

Progress Update - Resilient Services Portfolio

A brief summary of the delivery aims for each current project within the Resilient Services Portfolio.

Improving Outcomes for Children Programme

1.1 Child Placements Project

This project aims to develop an effective business model for the Fostering Service in Cardiff. This will focus on three key aspects of the service:

- The marketing of the Service and the recruitment of Foster Carers
- The support provided to Foster Carers once they have been approved
- The need to reduce the cost of Fostering to the Council

1.2 Child Friendly City Project

Cardiff Council and its partners have collaborated with UNICEF UK to embed a children's rights approach in planning and delivery of public services for children and young people. The vision is for Cardiff to be "*a great place to grow up*", defined as:

- A city with children and young people at its heart, where the voices, needs and rights of all children and young people are respected.
- A city where all children and young people, regardless of belief, ethnicity, background or wealth are safe, healthy, happy and able to share in the city's success.

Within the project, there are five key goals:

1. Every child and young person is valued, respected and treated fairly.
2. Every child and young person has their voice, needs and priorities heard and taken into account.
3. All children and young people grow up in a safe and supportive home.
4. All children and young people access high quality education that promotes their rights and helps them develop their skills and talents to the full.
5. Children have good physical, mental and emotional health and know how to stay healthy.

1.3 Early Help Project

The aim of this project was to implement a new delivery model for Early Help, as approved by Cabinet in October 2018, and which is part of the Council's Capital Ambition commitment.

The new model contains a new approach to family help and support based on three new family support services:

- A **Family Gateway** service to respond to all referrals, enquiries, offer information, and advice.
- A **Family Help** service to respond promptly to families who need some short-term support.
- A **Family Support** service, which is able to work with families with more complex or severe problems.

These services will refer into a range of other universal and specialist services operated by both council and partners to ensure that the families and children receive the help they need.

1.4 Children's Services Workforce Planning Project

The four priorities for this project are:

1. to recruit sufficient permanent, high quality staff with suitable qualifications and experience.
2. to retain existing employees by supporting them to carry out their roles effectively, and by ensuring that our total offer for new and existing employees is competitive within the market place.
3. to support career development through student placements, progression to Advanced Practitioner and Manager Development Programme.
4. to develop an Exit Strategy for agency workers.

1.5 Disability Futures Project (DFP)

The vision for the population of disabled children, young people, adults and their families and carers is to have coordinated services that are integrated and work seamlessly in supporting those most in need across Cardiff and the Vale of Glamorgan.

Improving Outcomes for Adults Programme

2.1 First Point of Contact – Get Me Home Project

Through engagement with Health at the University Hospital of Wales, it was identified that access to Council Services and the hospital discharge process were in need of improvement.

The project has worked in collaboration with parallel initiatives, such as the review of CRT/Re-ablement, in order to ensure that services provided by the Council and the University Health Board can be delivered jointly and as effectively as possible.

The outcomes achieved by this project include:

- Created a highly skilled and knowledgeable team to provide a holistic and co-ordinated approach to patient discharge, improving the patient journey and increasing integrated working between Cardiff Council, Health & Third Sector partners.
- Ensure patients have access to the full range of services offered by the Preventative Services programme as well as community based social care services.
- Streamlining processes within IDS.
- Improving outcomes for patients and reducing demand on social services hospital team.

2.2 Review Community Resources Team Project

This project aims to design and implement a new pilot process, which will be run over the summer in 2019. The pilot is based upon the self-managing care teams using the Raglan Project approach. Small teams will be formed in two locations in the City to assess the viability of introducing and rolling out this model citywide.

This project has close dependencies with the hospital discharge process, as improved by the First Point of Contact – Get Me Home Project.

2.3 Care and Housing Review Project

In March 2019, Cabinet approved the Cardiff Older Persons' Housing Strategy 2019-2023. The Strategy includes an overarching vision *'to deliver the best housing outcomes for all older people in Cardiff'*.

To support this project, a Programme Board, with representation from all interested partners, was established in September 2017. A key part of the work programme will be to deliver the Regional Partnership Board commissioned report on the 'Assessment of Older People Accommodation, including care and care ready' by Housing LIN.

2.4 Dementia Friendly City Project

Dementia Friendly Cardiff officially launched in 2018 as a collaboration between Cardiff Council, the Alzheimer's Society and the Health Board.

The vision of this project is a city in which people affected by dementia, as well as their families and carers, can feel supported and live well with their diagnosis.

Inclusive Growth Programme

3.1 Into Work Service Development Project

The project will develop a fully integrated and comprehensive Into Work Service, which will bring together Council resources and outside funding streams including Welsh Government, Home Office and European Social Fund money.

The result will be an easy-to-access Gateway to employment support services.

This project will contribute to the Inclusive Growth Programme's vision by promoting employment opportunities to our most deprived citizens, reducing poverty and inequality. The "single view" approach will enable interventions to be better targeted, and the effectiveness of those interventions to be assessed more easily.

3.2 Improving Employer Engagement Project

This project will develop an employer engagement programme that will co-ordinate and manage a range of training, apprenticeships, and work experience and employment opportunities in the city.

The project will identify and understand the skills needed in the city of Cardiff in order to inform training and apprenticeship programmes. This work will include an understanding of the skills requirements of employers moving to Cardiff. The employer engagement officers will match and link in people with employers, offering a service for those who are looking to recruit.

3.3 Targeting of Support Services for the Most Vulnerable Project

The project will look at what data is held to specifically target the most vulnerable citizens in Cardiff for support. This will include the development of the current Capita One system to create an integrated information system for monitoring young peoples' pathways into education, training and work.

Support will be targeted at the following groups:

- Vulnerable young people who have no planned destination following compulsory schooling.

- People with additional needs (including those with disabilities, young parents, the homeless, refugees etc.).
- Individuals who have been affected by the benefit cap.

3.4 Work Experience and Volunteering Project

The Council's 'Volunteering Cardiff' Portal will be developed to provide a more coordinated approach to maximising volunteering and work placement opportunities across the city. These opportunities will be from all sectors and the portal will need to be promoted widely, so it truly acts as a one-stop shop. The portal will monitor the outcomes of these opportunities. It will be maintained and updated, in order to match suitable candidates to volunteering or work placement opportunities as they arise. Additional links will need to be made with external volunteering and work placement providers as a pathway into work for clients who require this.

The volunteering and work placement opportunities provided by Cardiff Council will be expanded, more joined up and promoted to widen the offer. Service areas may need help to support the take up of these placements.

3.5 Social Responsibility Project

This project links to all the projects within the Inclusive Growth Programme and will support the delivery of some of their success measures. The Socially Responsible Procurement Project aims to:

- Maximise the delivery of community benefits through Council contracts.
- Establish an online community benefits tool that:
 - enables contractors to accurately report on the delivery of community benefits and for contract managers to hold contractors to account, and
 - holds a menu of community benefits that the Council and partners would like to see delivered through Council contracts.
- Encourage key public sector partners in the City to also look to maximise the community benefits that they are delivering through their procurement spend.
- Establish Cardiff as a recognised 'real' Living Wage City.
- Promote the business benefits of Credit Union payroll schemes to Council contractors and support and increase in Credit Union members across the City.

Street Scene (Locality) Programme

4.1 Information and Data

The aim of this project is to capture, review and analyse all of the relevant data held by both the Council and partners in relation to street scene activity. A business intelligence system is being utilised to integrate the available data and build up a picture of issues on a local basis. The information has identified some significant variations in outcomes across the city and has identified areas for further enquiry. Early indications would suggest that a more tailored approach to service delivery would be required to address specific local issues.

4.2 Enforcement

This project will provide a clear understanding of what enforcement powers are available to all partners; to understand whether and to what extent those powers are being used and to consider is the exercise of those powers could be extended to a wider range of officers including volunteers.

The impact of the use of enforcement powers will also be considered.

4.3 Service Integration

The key aims for this project will be to review and capture the current services provided by both the Council and its partners for identified localities. A review of the budget for these services will also be included as part of this project and opportunities identified for service integration.

4.4 Engagement and Communication

This project will consider the effectiveness of current communication/ marketing channels and approaches across all partners. Testing for the effectiveness of messaging in this area is being considered along with a more locally focussed delivery for some campaigns.