

# APPENDIX B



**STRONGER  
FAIRER  
GREENER**



# Adult Services & Independent Living

Q2 DDP Performance Report

**CASSC**

November 2022



#GweithioDrosGaerdydd  
#GweithioDrosochChi

#WorkingForCardiff  
#WorkingForYou

## Well-being Objective 2 – Cardiff is a great place to grow older

### Supporting older people suffering from social isolation and loneliness and delivering our Age Friendly and Dementia Friendly City Ambitions

#### Corporate Plan Commitment

Commitment	Update
<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"><li>• Increasing the availability of age-friendly virtual and face-to-face activities through a hybrid model of community engagement, and promoting these widely by June 2022;</li><li>• Offering age-friendly digital inclusion support tailored to individual need by August 2022;</li><li>• Assisting community groups to deliver activities for older people by promoting the help available through our community inclusion team and well-being mentors by June 2022;</li></ul>	<ul style="list-style-type: none"><li>• Initial consultation has taken place with the new Carers Impact Group who have provided valuable insight into age specific activity provision within the Hubs. Qualitative feedback has concluded that group activities are not always appropriate or attractive to some older people. The Team are now widening the approach to meet individual needs i.e. activities should not always be group based and should include elements such as crosswords, cards, chess etc.</li><li>• Digital and paper surveys to gain more insight in Age Friendly consideration of current provision have been drafted and will be shared with partners &amp; stakeholders throughout the city.</li><li>• A specific digital training timetable has been created for older people, with a focus on delivering courses in the North of the city. The Tablet Gifting Scheme continues to be accessed by citizens across the city. The additional provision complements the digital surgeries timetable where individuals can access drop in provision. Engagement targets set as part of the Community Renewal Fund Project were exceeded.</li><li>• The Digital Support Team are supporting departments such as ILS to implement new digital apps – delivering one to one / group training for Carers.</li></ul>

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Commitment	Update
<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"><li>Encouraging volunteering to support older people and carers through a dedicated volunteer co-ordinator by March 2023;</li></ul>	<ul style="list-style-type: none"><li>The Dementia Friendly Volunteer Programme was launched on World Alzheimer’s Day, 21st September. The scheme is the latest initiative from Dementia Friendly Cardiff and supports Welsh Government’s commitment to building Dementia Friendly Communities across Wales. The volunteer program will encourage people to give their time to help Cardiff on its journey to becoming a more dementia friendly city.</li><li>The scheme will recruit and train Dementia Friendly Ambassador Volunteers to support local shops, businesses, and organisations across the city to work towards becoming Dementia Friendly. Making changes to be more welcoming and accessible for people affected by dementia and to achieve official recognition from the Alzheimer’s Society.</li><li>Volunteers will help organisations to recognise the impact of dementia, understand how it changes customer needs and consider how to support those affected by dementia.</li><li>This will ensure people with dementia can live better, more fulfilled lives, remaining active and part of their community.</li><li>The Age Connects volunteer community support programme is continually under review and the service is completing monthly / quarterly reviews with Age Connects senior managers. A pathway has been established to ensure individuals expressing an interest in volunteering are supporting community support programmes.</li></ul>

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#### Corporate Plan Commitment

Commitment (1 of 2)	Update (1 of 2)
<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"><li>• Integrating Community Hub and Older Person Day Centre Services to increase the range of activities provided and further involving partners and volunteers in the centres by September 2022;</li><li>• Developing a ‘Hubs for All’ approach by March 2023, which will include specialist support on site, to make Hub activities accessible to people with higher care needs;</li><li>• Providing additional respite for carers by opening the Day Centres at weekends and extending opening times in the Hubs;</li></ul>	<ul style="list-style-type: none"><li>• Discussions with the Carers Impact group, Day Centre family members and staff have taken place regarding activity programmes and enhanced offer is already taking place within the Day Centres. This has included providing therapeutic arts and crafts, family dementia sessions working with Musicare, visits to Hubs, Garden Centres, Parks. The Tovertafel technology and the Driving reminiscence pods are also bringing service users together and creating really enjoyable environments within the Day Centres.</li><li>• The feedback from families has been very positive who have described the activities as more mentally stimulating.</li></ul>

## Well-being Objective 2 – Cardiff is a great place to grow older

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#### Corporate Plan Commitment

Commitment (2 of 2)	Update (2 of 2)
<ul style="list-style-type: none"><li>• Further enhancing our Hubs by working with Cardiff &amp; Vale University Health Board (UHB) to establish integrated Health and Wellbeing Centres at the:<ul style="list-style-type: none"><li>• Maelfa Health &amp; Wellbeing Hub (completed by October 2022);</li><li>• Ely &amp; Caerau Parkview Wellbeing Hub, subject to funding approval (planning consent by September 2022);</li></ul></li><li>• Strengthening the independent living and well-being advice available for older people and their carers, to help them to prepare for the future, by updating the information available via the website, providing training to all Hub staff and co-ordinating information sessions by March 2023;</li></ul>	<ul style="list-style-type: none"><li>• Work has progressed on developing the “Hubs for all” pilot which will expand respite opportunities for unpaid carers. The pilot will take place in Llandaff North, St Mellons, Whitchurch and Grangetown Hubs. Recruitment of a peripatetic team who will be able to support those with more complex care needs is in progress. The pilot will launch in Quarter 3.</li><li>• A working partnership document has been developed with health colleagues detailing all aspects of shared building processes and safety compliance. This is awaiting sign off.</li><li>• The Ely Caerau Parkview meetings are ongoing.</li></ul>

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### Corporate Plan Commitment

Commitment	Update
<p><b>Prevent social isolation through supporting older people to stay active and connected by:</b></p> <ul style="list-style-type: none"><li>• Working to become a World Health Organisation Age-Friendly City, developing a city-wide evaluation framework and key performance indicators by June 2022 and producing quarterly monitoring reports by September 2022;</li><li>• Relaunching the Dementia Friendly City campaign, recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly by December 2022.</li></ul>	<ul style="list-style-type: none"><li>• The evaluation framework has continued to act as an effective tool to monitor progress. New organisations have been added as the awareness of Age Friendly initiatives and stakeholders within the city increases. An interim Age Friendly communities report has been submitted to Welsh Government reporting progress on Cardiff’s Action Plan.</li><li>• Promotion of aspects of the Age Friendly Cardiff action plan has taken place with businesses – including the launch of the Community Toilet Scheme and the “Dementia is everyone’s business” initiative.</li><li>• The Dementia Friendly Volunteer scheme launched on World Alzheimer’s Day 21<sup>st</sup> September. This scheme will be targeting businesses via Dementia Friendly Ambassador volunteers who will encourage local shops and organisations to make dementia friendly adjustments to their premises as well as improving the awareness of their staff. Volunteers have already come forward and are being onboarded.</li><li>• The first Regional Partnership Board meeting has taken place to drive forward progress against the Dementia Pathway of Standards. A listening engagement exercise will be taking place during quarter 3. Work is also underway with Public Health Wales to map the Dementia Prevention Programme. A subgroup focused on key partners will be formed to inform progress on this.</li></ul>

## Well-being Objective 2 – Cardiff is a great place to grow older

Supporting older people to age well and to live the best lives they can in their homes and communities, through the delivery of proactive and preventative services

### Corporate Plan Commitment

Commitment	Update (1 of 2)
<p><b>Help older people to stay independent at home, embedding strengths-based and preventative services by:</b></p> <ul style="list-style-type: none"><li>• Building on our First Point of Contact Service to make it the single route into services by November 2022;</li><li>• Increasing the availability of Occupational Therapy through out of hours services by November 2022;</li><li>• Fully embedding outcome-focused, strengths-based social work and empowering social workers and Independent Living teams to prescribe low-level adaptations and equipment by March 2023;</li></ul>	<ul style="list-style-type: none"><li>• Development of First Point of Contact (FPOC) is progressing, however it has at times been hindered due to current work demands. A full plan will be in place by early 2023 to begin testing and embedding.</li><li>• All metrics to measure the benefits of developing FPOC have been confirmed approved and signed off.</li><li>• An initial training plan has been developed and new training is being delivered as the service progresses on the pathway to implementation. For example, the FPOC staff can now prescribe low level safety at home adaptations.</li><li>• Work has commenced on reviewing all paperwork and stage 1 has seen a review of the wellbeing assessment which has been reconfigured within Carefirst.</li><li>• Practice Solutions final report was delivered in September. Identifying the themes is now taking place.</li><li>• The results of the commissioned review of assessment paperwork have been received from Attenti and will be reviewed shortly.</li></ul>

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Commitment	Update (2 of 2)
<p><b>Help older people to stay independent at home, embedding strengths-based and preventative services by:</b></p> <ul style="list-style-type: none"><li>• Building on our First Point of Contact Service to make it the single route into services by November 2022;</li><li>• Increasing the availability of Occupational Therapy through out of hours services by November 2022;</li><li>• Fully embedding outcome-focused, strengths-based social work and empowering social workers and Independent Living teams to prescribe low-level adaptations and equipment by March 2023;</li></ul>	<ul style="list-style-type: none"><li>• The service is now working on a model of trusted assessor between Occupational Therapy (OT) and Social Work to enable the completion of care plans by OT's.</li><li>• Over the last 2 quarters, OTs have actively been trying to recruit. This process has taken a lot longer than previously experienced. Although posts are being filled, the resource pool is only available for newly qualified staff.</li><li>• There is not currently the capacity to explore 7 day working with OT's at this moment in time. This would only bring value if the whole system was focussed on 7 day working. Therefore, this will be deferred until there is a more secure position with regard to staffing levels and reductions in backlog.</li><li>• A review of the social work services is underway. A new service manager is being appointed so that the whole First Point of Contact assessment service and hospital service are under one manager so that a clear and consistent approach over all first point of contact services.</li></ul>



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Commitment	Update
<ul style="list-style-type: none"><li>• Modernising homecare services to provide both a full reablement service and short-term emergency care by November 2022;</li><li>• Working with health partners to bring forward plans for a rapid response 24/7 service to prevent unnecessary hospital admissions by March 2023.</li></ul>	<ul style="list-style-type: none"><li>• The Rapid Response is a partnership approach across health and the local authority. This is being covered under the @home programme of works and is going to plan.</li><li>• Union consultation finishes in early October on changes to the current rota. On receipt of union consultation, a period of staff consultation will be undertaken.</li><li>• Full Electric Call Monitoring (ECM) training has been initiated and a go live date has been set for the end of January 2023.</li><li>• Evaluation of the service is dependent on the implementation</li><li>• OT's are providing support and assessment into CRT which provides a clear understanding of how they will support the overall intermediate care programme. This in turn will produce a more streamlined and efficient service by having less hand offs.</li><li>• The development of the career pathway from carer to OT is ongoing.</li></ul>

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**Corporate Plan Commitment**

Commitment	Update
<p><b>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT)</b> that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"><li>Identifying easily accessible locations within the community as touch-down points and collaborative working spaces for MDT staff and developing an overall working model for the MDT by March 2023;</li></ul>	<ul style="list-style-type: none"><li>Evaluation of Elemental was requested at the start of Q2. Awaiting update on the evaluation from the Partnership. Other milestones are dependent upon this evaluation.</li><li>Service agreements have not yet been put in place, however, there is a shared understanding due to the Older Persons strategy meetings. There is also an interface between our community coordinator in ILS with all Community Hubs.</li><li>The trial of the locality model in North Cardiff has been delayed whilst works to make St Isan suitable for occupancy has been undertaken. It is anticipated that the building will be ready for occupancy early Q3.</li></ul>

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Commitment	Update
<p><b>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT)</b> that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"><li>Continuing to work with GP clusters to meet the holistic needs of citizens.</li></ul>	<ul style="list-style-type: none"><li>A request for evaluation of the South West Cluster discharge hub has been made to the partnership. Awaiting outcomes from IHSC partnership. The evaluation will determine whether it will duplicate or compliment First Point of Contact (FPOC).</li></ul>

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### Corporate Plan Commitment

Commitment	Update (1 of 2)
<p><b>Work to support timely and safe hospital discharge by:</b></p> <ul style="list-style-type: none"> <li>Establishing a single point of contact in the hospital to ensure safe and timely discharge by following 'Home First' principles;</li> <li>Agreeing a location within the hospital and a joint operating model by June 2022;</li> <li>Developing an enhanced triage process to support a prompt return to independence by September 2022;</li> <li>Improving the Discharge to Recover and Assess model to more accurately identify care needs, by undertaking assessments in a person's home and not in the hospital, by December 2022.</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated social worker resource has been identified for the hospital MDT. 2 Care Co-ordinators have been recruited and are awaiting start dates which are expected in early Q3.</li> <li>Dedicated Occupation Therapist /Occupational Therapist Assistance resource identified.</li> <li>The operating model for D2RA is on track to be delivered by the end of October 2022, which include Service Level Agreements, clear roles and responsibilities documented via process maps, triage checklist, care coordinator checklist and provider capacity spreadsheet as well as performance metrics and training and induction plans.</li> <li>All teams are now located in University Hospital Wales</li> <li>New D2RA model on track to be delivered by 18/11/2022 which coincides with provider procurement.</li> </ul>

## Well-being Objective 2 – Cardiff is a great place to grow older

### Corporate Plan Commitment

Commitment	Update (2 of 2)
<p><b>Work to support timely and safe hospital discharge by:</b></p> <ul style="list-style-type: none"><li>• Establishing a single point of contact in the hospital to ensure safe and timely discharge by following ‘Home First’ principles;</li><li>• Agreeing a location within the hospital and a joint operating model by June 2022;</li><li>• Developing an enhanced triage process to support a prompt return to independence by September 2022;</li><li>• Improving the Discharge to Recover and Assess model to more accurately identify care needs, by undertaking assessments in a person’s home and not in the hospital, by December 2022.</li></ul>	<ul style="list-style-type: none"><li>• Work with health is ongoing. There is a weekly working group. All final processes, documentation and standard operating procedures will be completed by 31/10/2022.</li><li>• The legal position in respect of mental capacity and CHC and D2A in arena has been established and will be put in place. The paperwork for care first is being changed and all legal elements to discharge have been discussed with health colleagues. The start date will be the 18<sup>th</sup> November if the commissioning for care colleagues goes ahead.</li><li>• A request has gone into the partnership to explore interface portals. Awaiting next steps.</li><li>• Social Care role evaluation ongoing as part of service review.</li><li>• We are developing D2A in partnership with health. Options are being drawn up for consideration and funding.</li></ul>

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Commitment	Update
<p><b>Improve the use of technology, aids and adaptations to support independence by:</b></p> <ul style="list-style-type: none"><li>• Developing a cutting-edge Cardiff Tech Strategy and introducing a ‘tech finder tool’ for staff and citizens alike by March 2023;</li><li>• Developing proposals for an Independent Living Well-being Centre by September 2022;</li><li>• Removing the means test from all eligible disabled adaptations by April 2022 and expanding the recycling of equipment and adaptations by September 2022.</li></ul>	<ul style="list-style-type: none"><li>• The existing TEC offer has been updated and a stock of products has been purchased and set up on our TCES ordering system for purchase by prescribers.</li><li>• Workshops have been held to design a training package to roll out to TEC champions. Engagement has also been made with suppliers of equipment to provide demonstrations.</li><li>• Some recommendations from “People Too” have been put in place such as the recommended top up of equipment on offer. TEC champions have been identified across the service area and are supporting workshops. The recruitment of a TEC specialist has been advertised and shortlisted at the end of Q2 with Interviews taking place mid October.</li><li>• Concept meetings have been held to view digital rendering and composition of the new JES building in preparation of the planning proposals. Feedback from Housing Development has advised of a potential 2 year lead time once planning is approved. An application has been prepared for RIF capital funding to help seek funds to cover costs of the first phase of development. The partnership were updated on current plans late September and the full project plan is now under development.</li><li>• An initial evaluation of removing the means test on adaptations has resulted in amendments being made to the process. These changes have been implemented and a follow up evaluation will take place in December to determine their effectiveness.</li></ul>

## Well-being Objective 2 – Cardiff is a great place to grow older

### Corporate Plan Commitment

Commitment	Update
<p><b>Develop older persons housing that supports independent living, including:</b></p> <ul style="list-style-type: none"> <li>• Developing 44 new care-ready apartments at Addison House, Rumney by February 2023;</li> <li>• Commencing development of 101 care-ready apartments at the Maelfa and St. Mellons care-ready schemes by April 2022;</li> <li>• Commencing development of 35 older person apartments on the site of Canton Community Hall with a contractor appointed by June 2022 and on-site work underway by October 2022;</li> <li>• Commencing development of 44 older person care-ready apartments at Bute Street, with a contractor appointed by August 2022 and on-site work underway by December 2022;</li> <li>• Commencing development of older person flats at Moorland Road, with a planning application submitted by May 2022 and on-site work underway by January 2023;</li> <li>• Submitting the planning application for the Michaelston wellbeing village masterplan by February 2023.</li> </ul>	<ul style="list-style-type: none"> <li>• Canton Independent Living Scheme - Encon have been identified as the winning bidder for the Canton Community Living Project and letters have been issued to contractors. Viability and Officer Decision Report to be completed before entering into JCT Contract. Anticipated that work will commence in early 2023.</li> <li>• Bute Street Independent Living Scheme – Tenders issued for Bute Street Community Living project are and due for return by 19<sup>th</sup> October. Tenders will then be assessed and scored to identify the winning bidder.</li> <li>• A board has been established to inform the use of the Community Living projects and to oversee the commissioning of the research and other key activities. This has been delayed slightly due to service pressures and absence of key manager.</li> </ul>

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**Corporate Plan Commitment**

Commitment	Update
<p><b>Support older people to move to more appropriate housing where this will support independence by:</b></p> <ul style="list-style-type: none"> <li>• Fully establishing the Rehousing Solutions service that delivers tailored housing support by September 2022;</li> <li>• Using extra care and community living housing as an alternative to residential care for both respite and permanent care by reviewing best practice and developing proposals for change by March 2023.</li> </ul>	<p>A review of the Rehousing solutions team was carried out with the following findings:</p> <ul style="list-style-type: none"> <li>• Several existing functions were merged and some new temporary posts have been appointed to, to create a new Rehousing Solutions Team.</li> <li>• Processes for the allocation of adapted accommodation have been reviewed and new processes implemented. These include looking at alternative solutions to address the rehousing needs for people with disabilities.</li> <li>• A review of older persons allocations has been carried out and proposals for new arrangements have been drafted and consulted on.</li> <li>• The administration of Extra Care has been merged into the Housing Waiting List.</li> <li>• Initial reviews of the team are positive with more successful outcomes and innovative solutions being found to address the needs for service users with complex housing needs/disabilities.</li> <li>• A review of the current staffing structure is in progress. This will form part of the review of the Rehousing Solutions Team current staffing structure and will be included as areas for development in the proposed new structure.</li> </ul>



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Commitment	Update
<p><b>Working in partnership with commissioned care providers to deliver flexible person-centred care that meets current and future needs by:</b></p> <ul style="list-style-type: none"> <li>• Establishing a Trusted Partnership agreement to allow care to be adapted by care providers to meet individual need by September 2022;</li> <li>• Working with care providers to put in place Local Care Co-ordinators who will be part of multi-agency locality teams by September 2022;</li> <li>• Working to reshape the care market to meet future care and support requirements based on the Regional Market Sustainability Report and Population Needs Assessment by December 2022;</li> <li>• Assisting the care sector to move away from general residential towards home-based care and promoting the development of additional high-quality dementia residential and dementia nursing care by December 2022.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• The Trusted Partner Pilot is currently in place for the whole sector with the ability to step down care from double-handed to single handed or step up care from double handed to single handed.</li> <li>• Some market sounding has taken place with the Domiciliary Care sector to support the development of a new rapid response service to support winter pressures. The feedback from the session informed the development of the specification. This included one to one session with providers who expressed an interest in delivering this service.</li> <li>• The Market Stability Report (MSR) will go to cabinet and full Council for approval in October and will not be published until after this, so it has not yet been possible to share with providers to discuss future business intentions. A detailed action plan setting our response to the MSR will be put before cabinet in January 2023 with a suite of proposals linked to a wider review of care home provision in Cardiff.</li> </ul>

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Commitment	Update
<p><b>Increase the voice and control of citizens in our services and in the commissioning of care and support by:</b></p> <ul style="list-style-type: none"><li>• Developing proposals to move away from a “task and finish” approach to care to focus on well-being outcomes by March 2023;</li><li>• Reviewing engagement with older people, and bringing forward proposals for enhancing involvement by September 2022;</li><li>• Working to increase the supply of well-trained personal assistants by reviewing support for direct payments by September 2022;</li><li>• Exploring the provision of care through local micro-enterprises by March 2023.</li></ul>	<ul style="list-style-type: none"><li>• Dewis CIL and Cardiff Academy work together to identify potential Personal Assistants for potential direct payment employers.</li><li>• Dewis Cil have adverts on the Website and tap into any Community Engagement across the city.</li><li>• The Tender documents and Specification’s for the new advocacy contracts are being collated regionally across Cardiff and the Vale. It is currently anticipated that the new service will be in place by April 2023.</li></ul>

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Commitment	Update
<p><b>Build on the quality of care provided ensuring that effective quality monitoring is in place by:</b></p> <ul style="list-style-type: none"> <li>• Reviewing progress on embedding the Quality Assurance Framework for older persons services by September 2022;</li> <li>• Reviewing best practice in dementia residential and nursing homes to inform future commissioning by June 2022;</li> <li>• Co-producing a Regional Quality Framework for care homes underpinned by local quality assurance arrangements and reviewing quality ratings for both domiciliary and residential care by September 2022;</li> <li>• Re-launching the escalating concerns process by June 2022.</li> </ul>	<ul style="list-style-type: none"> <li>• Work is on-going to develop the Quality Assurance (QA) framework and IPC are working with officers on this. However, it is likely that this will not be implemented until November. The milestone has therefore been rated amber.</li> <li>• Work undertaken on the Care Home QA framework is expected to be considered as part of a Cabinet Report on a review of care home provision that will be considered in January 23.</li> <li>• Discussions have taken place with IPC regarding the development of a community of learning and an initial presentation on the findings of the research was shared with providers at a Provider forum.</li> <li>• The new Escalating Concerns 's policy has been finalised and signed off by the Regional Commissioning Board and ASMT. Plans are in place to implement before the end of October following a briefing session with Operational Managers and Contracts staff that is planned for 14th October.</li> </ul>

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Commitment	Update
<p><b>Value and develop the social care workforce by:</b></p> <ul style="list-style-type: none"> <li>• Working with the Welsh Government to fully implement the Real Living Wage for care workers in Cardiff by June 2022;</li> <li>• Further developing Cardiff Cares Academy to provide training, mentoring and employer support;</li> <li>• Providing proactive support to help care workers achieve registration;</li> <li>• Working in partnership with providers to grow the care workforce – reviewing the success of the new locality-based Care Development Contracts by September 2022.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring of the Real Living Wage (RLW) is undertaken as part of the Business As Usual monitoring arrangements. Providers have been issued with contract variation forms they must sign to confirm they have passed on the funding to eligible staff.</li> <li>• A number of potential candidates accessing the Cares Academy require additional mentoring prior to accessing employment opportunities. The restructure proposed will increase the number of employment mentors providing support at intervention stage. This has enabled the team to provide an increase in pre-employment support to participants.</li> <li>• Recruitment has been undertaken to the new Registration &amp; Qualification Support Officer post in the new Training Team. The first round was unsuccessful, and interviews were scheduled for the last week in September for the 2nd round. In the meantime, the Social Care Workforce Development Partnership Coordinator is supporting providers with registration compliance and has undertaken an internal data collection exercise of workforce data related to qualifications as part of the annual Social Care Wales data collection exercise.</li> <li>• Monitoring information from the block contract providers for the Cardiff Care development partnership is received on a monthly basis and contains detailed recruitment information which is considered as part of monthly contract monitoring meetings.</li> <li>• “Lessons Learned” discussions have taken place to review what has worked well and what has not worked well to inform future commissioning arrangements.</li> </ul>

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Commitment	Update
<p><b>Support and value the work of unpaid carers by:</b></p> <ul style="list-style-type: none"> <li>• Reviewing advice services for carers to ensure they meet current needs by June 2022;</li> <li>• Evaluating the current carer’s assessment process and exploring how take-up can be improved by September 2022;</li> <li>• Reviewing the range of respite provided by September 2022;</li> <li>• Ensuring services meet the needs of carers by consulting and co-producing any changes with carers.</li> </ul>	<ul style="list-style-type: none"> <li>• Delays to the recruitment process related to the new Carer Champion project Manager has affected progress regarding the consultation on advice services. This will be prioritised following the start date and is why the milestone has been rated as amber.</li> <li>• The Carers Impact group has continued to meet to discuss impending initiatives including the Hubs for All programme. Feedback has been positive with insight being provided that will inform processes moving forward.</li> <li>• Plans are underway to develop a Carers Card where unpaid carers can access discounts and offers. Working with FOR Cardiff, businesses and organisations will be encouraged to take part in the scheme that will be delivered through the new Age Friendly Cardiff Website that will be launched in Quarter 3.</li> <li>• Leaflets are being developed to explain processes and pathways to citizens and unpaid carers, these are being worked on and will be made available after a consultation process.</li> <li>• The mapping of respite services within Cardiff will be progressed following consideration by Cabinet of the Carers Cabinet Report which included planning around respite consultation in October.</li> </ul>

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**Corporate Plan Commitment**

Commitment	Update
<p><b>Support people with dementia to stay at home wherever appropriate by:</b></p> <ul style="list-style-type: none"> <li>• Reviewing best practice in supporting people with dementia to live in the community by September 2022;</li> <li>• Reviewing the dementia training required to ensure that staff can tailor the correct care and support to the person and their family in their home by March 2023.</li> </ul>	<ul style="list-style-type: none"> <li>• TATI research has been reviewed in a way that is Cardiff centric. Further research projects on how we work with different and diverse communities in Cardiff are underway.</li> <li>• Research into the Netherlands and how they work with dementia is underway and meetings have been conducted with a dementia village in the Netherlands that work with people who live with dementia to ensure they can live safely – we are considering what elements we can take from the project.</li> <li>• Research has begun on diverse communities and how we work with unpaid carers and people around the time they receive a dementia diagnosis and what can be done to protect their futures and the laws surrounding this.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**

**Ensuring children and adults are protected from risk of harm and abuse - Corporate Plan Commitment**

Commitment	Update
<p><b>Ensure that all people, however vulnerable, retain a voice in their care by:</b></p> <ul style="list-style-type: none"> <li>Ensuring our social workers take a strengths-based approach to mental capacity and ensure that, as far as possible, older people retain voice and control;</li> <li>Implementing the new Liberty Protection Safeguards legislation and mainstreaming these within our services;</li> <li>Recommissioning Advocacy Services in line with the commitments set out in the Cardiff &amp; Vale Advocacy Strategy;</li> <li>Reviewing and enhancing our Direct Payments Services.</li> </ul>	<ul style="list-style-type: none"> <li>It has not been possible to roll out Collaborative Communications training due to the absence of a trainer to take this forward. A new Strength-based Approaches Training Officer has been recruited in the period so it is expected that this will get back on track in Q3 following the appointment.</li> <li>The final Attenti report was not received in Q2 as expected. This will be considered early in Q3 and a plan will be developed to address the recommendations and consider what elements for the review can reasonably be implemented ahead of the roll-out of Eclipse.</li> <li>The absence of the QA Manager and Strength-based Approaches Training Officer has delayed the strengthening arrangements for mentoring and QA arrangements. However, both posts were recruited to within the period and it is expected that these actions will begin to be addressed in Q3 when the post holders take up their roles</li> <li>The Draft Code of Practice on the Liberty Protection Safeguard (LPS) scheme consultation has been responded to. Now awaiting the response to the consultation from Welsh Government.</li> <li>It is understood that the implementation of the legislation will be significantly delayed and may not be introduced until early 2024.</li> <li>A briefing and action plan will be developed once the outcome of the consultation is published by Welsh Government.</li> <li>The Tender documents and Specification’s for Advocacy Services are being collated regionally across Cardiff and the Vale. It is currently anticipated that the new service will be in place by April 2023.</li> <li>Dewis CIL and Cardiff Academy work together to identify potential Personal Assistant roles for potential direct payment employers.</li> <li>Dewis Cil have adverts on the Website and tap into any Community Engagement across the City.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment**

Commitment	Update
<p>Continue to move towards locality working models to <b>bring together multi-disciplinary services based in local communities</b> to promote health and well-being, support independence and prevent unnecessary hospital admissions.</p>	<ul style="list-style-type: none"> <li>• There is an integrated approach to locality working via the @home programme, which will develop and evolve over the next 12 to 18 months. Our initial pilot will operate in North Cardiff.</li> <li>• The locality model in North Cardiff is slightly delayed due to St Isan building, decorating and Health and Safety requirements being fulfilled. These are expected to be completed in early Q3.</li> <li>• Request for evaluation of the discharge hub has been made to the partnership. Awaiting outcomes from IHSC partnership. The evaluation will determine whether it will duplicate or compliment FPOC.</li> </ul>



**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment**

Commitment	Update
<p><b>Improve the support available to people with mental health issues by:</b></p> <ul style="list-style-type: none"> <li>Supporting the Health Board with their Community Transformation project and the review of services to meet the needs of those individuals who may not require formal care and support services;</li> <li>Further developing the Health and Wellbeing service within the Hubs, providing support and advice and finding community solutions for individuals with low-level mental health issues;</li> <li>Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently.</li> </ul>	<ul style="list-style-type: none"> <li>The Sanctuary project at CRI has been slightly delayed due to issues with accommodation. The project is currently out to tender and it is now hoped that the project will be up and running in early 2023.</li> <li>The Health and Wellbeing Service in the Hubs continues to work with and for the community to promote good wellbeing. Connections have been made with Mental Health Wales and additional mental health providers and charities across the city who have been attending wellbeing activity sessions that are taking place within Hubs and community locations. Focus has also taken place on wellbeing trips where older people have been taken on trips to locations such as Barry Island/St Fagans with the aim of supporting social connectivity and breaking down barriers of travel which has been an issue for some older people who have been affected by loss of confidence post pandemic. Individuals have also been encouraged to access a wide variety of community activities and experiences. The community volunteering initiative has attracted volunteers that are supporting community activities.</li> <li>Volunteers to support the launch of Warm Welcome spaces within Hubs and additional community settings which will aim to support communities through the cost of living crisis are currently being recruited. This will launch in the new quarter.</li> <li>Service provision at the Supported Accommodation project has now commenced with the project now almost at full capacity. Clients ready for move on are being full supported.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment and Directorate Delivery Plan Commitment**

Commitment (1 of 2)	Update (1 of 2)
<p><b>Enhance the support available for people living with learning disabilities by:</b></p> <ul style="list-style-type: none"> <li>• Further developing the Complex Needs Day Service expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community; (CP)</li> <li>• Developing further opportunities to engage directly with service users and families to improve communication and understanding (DDP)</li> <li>• Develop a website that provides clear information regarding the offer from Learning Disabilities teams, including easy read versions (DDP)</li> </ul>	<ul style="list-style-type: none"> <li>• The Complex Needs Day Service worked with pupils with complex support needs in their final year of school, co-producing support plans to support a smooth transition from school to adult life. Of the 6 young people we worked with, 4 young people were referred to our transition team (Ty’r Bont) and since July 2022, we have been working with them to transition them to the day service.</li> <li>• Because of the work completed during their final year of school, we were able to plan a person centred, outcome led service with the young people and their families, developing an individual day service plan based on what is important to and for the young person.</li> <li>• We have also recruited staff with the right skills and trained staff to meet the needs of the young people. All transitions have now been completed.</li> <li>• The Supported Accommodation Event is to be held in October.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment and Directorate Delivery Plan Commitment**

Commitment (2 of 2)	Update (2 of 2)
<ul style="list-style-type: none"> <li>• Development of Day Service accommodation to meet the growing needs of local people with complex needs (DDP)</li> <li>• Improving and increasing overnight respite by June 2022 and setting out proposals for building development by March 2023; (CP)</li> <li>• Developing proposals for new supported living accommodation options, producing a planned pipeline of projects by September 2022. (CP)</li> </ul>	<ul style="list-style-type: none"> <li>• Design work on capital proposals has not yet commenced as the brief is still being finalised.</li> <li>• The respite project group has now been re-instated and data is now being worked through to identify gaps in service provision.</li> <li>• Work is ongoing with strategic development and regeneration team and local RSL's to source appropriate opportunities for accommodation.</li> <li>• The development of a move on project worker has been slightly delayed as work is ongoing with regards to job evaluation.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment**

Commitment	Update
<p>Ensure that all staff have access to the appropriate level of training to meet the needs of autistic people in line with the new Code of Practice on the Delivery of Autism Services.</p>	<ul style="list-style-type: none"> <li>• In May 2022 Autism Awareness produced in line with Autism Wales, was added to Learning Pool. This is module one and was produced in line with the framework. A request was made in ASMT for the Autism Awareness module to become a mandatory module and Agreement given to progress this in July. L1 module– ‘effective communication’ is due to be released in October and L2 module ‘assessment’ by the end of 2022. These will be placed on the Learning Pool. Cardiff staff have been involved in the creation of these modules.</li> <li>• We have now completed the development of a training dashboard that will provide training engagement statistics. This piece of work will allow us to map the engagement of each team in any training (to include autism). Having had the opportunity to interpret this information we can begin to work more closely with team managers where staff engagement with autism training is low.</li> <li>• Aside of the statistical analysis we have also been meeting with service areas to better understand their training needs from their perspective, to include Autism. We recognise that most staff will require up-to L2 training, however, we have identified a cohort of staff that will require additional (L3) Autism training and we are working on a delivery plan for this.</li> <li>• We are on track for the more generalised training (L1/2) and expect to implement the specialist training (L3) in Q3 which is why the milestone has been rated as amber.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan Commitment**

Commitment	Update
<p><b>Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:</b></p> <p>Promoting health screenings;            Undertaking activities to prevent falls;            Promoting the take-up of vaccinations.</p>	<ul style="list-style-type: none"> <li>• Work has progressed on community engagement to progress positive messaging around childhood immunisation including providing drop in sessions at Grangetown Hub and Central Library Hub. Health focused events taking place in Ely Caerau, STAR, Butetown Pavilion Hubs have also a forum to expand community awareness. Sessions have also taken place within external community settings.</li> <li>• 170 people have been engaged with over the quarter. Feedback regarding the health awareness programme has been reported as positive with 100% of those participating expressing satisfaction with the engagement.</li> <li>• Work has progressed on a Bowel Cancer Screening video translation project working with Bowel Cancer UK, WITS and the Film Unit. The video will be made available in 4 different community languages on completion of the project and will be used to amplify messaging around benefits of screening including investigating potential to use on WhatsApp, Social Media and relevant websites.</li> <li>• Events have taken place at Ely, STAR, Grangetown and Butetown Pavilion Hub during which awareness has been raised of benefits of childhood Flu immunisation. Drop-in sessions have also been run in Central Library Hub and Grangetown Hub.</li> </ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**

**Corporate Plan Commitment**

Commitment	Update
<p>Review and update the revised regional Violence against Women, Domestic Abuse and Sexual Violence strategy by December 2022.</p>	<ul style="list-style-type: none"><li>• The strategy is being developed with input from partners. An event has been planned in Q3 for victims and survivors to feed in their experiences and views.</li></ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**

**Corporate Plan Commitment**

Commitment	Update
<p>Ensure all those who experience domestic abuse can access specialist support by undertaking a full review of refuge accommodation in the city and identifying opportunities for improvement by March 2023.</p>	<ul style="list-style-type: none"><li>• As part of the building quality review, visits have taken place to the Waterlily, Sunflower Llys Saltmead, Cwrt Elen and The Terrace projects under the VAWDASV contract with Cardiff Women’s Aid, and reports have been written up regarding the quality of the accommodation offered.</li><li>• Visits to the remaining VAWDASV Gateway projects under the RISE umbrella to take place from the end of July onwards.</li><li>• In Q2 Visits have taken place to the remaining units and reports written regarding quality, suitability and their adherence to Phase 2 guidance</li><li>• New approaches to the delivery of refuge accommodation will be explored as part of the review</li></ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Corporate Plan & Directorate Delivery Plan Commitment**

Commitment	Update
<p><b>Ensure children and adults are protected from risk of harm and abuse by:</b></p> <ul style="list-style-type: none"> <li>• Embedding the Exploitation Strategy to address new and emerging themes of child and adult exploitation by March 2023;</li> <li>• Continuing to work with multi-agency partners to respond to the rise in serious youth violence;</li> <li>• Embedding the <b>corporate safeguarding self-evaluations</b> by March 2023;</li> <li>• Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received.</li> <li>• Consolidating Good Practise in Adult Safeguarding and compliance</li> <li>• Continue information sharing to promote awareness and accessibility of the Adult Safeguarding service across the directorate</li> <li>• Implement a robust system of quality assurance</li> </ul> <p>Undertake a review of Adult Safeguarding</p>	<ul style="list-style-type: none"> <li>• Recruitment process for staff team to fulfil current establishment requirements has been achieved.</li> <li>• The social inclusion unit handover has been completed.</li> </ul>



**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Directorate Delivery Commitment**

Commitment	Update
<p>Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2023 which replaces the current Deprivation of Liberty Safeguards (DOLS) to implement a new system for authorising deprivations of liberty in care.</p>	<ul style="list-style-type: none"><li>• The Draft Code of Practice on the Liberty Protection Safeguard (LPS) scheme consultation has been responded to. Now awaiting the response to the consultation from Welsh Government.</li><li>• It is understood that the implementation of the legislation will be significantly delayed and may not be introduced until early 2024.</li><li>• A briefing and action plan will be developed once the outcome of the consultation is published by Welsh Government.</li></ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Ensuring children and adults are protected from risk of harm and abuse**  
**Directorate Delivery Commitment**

Commitment	Update
<p>Implement Emergency Duty improvement plan by December 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale.</p>	<ul style="list-style-type: none"><li>• Service review has been completed and partners consulted, further consultation will take place shortly.</li><li>• A review of processes and policies is now in place.</li><li>• Joint meetings have not yet been re- introduced due to staffing issues across the service, but are due re-commence shortly</li></ul>

**Well-being Objective 4 – Safe, confident and empowered communities**  
**Directorate Delivery Plan Commitment**

Commitment	Update
<p>Work to increase awareness of toilet availability within the city and expand network through encouraging external organisations to participate in the community scheme. Explore options to support diverse toileting needs.</p>	<ul style="list-style-type: none"> <li>• A Toilet Consultation event took place with the 50+ Forum during the quarter at Grand Avenue Day Centre. Aspects of community toilet provision were considered – including standards, engagement, community volunteers and communications.</li> <li>• Following the launch of the Dementia Friendly volunteer programme during the quarter the training programme has been expanded to include provision of community toilet availability as a potential Dementia Friendly Action for local businesses.</li> <li>• New promotional materials have been created for the Community Toilet Scheme. Physical copies have also been sourced to ensure that digital and physical communication avenues are fully explored.</li> <li>• A full list of publicly available toilets has been made live on the Visit Cardiff website, detailing the specific facilities available at each location. The list is split up into city areas for ease of use and the community toilet sticker symbol is on the page so that visitors are aware of what to look for.</li> </ul>

**Well-being Objective 7 – Modernising and integrating our public services**  
**Directorate Delivery Plan Commitment**

Commitment	Update
<p>Undertake work on a cost of care exercise to inform the refresh the Fee Setting Strategy for Care Homes for Older People which needs to be in place from April 2023.</p>	<ul style="list-style-type: none"><li>• Cost of care exercise commenced, costs scheduled collected from providers and some one to one interviews have been held. IPC will feedback on the analysis on 18<sup>th</sup> October.</li></ul>

**Well-being Objective 7 – Modernising and integrating our public services**  
**Directorate Delivery Plan Commitment**

Commitment	Update
<p><b>Continue to enhance and strengthen quality assurance frameworks within Adult Services</b></p> <ul style="list-style-type: none"> <li>• Policies and procedures</li> <li>• Training and development</li> <li>• Complaints and compliments</li> <li>• Quality auditing and review processes</li> </ul>	<ul style="list-style-type: none"> <li>• Recruitment of a Quality Assurance (QA) Manager has taken place and the successful candidate will be starting in December. Unable to progress with the QA work until manager is in post.</li> <li>• The Policy and Procedures tracker has been reviewed and updated. New policies have been created and signed off by ASMT for Complaints, Medication and Trusted Assessor.</li> <li>• Policies currently in draft include Provider debt, Deferred Payments, Direct Payments.</li> <li>• Several policies need to be reviewed before the end of the year.</li> <li>• Fortnightly meetings have been set up with Training, QA, Policy, and Complaints leads to ensure they are working together and clear on each other’s current focus and work.</li> </ul>

**Well-being Objective 7 – Modernising and integrating our public services**  
**Directorate Delivery Plan Commitment**

Commitment	Update
<p>Improve the recruitment and retention of staff within Adult Services with the right skills and experience to support citizens, as well as promoting Cardiff as Great Place to Work.</p>	<ul style="list-style-type: none"> <li>• Work is in development to create content for the Adult Services part of the Social Work Cardiff website.</li> <li>• “Grow your own” opportunities are in development</li> <li>• Recruitment pool of social workers identified to assist with recruitment events.</li> <li>• Marketing materials selected and orders place.</li> <li>• 2 recruitment events booked with local universities for November.</li> <li>• Exit interview arrangements under review.</li> <li>• Work is in development to create content for the Adult Services part of the Social Work Cardiff website.</li> <li>• “Grow your own” opportunities are in development</li> <li>• Recruitment pool of social workers identified to assist with recruitment events.</li> <li>• Marketing materials selected and orders place.</li> <li>• 2 recruitment events booked with local universities for November.</li> <li>• Exit interview arrangements under review.</li> </ul>

**Well-being Objective 7 – Modernising and integrating our public services**  
**Directorate Delivery Plan Commitment**

Commitment	Update
<p>Review our organisational structure within Adult Services to ensure it meets the current needs of our service users</p>	<ul style="list-style-type: none"><li>• Review of As Is model is well underway and reports have been provided to help inform future changes. Report from consultants received and is currently being considered.</li><li>• Proposals for change are being finalised taking into account the range of information gathered.</li></ul>

**Well-being Objective 7 – Modernising and integrating our public services**  
**Corporate Plan Commitment**

Commitment	Update
<p><b>Support an ongoing partnership approach to pandemic management, as part of a wider programme of comprehensive public protection, including:</b></p> <p>Supporting a surveillance and risk-based response to incidents and outbreaks;</p> <p>Continuing to manage any clusters and outbreaks in high-risk settings.</p>	<ul style="list-style-type: none"><li>• Arrangements in Adult Services have been reviewed and meetings are now monthly.</li><li>• Public Health Wales colleagues attend care provider forums to provide updates.</li><li>• A review has been completed of Cargo House. The provision is being maintained as out of hours and emergency provision during the winter period.</li></ul>