

ADULT SERVICES

PERFORMANCE REPORT

QUARTER 2 2019-20



APPENDIX B

Executive Summary

What is working well?

- The new '**Wales Safeguarding Procedures**' have been finalised and will be launched in partnership with Welsh Government and Cardiff and Vale Regional Safeguarding Boards during National Safeguarding week 2019 (18th – 24th November). Assembly Ministers will be in attendance at the launch. An 'app' that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously.
- Community Resource Teams (CRT) are currently working with Vanguard and Cardiff and Vale University Health Board to trial a different way of working to **support more people being discharged from hospital through a reablement pathway**. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers, Care Workers and Social Workers. The team is based in the South East CRT office and the trial will last 12 weeks, after which time it will be reviewed and evaluated.
- The refurbishment of **Fairwater Day Centre** has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. The focus of the refurbishment work at Fairwater was to provide a high quality environment in which to deliver the day service for individuals with high care and support needs and / or dementia. Dementia friendly design was utilised for the delivery of an appropriate environment and to enhance the experience for users. All design features were chosen to create spaces that facilitate a positive environment and atmosphere for all, including people with sensory, cognitive or physical impairments. These features also support the staff group in their work setting. The new layout and the improved facilities are having a positive impact on the delivery of services and generating a calm and relaxed atmosphere in which to engage in social activities and to deliver quality care and support. Fairwater Day Centre was formally opened by the Minister for Health & Social Care, Cabinet Member for Social Care and Health and Director of Social Services on 2nd September 2019.

What are we worried about?

- Progress in relation to the **Registration and Inspection of Social Care (Wales) Act 2016** continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. There is a significant programme of support to providers and the social care workforce to achieve registration within the timescales and the work in Cardiff has been positively recognised by Social Care Wales.
- **Delayed transfers of care** - Winter pressures have over run into the spring / summer months with Welsh hospitals operating at high levels of escalation. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level 4 status, described as "extreme pressure" over the summer months, which is the highest state of pressure for a hospital.

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There were 17 delayed transfers of care for social care reasons for people aged 75+ in July and August, compared with 7 in the same period last year. There has been a significant increase in the number of people admitted which impacts on capacity to discharge.

What do we need to do?

- **Registration and Inspection of Social Care (Wales) Act 2016** - Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration.
- **Delayed Transfers of Care** - The Community Resource Teams are working closely with Health to mitigate against these extreme pressures and will implement a single point of discharge for all care related discharges in Quarter 3.

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First Point of Contact and Prevention

| What is working well? | What are we worried about? | What do we need to do? |
|---|--|---|
| <ul style="list-style-type: none"> Community Resource Teams (CRT) are currently working with Vanguard and Cardiff and Vale University Health Board to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers and Social Workers. The team is based in the South East CRT office and the trial will last 12 weeks, after which time it will be reviewed and evaluated. Right sizing exercise undertaken to understand demand at all stages from discharge to domiciliary care and residential / nursing placement. New Operational Manager for Direct Services in post to support the above trial. Building on the success of the Independent Living Service information, advice and assistance to hospital patients, with regards to social isolation, has been improved with the introduction of 'Get Me Home Plus' / 'Discharge to Assess'. This type of model allows a person's level of independence and care needs to be assessed in a familiar environment. Tools such as Dewis Cymru and knowledge of groups and 3rd Sector organisations are used to connect | <ul style="list-style-type: none"> Capacity in the domiciliary care market is still fragile. Increase in number of Delayed Transfers of Care - 17 people aged 75+ in July and August, compared with 7 in the same period last year. Transformation funding has only been secured for 18 months. Provision of necessary support to businesses to deliver positive change and training in relation to Dementia Friendly Cardiff. | <ul style="list-style-type: none"> Ongoing dialogue with providers. Test and learn session with Institute of Public Care in relation to future model. CRT working closely with Health. Understand the impact of services funded through short term grant funding such as Integrated Care Fund (ICF) and Transformation Fund to support sustainable long term investment. A project targeting a community high street is to be piloted as a new approach to dementia friendly businesses within the City. |

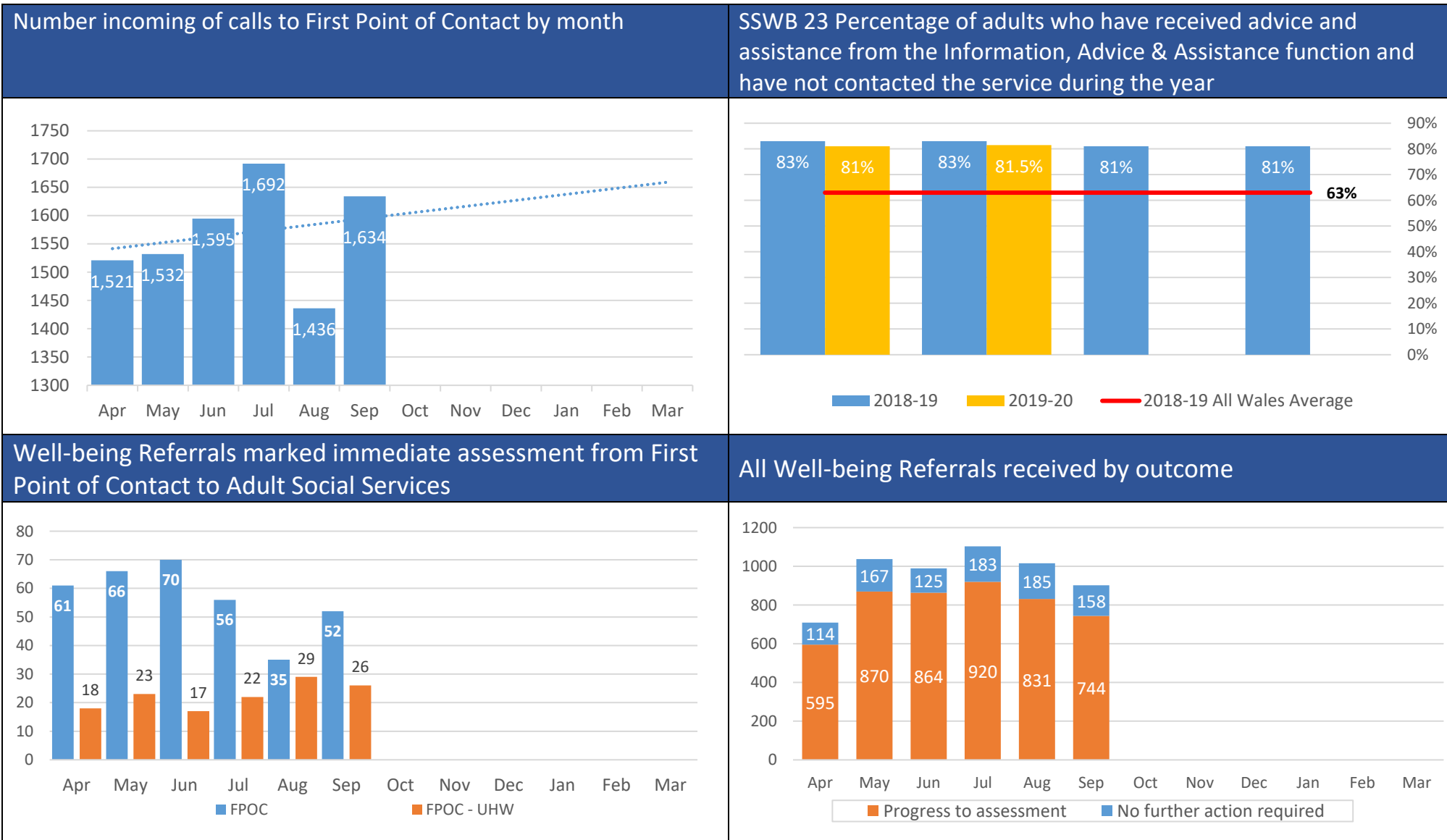
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| <p>people to what matters to them in their communities.</p> <ul style="list-style-type: none"> • Dementia Friends e-learning module successfully launched and recognised as best practice with approaches from Rhondda Cynon Taff and Welsh Government. • Collaborative Conversations strength based training continues to be rolled out across Adult Services and is positively received by all the teams who have experienced it. It draws on the positive aspects of people's lives and concentrates on the outcomes that are meaningful to that individual. Staff are engaging in the training and are enthusiastic to engage with implementation. A member of staff commented about the training "It's improved my practice overnight". | | |
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Key Statistics

- Number of Well-being Referrals:
 Mental Health Services for Older People: April: 10, May: 11, June: 13, July: 25, August: 17, September: 11
 Learning Disabilities: April: 7, May: 2, June: 4, July: 7, August: 1, September: 1
 Community Alcohol & Drug Team and City Centre Team: April: 9, May: 6, June: 8, July: 12, August: 8, September: 11
 Hospital UHW & UHL: April: 33, May: 48, June: 38, July: 37, August: 31, September: 20
 UHW First Point of Contact: April: 48, May: 71, June: 67, July: 84, August: 136, September: 136
- Well-being Referrals pending as at 30th September: 25
- Well-being Referrals outcome progress to safeguarding: April: 3, May: 1, June: 2, July: 0, August: 0, September: 2
- Referrals into Adult Assessment: April: 60, May: 56, June: 40, July: 50, August: 55, September: 47
- Referrals into Adult Assessment Team relating to capital limit threshold for care home placements (dropped funds in self-funding care home placements): April: 8, May: 8, June: 2, July: 5, August: 8, September: 6
- Referrals into Adult Assessment Team relating to visual impairment: April: 5, May: 7, June: 5, July: 2, August: 10, September: 2
- Referrals into Adult Assessment Team relating to hearing impairment: April, May & June : 0, July: 3, August: 2, September: 1

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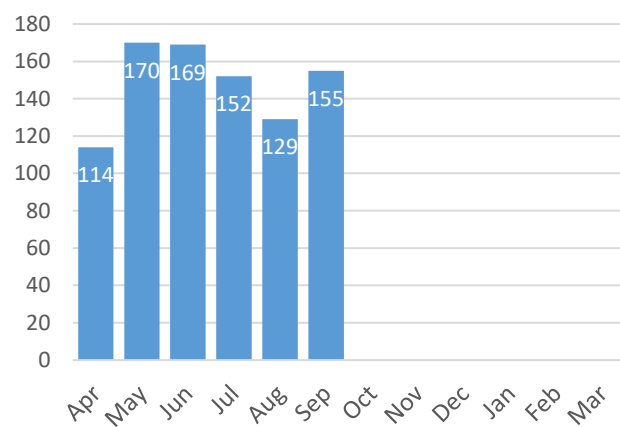
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Of the 1,072 referrals received by First Point of Contact in Quarter 2, 143 were marked for immediate assessment by Adult Social Services. An additional 356 referrals were received by FPoC UHW, 77 of which were marked for immediate assessment by Adult Social Services.

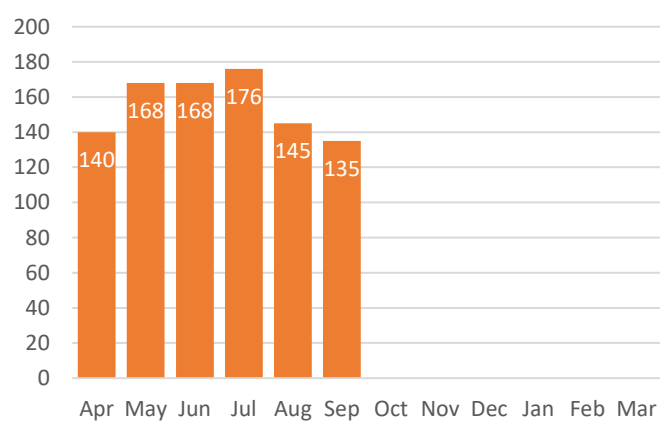
Includes all referrals to Adult Services; the majority of which come through FPoC and FPoC UHW. Does not include referrals to Community Mental Health Teams. There was an increase in demand from Q1 to Q2 2019-20:
 2019-20; Q1 = 2,747 referrals; 2,329 progressed to assessment (85%).
 2019-20; Q2 = 3,051 referrals; 2,495 progressed to assessment (82%).

Source of referral

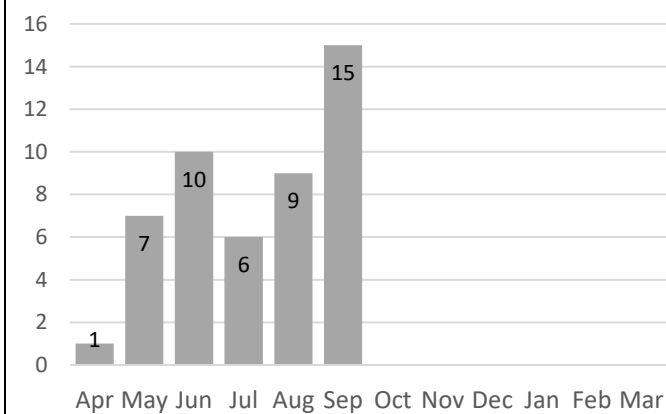
Self



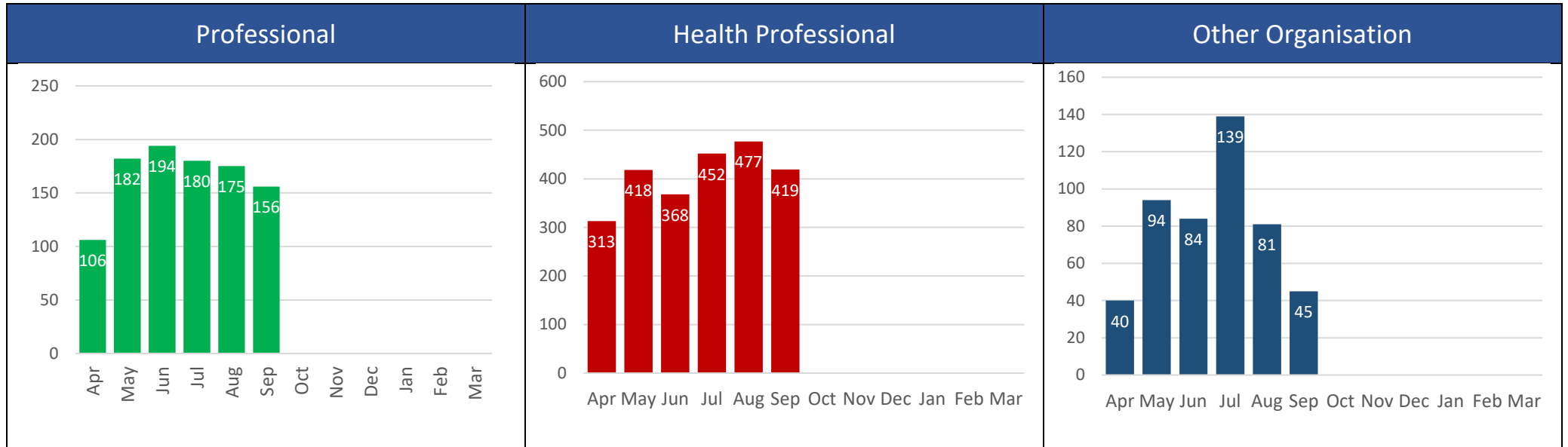
Family



Carer



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Assessment and Outcome Focussed Care Planning

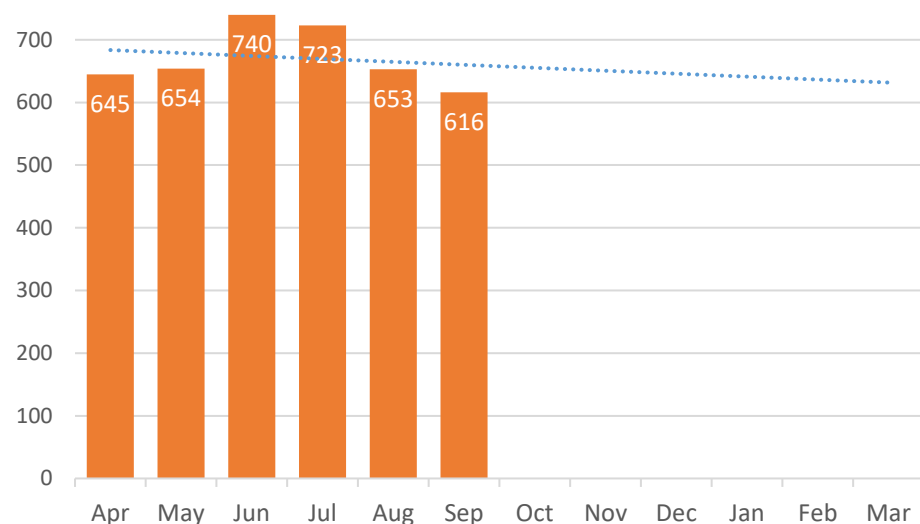
| What is working well? | What are we worried about? | What do we need to do? |
|--|---|---|
| <ul style="list-style-type: none"> • Collaborative Communications training in relation to a strength based model for Adult Services is being very well received by staff. • The recommissioning of domiciliary care is progressing well. The vision statement and purpose have been drafted. The new model is being co-produced with providers which is critical to achieving the vision of outcome focussed, locality based sustainable care. • The refurbishment of Fairwater Day Centre has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. • Direct Payments and Direct Payments Support Service delivering a service with an increase of individuals using Direct Payments across Children’s and Adult Service. 907 adults and children in receipt of Direct Payments during the quarter. • Continued engagement with third sector organisations and voluntary groups that support carers to raise carer awareness. | <ul style="list-style-type: none"> • Embedding strength based practice across the whole workforce. • There are risks in the timing of the re-commissioning of domiciliary as the timescales align with the requirement for the domiciliary care workforce to be registered by April 2020. • Capacity of existing day centres to meet demand. • Progress in relation to the Community Services Review of mental health services. • Capacity within Adult Services Mental Health teams to complete Deprivation of Liberty Safeguards (DoLS) assessments. | <ul style="list-style-type: none"> • Further sessions for Adult Services to be arranged over the next 6 months for 122 staff. • Ensure a relationship based approach to commissioning. • New referrals and additional requests from existing users being closely monitored via new Adult Service Panel. • The Assistant Director of Adult Services is co-chairing a project with the Assistant Police and Crime Commissioner to develop mental health pathways. It is anticipated this work will overtake the Community Services Review in setting the strategic direction for adult mental health services across Cardiff and the Vale of Glamorgan. • Continue to implement action plan to improve timeliness of DoLS assessments and review of regional service underway. Best Interest Assessors recruited and training commenced. |

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Key Statistics

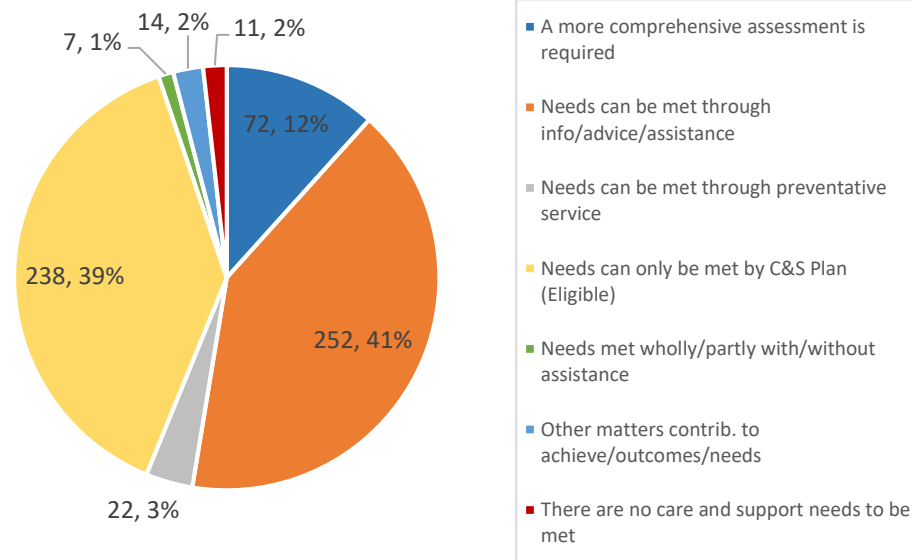
- Number of completed Well-being Assessments in secure estate: April & May : 0, June: 2, July: 1, August: 0, September: 0
- Number of people who had review: April - September: 2299
- At the referral and/or assessment stage, 16% of adults answered No to "is the person able to participate fully in the assessment, Care & Support Planning or safeguarding process (529/ 3,342 people). Of those, 90%, 476 people had an appropriate person to assist them, 2% (13) answered no and 8% (40) did not have the answer recorded.
- Number of Care & Support Plans outcome No Longer Required: April - September: 29

Number Well-being Assessments completed by month



The number of well-being assessments completed decreased by 47 in Quarter 2 2019-20 compared with Quarter 1 2019-20:
 Q1 2019-20 = 2,039; Q2 2019-20 = 1,992

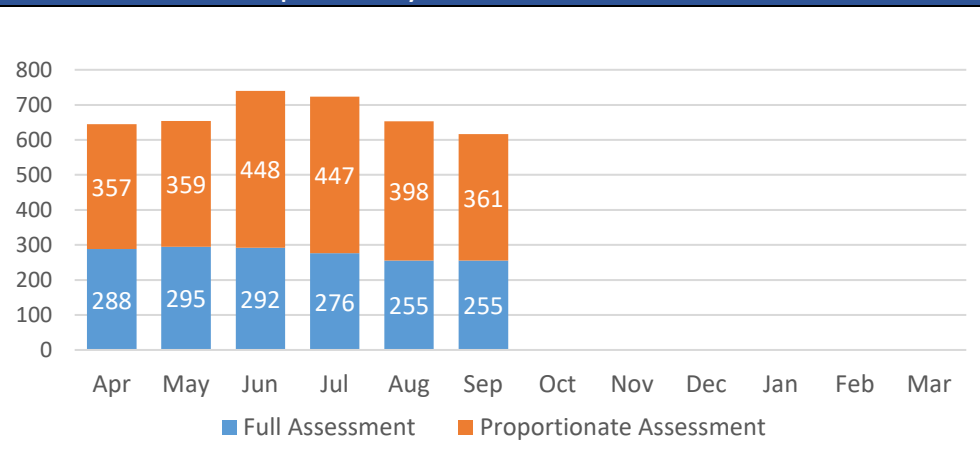
Number of Well-being Assessments completed by outcome September 2019



Of the 1,992 well-being assessments completed in Quarter 2, 42% (831) people's needs could be met through provision of information, advice and assistance and 36% (717) required a care and support plan.

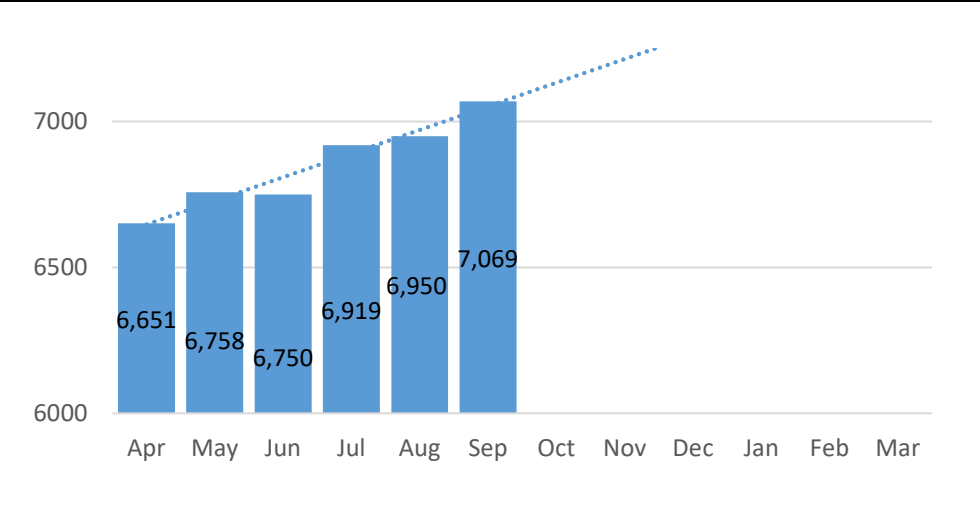
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Number of Well-being Assessments - Proportionate and Full Assessments completed by month

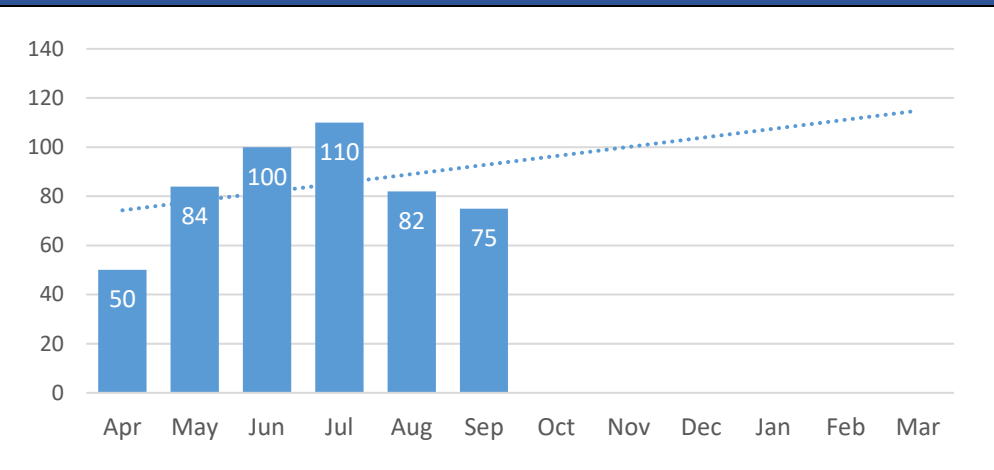


There was a reduction (of 89) in the number of full assessments completed during the quarter.

Number of open cases

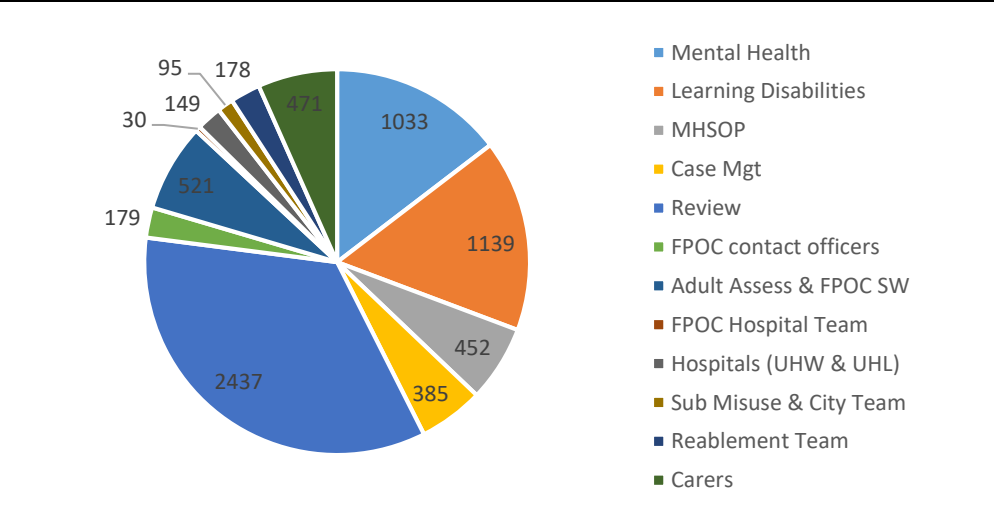


Number of Well-being Carers Assessments completed by month



267 carers assessments were completed in Quarter 2 compared with 234 in Quarter 1.

Number of open cases per team August 2019

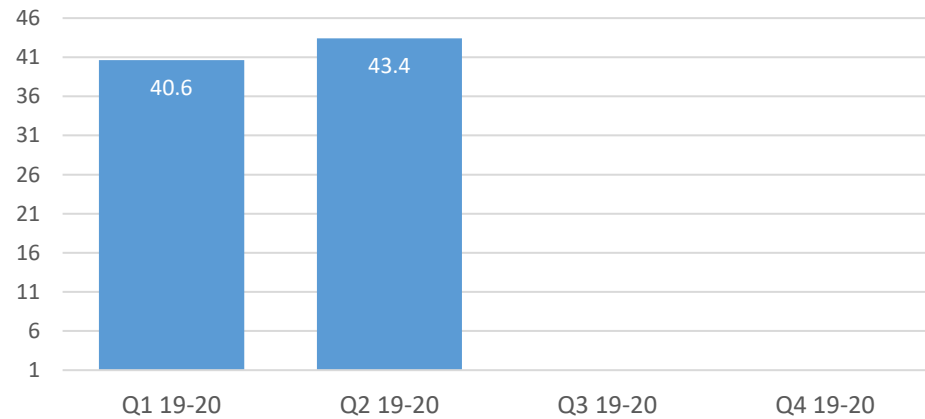


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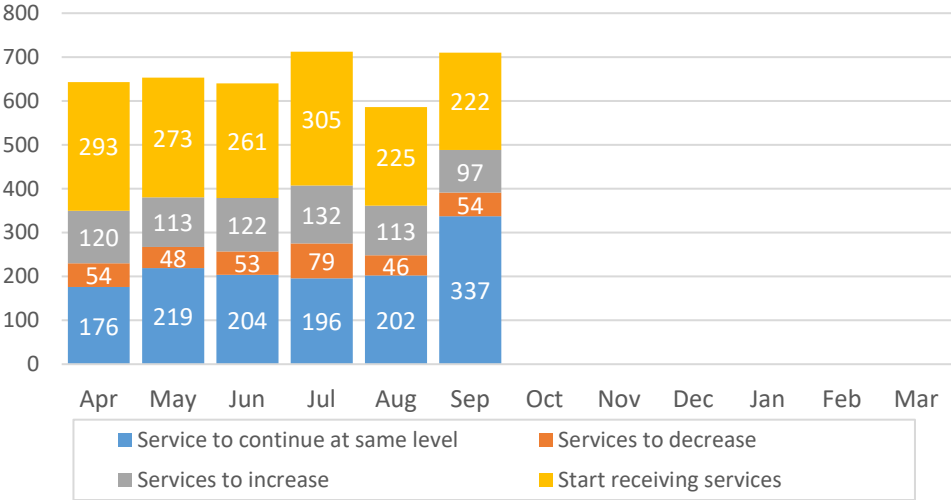
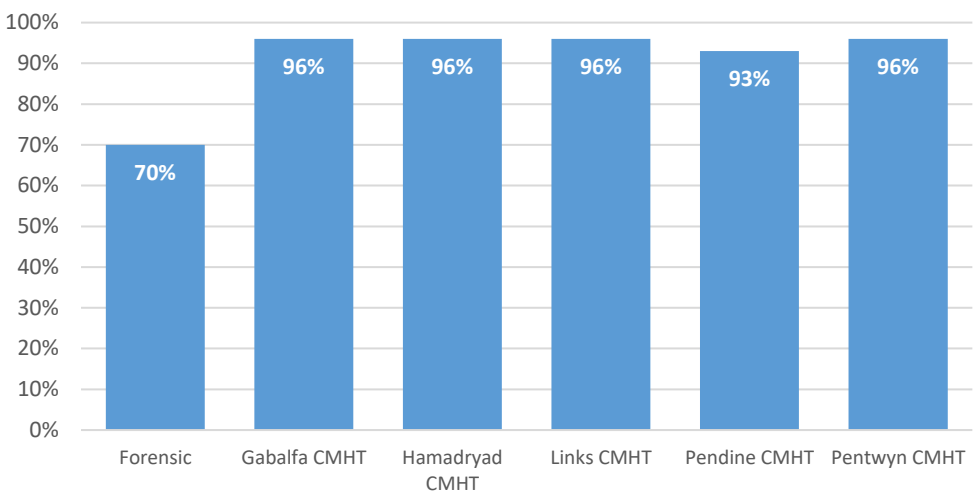
There were 7,069 open cases at the end of September 2019. The increase in number of open cases is primarily attributable to changes in the Carers Team. Carers now remain open should they want to get in touch.

2,437 cases were managed by the review team; 1,139 were people with a learning disability and 1,033 were people with mental ill health.

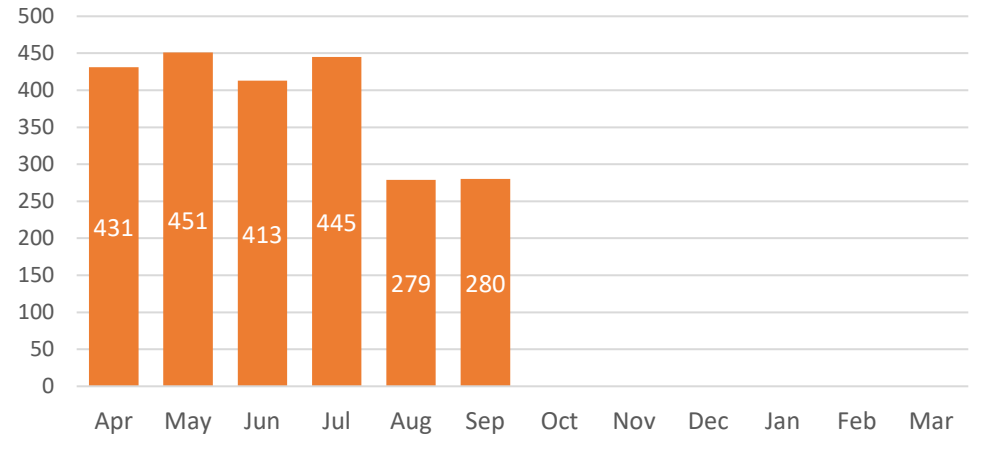
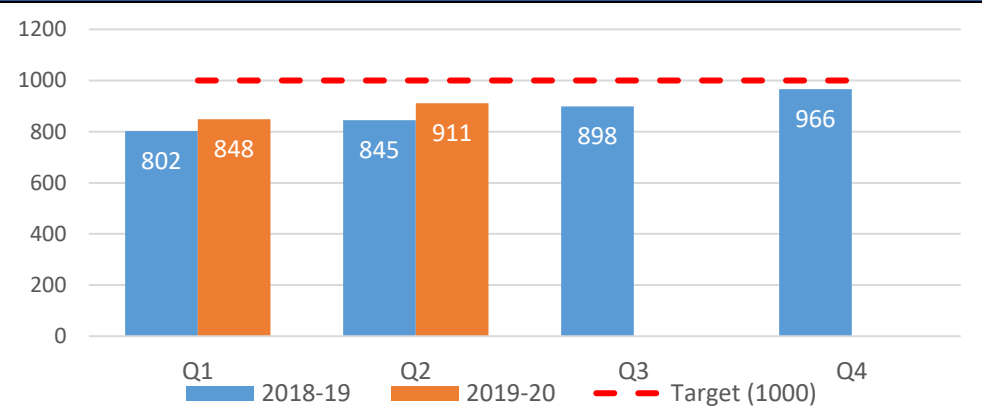
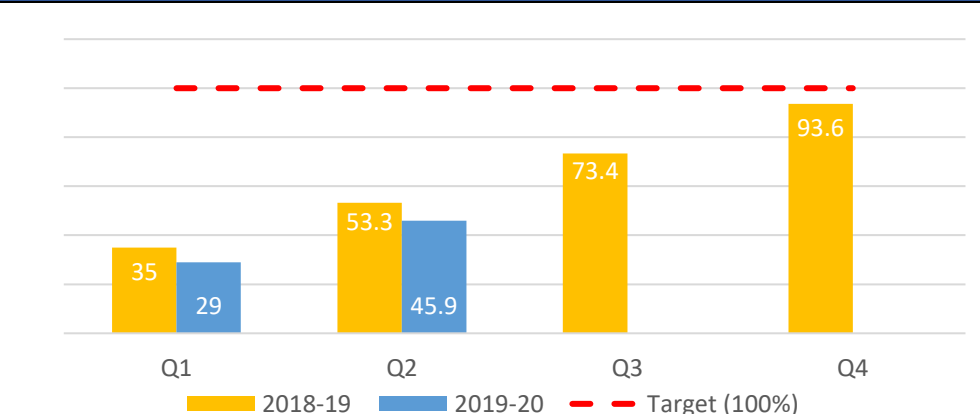
Average caseload (FTE)



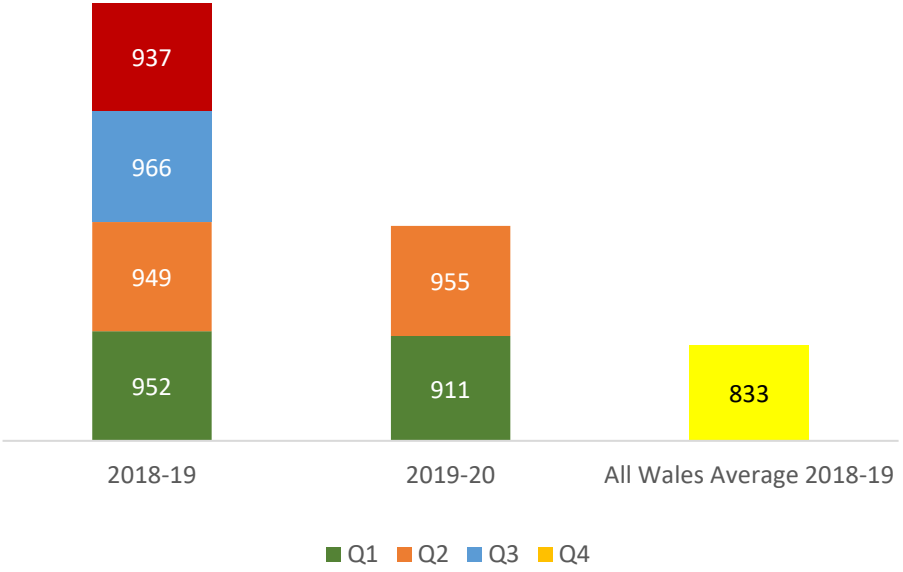
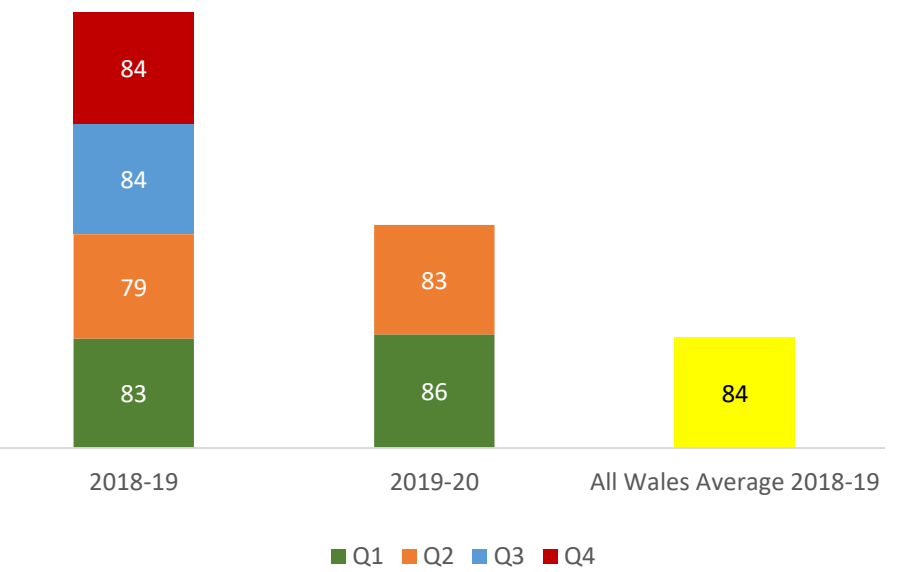
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| Number of Care & Support Plans completed by outcome | Community Mental Health – Percentage of people with and Care and Treatment Plan | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-----------------------------------|----------------------|--------------------------|--------------------------|-----|-----|----|-----|-----|-----|-----|----|-----|-----|-----|-----|----|-----|-----|-----|-----|----|-----|-----|-----|-----|----|-----|-----|-----|-----|----|----|-----|---|----------|------------|----------|-----|--------------|-----|----------------|-----|------------|-----|--------------|-----|--------------|-----|
|  <table border="1"> <caption>Number of Care & Support Plans completed by outcome</caption> <thead> <tr> <th>Month</th> <th>Service to continue at same level</th> <th>Services to decrease</th> <th>Services to increase</th> <th>Start receiving services</th> </tr> </thead> <tbody> <tr> <td>Apr</td> <td>176</td> <td>54</td> <td>120</td> <td>293</td> </tr> <tr> <td>May</td> <td>219</td> <td>48</td> <td>113</td> <td>273</td> </tr> <tr> <td>Jun</td> <td>204</td> <td>53</td> <td>122</td> <td>261</td> </tr> <tr> <td>Jul</td> <td>196</td> <td>79</td> <td>132</td> <td>305</td> </tr> <tr> <td>Aug</td> <td>202</td> <td>46</td> <td>113</td> <td>225</td> </tr> <tr> <td>Sep</td> <td>337</td> <td>54</td> <td>97</td> <td>222</td> </tr> </tbody> </table> | Month | Service to continue at same level | Services to decrease | Services to increase | Start receiving services | Apr | 176 | 54 | 120 | 293 | May | 219 | 48 | 113 | 273 | Jun | 204 | 53 | 122 | 261 | Jul | 196 | 79 | 132 | 305 | Aug | 202 | 46 | 113 | 225 | Sep | 337 | 54 | 97 | 222 |  <table border="1"> <caption>Community Mental Health – Percentage of people with and Care and Treatment Plan</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Forensic</td> <td>70%</td> </tr> <tr> <td>Gabalfa CMHT</td> <td>96%</td> </tr> <tr> <td>Hamadryad CMHT</td> <td>96%</td> </tr> <tr> <td>Links CMHT</td> <td>96%</td> </tr> <tr> <td>Pendine CMHT</td> <td>93%</td> </tr> <tr> <td>Pentwyn CMHT</td> <td>96%</td> </tr> </tbody> </table> | Category | Percentage | Forensic | 70% | Gabalfa CMHT | 96% | Hamadryad CMHT | 96% | Links CMHT | 96% | Pendine CMHT | 93% | Pentwyn CMHT | 96% |
| Month | Service to continue at same level | Services to decrease | Services to increase | Start receiving services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr | 176 | 54 | 120 | 293 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 219 | 48 | 113 | 273 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun | 204 | 53 | 122 | 261 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul | 196 | 79 | 132 | 305 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug | 202 | 46 | 113 | 225 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep | 337 | 54 | 97 | 222 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category | Percentage | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Forensic | 70% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gabalfa CMHT | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hamadryad CMHT | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Links CMHT | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pendine CMHT | 93% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Pentwyn CMHT | 96% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Of the 2,024 Care & Support Plans completed in Quarter 2, 752 started receiving, 735 continued with the same level of service, services increased for 342 people and decreased for 179 people.</p> | <p>Of the 3,128 people open to Community Mental Health services at 30th September 2019, 93% (2,911) had a Care & Treatment Plan.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| Number of Care & Support Plan reviews completed | Number of pending reviews | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-------------------|---------------|---------------|-----|-----|-----|------|-----|-----|-----|------|-----|-----|--|------|-------|---------------------------------|----|----------------------|---|-------------------------------------|---------|----------------|---------------|----------------|----|-----------------------|-----|-------|------|-------------|-----|--------------|------------|---|-----|----|------|---|-----|
|  <table border="1"> <caption>Number of Care & Support Plan reviews completed</caption> <thead> <tr> <th>Month</th> <th>Number of reviews</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>431</td></tr> <tr><td>May</td><td>451</td></tr> <tr><td>Jun</td><td>413</td></tr> <tr><td>Jul</td><td>445</td></tr> <tr><td>Aug</td><td>279</td></tr> <tr><td>Sep</td><td>280</td></tr> </tbody> </table> | Month | Number of reviews | Apr | 431 | May | 451 | Jun | 413 | Jul | 445 | Aug | 279 | Sep | 280 | <table border="1"> <thead> <tr> <th>Team</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>Adult Assessment & FPOC SW Team</td><td>32</td></tr> <tr><td>Case Management Team</td><td>41</td></tr> <tr><td>Substance Misuse & City Centre Team</td><td>6</td></tr> <tr><td>Hospital - UHL</td><td>16</td></tr> <tr><td>Hospital - UHW</td><td>4</td></tr> <tr><td>Learning Disabilities</td><td>141</td></tr> <tr><td>MHSOP</td><td>41</td></tr> <tr><td>Review Team</td><td>499</td></tr> <tr><td>Total</td><td>780</td></tr> </tbody> </table> | Team | Total | Adult Assessment & FPOC SW Team | 32 | Case Management Team | 41 | Substance Misuse & City Centre Team | 6 | Hospital - UHL | 16 | Hospital - UHW | 4 | Learning Disabilities | 141 | MHSOP | 41 | Review Team | 499 | Total | 780 | | | | | | |
| Month | Number of reviews | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr | 431 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May | 451 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun | 413 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul | 445 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Aug | 279 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep | 280 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Team | Total | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adult Assessment & FPOC SW Team | 32 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Case Management Team | 41 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Substance Misuse & City Centre Team | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hospital - UHL | 16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Hospital - UHW | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Learning Disabilities | 141 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| MHSOP | 41 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Review Team | 499 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total | 780 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <h3>SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme</h3> | <h3>SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year</h3> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1"> <caption>SCAL25a Total number of children and adults in need of care and support using the Direct Payments scheme</caption> <thead> <tr> <th>Quarter</th> <th>2018-19</th> <th>2019-20</th> <th>Target (1000)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>802</td><td>848</td><td>1000</td></tr> <tr><td>Q2</td><td>845</td><td>911</td><td>1000</td></tr> <tr><td>Q3</td><td>898</td><td>-</td><td>1000</td></tr> <tr><td>Q4</td><td>966</td><td>-</td><td>1000</td></tr> </tbody> </table> | Quarter | 2018-19 | 2019-20 | Target (1000) | Q1 | 802 | 848 | 1000 | Q2 | 845 | 911 | 1000 | Q3 | 898 | - | 1000 | Q4 | 966 | - | 1000 |  <table border="1"> <caption>SCA018a Percentage of eligible adults who are caring for adults that are offered a carers assessment during the year</caption> <thead> <tr> <th>Quarter</th> <th>2018-19</th> <th>2019-20</th> <th>Target (100%)</th> </tr> </thead> <tbody> <tr><td>Q1</td><td>35</td><td>29</td><td>100</td></tr> <tr><td>Q2</td><td>53.3</td><td>45.9</td><td>100</td></tr> <tr><td>Q3</td><td>73.4</td><td>-</td><td>100</td></tr> <tr><td>Q4</td><td>93.6</td><td>-</td><td>100</td></tr> </tbody> </table> | Quarter | 2018-19 | 2019-20 | Target (100%) | Q1 | 35 | 29 | 100 | Q2 | 53.3 | 45.9 | 100 | Q3 | 73.4 | - | 100 | Q4 | 93.6 | - | 100 |
| Quarter | 2018-19 | 2019-20 | Target (1000) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 802 | 848 | 1000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 845 | 911 | 1000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 898 | - | 1000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 966 | - | 1000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quarter | 2018-19 | 2019-20 | Target (100%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | 35 | 29 | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 | 53.3 | 45.9 | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 | 73.4 | - | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 | 93.6 | - | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>730 adults in receipt of Direct Payments during the quarter. 35 adults started Direct Payments during the quarter and 25 ceased – the main reasons for ceased were deceased and care home admission. 48 adults are working towards a Direct Payment.</p> | <p>1,540 / 3,356 carers were offered an assessment during the quarter. This includes offers to new and existing carers. The PI is cumulative so performance will improve as the year progresses. Performance is closely monitored to ensure that all carers receive the offer of an assessment during the year. 332 / 482 (69%) new carers were offered an assessment during the quarter. There is work to do to improve the recording of offers of assessments in the First Point of</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | Contact and ensure that all carers are offered an assessment at the right time for them. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|-----|-----|-----|----|---------|-----|-----|-----|-----|---------|-----|-----|--|--|---------------------------|-----|--|--|--|--|------|----|----|----|----|---------|----|----|----|----|---------|----|----|--|--|---------------------------|----|--|--|--|
| SSWB21 Average length of time adults (aged 65 or over) are supported in residential care homes | SSWB22 Average age of adults entering residential care homes | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1"> <caption>SSWB21 Average length of time adults (aged 65 or over) are supported in residential care homes</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018-19</td> <td>952</td> <td>949</td> <td>966</td> <td>937</td> </tr> <tr> <td>2019-20</td> <td>911</td> <td>955</td> <td></td> <td></td> </tr> <tr> <td>All Wales Average 2018-19</td> <td>833</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | 2018-19 | 952 | 949 | 966 | 937 | 2019-20 | 911 | 955 | | | All Wales Average 2018-19 | 833 | | | |  <table border="1"> <caption>SSWB22 Average age of adults entering residential care homes</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018-19</td> <td>83</td> <td>79</td> <td>84</td> <td>84</td> </tr> <tr> <td>2019-20</td> <td>86</td> <td>83</td> <td></td> <td></td> </tr> <tr> <td>All Wales Average 2018-19</td> <td>84</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Year | Q1 | Q2 | Q3 | Q4 | 2018-19 | 83 | 79 | 84 | 84 | 2019-20 | 86 | 83 | | | All Wales Average 2018-19 | 84 | | | |
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2018-19 | 952 | 949 | 966 | 937 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2019-20 | 911 | 955 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Wales Average 2018-19 | 833 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year | Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2018-19 | 83 | 79 | 84 | 84 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2019-20 | 86 | 83 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| All Wales Average 2018-19 | 84 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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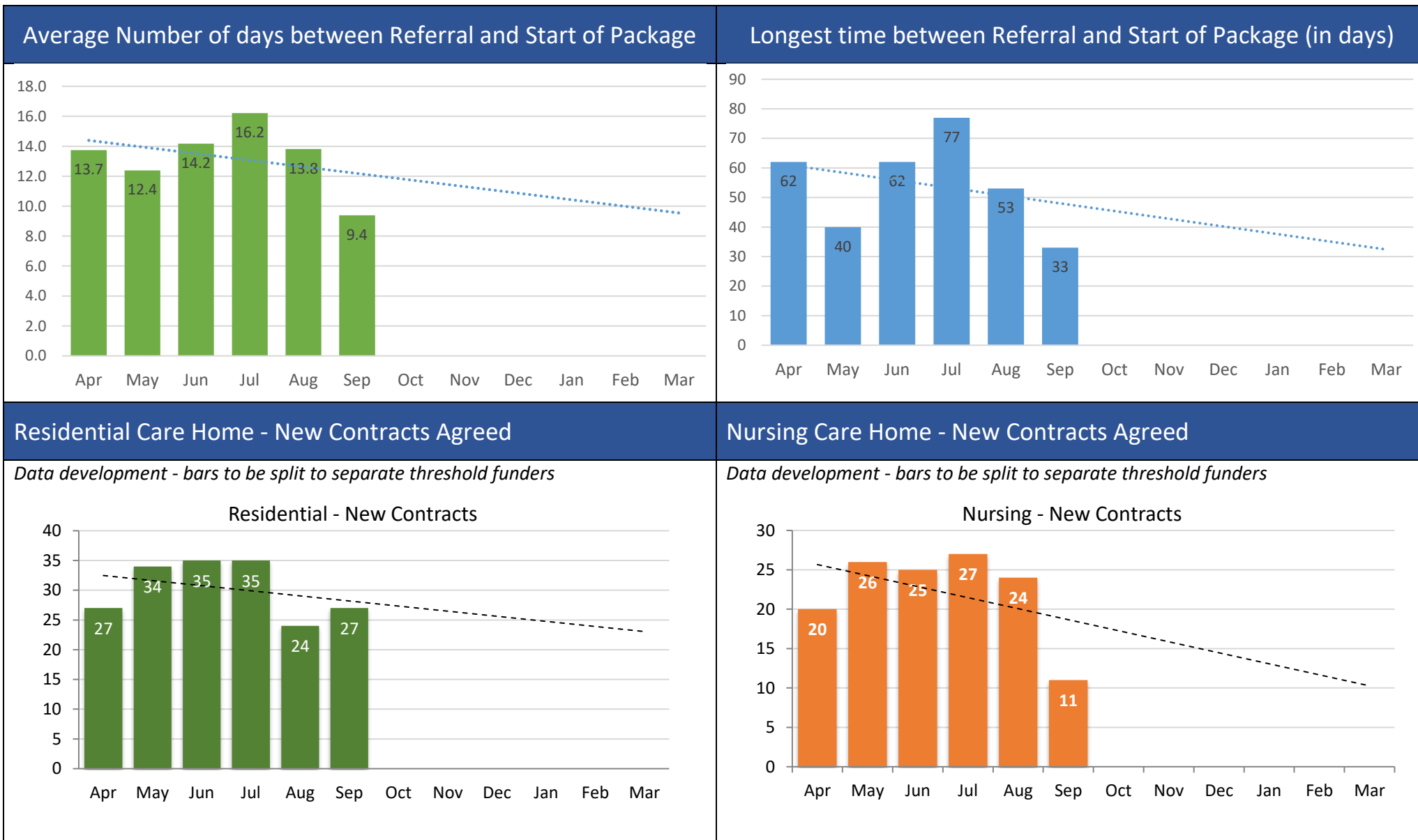
Commissioning & Service Provision

| What is working well? | What are we worried about? | What do we need to do? |
|--|--|--|
| <ul style="list-style-type: none"> Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. The recommissioning of domiciliary care is progressing. The vision statement and purpose have been drafted. Contract for Supported Living for Adults with a Learning Disability awarded – will commence in Quarter 3. | <ul style="list-style-type: none"> Agreeing and implementing the outcome of the cost of care exercise in relation to domiciliary care. Transition to the start of the new contract for Supported Living for Adults with a Learning Disability. | <ul style="list-style-type: none"> Work with providers to agree how fee levels will be met year on year. Transition plan in place. |

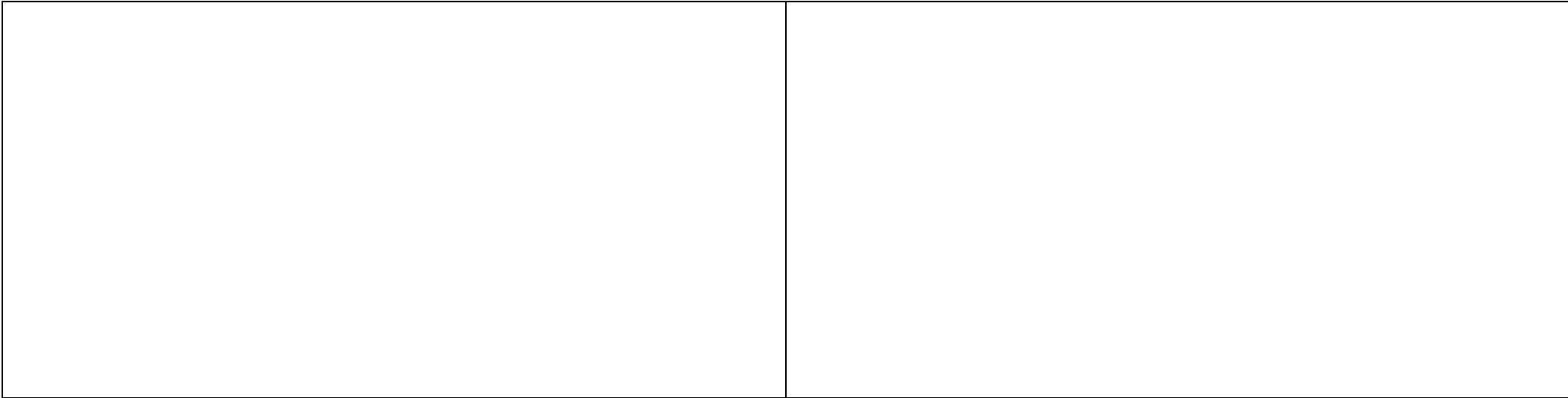
Key Statistics

- Average age of people entering of residential care – April: 86, May : 86.3, June: 84.1, July: 86.8, August: 85.3, September: 84
- Average age of people entering nursing care – April: 83.3, May 80.8, June: 83.0, July: 84.6, August: 89.9, September, 81

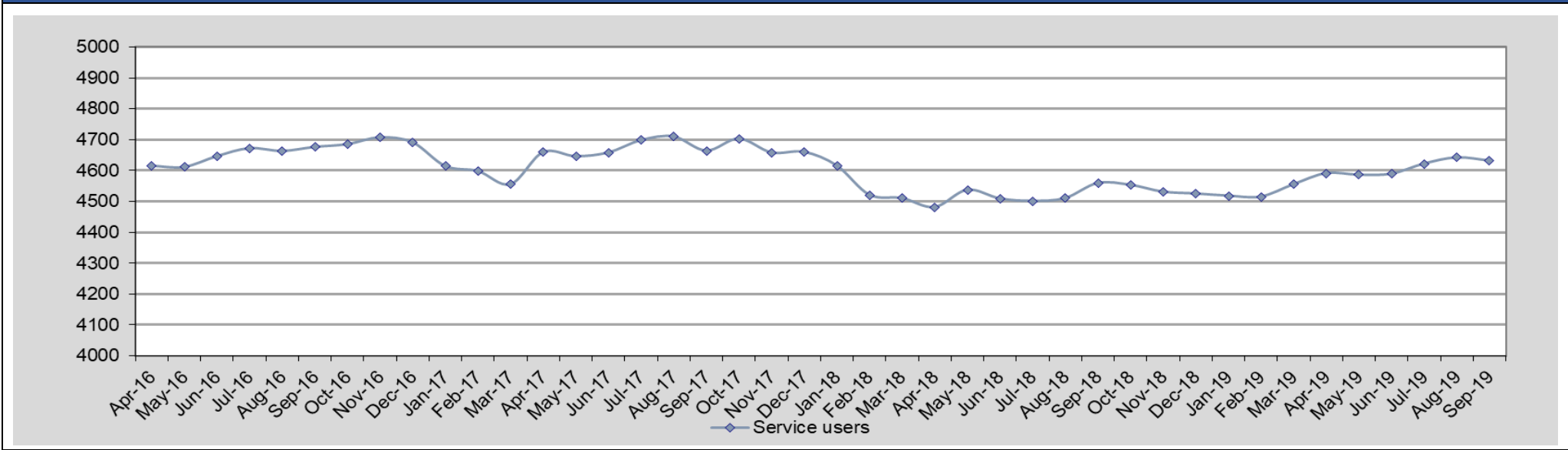
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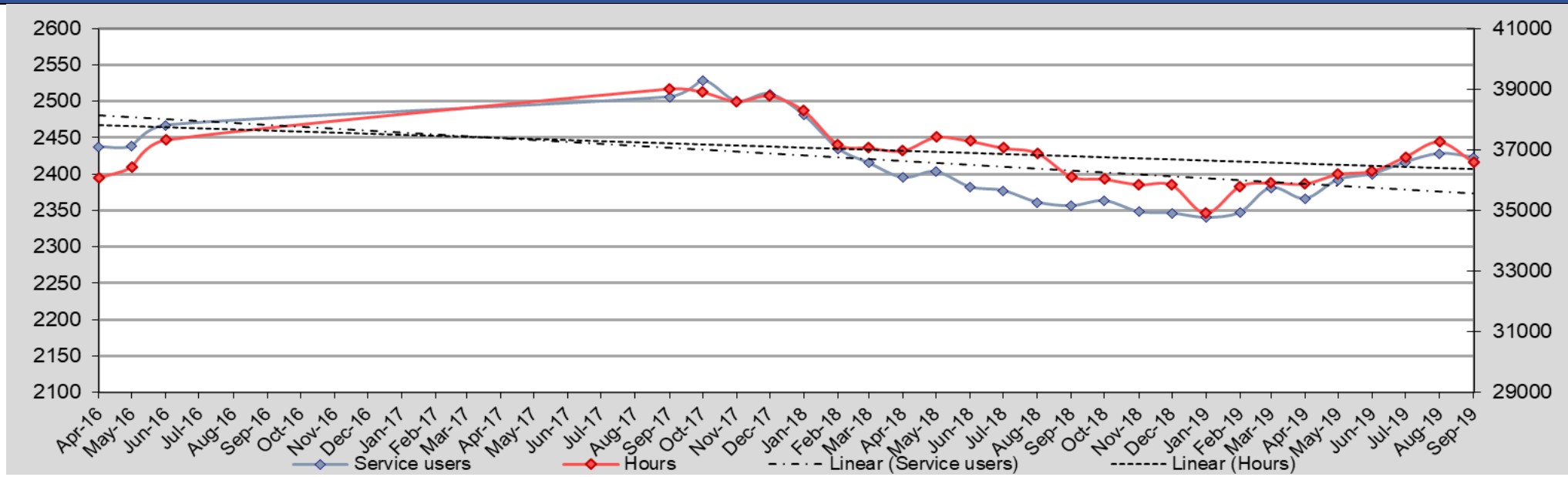


Number of Care and Support Packages



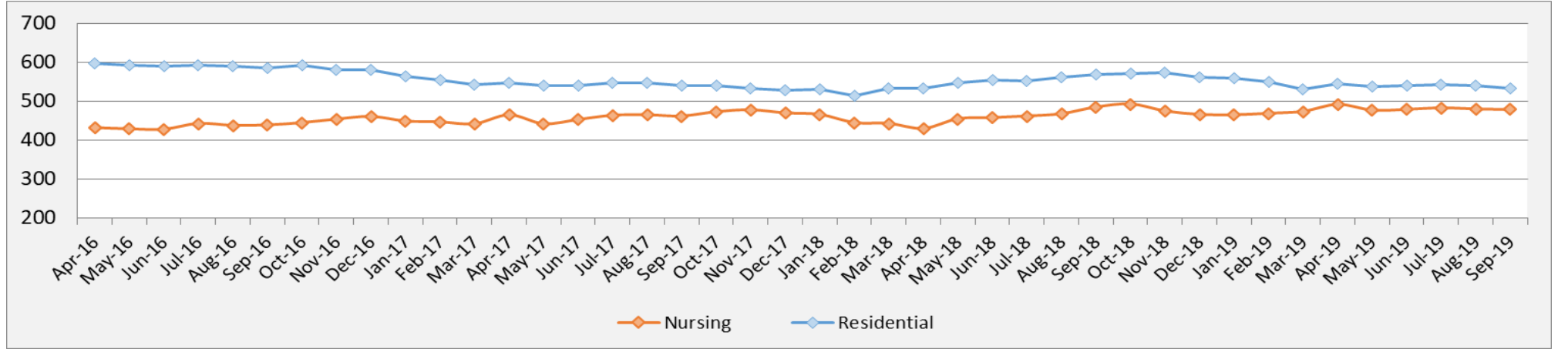
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Number of people and hours - Domiciliary Care



Number of people - Residential & Nursing Care

Data development – graph to include projected numbers based on population projections



APPENDIX B

Rate of Admissions to Residential and Nursing Care per 10,000 Population Aged 75+

Data development

Safeguarding (Adult)

| What is working well? | What are we worried about? | What do we need to do? |
|---|---|---|
| <ul style="list-style-type: none"> The Exploitation Strategy has been developed and work is being undertaken to finalise the Strategy and action plan with the engagement and involvement of partners. The Strategy covers children and adults, Cardiff and the Vale and all forms of exploitation. New 'Wales Safeguarding Procedures' finalised for launch in partnership with Welsh Government and Cardiff and Vale Regional Safeguarding Boards during National Safeguarding week (18th – 24th November). Adult safeguarding refresher training for social workers commenced and in the process of being rolled out across Adult Services. | <ul style="list-style-type: none"> Ensuring that all staff and members have a good understanding of the new All Wales Safeguarding Procedures. | <ul style="list-style-type: none"> Ensure that multi-agency and member safeguarding training is delivered. |

Key Statistics

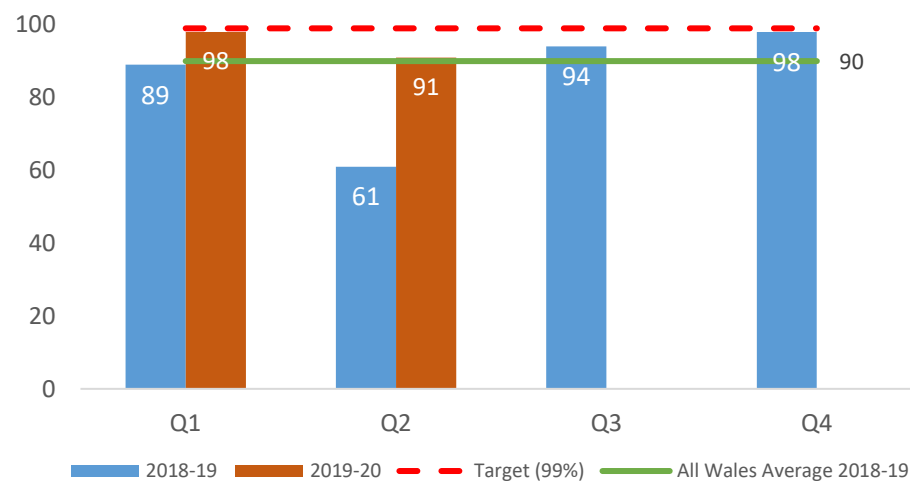
- Corporate Safeguarding report card available from Quarter 1 2019-20.

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Contracts & Service Development Team - Escalating concerns – September 2019

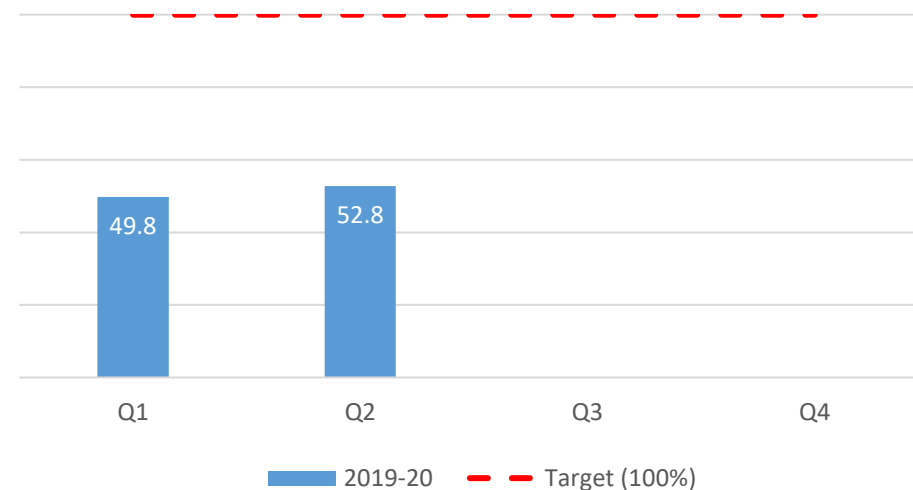
| Domiciliary | | Residential/Nursing Care Homes | |
|------------------------------------|----|------------------------------------|---|
| Provider Performance Meetings | 3 | Provider Performance Meeting | 4 |
| Joint Interagency Monitoring Panel | 0 | Joint Interagency Monitoring Panel | 0 |
| Closure Procedure (HOSG) | 0 | Closure Procedure (HOSG) | 0 |
| Number of issues reported | 23 | Number of issues reported | 1 |

SSWB18 Percentage of adult protection enquiries completed within 7 days



91.4% of adult protection enquiries (381 / 417) completed in 7 working days in Quarter 2. Performance continues to be closely monitored.

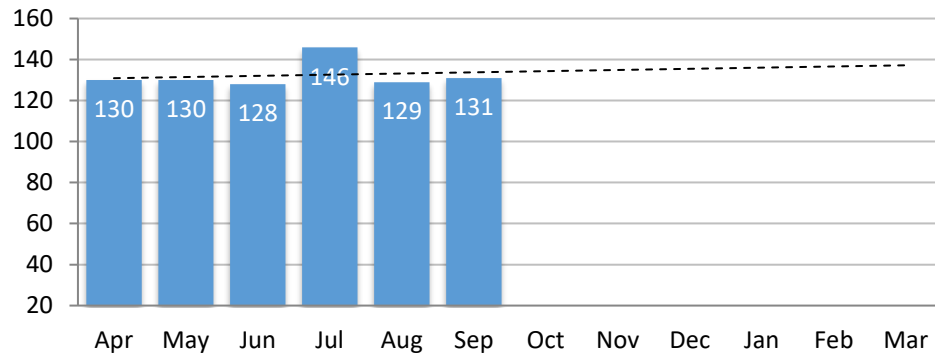
RES15 Percentage of council staff completing Safeguarding Awareness training



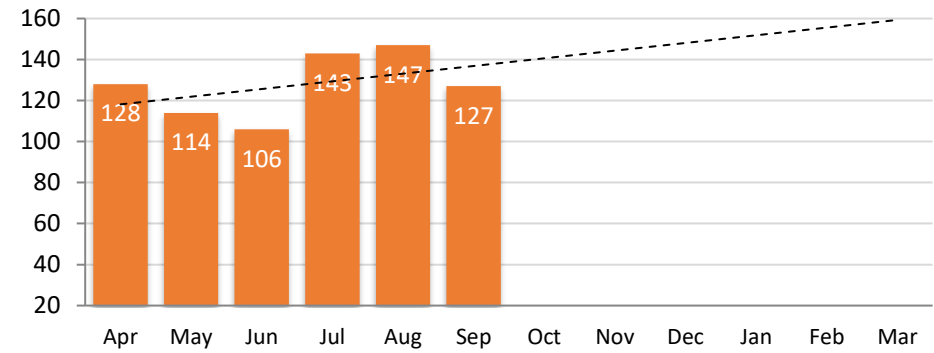
Results are provisional whilst work is ongoing to improve the collation method of this PI. This may mean the results are no longer comparable to previous years.

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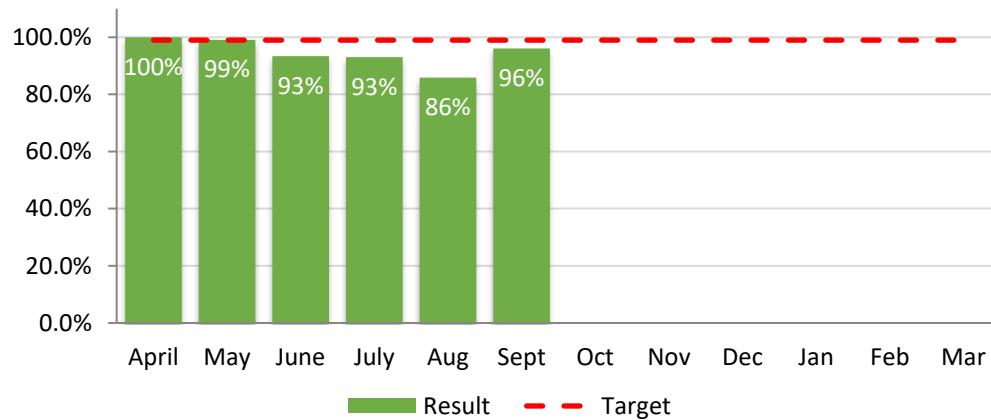
1. Number of contacts received



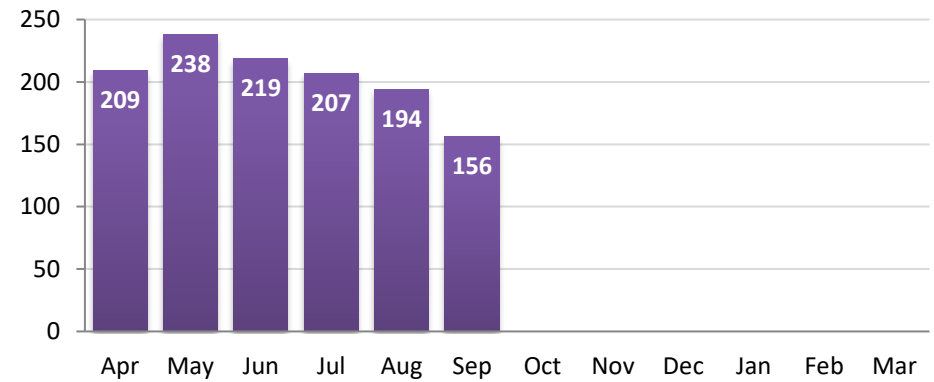
2. Number of contact records completed



3. Percentage of contacts completed within 7 days

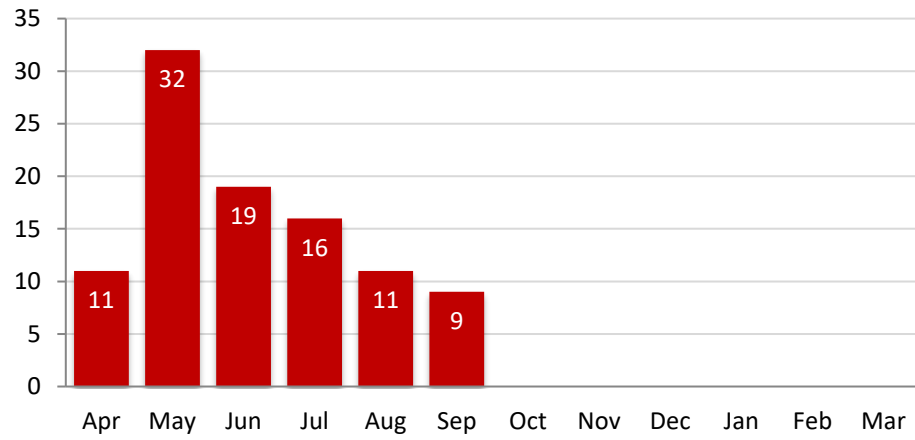


4. Number of pending investigations

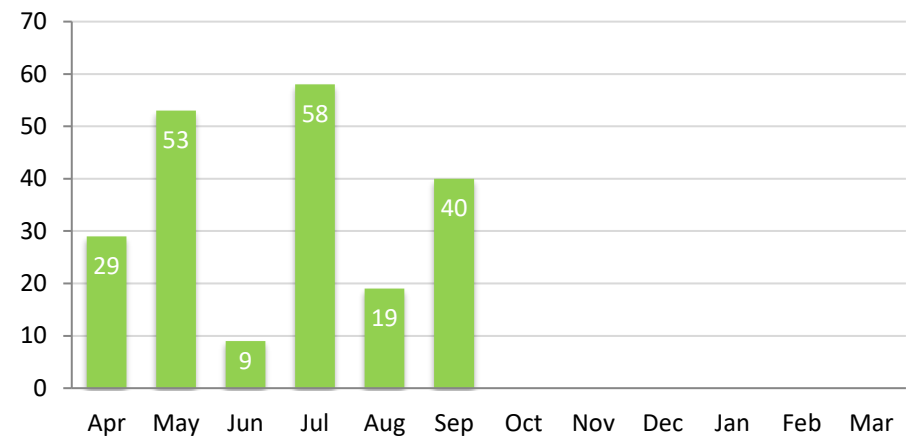


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5. Number of investigations started



6. Number of investigations completed



APPENDIX B

Managing People, Resources, Systems and Processes

| What is working well? | What are we worried about? | What do we need to do? |
|--|--|---|
| <ul style="list-style-type: none"> Good staff retention across Adult Services, low levels of agency workforce. All Operational Managers appointed and in post. | <ul style="list-style-type: none"> Recruitment to Approved Mental Health Practitioner (AMHP) vacancies is difficult. Progress in relation to Regulation and Inspection of Social Care (Wales) Act (RISCA) 2016 continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year. | <ul style="list-style-type: none"> We have put 4 candidates put forward for this year's AMHP course and are working closely with the University Health Board and other partners on the conveyance policy. Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration. |

Key Statistics

Sickness – Adult Services

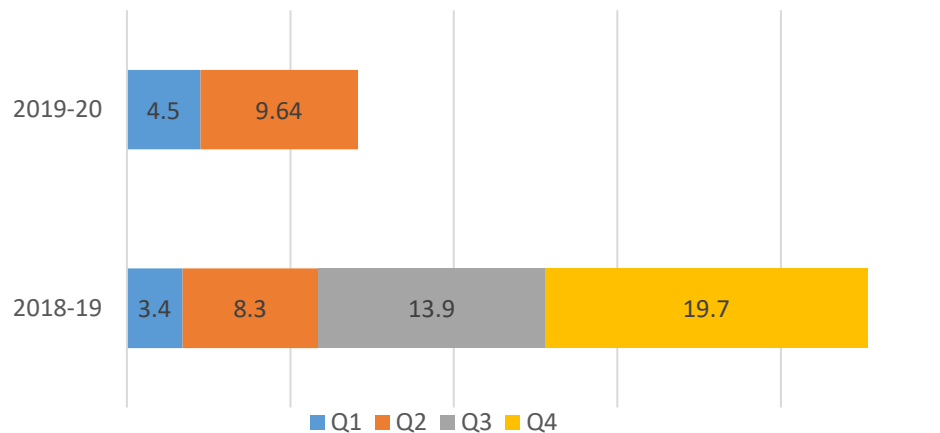
| | Ave FTE Staff No. (forecast) | FTE Target | Target FTE days lost | FTE days lost | Forecast based on Qtr. result | RAG |
|----|------------------------------|------------|----------------------|---------------|-------------------------------|-----|
| Q1 | 535 | 16.4 | 8,771 | 4.50 | 19.33 | |
| Q2 | 535 | 16.4 | 8,771 | 9.64 | 21.21 | |

Top 4 reasons for sickness during the quarter:

| | |
|---|----------------------|
| 1 | Stomach-Liver-Kidney |
| 2 | Stress |
| 3 | Infection |
| 4 | Eye-Ear-Nose-Mouth |

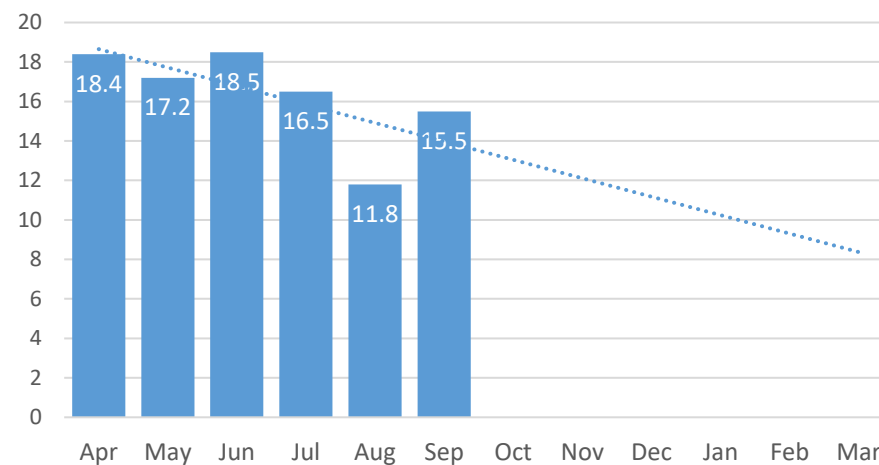
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Sickness Rate (FTE)

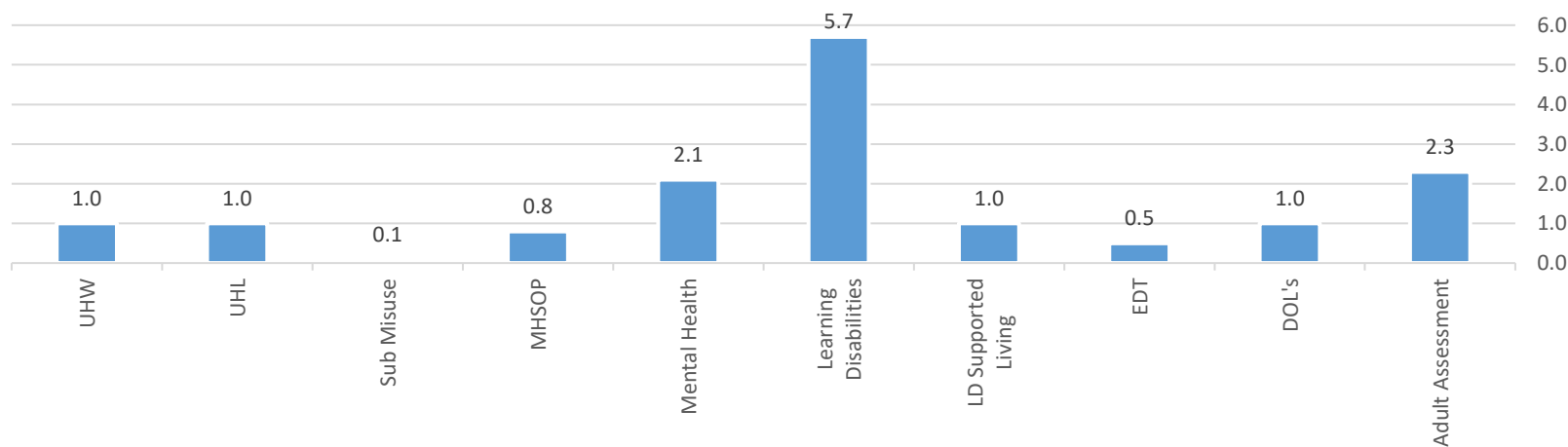


Data development - include breakdown that shows % sickness in Direct Services

Number of social work vacancies out of total FTE of 137.4) 10 agency social workers in post



Social work vacancies by team September 2019

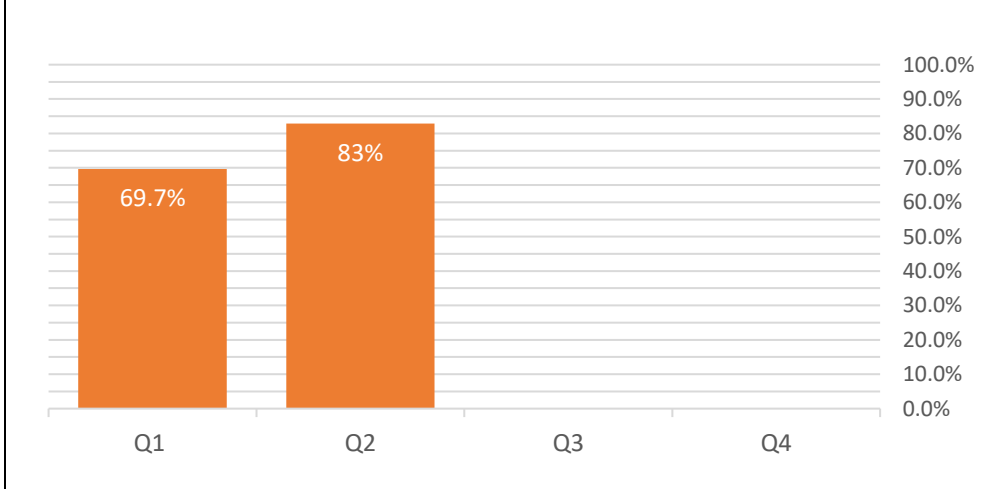
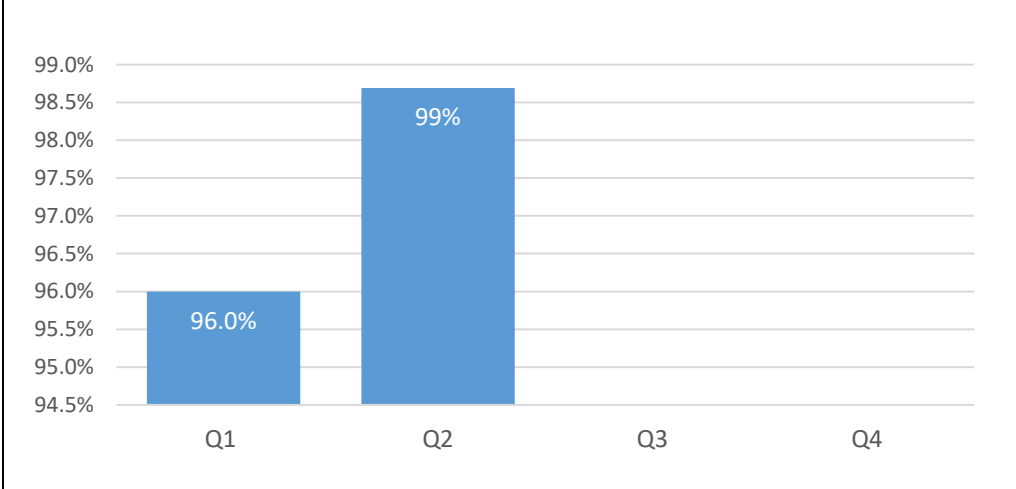


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Learning Disability Team vacancies have all been backfilled with Agency staff.

Percentage of return to work interviews completed

Percentage of trigger interviews completed



APPENDIX B

Quality of Practice

| What is working well? | What are we worried about? | What do we need to do? |
|--|---|--|
| <ul style="list-style-type: none"> • Separate Quality Assurance Frameworks have been agreed for Children’s and Adult Services. These are to be reviewed in their entirety to create one overarching Quality Assurance Framework for Social Services. • Quality Assurance Panel implemented to work on ensuring consistency of quality assurance process, embed learning from audits and celebrate success. • Lesson’s learned exercise completed for former care home. Action plan completed and all improvement actions implemented. | <ul style="list-style-type: none"> • Capacity to drive forward the new Quality Assurance Framework and avoid drift in delivery. • Quality assurance process for new model of domiciliary care required. | <ul style="list-style-type: none"> • Quality Assurance Officer post advertised. • Outcome measures currently being worked up with engagement from the Institute of Public Care (IPC), providers and Cardiff Council staff. |

APPENDIX B

Key Statistics

| Adult & Carer Survey 2018-19 | | | | |
|------------------------------|--------------|--------------|------------|---------------|
| Survey Type | Population | Sent | Response | Response Rate |
| Adult Survey | 4,513 | 2,705 | 865 | 32% |
| CRT Survey | 191 | 191 | 75 | 39% |
| IAA Survey | 154 | 154 | 55 | 36% |
| Adults Survey Total | 4,858 | 3,050 | 995 | 33% |
| Carers Survey Total | 362 | 353 | 126 | 36% |

Case file audits completed during the year

Adult Audits

| | Q1 | Q2 | Q3 | Q4 |
|-------------------------------|---------------|----|----|----|
| Safeguarding Audits completed | 235 | | | |
| Case file audits | Started in Q2 | | | |

Outcomes, learning and recommendations include the numbers of recommendations opened and closed. [Data not yet available]

Compliments & Complaints Q2 2019-20

Compliments & Complaints

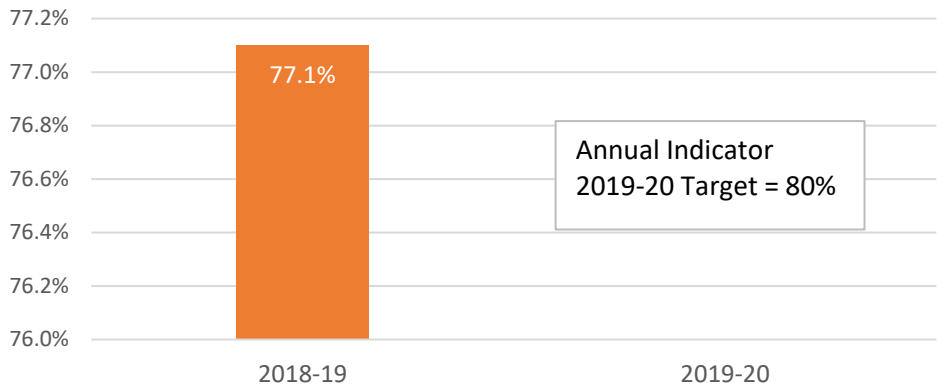
| Stage 1 Complaints | No. |
|---------------------|-----|
| Complaints received | 25 |
| Responded on time | 15 |
| Responded late | 9 |
| Open at quarter end | 1 |

| Stage 2 complaints | No. |
|---------------------|-----|
| Open from Q1 | 0 |
| Initiated during Q2 | 1 |
| Closed during Q2 | 0 |
| Open at quarter end | 1 |

| Compliments |
|-------------|
| 4 |

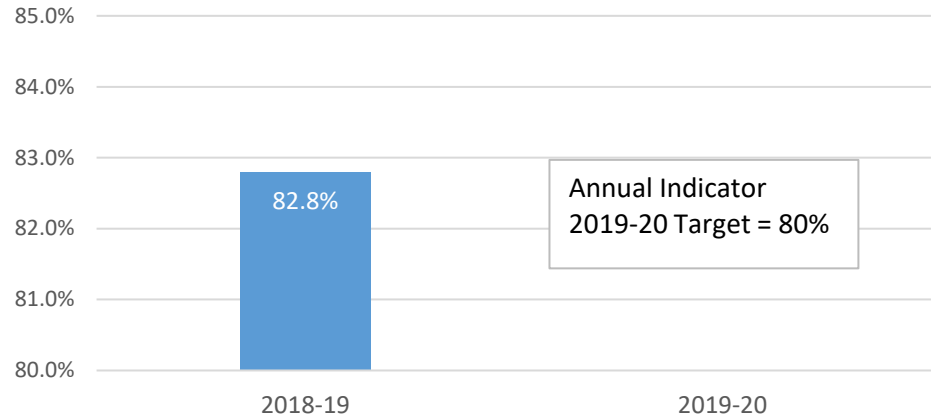
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SSWB 12 Adults reporting that they felt involved in any decisions made about their care and support



77.1% of adults (612) reported that they felt involved in any decisions made about their care and support.

SSWB13 Adults who are satisfied with the care and support they received

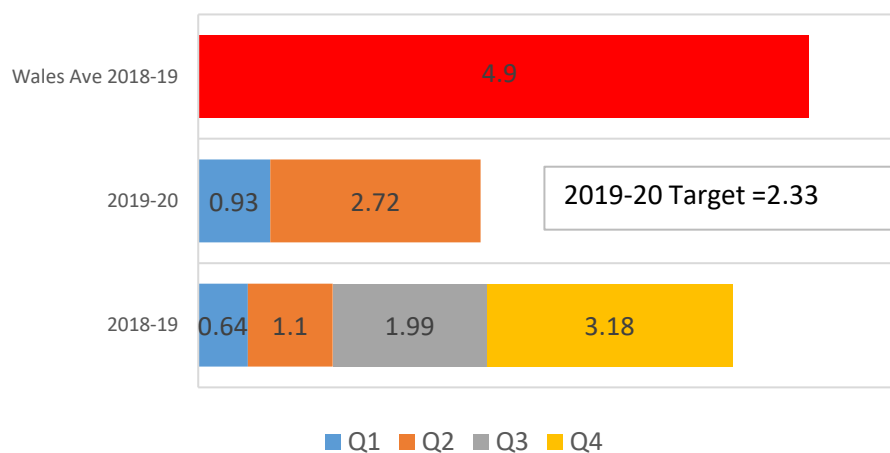


82.8% of adults (696) reported that they are satisfied with the care and support they receive.

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Additional Information and Corporate Plan PIs

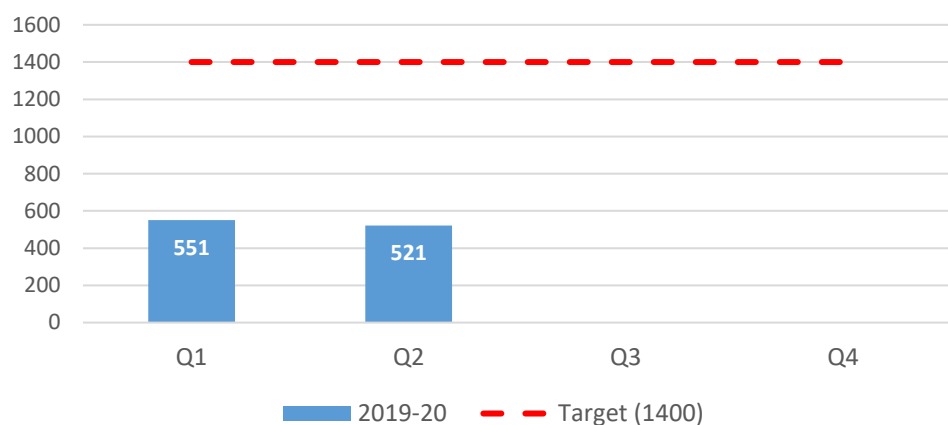
SSWB19 Rate of delayed transfers of care for social care reasons aged 75+ (cumulative)



Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as “extreme pressure” over the summer months, which is the highest state of pressure for a hospital. Increase in number of Delayed Transfers of Care - 42 people aged 75+ in July, August and September compared with 11 in the same period last year. The original target for 2019-20 is under review in light of Quarter 1 and 2 performance and a more achievable target will be set. Please note that this PI is cumulative.

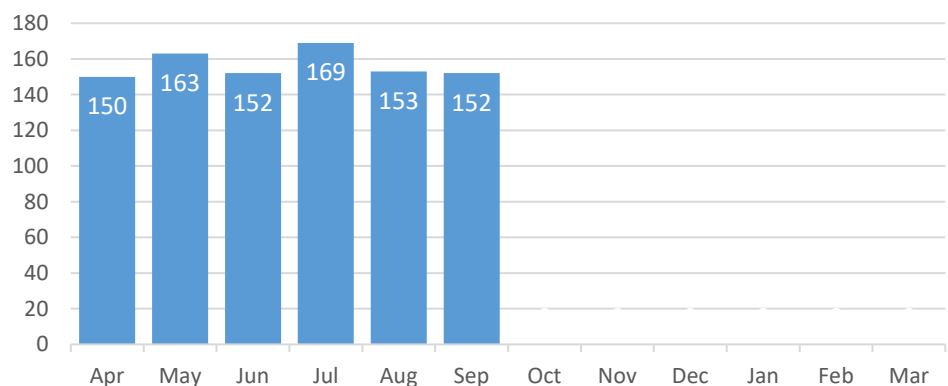
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CRT 1 Number of people who accessed the Community Resource Team



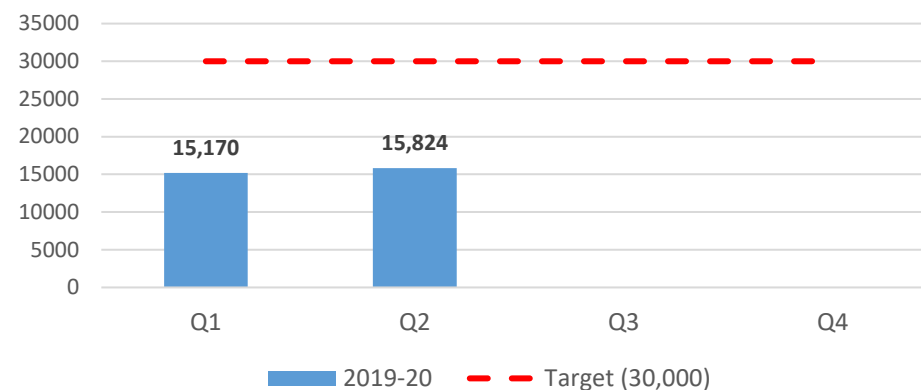
521 people accessed the CRT in Quarter 2.

Number of Community Resource Team (CRT) assessments undertaken following a referral

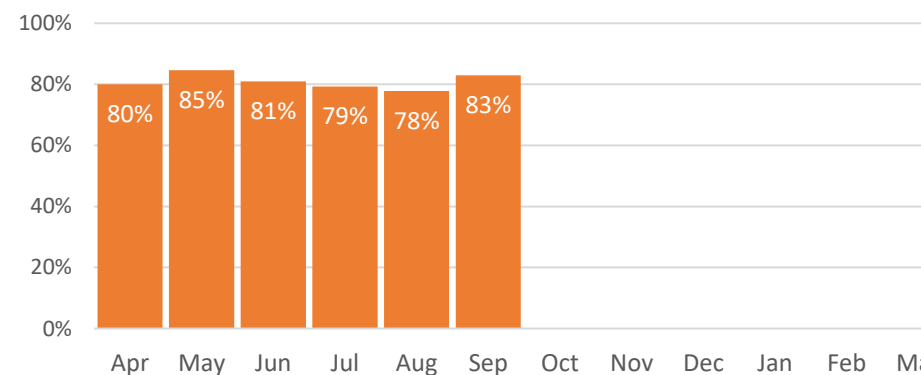


152 CRT assessments were undertaken following a referral in September.

CRT 2 Total hours of support provided by the Community Resource Team



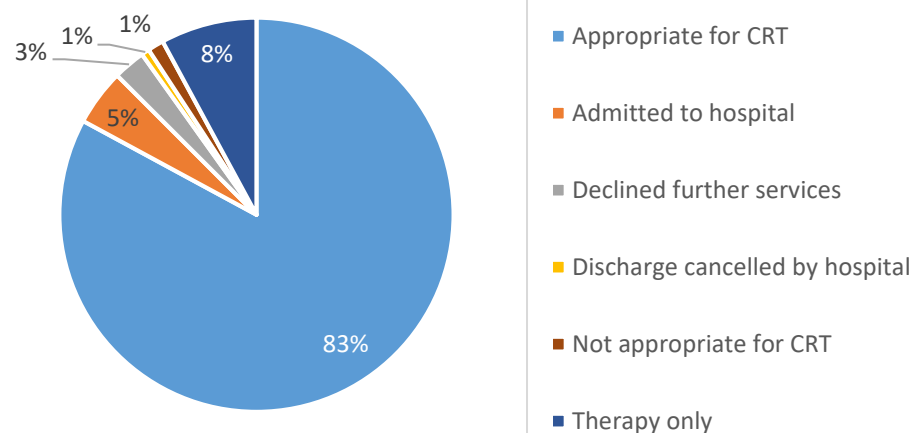
Percentage of CRT Home Care Assessments where outcome is Appropriate for CRT



In September 83% (126) of CRT assessments undertaken following a referral were appropriate for CRT.

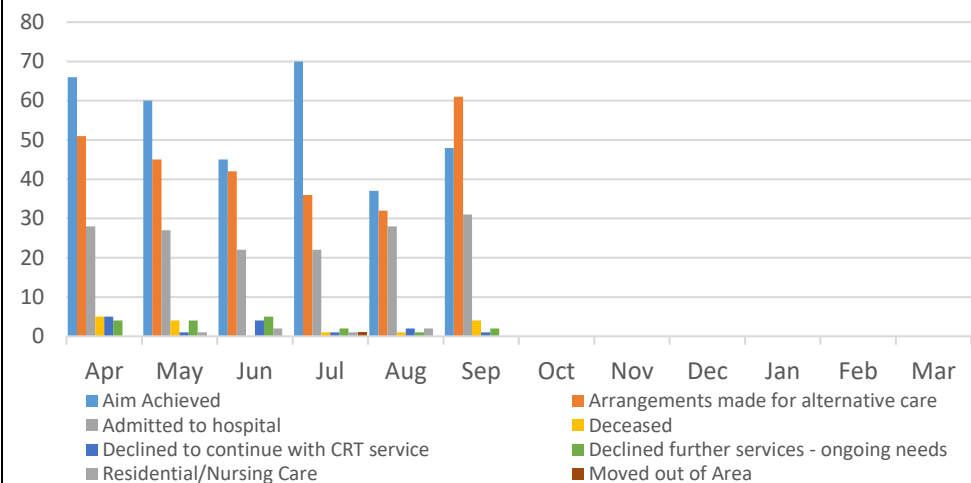
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Outcome of CRT assessments undertaken following a referral September 2019



83% (126) of CRT assessments undertaken following a referral were appropriate for CRT. 1% (2) were not appropriate for CRT. Other outcomes include people being admitted to hospital, discharge being cancelled by hospital and declining services.

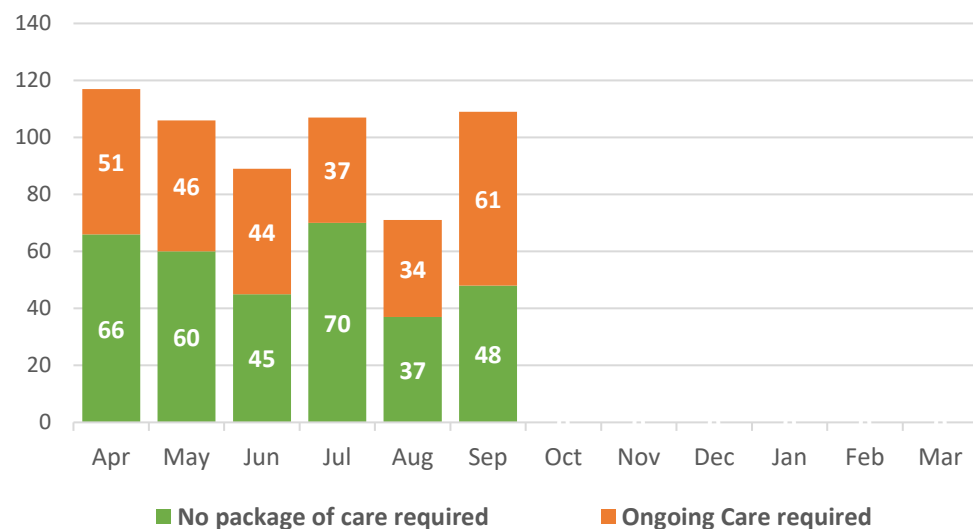
CRT packages ended by outcome



Of the 147 CRT packages ended in September, the outcome of aim achieved for 48 people (33%). Alternative care arrangements were made for 61 people, 31 people were admitted to hospital, 4 deceased and 3 declined services.

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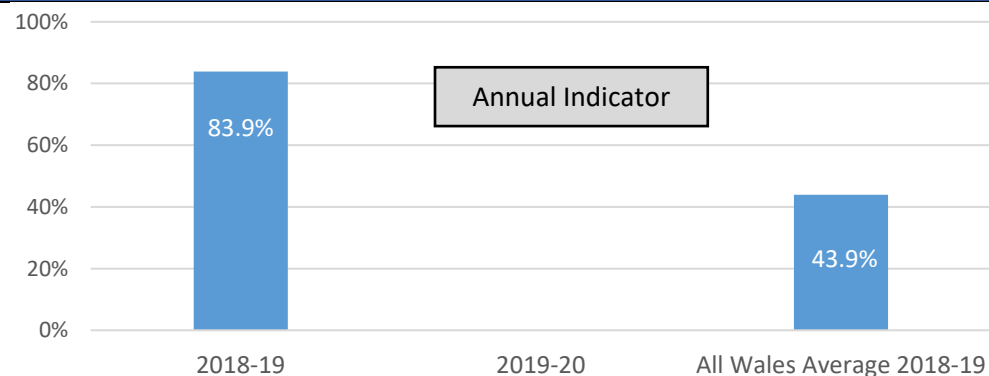
CRT packages ended by outcome – No package of care required or Ongoing care required



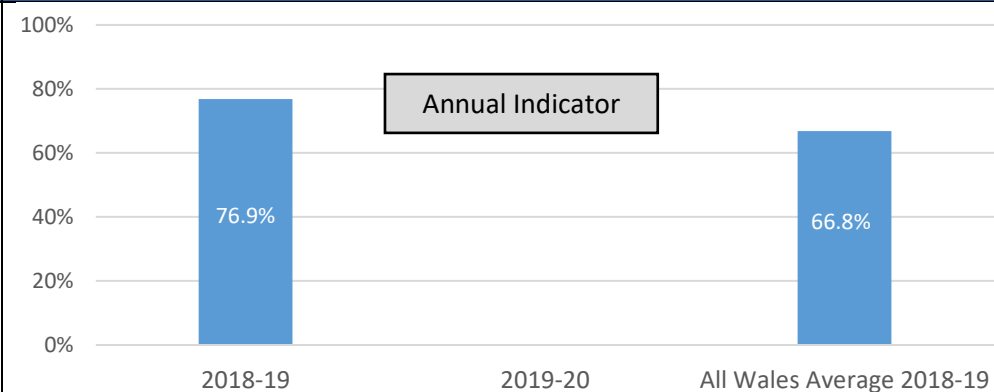
Number of hours saved from hospital discharge to end of CRT

Data development - number of hours saved from hospital discharge to end of CRT intervention.

SSWB20a Percentage of adults who completed a period of reablement (a) and have a reduced package of care and support 6 months later



SSWB20b Percentage of adults who completed a period of reablement (b) have no package of care and support 6 months later



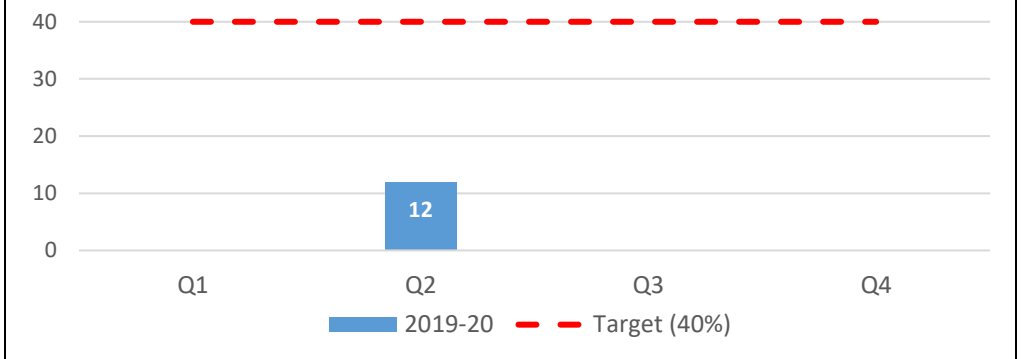
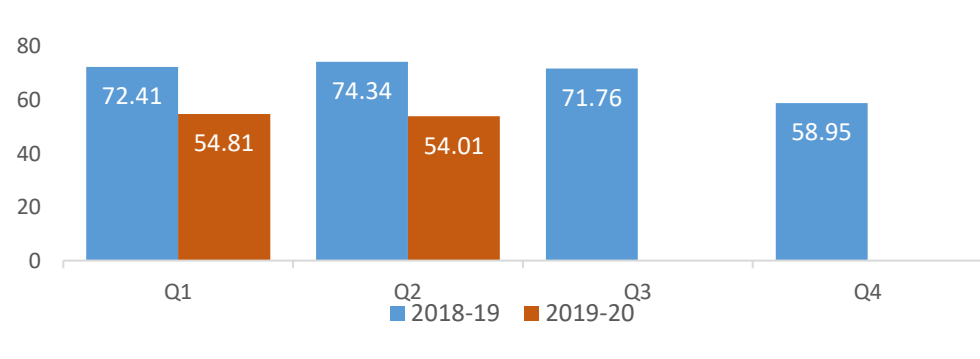
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83.9% of adults (678) who completed a period of reablement in 2018-19 had a reduced package of care and support 6 months later.
Annual PI.

76.9% of adults (621) who completed a period of reablement in 2018-19 had no package of care and support 6 months later.
Annual PI.

SCAL23 Percentage of people helped back to independence without ongoing care services, through short term intervention (quarterly / proxy indicator for SSWB20a)

Dem 1 Percentage of staff completing dementia friendly training

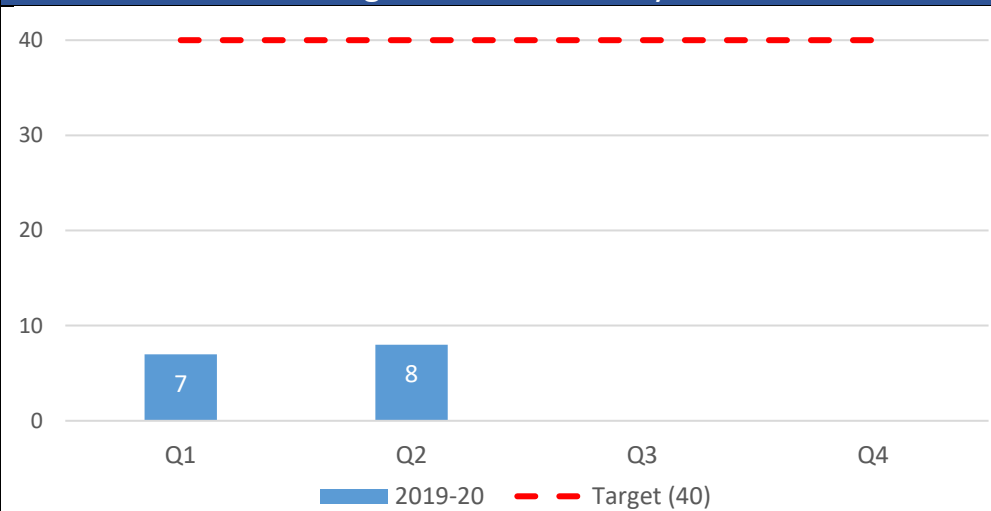


The increase in the number of people requiring long term care following reablement is a combination of Get Me Home + cases and people referred from social care for CRT to provide a period of reablement to accurately inform the social worker of the level of care required moving forward.

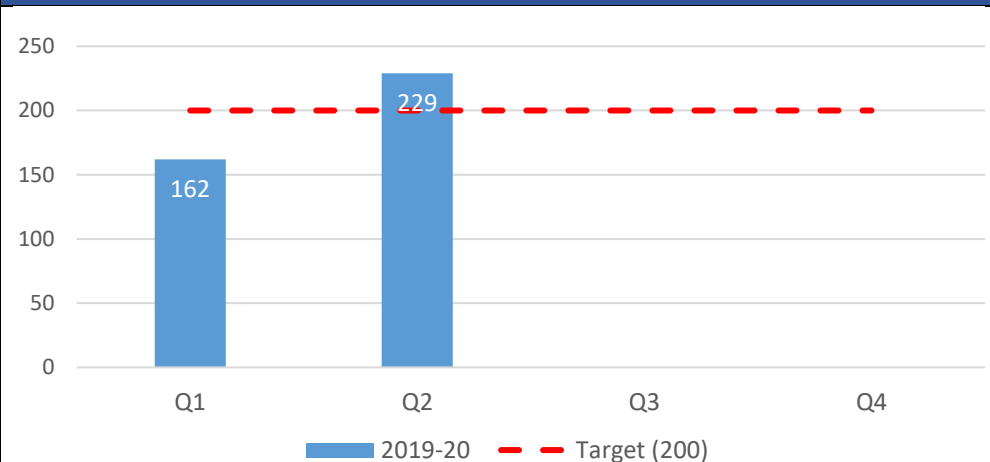
E-module became mandatory in September 2019. The result is provisional whilst work is ongoing to improve the collation method of this PI.

APPENDIX B

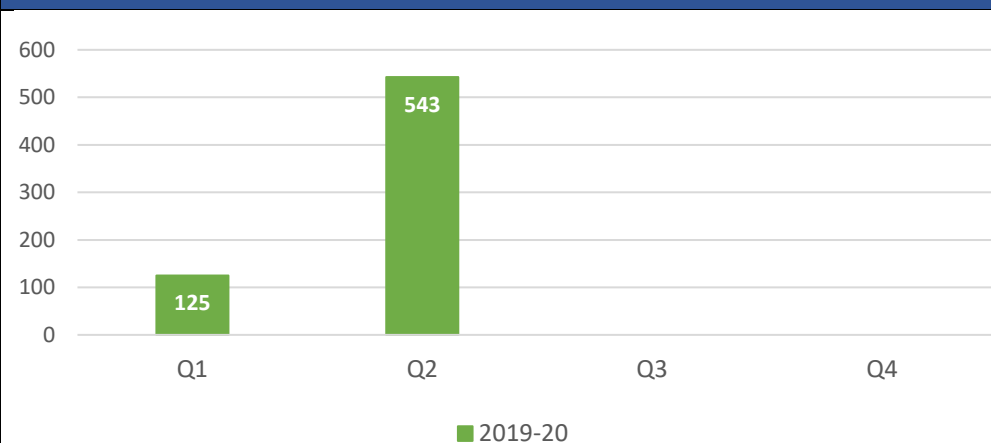
Dem 2 Number of businesses pledging their commitment to work towards becoming Dementia Friendly



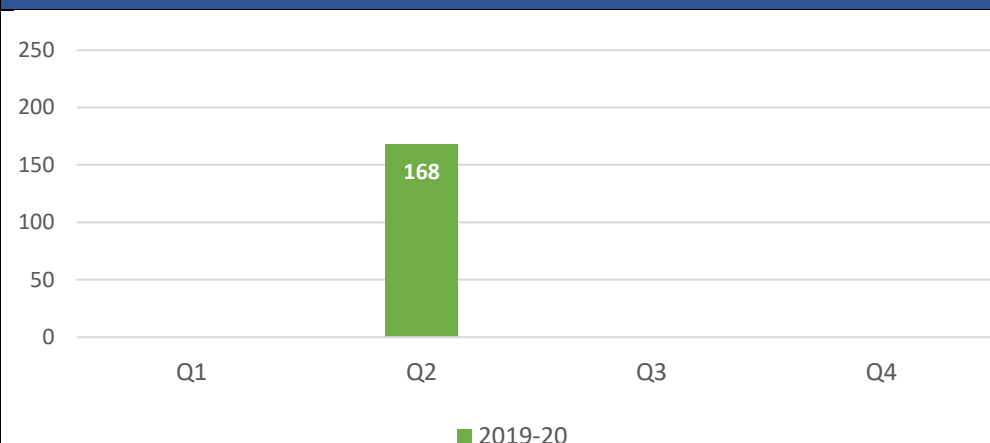
Dem 3 The number of Dementia Friendly city events held



RISCA 1 Number of Domiciliary Care Workers Registered with Social Care Wales



Number of Local Authority Domiciliary Care Workers Registered with Social Care Wales



2019-20 Quarter 2 Performance Reporting

Section 1: Corporate Plan Steps – Lead Directorate

| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|--|--------------|--|
| 1.1 | <p>Enable more children to be placed nearer to home by March 2020 by:</p> <ul style="list-style-type: none"> • Developing a comprehensive placement commissioning strategy to map need against resources and influence the local market to provide a range of provision to meet the needs of Children Looked After; • Increasing the number of Local Authority foster carers (including kinship carers); • Increasing the range of local residential provision by commissioning 20 new placements; • Working with the regional adoption service to increase the number of adoptive placements. | AMBER | <p>Dedicated capacity for commissioning in Children’s Services has been secured on an interim basis to progress priority areas. The Children’s Commissioning Strategy has been revised following further input from the Children’s Management Team and will be presented to Cabinet in November 2019. The Strategy evidences our need and sets out our direction of travel for the next 3 years. Work to take forward some of the key priorities has commenced, such as engagement with fostering and residential providers and development of specifications for a Family Reunification Service and Family Group Conferences.</p> <p>In relation to fostering, there was a significant social media and online marketing and recruitment campaign during Quarter 2 and the volume of enquiries continues to be high. A business case to increase capacity to respond to enquiries is under development. Further campaigns will target Black, Asian and Minority Ethnic (BAME) communities for foster carers to reflect Cardiff’s diversity. At present, the number of children in in house fostering remains stable, although the number of enquiries remains high and there were 28 full assessments ongoing at 30th September 2019. The number of children in kinship arrangements has seen a significant increase from 74 at 31st March 2018 to 113 at 30th September 2019.</p> <p>A steering group has been established to take forward the development of a new residential children’s home for young people aged 16-19. The National Youth Advocacy Service (NYAS) are developing proposals for how best to secure young people’s engagement in the process. Following individual sessions with providers, at least 4 residential providers have expressed an interest in opening new homes in Cardiff in the future. A business case for an emergency residential home is to be developed.</p> |

SOCIAL SERVICES 2019-20

| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|--|--------------|--|
| | | | The Fostering recruitment campaign has included attendance at Pride Cymru and closer working relationships during the quarter with the aim of attracting foster carers and adopters . |
| 1.1 | Develop a place-based approach to enhancing well-being and protection for vulnerable children and families, trialling new ways of working in an area of the city by March 2020. | GREEN | Following an analysis of existing demand across the city, 3 locality areas have been identified and teams have been assigned to these areas in consultation with managers. Plans are in place for a virtual launch of locality working early in Quarter 3, whereby senior management arrangements will change and allocation of new cases to teams will be based upon the child's home address. This will be followed later in the quarter by location moves for teams with the North team being based in Hafan Gobaith, the East team based in St. Mellons and the South team based in County Hall. Social workers will continue to work on an agile / mobile basis. As social workers will be retaining their current cases, there will be minimal disruption for families as reallocation to workers in the child's locality will occur at the next appropriate case transfer point. Required changes will be made to supporting systems (such as CareFirst and performance) to ensure that the teams have access to up to date performance information. Initial steps have been taken to develop partnership working within the localities and a workshop has been organised for Quarter 3. |
| 1.1 | Ensure the best outcomes for children and young people for whom the Council has a responsibility by: <ul style="list-style-type: none"> • Increasing the accommodation and support for care leavers by March 2020; • Improving the care planning arrangements for Children Looked After by reducing the time taken to progress cases through the court process; • Improving transition and progression into education, employment or training for care leavers by March 2020; | AMBER | The Pathway Plan document has been reviewed and is due to be implemented in Quarter 3 when the process for Pathway Assessments has been confirmed. All Pathway Plans will need to be updated into the new format to ensure that they are current. Consistent representation on residential and resource review panels is working to ensure the children looked after are known to Education and support is shared across all services. The leaving care team and personal advisers will now be line managed alongside other adolescent services to ensure a more coherent service is delivered. Close working relationships have been developed with the housing gateway to ensure there is a strategic approach to meeting the accommodation needs of this group of young people. Compliance with Court timescales has improved and we will continue to develop our Care Planning Practice Guidance to support social workers to progress cases through the Court |

SOCIAL SERVICES 2019-20

| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|---|--------------|--|
| | <ul style="list-style-type: none"> Improving educational outcomes for Children Looked After. | | <p>process in a timely manner. Specific court skills training has been commissioned and the legal tracker monitors any potential delays. The service has been restructured to better reflect the child’s journey - this will assist with preventing drift and delay in planning, and ensuring that social work practice works effectively to strengthen working with and supporting families. More work with teams is required to ensure that Legal requirements in terms of deadlines and document formats are understood and met.</p> <p>The integration of the Bright Start Service into the Into Work Service is an opportunity for education and training opportunities to be expanded for children looked after. The young people have been able to access the Bike Scheme and now use their bike to attend their various work placements. One of the young people will not use public transport due to personal issues so having a bike to get around has really benefitted him.</p> <p>Work is being undertaken with Education to put in place the process of Education taking responsibility for the preparation of Personal Education Plans. We are aware that there are still a number of children for whom education provision is lacking, particularly in relation to delays in arranging provision for children placed out of area. More robust processes and early notification to Education to support intervention are required.</p> |
| 1.1 | Support young carers and care leavers with a range of interventions, including into work support, trialling assistance with transport needs and wider well-being provision. | GREEN | <p>Following a successful Integrated Care Fund bid, a Development Officer for young carers is now in post. The post-holder has responsibility for the development and commissioning of services to meet the needs of young carers, including ensuring those who require assessments receive them. A clear pathway for assessments has been developed and is being disseminated to partners. Partnership working with Education continues and Governor training is being planned. The production and dissemination of a policy for young carers and associated e-learning is in progress and our contribution to the development of a joint strategy with the Vale of Glamorgan is ongoing.</p> <p>For information on care leavers, please see above.</p> |

SOCIAL SERVICES 2019-20

| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|--|---|---|
| 1.2 | <p>Empower people to remain independent at home and reduce reliance on intensive interventions by preventing hospital admissions, accelerating safe hospital discharge and supporting assisted living. Key activities will include:</p> <ul style="list-style-type: none"> • Commencing a phased implementation of the new model of Community Resource Team, including the Get Me Home Plus Service, to improve and expand the provision to enable people to remain independent at home; • Implementing the 'Discharge to Assess' model by March 2021, building on the success of the First Point of Contact (FPoC), enabling more people to be discharged safely through the development of night care services; • Developing a new way of delivering domiciliary care by March 2021 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy. | <p>AMBER</p> <p>GREEN</p> | <p>The Get Me Home Service Support (First Point of Contact Hospitals) that supports timely discharge for people with well-being needs was piloted between January and March 2019 and has now been evaluated. In Quarter 2, the team supported 344 people through discharge, delivering over 489 outcomes that have assisted discharge or helped independent living once they return home.</p> <p>Community Resource Teams (CRT) are currently working with Vanguard to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and frees up frontline teams to work flexibly with people to do what matters to them. It moves away from the current 'task and time' approach. Each member of staff is employed as part of a team to work flexibly across a service area. Recruitment of new staff will commence in Quarter 3. Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as "extreme pressure" over the summer months; the highest state of pressure for a hospital. The local authority is working with Health Board partners to continue to support flow in this period of sustained demand.</p> <p>The recommissioning of domiciliary care is progressing. The vision statement and purpose have been drafted. The new model is being co-produced with providers which is critical to achieving the vision of outcome focussed, locality based sustainable care. There are risks in the timing of the re-commissioning as the timescales align with the requirement for the domiciliary care workforce to be registered by April 2020. A relationship based approach to commissioning is therefore crucial. The new service will be in place by November 2020.</p> |
| 1.2 | <p>As a Dementia Friendly City, support those affected to contribute to, and participate in, mainstream society by:</p> | <p>GREEN</p> | <p>A Dementia Friends e-learning module was successfully launched during the quarter and staff communications have taken place including the core brief and via the intranet. The deadline for full compliance is scheduled for April 2021.</p> |

SOCIAL SERVICES 2019-20

| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|--|--|---|
| | <ul style="list-style-type: none"> • Undertaking Dementia Friends training across the Authority with the aim of 100% compliance amongst Council staff by April 2021; • Developing e-module training in collaboration with the Alzheimer’s Society that will be delivered through the Cardiff Academy by March 2020; • Encouraging businesses to pledge their commitment to becoming Dementia Friendly by delivering the Council’s awareness and engagement programme; • Developing a dementia-focused website by March 2020 to support those with dementia, carers, families as well as businesses who want to better support those with dementia; • Delivering locality-focused dementia awareness events. | | <p>A project targeting a community high street is to be piloted as a new approach to dementia friendly businesses within the City.</p> <p>Consultation in relation to the Dementia Website has been completed with 266 people living with Dementia providing feedback. A website content strategy is in development focusing on the creation of a forum to ensure relevant content is available, including Social Services, Telecare, Independent Living Services, Hub Services and Meals on Wheels.</p> <p>As part of awareness raising in relation to dementia, City Hall was illuminated on World Alzheimer’s Day (21st September). Various events have been arranged including a memories story competition.</p> |
| 1.4 | <p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> • Implementing the Child and Adult Exploitation Strategy to encompass new and emerging themes of child and adult exploitation; • Initiating regional discussions with the Vale of Glamorgan Council by March 2020 to develop a joint regional Child and Adult Exploitation Strategy; • Implementing the new All Wales Safeguarding Procedures by March 2020 – in | <p style="text-align: center;">AMBER (Exploitation)</p> <p style="text-align: center; background-color: #28a745; color: white; padding: 2px;">GREEN</p> | <p>The Exploitation Strategy has been developed and work is being undertaken to finalise the Strategy and action plan with the engagement and involvement of partners. The Strategy covers children and adults, Cardiff and the Vale and all forms of exploitation. An action plan is under development and consideration is being given to what resource is available to support the delivery of the action plan. Information, knowledge and research is currently being collated to explore ‘contextual safeguarding’ and a best practice approach to explore complex risk. Information is being gathered from sector leading practice across the country and Cardiff are undertaking a deep dive exercise to track individual cases and explore lessons learnt.</p> <p>The new ‘Wales Safeguarding Procedures’ have been finalised and will be launched in partnership with Welsh Government (WG) and Cardiff and Vale Regional Safeguarding</p> |

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| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|---|----------------------------------|--|
| | consultation with staff and partners – to ensure that adults at risk are protected from harm. | (Safeguarding Procedures) | Boards place during National Safeguarding week 2019 (18 th – 24 th November). Assembly Ministers will be in attendance at the launch. An ‘app’ that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously. |
| 1.4 | Continue the implementation of a strengths-based approach to social work practice to put individuals, families and communities at the centre of their own well-being by: <ul style="list-style-type: none"> • Refreshing the Signs of Safety Implementation Plan to embed strengths-based practice in partnership with families to support children to remain at home, supported by a safety plan by March 2020; • Establishing and embedding strengths-based practice in Adult Services by March 2022. | AMBER | <p>Signs of Safety briefing sessions have continued throughout the quarter and staff are feeding back that the sessions are helping to improve their knowledge of the approach. Case reflection meetings are being held and staff are reporting that they find the sessions helpful. Additional training was held during the quarter and work to fully embed Signs of Safety in practice is ongoing.</p> <p>Collaborative Conversations strength based training continues to be rolled out across Adult Services and is positively received by all the teams who have experienced it. It draws on the positive aspects of people’s lives and concentrates on the outcomes that are meaningful to that individual. Staff are engaging in the training and are enthusiastic to engage with implementation. A member of staff commented about the training “It’s improved my practice overnight”.</p> |
| 1.4 | Implement the Cardiff and Vale Regional Partnership Board transformational proposals for a ‘Healthier Wales’ by 2021 to further develop prevention and resilient communities to keep people independent and connected for as long as possible. | AMBER | Please see above update re: empowering people to remain independent at home . |
| 1.4 | Implement the Council’s Corporate Safeguarding Policy by March 2020 to ensure an effective approach to implementation is embedded across the Council. | AMBER | Corporate Safeguarding Service Manager appointed in Quarter 2. This post will report directly to the new Operational Manager for Service Improvement and will lead on the implementation and delivery of Council’s Corporate Safeguarding Policy action plan. |
| 1.4 | Continue to develop and support the workforce by: <ul style="list-style-type: none"> • Implementing the requirements of the Regulation and Inspection of Social Care | RED | Progress in relation to RISCA continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and |

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| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|---|--|--|
| | <p>(Wales) Act (RISCA) 2016 and ensuring that all internal and external domiciliary care workers are appropriately qualified and registered by March 2020;</p> <ul style="list-style-type: none"> • Delivering a reduction in agency workforce and vacancies in the Children’s social workers workforce by implementing a recruitment and retention strategy and refreshed workforce plan. | | <p>information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of ‘Confirmed Competence’ of experienced staff as a route to registration. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year.</p> <p>Social worker vacancies in Children’s Services for Quarter 2 stand at 34.6% from 31.6% in Quarter 1. A post to drive forward recruitment and retention has been created and the post-holder took up post during the quarter. Work has commenced to centralise and introduce controls around agency workers. Timescales around the recruitment process are improving and a significant number of offers of appointments have been expedited through to offer / start date. A regular Thursday afternoon interview window has been introduced to enable dynamic booking of candidates into interview slots. This has increased throughput of candidates into the time to recruit workflow. During Quarter 2 there have been 11 new starters and 13 leavers with another 14 with start dates next quarter. Next steps include pulling together assets and identifying additional requirements to build a ‘Social Work Cardiff’ brand, and developing a process for recruiting into hard to fill roles and talent-banking candidates with support from HR.</p> |
| 1.4 | <p>Deliver a three-year plan that combines service and financial planning for Adults and Children’s Social Services.</p> | <p>GREEN (Children’s Services)</p> <p>AMBER (Adult Services)</p> | <p>The Children’s Services “Delivering Excellent Outcomes” Strategy is complete and was presented to Cabinet in July. The delivering Excellent Outcomes programme continues to drive forward service improvement across a number of projects.</p> <p>Plans are in place to co-develop the Adult Services Strategy with people who use our services and this strategy is due to be presented to Cabinet in the next financial year.</p> <p>These strategies set out a range of priorities which align improved outcomes for people with the most cost effective course of action. We need to ensure robust programme management of the projects that are in place to deliver service and financial plans and right resourcing of individual work streams.</p> |

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| Wellbeing Objective | Steps | RAG Rating | Quarter 2 Update |
|---------------------|--|---|--|
| 1.4 | <p>Support people with learning disabilities and mental health issues to be more independent by:</p> <ul style="list-style-type: none"> • Implementing a Regional Learning Disabilities Commissioning Strategy by March 2020; • In collaboration with the University Health Board, implementing the recommendations of the Community Services Review on the future model of the service by March 2020. | <p>GREEN (Learning Disability)</p> <p>AMBER (Community Services Review)</p> | <p>Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. All 8 work streams will have their first meeting by the middle of November 2019. All stakeholders are fully involved in the action plan, work streams and implementation.</p> <p>The Assistant Director of Adult Services is co-chairing a project with the Assistant Police and Crime Commissioner to develop mental health pathways. It is anticipated this work will overtake the Community Services Review in setting the strategic direction for adult mental health services across Cardiff and the Vale of Glamorgan.</p> |
| 1.4 | <p>Complete a service review of the Youth Offending Service by 2020 and review the effectiveness of interventions by the service, in order to reduce offending/ re-offending rates.</p> | <p>AMBER</p> | <p>In relation to Youth Offending, the Prevention Service has been established, and is continuing to develop close and effective working relationships with the Neighbourhood Policing Teams. A South Wales Police review is currently being carried out into the role of the Police School Liaison Officers, and the Youth Offending Service (YOS) Prevention Service needs to link into this review and its developments. There is also a need to develop a strategic join-up with regards to school exclusions and this work has commenced with the Education Service. Planned work to review existing structures will be taken forward in Quarter 3 now that the new senior management arrangements are in place. Research regarding national best practice for a range of interventions has also been deferred to Quarter 3 as managers have prioritised work with serious, high profile cases in Quarter 2. The YOS Management Board has been re-launched with significantly extended membership so the planned review of Information Sharing Protocols will be taken forward in Quarter 3. The Youth Justice Plan was agreed by the Management Board and submitted to the Youth Justice Board within the prescribed timescale. Cardiff YOS has received an offer from the Youth Justice Board to assist with its National Standards Audit with respect to Out of Court Disposals, which the YOS is pleased to accept. The audit period is September 2019 to March 2020, with the self-assessment being submitted by the end of April 2020.</p> |

Section 2: Corporate Plan Steps – Shared Responsibility

| Wellbeing Objective | Step | Shared with: | RAG | Quarter 4 Update |
|---------------------|---|--------------|-------|--|
| 1.1 | Improve mental health and emotional well-being for young people by working in partnership to deliver an integrated approach to Children and Young People Emotional and Mental Health Support | E&LL P&C | GREEN | <p>The proposed structure for the Adolescent Service has been drafted and shared with the Trade Unions following consultation with staff. Regional plans have been confirmed and posts advertised. Work has commenced with partners to develop a robust set of tools, approaches and training to effectively support young people with emotional, behavioural or mental health issues. The training plan has been considered and review of training the Adolescent Service both need and can deliver is underway. As with any change of this type, there is work to be done to embed new structures and establish a coherent regional service.</p> <p>A whole system approach to therapeutic interventions and support across the whole of the child journey from Early Help through to adoption has been developed with key partners via the Regional Children’s Partnership Board and will be commissioned with Integrated Care Fund funding.</p> |
| 1.1 | <p>Develop a new delivery model for an integrated early help and prevention service for families, children and young people by March 2020, with the aim of reducing the impact of adverse childhood experiences on their well-being:</p> <ul style="list-style-type: none"> • Launching the new delivery model by June 2019 that will bring together a variety of multi-agency provision across three distinct services – Family Gateway, Family Help and Family Support; • Reviewing the current arrangements within the Multi-Agency Safeguarding | P&C | AMBER | <p>Since the soft launch of the Early Help Gateway in April the Institute of Public Care have been commissioned to identify good practice models for early help and prevention services across the UK. On completion this will be used to inform service development. Family Network Meetings, whereby the family and their wider network are brought together with the social worker to work out a Safety Plan for keeping the children safe, well and happy are taking place. Feedback from families and social workers is positive. Awareness raising will continue to ensure that social workers have a full understanding of the process.</p> <p>A governance board to oversee practice and performance across the whole system from Early Help to the Multi Agency Safeguarding Hub (MASH) has been set up and is attended by all key stakeholders. An operational group is driving forward the review of policies procedures, practice and performance across the MASH partnership and key priorities have been established. A Threshold Document had been created and an operating manual is in the process of being developed. Clear referral routes between all tiers of the wider service have been agreed. Agreement</p> |

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| Wellbeing Objective | Step | Shared with: | RAG | Quarter 4 Update |
|---------------------|--|--------------|--------------|---|
| | Hub (MASH) to take account of the new Early Help Service. | | | has been reached between partners to fund a MASH manager post to coordinate the work of the MASH and to service the MASH board. Plans are underway to hold a workshop in Quarter 3 to set a 5 year vision for multi-agency safeguarding within Cardiff. |
| 1.2 | Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups, and private sector partners. | E&LL P&C | GREEN | Loneliness and isolation impact significantly on the health and well-being of people. Building on the success of the Independent Living Service information, advice and assistance to hospital patients, with regards to social isolation, has been improved with the introduction of 'Get Me Home Plus' / 'Discharge to Assess'. This type of model allows a person's level of independence and care needs to be assessed in a familiar environment. Tools such as Dewis Cymru and knowledge of groups and 3rd Sector organisations are then used to connect people to what matters to them in their communities. |

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Section 3: Capital Ambition Commitments not in Corporate Plan

| Capital Ambition Commitment | RAG | Update |
|--|-------|---|
| Empower people to have choice and control over their own lives by appropriately offering Direct Payments to people | GREEN | 907 children and adults in receipt of Direct Payments during the quarter (181 children and 730 adults, 4 people are in both adults and children's figures due to turning 18 during the quarter). 35 adults started Direct Payments during the quarter and 25 ceased – the main reasons for ceased were deceased and care home admission. 33 children and 48 adults are working towards a Direct Payment. |
| Enable all young people with additional learning needs to play an active and central role in planning for their transition to adulthood | AMBER | Initial analysis of the data identified gaps and indicated that a larger piece of work is required to collate and interpret all the transition data that is currently held. The Regional Principal Social Worker lead across Child Health and Disability is currently collating data on the whole of the transition process rather than just focussing on person centred planning with the aim of implementing a one system solution across Children's and Adult transition. The collation and analysis of this data will be complete by the end of Quarter 3 and will be detailed in a highlight report. Multi Agency Transition Review Interface Group (TRIG) processes are becoming embedded across service areas in Cardiff. A single Operational Manager for disability is in place between Adult and Children's Services to ensure continuity of approach across the life course. |
| Embed the Quality Assurance Framework in Adult and Children's by March 2020 to ensure that children, families and adults benefit from the highest possible standard of service within resources | AMBER | Separate Quality Assurance Frameworks have been agreed for Children's and Adult Services. These are to be reviewed in their entirety to create one overarching Quality Assurance Framework for Social Services. |
| Review the Corporate Parenting Strategy by December 2019 to promote the achievement of the same positive outcomes for children in care that every good parent would want for their own children, addressing the areas where outcomes are not as they should be in education and accommodation | AMBER | Capacity has been identified in the new Operational Manager for Service Improvement to lead the development of the refreshed Corporate Parenting Strategy which is co-produced with children looked after and partners in the NHS, Education and Housing. |

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| | | |
|--|---------------------|---|
| <p>Identify and take forward opportunities to work with partners during 2019/20 to promote Public Health and reduce health inequality</p> | <p>GREEN</p> | <p>Examples of work to promote Public Health include:</p> <ul style="list-style-type: none"> • Cardiff Council employees who work for Social Services on the front line and foster carers have been offered the option of the flu vaccine, with the cost being met by Cardiff Council. Staff have been encouraged to support the campaign and can either arrange to have the vaccine through their own GP, a chemist of their choice, or alternatively they can have vaccine at work at an arranged drop -in venue. The vaccines at the drop in centres are due to commence from week beginning 21st October 2019. |
| <p>Identify and take forward opportunities to strengthen our partnerships during 2019/20 to improve outcomes for people</p> | <p>GREEN</p> | <p>Examples of partnership working include:</p> <ul style="list-style-type: none"> • Community Resource Teams (CRT) are currently working with Vanguard (the company who facilitated the CRT review in Quarter 1) and Health to trial a different way of working to support more people being discharged from hospital through a reablement pathway. • Winter pressures have over run into the spring / summer months. CRT are working closely with Health to mitigate against these extreme pressures. • Joint work streams for the key priorities outlined in the Joint Commissioning Strategy for Adults with Learning Disabilities “Promoting Independence and Improving Lives” 2019-2024 have been established with relevant partners and stakeholders. • Regional Principal Social Worker lead across Child Health and Disability is currently collating data on the whole of the transition process rather than just focussing on person centred planning with the aim of implementing a one system solution across Children’s and Adult transition data. • Regional project manager and project lead have met individually with Health and Education representatives and held a Transition Multi Agency Steering Group in July to review work streams and plan the delivery of the project. • Integrated Care Funding secured to resource elements of the proposed continuing care protocol. Workforce requirements agreed with all delivery partners; however there have been delays in recruiting to some key posts across the University Health Board and Local Authority. • Carers Support Team has continued to engage with 3rd sector organisations and voluntary groups that support carers to raise carer awareness. The groups include Parkinson’s, Goldie’s, Marie Curie, Riverside Advice and an independent carer’s support group which runs in the Ely & Caerau Hub. The Outreach programme in 4 Community Hubs has continued during Quarter 2. |

Section 4: Capital Ambition Delivery Programme – Programme Board requirements

Please identify:

- New risks and Issues – since last Programme Board
- Project Milestones Update
- Decisions to be escalated to Programme Board

| Wellbeing Objective | Update |
|----------------------------|---------------|
| | |

Section 5: Key directorate progress / Key directorate challenges

| Key Progress / Good News | Key Challenges (Min x3) |
|---|---|
| <p>The new 'Wales Safeguarding Procedures' have been finalised and will be launched in partnership with Welsh Government (WG) and Cardiff and Vale Regional Safeguarding Boards place during National Safeguarding week 2019 (18th – 24th November). Assembly Ministers will be in attendance at the launch. An 'app' that will give access to a digitalised version of the Wales Safeguarding Procedures will be released simultaneously.</p> <p>A Think Again ! Tackling Exploitation event was held whereby young people from schools across Cardiff came together at County Hall to showcase their presentations on Child Exploitation. The event was split into two parts - with the presentations in the morning and the launch of the Cardiff Council funded YMCA Cardiff SHOT <i>Think Again!</i> report and accompanying video in the afternoon. The Think Again ! project worked with young people who had experienced child exploitation to gather their thoughts and feelings to evaluate services they had accessed as a result of their experiences. The project culminated with a creative and impactful video that won a Youth Excellence Award.</p> <p>Consideration is being given to the Adolescent Resource Centre becoming a regional service with the Vale following a successful Integrated Care Fund bid, as the Vale are impressed with the provision.</p> <p>Community Resource Teams (CRT) are currently working with Vanguard (the company who facilitated the CRT review in Quarter 1) and Health to trial a different way of working to support more people being discharged from hospital through a reablement pathway. The trial commenced on 30th September and consists of a Multi-Disciplinary Team consisting of Occupational Therapists, Physiotherapists, Home Care Managers and Social Workers. The team is based in the South East Community Resource Team (CRT) office and the trial will last 12 weeks, after which time it will be reviewed and evaluated.</p> | <p>Progress in relation to the Registration and Inspection of Social Care (Wales) Act 2016 continues to be steady but slow. Of the 1,500 care staff just under one third (489) are registered, although this has increased from 285 in Quarter 1. Promotion of the requirement for registration of social care staff and consequences of non-compliance continues. Contact with managers has increased and improved and information sharing with care workers has taken place at training events. Care Managers continue to be supported to utilise the option of 'Confirmed Competence' of experienced staff as a route to registration. Social Care Wales have informed the sector that registration needs to be applied for by the end of January 2020 in order for applications to be processed on time. This applies considerable added pressure for the remainder of the year.</p> <p>Social worker vacancies in Children's Services for Quarter 2 stand at 34.6% from 31.6% in Quarter 1. A post to drive forward recruitment and retention has been created and the post-holder took up post during the quarter. Work has commenced to centralise and introduce controls around agency workers. Timescales around the recruitment process are improving and a significant number of offers of appointments have been expedited through to offer / start date. A regular Thursday afternoon interview window has been introduced to enable dynamic booking of candidates into interview slots. This has increased throughput of candidates into the time to recruit workflow. During Quarter 2 there have been 11 new starters and 13 leavers with another 14 with start dates next quarter. Next steps include pulling together assets and identifying additional requirements to build a 'Social Work Cardiff' brand, and developing a process for recruiting into hard to fill roles and talent-banking candidates with support from HR.</p> <p>Delayed transfers of care - Winter pressures have over run into the spring / summer months. The Welsh Health Boards have four different levels of escalation which define pressures on emergency services and how hospitals should respond. The University Hospital Wales has been at a Level four status, described as "extreme</p> |

SOCIAL SERVICES 2019-20

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| <p>The refurbishment of Fairwater Day Centre has been completed and people started attending again on 22nd July. With the completion of work at Fairwater, the refurbishment programme for the three day centres has been completed. The focus of the refurbishment work at Fairwater was to provide a high quality environment in which to deliver the day service for individuals with high care and support needs and / or dementia. Dementia friendly design was utilised for the delivery of an appropriate environment and to enhance the experience for users. All design features were chosen to create spaces that facilitate a positive environment and atmosphere for all, including people with sensory, cognitive or physical impairments. These features also support the staff group in their work setting. The new layout and the improved facilities are having a positive impact on the delivery of services and generating a calm and relaxed atmosphere in which to engage in social activities and to deliver quality care and support. Fairwater Day Centre was formally opened by the Minister for Health & Social Care, Cabinet Member for Social Care and Health and Director of Social Services on 2nd September 2019.</p> | <p>pressure” over the summer months, which is the highest state of pressure for a hospital. The CRT (Community Resource Teams) are working closely with Health to mitigate against these extreme pressures. There were 17 delayed transfers of care for social care reasons for people aged 75+ in July and August, compared with 7 in the same period last year.</p> |
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Section 6: Emerging Directorate Performance Issues

Please identify any performance issues from Directorate level performance reporting (Not covered in sections above) which may benefit from discussion by or escalation to PSG / SMT

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| <p>Ongoing demand across Children’s Services has resulted in continued use of agency workers and a deterioration in timeliness of assessments. A remedial plan of action is in place which has included the introduction of managed teams for a fixed three month period.</p> |
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