



Adult Services & Independent Living

Q4 Performance Report

CASSC

July 2022

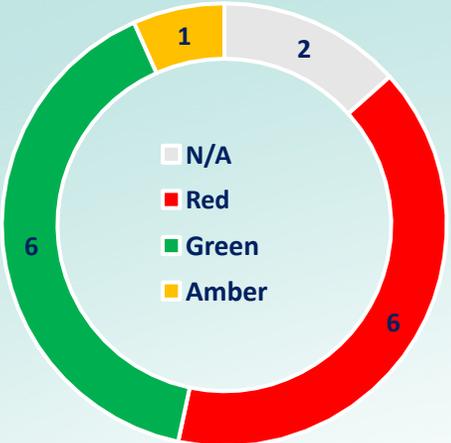


Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

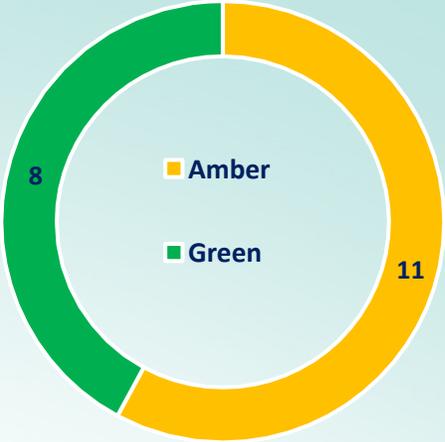


Progress Against the Corporate Plan / Directorate Delivery Plan

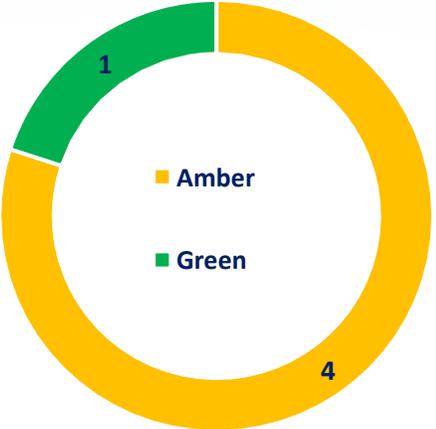
Corporate Plan Indicators



Corporate Plan Commitments



Directorate Delivery Plan Commitments



Key Performance Indicators

Wellbeing Objective: 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

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result	2021/22 Q2 Result	2021/22 Q3 Result	2021/22 Q4 Result	2021/22 Annual Result
The percentage of clients who felt able to live independently in their homes following support from Independent Living Services	93%	95%	92%	93%	97%	98%	95%
The number of people who accessed the Community Resource Team	52%	Annual Target 2,000 Q4 Target 500	411	452	380	360	1633
The total hours of support provided by the Community Resource Team	20	Annual Target 50,000 Q4 Target 12,500	10,842	9,495	9,821	9,586	39,744

There was a reduced number of people supported and hours provided in Q4 due to capacity across the team. The number of hours of support was affected by both recruitment issues and periods of high levels of staff absence due to covid. The number of people supported was also affected by individuals with high level of need being supported out of hospital, some needing 4 double handed care calls a day, this reduced the number of people who could access the service.

Key Performance Indicators

Wellbeing Objective: 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

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result	2021/22 Q2 Result	2021/22 Q3 Result	2021/22 Q4 Result	2021/22 Annual Result
The number of people in residential care aged 65 or over per 10,000 population	76.6	No target but to reduce	72	67.6	63.6	63.2	At year end 63.2
The percentage of new cases dealt with directly at First Point of Contact with no onward referral to Adult Services	84%	70 – 80%	83%	75%	80%	96%	92%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	133	185	112	86	113	136	112
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	N/A	National collection suspended	N/A	N/A	N/A	N/A	N/A

Progress

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

Commitment	Update
<p>Further develop our Independent living and aging well services by:</p> <ul style="list-style-type: none">• Training all frontline staff to fully embed the What Matters conversation within social work and support practice by March 2022• Developing Local Community Well-being teams by bringing together Independent Living and Homecare services and delivering these on a locality basis by March 2022• Continuing to work with the Cardiff & Vale University Health Board to further integrate the multi-disciplinary approach to hospital discharge and community support by September 2021• Empowering people to commission their own care and support through greater promotion of direct payments by September 2021• Developing outcome-based indicators to support understanding of the human impact of the services being offered by June 2021.• Review Approach to Undertaking Carers Assessments.	<ul style="list-style-type: none">• St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over to Cardiff council on 1/4/2022.• Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Q4. This has allowed the teams to prioritise service delivery during increased winter pressures.• The implementation of the locality approach is in progress and the LA Teams are meeting to agree implementation plans for locality working in the North of Cardiff, we are also awaiting guidance from the integrated health and social care partnership on the interdependencies of the @home programme in relation to developing integrated localities, with regard to a co-located or integrated Health and Social care team.• In Q4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.• Review of Direct Payments is being undertaken and the project group has been set up to look at more operational matters such as policy to review how we work with family members who are employed under direct payments.• Training is being developed for all Social Work staff. Information is being developed alongside this to ensure what is being shared is consistent. This work will continue into 2022-23• Review of paperwork is underway and we have commissioned an outside organisation to undertake reviews of wellbeing assessments and review paperwork. This will support the changes in regulations regarding Liberty Protection Safeguards and support the implementation of Eclipse

Progress

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

Commitment	Update
<ul style="list-style-type: none">Implement the first phase of the new way of delivering domiciliary care by November 2021 that fully reflects local and community provision and the priorities of the Older Persons Housing Strategy.	<ul style="list-style-type: none">Accreditation and enrolment requirements have been signed off.Domiciliary specification is completeODR signed off for fee setting strategy.Onboarding to the new Dynamic Purchasing System is ongoing.On boarding of the New Approved Supplier List is ongoing.

Progress

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

Commitment	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding older people’s housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none">• Working to build and refurbish community living schemes for older people including:• Completing design work on the Michaelston college site for our first proposed ‘well-being’ village, focused on older people but taking an intergenerational approach to place-making, by December 2021;• Achieving planning permission for the new schemes at Bute Street and Canton Community Centre by June 2021;• Commencing the new schemes on site at the Maelfa and in St. Mellons by November 2021;• Fully establishing the Rehousing Solutions Team to provide tailored advice and support for older people and those with physical disabilities by June 2021.• Improving the current use of existing Community Living and Extra Care schemes including:• Reviewing the current allocation criteria for Community Living and Extra Care and developing a single waiting list by September 2021;• Promoting Extra Care housing as an alternative to residential care and a step down from hospital by September 2021	<ul style="list-style-type: none">• Works to Broadlands House are continuing to progress well.• The new doors in Minton Court will be completed in the next quarter.• The tender process to appoint a contractor for the Riverside Community Living project is underway with initial Expressions of Interest’s returned. Formal ITT documents will be issued to bidders in April with final tender returns due at the end of May.• The tender pack required for the Bute Street scheme is nearing completion ahead of issuing Expressions of Interest. An updated Masterplan has been agreed for the Michaelston College wellbeing village project and pre-application consultation has taken place.• The Rehousing Solutions Team has been reviewed and the existing structure remains with no changes - the current temporary posts have been extended until end of September 2022. Following that there will be a full review of the team.• Extra Care has now been incorporated into the housing waiting list, although allocation still being controlled by Adult Services. Work is ongoing to ensure this is administered effectively.• Community Living schemes are being allocated in line with new arrangements, the success of this will be reviewed in the coming year.

Progress

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

Commitment	Update
<ul style="list-style-type: none">• Work with partners to prevent hospital admissions and reduce the need for care by:• Developing a clear approach to the use of innovative technological solutions which can help enable independent living, and;• Ensuring that all care and support planning considers the possible use of supportive technology (March 2022)	<ul style="list-style-type: none">• Consultancy support has been undertaken in Q4 to create an options appraisal and review of technology enabled care in Cardiff. The existing Telecare offer has been reviewed.• This work will continue into Q1 of 22/2 to implement the recommended improvements from the review.• “AskSara” has been procured by Cardiff Council. An online assessment tool that will be accessible via Cardiff Councils Webpage to provide information about equipment that can support people to live independently and are able to self fund. It is anticipated that “AskSara” will go live in early Q1 22/23. Future development of “AskSara” will allow Citizens to contact the Joint Equipment Store.

Progress

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

Commitment	Update (1 of 2)
<ul style="list-style-type: none">Reduce the number of people accessing acute, residential or nursing care across Cardiff by reviewing the approach to reablement services by March 2022, ensuring that a full range of support is available to ensure that all older people are able to live the best lives they can and stay safe in their own homes.	<ul style="list-style-type: none">After a review of Occupational Therapy (OT) service provision, a new Rapid Response OT Role was introduced in Q4. The role is a dedicated resource providing urgent 48 hour assessments to prevent hospital admission or avoid break down of care. This dedicated role provides greater efficiency in handling urgent cases. In addition to the above and due to the carer recruitment crisis, the role also supports informal carers with equipment and adaptation provision whilst awaiting long term packages to be sourced.The community OT working in the hospital has also been actively working with Social Care and Health Colleagues to review care needs prior to discharge. The role has to date prevented 225 care hours.Work is underway to formalise relationships with OT working in a trusted assessor approach – engaging OTs earlier in both community and hospital settings. Decisions regarding residential care support is not wholly based on the OT review but this is an important part of planning.

Progress

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

Commitment	Update (2 of 2)
<ul style="list-style-type: none">Reduce the number of people accessing acute, residential or nursing care across Cardiff by reviewing the approach to reablement services by March 2022, ensuring that a full range of support is available to ensure that all older people are able to live the best lives they can and stay safe in their own homes.	<ul style="list-style-type: none">Review is underway of work done with discharge to assess and discharge to convalesce and this will continue into 2022-23.A review is underway regarding how we can use extra care providers to offer wider respite support to people and reduce people going into acute placements in residential care settings, taking a more proactive and supportive approach to ensure individuals remain independent for as long as possible.

Key Performance Indicators

Wellbeing Objective: 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

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result	2021/22 Q2 Result	2021/22 Q3 Result	2021/22 Q4 Result	2021/22 Annual Result
The percentage of people who feel reconnected into their community through direct and digital interventions from the Day Opportunities team	N/A	85%	No result services restarted in July	78.5%	74%	77%	75.8%
The percentage of Council staff completing Dementia Friends training	52%	85%	56%	60%	40.8%	42.2%	49.8%
The number of businesses pledging their commitment to work towards becoming Dementia Friendly	20	Annual Target 40 Q4 Target 10	5	1	3	7	16
The number of digital Dementia Friendly City events held	558	Annual Target 600 Q4 Target 150	183	250	188	414	1,035

There have been many challenges for the Day Opps team this year due to covid restrictions. Many venues remained closed so the team had far fewer options than usual as to where to take people.

The reduction in those completing Dementia Friends Training is due to the way compulsory modules are now reported. Regular monitoring of training is to be undertaken across the directorate. We are also streamlining the pledging process which will hopefully be more attractive to businesses.

Progress

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

Commitment	Update
<p>Support older people to age well by reducing social isolation, addressing access to local communities, identifying new ways to promote engagement in local communities and working together to prevent abuse by:</p> <ul style="list-style-type: none">• Developing relationships between community groups, third sector organisations and businesses to enhance opportunities for older people to remain involved in their local communities, by providing both voluntary and employment opportunities;• Utilising technology to promote inclusion and reduce social isolation, especially whilst social distancing is in place, including access to support services remotely to promote health and independence;• Promoting opportunities for older people to engage directly with younger people to develop skills, share experiences and build friendships.	<ul style="list-style-type: none">• Day Centres are now open at weekends to offer wider support and to offer a quality experience to those.• Day Centres have a different approach that is more dynamic and is supporting reducing isolation for those with higher disabilities. For those with lower assessed needs referrals continue to be made to the day opportunities team for support.• The Day centres have introduced the following:<ul style="list-style-type: none">• Pedal Power; taking service users to the hubs which enables them to join in the activities and meet people at the dementia cafes. Outings to parks and shops have also been arranged.• The day Centre buildings now have Wi-Fi access, tablets are used to engage the service users and connecting them with family members living outside of Cardiff.• Rise provide regular adapted fitness, sports and dance activities.• Weekly gardening / DIY group has been set up.• Baking sessions have been introduced and encourages service users to talk about and share their favourite recipes• Outdoor walking groups have been introduced in Rhydypennau, Llanrumney and Radyr Hubs.

Progress

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

Commitment	Update
<p>As a Dementia Friendly City, support those affected to contribute to, and participate in, the life of their community by:</p> <ul style="list-style-type: none">• Undertaking Dementia Friends training across the Authority with the aim of full compliance amongst Council staff by March 2022;22• Developing a school engagement programme to encourage more inter-generational activities and events;• Encouraging businesses to become Dementia Friendly by delivering the Council’s awareness and engagement programme;• Delivering dementia friendly events – both digital and face-to-face – when restrictions allow;• Supporting the Dementia Friendly Cardiff Community to continue to deliver positive outcomes for people living with dementia within Cardiff.	<ul style="list-style-type: none">• Covid restrictions have prevented progress on the action for this quarter – although the pilot pen pal scheme has been very successful.• A celebration is scheduled to take place at the Forge Care Home during Intergenerational Week (first Quarter of 2022/23). Work has commenced on updating and enhancing the Dementia Friendly Cardiff Website during this quarter in collaboration with additional partners delivering dementia friendly events in Cardiff. Virtual Dementia Friendly Business sessions have also taken place.• Alzheimer’s Society have also indicated that a review of the pledging process has been undertaken and a new streamlined process is due to be issued in April which will hopefully be more attractive to Businesses. Dementia Friends Council staff compliance has increased slightly during the quarter with 220 council staff achieving Dementia Friend status.

Progress

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

Commitment	Update
<p>Work to become an Age-Friendly City by identifying opportunities for people to be integrated in their local communities by:</p> <ul style="list-style-type: none">• Supporting older people to live independently and be connected to their home and community, with the aim of reducing the possibility of loneliness and isolation;• Engaging with communities to develop volunteer and income-generating opportunities and appropriate educational and training programmes;• Providing housing that is safe and adaptable to personal preferences and changing capacities; <p>Engaging with older people to provide opportunities for their active participation in the formulation and implementation of policies that directly affect their well-being.</p>	<ul style="list-style-type: none">• Cardiff has now become the first authority in Wales to achieve membership of the WHO Global Network for Age-friendly Cities and Communities.• An evaluation framework of the Cardiff: Working Towards an Age Friendly City Action Plan has been developed over the quarter in collaboration with partners and stakeholders. This will be communicated widely shortly.• A yearly overall evaluation will be undertaken as well as quarterly progress reports in the new year. The interim progress statement for Cardiff's local toilets strategy has been completed, submitted to Welsh Government and is now publicly available on the Cardiff Council website.

Key Performance Indicators

Wellbeing Objective: Safe, confident and empowered communities

Ensuring children and adults are protected from risk of harm and abuse

Key Performance Indicators	2020/21 Result	2021/22 Target	2021/22 Q1 Result	2021/22 Q2 Result	2021/22 Q3 Result	2021/22 Q4 Result	2021/22 Annual Result
The percentage of Council Staff completing the Level 1 online module for the National Training framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	70%	85%	71%	51%	51%	51%	51% (at year end)
The percentage of referrals from South Wales Police regarding high-risk domestic abuse victims, where contact has been attempted by the specialist service within one calendar day of receiving the referral	89%	90%	81.95%	85%	69.32%	77%	77% (at year end)
The number of adult protection enquiries received	N/A	No target but monitor KPI	377	439	457	412	1,685
The percentage of adult protection enquiries completed within seven days	98.9%	99%	99%	99%	99%	99%	99%

Over the year **1662** referrals were received of which **1279** were contacted within one calendar day. There are a number of reasons why the target has been missed including attempted contact where the call is not answered, the information has been incorrectly input, i.e., telephone number recorded incorrectly or the referral has not come through immediately upon being made. Staff shortages have also unfortunately been a contributing factor.

With regards to training, all who were 'in progress' have been assisted to complete the module. Staff who have left the authority have been removed from the list and lots of online sessions have been advertised to encourage take-up.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Deliver excellent outcomes for individuals, families and communities through the continued embedding of strengths-based practice and Signs of Safety in our frontline social work and preventative teams by:</p> <ul style="list-style-type: none">• Developing and implementing a new structure for the Social Care Training Unit that best meets the needs of the service area and that meets its staff training and development requirements;• Reviewing the arrangements for delivering outcome-focussed/strengths-based training to maximise participation and strengthen impact on practice;• Embedding peer audit review processes throughout Adult Services, supported by Quality Assurance panels and champions within the service.	<ul style="list-style-type: none">• Staff consultation period concluded for training restructure and structure amended to reflect feedback – sign off of final to be agreed in April 2022.• A review of feedback from induction indicates that the programme would benefit from including a wider view of the Council. The training unit are working with the Academy to introduce this.• Following positive feedback from teams on strength Based working, training has been further extended to incorporate new staff. More work is required in relation to support groups, this should be addressed following the restructure of the Training Unit with the recruitment to the vacant QA manager post and a new training and QA officer post that will lead on the roll out of collaborative communications.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<ul style="list-style-type: none">• Complete the move to locality working for all adult social services by 2023, aligning with primary, community and third sector services, with Phase 1 completed by September 2021, to include:• Providing easily accessible locations for partners to meet throughout the city;• Expanding and diversifying expertise, sharing best practice across the community and hospitals by transitioning adult older people's social care into locality practice;• Developing closer relationships with domiciliary care providers, starting with recommissioning;• Developing working relationships and practices with the six health clusters.	<ul style="list-style-type: none">• Steering group in place for Cardiff Cares Development Partnership block contract arrangements and initial planning commenced to develop a pilot to test out the feasibility of introducing the banking of hours and trusted partner approach to the new locality model• St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over on 1/4/2022. Further works will be undertaken in early Q1 22/23 to get the building ready for staff.• Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Q4. This has allowed the teams to prioritise service delivery during increased winter pressures.• The implementation of the locality approach is awaiting guidance from the integrated health and social care partnership on the interdependencies of the @home programme in relation to developing integrated localities.• In Q4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Develop a new Adult Services Strategy by autumn 2021 with the aims for delivery identified as:</p> <ul style="list-style-type: none">• Developing a whole-system approach for improving and monitoring performance;• Embedding a rights-based approach into everything we do;• Ensuring that the systems in place are suitable to meet the outcomes identified and provide a platform for change where they are not.	<ul style="list-style-type: none">• Cabinet approved the Ageing Well strategy in January 2022.• In March the first Ageing Well Board took place where the works streams of the strategy were shared and all OM's have an action to generate their more detailed action plans by the end of April.• These actions will form part of the corporate KPI's for the forthcoming financial year.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Implement the Cardiff and Vale Regional Partnership Board's transformational proposals for 'A Healthier Wales' to promote productive partnerships and to further develop preventative services and resilient communities, so that people remain independent and connected for as long as possible.</p>	<ul style="list-style-type: none">• St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over in April 2022• Due to frontline service pressures and difficulties in recruitment and retention, it has not been possible to trial locality working.• The locality approach has been drafted and we intend to start work towards co-location of service during Q's 1 & 2, 22/23.• In Q4 ILS expanded their GP cluster MDT support to North and East, building on the success of the Southwest cluster, developing integrated localities.• In Q4 ILS expanded their GP cluster MDT support to North and East, building on the success of the Southwest cluster.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Assist people with disabilities and mental health issues to be more independent by</p> <ul style="list-style-type: none">• Embedding an all-age disability approach by October 2021• Working with partners to deliver the refreshed crisis care concordat, meeting the needs of those who may not require secondary services and reviewing services to ensure that they are fit for purpose to meet a range of needs of the population moving forward• Reducing the number of people in crisis and acute admissions by using preventative measures.	<ul style="list-style-type: none">• A wider review of all age disabilities as is now underway to conclude in 2022-23.• Ongoing delays with the work with Alder consultants – data is being updated and the review of this will be completed in Q1 and will feed in to the wider restructure.• Crisis sanctuary has been identified. Venue is at CRI. 101 no go live has been put back to June 2022 and will be a more limited service than originally planned to support a faster launch for this. Work being undertaken around pathways and out of hours support for this.• Beyond the call review has been completed and action plans are moving forward as above. Work continues on joining up of services to better support individuals experiencing crisis

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update (1 of 2)
<p>Undertake a review of commissioned services, including a full review of commissioned activities, throughout 2021 to include:</p> <ul style="list-style-type: none">• Direct Payments (Adults and Children's);• Domiciliary Care Contract.	<ul style="list-style-type: none">• Direct Payments review is ongoing supported by project group process.• Financial modelling for the fee uplifts for 2022/23 are being proposed for the Direct Payments agency rates and Personal Assistant rate.• Mandatory training sessions for social work teams has been designed with the Training unit. Information packs and Direct payment videos have been agreed• Direct Payment Policy currently under review and to be finalised and signed off.• The new Domiciliary Care and Sessional Support Dynamic Purchasing System for Adults and Children went live on 4 November 2021. 25 providers were successfully enrolled on the new DPS. Due to the significant pressures on the Domiciliary Care Workforce during this quarter (including chronic workforce issues) contingencies were agreed for commissioning care outside of the DPS in exceptional circumstances via spot purchasing arrangements. Mechanisms have been put in place to support the providers onboarding and support to the evaluation team.

Progress

Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update (2 of 2)
<p>Undertake a review of commissioned services, including a full review of commissioned activities, throughout 2021 to include:</p> <ul style="list-style-type: none">• Direct Payments (Adults and Children's);• Domiciliary Care Contract.	<ul style="list-style-type: none">• The Domiciliary Care sector continues to be under significant pressure currently – a result of the chronic workforce crisis seen across the Country in Social Care. As such, the team are reviewing the feasibility of extending some of the milestones underpinning the first phase of the implementation plan due to the challenges presented by the Pandemic that has hindered provider's ability to take forward some of the key elements (e.g. having a physical presence in a locality).• Plans are in place to commence work with providers who have been awarded block contracts under the Cardiff Care Development Partnership arrangement to pilot key approaches of the locality model that will provide service users with more flexibility in relation to their care (e.g. Banking of House and Trusted Partner Approach) and it is expected that pilots will commence towards the end of Q1 of 22/23.• All sector quality assurance is being reviewed and designed to identify outcomes for citizens and quality standards across the market. Internal workshops will drive this process to design a proposed model to engage and agree with the market in order for the model to be implemented.

Progress

Ensure children and adults are protected from risk of harm and abuse

Commitment	Update
<p>Ensure children and adults are Safeguarded from abuse or neglect or the risk of it by:</p> <ul style="list-style-type: none">• Implementing the Exploitation Strategy to encompass new and emerging themes of child and adult exploitation (March 2022)• Completing the corporate safeguarding self-evaluations (March 2022)• Continuing the work identified in the Adult Safeguarding Action Plan and monitoring the volume of referrals received• Undertake a review of Adult Safeguarding• Development of action plan	<ul style="list-style-type: none">• Planning has been undertaken in line with the RSB's priorities for 2021-2022. Areas of development identified as part of this review include:<ul style="list-style-type: none">• Consolidation of work completed throughout the year and continue to promote best practise and learning and development opportunities for the team• Promote adult safeguarding promotions throughout the LA• Implement QA System in line with service area plan• Development of procedural responses to 'Contextual Safeguarding'• Improvements of partnership responses to large scale/whole home enquiries• Publication of practise guide• Development of adult safeguarding newsletter• Launch of adult safeguarding SharePoint learning repository• Completion of social inclusion unit handover

Progress

Creating safe and inclusive communities

Commitment	Update
<p>Deliver the actions identified in the Cardiff & Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023, including the launch of a regional service for male victims by July 2021.</p>	<ul style="list-style-type: none">• The Review is underway with all data being collected and analysed across the two local authorities, South Wales Fire and Rescue Service and South Wales Police. Data will be collated into a report for regional discussion and consideration of recommendations for the future.• All other outstanding actions in the Strategy action plan are being progressed with the annual report due to be published in May 22.

Progress

Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop and embed quality assurance frameworks considering:</p> <ul style="list-style-type: none">• Review and development of Policies, procedures and pathways• Training and development• Induction and supervision• Complaints and Compliments• Quality auditing and review processes	<ul style="list-style-type: none">• Delays in recruiting to Quality Assurance (QA) manager as post was brought into scope for the training restructure.• It is expected this will be resolved in Q1 of 22/23 when QA panels will be relaunched.• QA continues to be undertaken within teams and further development will happen throughout 2022-23

Progress

Directorate Delivery Plan Commitment

Commitment	Update
<p>Data, Performance and Budgets:</p> <ul style="list-style-type: none">• Utilisation of data to support understanding of services• Development of KPI's	<ul style="list-style-type: none">• The Ageing Well Strategy aims to make the service as effective as possible, for example prescribing low level equipment and adaptations, OT's right sizing packages of care.• A structure review of adult services is being undertaken to identify roles and procedures with a view to maximise efficiencies.• A number of projects have been identified which will provide services in a different way and deliver savings for 2022/23 and work has already commenced to deliver these.

Progress

Directorate Delivery Plan Commitment

Commitment	Update
<p>Prepare for the introduction of the Liberty Protection Safeguard (LPS) legislation in April 2022 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">• 12-week consultation has been launched by Welsh Government from which will develop the timelines for future work to be completed to implement these changes during 2022-23• DOLS backlog completed by end of March 2022

Progress

Directorate Delivery Plan Commitment

Commitment	Update
<p>Implement Emergency Duty improvement plan by March 2022, to ensure an effective joint approach is embedded across Cardiff and the Vale</p>	<ul style="list-style-type: none">• Good progress has been made on the review into EDT with information received from other councils in Wales. Proposals are being developed and consultation will commence shortly.

Progress

Wellbeing Objective: Modernising and integrating our public services

Developing a comprehensive programme of organisational recovery and renewal

Commitment	Update
<p>Develop a comprehensive programme of organisational recovery and renewal focused on:</p> <ul style="list-style-type: none">• Embedding new locality delivery models in key community services	<ul style="list-style-type: none">• Steering group in place for Cardiff Care development partnership block arrangements and initial planning commenced to develop a pilot to test out the feasibility of introducing the banking of hours and trusted partner approach to the new locality model• St Isan Identified as North Cardiff locality building. During Q4 this building has been prepared ready for hand over on 1/4/2022. Further works will be undertaken in early Q1 22/23 to get the building ready for staff.• Due to frontline service pressures and difficulties in recruitment and retention, the development plans have been modified to have less interaction with teams during Q4. This has allowed the teams to prioritise service delivery during increased winter pressures.• In Q4 Cardiff Council expanded their GP cluster MDT support to North and East, building on the success of the South West cluster.

Progress

Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none">• Ensure appropriate support to promote timely and effective restructuring of service areas and recruitment to vacancies• Gain a better understanding of why Social Workers leave the service and take action to strengthen retention.• Strengthen the role of Adult Services Ambassadors to ensure they are able to appropriately represent the views of team members• Gain a better understanding of staff satisfaction• Undertake a restructure of Adult Services to ensure that the operational structure is fit for purpose to meet the needs and achieve the agreed outcomes of service users.• Maximise the ability to attract suitable individuals into Adult Services	<ul style="list-style-type: none">• Market supplement now in place for Adult Social Workers and Occupational Therapist following review of comparable roles in other organisations.• Staff survey delayed due to service pressures – taking place first quarter 22/3.• A consultancy company has been commissioned to review delivery models of similar sized Local Authorities.• Timeline for detailed review of services developed to be taken forward in first half of 22/3

Progress

What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update (1 of 2)
<p>Ensure continued support for high-risk settings, including care homes, home care, support living and hostels by:</p> <ul style="list-style-type: none">• Working with partners to implement the latest guidance;• Initiating outbreak management responses as required.	<ul style="list-style-type: none">• Multi-agency meetings continue on a fortnightly basis to oversee the management of covid and new arrangements put in place for Contracts to undertake supportive telephone calls to any provider with a new outbreak to assess the need for a multi-agency supportive meeting.• Whole sector domiciliary care briefings continue to be held on a monthly basis and the frequency of care home association provider meeting has been reviewed and reduced to 3 weekly rather than fortnightly.• Sign off of Escalating Concerns Procedure delayed as further work has been undertaken to strengthen the decision risk matrix. It is expected that the new procedures will be signed off in the first Quarter of 22/23.• Code of conduct for service users signed off by ASMT – implementation will take place in the first part of Q1 22/23.• Covid-19 homeless task group / homeless Partnership meeting with statutory & third sector partners took place in March.

Progress

What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update (2 of 2)
<p>Ensure continued support for high-risk settings, including care homes, home care, support living and hostels by:</p> <ul style="list-style-type: none">• Working with partners to implement the latest guidance;• Initiating outbreak management responses as required.	<ul style="list-style-type: none">• Regular updates are provided to all sites to ensure they are consistency following protocol and to update on changes to guidance.• All providers have a direct point of contact to discuss concerns and talk through any potential issues.• Changes to the protocols and the national lifting of restrictions have been communicated to partners as information becomes available.• Main risk this quarter that has been noted and supported with partners are ongoing recruitment and staffing issues and the use of agency staff, this has improved during March with partners reporting vacancies being filled.• Individual contract monitoring meetings continue monthly or quarterly basis where applicable with accommodation and support service providers

Progress

What we will do to ensure the Covid-19 pandemic is effectively managed

Commitment	Update
<p>Continue to ensure the availability of all necessary PPE to support the safe delivery of Council and partner services for staff and residents.</p>	<ul style="list-style-type: none">• Exercise undertaken to establish projected non-social care PPE needs in the new financial year for the first quarter.• Liaison with Procurement to secure supplies ensuring a full product range remains available. Social care demand tracking has been undertaken on a weekly basis. This analysis is being used to inform dynamic ordering of stock through NHS Shared Services.