

Appendix C – Comparator of Challenges identified in Director of Social Services Annual Reports - 2013-14 and 2014-15

Annual Report 2013-14	Annual Report 2014-15
<b>'Top 4' Challenges facing Cardiff Social Services:</b>	<b>'Top 4' Challenges facing Cardiff Social Services:</b>
1. Reduce the cost of delivering social services in the context of a shrinking budget base.	1. Reduce the cost of delivering social services in the context of a shrinking budget base.
2. Ensure strategic and operational alignment with the requirements of the Social Services and Wellbeing (Wales) Act, paying particular attention to improved outcomes for citizens, children and young people.	2. Ensure strategic and operational alignment with the requirements of the Social Services and Wellbeing (Wales) Act, paying particular attention to improved outcomes for citizens, children and young people.
3. Maximise the contribution of partners in the delivery of effective social care for children, young people and adults.	3. Maximise the contribution of partners in the delivery of effective social care for children, young people and adults.
4. Sustaining and developing an effective workforce that is able to respond to the expectations associated with the Social Services and Wellbeing (Wales) Act.	4. Sustaining and developing an effective workforce that is able to respond to the expectations associated with the Social Services and Wellbeing (Wales) Act.

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**Top 4 challenges for Children's Services:**

1. Recruitment and retention of social workers.
2. Reducing caseloads.
3. Securing sustained and significant improvement in the timeliness and quality of assessments.
4. Resolving a clear long term strategy to radically alter the balance of service provision away from costly remedial intervention in favour of highly effective early prevention.

**Top 7 challenges for Children's Services**

1. Finalise and implement a refocused Early Help & Prevention Strategy with partners to ensure timely services are provided at the lowest possible level to meet need.
2. Develop and implement new inter-agency arrangements for managing referrals and demand at the front door to ensure appropriate referrals are received.
3. Prepare a Looked After Children Strategy that aims to make the experience of being looked after or leaving care the best that it can be within resources; promotes stability; enables children to form secure and permanent attachments; and in collaboration with Education and others, improves their life chances and outcomes.
4. Resolve a coherent inter-agency Child Sexual Exploitation Strategy that protects and empowers children and young people and that confronts and tackles perpetrators effectively.
5. Develop and conclude a proposed model for the delivery of children's social services and social work intervention to improve the effectiveness and efficiency of services.
6. Progress the remodelling of services for disabled children across Cardiff to improve effectiveness and efficiency of services.
7. Extend and improve services to children and young people experiencing early emotional behaviour / mental health difficulties.

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**Top 4 challenges for Health & Social Care:**

1. Improve strategic commissioning arrangements to deliver an offer for citizens which enables us to better enhance citizen directed support.
2. Improve our offer to carers.
3. Increase the number of Direct Payments.
4. Work collaboratively with partners in the Vale of Glamorgan, University Health Board, and across council directorates to ensure we maximise the opportunity to deliver efficient and effective public services which enable vulnerable people to achieve their outcomes.

**Top 7 challenges for Health & Social Care**

1. Deliver better integrated housing support and social care with health services to improve outcomes for those who need support to live independently.
2. Work with our health partners to reduce the total number of Cardiff residents who experience a delayed transfer of care from hospital.
3. Increase the uptake of Direct Payments as an alternative to direct provision of care for Cardiff residents.
4. Support Carers by ensuring that all Carers are offered a Carer Assessment and increasing the number of Carer Assessments undertaken by 2016.
5. Expand the range of supported accommodation options for vulnerable young adults.
6. Work in partnership with other stakeholders to protect vulnerable adults from harm through developing a coordinated programme of training and awareness for all front line staff.
7. Improve the effectiveness of transitional support for disabled and vulnerable children approaching adulthood.