

Vale of Glamorgan County Council

GWASANAETHAU CYMDEITHASOL



Social Services Annual Report 2016 – 2017

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1. Introduction

In welcoming you to our Social Services Annual Report for 2016 - 2017 you may notice how different this report looks and feels in relation to previous reports. Following changes to legislation all local authorities in Wales will be reporting on the performance of social services according to a new range of well-being measures that allow us to account for how we contribute to the well-being of people who are in receipt of care and support services. This report is our first opportunity to account for our progress in this new format, something that is going to be standardised across Wales from next year.

As the Director of Social Services for the Vale of Glamorgan I am delighted to be able to outline how we have delivered improvements in the well-being of those who access our services, in partnership with people and our partners. The Social Services Directorate working with the rest of the Council provides a range of services to people who need our help, in a way that allows us together to focus on promoting and improving the well-being of people we are supporting.

The Council's Corporate Plan for 2016-20 has incorporated the views of residents, partners and staff to inform our key priorities going forward based on 4 Well-being Outcomes:

- Well-being Outcome 1: An Inclusive and Safe Vale, where citizens have a good quality of life and feel part of the local community;
- Well-being Outcome 2: An Environmentally Responsible and Prosperous Vale, with a strong and sustainable economy, and a local environment safeguarded for present and future generations;
- Well-being Outcome 3: An Aspirational and Culturally Vibrant Vale where citizens have opportunities to achieve their full potential;
- Well-being Outcome 4: An Active and Healthy Vale, where citizens lead healthy lives and vulnerable people are protected and supported.

These outcomes are linked to a range of well-being measures that allow us to demonstrate how we are performing in delivering a range of services, in an integrated way. This new integrated model of working has been introduced to look at all aspects of our corporate governance and planning arrangements to ensure that they are inter-related, complementary, consistent and no longer undertaken in isolation. The well-being standards in this Social Services report are linked to the overall well-being outcomes that we want to achieve as a Council. The overlap between this report and relevant sections of the Council's Corporate Plan is significant and priority areas have been aligned as far as practicable.

This report is our way of accounting for progress in delivering what we said we would do over the past 12 months and in doing so help people to understand how the Council is developing and reforming services over the longer term. I want to thank all those members of staff, our partners and members of the public who have been involved in this vital work. In taking this approach I hope that you will see the links between what I and my team have done in delivering social services, focused on the needs of people, and the combined impact that the Council has had in promoting and improving the well-being of those we help.

2. Director's Summary of Performance

It is an enormous achievement that we have delivered such a significant amount of change to our services during the last year. The fact that this has been achieved while operating within our budget allocation is also a noteworthy accomplishment.

Progress against the priority areas are reported later in the report but without exception developments have been made in modernising our approaches and transforming the service to fulfil the requirement of the Social Services and Well-being Act.

It is a credit to the staff working in the Vale, not just in Social Services, but in our wider community that we have such strong evidence of high quality service delivery. It is pleasing to see the increasing engagement with service users and residents is also providing not only positive feedback on our existing services but developing new ways of ensuring our residents have real influence over the way services are delivered in the future.

3. How Are People Shaping Our Services?

Public participation is important, not just because we value what people feel about the services we deliver, but because their input is vital if we are to deliver what matters to them.

People who need our help, whether adults or children, can inform how we deliver our services by being involved in evaluating how effective we are. Our qualitative surveys undertaken over the past year for example give us an indication for what people feel about their lives, how the services support them and what makes a difference to their quality of life. One of our priorities for 2017-18 will be to use this information to help shape the services we and our partners deliver.

Social Services understands the importance of engaging service users and ensuring they feel they are involved in driving continuous improvement of our services. As part of this commitment, the Policy & Quality Assurance Officer for Social Services undertakes a rolling programme of consultation to ascertain satisfaction, specifically exploring service priorities as confirmed annually by senior management. With the implementation of the Social Services and Wellbeing (Wales) Act 2014, consultation has incorporated more of a focus on outcomes for service users and their families.

We are exploring service users' experiences of choice, whether their needs are addressed through service provision and whether they feel they are sufficiently involved in both the assessment process and care planning. A report is produced for each consultation and an action plan is developed to address areas identified for improvement across Social Services. To ensure that learning from one area is translated into improvements across the Directorate, issues are also collated thematically.

Those surveys undertaken in the past year include: Flying Start; Vale CRS, Extra Care (Golau Caredig) and Day Services for Older People.

For Flying Start, parents were very happy with the support they have received. Parents feel listened to and experience few issues in being able to contact the service. Crèche provision was very highly praised, as was the attitude and manner of the team. The service has met expectations in nearly all cases, with very few suggestions for improvement.

For the Vale Community Resource Service, service users reported high levels of satisfaction with the support and positive regard for the staff. Service users and carers felt involved and fully informed of all aspects of care. Staff are punctual and treat service users and carers with courtesy and respect. Many people recognised how challenging their lives would have been had they not received the support from the VCRS.

The consultation for Golau Caredig highlighted that residents are very satisfied with where they live and the support they receive. People were very happy with the information they received. Staff are welcoming and activities are enjoyed by most service users, particularly where they participate in activities with others and don't feel

that they are organising activities in isolation. In addition, people appreciated the chance to be independent but had support when needed.

Consultation was carried out with day service users at Rondel House, a Day Service for elderly service users. People were happy with the information they received. Staff are welcoming and activities are enjoyed by most service users, particularly where they participate in activities with others. Service users are pleased with the food provided, and there was very positive feedback about the appearance of the centre.

This continued alongside the Welsh Government requirements for engagement. In 2016, the Welsh Government requested that social services performance must be measured under section 145 of the Social Services and Well-being (Wales) Act 2014. Welsh Government issued set questionnaires and covering letters for the purposes of consulting with all citizens with a care and support plan as at September 2016. This included children and young people known to the department, their parents, all informal carers and adults (all were made available in English, Welsh and easy read when identified as appropriate for the citizen).

The consultation identified that nearly all adults felt that their wellbeing needs are being met. Just under half felt that they could do things that are important to them, although some people required support from others to do this (e.g. hobbies, socialising, sport). Some reported difficulties in doing things that are important to them. This was mainly due to mobility issues, and the unavailability of support from others.

A strong sense of community cohesion was evident with three quarters at least sometimes feeling a part of their community. Some comments related to a lack of activities and some citizens in poorer health found it hard to socialise and mix with others. Many adults felt satisfied with the help and support they receive from their neighbours, friends and family. Over three quarters felt safe and where any respondents did not, this was addressed immediately.

Adults know who to contact regarding their care and support, and many have had the right information or advice. Most feel they have been actively involved in decisions about the provision of their care and support, and nearly all feel they have been treated with dignity and respect. Moreover, many feel happy with the care and support they have received. For carers, nearly three quarters live in a home that best supports their wellbeing and can sometimes do the things that are important to them; however they find the caring role impinges on all aspects of their own lives. Most feel involved in the service and feel supported in their role.

Over 90% of children and young people said they live in a home where they are happy, and feel happy with the people they live with. They can do the things they like to do, at least some of the time. Over 80% feel they belong in the area they live, and the same proportion feel happy with help from family, friends and neighbours. All reported feeling safe, at least some of the time.

Most young people know who to speak to about their care and support, have received the right information or advice when needed, feel their views about their support have been listened to and feel they have been treated with respect. Almost all feel satisfied

with the care and support they have had, and for those aged 16-17 years, all feel they have had advice, support and help that will help them prepare for adulthood.

All parents who responded felt actively involved in all decisions about how their child's/children's care and support was provided. Many conveyed their appreciation of the support they have received.

Most recently we have, together with our partners across Cardiff and the Vale of Glamorgan, undertaken our Population Needs Assessment that will give us the evidence and the basis on which to plan for more effective citizen centred services. Several methods and sources were used to gather information for this assessment, to give a balanced and rounded view of the main care and support needs and assets in Cardiff and the Vale of Glamorgan. As part of this work we involved: public surveys, for adults and for young people; focus group interviews with residents, and; a survey for local professionals and organisations providing care or support.

The development of the Vale of Glamorgan Well-being Assessment was contributed to through the "Let's Talk" survey, and whilst more than 1,000 residents and other stakeholders have been involved in the process of talking about life in the Vale we do recognise that more needs to be done to connect with hard to reach groups, engage the private sector and be more innovative in engaging with our population. The survey showed that having a say in decisions is very important to Vale residents, although few reported believing that they could influence decisions. As part of our drive to secure the involvement of people in shaping what we do, set a priority to put in place a Citizens Panel that builds on the successful structure for engagement already in operation within the Vale of Glamorgan. Support has been commissioned to secure this arrangement and we are confident that over the next few years we will see sustained engagement and involvement of people in helping us to shape and deliver services for the Vale of Glamorgan.

In addition we have initiated a project called "Experts by Experience" which utilises the expertise, knowledge and experience of some of our current service users to help inform our future models of service.

It is also important that people tell us when things go wrong. The Council keeps a record of compliments and complaints, and during 2016-17 we received 109 concerns or complaints in the year.

| | Enquiries* | Complaints |
|------------------------------------|------------|------------|
| Adult Services | 30 | 18 |
| Children and Young People Services | 22 | 33 |
| Business Management and Innovation | 1 | 5 |
| Total | 53 | 56 |

(*An enquiry is an issue of concern to the service user, dealt with by the team, without escalation to a complaint)

There was an increase in the number of enquiries from previous years, however the number of complaints has been at a consistent level over the last 5 years.



4. Promoting and Improving the Well-being of Those We Help

People's well-being and outcomes are at the heart of our approach to sustainable social services. The Social Services and Well-being (Wales) Act 2014 became law in April 2016, and we have been working hard to ensure that we are equipped to meet its aim of supporting the well-being of people who need care and support and carers who need support. We want to ensure that citizens have a voice and real control over their own lives, and that means in working in partnership to shape the support and services in the Vale of Glamorgan.

This section sets out our performance in promoting and improving the well-being of people in the Vale of Glamorgan who need care and support, and carers who need support. We have set it out to show how our work is linked to the six National Quality Standards for well-being. It sets out the priorities we identified in the Annual Report last year, plus additional priority actions related to new ways of working and gives information on our progress. It provides data where this is relevant and available, gives real life examples of the impact on people, as well as setting out priorities for 2017-18.

WELL-BEING STANDARD ONE: Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Our approach as a Council is to work together as a team that engages with our customers and partners, respects diversity and is committed to quality services. This underpins the way we want to work with people.

The Well-being of Future Generations (Wales) Act 2015 links strongly with the Social Services legislation and the changes we are introducing. For example, we have linked the way we identify the issues that are important to our residents (Well-being Assessment) with the population assessment which is about people who need care and support and carers who need support. We have gathered a lot of information by listening to what our citizens have told us about themselves and their communities as part of our "Let's Talk" campaign.

A snapshot from that work has told us that just over 1 in 10 (12%) of the people who completed our survey were in receipt of care and support services or had previously received them. Of those who received services, 69 per cent said they were happy with the services they received. 59 per cent felt they were sufficiently involved in decisions about their care and support, with a further quarter saying they were sometimes involved. 1 in 10 people did not feel sufficiently involved in these decisions.

What did we plan to do last year?

For 2016 - 2017 we identified a range of priorities for delivery including:

- Consolidating our work to put in place the DEWIS Cymru information portal to ensure that it has all the content for this region in place, especially information relating to preventative services for adults and children;

- Reviewing and amending processes at the Customer Contact Centre to support the provision of advice and assistance;
- Co-ordinating aspects of the service which focus on children and young people services (including the Family Information Service and Families First Advice Line);
- Working towards better integration of the Information and Advice Service for people with Autism with the work of the IAA;
- Make changes to our framework for assessment and planning in individual cases (including processes, practice and case management IT infrastructure) to ensure compliance with the requirements of the Act and to focus more on outcomes and matching needs and services;
- Continuing to increase the provision of direct payments.

How far did we succeed and what difference did we make?

Having set out what we planned to do in 2016 – 2017 I wanted us to be clear about the progress we have made and what difference it has made to those we help. As we are in the early stages of development of some of this work, in some cases this relates to ongoing pieces of work.

Consolidating our work to put in place the DEWIS Cymru information portal to ensure that it has all the content for this region in place, especially information relating to preventative services for adults and children.

The starting point for ensuring we deliver consistently high quality outcomes is clear and accessible information. This is important for everyone as many of us will either need a service or know someone who may need a service. People must have easy access to appropriate information so they can support their own well-being. We have taken forward our priority of further developing the Information, Advice and Assistance (IAA) Service. DEWIS Cymru is the Information, Advice and Assistance Service for social services information across the Vale of Glamorgan and Cardiff. We want to ensure that it has all the content for this region in place, especially information relating to preventative services for adults and children.

DEWIS has been successfully launched and we have met our target of achieving 1,000 resources on the information portal. We continue to enhance and extend the resources available, especially information relating to preventative services for adults and children. We are actively promoting the resource to our professional colleagues and to third sector organisations. We held two well-being road shows which were aimed at third sector organisations, professionals from a wide range of agencies (Health, Police, Fire, Ambulance, local authorities) and Elected Members. We have continued to support development of this important resource by funding a member of staff specifically for this task who comes from the third or voluntary sector.

Review and amend processes at the Customer Contact Centre to support the provision of advice and assistance

Our Customer Contact Centre (C1V) remains the main way to get in touch if people need health and social care community services. We have set up an integrated team of both Social Services and NHS staff that help to direct people to the right services

first time around. This work has enabled us to signpost and support people to get the services they need at the first point of contact in a timely way. People have had appropriate advice from the Contact Centre. More people resolve their queries there, and that means reduced reliance on more specialist teams. The number of enquiries requiring longer term intervention for care management teams has also reduced.

Our performance indicates that we are effectively resolving queries at the 'front door' via our Customer Contact Centre, as in 2016-17, 86.96% of adults who received information and advice from our information, advice and assistance service have not needed to contact the service again.

CASE STUDY

Mrs F is an 80 year old lady receiving palliative care at home where she lives with her husband. A late night phone call to the out of hours GP led to a visit where several issues were picked up – she couldn't get out of bed to the bathroom, there was no equipment at the home and the only professional contact was the fortnightly call from the district nurse to change the PICC line (catheter).

The Customer Contact Centre triage nurse arranged for the District Nurse to visit and assess and an urgent referral was made for a package of care. A commode and continence products were delivered and daily nursing visits were arranged.

Through this integrated approach, individualised care was provided, enabling Mrs F to stay at home in a dignified environment for as long as possible.

Co-ordinating aspects of the service which focus on children and young people services (including the Family Information Service and Families First Advice Line)

We are improving outcomes for children, young people and their families by providing and promoting a range of early years' services that includes information and support for parents to access childcare information and support and learning opportunities.

By focusing our efforts on early intervention and prevention we have effectively reduced the need for costly and intrusive interventions at a later stage for children and young people. We have achieved this through greater collaborative working between the grant funded programmes of Flying Start and Families First.

The Intake and Family Support Team receive referrals and provide information about services available to support children and their families across all sectors. They signpost and refer children and families to other appropriate services and support if, following further enquiries, there is no eligibility for statutory social services involvement. However, if families do need help from Social Services, they are offered further assessment to identify needs and risks. This is the basis of work to develop a plan for care and support along with the child and family and all other agencies involved.

- The percentage of adults who have received support from IAA and have not contacted the service again during the year. (NEW) 84.78 for adults

- The percentage of assessments completed for children within statutory timescales. (NEW) at the end of the year was 71.76%

Work towards better integration of the Information and Advice Service for people with Autism

We have worked with people who use services, carers and other key partners to take forward improvements in line with the Autism Strategy. Service user led groups and a monthly forum have been set up. These provide feedback on services and give a real voice and control to people themselves. This has been invaluable for informing future service direction and delivery. The employment resource 'Working with Autism' has become a national resource supported by Welsh Government funding and WLGA staff. As a result, hundreds of Careers Wales and Job Centre Plus staff have completed this training.

CASE STUDY

Mark (not real name) is a young man in his early 20s with a diagnosis of Asperger syndrome, living with his parents. He has a job in construction which includes studying for qualifications at Cardiff and Vale College. The service was contacted by Mark's mother in autumn 2016 with concerns that Mark had started to miss work and was failing to attend college. As a family they were struggling to understand the condition how it affected Mark and how they as a family could communicate effectively and support him. A further concern was that Mark wanted to travel to the USA to see friends but was not planning appropriately and he would be vulnerable.

Staff met with Mark's mother and provided information on the condition of Asperger syndrome and how adults with the condition presented. This provided the family with a more in depth understanding of the condition, strategies that could be used and why they were effective.

The meeting was followed up with signposting to a range of online resources that had been identified as appropriate. This included a post diagnosis guide, some help sheets, a film made by adults about their condition and travel support. In addition Mark was extended an invitation to attend the Barry adult forum. It is important to note that processing difficulties experienced by adults with an autism condition mean that it is essential to customise information supplied. Direct signposting to wide ranging resources such as DEWIS is not effective as it creates an information overload that is difficult to cope with.

Make changes to our framework for assessment and planning in individual cases (including processes, practice and case management IT infrastructure) to ensure compliance with the requirements of the Act and to focus more on outcomes and matching needs and services

We recognise that everyone is an individual. Each of us has experience, skills and ability. We want to work with people to identify what they are able to achieve and help remove any barriers. It is important that this is done with the individual, their families and carers, so that the person who needs care and support has a voice and control

over their own life. This means a new type of conversation about “what matters to me” takes place as part of the assessment process.

Our implementation team and our change champions are finalising the eligibility and assessment of needs processes in order to meet the requirements in the assessment national checklist. They are working with staff to update the local system so that the information can be recorded electronically. In the past year, there were over 1495 assessments of need undertaken, and of those 585 led to a care and support plan.

We reviewed 1629 care and support plans and 85.39% were reviewed within the agreed timescale.

CASE STUDY

Co-producing outcomes

New Horizons Day Service based at Hen Goleg continues to offer highly valued resource for people with physical disabilities in the Vale. It provides opportunities for a range of activities and support for all of its members and carers. It provides a place to make friends, learn new skills and boost confidence. Members have a voice in its development and in the activities and support available. This will be further enhanced under the pilot project “Experts by Experience” which is supporting members to identify priorities for the future and work with the authority to put changes in place. The way people use New Horizons has changed in response to the views of people who use it and now takes an approach based on sessional opportunities, enabling more flexibility.

New Horizons service users have been instrumental in the production of a professional training video for call centre staff on how to engage with people with disabilities in a manner that enables better communication. The video was made by Legal and General and New Horizons and has achieved many national accolades and awards and is becoming nationally recognised as best practice for call centres. Through listening to what service users have said about New Horizons, we aim to improve the range of activities offered by the service with the possibility of extending the number of people accessing New Horizons.

Continuing to increase the provision of direct payments

Direct payments play an important part in supporting people to take control of their own well-being. They are an alternative to having support arranged directly by social services. We increased the number of adult services users receiving direct payments from 175 users at the end of 2015 -16 financial year to 242 users during 2016-17.

We have encouraged people to manage their own health and supported people to adopt and maintain healthy lifestyles. The number of people completing the exercise referral scheme has seen a significant increase to just under our Welsh Government Target this year. At 97% of target for completions on the scheme we are incredibly close to achieving the target set for the Vale for 2017-18 by the Welsh Local Government Association and Public Health Wales. The team are working directly with Public Health Wales and Welsh Government to improve our Data collection methods and look forward to this year’s figures.

What are our priorities for next year and why?

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

To engage people in planned areas to both establish satisfaction levels and to inform the future shape of services. These are detailed in the service plans for 2017-2021. These include:

- To pilot delivery of an outcome focused case management and measurement system within the Long Term Care Service.

This is to increase the level of voice and control individuals have over their services and to increase the resilience of domiciliary care provision.

- Pilot a Citizen's Engagement Panel for people with care and support needs under the SSWB Act.

This is to ensure that the people who are affected by the care and support we arrange and provide are able to influence our service models.

WELL-BEING STANDARD TWO: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

The Vale of Glamorgan is committed as part of its Corporate Plan for 2016 to 2020 to supporting its residents to become more active and healthy. One of our goals is to encourage and promote active and healthy lifestyles, and consequently we have seen improvements in participation in leisure although we have more to do to raise the levels of engagement overall.

Many interlinked factors contribute to ensuring we have good physical and mental health and emotional well-being. This is not unique to people who use social services, but people who do may need more support to achieve positive outcomes and fulfilled lives. Only by putting people at the centre, and working with them, their families and carers and with a broad range of partners can we support them to achieve optimal levels of well-being.

We have achieved considerable success in positive partnership working across the Vale of Glamorgan and this has led to some very positive outcomes for people. With our regional and local partners, we have delivered the programme of service reform which is being managed under the Intermediate Care Fund.

What did we plan to do last year?

We identified a range of priorities for delivery over the past year including:

- With our regional and local partners, deliver the programme of service reform which is being managed under the Intermediate Care Fund.

- Improve support for frail and older people by better care co-ordination between social services, health, housing and the third and independent sector throughout the system, and strengthening whole system resilience (including unscheduled care).
- Further develop models of service that emphasise improving access to preventative services and early intervention, including adoption of commissioning practices which promote community resilience.
- Continue to focus on developing re-ablement and family support services, to promote independence.
- Identify ways of commissioning more effectively services where there are concerns about quality of care or sustainability, especially domiciliary care and respite provision.

How far did we succeed and what difference did we make?

In addition to the specific priorities set out for last year, our Child and Adolescent Mental Health Services (CAMHS) have been reviewed in Cardiff and the Vale of Glamorgan, including the introduction of a new Emotional Well-being Service providing emotional well-being support and brief interventions for young people up to 18 years of age. The strong partnership between Health and the local authority, and the continuing investment from Health has supported this approach. The review noted an increasing recognition of stress, anxiety, depression and behavioural issues including risk taking among children and young people.

Access to timely risk assessment and specialist services were also highlighted. Primary mental health support has transferred to the Community Child Health department, and a new neurodevelopmental disorder service has also been introduced.

In the Vale of Glamorgan a number of schools have been using a web-based system ('Selfie') to survey pupils about their wellbeing. Since its introduction in 2015, over 9,000 children in Vale of Glamorgan schools have been surveyed. This has helped identify children with lower levels of well-being and aided the development of targeted action plans to improve their well-being.

A regular mental health 'feedback fortnight' was run in 2016 across Cardiff and the Vale of Glamorgan. This included an online and paper survey, focus groups run jointly with Hafal and a 'Celebrating Recovery' event. 44 surveys were completed, and a further 128 people were involved through focus groups or the event.

With our regional and local partners, deliver the programme of service reform which is being managed under the Intermediate Care Fund

In 2016-17 funding has been provided to increase integrated working between social services, health, housing and the third sector to support:

- older people to maintain their independence, avoiding unnecessary hospital admission and preventing delayed discharges;
- integrated services for people with learning disabilities;
- an integrated autism service in Wales;

- integrated services for children with complex needs; and
- development of the Wales Community Care Information System(WCCIS).

Improve support for frail and older people by better care co-ordination between social services, health, housing and the third and independent sector throughout the system, and strengthening whole system resilience (including unscheduled care)

Improvements continue to be made in reducing the rate of delayed transfers of care (where people remain in hospital when they could be in more appropriate accommodation) for social care reasons. The Vale Integrated Discharge Service has played a pivotal role in enabling people to come home from hospital with the support packages they need. It continues to make improved links with hospital wards. The Accommodations Solutions Officer is established in the team and offers rapid access to housing, adaptations, house cleaning and supported accommodation. Further improvements have been made in reducing the rate of delayed transfers of care for social care reasons. Changes have been made to how this performance indicator is calculated so comparison with previous years is no longer possible. However it is evident that positive progress is being made in reducing numbers of social care delays.

CASE STUDY

Mrs P was admitted into hospital from home as she became unable to move around or leave the house and had become isolated and unwell. She was medically described as bariatric (weighed 45 stones) and was not able to mobilise independently. The Ambulance Service advised that they were not able to return her home as the property was too small to enable her to enter and exit safely without significant structural alternations. Unfortunately due to the nature of the property it could not be adapted. A social worker from the Integrated Discharge Service worked with the Accommodations Solutions Officer and Occupational Therapist to secure a new property and make the necessary adaptations to enable her to leave the hospital and regain her home life with her husband.

Further develop models of service that emphasise improving access to preventative services and early intervention, including adoption of commissioning practices which promote community resilience

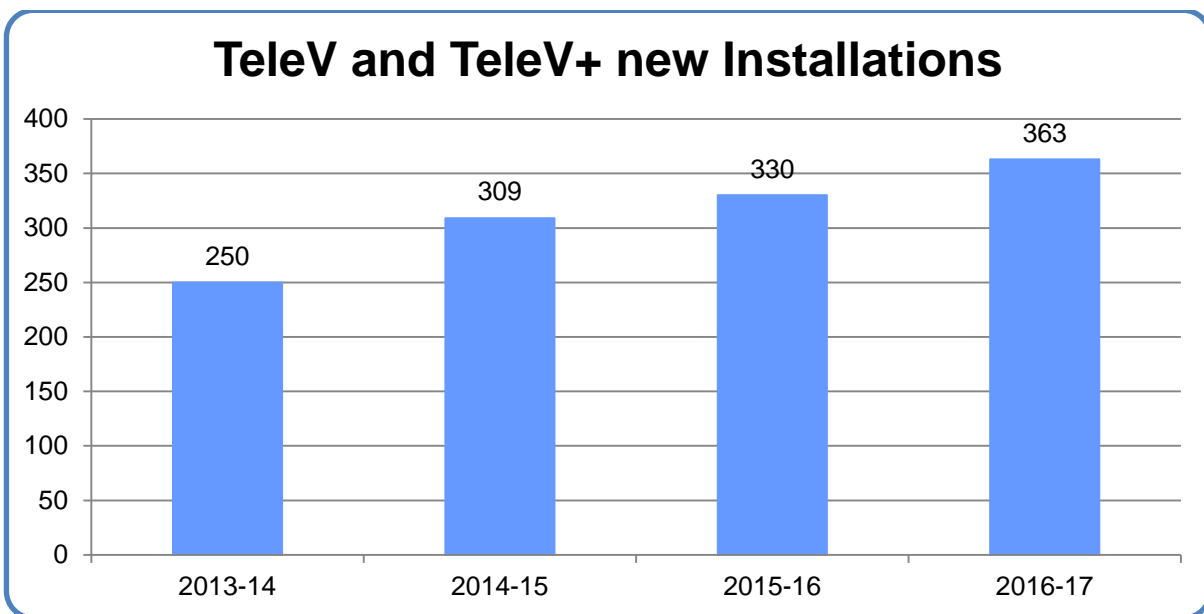
The Friendly Advantage (older people’s befriending service) was extended to March 2017. Six additional services have been created by the Intermediate Care Fund grant scheme, all of which have been set up to be sustainable and self-financing. These include a new ramp installation service being provided by Care and Repair, enhanced support for older people with a learning disability provided by Vale People First, support to enable a social enterprise (the Food Shed) to operate across the Vale delivering hot food, craft and art therapy provided by Nexus, a luncheon club for older people provided by Cadoxton Youth Project, and a project aiming to support reduction of older people engaging in high level alcohol use, provided by Taith.

Continue to focus on developing re-ablement and family support services, to promote independence

The work of the Poverty Alignment Group has been central to supporting the delivery of co-ordinated services with an effective emphasis on the provision family support services. One of our particular successes has been the implementation of the Families First Advice Line which is diverting referrals away from direct services and promoting timely support.

The Vale Community Resource Service continues to grow and is supporting more people to regain independence.

The number of new Telecare users, TeleV and TeleV plus packages is steadily increasing with 795 TeleV packages currently active and 149 TeleV plus packages active. Performance remains above the quarterly target set.



Identify ways of commissioning more effectively services where there are concerns about quality of care or sustainability, especially domiciliary care and respite provision

There has been ongoing dialogue with all our commissioned services in relation to how we accommodate the additional financial pressures placed upon our independent providers to ensure compliance with external agencies including HMRC and CSSIW.

Within the past year we have introduced a base rate for domiciliary care to be commissioned; this was to ensure that providers could be compliant with regulations in the delivery of care to our citizens. We continue to work with all providers to provide solutions to these challenges.

There have been very few providers whom have been monitored at the latter stages of our Provider performance processes. This demonstrates that despite the pressures within the independent sector that the majority continue to deliver quality services.

In response to the requirements of the Social Services and Well-Being (Wales) Act, 2014 to increase the levels of choice and control for citizens we effectively piloted a new model to commission domiciliary care. The pilot was called 'Your Choice' and involved one agency working with our staff and the service users to develop the provision of services around an individual's identified outcomes. The results were positive and now we plan to roll out this model of commissioning for all domiciliary care packages in the coming financial year.

What are our priorities for next year and why?

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Partnership working with Cardiff and the Vale University Health Board will be critical in delivering our priorities in 2017-18. These will be:

- To develop a joined-up Care Package Approval Process with the UHB to further enhance the Integrated Discharge Service.

This is intended to reduce duplication of effort, reduce delays in facilitating discharges, improve outcomes for people with complex needs and to help realise any future benefits brought about through pooled budget arrangements.

- Work with partners on the Regional Partnership Board to plan services in response to the Population Needs Assessment.

This is required as part of the Social Services and Well-being Act 2014.

WELL-BEING STANDARD THREE: Taking steps to protect and safeguard people from abuse, neglect or harm

Safeguarding is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers. It is our primary function as a local authority social services department. The Act has made some changes and introduced a stronger, robust and effective partnership approach to safeguarding. One of the most important principles of safeguarding is that it is everyone's responsibility. Each professional and organisation must do everything they can, to ensure that children and adults at risk are protected from abuse.

Other key partnerships in which Social Services play a lead role continue to work well. This includes the Children and Young People's Partnership, the Regional Safeguarding Children Board (RSCB) and the Regional Safeguarding Adults Board (RSAB) were re-launched as regional Boards covering the Vale of Glamorgan and Cardiff during 2014-2015.

What did we plan to do last year?

Last year, we set out our plans for safeguarding priorities in 2016-17. Priorities for action were identified for children and adults and we have been successful in delivering improvements.

We identified a range of priorities including:

- Develop services that will enable us to reduce safely the numbers of children who are Looked After.
- Develop and deliver a child sexual exploitation strategy for the Vale of Glamorgan that appropriately engages all relevant parties.
- Implement the new statutory framework for protecting adults from abuse, including the Adults Protection Support Order.
- Review the 'Escalating Concerns' provider performance protocol with partners and ensure that the actions outlined in the response to Operation Jasmine and the Flynn Report are completed.
- Further develop the Rondel House Dementia Resource Centre through greater integration with specialist mental health services.

How far did we succeed and what difference did we make?

Develop services that will enable us to reduce safely the numbers of Children who are Looked After

Improving outcomes for children who are Looked After is crucial. They might be living with foster carers; at home with their parents or wider family under the supervision of social services; in residential children's homes; other residential settings like schools or secure units. They may have been placed in care voluntarily by parents, or Children's Services may have intervened because a child was at significant risk of harm.

We set out to develop services that would enable us to reduce safely the numbers of children who are Looked After. Many of them are designed to support a child or young person to remain living within their own family or in their local community. Where this is not possible or it is not safe to do so, we aim to find placements for them that meet their needs. Most often, this means that they live in foster care within the Vale of Glamorgan so that they can maintain their links with family, friends and school.

Whilst the numbers of Looked After Children have in fact increased during the year, this includes a marked increase in the number of placements with parents and wider family (kinship) where children are placed with their parent/s, family or friends under the auspices of a legal order and are therefore Looked After. The numbers of children in residential care has reduced over the previous three years from 23 to 13.

We have set up a pilot project which will provide and evaluate a new intensive approach to working with children and families through the provision of direct support in the family home and other relevant settings. The aim of the project is to enable us to mobilise resources promptly and to work with families to improve parenting

capacity and their ability to meet the needs of their children. The additional service is targeted at families where the plan is for a Looked After Child to be returned home, or families whose children's names are on the child protection register and who are at risk of becoming Looked After.

Working in a joined up way across agencies and projects will achieve better outcomes for children. The Vale of Glamorgan's Cabinet endorsed a Corporate Strategy for Children in Need of Care and Support in September 2016 as a Council-wide Strategy recognising the contribution of all Council Directorates. A Council wide Management Group is in place to monitor implementation of the associated action plan, reporting to the Corporate Parenting Panel. We will be looking at what we learn, and finding ways to achieve further improvements.

Opportunities are also taken by the Poverty Alignment Group to maximise joint working between services provided by Families First, Flying Start, Intensive Family Support and Communities First programmes.

Develop and deliver a child sexual exploitation strategy for the Vale of Glamorgan that appropriately engages all relevant parties

A Child Sexual Exploitation Strategy has been developed and work is ongoing to ensure full implementation. The Sexual Exploitation Risk Assessment Framework (SERAF) referral process is working well and it is now linked with the Strategy.

Where children or young people are considered to be at risk of child sexual exploitation, an assessment of risk using the SERAF tool is undertaken. Cases which are seen to indicate 'significant risk' are referred automatically to the Directorate's Principal Officer in Protection and Policy who convenes and chairs a multi-agency strategy meeting under the All Wales Child Protection Procedures.

To ensure that we are giving due consideration to children or young people about whom there are concerns but where there is not a 'significant risk' score on Sexual Exploitation Risk Assessment Framework (SERAF), we now have in place a process whereby any agency or professional body may refer a case for consideration about whether there are agreed concerns. If this is the case, the ensuing assessment will consider these issues and the case is referred to the Principal Officer in Protection and Policy who considers the level of intervention required. This might range from the provision of support services to proceeding with a strategy meeting involving relevant professionals. In addition, the new processes allow us to capture more effectively data about the number of children where there are sexual exploitation concerns.

Implement the new statutory framework for protecting adults from abuse, including the Adults Protection Support Order

National training has taken place to support the implementation of the Adults Protection Support Order following on from frontline staff training. Following on from this we are considering plans to develop a regional service in this area of work for both adults and children.

Review the 'Escalating Concerns' provider performance protocol with partners and ensure that the actions outlined in the response to Operation Jasmine and the Flynn Report are completed

We are implementing the actions contained in the Operation Jasmine Action Plan, in particular looking at ways to bring policies and processes in alignment with those of Cardiff Council and we have reviewed the escalating concerns policy so that our actions and terminology are consistent across the region wherever possible.

Further develop the Rondel House Dementia Resource Centre through greater integration with specialist mental health services

Rondel House provides a Day Service for older people who live in the Central and Eastern areas of the Vale of Glamorgan, who may suffer from age related frailty, chronic illness, disability or dementia. Rondel House has seen an increasing demand from people living at home with dementia and through improved partnership with specialist mental health services, has improved the service on offer for people living with dementia. The Vale of Glamorgan Community Mental Health Team for Older People have integrated Rondel House into its new staff induction programme so that all health and social care professionals are aware of the service with associated increase in referrals.

Working in partnership with Public Health Wales and the UHB Rondel House is seen as a key part of the Vale Dementia Friendly Community through promoting positive images of dementia and by hosting open events for service users, carers and members of the public.

What are our priorities for next year and why?

Taking steps to protect and safeguard people from abuse, neglect or harm

- To improve procedures with providers of nursing, residential and domiciliary care to enable early intervention and prevent the escalation of incidents.

This is to work at an earlier stage with providers before any wider deterioration in care standards occur.

- Ensuring staff and potential referrers are aware of the requirements under the statutory guidance relating to their duty to report safeguarding concerns.

This is to ensure we receive information about those at risk and so are able to intervene when appropriate.

WELL-BEING STANDARD 4: Encouraging and supporting people to learn, develop and participate in society

The Act provides a legal basis for our commitment to support people to do what matters to them. We are all different, and we all want the opportunity to enjoy a good life, whatever that may mean to us. We will support people to do the things that matter to them. This could be learning a new skill, meeting people, developing an existing interest or contributing to the design of services. Our Well-being Assessment

shows us that overall the Vale of Glamorgan is an area that enjoys higher than average incomes and employment rates, although there are areas such as the eastern part of Barry where educational attainment is lower and this can be linked to lower incomes and employment levels.

What did we plan to do last year?

We identified a range of priorities for delivery over the past year including:

- Review our approach to the Council's Corporate Parenting role to ensure that we are effectively promoting the life chances of the most vulnerable groups of children and young people.
- Ensure sufficient numbers of staff are appropriately trained in order to deliver those aspects of the Act which deal with improving the ways in which people are able to request support and receive help in a timely manner.

How far did we succeed and what difference did we make?

Review our approach to the Council's Corporate Parenting role to ensure that we are effectively promoting the life chances of the most vulnerable groups of children and young people

A new Corporate Strategy and Action Plan for Children Who Need Care and Support has been developed and endorsed by the whole Council. The Strategy builds on four key objectives:

- To support families to stay together and reduce the need for children to be looked after by ensuring a focus on early intervention and preventative action across all service provision for children, including statutory and independent providers.
- To manage risk confidently and provide support at the 'edge of care' by making sure that need and risk are accurately assessed and receive the proper response, so that the right children are accommodated at the right time. This includes supporting families by making private arrangements within their wider family networks.
- To provide and commission a flexible and affordable mix of high quality placements that meet the diverse range of children's needs.
- To give children clearly planned journeys through care which remain focused on achieving care plans; prevent drift; enable them to be reunited with family and friends where possible; provide them with stable placements and opportunities to move on from the care system positively.

A key action states "Young People in care or leaving care have access to training, learning, job skills and apprenticeship opportunities available in the Council or its partner networks. This lays the foundation for opportunities for young people, with the Council working in partnership with the Careers Wales, Job Centre Plus, Cardiff and the Vale College and local training providers. This approach is being taken forward as part of the wider Council's work, across departments.

Advocacy for children and young people is an ongoing priority and there is now a national approach to statutory advocacy for children and young people being introduced across Wales, with an agreement that commissioning will be undertaken regionally. We anticipate having a regional contract in place by July 2017.

Ensure sufficient numbers of staff are appropriately trained in order to deliver those aspects of the Act which deal with improving the ways in which people are able to request support and receive help in a timely manner

We took part in a successful pilot of the new 'Better Conversation' training provided by the Social Services Improvement Agency (SSIA). Following that, a bespoke training programme called 'Inspirational Conversations' was commissioned by us, to enhance conversation, listening, information gathering and recording, and outcome identification skills in staff. This training is tailored to meet the needs of each level of staff from first point of contact through to managers. It is a vital part of working with people to understand what matters to them and will inform our work to gather feedback from people who use services in the future.

CASE STUDY

Working with People and Partners

Our work to increase opportunities for people with disabilities to participate in physical activity earned us the Bronze award for Insport from Disability Sport Wales, the highest award available at the time and we are working towards achieving the Silver award. We continue to work with sports clubs to increase the number offering either inclusive or specific disability opportunities. So far this year, 47 clubs have been offering a variety of opportunities for disabled people to participate in sporting activities, exceeding our target of 24.

What are our priorities for next year and why?

Encouraging and supporting people to learn, develop and participate in society

- Achieve procurement of both a Children and Adults Advocacy Service in line with the national approach.

To fulfil the requirement in relation to advocacy determined through the Social Services and Wellbeing Act (2014).

WELL-BEING STANDARD 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

Relationships have an impact on our well-being. It is important that we support people to develop and maintain the relationships that matter to them. It is also important that we help people to recognise unsafe relationships and help them to protect them from abuse and neglect. We support individuals and families to have safe and healthy relationships but we do know there is a lot to do, as for example, the percentage of children in need where domestic abuse is a parenting factor was the highest in Wales (51% at 31 March 2015).

What did we plan to do last year?

We identified a range of priorities for delivery over the past year including:

- Co-ordinating aspects of the service which focus on children and young people services (including the Family Information Service and the Families First Advice Line).
- Meeting the support needs of care leavers

How far did we succeed and what difference did we make?

Co-ordinating aspects of the service which focus on children and young people services (including the Family Information Service and the Families First Advice Line)

Through provision of its Flying Start, Families First and IFSS programmes, the Council has in place a coherent framework for delivering the range of preventative, protective and remedial family support initiatives set out in Welsh Government strategies. By providing intensive and specialist help to families where risks are escalating, the IFSS has a key role to perform in reducing harm to children, and also the numbers of children in the Looked After Children service.

Meeting the support needs of care leavers.

Supporting care leavers is a crucial part of delivering this well-being standard. This starts with the work we do alongside our partners in getting it right for looked after children early on, most significantly in supporting their educational attainment and their placement stability.

The Council has undertaken a range of work to meet the support needs of care leavers. Some is highlighted above. We have been innovative in our approach and, for example, we have found new ways to reduce poverty amongst care leavers, by exploring travel subsidies and additional support such as allowances for clothing or tools needed for a traineeship. This has enabled some really positive outcomes for young people.

CASE STUDY

Reducing poverty amongst care leavers

Ben (name changed), a care leaver, had not engaged with education or training for two years. He was encouraged to attend training with the Princes Trust. To support this we gave Ben a financial incentive to attend and paid his travel costs.

Ben has attended training every day for the past six months and his Young Person's Advisor has managed to ensure his benefit entitlements are being claimed.

What are our priorities for next year and why?

Supporting people to safely develop and maintain healthy domestic, family and personal relationships

- To increase the use of re-ablement care to help people to achieve their potential for independence and reduce the need for council-arranged care.

To support people to live as independently as possible and maximise the use of our limited resources.

- Conclude the pilot of our Therapeutic Fostering Scheme intended to promote placement stability for Looked After Children.

Promoting placement stability and reducing placement moves supports the achievement of positive outcomes and assists children and young people to fulfil their potential.

- Extend the pilot for Direct Family Support to promote the prospect of children remaining within their families.

This is intended to help prevent children becoming Looked After or support children to return to their families.

WELL-BEING STANDARD 6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

Having enough money to live on, enjoying a social life and living in a place that meets your needs and enables you to lead a full life are key aspects to achieve well-being. We support people to achieve these fundamental rights in a number of ways, working across the Council and with key partners in other local authorities, the private sector and Welsh Government. In our Well-being Assessment for the Vale of Glamorgan we identified the range of infrastructure opportunities that could support local and sustained employment opportunities. In addition we know that the majority of residents were either very or fairly satisfied with the quality of their homes.

What did we plan to do last year?

We identified a range of priorities for delivery over the past year including:

- Review accommodation with care options for older people and redesign our Commissioning Strategy in partnership with Housing and the University Health Board.
- Identify ways of commissioning more effectively services where there are concerns about quality of care or sustainability especially domiciliary care and respite provision.

- Implement the 'When I Am Ready – Planning Transition to Adulthood for Care Leavers' scheme.

How far did we succeed and what difference did we make?

Review accommodation with care options for older people and redesign our Commissioning Strategy in partnership with Housing and the University Health Board

The quality, suitability, adaptability and affordability of housing for older people are recognised as key factors enabling individuals to continue to live independently for as long as possible.

We have continued to provide supported accommodation and have enhanced accommodation choices through expanding the Adult Placement Service. The service offers both long term and short term placements to people in a supportive family environment. Currently 30 people are in long term placements and 36 are in short term respite placements within the service and we will continue to explore ways to expand our services.

Work has started to increase the use of re-ablement home care. Progress has been made towards supporting the development of further integrated services at the end of the year with the opening of a re-ablement unit in Ty Dyfan.

Identify ways of commissioning more effectively services where there are concerns about quality of care or sustainability especially domiciliary care and respite provision

Implementing a Therapeutic Fostering Pilot project has supported the achievement of placement stability and reduced the number of placements which have disrupted. The pilot is exploring the impact of utilising a psychotherapist and social care staff to work with carers and children to reduce placement disruption and the reliance on more costly placements. Our performance shows that between March 2014 and March 2017 we reduced the numbers of young people requiring mainstream residential placements from 23 to 13.

£3 million has been budgeted for the building of the first new Council owned housing in the Vale of Glamorgan for 17 years. Plans have been agreed and construction will soon commence on two developments of new homes for families with adults and children with disabilities in Barry. These new developments will provide homes to those in very real need, who have in some cases been waiting for a long time and will make a very real difference to the lives of residents.

Implement the 'When I Am Ready – Planning Transition to Adulthood for Care Leavers' scheme

The Welsh Government's "When I Am Ready" policy is enabling young people in foster care to remain within their foster placement up to the age of 21 years but it does not apply to those young people who are in residential homes and who have

higher support needs. As part of its commissioning strategy for children and young people, the Council is expanding its accommodation options for homeless young people and young people leaving care. This includes a dedicated shared house catering for young people with lesser support needs who maintain their own tenancies with floating support. We have also increased capacity in supported lodgings, where young people live within someone's home, living semi independently. We provide 22 beds in supported accommodation. A new development is a partnership between Social Services, Housing and Supporting People to develop a 24/7 supported accommodation option. This will be a pilot project for young people aged 16-21 who have high support needs and who are homeless.

The Vale of Glamorgan has a 'one stop shop' for young people who are at risk of homelessness. This approach is the same in Cardiff and so is consistent across the region. In each area the 'one stop shop' is made up of third sector organisations and Children's Services. There is also a mediation service for young people over the age of 13 and a specialist Floating Support Services funded by Supporting People for young people aged over 16.

What are our priorities for next year and why?

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

- Continue to work on developing an effective commissioning strategy for accommodation with care to meet the increasing demand or older people to remain independent for as long as practical.

To ensure that we have a strategy for the development of accommodation that can support the needs of our older population.

- Further develop the use of direct payments with a particular emphasis on learning disability.

To increase the proportion of service users who have greater control over their care arrangements.

5. How We Do What We Do

(a) Our Workforce and How We Support their Professional Roles

The Directorate continues to focus on good staff retention, successful recruitment and effective staff, despite the pressures of budget and staffing reduction. We have in place and deliver whole sector workforce plans which demonstrate that there is currently a sufficient, skilled, safe and focused workforce available to meet assessed needs. These plans address issues of recruitment and retention, qualifications vetting, registration, competences, skill-mix, training needs and support requirements.

Our improvement priorities for 2016-17 were to:

- Review the staff succession plans in place, as we have an ageing workforce in some key areas such as Team Manager tiers.
- Help staff to increase their understanding of the major legislative changes and their implications.
- Bring forward a proposal for joining up the social services training units across the Vale of Glamorgan and Cardiff.

Since 2015, we have been investing in our people with renewed vigour. We have launched a Staff Charter which sets out the expectations our staff can expect from the Council and vice versa. Supported by a new management competency framework, staff engagement activity and training and development opportunities, the way our most important resource is developed and managed is beginning to deliver real results.

In sustaining and improving our services we identified a range of priority actions for our organisation, to ensure that we supported our staff to continue delivering change required.

For 2017-18 we plan to:

- Deliver training as appropriate to staff to ensure compliance with the Social Services and Well-being (Wales) Act.

(b) Our Financial Resources and How We Plan For the Future

The Social Services Budget is carefully monitored throughout the year. To ensure effective monitoring a Budget Programme Board is in place to provide high level oversight and action. This includes regular updates of progress against savings targets as well as an understanding of the growing pressures facing the directorate and the Council. Individual savings schemes and cost pressures are considered by the Council's Cabinet at appropriate intervals throughout the year.

The Welsh Government has committed to continue supporting local government and its partners in supporting the transformation under the new Act and the range of sector challenges that we face. A £3m in grant funding across Wales was available in

2016/17 to support the process of consolidation, with an allocation of £425,220 to the Vale of Glamorgan and Cardiff region, to continue delivering the transformation/sustainable social services agenda.

These resources have now been transferred into the Revenue Support Grant from 2017/18 in recognition of the ongoing programme of change required by the Act and the need to continue working with partners locally and across the region.

(c) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

For 2016/17, we identified a number of priority actions to ensure that our organisations would be fit for purpose in meaningfully planning for the future and that we were able to manage a range of demands within our financial allocation. Our improvement priorities for 2016-17 were to:

- Find more ways of ensuring, through the Reshaping Services programme, that staff have the necessary skills and training to help them adapt to the changes in how services are planned and delivered;
- Make changes to the Directorate's structure so that it is fit-for-purpose in meeting new statutory requirements and the significant challenges facing social care.

Social care is a key part of what our Council does and we have strong and effective political support in delivering our responsibilities across a range of responsibilities. The Care and Social Services Inspectorate Wales (CCSIW) has consistently commended the way in which the Directorate contributes to very effective corporate governance arrangements. Managers work hard to ensure that the Executive, Scrutiny Committee and the Corporate Management Team receive the best possible professional advice and information on all Social Services matters, to ensure that our Councillors can hold us to account for our performance.

The Directorate's structure has been redesigned and its implementation is underway. This will be completed during 2017/18.

The governance arrangements for managing our partnership arrangements, working with the NHS, Cardiff Council and the Third Sector have continued to work well. We continue to ensure a coherent approach to this very diverse programme through the Directorate's Collaborative Working Programme Board, which meets on a monthly basis to oversee the major partnership reform programmes.

Through key strategic plans, we strive to ensure that there is a clear vision and direction for Social Services, partly to gain staff commitment to high standards and continuous improvement for the Directorate.

6. Accessing Further Information and Key Documents

This report summarises, with key information and analysis, the success of the local authority in improving the wellbeing of those people who need our help and support. This is not the only source of information available to members of the public, key partners and service providers. We have a significant amount of background information that sits behind this report and that provide a lot of additional detail about what we do and how we do it. Importantly if something is not mentioned in this report as a key priority it doesn't mean we're not doing it, as there is a lot of activity across social services that play a part in helping us to provide for some of the most vulnerable groups in our community.

To access further information about what we do then these are some of the documents that will provide more detail:

- Vale of Glamorgan County Council Corporate Plan 2016 – 2020
- The Cardiff and Vale Regional Partnership Board annual report
- The Cardiff and Vale Population Needs Assessment
- CSSIW reports
- WAO report