



**STRONGER
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Adult Services & Independent Living

Q4 DDP Performance Report

CASSC

May 2023



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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	Q4 Update
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none">• 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;• Offering age-friendly digital inclusion support tailored to individual need by August 2022;• 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;	<ul style="list-style-type: none">• Roll out of the Age Friendly branding has continued over the quarter. The brand is utilised on all relevant communications – newsletters, consultation exercises, community toilet promotions, event banners and Forum communications. Partners within the City have also been encouraged to utilise the brand within their own communications. The Age Friendly Cardiff Website build is underway using a framework based on Your home, Your City, Your Health, Advice and Unpaid Carers. Based on feedback that has been provided by older people in Cardiff a communications plan that aims to deliver a balance of digital and paper-based channels of communication has been implemented. Paper resources e.g. newsletters (Health and Wellbeing News, Age Friendly Cardiff Newsletter, Care’Diff), posters) are being produced. Distribution networks have also been established including GP surgeries, Care Homes and Community Hubs. Digital channels are also being exploited fully including partner websites and through partner networks.• Following the successful Western Power grant, the intergenerational project continues to be delivered across Care Homes. Young People engaging with into work services primarily through Bright Start and MILES, provide one to one digital training to older people within the care home setting. Young People undertake a brief training programme including level 2 customer service skills. The project aims to dispel preconceptions within both age groups and build respect and intergenerational connection.

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<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none">• Encouraging volunteering to support older people and carers through a dedicated volunteer co-ordinator by March 2023;	<p>The Volunteer website continues to be maintained with new opportunities regularly being added. Hits on the website are consistently at a good level. The new website now allows us to pin posts / opportunities, allowing the most up to date and relevant opportunities to be promoted first.</p> <p>Recruitment of volunteers has been challenging; however, 18 people have shown an expression of interest in wanting to volunteer for the Dementia Friendly Ambassador opportunity, resulting in 5 active volunteers and 6 volunteers who are going through the recruitment stage currently.</p> <p>Due to a delay related to Shared Prosperity Funding and the subsequent impact on recruitment processes, the community-based volunteering programme directed at older people will be carried over to Quarter 1 2023/24.</p>

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Corporate Plan Commitment

Commitment (1 of 2)	Q4 Update (1 of 2)
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none">• 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;• 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;• Providing additional respite for carers by opening the Day Centres at weekends and extending opening times in the Hubs;	<ul style="list-style-type: none">• Successful re-alignment of activity programmes within the Care Hubs has been achieved. Programme structure is now focused on person centric activities as well as ensuring an emphasis on community integration is achieved. This will form the basis for the roll out of “Hubs for All” pilot. Pilot locations have been identified and equipment is currently being sourced. Recruitment of peripatetic team is ongoing.

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

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Corporate Plan Commitment

Commitment (2 of 2)	Q4 Update (2 of 2)
<ul style="list-style-type: none">• Further enhancing our Hubs by working with Cardiff & Vale University Health Board (UHB) to establish integrated Health and Wellbeing Centres at the:<ul style="list-style-type: none">• Maelfa Health & Wellbeing Hub (completed by October 2022);• Ely & Caerau Parkview Wellbeing Hub, subject to funding approval (planning consent by September 2022);• 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;	<ul style="list-style-type: none">• Following the successful launch of the Maelfa Health and Wellbeing Hub meetings are being set up to feedback on the learning from the project.• Lessons learnt will be fed into the Ely & Caerau development.

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Corporate Plan Commitment

Commitment	Q4 Update
<p>Prevent social isolation through supporting older people to stay active and connected by:</p> <ul style="list-style-type: none"> 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; Relaunching the Dementia Friendly City campaign, recruiting volunteer Dementia Friendly Ambassadors to encourage local businesses to become dementia friendly by December 2022. 	<ul style="list-style-type: none"> Best case examples have been uploaded to Age Friendly World showcasing Cardiff’s progress as an Age Friendly City. These include projects related to digital inclusion, dementia community support programmes, improving neighbourhoods and the Health and Wellbeing Support Service. Participation has taken place with the UK Age Friendly Network which has facilitated a broader understanding of Age Friendly developments and highlighted new areas of focus. Decision has been made to reschedule the Dementia Friendly City Awards Ceremony to Quarter 3 2023/24 in order for businesses and volunteers to build on successful dementia actions.

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	Q4 Update
<p>Help older people to stay independent at home, embedding strengths-based and preventative services by:</p> <ul style="list-style-type: none"> • Building on our First Point of Contact Service to make it the single route into services by November 2022; • Increasing the availability of Occupational Therapy through out of hours services by November 2022; • 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; 	<ul style="list-style-type: none"> • The review of First Point of Contact (FPOC) is to be carried forward into 23/24, due to the additional focus required in hospitals, supporting winter pressures and expanding the Trusted Assessor model. • “Step up” care provides community interventions to avoid people going into crisis and potential hospital admissions. We are currently reviewing how we manage “step up” into the Community Resource Team to avoid any duplication of cases. This can confusion, and a number of cases can moved between services which can cause delays. The “step up” pathways have been mapped with a focus on who refers, and for reason. From this we will be able to determine how best to manage all “step ups” in the most efficient and effective way for both citizen and the referrer. The review to date has identified the need to go back to the partnership to ensure we align with the larger intermediate care @home vision. • A review of the Carers Assessment Team and its working partnership with Independent Living Services (ILS) Visiting Team and FPOC will carried forward into Q1 2023/24 • In Q1, 2023/23, we will also review our current model of residential and domiciliary care assessments to see how they best align with the key drivers for ILS.

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	Q4 Update
<p>Help older people to stay independent at home, embedding strengths-based and preventative services by:</p> <ul style="list-style-type: none">• Modernising homecare services to provide both a full reablement service and short-term emergency care by November 2022;• Working with health partners to bring forward plans for a rapid response 24/7 service to prevent unnecessary hospital admissions by March 2023.	<ul style="list-style-type: none">• Electronic Call Management went live successfully on 30th January without any major incidents reported.• Community Occupational Therapists (OT) are supporting with home care assessments. This has identified an opportunity to incorporate the end-to-end reablement approach without the need for input from CRT health therapists. The benefits of this are to be evaluated in Quarter1 23/24 with a view to only request health input when required, as opposed to having blanket approval, therefore, improving OT efficiency and alignment.

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	Q4 Update
<p>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT) that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none"> 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; 	<ul style="list-style-type: none"> Locality working has been put on hold as concentration was required on Hospital Discharge and winter pressures. The building at St Isan sustained substantial damage and could not be used for a pilot. This action will be taken forward into 2023/24.

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 service

Corporate Plan Commitment

Commitment	Q4 Update
<p>Work with the Regional Partnership Board to develop integrated Local Multi-Disciplinary Teams (MDT) that prevent hospital admission and facilitate hospital discharge by:</p> <ul style="list-style-type: none">Continuing to work with GP clusters to meet the holistic needs of citizens.	<ul style="list-style-type: none">Independent Living Services now form part of MDT's covering South West, North, South East and East Cardiff with a visiting officer attending all MDT's within these clusters.Discussions also commenced in Q4 to join West GP cluster with attendance set to commence in Q1 23/24.

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

Corporate Plan Commitment

Commitment	Q4 Update (1 of 2)
<p>Work to support timely and safe hospital discharge by:</p> <ul style="list-style-type: none"> Establishing a single point of contact in the hospital to ensure safe and timely discharge by following 'Home First' principles; Agreeing a location within the hospital and a joint operating model by June 2022; Developing an enhanced triage process to support a prompt return to independence by September 2022; 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. 	<ul style="list-style-type: none"> Work commenced in Q4 and is ongoing to evaluate the Integrated Discharge Hub (IDH), specifically around triage and Discharge to Reassess (D2RA). This has been slightly delayed due to awaiting the appointment of the new IDH Manager. Several sessions have taken place to review the triage process and a project manager has been assigned to work with the IDH Manager to streamline the process. A review has commenced covering all aspects of social work in the hospital setting. A comprehensive set of data has been created that includes, triage, outcomes and pathways and social work breakdown of allocations and assessments. Since data collection commenced on 13/1/2023, the number of people who have gone through D2RA to 31/3/2023 is 51. Of those people 38 have had their package of care "right-sized". The average time from triage to D2RA is 72 Hours. This by default, reduces the length of stay by a minimum of 13 days. This is equated to the time it would generically take to allocate a social worker.

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

Corporate Plan Commitment

Commitment	Q4 Update (2 of 2)
<p>Work to support timely and safe hospital discharge by:</p> <ul style="list-style-type: none">• Establishing a single point of contact in the hospital to ensure safe and timely discharge by following 'Home First' principles;• Agreeing a location within the hospital and a joint operating model by June 2022;• Developing an enhanced triage process to support a prompt return to independence by September 2022;• 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.	<ul style="list-style-type: none">• We have undertaken two partnership reviews of the IDH triage process. We are now putting in place further improvements that will enhance the triage and outcome.• We are currently undertaking a deep dive into the social work process, end to end in the hospital setting.• The new IDH manager has been recruited on a permanent basis and the IDH / Pink Army and social work team now collectively work as one to improve service delivery, patient experience and flow.

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

Corporate Plan Commitment

Commitment	Q4 Update
<p>Improve the use of technology, aids and adaptations to support independence by:</p> <ul style="list-style-type: none">• Developing a cutting-edge Cardiff Tech Strategy and introducing a ‘tech finder tool’ for staff and citizens alike by March 2023;• Developing proposals for an Independent Living Well-being Centre by September 2022;• Removing the means test from all eligible disabled adaptations by April 2022 and expanding the recycling of equipment and adaptations by September 2022.	<ul style="list-style-type: none">• Due to recruitment delays, the TEC specialist started in late January. During the remainder of Q4 the TEC specialist has completed their induction, necessary training and spent time shadowing teams across the directorate. The Occupational Therapy (OT) service have commenced piloting use of the TEC top up offer and will be using this as a springboard to spread and scale over 2023/24.• Proposals for the development of the Wellbeing Centre are under development with a number of options based on the available capital, a report is being prepared for Cabinet.• Implementation of removing the means test on adaptations has gone very well. To date only one service user has chosen to take the previous financial assessment route. Given all of the options, grant applicants are choosing the discretionary process knowing that it takes less time to administer.<ul style="list-style-type: none">➤ Average waiting time for DFG Approval in Mar 2020 = 19 Weeks➤ Average waiting time for Approval in Mar 2023 = 12 Weeks (data has not been compared to any of the Pandemic years due to restriction imposed on delivery of the services).

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

Corporate Plan Commitment

Commitment	Q4 Update
<p>Develop older persons housing that supports independent living, including:</p> <ul style="list-style-type: none"> • Developing 44 new care-ready apartments at Addison House, Rumney by February 2023; • Commencing development of 101 care-ready apartments at the Maelfa and St. Mellons care-ready schemes by April 2022; • 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; • 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; • 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; • Submitting the planning application for the Michaelston wellbeing village masterplan by February 2023. 	<ul style="list-style-type: none"> • Bute Street – Joint Construction Tribunal (JTC) Contract with J G Hale for the delivery of Bute Street entered into and dated 17th March 2023 – Contractor currently discharging pre-commencement conditions and Sustainable Drainage Approval Body (SAB) approval, following which a physical start on-site will occur. • Moorland Road – currently identifying a suitable temporary location for the Community Facility, it is to be decided if Moorland Road will be included within the ‘second’ partnership for delivery it taken out to market as a separate project. • Michaelston College - Submit for Pre-Application Consultation in May 2023 with full planning expected to be submitted by August 2023. Subject to planning, commence works on site in late summer 2024. Rated Amber for planning timelines as we have yet to receive a cost plan.

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Corporate Plan Commitment

Commitment	Q4 Update
<p>Support older people to move to more appropriate housing where this will support independence by:</p> <ul style="list-style-type: none">• Fully establishing the Rehousing Solutions service that delivers tailored housing support by September 2022;• 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.	<ul style="list-style-type: none">• Review of Older Persons accommodation allocated through the waiting list is complete and new arrangements implemented.• Future use of Community Living Schemes and care commissioning will form part of a wider review of all Specialist Accommodation taken forward through the Ageing Well Programme/Older Persons & Specialist Accommodation Boards.• This includes community living, extra care and respite accommodation, alongside a review of the Rehousing Solutions service to include the development of a gateway to specialist housing.• Proposals have been drawn up for the use of Addison House which will open in November 2023 and recruitment of staff will commence in September 2023.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Q4 Update
<p>Working in partnership with commissioned care providers to deliver flexible person-centred care that meets current and future needs by:</p> <ul style="list-style-type: none"> • Establishing a Trusted Partnership agreement to allow care to be adapted by care providers to meet individual need by September 2022; • Working with care providers to put in place Local Care Co-ordinators who will be part of multi-agency locality teams by September 2022; • 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; • 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. 	<ul style="list-style-type: none"> • Welsh Government have made available capital funding to provide grants to support care providers to enhance the dementia friendly physical environment of homes or extend good quality dementia provision that is already offered. An outline proposal for the use of the funding has been developed and shared with Welsh Government and it was agreed that a full business case should be completed. This is currently in development. • Appointment made to the new market Management and Engagement Manager post. This post will play a key role in the re-shaping the market agenda. Post holder commenced work on 28th March. The milestone has been rated as amber as the capital funding has not yet been approved but indications are that it will be agreed when business case is finalised and submitted in Quarter 1 2023/24.

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

Corporate Plan Commitment

Commitment	Q4 Update
<p>Increase the voice and control of citizens in our services and in the commissioning of care and support by:</p> <ul style="list-style-type: none">• Developing proposals to move away from a “task and finish” approach to care to focus on well-being outcomes by March 2023;• Reviewing engagement with older people, and bringing forward proposals for enhancing involvement by September 2022;• Working to increase the supply of well-trained personal assistants by reviewing support for direct payments by September 2022;• Exploring the provision of care through local micro-enterprises by March 2023.	<ul style="list-style-type: none">• The Micro-Enterprise project in partnership with Community Catalysts CIC has been officially launched. Funding was secured from the Shared Prosperity Fund. A Project Manager has been appointed who is currently writing a scoping report outlining what Cardiff does well, and what Cardiff needs for the Micro-Enterprise project to thrive.• The Catalyst, who will be responsible for recruiting, training & mentoring Micro-Enterprises has also been appointed, and is due to start in Q1 of 2023/24.• Dedicated local recruitment events for Personal Assistant roles are to be carried forward to Quarter 1 2023/24, and will form part of the Employer Liaison’s scheduled recruitment events across the city. Events will be carried out in collaboration with Community Catalysts and Cardiff Cares Academy.

**Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment**

Commitment	Q4 Update
<p>Build on the quality of care provided ensuring that effective quality monitoring is in place by:</p> <ul style="list-style-type: none"> • Reviewing progress on embedding the Quality Assurance Framework for older persons services by September 2022; • Reviewing best practice in dementia residential and nursing homes to inform future commissioning by June 2022; • 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; • Re-launching the escalating concerns process by June 2022. 	<ul style="list-style-type: none"> • IPC have been commissioned to undertake a desk top review of other Local Authorities Quality Assurance frameworks to consider what works well. They are also producing a dementia good practice audit tool to use as a basis for Quality Assurance visits to care homes. • A Project Group has been set up to oversee the remaining work on the development of a Quality Assurance framework, including engagement with providers. • It is expected that this work will continue in Quarters 1 & 2 of 2023/24.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Q4 Update
<p>Value and develop the social care workforce by:</p> <ul style="list-style-type: none"> Working with the Welsh Government to fully implement the Real Living Wage for care workers in Cardiff by June 2022; Further developing Cardiff Cares Academy to provide training, mentoring and employer support; Providing proactive support to help care workers achieve registration; Working in partnership with providers to grow the care workforce – reviewing the success of the new locality-based Care Development Contracts by September 2022. 	<ul style="list-style-type: none"> Care Academy processes are flowing well, which has reflected in a good influx of referrals each week that transfer to project enrolments. Customers attend a group session to hear about Cardiff Cares Academy (CCA), complete enrolment forms, and begin formal process; such as EWC registration, DBS checks, Cardiff Works registration, and completing a CV. 1:1 Mentoring then follows on from this to ensure personal action plans around training, upskilling, and receiving financial barrier fund support are carried out. A Recruitment Officer within the team ensures DBS applications are submitted and paid for by CCA to remove the financial barrier of upfront costs when becoming a Care Worker. The Employer Liaison contact within the team has set up weekly interviews with Care Providers for job ready candidates. This has ensured a steady flow has been maintained throughout the year of people entering employment directly as a result of being supported by CCA. A full review has taken place to ensure CCA procedures are fully working going into the 2023/24 financial year. The review highlighted a need for pre-screening. The new procedure now has a “1-day pre-screening session” where suitability for Care Work is checked before candidates complete the Adult Learning Care Work training package. The review also highlighted issues with candidates not receiving their ‘All Wales Manual Handling Passport Training’ in a timely manner. CCA has explored new ways to complete this training, with two training providers now supporting CCA to ensure there is weekly ‘All Wales Manual Handling Passport Training’ available to candidates. The Training Providers delivering this training also use this opportunity to offer roles to candidates within their Care Companies.

Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment

Commitment	Q4 Update
<p>Support and value the work of unpaid carers by:</p> <ul style="list-style-type: none"> • Reviewing advice services for carers to ensure they meet current needs by June 2022; • Evaluating the current carer’s assessment process and exploring how take-up can be improved by September 2022; • Reviewing the range of respite provided by September 2022; • Ensuring services meet the needs of carers by consulting and co-producing any changes with carers. 	<ul style="list-style-type: none"> • The unpaid carers action plan has now been finalised and governance put into place including a board under the Ageing Well strategic framework. • Care’Diff newsletter has been launched providing information around training, support groups, finance and services. The newsletter is available digitally and in an A5 booklet format which has been made available across GP surgeries and Community Hubs. • Social media channels have been launched and will also be providing tailored information to unpaid carers through original content and sharing partners information and advice. • Language has been specifically tailored through consultation with Carers Wales to target not only those that have already identified as unpaid carers, but those who don’t. Work is ongoing to help with self identification and the recently published ONS data on unpaid carers will inform this work. • The caring for carers consultation concluded on the 31st January. 656 responses were received. Almost all (98.3%) respondents to the survey were responding as a carer for a friend or relative. Work has taken place with Cardiff Research Centre to finalise the report. Initial insights include a sitting service being the most utilised assistance accessed by unpaid carers to support them to take a break. The report will be used to inform the ongoing work to shape and improve services directed at unpaid carers.

**Well-being Objective 2 – Cardiff is a great place to grow older
Corporate Plan Commitment**

Commitment	Q4 Update
<p>Support people with dementia to stay at home wherever appropriate by:</p> <ul style="list-style-type: none">• Reviewing best practice in supporting people with dementia to live in the community by September 2022;• 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.	<ul style="list-style-type: none">• The team are actively continuing with the good practice model, supporting Care Homes when issues may arise with mitigation, and supporting the commissioning and contracts team when concerns are escalated and case managers are required to liaise with the homes, individuals and their families.• In line with the rest of the development of services, the Dementia and Care Quality Team are defining their pathways in order to have a set of documented procedures which clearly define how and when the team operate.

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	Q4 Update
<p>Ensure that all people, however vulnerable, retain a voice in their care by:</p> <ul style="list-style-type: none"> • 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; • Implementing the new Liberty Protection Safeguards legislation and mainstreaming these within our services; • Recommissioning Advocacy Services in line with the commitments set out in the Cardiff & Vale Advocacy Strategy; • Reviewing and enhancing our Direct Payments Services. 	<ul style="list-style-type: none"> • Welsh Government have made an announcement delaying implementation of the Liberty Protection Safeguard (LPS) legislation during the parliament (so until at least January 2025). • The regional project group continue to collate all tender documents to secure the future advocacy services. There has been a slight delay, The Officer Decision Report and tender documents will be completed by the end of April 2023 to seek authorisation to secure the future services. • The organisation of a schedule of recruitment events for Personal Assistant Roles is to be carried forward to Quarter 1 2023/24 and will form part of the Employer Liaison’s scheduled recruitment events across the city. Events to be carried out in collaboration with Community Catalysts and Cardiff Cares Academy.

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	Q4 Update
<p>Continue to move towards locality working models to bring together multi-disciplinary services based in local communities to promote health and well-being, support independence and prevent unnecessary hospital admissions.</p>	<ul style="list-style-type: none">• Locality working has been put on hold as concentration was required on Hospital Discharge and winter pressures, plus the impact of an incident at St Isan.• Independent Living Services now form part of MDT's covering South West, North, South East and East Cardiff with a visiting officer attending all MDT's within these clusters. Discussions also commenced in Quarter 4 to join West GP cluster with attendance set to commence in Quarter 1 2023/24.

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	Q4 Update
<p>Improve the support available to people with mental health issues by:</p> <ul style="list-style-type: none"> 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; 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; Identifying additional accommodation and support solutions to support people with mental health issues to move from residential services to live independently. 	<ul style="list-style-type: none"> Sanctuary provider has been appointed via a commissioning process. Currently in the “cooling off” period. No start date for service and no venue for the service to operate out of confirmed. 101 Service has gone live (Soft Launch on 1st March 2023). Some issues to date that are being worked through but operating 24/7. There will be no official public launch until all health boards in Wales have this service in place operating 24/7. Health and Wellbeing Mentors continue to work with individuals with low level mental health issues and signpost them to activities that promote their wellbeing. Throughout the winter months there has been significant appetite for exercise-based activities delivered through and via the community Hubs. This has also included walking, litter picking, sports (including walking sports), Lift sessions, Dance and Tai Chi. Supporting people to make social connections and deliver positive impacts on their mental wellbeing continues to be a key driver for the community hub service. Attendance at these sessions has been at very healthy levels throughout the winter months. Customer feedback has provided an insight into the improvements that can be achieved in mental wellbeing by bringing people together. A review of the supported accommodation project has taken place and any gaps in service have been identified. Individuals who are identified as suitable for general housing are discussed via regular meetings of the Supported Accommodation Project Board.

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)	Q4 Update (1 of 2)
<p>Enhance the support available for people living with learning disabilities by:</p> <ul style="list-style-type: none"> • 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) • Developing further opportunities to engage directly with service users and families to improve communication and understanding (DDP) • Develop a website that provides clear information regarding the offer from Learning Disabilities teams, including easy read versions (DDP) 	<ul style="list-style-type: none"> • The Day Service have undertaken assessments and started work with young people leaving school in July 23. Staff were identified in budget setting. • Staff attend Ty Gwyn Coffee morning regularly to enable parents to discuss supported living. The Project Support Officer will consider how to widen this offer out to other schools. • Staff also attend transition and autism information days locally to offer information. • A new supported living event will be planned now the Project Manager is in place. • There has been a delay in the Project Support Officer start date due to employment processes. They started March 23, have been inducted and have started working on the website project (collating relevant information which will be considered with partners). The project will be taken forward in 2023/24.

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)	Q4 Update (2 of 2)
<ul style="list-style-type: none"> • Development of Day Service accommodation to meet the growing needs of local people with complex needs (DDP) • Improving and increasing overnight respite by June 2022 and setting out proposals for building development by March 2023; (CP) • Developing proposals for new supported living accommodation options, producing a planned pipeline of projects by September 2022. (CP) 	<ul style="list-style-type: none"> • The overnight respite project is ongoing – new processes regarding referrals and monitoring have been developed and this is improving capacity. We are now focusing on gathering data and updating the specification to ensure the service is fit for purpose going forward/ assist with capital bids. • Regular meetings and ongoing work with Housing colleagues is continuing to identify potential opportunities to purchase or develop. The council has a number of exciting core and cluster developments which will be completed 2025 onwards.

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	Q4 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">• The feedback on the autism training modules is constantly good. However, it does need to be a mandatory module if compliance is to increase.• The Training and Development Team Manager is actively promoting to social care staff, but this requires a coordinated approach across the Council as engagement with the training is mainly attributed to social care take up.• We continue to follow the Autism Training Framework. The recent Training Needs Analysis undertaken for Adult Services teams did not raise any further need in respect of this.

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	Q4 Update
<p>Work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city, including:</p> <ul style="list-style-type: none"> • Promoting health screenings; • Undertaking activities to prevent falls; • Promoting the take-up of vaccinations. 	<ul style="list-style-type: none"> • The Bowel Cancer Screening Project working with Cancer Research UK, Public Health Wales, The Welsh Interpretation and Translation Service (WITS) and the Council’s Film Unit has been achieved. Bowel Cancer Screening information videos have been translated into Urdu, Arabic, Somali and Bengali. • The videos have been made available on GP Screens within the South of the City, within Community Hubs on the new digital screens that are being installed. • Community Health Connect You Tube channels have also been set up to host the videos. Promotional materials outlining the project include QR codes to support easy access for customers to the language of their choice. The videos have also been made available to Public Health Wales who will also be making them available on the PHW website. Cancer Research UK have also been facilitated to access and utilise the videos within the UK.

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	Q4 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">• Comments on the draft strategy have been received and amendments made. The document has been updated with an executive summary and the implementation plan is being finalised. The papers for Cabinet will be submitted as required (deferred until May Cabinet meeting).

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	Q4 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">• Discussions are ongoing to resolve the issues surrounding the existing RISE accommodation pathway.• The wider review of refuge includes consideration of provision for those with complex needs where funding has been received to purchase and refurbish a suitable property.

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	Q4 Update
<p>Ensure children and adults are protected from risk of harm and abuse by:</p> <ul style="list-style-type: none"> • Embedding the Exploitation Strategy to address new and emerging themes of child and adult exploitation by March 2023; • Continuing to work with multi-agency partners to respond to the rise in serious youth violence; • Embedding the corporate safeguarding self-evaluations by March 2023; • Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received. • Consolidating Good Practise in Adult Safeguarding and compliance • Continue information sharing to promote awareness and accessibility of the Adult Safeguarding service across the directorate • Implement a robust system of quality assurance • Undertake a review of Adult Safeguarding 	<ul style="list-style-type: none"> • The corporate safeguarding self-assessment was completed for the Adult Housing and Communities Directorate and submitted on time to the board for inclusion in the Local Authority status report. • Annual learning has been catalogued throughout the year with opportunities for learning from practice identified. An Annual Report for the service will be presented to the Adult Services Management Team in the first quarter of 2023/2024 year alongside a summary of the review of the service (internal) with performance objectives identified for the year ahead.

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	Q4 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"> • Welsh Government have made an announcement delaying implementation of the Liberty Protection Safeguard (LPS) legislation during the parliament (so until at least January 2025). • We are continuing to roll out Mental Capacity Awareness training across our workforce in preparation which includes: <ul style="list-style-type: none"> ➤ Strength-based approach to Assessing Capacity ➤ Best Interests Decisions ➤ Least Restrictive Practice ➤ Deprivation of Liberty • The training is now available in an eLearning format. Engagement with this module has been very positive with 222 people engaging with the module since it was added to the system in September 2022.

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	Q4 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">• There has been a delay in the implementation of the EDT Restructure, however Union consultation has now been completed.• Staff consultation is due to take place on 19/04/23.

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

Commitment	Q4 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">• Preparatory work has taken place to review the Local Authority Toilet Strategy which is due in May. Focus will take place on improvements in signage, promotion, new facilities and re-launch of the community toilet scheme.• Further closomat toilets have been purchased and will be rolled out to community Hub locations in the new financial year.• Scope of the strategy is likely to be broken down into key asset types.• Initial discussions have been held with the Council Sustainability Team who have access to external expertise. Collaboration will ensure consistency of reporting and thus link into the Corporate One Planet Cardiff agenda.

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

Commitment	Q4 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">• Due to low participation in the cost of care exercise a new Fee Setting Strategy could not be put in place.• Instead, it was agreed via the Budget Strategy decision-making process that the 2019 – 23 strategy would be extended for a further period so that further work can be undertaken in 23/24.• The work that was undertaken on the cost of care exercise was considered as part of the fee uplift proposals for 23/24.

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

Commitment	Q4 Update
<p>Continue to enhance and strengthen quality assurance frameworks within Adult Services</p> <ul style="list-style-type: none">• Policies and procedures• Training and development• Complaints and compliments• Quality auditing and review processes	<ul style="list-style-type: none">• Meetings are planned to review information held in last year’s Complaints and Compliments annual report and planning has started to ensure this is delivered in a more timely manner.• Draft report is to be finalised by end of Q1 2023/24.• The Training Needs Analysis has been completed for Adult Services which takes into account feedback from Quality Assurance processes and lessons learned from complaints. This will inform the development of the training calendar for 2023/24.

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

Commitment	Q4 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">• Take up of exit interviews has not been good but those that have been undertaken have been analysed and a report will be presented to ASMT early in Quarter 1 2023/24.• Work has begun on refreshing the Social Worker Cardiff website to improve Adult Services presence and a Social Worker recruitment film has been produced to support recruitment activity and the job adverts have been reviewed and work undertaken to refresh and improve them. Positive feedback has been received from attendees as job fairs regarding Cardiff Adult Services presence and the recruitment materials available to prospective candidates.• Work has been undertaken to develop the workforce strategy for 2023/24

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

Commitment	Q4 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">• Consultation on the changes to the Emergency Duty Team (EDT) and Internal Supported Living (ISL) both commenced during the quarter.• Proposals for the wider management review are being finalised and will be brought forward during Quarter 1 2023/24

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

Commitment	Q4 Update
<p>Support an ongoing partnership approach to pandemic management, as part of a wider programme of comprehensive public protection, including:</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"> • Multi-agency meetings continue on a monthly basis due to concerns regarding winter pressures and the impact of Covid and Flu on care homes. The frequency of meetings will be reviewed again in Quarter1 23/24. • New arrangements are in place for the daily sitrep monitoring that recognises there is no longer a need to routinely provider multi-agency meetings where there is a covid incident in a care home – but close liaison continue to be in place between the Local Authority , UHB, Shared Regulatory Services (SRS) and Public Health Wales when incidents occur – with SRS updating the Local Authority regarding any concerns about how the incident is being managed by the care provider. • The pandemic mitigations in homelessness accommodation have been stopped. However, some positive joint work practises have remained. The Homelessness Partnership group, which has continued and evolved in line current work priorities. • A risk register is used in each partnership and individual contract meeting to collect and escalate when appropriate concerns. It is also used to identify and share good practise.