievements

- **19** care leavers in higher education
- Reablement approach to care and support
- Supported living for people with substance misuse issues and adults with a learning disability
- Older Person's Housing Strategy

Challenges / Risks

- Improving number of care leavers in ETE
- Improving outcomes related to homelessness

Priorities

- Understand impact of poverty
- Delayed transfers of care



Workforce

Achievements

- Improved workforce planning
- Workforce Strategy for Children's Services
- Decision making panels
- **10** staff seconded onto Social Work degree course
- Signs of Safety and strengths based approaches

Challenges / Risks

- RISCA
- Vacancies and agency social workers in Children's Services

Priorities

- Locality operating model
- New senior management arrangements



Financial resources

Achievements

- Adult Services achieved budget underspend of **£1.362 million**
- Transformation funding bid
- Children's Services Strategy

Challenges / Risks

- Fee setting methodologies
- Finance system

Priorities

- Service and financial planning
- Implement key commissioning requirements
- Develop performance frameworks



Political leadership, governance and accountability

Achievements

- Strong role of Regional Partnership Board
- Progressing Healthier Wales
- Approval of Transformation 1 Proposal
- Exploitation Strategy

Areas of Concern

- Community Services Review
- Transformation 2 Proposal not yet approved

Priorities

- Strengthen our partnerships

