



Annual Director's Report on the Effectiveness of Social Services 2016/17





Director's Report

- Tells local citizens and key stakeholders how arrangements for delivery of social care are working.
- Is the product of a process of planning, review and evaluation undertaken by Operational Managers in the Social Services Directorate.
- The annual report is presented by the Director in his or her capacity as the statutory Director for Social Services.

Underpinning evidence

Evidence is drawn from a range of sources, including:

- Directorate Delivery Plans
- Management information
- Performance against PIs
- Inspection reports
- Strategy documents
- Policy / procedure / practice documents
- Citizens



Relationship between the Annual Report and Directorate Planning

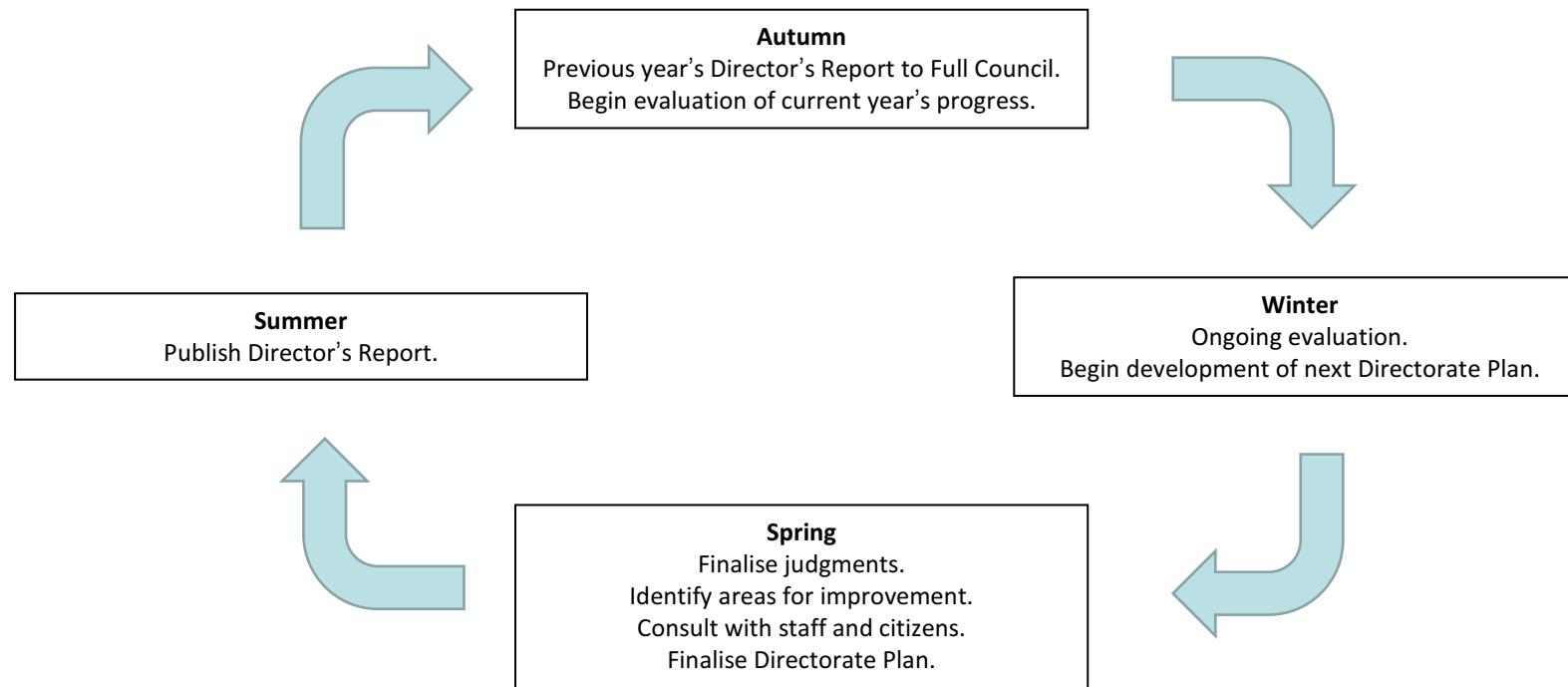


The report and underpinning evidence:

- Evaluates progress in addressing priorities identified in the 2015/16 Director's Report and 2016/17 Directorate Delivery Plans.
- Informs Directorate Planning and sets out priorities for 2017/18.



Continuous Cycle



Key Chapters in the Report

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



Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A More Equal Wales

- **Information, Advice and Assistance** functions implemented.
- Secured monies from Integrated Care Fund to support development of initiatives to improve effectiveness of **transitional support for disabled and vulnerable children** approaching adulthood.
- **Disability Futures Programme (DFP)** – implementation commenced to progress remodelling of services for disabled children, young people and young adults aged 0-25 across Cardiff and Vale.
- **National Autism Service** established.
- **Signs of Safety** – good progress on new model of social work intervention.
- **When I Am Ready** scheme to support care leavers implemented.
- **Direct Payments** – increased take up.





Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A Healthier Wales

- **Early Help Strategy** embedded – looked after children admission / inclusion on Child Protection Register avoided for 344 children during the year as a result of preventative initiatives.
- **Delayed Transfers of Care** – rate significantly reduced.
- Improved quality of care for people in **residential homes**.





Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A Healthier Wales

- **“Not in our city – not to our children”** - highly effective Child Sexual Exploitation (CSE) Strategy launched.
- **Multi-Agency Safeguarding Hub (MASH)** - established at pace.
- **Adult Safeguarding** – new Safeguarding Board and Act requirements implemented.





Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A Healthier Wales

- **Corporate Parenting Strategy** - in place.
- **Dementia Friendly City** and **Dementia Strategy** - progressing well.



Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A More Equal Wales

- **Adult Day Care** – improvement to services to maximise independence.
- **Carers Assessments** – completion target exceeded.





Key Achievement Highlights

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

Well-being of Future Generations Well-being Goal – A More Equal Wales

- **Looked After Children Traineeship** - received an award for Innovation from Cardiff and the Vale College. 31 young people started a traineeship placement during the year and 7 young people have accepted apprenticeships.





Key Achievement Highlights

Our workforce and how we support their professional role

- **Social Services & Well-being (Wales) Act 2014** - effectively progressed with associated training, supporting staff to be compliant with new legislation.
- **Agile / Mobile Working** – implemented for over 550 members staff.
- **PPDRs** - compliance above target.





Key Achievement Highlights

Our financial resources and how we plan for the future

- **Integrated Social Services Financial Strategy** – good progress in understanding and projecting demand over 5-10 years.
- **Regional collaboration** –
 - Rebooting of the Safeguarding Adults Board for Cardiff and the Vale of Glamorgan.
 - Co-location of the Mental Health Services for Older People team with the Vale of Glamorgan Council and the University Health Board.
 - Disability Futures Programme.
 - Progressing the development of a joint Social Care Training and Development Unit.
- **Strategic Improvement Board for Adult Services** – facilitated strategic review of key priorities in order to improve financial sustainability and service effectiveness.
- **Recruitment campaign** - with private sector domiciliary agencies to increase capacity and improve quality.





Key Achievement Highlights

Our local political leadership, governance and accountability

- New Directorate came into effect and Senior Management Team refocused around 3 key commitments and strategic aims:
 - Home First
 - Affordable Futures
 - What Matters to Me



Key Priorities for 2017/18

Social Services 1 (Corporate Plan)



- Continue to increase the number of children and adults with care and support needs in receipt of **Direct Payments** by March 2018 to enable people to make their own choices and take control over the care services they receive.
- Implement the **Disability Futures Programme** by December 2018 to remodel services for disabled children, young people and young adults aged 0-25 across Cardiff and the Vale of Glamorgan to improve effectiveness and efficiency of services and outcomes for disabled young people and their families,
- Renew the **safeguarding vision and strategy** across the Directorate by March 2018 in order to take account of new national policy and practice guidance currently under development.



Key Priorities for 2017/18

Social Services 2



- Further embed **Information, Advice and Assistance functions**.
- Finalise and commence implementation of an **Integrated Service and Financial Strategy for 2017-2022/27** in order to ensure a sustainable future for Social Services.
- Embed the **Quality Assurance Framework** in Children's Services and adapt for implementation Directorate-wide by March 2019.





Key Priorities for 2017/18

Children's Services 1 (Corporate Plan)

- Undertake a campaign by March 2018 to raise **Young Carers' awareness** of their entitlement to a Young Carers Assessment.
- Conclude the implementation of **Signs of Safety** in Children's Services by March 2020.
- Develop and implement mechanism to **improve engagement with communities at large and faith communities** in particular by March 2018 to improve safeguarding.
- Deliver the **Corporate Parenting Strategy** to ensure that the Council and partners fulfil their responsibilities to all children in their care.
- Improve **recruitment and retention of children's social workers**.



Key Priorities for 2017/18

Children's Services 2



- Implementation of the **Youth Offending Service** Improvement Plan by March 2018 in response to Her Majesty's Inspectorate of Probation inspection findings.
- Strengthen the capacity to address increasingly **complex needs of children** - trafficked children, children subject to Deprivation of Liberty considerations and children struggling with mental health conditions during 2017/18.
- Review and revise **Support Services to Care Leavers** by March 2018.
- Recommission **Families First** Services.



Key Priorities for 2017/18

Adult Services 1 (Corporate Plan)



- Work with partners to maintain the reduction in **Delayed Transfers of Care** for social care reasons during 2017/18 to support more timely discharge to a more appropriate care setting
- Work to make Cardiff a recognised **Dementia Friendly City** by March 2018 to support those affected by dementia, enabling them to contribute to, and participate in, mainstream society
- Implement new model of **Day Opportunities** by March 2018 to maximise independence for adults with care and support needs
- Offer a **Carers Assessment** to all eligible adult carers who are caring for adults during 2017/18 to ensure that they receive the help and support they need, in the ways they need it



Key Priorities for 2017/18

Adult Services 2



- Explore the possibility of designing a new **model for the delivery of Adult Services** on a strengths-based approach similar to Signs of Safety.
- Finalise and implement the recommendations of the **Community Services Review** in collaboration with the University Health Board.
- Strengthen **Adult Protection procedures** in consultation with staff and partners.
- Develop a **Learning Disability Day Opportunities Strategy** and prepare an effective business case for the redevelopment of Tremorfa Day Centre.
- Review the **Supported Living commissioning process for Adults with mental health** issues by March 2018.
- Review **Internal Supported Living Review for Learning Disabilities**.
- Implement a **new model of commissioning for domiciliary care** by November 2018.