
SOCIAL SERVICES STATEMENT

ADULT SERVICES

Age Friendly City

Age Friendly Cardiff launched its social media channels on 1 October, International Day of Older Persons. In addition to the quarterly digital and printed newsletters and the Age Friendly Cardiff website, the Twitter account and Facebook site will provide another information pathway for partners and older people to find out about the positive services and developments which are meeting the needs of older citizens and making Cardiff a great place to grow older. Please visit Age Friendly Cardiff's Facebook site and follow @AgeFriendlyCDF on Twitter to see the latest positive developments for older people and if you would like to be on the newsletter mailing list, please e-mail agefriendly@cardiff.gov.uk or Oed-Gyfeillgar@caerdydd.gov.uk

I attended a meeting of the Age Friendly Cardiff Partnership Board on 4 October and I also met with the city's 50+ Forum at the end of September to share information with them about the work being done across Cardiff as an Age-Friendly City including AskSara and care-ready accommodation.

Community Resource Team

On 10 October, the Community Resource Team, which includes the Council's in-house care service, began training staff on the new Electronic Call Monitoring System. This is a huge positive step for the team, bringing it up to date digitally in how it manages the delivery of Community Home Care. The new system, delivered through a mobile application, will incorporate many of the tasks completed by staff to a digital system, reducing paperwork and administration, providing real time information sharing, more effective rostering of care calls and many other benefits. The training programme will be delivered to over 150 members of staff in the Community Resource Team, plus an ongoing period of post-training support for staff to familiarise themselves in this new way of working.

Visits to Adult Services' Teams

Over the last few weeks, I have been pleased to meet with Council teams to discuss the work that is taking place to support older and vulnerable people. I visited the First Point of Contact team to meet the staff and learn more about the valuable work they do.

I also visited an Internal Supported Living scheme in Canton on 27 September where I met three of the residents of the property along with some of their support workers. Two of the ladies had just returned from a shopping trip and cookery class with their support workers and one of them proudly showed off the colourful cupcakes she had

baked in her class. One of the support workers told me that despite all of the challenges that the service faced during the pandemic, she enjoyed supporting the residents and still got great job satisfaction even after many years in the role.

Community-led Care

Along with my cabinet colleagues, Cllrs Lister and Cllr Bradbury, I was delighted to meet with staff from Action in Caerau & Ely (ACE) on 18 October to discuss their work with Cwmpas, the UK's largest co-operative development agency. Cwmpas has secured investment from the National Lottery Community Fund for a 'test and learn' project, enabling communities to have a voice and control over their care. With the support of Cwmpas, ACE will engage with the local community to explore community-led care; what assets and skills can the community bring that would help support each other; what outcomes do they want to see; and what opportunities exist to transform social care in the area.

Approximately £290k is being invested in two projects that will test two different models of community-led care, aimed at providing a solution to social care issues. Both models will demonstrate that early community care interventions are affordable, viable and sustainable solutions to the care crisis. ACE is one of the two local project partners along with Pembrokeshire Association of Voluntary Services.

Falls Awareness Week

Falls Awareness Week took place on 3-7 October 2022 and is more important than ever this year as the community moves to the recovery phase of the Covid-19 pandemic. Whilst the public health messaging of 'Stay Home and Stay Safe' was critical in the fight against the virus, there has been a significant increase in mental health issues and loneliness due to social isolation. Levels of de-conditioning affecting mobility have also been associated with lockdowns.

Visitors to the Community Hubs during the week were encouraged to join in with a raft of sessions which contribute to falls prevention by improving core strength. These included Wake Up and Stretch, Elderfit, Tai Chi, Ladies Fitness Movement, Walking Football, Walking Netball, LIFT (Low-Impact Functional Training) classes and many more. These sessions will take place regularly in the Hubs as part of the preventative health agenda.

In addition to this, resources which provide information about positive adjustments that older people can make to keep them mobile as well as preventing falls have been distributed by Public Health Wales to Hubs. The resources are also available through the Outreach Library Home Delivery Service.

Independent Living Services

I am pleased to provide members with details of a story that truly demonstrates some of the tremendous work that Independent Living Services (ILS) are doing to support people across the city to remain independent at home.

The service was asked to visit a gentleman who was struggling and presenting to his GP with non-medical needs. He had suffered two strokes, has arthritis in both hands and damaged vertebrae in his lower back causing significant pain. He had recently

struggled to get out of the bath and was feeling extremely isolated. After a home visit from ILS officers and a “what matters” conversation (a discussion to identify how a person wants to live and what support they need to achieve that) with the man, a number of measures were put in place to help him live more independently and safely in his own home.

Handrails were installed in the hallway and grab rails in the bathroom to reduce the risks of falls and help the man’s confidence moving around his home. In the event a fall did occur, a falls detector was also installed by Telecare and the man was provided with a personal alarm button pendant so that he could call for assistance from the Warden Service. A blue badge has been ordered to allow the man’s family to take him out more easily and provide more convenient parking – reducing distances he would otherwise have to walk. A bath board to allow safer access was also provided, whilst the installation of a walk-in shower was undertaken.

Following these actions, the man feels much more confident moving around his home and bathing. His family also feel reassured knowing any possible falls will be responded to quickly. These outcomes show the benefits of collaborative working with our colleagues in Health and have led to a reduction of GP time utilised for non-medical needs.

CHILDREN’S SERVICES

Cardiff Youth Justice Strategy 2022-24

The new Cardiff Youth Justice Strategy 2022-24, entitled ‘Building Safer Futures Together’, was launched on 27 September 2022, attended by the Leader, Cllr Mackie and the Chief Executive, as well as partners from Cardiff & Vale UHB and South Wales Police. The new strategy was developed between January and May 2022 in a series of workshops with those involved in the services. Core to this has been engagement with young people. Recommendations made by HM Inspectorate of Probation in their report published in August 2022 following their inspection of Cardiff Youth Justice Services in April have also been incorporated into the strategy. The strategy identifies three big challenges to be focused on over the next two years: the continuing impact of the Covid-19 pandemic on children’s health and wellbeing, and on achievement and progression; the violence linked to exploitation (of various types) of children by adults; and being able to meet the emerging needs of all children in contact with Youth Justice Services.

Cyfri Service

Children’s Services have introduced a new specialist intervention team that will deliver an intensive six-week programme using a therapeutic prevention approach for families presenting with problematic substance use. Cyfri, which means to count in Welsh, was chosen as the name for this new team by one of the families receiving a service from the Early Intervention Team. This new approach dovetails with our priority to shift the balance of care so more families get early support and that children are supported to live at home with their families where it is safe and appropriate for them to do so. This approach will be reviewed at regular intervals an evaluation will be completed at the end of the first year in September 2023.

National Adoption Week 2022

As part of this year's National Adoption Week 2022 this year, which runs from 17 to 23 October, the National Adoption Service (NAS) for Wales has released the second season of their podcast *Truth be Told: Adoption Stories*.

Wales' only adoption podcast places children waiting to be adopted at the heart of the conversation, sharing the experiences of seven adoptive families on topics such as contact, education, support, and trauma. The six-episode series highlights the ongoing need for a diverse range of adopters to come forward to provide forever homes for children, particularly sibling groups, children from ethnic-minority backgrounds and older children. This year's production includes both audio and video episodes in English and Welsh.

In addition to the podcast, regional activity during National Adoption Week, aimed at raising awareness in local communities, will be led by Vale, Valleys and Cardiff Adoption, the collaborative service for the council as well as Merthyr Tydfil, Rhondda Cynon Taff and Vale of Glamorgan. Together with Foster Wales, the service will be releasing a new blog today focussing on adopters and foster carers sharing experiences of maintaining contact.

Visit www.adopt4vvc.org to read the blog. For more information on National Adoption Week and to listen to the podcast, visit the NAS website at www.adoptcymru.com

Fostering

The Foster Wales Cardiff team have been visiting Hubs around the city, to promote fostering in Cardiff, answer questions about how to become a foster or supported lodgings carer, and increase their visibility within the city's communities. The Hub visits have been promoted via social media. This has been supplemented by the national campaign with Alastair Cope, Head of Foster Wales, appearing on BBC Wales for an advice hour. The show talked about all things fostering – debunking some myths and explaining the assessment process, as well as the benefits of fostering for your local authority. I'd like to thank Members for the positive responses offering to support foster care recruitment for the Council and have asked officers to consider a further briefing for all Members. For further information about fostering in Cardiff, please visit: <https://cardiff.fosterwales.gov.wales>

Positive Feedback by Children Looked After

Children's Services have continued to receive compliments and feedback about good practice, with one lovely example coming from an Independent Reviewing Officer (IRO) who has reviewed the care plan for one young person looked after over the last four years. The IRO noted that since a Social Work Assistant started to support the young person a few months ago, they have witnessed the young person's voice really being heard, shared and continuously supported with the aim of achieving the brilliant outcomes that are now being seen. It was noted that throughout this period, the Social Work Assistant has continued to appropriately address and overcome complex challenges in a child-focused way. Their hard work has now enabled the start of planning for a reunification with the young person's family. The young person's parents, sister and the young person themselves have stated how thankful they are for the Social Work Assistant and for the professional relationships that have been

developed during this time to allow such positive progress. The family shared with the IRO how much they would like to thank the Social Work Assistant. They all remain motivated and committed to achieving the best outcomes for this young person as a result. It is a real positive to hear stories such as this and I would like to take the opportunity to restate mine and Cllr Mackie's commitment to celebrating the fantastic work of staff across Social Services.

Increased Demand for Early Help Services

So far this year, 375 parents have completed a parenting programme or intervention, benefitting 407 children, exceeding the position this time last year, with 98% of families demonstrating improvement. However, the Early Help Service is continuing to experience a significant increase in demand across all areas.

The increase in complexity has led to a substantial increase (38%) in the average call time to the Family Gateway. Contact Officers are undertaking in-depth assessments of need, which can often lead to multiple referrals to ensure that the right support is put in place. Unfortunately, the waiting list for the Family Help Disability Team has risen to 12 weeks due to an 80% increase in referrals. Cardiff Parenting has also seen an increase in both the number of referrals and their complexity, which means the waiting time for psychology-led one-to-one support for families is now up to 30 weeks (18 weeks for early years).

Officers are continuing to work hard to reduce these waiting times. The Family Gateway is also currently experiencing a significant staff shortage with a number of vacant posts on the team and officers are currently developing a raft of recruitment initiatives to address this. Additional resources are also being provided to the Family Help Disability Team, which will enable a significant reduction in the waiting list before the end of the year.

Circle of Security

Last month, Cardiff Parenting introduced a new parenting programme called Circle of Security, which focuses on strengthening the attachment between caregivers and children under 8 years old. I am pleased to announce that the Psychologists in the team have been invited to present their work on undertaking a whole team approach to using Video Interaction Guidance at the Association for Infant Mental Health (AIMH) UK National Conference on 24 November 2022 as an example of best practice in the UK.

Childcare Offer

Childcare Offer providers across Cardiff have received their invitation to register with the new Digital Childcare Offer for Wales Service. The Welsh Government has provided training events for both childcare providers and the Childcare Offer Team to ensure local support is available for any providers requiring assistance. Parents and carers applying for Childcare Offer funding for children eligible to start childcare from January 2023 will be the first families to apply via this new digital service and, again, the Welsh Government is providing training to Childcare Offer Teams so they are fully prepared to give comprehensive advice and guidance on using the new online portal.

Councillors Norma Mackie & Ash Lister
Cabinet Members for Social Services (Job Share)
21 October 2022