

COUNCIL: 30 JANUARY 2020

SOCIAL CARE, HEALTH & WELL-BEING STATEMENT

Regional Service for Male Victims of Domestic Abuse

Following lengthy consultations with other local authorities across South Wales and Gwent, the regional tendering exercise to establish a bespoke service for male victims of domestic abuse and sexual violence has now commenced. Cardiff will lead the commissioning process on behalf of Cardiff, the Vale of Glamorgan and Bridgend Councils. We are proposing to offer a contract for up to 7 years effective from August 2020.

The service will include the provision of specialist advice, information and signposting; management of Police referrals; provision of supported accommodation; floating support to include assistance throughout court proceedings, and the delivery of therapeutic support. The contract will facilitate the option for the service to be extended should any of the other South Wales and Gwent local authorities wish to purchase elements of the service at a later date.

Stakeholders and service users have been consulted to help inform the service requirements – two consultation workshops took place in April 2018 and May 2019, one with statutory partners and stakeholders, one with other local authorities throughout South Wales and Gwent. A further exercise is planned for February 2020 with current service users to discuss the proposed service model.

Cardiff Learning Disability Services Review

In September 2019, Social Services commissioned Alder Advice, consultants specialising in health, social care and housing, to undertake an independent review of the performance of Cardiff Learning Disability Services, and opportunities to improve. The assessment has evidenced the service has a good record of making service improvements whilst managing a tight financial position in recent years. It also found that a clear vision is embedded throughout the service, ensuring that we offer sustainable support to people that delivers independence, choice and control and helps individuals lead the lives they want.

Alder Advice found that the service is providing cost effective support with good levels of user satisfaction, identifying this is due to the wide range of local community services and resources. They found that the service is innovating well, as demonstrated by the modernised day service offer, supporting planning services and supported living contracts which they felt were examples of national good practice. They also noted that the service has many strengths to build on, which include:

- Effective market management and good relationships with strategic providers
- Financially aware frontline staff
- A commitment to improvement/self-challenge
- An open and responsive culture
- A clear vision and strategy to achieve it
- Strong value base at all levels
- Strong/capable management with a track record for delivery
- Effective working between operations & commissioning
- Good relations with NHS commissioners

Alder Advice have given the service very helpful feedback on opportunities to improve further, ensuring citizens are offered the most effective support we can.

Adult Services have been working extremely hard during 2019 to introduce and embed strengths based practice. This way of working ensures a focus on what matters to the people that the service works with and those important to them. Together we explore people's strengths, networks and local community options to support people to meet personal outcomes and be included in their communities. The training programme is very intensive requiring all staff to attend three days training to enable culture change across the directorate. The courses will continue to run until July 2020.

The Learning Disability social work teams are one of the first cohort to complete their training and embed mentors. Staff attend action learning sessions weekly to support best practice. Feedback from staff has been very positive and they report being far more focused on people's strengths, coping mechanisms, outcomes and on positive risk assessment.

Registration of Domiciliary Care Workers

The registration of Domiciliary Care Workers brings recognition and support to those staff. It also gives people receiving care, and their families, the confidence that a care worker has the skills and qualifications to do their job in a professional, compassionate manner. It also means that people can stay at home, safely and workers get support and recognition.

The Council is working with the domiciliary care agencies, as well as with our internal staff, to promote and enable registration. We are working closely with Cardiff and Vale College and Social Care Wales to enable registration to be attained as soon and as easily as possible. There are 630 currently undertaking a qualification that will allow registration with Social Care Wales. This includes residential care staff, for whom registration will become compulsory in the future. 1,320 staff in Cardiff are registered with Social Care Wales (SCW), which accounts for 85 % of the current workforce. This is the third highest percentage achieved in Wales to date.

The Regional Workforce Planning Board is monitoring and advising on registration uptake and emerging issues via a risk assessment process (SBAR – Situation, Background, Assessment, Recommendation). Fortnightly monitoring meetings with senior managers in Social Services are in place to ensure progress and to forward plan. There has been a rapid increase in registration as the deadline of 31st March 2020 approaches. We are confident that most will now meet this deadline.

Independent Living Services at Hubs

Investment in hubs in the north of the city will enable Independent Living Services to further enhance services to older residents, aiming to support their independence and connections to the community. The team intends to actively work with new and existing groups in the area, utilising the hubs for stay-steady fitness groups and weekly get-togethers over a cuppa as well as providing talks on local interests. It is also intended to provide demonstrations on equipment that could be used to support people to make their day-to-day tasks simpler, as well as continuing the existing work that Independent Living Services undertake with local schools to develop more intergenerational activities and learning. The team intends to have visiting teams working in geographical areas linking in with local GP practices, utilising the hubs as a drop-in work base, which will further enable officers to get to know the community on a one-to-one basis, finding out what matters to them and building links with the GP clusters.

Goodgym

I was delighted that Goodgym Cardiff & Vale achieved national recognition for their great work across the city by winning the Getting Wales Active Award at the Wales Sport Awards in December 2019. Goodgym – a community of runners who combine getting fit with doing good – launched in Cardiff in May 2017. Through a unique approach to building community cohesion, promoting fitness and reducing social isolation, Goodgym members will stop off on their runs to do physical tasks for community organisations and to support isolated older people with weekly social visits and one-off tasks they can't do on their own.

I took the opportunity to meet with Goodgym's national Head of Business Development in December to discuss how the relationship between Goodgym and Cardiff's public services can be enhanced to deliver more for the people of Cardiff and support more individuals into physical exercise and voluntary activity. I look forward to working with council officers, Health partners and Goodgym to develop this partnership and identify opportunities to make Cardiff a more connected, caring, collaborative and active city.

Councillor Susan Elsmore
Cabinet Member for Social Care, Health & Well-being
24 January 2020