

Meeting of:	<b>Cabinet</b>
Date of Meeting:	<b>Monday, 15 July 2019</b>
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Annual Report of the Director of Social Services 2018-2019 – Final Version
Purpose of Report:	To ensure that Cabinet agree the future priorities for the Directorate of Social Services
Report Owner:	Cabinet Member for Social Care and Health
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Social Services Senior Management Team Healthy Living and Social Care Scrutiny Committee
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>This report seeks the agreement of Cabinet of the improvement priorities for Social Services as set out in the Director’s Annual Report for 2018-2019 (Appendix 1).</li> </ul>	

## **Recommendations**

1. That Cabinet considers the content of this report.
2. That Cabinet approves the Director's Annual Report for 2018-2019 – attached at Appendix 1 to this report.
3. That cabinet agrees the improvement priorities for Social Services for 2019-2020 as set out in the Director's Annual Report attached at Appendix 1.

## **Reasons for Recommendations**

1. To ensure that the Director's Annual Report is considered by elected members
2. To ensure that the Director's Annual Report for 2018-2019 has the approval and agreement of Cabinet.
3. To ensure that the priorities as set out by the Director of Social Services are approved by Cabinet.

## **1. Background**

- 1.1 As part of the statutory duties, the Director of Social Services is required by the Welsh Government to produce an annual report on the effectiveness of social care services in the Vale of Glamorgan and on our plans for improvement. This gives the Director an opportunity to provide people in the Vale of Glamorgan with a rounded picture of social services - based on evidence drawn from a wide range of sources such as what users and carers say, key performance indicators, and measurements of progress against the overall goals of the Council.
- 1.2 The report is written for a wide range of people, including service users and carers but also Elected Members, the Council's own staff, and the range of partners and providers who help us deliver our services. It is used by the Care Inspectorate Wales (CIW) as evidence and to guide their inspection programme in the Vale of Glamorgan.
- 1.3 The report reflects on progress over the last financial year.
- 1.4 The Corporate Plan sets out our vision for the four year period up to 2020 by identifying priorities that are aligned to well-being outcomes and objectives. In planning how we will deliver services over the coming years, our annual Service Plans 2019-20 outline our service specific contributions to these priorities. The corporate Service Planning process has been used to set out our improvement agenda and to inform the development of the priorities for 2019-20 in the Director's Annual Report.

## **2. Key Issues for Consideration**

- 2.1 This is an important report for the people of the Vale of Glamorgan, members of the Council and our partners, both statutory and in other sectors. It outlines the current context within which social services are operating and details proposed

priorities for improvement. The final version of the Director's report is attached at Appendix 1.

- 2.2 The final report has been prepared following the circulation of a challenge version. This has allowed key stakeholders opportunities to comment and make observations before the report is finalised, ensuring that it accurately reflects the position of social services.
- 2.3 As part of the challenge process, the challenge version of the report was presented to Scrutiny Committee to provide Elected Members with an opportunity to contribute their views. This is regarded as a key milestone in finalising the report because of the crucial role which the Committee has in providing consistent oversight and monitoring of social services.
- 2.4 The challenge version was amended to reflect the comments of Scrutiny Committee and as a result of feedback from partners and stakeholders. This feedback provided assurance that the report was acceptable to Care Inspectorate Wales in relation to its depiction of their inspection activity in the Vale. It has also resulted in elements of the report being removed to make it shorter and easier to read, and removed a number of formatting errors.
- 2.5 The final report will be made available via the Council's website accompanied by a number of videos which help illustrate the work of Social Services during 2018-19.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1 The challenge version of the report was a consultation document and was sent for consideration to a wide range of partners. A feedback pro forma was provided which was returned either in hard copy or via email. The comments received were evaluated and, where appropriate, changes to the report were made. There are no matters in the report which relate to an individual ward.
- 3.2 The need to ensure that services are sustainable in the longer-term is a key element in the priority outcomes set out in the annual report. This is consistent with the direction set by Welsh Government for delivering sustainable social services through greater emphasis on prevention and people accepting more responsibility for tackling factors which can increase demand for social care and health services

## **4. Resources and Legal Considerations**

### **Financial**

- 4.1 The report is set within the context of:
  - increasing demand for help and support;
  - managing the impact of the UK Government's austerity measures on public sector finances, which means ongoing cuts to budgets for the foreseeable future; and

- Efforts to focus more of our work on supporting people to remain as independent as possible.
- 4.2** The priority objectives contained in the report will be delivered within the financial constraints set by the Social Services Budget Programme, which is approved by Cabinet, with anticipated outturn against budget being reported regularly to Cabinet and Scrutiny Committee.

### **Employment**

- 4.3** There are no employment issues as a result of this report.

### **Legal (Including Equalities)**

- 4.4** The former reporting requirements for Directors of Social Services in part 6 of the “Statutory Guidance on the Role and Accountabilities of the Director of Social Services” (Welsh Government June 2009) have been replaced as a consequence of both the Social Services and Well-Being Act 2014, and the Regulation and Inspection of Social Care (Wales) Act 2016.

- 4.5** The requirements for the social services report are scattered under a number of pieces of legislation and codes. In purely headline terms the requirements are that every local authority must produce an annual report on the discharge of its social services functions and the report must include:

- An evaluation of the performance in delivering social services functions for the past year including lessons learned (Part 8 Code on the role of the Director);
- How the local authority has achieved the six quality standards for well-being outcomes (set out in the code on measuring performance);
- Qualitative and quantitative data relating to the achievement of well-being outcomes (also set out in the code on measuring performance);
- The extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act as set out in separate codes covering assessing needs and meeting needs;
- Objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments under section 14 of the SSWB Act;
- Assurances concerning: structural arrangements enabling good governance and strong accountability, effective partnership working via Partnership Boards and safeguarding arrangements;
- The local authority’s performance in handling and investigating complaints responses to any inspections of its social services functions;
- An update on Welsh language provision how the local authority has engaged people (including children) in the production of the report.

## **5. Background Papers**

The Local Authority Annual Social Services Reports Guidance:

[https://socialcare.wales/cms\\_assets/hub-downloads/The Local Authority Annual Social Services Reports Guidance.pdf](https://socialcare.wales/cms_assets/hub-downloads/The_Local_Authority_Annual_Social_Services_Reports_Guidance.pdf)

Report to Healthy Living and Social Care Scrutiny Committee – 18<sup>th</sup> June 2019.



## GWASANAETHAU CYMDEITHASOL



VALE of GLAMORGAN COUNCIL

DIRECTOR of SOCIAL SERVICES  
ANNUAL REPORT

2018-2019

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## 1. Introduction

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 throughout 2018/19. This work clearly takes place in close partnership with the people we serve and other agencies. 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 format of this report is determined through regulations as part of the Social Services and Well-being Act (Wales). It utilises relatively new well-being measures to allow us to account for how we contribute to the well-being of people who are in receipt of care and support services.

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:

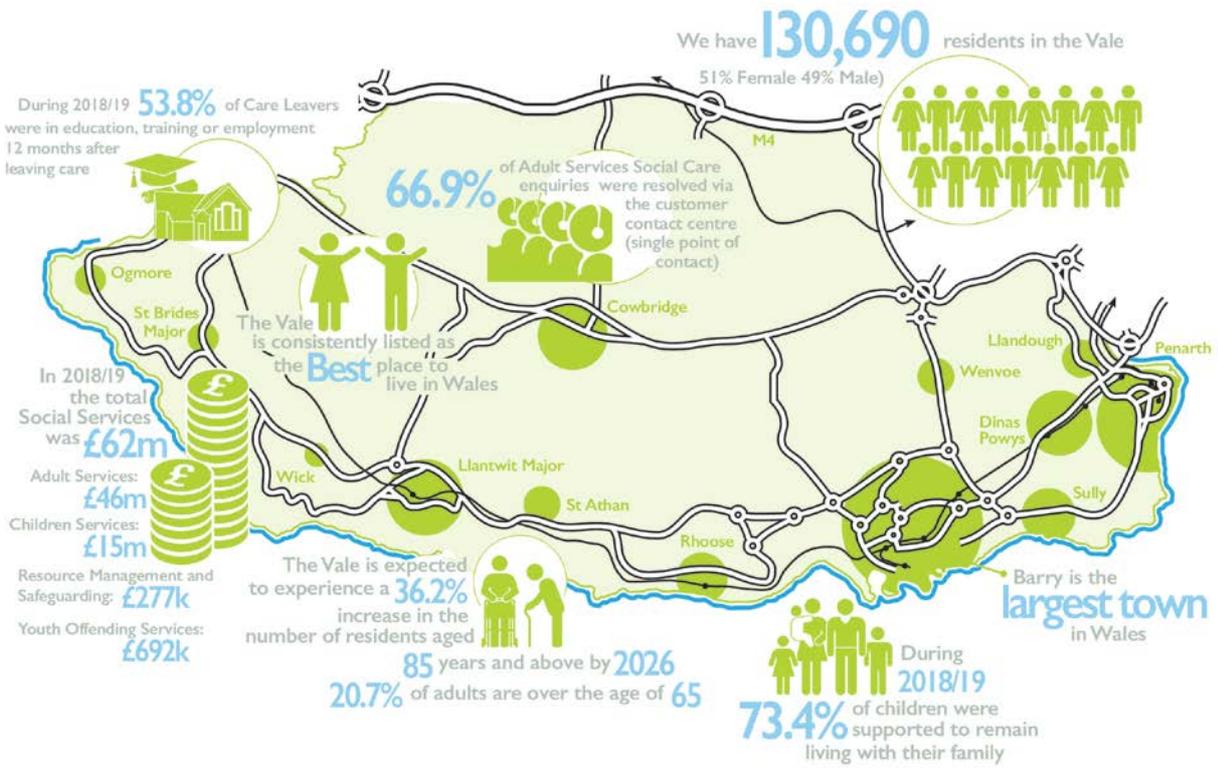
- Well-being Outcome 1: An Inclusive and Safe Vale, where citizens have a good quality of life and feel part of the local community;
- Well-being Outcome 2: An Environmentally Responsible and Prosperous Vale, with a strong and sustainable economy, and a local environment safeguarded for present and future 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 Social Services Directorate is developing and reforming services over the longer term. For example our innovative 'Your Choice', outcome-focussed domiciliary care model was the winner in the 'Citizen-led' Category of the Social Care Wales Accolades.

Our many achievements (as outlined in the rest of this report), are testament to the efforts and commitment of our staff. 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 we have done in delivering services that focuses 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.

Shown below is a map providing a summary of Social Services in the Vale of Glamorgan.



## 2. Director's Summary of Performance

This is the third Annual Report for Social Services using the reporting framework associated with the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016.

The purpose of this performance section is to:

- Provide an overview of our performance across Social Services that includes areas where we have performed well and not so well.
- Identify the key challenges facing Social Services that are likely to impact on our performance and shape how we deliver services now and in the future.

Across Social Services we monitor the performance of the three divisions (Children and Young People Services, Adult Services and Resource Management and Safeguarding) that make up the Directorate. The performance measures are made up of National Public Accountability Measures, statutory measures associated with the Social Services and Well-being (Wales) Act 2014 and localised performance measures. This suite of measures is what provides us with a snapshot of our performance over the year.

The collection and reporting of this performance data is now undertaken through the Welsh Community Care and Information System (WCCIS). The system went live at the end of November 2017. During 2018/19, we delivered basic training to all staff on how to use the system as well as more bespoke training on the development of performance dashboards and as a result WCCIS is now operational across the whole of Social Services.

The reporting of a full suite of performance measures continues to be a challenge, however a number of issues have now been overcome by:

- Enhancing our staff abilities by recruiting staff with technical skills.
- Recruiting additional management information assistants to add greater resilience to the team.
- Establishing an operational working group where system-based issues can be considered and addressed.
- Improving the quality of reporting through the development of performance dashboards to provide up to date performance information for service managers on how their service areas are performing at any point in time.

Going forward we will continue to focus on further refining and developing our work processes using WCCIS to improve the quality of our performance information.

Despite budgetary pressures and the growing demand for our services, we have continued to perform consistently in relation to our services. As at 28<sup>th</sup> April, we collected and reported on 22 performance measures. Of these 22 performance measures, it was possible to set a target against 7 performance measures. Where it was not possible to set a target, comparable data is available that allows us to assess our performance either on an All Wales basis or against our performance in the previous year.

## Performance Highlights

- 6.29% of Children Looked After were returned home from care during the year and similarly 73.7% of children were supported to remain living with their family. Supporting children to either remain with family or return home has remained a consistent focus of the division. As a result, our performance in relation to both measures has been better than the Welsh average for 2017/18.
- 100% of Children Looked After were registered with a GP within 10 working days of starting their placement. This exceeded our target of 99% for the year. This has been a key focus of the Placement Team during 2018/19 to ensure that carers are registering children in their care in a timely manner.
- Managing the stability of placements remains a key priority for Social Services. Our performance in this area has significantly improved when compared to last year, as during 2018/19 only 7.45% of Children Looked After experienced three or more changes compared to 11.84% in the previous year. Our performance of 7.45% this year is also better than last year's all Wales performance of 9.6%.
- We continue to work proactively with a range of partners to support and assist care leavers to engage in further education, training or employment. 53.85% of care leavers were known to be engaged in education, training or employment 12 months after leaving care in 2018/19 compared to 49.25% in the previous year. This brings our performance more in line with last year's all Wales average of 51.4%.
- We continue to operate well within our target for re-registrations of children on the Child Protection Register, as during 2018/19 9.68% were re-registrations which is within our 10% target for the year.
- Successfully reduced the percentage of adults at risk of abuse or neglect that are reported more than once during the year from 10.79% in 2017/18 to 8% during 2018/19.
- 16.82% of adult service users are receiving Direct Payments as a means to organise/co-ordinate their own care and support needs, which exceeds our target of 15%.

## Areas of performance requiring improvement:

In relation to our performance exceptions (red status measures):

- 41.18% of assessments were completed for children within the statutory timescales, compared with a previous year's (2017/18) performance of 65.46%. This downward trend in performance is linked to the implementation of WCCIS, as the new system has been recording the start date of assessment from the point of referral. Although we acknowledge that this has created difficulties in how we record and report on some aspects of our work, we continue to ensure that all referrals are screened to ensure timely allocation of those with the highest priority. From April 2019, we improved the approval process on WCCIS which will help to minimise delays in the completion of assessments in the future.
- 88.51% of adult protection enquiries were completed within 7 working days missing its target of 100%.
- During 2018/19 the rate of delayed transfers of care was 6.57 per 1,000 population compared to our target of 2.50 and our performance in the previous year of 2.81. Capacity and viability within the domiciliary sector continues to be a

significant challenge which has been negatively impacting on our performance in relation to delayed transfers of care. Winter pressures had a significant impact on the performance of this measure and in particular during January 2019. However, since February our performance has steadily improved and been sustained.

- The Vale Community Resource Service is effectively supporting older people to regain their independence through reablement support packages. Although we have continued to promote take up of Telecare services to support our service users to remain living independently, take up of Telecare during 2018/19 (309) was lower than target (375) and lower than our performance in the previous year 2017/18 (330).

Over the coming years, Social Services is facing unprecedented pressures. The scale of these challenges will impact on our performance in the long term on our ability to continuously improve our services and achieve meaningful outcomes for our citizens. Outlined below are the key challenges facing Social Services over the next year (2019/20):

### **Children and Young People Services**

- There is an increasing number of Children Looked After whose needs/circumstances are putting greater pressure on our budgets. Although we continue to focus on reducing the cost, improving the stability of placements and reducing our reliance on the independent sector and out of area placements there are an increasing number of children and young people who are presenting with more complex needs that require higher cost placements.
- Linked to the increasing numbers of Children Looked After, there is an increased focus on kinship arrangements. This places an increased pressure on our existing resources, due to the requirement to assess members of kin as foster carers. As a result a greater number of complex cases are going to care proceedings via the Family Court which is driving up spend on legal requirements and impacts on the capacity of our Child Care Teams.
- Our capacity to meet the growing demand for children and family support services to ensure that needs are met whilst minimising duplication in service delivery is a challenge. To help address this we have invested resources to increase our capacity at the 'front door' to improve the timeliness of assessments of need and risk and enable appropriate signposting to other services. This has been an effective way of preventing the escalation of issues and reducing pressure on Social Work teams.
- The growth in referrals to the Regional Adoption Collaborative (Vale, Valleys and Cardiff Adoption Collaborative) (VVC) is impacting on all four collaborative authorities. There is a shortage of suitable adopters to meet the demand for the number of children requiring adoption.
- In order to deliver sustainable children and family support services, we need a workforce that has the right skills to respond to the evolving legislative landscape and the need to operate on a regional basis. This requires a shift to co-produced outcomes where the children and young people, parents and carers are equal partners in the planning and meeting their care and support needs.

### **Adult Services**

- In light of the Parliamentary Review of Health and Social Care, there is an increased emphasis on developing and operating arrangements to enable us to undertake regional commissioning.
- Despite our progressive approach to working with partners, collaboration in relation to developing alternative models of service delivery remains an ongoing challenge in a climate of diminishing resources.
- Our capacity to further reduce delayed transfers of care remains an ongoing challenge. Budgetary pressures and the availability of domiciliary care have impacted on our performance in this area.
- Addressing the fragility of services and ensuring the future sustainability of statutory services will require us to build greater resilience and capacity within teams. This is particularly relevant in relation to Approved Mental Health Practitioners and other 'hard to recruit' posts.
- The volatility of grant funding streams impacts on our ability to develop, commission and sustain integrated health and social care services that enhance our capacity to deliver innovative services both now and in the future.

### **Resource Management and Safeguarding**

- There is a lack of capacity and resilience within local markets to fulfil requirements of Residential Nursing and Domiciliary Care and the availability of placements for Children Looked After. Monitoring the quality assurance of our externally commissioned service providers is increasingly more challenging due to insufficient capacity and resources to undertake this work, which is further compounded by the volatility of external markets.
- Capacity to deliver the level of transformational change required as part of the Social Services Budget Programme and our regional work programme.
- Strengthening how we work with partners to effectively implement the strategy for Accommodation with Care that effectively responds the needs of our citizens.
- Pressure on our capacity to ensure our safeguarding procedures remain robust and are applied consistently.
- Timescales for adhering to the Deprivation of Liberty (DoLS) continues to place significant pressure on the division in terms of officer work load/capacity and budgets. There is the need to review and monitor this service to identify mechanisms and resources to enhance its capacity.

Despite these pressure points, we have continued to respond positively to the existing budget pressures and rising demand for services, by taking effective steps to reshape and integrate our services. On this basis, Social Services in the Vale of Glamorgan is in a strong position to continue to deliver our progressive collaborative working agenda in relation to both Adult and Children and Young People services that has a focus on integrating, joint commissioning and prevention in order to secure improved outcomes for our citizens. This will ensure that in the short to medium term, our citizens in the Vale of Glamorgan will be able to access care and support that is more aligned to their needs to achieve better outcomes. We know what improvements need to be made and have put in place realistic plans to ensure we can achieve this.

### 3. How Are People Shaping Our Services?

Public participation is an essential part of ensuring quality in service delivery, not just because we value what people feel about the services we deliver, but because their voice is vital in shaping our services to ensure we can deliver what matters to them most.

A fundamental component of the Social Services and Well-being (Wales) Act focuses on giving citizens a voice and control over the decisions affecting them in terms of their care and support needs. This is reinforced by the United Nations Convention on the Rights of the Child, the United Nations Convention on the Rights of Disabled People and the United Nations Principles for Older Persons, which sets out the right to be heard on matters affecting them. Enabling citizens to have a voice in decisions that affect them, empowers them to define and achieve their desired outcomes in a way that is meaningful to them and enables them to improve their well-being and sense of independence. During 2018/19 we have continued to focus our efforts on strengthening these mechanisms through our rolling programme of consultation, and our citizen's engagement work stream so that citizens help us to evaluate our services and shape future service delivery.

Incorporating feedback from citizens, staff and partner agencies on their views and experiences is a fundamental aspect of quality assurance and developing a culture of continuous improvement. Our Quality Assurance Officer supports service user engagement through a rolling programme of consultations that focuses on exploring specific service areas in order to ascertain levels of satisfaction to inform improvements to policy, practice and service delivery. These service-specific areas are identified and agreed annually by senior management in an Annual Consultation Priorities Plan. These service-specific consultations explore service users' experiences of choice, whether their needs are being met through service provision with a focus on their well-being and has a focus on establishing whether services users feel involved in the assessment processes and/or their care planning. For each of these service-specific consultations, a detailed report alongside a highlight (summary) report is produced and an action plan is developed to address any identified areas of improvement across Social Services. To ensure that learning from one area is translated into improvements across the Directorate as a whole, issues are also collated and reported thematically.

#### 3.1 Service-Specific Consultations

During 2018/19, five service-specific consultations were undertaken that included: Fostering Services, Residential Care Services, Adult Placement Service, Community Resource Team and Flying Start. Outlined below is a summary of the key findings arising from this work.

##### *Fostering Services*

A consultation of all mainstream and kinship foster carers took the form of both a survey and face to face interviews. The purpose was to explore the views and experiences of carers and young people in placements in order to identify areas of good practice as well as inform the areas of improvement and the future direction and development of the service. In total 131 foster carers were sent questionnaires consisting of 75 mainstream

foster carers and 56 kinship foster carers. There were a total of 46 respondents (41 mainstream carers and 5 kinship carers) to the questionnaire representing a 35% response rate.

The consultation highlighted that overall foster carers were pleased with the information and support they received from the Fostering Service. Most respondents received appropriate written information during their assessment and 95% were asked for relevant information such as referees. There were also high levels of satisfaction (95%) with the overall assessment and approval process.



### **Residential Services Consultation**

Residents and their relatives were consulted on their satisfaction and experience of residential care services in the Vale in the form of a survey and face to face interviews. The survey was distributed to all four of our council-run residential homes; Cartref Porthceri, Southway, Ty Dyfan and Ty Dewi Sant. Overall there were a total of 98 respondents (both residents and relatives) to the surveys/face to face interviews across the four residential settings representing a 49% response rate.

#### **Key findings for residents**

Of the 73 surveys/face to face interviews, there were 48 respondents from residents across the four residential settings representing a 66% response rate.

Overall 34 of the 48 resident respondents felt that they live in a home that best supports their well-being and can do the things that are important to them. 30 of the 48 respondents felt they had been actively involved in decisions about their care and support. Generally, residents are satisfied with their care, as 33 of the 48 resident respondents said they were happy with the care and support they received.

#### **Key findings for relatives**

Of the 128 surveys distributed, 50 relatives responded resulting in a 39% response rate across all four residential settings.

Relatives felt that residents were happy and well looked after and 28 relatives indicated that they feel that their family member feels at home. On the whole relatives were satisfied that the needs of their relatives (residents) were being met and that there were opportunities to socialise and participate in activities, which gives them reassurance and peace of mind.



### **Adult Placement Service**

As part of this consultation, both service users placed with host families and host families who are supported by the Adult Placement Service were asked about their views/experiences in relation to the service. The purpose of the consultation was to measure levels of satisfaction as well as identify any areas for improvement. A survey was distributed (including an easy read version) to all 38 hosts (as at June 2018) and 79 service users. Of these 11 hosts and 30 service users responded representing a 35% response rate.

On the whole, both service users and hosts felt that the information they received about the Adult Placement Service was clear and helpful. For example, 81% of service users

felt that the information they received was clear and 93% found the information helpful. Equally, 82% of hosts that responded to the survey said that the verbal and written information they received provided them with a clear understanding of what the service could offer. The need to update the service user guide was identified.

All service users that responded to the survey felt that their hosts were a suitable match for them to live with and were happy with the introductions to the host and their family. However, it was suggested that there is the need for the service to better get to know the hosts in order to provide more support.

Overall feedback for the Adult Placement Service was very positive in relation to both service users and hosts. 100% of service users expressed they were satisfied with the service they received and 82% of hosts said they were satisfied with the Adult Placement Service overall. Only 18% of hosts indicated they were dissatisfied with the service.



### ***Flying Start***

Parents accessing Flying Start services were consulted on their satisfaction and experience of the service in the form of both a questionnaire that targeted families whose children had attended their second term of Flying Start child care provision. Of the 150 questionnaires circulated there were 32 respondents representing a 21% response rate. The majority of these respondents (91%) were female.

Overall parents indicated they were very satisfied with the Flying Start service provision. 97% of respondents felt that the information they received was timely and 100% felt that the support was relevant to their needs and 69% agreed that Flying Start has supported them to meet their child's health needs. Some respondents commented that staff always made time to respond to queries and are flexible in their approach. 100% of respondents felt staff listened to their views and/or concerns. 88% of respondents felt that Flying Start Staff have signposted them to access additional support services where needed, such as GP, housing advice etc.

### ***Vale Community Resource Service***

We consulted with Service users that access care and support from the Vale's Community Resource Service based at Barry Hospital. The purpose of this consultation was to ensure that people are receiving high standards of care and support to enable them to maintain their independence following discharge from Hospital. A total of 286 questionnaires were distributed to service users of which 90 responded representing a 31% response rate. In addition, five service users were interviewed using a face to face questionnaire.

78% of respondents felt that they had received the right information and advice when they needed it and 97% indicated they were treated with dignity and respect. During the assessment and care planning aspects of their care, 88% of respondents agreed that they had received an explanation of what was going to happen next, although only 56% indicated they received a copy of their service delivery plan.

When asked about the reliability of the service, 93% of respondents felt that the service they received was reliable and all respondents were happy with how any queries were resolved by the service.

In terms of achieving outcomes, 78% felt that the service has helped them to improve or maintain their independence, 89% felt encouraged and supported and 90% felt that their rehabilitation needs had been met. Many respondents expressed that without the service, they don't think they would have been able to cope with daily tasks. 63% of respondents felt that the service had made a difference to their life, with 93% rating the service either excellent or good. Overall the service users were very complimentary of the staff saying that 'staff are caring and feel reassured that they are working towards independence'.

### **3.2 Welsh Government Qualitative Measures**

A requirement under Section 145 of the Social Services Well-being (Wales) Act 2014 is that we measure through qualitative means (questionnaires and interviews) our performance in relation to citizen's who are in receipt of care and support (have care/support plan in place). This work takes the form of questionnaires and interviews and facilitates a qualitative analysis of outcomes for service users and their families. Questionnaires and covering letters to all relevant service users that included children and young people known to the department, their parents, all informal carers and adults (all of which were made available in English, Welsh and an easy read version where applicable). The consultation began during January 2019 and closed at the end of March 2019.

Overall 2,430 questionnaires were circulated to services users with 691 returns, representing a 28.4% response rate. The questionnaires can be analysed by service user groups. These thematic groups include children and young people, parents, adults, as well as adults who responded to the easy read questionnaire, carers, adults who have received support from the Community Resource Team and parents/guardians who have accessed support via the Families First Information Line. The overall results from the qualitative survey are evidenced throughout in each of the Well-being Standards discussed later on in this document.

#### ***Children and Young People Questionnaire***

In total 373 questionnaires were circulated and 65 children and young people responded representing a 17% response rate. Of those that provided a response to the equality data, 59% (35) were males and 41% (24) were female respondents. The majority of respondents (54%) were aged between 7-14 years old, followed by 33% that were aged 15-17 years and 13% aged 18-25 years. The response to each of the survey questions was as follows:

- 98.3% (59) reported that they live in a home that best supports their well-being.
- 98.1% (52) reported feeling happy with the people they lived with.
- 96.6% (58) reported they could do things they like to do (what matters to them).
- 90% (54) said they were happy with the support from their family, friends and neighbours (social networks).
- 98.3% (58) reported feeling safe.
- 96.5% (56) reported that they knew who to contact about their care and support.
- 94.9% (56) said they had the right information or advice when they needed it.
- 88.1% (52) felt that their views about their care and support had been listened to.
- 98.3% (59) reported they had been treated with dignity and respect.
- 95% (57) reported that they were happy (satisfied) with the care and support they received.

- 80.7% (21) said they had received advice help and support to prepare them for adulthood.
- 64.4% (29) respondents were told about children's rights.
- 98.2% (55) felt that people wanted what was best for them.
- 98.1% (52) felt that they had control over their daily life.
- 87.7% (50) rated their sense of well-being as either 'excellent' or 'very good'.
- 92.9% (53) felt that the care and support they received helped their sense of well-being.

### **Parental Questionnaire**

Of the 173 parents that were sent a questionnaire, 29 parents responded representing a 28% response rate. Of those that provided a response to the equality data, 17% (5) were males and 83% (24) were female respondents. The majority of respondents (93%) were aged between 25-64 years old, followed by 4% that were aged 18-24 years and 3% aged 65-84 years. The response to each of the survey questions was as follows:

- 96.1% (23) of parents said they had been actively involved in all decisions about how their child's/children's care and support was provided.
- 88.5% of parents either strongly agreed/agreed that their Social Worker listens to them in a way that shows they want to understand their family.
- 82.8% (24) of parents strongly agreed/agreed that their Social Worker does what they say they will do.
- 70.4% (19) of parents strongly agreed/agreed that their Social Worker notices what is working well with their family regarding their care, safety and well-being.
- 78.6% (22) of parents strongly agreed/agreed that their Social Worker has been clear regarding the additional support that is needed by the family.
- 85.7% (24) of parents strongly agreed/agreed that they agreed with their Social Worker on what the concerns are.
- 82.8% (24) of parents strongly agreed/agreed that they were actively involved in developing the care and support plan for their child.
- 70.4% (19) of parents strongly agreed/agreed that their Social Worker spent time with their child/children and has listened to them.
- 56% (14) of parents strongly agreed/agreed that their Social Worker made sure that their child/children fully understood what was being done to help them.
- 82.8% (24) of parents strongly agreed/agreed that their Social Worker cares about solving their problems.
- 89.3% (25) of parents felt that Social Services had helped to improve their and their child's well-being.

### **Adult Services Questionnaire**

In total 1,742 questionnaires were circulated to Adult Service Users where 557 responded representing a 32% response rate. Of those that provided a response to the equality data, 38% (181) were males and 56% (295) were female respondents. The majority of respondents (42%) were over 85 years old, followed by 29% that were aged 65-84 years, 23% aged 25-64 and 6% aged between 18-24 years old. The response to each of the survey questions was as follows:

- 94.2% (499) reported that they lived in a home that best supports their well-being.
- 90% (484) reported that they can do things that are important to them (that matters).
- 78.7% (428) said they felt part of their community.
- 96% (511) reported that they are happy with the support from their family, friends and neighbours (social networks).
- 94.9% (505) reported feeling safe.
- 86% (454) reported that they knew who to contact about their care and support.
- 91.1% (482) reported that they had the right information and/or advice when they needed it.
- 91.6% (392) have been actively involved in decisions about their care and support.
- 98.5% (534) were able to communicate in their choice of language.
- 98.9% (541) were treated with dignity and respect.
- 96.5% (414) said they were happy (satisfied) with the care and support they received.
- 70.6% (89) said it was their choice to live in a residential care home.
- 88.5% (299) reported feeling that they had control over their daily life.
- Of those aged 18-24 (6%), 80% (36) reported they had received advice, help and support to prepare them for adulthood (transition).
- 93.4% (327) said that they felt that the care and support they received has improved their sense of well-being.
- 54.9% rated their sense of well-being as either 'excellent' or 'very good'.

### **Carers Questionnaire**

Of the 142 questionnaires sent, 40 carers responded representing a 28% response rate. Of those that provided a response to the equality data, 21% (8) were males and 79% (30) were female respondents. The majority of respondents (49%) were aged 25-64 years old, followed by 38% that were aged 65-84 years, 10% over 85 years and 3% aged between 18-24 years old. The response to each of the survey questions was as follows:

- 92.1% (35) said they lived in a home that best supports their well-being.
- 87.2% (34) said they can do things that are important to them (what matters).
- 84.2% (32) reported feeling part of their community.
- 83.8% (31) said they were happy with the support from their family, friends and neighbours (social networks).
- 97.3% (36) reported feeling safe.
- 76.3% (29) said they knew who to contact for care and support.
- 84.6% (33) reported that they had received the right information and advice when they needed it.
- 89.5% (34) said they were actively involved in decisions about their care and support.
- 89.7% (35) said they had been actively involved in decisions about how care and support is provided for the person they care for.
- 100% (38) reported they were able to communicate in their own choice of language.
- 100% (38) said they were treated with dignity and respect.
- 81.1% (30) reported feeling supported to continue in their caring role.
- 88.9% (32) said they were happy (satisfied) with the support they received.
- 78.9% (30) feel they have control over their daily life.

- 83.8% (31) reported that they can find enough time to look after their own health and well-being.
- 73.7% (28) felt that the care and support they received had improved their sense of well-being.
- 25% rated their sense of well-being as either 'excellent' or 'very good'.



### 3.3 Other ways we have engaged with our citizens to inform service delivery

We continuously explore ways we can involve our service users in helping to shape our services. Within Part 2 of the Social Services and Well-being (Wales) Act 2014, citizen engagement is a central theme. Citizen engagement enables people to effectively express their views, make informed choices and to drive continuous service improvement. In response to the requirements of the Act a regional Citizen's Engagement Work stream was established in February 2018. The Work stream informs the ongoing development of Citizen Engagement work and supports the process of improving our practice and ways of working.

Our work stream priorities for the region focus on:

- Ensuring that the region undertakes effective engagement activities with citizens by using lessons learnt to shape changes to service delivery;
- Mapping the range of forums and mechanisms used for citizen engagement to maximise opportunities to collaborate on engagement activities across the region; and
- Highlighting where there are pockets of best practice in relation to citizen engagement and developing good practice approaches/tools to support staff in engagement activities.

During 2018/19, key Work Stream developments have included:

- A regional mapping exercise completed within Social Services. This exercise identified 177 groups across the region who we currently engage with.
- Increasing our presence and engagement with citizens using social media via Facebook to communicate key messages about how we are performing, achievements and other good news stories as well as promoting opportunities for engagement. Within the Vale of Glamorgan we have approximately 11K followers.
- Producing an infographic that highlights other potential engagement opportunities for the region.

In addition to the above, we have also developed our approach to citizen engagement by focusing on strengthening how we engage with our citizens to be involved with the challenge process associated with the Annual Council Reporting Framework for Social Services. During 2018/19, we progressed this by identifying a group of citizens in receipt of care and support from Social Services who expressed an interest in participating in the challenge process associated with the production of this report (ACRF process). We commissioned Tempo (Formerly SPICE) to facilitate the delivery of a workshop that enabled this identified group to engage in the challenge process. In return we offered time-credits in recognition of their time and contribution.

A small workshop was held on 14th May 2018 attended by service users (citizens) who have accessed a broad range of Social Services. The Workshop focused on asking individuals their experiences of the care and support they have or their families have received in relation to the six Well-being Standards. It also asked the Workshop attendees to identify what we have done well and any areas of improvement. In addition to this attendees were also consulted on the proposed priorities for improvement for 2019/20 which are identified in this report.

Service users highlighted a number of areas where they felt we had performed well in relation to the Well-being Standards. Service users at the workshop said that:

- They appreciated the support they received and praised staff i.e. Carers, Social Workers and the positive impact it has had on their day to day lives.
- Referrals to other services for reablement support had worked well and they were highly valued.
- Our new approach to GP triaging and the redevelopment of Rhoose Road from a respite facility to supported accommodation was viewed as a positive development.
- The support they received in terms of Telecare and adaptations to their home had helped them to feel safer in their own homes and gain greater levels of independence.
- They valued being listened to in terms of decisions relation to their care and support.
- Respite services were highly valued, as it enabled carers to get the 'me' time they need.
- They liked having the contact with professionals in their own home from a socialisation perspective in terms of making them feel less isolated.

In relation, to the areas of improvement the attendees identified the following:

- Inflexibility of services. The need to ensure that we are able to better tailor services and support to individual's needs.
- Improve how we share information, particularly when there are changes in policies and procedures.
- Transportation and the difficulties associated with accessing services in communities because of a lack of transport.
- Better awareness and access to information about care and support services available to them in their communities through a range of channels. Improve the range of communication options that are better tailored to the needs of individuals, as some people prefer phone calls and letters as not everyone has access to digital means. They would like to see more information in central hubs like libraries, community centres and GP surgeries.
- Need to improve the timeliness of completion of care plans.
- Volume of information for service users can feel overwhelming.
- Experienced difficulties with using Direct Payments and the service user feels like they are the employer.
- Poor perception of consultation activities, leading to low expectations of how service users effect change/shape service delivery.
- More training for staff, as care can feel very clinical and time orientated.
- Concerns regarding people becoming carers and a lack of recognition of the role.
- Lack of awareness of the 'Your Choice scheme and how it operates.

- Need for a broader range of services as activities available don't always appeal to all individuals. In particular activities that would appeal to BME groups and women.
- Improve sharing of information in terms of both safeguarding and the community level.
- Small changes to policies, practice and service don't always get effectively communicated to the service user.
- Difficulties in accessing educational opportunities due to complex health conditions and don't know where to go to access support.

In terms of the priorities for improvement identified and aligned to the well-being standards, the attendees were broadly in agreement that the ones identified were relevant to improving how we deliver our services. However, some felt that some areas were more of a priority than others and identified these through a prioritisation exercise. Attendees were asked to identify (vote) against each of the well-being standards what the top priorities should be for the Vale of Glamorgan Social Services delivering over the forthcoming year (2019/20).

The top ranking priorities identified by this service user group were as follows:

- Improving the management of our customer call handling with a reduction in waiting times for Social Work input.
- Effectively strengthening our approach to co-production to ensure we effectively work with and involve our younger citizens to best meet their care and support needs.
- Ensuring that citizens are signposted to the most relevant and appropriate well-being service to ensure that GP skills and appointments are utilised appropriately.
- Ensuring that we are compliant with the requirements associated with safeguarding practice and concluding the development of the Wales Safeguarding Procedures.
- Delivering a consistent and coherent strategy in relation to carers in terms of policies and practice followed by professionals.
- Progressing inter-generational project work involving schools and care settings.
- Evaluating and reviewing the use of assistive technology to support adults to live more independently in their own homes.
- Working with the Housing division to implement our Accommodation with Care approach to support and enhance independent living.

### ***Our key citizen engagement challenges:***

There are various challenges associated within implementing a citizen-focused approach to engagement that ultimately impacts on our ability to enable citizens to feel involved in decisions affecting them and to inform how services are delivered and improved.

During 2018/19, the key challenges in terms of citizen engagement have been:

- Challenges associated with ensuring that our consultation/engagement work is proportionate and representative of our spectrum of services and citizens.
- Overcoming difficulties associated with engaging service users to improve take up of consultation opportunities. Some citizens may misunderstand the purpose of

the engagement/consultation work due to low expectations of how their participation will help shape service improvement.

- ‘Consultation fatigue’ impacting on our ability to engage with citizens in a more meaningful way.
- Our capacity to provide timely and appropriate feedback from consultations/engagement work. This in turn can impact of future take up of engagement activities.

### ***Our citizen engagement priorities for improvement going forward:***

During 2019/20 we will continue to promote effective engagement with our service users and citizens by:

- More appropriate targeting of consultations across the directorate so that they are more proportionate and representative of the services we deliver to our citizens. This will involve identifying a forward work programme of areas of consultation on an annual basis based on identified need.
- Improving access and opportunities for hard to reach groups to engage in consultation activities.
- Improve how we better co-ordinate and ‘join up’ consultation activities in a more focused way to minimise the effects of ‘consultation fatigue’.
- Better utilising the findings from the qualitative measures work to inform the development of a citizen engagement action plan.

## **4. Compliments and Complaints**



### **4.1 Compliments**

Compliments and praise provides a vital means through which we identify what we are doing well and to share this wider learning/experience with others. It is also central to recognising the efforts of our staff who are often delivering services at the front line under increasingly more challenging circumstances. We have put in place appropriate mechanisms to collate compliments that enables us to see areas where we are performing particularly well as well as helping us to further reinforce the positive attitudes and behaviours of our staff to further motivate and engage our workforce.

During 2018/19, 25 compliments were received providing a good spread across both Adult, Children and Young People Services and Resource Management and Safeguarding Divisions. These compliments related to the services and support services users received/experienced and they often named specific staff where they felt the individual had done over and above what was expected of them.

To put this data in context, outlined below is a snapshot of some of the compliments we have received from service users as well as a recent letter of praise in relation to our Integrated Discharge Service:

*'X recently visited my grandparents and was fantastic in her approach. Her warmth and professionalism has been gratefully received by my family'*

*'You are a superstar', family stated 'they didn't know what they would do without you'.*

*"You don't know how much of a difference you have made to me'.*

*"Care received was excellent, nothing but praise for staff'.*

*'I would like to express how much of an asset X is to your organisation, her support has been endless, truly amazing'.*

*Social worker praised by judge for 'balanced report' and being an 'excellent' witness.*

#### **LETTER :**

The Managing Director and Head of Service were sent a letter from a Penarth resident who praised the "exceptional professionalism" of a Vale of Glamorgan Social Worker for the Integrated Discharge Service whilst caring for her mother.

The letter read:

*"My mother has recently been in Llandough Hospital and was assigned the above lady [Morgan] with regard to social care.*

*"She is without any doubt one of the most professional people I have ever met.*

*"Her standard of care is exceptional, and her communication skills stand out above everything else. It lies at the heart of everything we do, and she managed this not only with my mother, but with the entire family.*

*"Please pass on my thanks and gratitude."*

## **4.2 Complaints**

We have adopted a very person-centred approach to dealing with complaints in order for us to firstly understand the issues from the service user's perspective and to then rectify

and learn from any mistakes. As a result we are able to continually focus on improving the quality care and support we provide across a vast range of services. We continue to have a robust approach to how we deal with and manage our complaints.

The Complaints Officer takes a proactive approach to preventing and mediating issues that have the potential to escalate into a complaint. The Complaints Officer regularly contributes to the quality assurance processes especially where there is an emerging provider issue and the Escalating Concerns process is engaged. This enables the Complaints Officer to have an involvement at an early stage and to have a good grasp/knowledge of the issues affecting the service/individuals and how this could relate to potential complaints. For some people who contact Social Services, they may be unsure whether or not their concern equates to a formal complaint. In these cases, the Complaints Officer offers to meet with them to try and help clarify the issues and listen to their concerns. This approach has proved to be invaluable and an effective way of reaching an early resolution to many concerns. The Complaints Officer has found a number of ways of engaging with service users by visiting residential and day care settings, schools and advocacy providers. This approach also assists in disseminating information about the Complaints Procedure.

The Complaints Officer made 149 visits to service users/families of service users during the reporting period. In the majority of cases, the Complaints Officer was able to alleviate the anxieties of individuals and signpost them onto other services where appropriate. As a consequence of these efforts, fewer issues escalate into enquiries<sup>1</sup> and complaints. During 2018/19 of the 149 issues raised, only 42 went on to become enquiries requiring a more formal response and 4 went on to become a complaint. Of these 42 enquiries, 23 related to Adult Services and 13 related to Children and Young People Services and 6 were in relation to the Resource Management and Safeguarding Division.

As at the 31<sup>st</sup> March 2019, 63 complaints were received, which is slightly higher than the previous year where there were 53 complaints. Of these 63 complaints, 28 were for Adult Services, 31 were for Children and Young People Services and 4 related to our Resource Management and Safeguarding Division. During this period, no complaints were referred onto the Ombudsman for investigation.

Although the nature of complaints is increasingly becoming more complex, we continue to focus our efforts on improving the timeliness of our response to complaints within the designated timescales that are set out in guidance. As at 31<sup>st</sup> March 2019, 38% were resolved within the designated timescales<sup>2</sup>. Meeting the designated timescales for complaints is increasingly more challenging because the complexity and multi-faceted nature of the complaint which can impact on our timeliness of response, particularly where legal advice is required. Although just over a third of the complaints were resolved within designated timescales, it should be noted that in all instances the complainants were made aware of the reason for the extension to the timescales and mutually agreed to an extension. Although this is not taken into account as part of the statutory guidance. We pursue robust monitoring of our complaints, as on a weekly basis the Complaints Officer circulates a report to all Senior Management to flag any potential complaints that

<sup>1</sup> An enquiry is an issue/concern that has been reported by a service user that is formally recorded by the Complaints Officer and responded to, but not escalated as a complaint.

<sup>2</sup> The designated timescale for responding to Stage 1 complaints is 10 working days and a further 5 working days to confirm the outcome of the discussion and for Stage 2 the timescales are 25 working days

require follow up. This has proved to be an effective escalation tool to remind managers of the importance of responding to complaints within the required timescales.

The table shown below provides a full breakdown of all compliments, enquiries and complaints received during 2018/19.

Service Division	Enquiries	Complaints Stage 1	Complaints Stage 2	Ombudsman	Responded to in Timescales	Total complaints and enquiries received
Adult Services	23	27	1	0	11	51
Children and Young People Services	13	31	3 <sup>3</sup>	0	10	44 <sup>4</sup>
Resource Management & Safeguarding	6	4	0	0	3	10

The vast majority (42) of complaints received during 2018/19 were in relation to the quality or level of service available. The other areas of complaint related to either staff, charges for service or other.

The table below provides a breakdown of the nature of complaints by Division.

Type of complaint	Adult Services	Children and Young People Services	Resource Management and Safeguarding	Total complaints by nature of complaint
Charges for services	1	-	-	1
Lack of response	-	1	-	1
Quality/level of service	17	26	4	47
Staff complaint	7	4	-	11
Unhappy with care provided	-	-	-	-
Communication	-	-	-	-
Other	3	-	-	3

Complaints by service users provide the Directorate with valuable information that can help us to further shape and improve how we deliver our services. We have developed clear processes for embedding these lessons learnt into practice. The outcomes from

<sup>3</sup> The Children and Young People Services Stage 2 complaints were previously considered as Stage 1 complaints.

<sup>4</sup> Includes the three Stage 2 complaints for Children and Young People Services that were also previously considered at Stage 1.

Stage 1 complaints often highlight any shortfalls in service delivery and formal action plans are developed from recommendations arising from Stage 2 complaint or complaints investigated by the Ombudsman. By looking at these issues collectively we are able to identify the key areas of focus going forward.

During 2018/19 a summary of these key lessons learnt include:

- The importance of confirming who you are speaking to when you return a call.
- Ensuring that data held on our system is up to date and accurate.
- Explaining to family members the rationale behind decisions.
- Clearly explaining to family members the implications of court proceedings, so that they understand the process.
- Checking that service users understand charging policies.
- Explaining our quality monitoring and duty processes.
- Effectively communicating with service users any changes to appointments.
- Ensuring confidential information is not sent to wrong address.
- The importance of effective and timely communication with service users and families.
- Remaining professional at all times when dealing with families.
- Returning phone calls in a timely manner.
- Observing confidentiality with service users.
- The need to be mindful of any care proceedings.
- Providing written responses following verbal messages/information.

### ***Our complaints priorities for improvement going forward:***

In terms of our priorities for improvement during 2019/20, we will focus on:

- Continuing to work with independent investigators to make an improvement in the time taken to complete Stage 2 investigations by reviewing the support offered to investigators;
- Continuing to work with managers and staff to make an improvement in the time taken to complete Stage 1 complaints. This will involve further developing the weekly complaints monitoring to red flag complaints to Heads of Service that have or are unlikely to not meet the designated timescales for response. The Complaints Officer will also set up a process for contacting investigating officers to ensure they are on track with and are following the complaints process guidance.

## **5. Promoting and Improving the Well-being of Those We Help**



Securing positive outcomes and enhancing the well-being of people who are in need of care and support is at the heart of delivering Sustainable Social Services. Since the Social Services and Well-being (Wales) Act 2014 became statute in April 2016, we have made significant strides forward in embedding the requirements of the Act in our day to

day practice. This has ensured that we are best placed to meet the challenges and demands on our services by maintaining a focus on supporting the well-being of people who are in need of care and support. The Act has also enabled us to ensure we can give citizens a voice and control over defining their care and support needs by working with the Council to co-produce outcomes and to shape and support services both now and in the future.

This section of our Annual Report sets out our performance in promoting and improving the key aspects of 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 (2018/19) and well as providing an update on our progress against these priorities to date. It also provides data where relevant and available as well as real life examples of the impact our services have had on our citizens. Finally each section then sets out our priorities for 2019/20.



## **5.1 WELL-BEING STANDARD 1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve**

As a Council we are committed to delivering high quality services that best reflect and meet the needs of our citizens which underpins the way we want to work with people. We are continually embracing opportunities to involve and engage service users. Empowering citizens to be involved in shaping and defining their own well-being outcomes.

Through the implementation of Social Services and Well-being (Wales) Act 2014 there has been a shift change to ensure citizens have more choice and control over their care and support decisions. There has been a shift from 'eligible individuals' to looking at 'eligible needs' in order to access statutory provision.

We have worked in partnership with our citizens to give them voice and control regarding defining their care and support needs which is a central feature of the Social Services and Well-being (Wales) Act 2014 in order to co-produce well-being outcomes.

A key feature of supporting people to co-produce their own well-being outcomes involves giving people access to the right tools, services, and information and support networks. For children, we have drawn together the services delivered by the Family Information Service, the Families First Advice Line and the Duty function within Children and Young People Services to ensure there also continues to be effective provision at and before the front door.

Co-production focuses on ensuring that citizens play a central role in defining their care and support needs and how best they can be met. Through the implementation of Social Services and Well-being (Wales) Act 2014 there has been a shift change to ensure citizens have more choice and control over their care and support decisions. Therefore projects such as the 'Your Choice' pilot have been pivotal to transforming how we design, develop and deliver services for our citizens.

## Performance Overview

### Qualitative Measures

91.1% of people reported that they receive the right information and advice when they needed it.

98.9% of people reported that they were treated with dignity and respect.

86.4% of people with a care and support plan in place reported that they had been given written information of their named worker in Social Services.

91.4% of people reported that they felt involved in any decisions made about their care and support.

95.9% of people felt satisfied with the care and support they received.

### Quantitative Measures

88.5% of adults who received support from the Information, Advice and Assistance Service (IAA) did not contact the service again during the year.

41.2% of assessments for children were completed within timescales.

## What did we plan to do last year?

For 2018/19 we identified three key priorities for delivery:

- Expand and extend the use of Dewis Cymru for the provision of information, advice and assistance for preventative services.
- Fully implementing outcome-based commissioning across all Domiciliary Care Agencies.
- Develop a Learning Disability Commissioning Strategy.

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



*Expand and extend the use of Dewis Cymru for the provision of information, advice and assistance for preventative services.*

The Dewis Cymru Information Portal was first launched in 2017/18 as an online resource for accessing well-being information across Wales. This portal acts as an effective signposting tool for residents to access information about preventative services/resources/networks. By expanding and extending the use of Dewis Cymru as an information portal, it will enable us to maintain an up to date directory of services and resources. Dewis Cymru is an invaluable resource that is well-used by local authority staff, Cardiff and Vale of Glamorgan citizens, the Third Sector and Health professionals.

The portal aims to increase the usage and number of entries onto Dewis Cymru for preventive services to further develop and promote it as a sustainable information portal where it is continually updated and developed. To increase our capacity and resilience to

undertake this work, a project team was established in 2018/19 with the appointment of a Regional Project Manager who is supported by two part-time project support assistants.

During 2018/19, the project team has focused on increasing both the number of resources published on Dewis Cymru as well as increasing its usage. As at the end of March 2019, Dewis Cymru was populated with over 1,130 resources relating to the Vale of Glamorgan. There is ongoing work to raise awareness of the portal and to further evolve it by promoting it to other professionals at networking events. As a result, the number of registered users of Dewis Cymru has increased from 382 in March 2018 to over 580 in March 2019. The project team also successfully obtained endorsement for Dewis Cymru to be used as a council-wide directory. Previously the directory has been largely used and maintained by Social Services, however work streams have now been established with leads identified in each directorate.

We continued to promote Dewis Cymru as a tool to the public and other stakeholders across the region. The project team has further enhanced promotion of Dewis Cymru through libraries, rolling adverts in GP surgeries, #well-being Wednesday tweets, publicising it via Facebook, producing posters and leaflets, using council staff communication channels to promote it as a tool both professionally and personally as well as advertising Dewis Cymru at key events such as Family Fun Days and Cardiff football matches. As a result broadening our publicity, Dewis Cymru has significantly increased its usage over the last 12 months. For example, in March 2018 there were 2059 resource detail views on Dewis Cymru per month. By March 2019, this usage figure more than quadrupled to over 9566 resource detail views per month. Going forward our ongoing focus will continue to be on increasing usage by both the public and professionals.

The key outcome from this work over the last year has been that citizens across the Vale of Glamorgan now have access to a wealth of information and resources on well-being and preventative services in their area. All these records are kept up to date and reviewed on a 6-monthly basis. The additional positive benefit of this resource is that as this information resource becomes embedded as a tool it will be the 'first port of call' to help citizens to help themselves and will help to minimise the need for statutory service intervention.



***Fully implementing the outcome-based commissioning across all Domiciliary Care agencies.***

One of the key developments during 2018/19 has been the implementation of the Outcome Focused Case Management and Measurement System known as 'Your Choice' across our Domiciliary Care agencies.

The 'Your Choice' service offers a new way of providing care and support for people who need help to remain healthy, safe and independent in their own homes. It is designed to give individuals greater freedom, promote their independence and increase their well-being in a way that matters to them.

Adopting this outcome-focused approach has seen a shift away from delivering inflexible care timetables to providing flexible and outcome focused care that is defined by service users and giving them control over how their care needs are met.

This project was initially piloted during 2017/18 and won a National Social Care Wales award under the 'Citizen-led Services' Category for its innovative outcome-based approach. Following on from this success, we intended to roll out this new model more widely in September 2018 to all Domiciliary Care agencies. However, progressing this roll out was hampered by challenges associated with reaching agreement from providers on the financial element of the work and the need to ensure that all our processes for implementing this model on a wider scale were robust and effective enough across all agencies. Having reflected on this, we continued to focus on using the Your Choice model with the initial pilot agency to enable us to further refine and develop our processes and to enable us to gain agreement from the providers on resolving the financial issues.

The 'Your Choice' project continues to be well received by our service users, domiciliary care agencies, Social Workers and other professionals. Working in this way has given people a greater sense of freedom to define their care and support needs whilst promoting their independence and improving their sense of well-being in a way that matters to them. Over the last 12 months we have supported over 64 service users to manage their own care and support, amounting to approximately 900 hours of outcome-focused care at home per week.

The continual success of this project is evident through the case study highlighted below.

#### **SERVICE USER STORIES:**

G accessed Your Choice in September 2018, she is wheelchair bound and prior to Your Choice didn't go out of her property. She had been house bound for years and had no confidence. Her morale was really low and she missed accessing the community but was too nervous to contemplate it. After many confidence boosting conversations and taking small steps such as sitting outside for little periods of time, going to the end of the road and speaking to people passing, G achieved the huge outcome of visiting the local town in Autumn last year.

G's plan of care has been amended, and by reducing some calls we have now incorporated a social call which she is really enjoying and looks forward to each week. She also enjoys cooking, with her now going out to the super market herself, she has no need to write lists but is enjoying picking out the ingredients for meals which she likes to make.

This change has improved G's quality of life, health and wellbeing beyond any of our expectations. It is such a pleasure to be part of this process.



#### ***Develop a regional Learning Disability Strategy.***

The Learning Disability Partnership Board, chaired by the Director of Social Services in the Vale of Glamorgan, agreed a new regional strategy was an essential development. This development work was led by the Operational Manager from the Vale of Glamorgan. A central

feature of the strategy is co-production, giving our citizens a voice and enabling them to help shape and defining how services should be delivered both now and in the future. As well as collaborating with practitioners across different sectors we also worked closely with people with learning disabilities, their families and carers to produce a strategy with a clear direction on how we plan and deliver learning disability services across the region over the next 5 years.

This strategy sets out our shared vision and principles that will shape the design and delivery of these services. Our vision is that *'People with learning disabilities have a good quality of life, living locally where they feel good and well, where they are valued and included in their communities and have equal access to effective support that promotes independence, choice and control'*. To achieve this vision our focus is on effective planning and commissioning of services that will empower people to achieve their own personal well-being outcomes, feel involved in making their own decisions and be able to live full and active lives whilst striking balance in terms of delivering services within designated resources that offer best value for money.

The draft strategy is being consulted on with all key partners before it is formally launched in June 2019.

### What are our priorities for next year?

Engaging our service users in helping to access information to co-produce and define their desired outcomes will continue to be significant focus. Therefore, our priorities for 2019/20 will involve:

1. Improving management of customer call handling with a reduction in waiting times for social work input.
2. Effectively strengthening our approach to co-production to ensure we effectively work with and involve our younger citizens to best meet their care and support needs.



## 5.2 WELL-BEING STANDARD 2: 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.

The Population Needs Assessment highlighted that the most common issues affecting young people in the Vale were emotional and mental health issues and specifically identified needs in relation to the availability and access to timely mental health support and services. In relation to adults, 1 in 10 respondents (12.8%) of respondents said they either had no control or some control but would like more. Of these respondents 42.8%

identified emotional or mental health as a factor in preventing them from having sufficient control in their lives. This was the second most common response after physical ability.

By adopting a more joined up approach to promoting physical and mental health we have been able to develop a more person-centred focus. 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 through working in partnership with key agencies across the Vale of Glamorgan and Cardiff and this has led to some very positive outcomes for people. With our regional and local partners, we continue to deliver a programme of service reform which is being managed under the Intermediate Care Fund.

## Performance Overview

### Quantitative Measures

The rate of delayed transfers of care was 6.57 per 1,000 population.

13.5% of adults completed a period of reablement and had a reduced package of care and support after 6 months.

85% of adults who completed a period of reablement had no package of care after 6 months.

The average age of adults entering residential care homes is 85 years old.

27.45% of children were seen by a registered dentist within three months of becoming looked after.

100% of looked after children were registered with a GP.

## What did we plan to do last year?

For 2018/19 we identified two key priorities for delivery:

- Further developing and implementing the Integrated Autism Service to strengthen links with other services and to enhance the service user and carer experience.
- Strengthening communications with the Mental Health Service in order to support effective transition for young people into Adult Mental Health Services.

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



*Developing and implementing the Integrated Autism Service to strengthen links with other services and to enhance the service user and carer experience.*

The Integrated Autism Service (IAS) for Cardiff and the Vale was initially launched in 2017 with the co-location of an Integrated Autism team based at Hafan Dawel. The service is made up of our Adult Autism Staff and health colleagues to form a multi-agency team that includes health staff such as a Clinical psychologist, a Health Team Manager, a specialist Autism Practitioner, Occupational therapist, specialist Autism Nurse, Speech and Language Therapist and a Dietician. This multi-disciplinary approach enables clients to meet jointly with both health and local authority staff to access a broad spectrum of health and social care services to meet their needs. The IAS is not intended to replace existing services, but to compliment them by strengthening the connections between these services and professionals and addressing any gaps in service provision.

The service covers both the Cardiff and the Vale region where demand is approximately 40% for Vale residents and 60% for Cardiff, which is proportionately in line with population levels. During the first three quarters of 2018-19 the service received 135 diagnostic assessment referrals of which 74 received a diagnosis. Adult referrals for support or intervention during that period were 199 and of these 45 were self-referrals and 154 were from other agencies. 57 adults and 40 parent/carers have attended a variety of groups such as a life skills group, post diagnostic group and a get cooking group all designed to support individuals to enhance their levels of confidence and independence.

In terms of service feedback, individuals and families have reported feeling respected and understood. As a result of the support they have received, individuals report improved levels of independence and are encouraged to access opportunities outside disability specific services. In addition, service users and their families have reported increased levels of satisfaction and improved wellbeing. For example in a recent survey of family and friends 77% (33) of respondents indicated that they would recommend the IAS to friends and other family members who are in need of similar care/support. The service regularly seeks feedback from service users and their families to inform service development. Feedback from the service has generally been very positive. Outlined below is a snapshot of some of the feedback the service has received over the last year:

*It is great to finally get a diagnosis for my son. To help him understand why he finds certain aspects of life very difficult. A very caring team....Thank you so much.*

*Everything about the assessment decision is explained in clear, sympathetic and positive terms.*

*I felt heard and understood. I felt comfortable and there was no pressure. I was presented with support and aid.*

*Excellent, patient, informative, reassuring, non-judgemental with a positive outlook.*



### ***Strengthening communications with the Mental Health Service in order to support effective transition for young people into Adult Mental Health Services.***

Strengthening our approach to communications with partners in relation to mental health services is essential to ensuring seamless and effective transition for young people into Adult Mental Health Services. The purpose of this priority is to ultimately improve the transition experience for young people with mental health needs from children's mental health services to adult mental health services through effective partnership working. It also aims to increase staff knowledge and awareness of processes and systems to ensure improved adherence/compliance.

To address this quarterly Transition Review and Interface (TRIG) meetings have been established that are attended by a Lead Community Psychiatric Nurse and Social Worker from the Vale Locality Mental Health Team (VLMHT). These meetings ensure there is effective sharing of information regarding young people approaching transition and enables practitioners to effectively plan and prepare for the young person's transition.

Our key challenges during the year have been the ongoing engagement of partners in how we better streamline the approach to transition and ensure consistency in our understanding of the transition process. There are also implications associated with the implementation of the requirements of the Additional Learning Needs and Education Tribunal (Wales) Act 2018 in relation to it introducing a single legislative system that extends support for children and young people from 0-25 years and its greater focus on collaboration between partners e.g. Health, Social Services, and Education. In addition, the current grant funding associated with the Integrated Care Fund for work related to transition extends to Learning Disability and Complex Needs but not in relation to mental health, which is a limiting factor in further developing transition processes for mental health services.

Despite these challenges we have continued to strengthen our approach by increasing awareness amongst managers and staff in Mental Health Service so the importance of effective and timely transition for young people and it is a firm feature on the health and Social Services Agenda.

### **What are our priorities for next year?**

During 2019/20 our priorities will focus on:

1. Citizens are signposted to the most relevant and appropriate well-being services to ensure that GP skills and appointments are utilised appropriately



### 5.3 WELL-BEING STANDARD 3: Taking steps to protect and safeguard people from abuse, neglect or harm

Safeguarding is about protecting children and adults from abuse, neglect and/or harm and promoting the welfare of the individual. Safeguarding also focuses on the importance of educating the public, staff and organisations to recognise the signs and dangers of abuse, neglect and harm. It is our primary function as a local authority Social Services department. Part 7 of the Social Services and Well-being (Wales) Act has made some changes and introduced a stronger, robust and effective partnership approach to safeguarding. The Working Together to Safeguard People Code of Practice also provides guidance to help organisations to operate within the framework set out in the Social Services and Well-being Wales Act (2014). Each professional and organisation must do everything they can, to ensure that children and adults at risk are protected from abuse by making safeguarding 'everyone's responsibility'.

During 2018/19 safeguarding has remained a fundamental focus; by ensuring that all our processes and procedures in place are fully embedded across the whole Council and not just within Social Services. The Corporate Safeguarding Group is responsible for overseeing the Council's corporate approach to safeguarding and for the Corporate Safeguarding Policy. The Vale of Glamorgan's Corporate Safeguarding Policy sets out our duties and the support available to elected members, employees, volunteers and/or contracted service providers when they have concerns regarding a safeguarding matter. It also prescribes the steps that the Vale of Glamorgan Council will take to protect and safeguard children and vulnerable adults. This policy has been framed on the statutory responsibilities arising from the Social Services and Well-being (Wales) Act 2014 as follows:

- promoting the well-being of people who need care and support;
- the duty to report an 'adult at risk' to all relevant partners and make enquiries if there is reasonable cause to suspect a person is an 'adult at risk' in their area;
- the introduction and use of Adult Protection and Support Orders (APSOs);
- the duty to report a 'child at risk' to all relevant partners and to make enquiries if they are informed a child may be at risk in their area; and
- the establishment of regional Safeguarding Children and Adults Boards with a focus on prevention and protection.

The Cardiff and Vale of Glamorgan's Regional Safeguarding Children's Board and Cardiff and Vale of Glamorgan's Safeguarding Adults Regional Board have responsibility for overseeing that relevant agencies in the region have effective measures in place to safeguard children and adults who are at experiencing harm or who may be at risk as a result of abuse or neglect.

The priorities are outlined within the Regional Safeguarding Children Board [Annual Plan](#) and the Regional Safeguarding Adult Board [Annual Plan](#).

## Performance Overview

### Qualitative Measures

95.4% of people reported that they feel safe.

### Quantitative Measures

88% of adult protection enquiries completed within statutory timescales.

9.67% were re-registrations of children on the local authority Child Protection Register.

On average children spent 364.6 days on the Child Protection Register during the year.

## What did we plan to do last year?

In relation to taking steps to protect and safeguard people from abuse, neglect or harm we identified two priorities:

- Support the completion of the review of the All Wales Child and Adult Protection Procedures with the focus on combining the safeguarding procedures for both adults and children nationally across Wales and the associated preparatory work for implementing revised safeguarding procedures.
- Continue to focus on the delivery of the Corporate Safeguarding Action Plan and put in place appropriate mechanisms to monitor compliance of the policy across the Council for all relevant staff, contractors and volunteers.

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



*Support the completion of the review of the All Wales Child and Adult Protection Procedures with the focus on combining the safeguarding procedures for both adults and children nationally across Wales and the associated preparatory work for implementing revised safeguarding procedures.*

The focus of this priority has been on developing a single set of Safeguarding procedures for Wales, for use by practitioners across Wales. Developing a Wales set of procedures will ensure we apply a more consistent approach to safeguarding and continue to enhance high quality practice across the whole of Wales.

Previously, all local authorities/public bodies across Wales were operating by their own set of procedures leading to inconsistencies in terms of how the safeguarding legislation and codes of practice are applied.

Following the publication of the Welsh Government's '[Working Together to Safeguard People](#)' guidance, the Cardiff and Vale Safeguarding Boards successfully secured a bid to produce the revised national procedures for adult and child protection associated with this guidance. In 2018, the Director of Social Services in the Vale of Glamorgan took up the lead role in developing the national procedures that will be used by all Safeguarding Boards across Wales.

To undertake this work we commissioned, through the Welsh Government, an academic, Jan Howarth, to support us in developing a draft set of procedures. Throughout the process we worked closely with Jan Howarth to develop the initial draft chapters, which are then considered by a multi-agency development group, made up of relevant practitioners across Wales. Amendments to these draft chapters are then fed back via this group. The draft chapters are also considered by the Wales Safeguarding Procedures (WSP) Board Members across every region. Further amendments are then incorporated into the drafts before it is then circulated for consultation to all regions and all agencies. Amendments following formal consultation are then considered by the WSP Board Members before final amendments are incorporated into a final draft. Adopting this approach has enabled us to draw together best practice from across both Wales and the rest of the UK and the findings from Child and Adult Case Practice Reviews to ensure that we can use this learning to develop a robust set of procedures that can be applied consistently across Wales.

During 2018/19, there were a number challenges to this project that needed to be addressed. For example, this initial project work had been delayed and the previous approach to consultation was complex and difficult for practitioners to engage with. An ongoing challenge throughout the project has been the difficulties associated with managing expectations and gaining consensus across the regions from a wide stakeholder group (practitioners). Equally challenging has been agreeing the development of a suite of safeguarding procedures for adult practice when previously no framework had existed.

Our approach to consulting on the development of these procedures has been positively received by stakeholders across Wales such as the Commissioner for Older People, the Children's Commissioner, and Welsh Government and practitioners and senior managers from all Safeguarding regions. Throughout the project there has also been effective management of the grant funding aligned with the development of these national procedures. To date all project work has been delivered within budget.

It is intended that the outcomes from this piece of work will enable us to establish a blue print for Wales which all agencies will operate by to ensure more consistent approach to how we safeguard children and adults at risk. The remaining work associated with Wales Safeguarding Procedures is due to be concluded during July 2019 with the final formal draft digitalised during early autumn, so that the new procedures can be launched as part of the National Safeguarding Week in November 2019.



***Continue to focus on the delivery of the Corporate Safeguarding Action Plan and put in place appropriate mechanisms to monitor compliance of the policy across the Council for all relevant staff, contractors and volunteers.***

One of the key principles of safeguarding is that it is 'everyone's responsibility'. It is vital that all staff, elected members, contractors and volunteers understand that they have a duty to report safeguarding concerns and promote the well-being of a child and adult that may be 'at risk' of harm or abuse, regardless of their role. Raising awareness and understanding of our Safeguarding policy and practice is therefore a central feature of this work.

The Council's Corporate Safeguarding Group is responsible for overseeing the ongoing implementation and monitoring of the Corporate Safeguarding Policy. This policy covers all aspects, functions and services of the Council and applies to all council employees, elected members, foster carers and volunteers working within the Council as well as contractors who conduct work on behalf of the Council.

Some of the key challenges associated with embedding safeguarding corporately have been improving compliance with our Safer Recruitment Policy. Although compliance rates have remained consistently high corporately it is still an area of focus particularly within Schools. Despite having a robust approach to monitoring our Corporate Safeguarding Policy, monitoring the effectiveness of other safeguarding practice across the directorates can be more difficult. In recognition of this there will be the need to review our policy in relation to the monitoring aspects. A further challenge continues to be ensuring that all individuals across the whole council understand that safeguarding is a collective responsibility and they need to understand how this applies to them in their day to day roles.

The Corporate Safeguarding Group has taken steps to further strengthen our responsibility for safeguarding by developing a Work Plan that focuses on the key areas that have been identified as features of corporate safeguarding arrangements. For example, membership has been extended and the group is well-attended and represented by senior managers across all service areas of the Council. A Terms of Reference for the group is operational and areas of safeguarding activity across the Council are identified by the group and monitored regularly with appropriate individuals invited to the group to represent their divisions/directorates. During 2018/19, the Group has contributed to developing content on corporate safeguarding for the 'Staffnet', the Council's internal website for staff and elected members to further raise awareness of corporate safeguarding.

During 2018/19, we have taken steps to further strengthen our responsibility for safeguarding by focusing on raising wide-spread awareness of employee's responsibilities in terms of the 'Duty to Report'. We have undertaken an extensive awareness raising campaign that involved the production of posters/leaflets and the promotion of the 'Safeguarding Hotline' to give staff a single point of contact to report any concerns they have regarding the well-being of an adult or child they believe to be at risk of harm or abuse. In addition to this, a mandatory safeguarding e-module was launched for all employees during National Safeguarding Week 2018 to enhance their knowledge and awareness of their responsibilities in their day to day roles. As at March 2019, 68% employees have completed the mandatory training. Exploitation was the key theme identified as part of National Safeguarding Week 2018, which saw a programme of events and workshops delivered to professionals across the region. This work concluded with a Safeguarding Awards Evening at Cardiff Bay Police Station. This has further reinforced our safeguarding mechanisms and our 'statutory duty to report' as outlined in the Act.

### **What are our priorities for next year?**

During 2019/20 we will:

1. Ensure we are compliant with the requirements associated with safeguarding practice.
2. Conclude the development of the Wales Safeguarding Procedures.

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



The Social Services Well-being (Wales) Act 2014 provides a legal basis for our commitment to support people to 'reach their full potential' and to effectively participate in society. It's also about enabling our service users to participate in decisions affecting them.

### Performance Overview

#### Qualitative Measures

90.4% of people reported that they can do what matters to them.

94.7% of people reported that they feel satisfied with their social networks.

#### Quantitative Measures

11.7% of children looked after during the year to the 31<sup>st</sup> March experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements.

68.57% of children looked after achieved their core subject indicator at Key Stage 2.

5.88% of children looked after achieved their core subject indicator at Key Stage 4.

## What did we plan to do last year?

- Progress the procurement and implementation of a Regional Independent Advocacy Service for Adults.

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



### *Progress the procurement and implementation of a Regional Independent Professional Advocacy Service for Adults.*

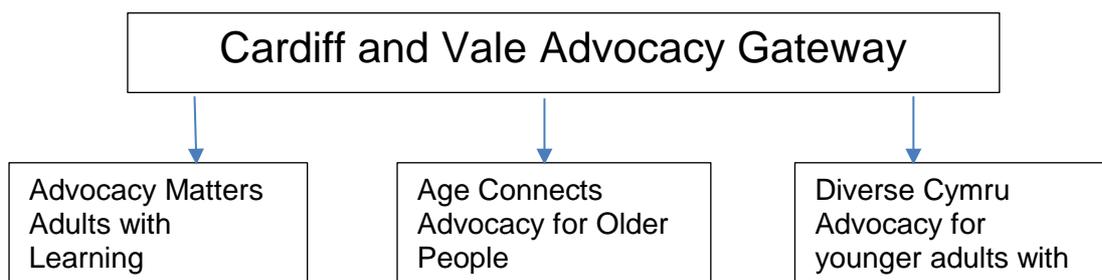
It is essential that adults have a voice when decisions are being made when planning and delivering on their care and support needs. Therefore it is vital advocacy mechanisms are in place to support them to express their views to help inform these decision making processes.

In relation to adults, the United Nations Convention on the Rights of Disabled People and United Nations Principles for Older Persons set out the right to be heard in matters affecting them. There is also a duty under Part 10 of the Social Services and Well-being (Wales) Act 2014 for the provision of an Independent Professional Advocacy service to certain groups of people receiving care and support.

It is essential that there are no barriers to accessing advocacy services, so that support can be readily accessed by individuals when they need it. An Independent Advocacy Service focuses on giving individuals a voice, involvement, rights and control over decisions that are made about their care and support.

During 2018/19, Vale of Glamorgan took the lead role for commissioning an Independent Advocacy Service on behalf of Cardiff Council and the Cardiff and Vale University Health Board. The service contracted to 'Promo Cymru' was formerly launched in July 2018 and provides a free telephone line to advocacy advisors for citizens and professionals across the region including the University Health Board. This service is actively promoted to citizens and professionals via the Gateway website, Dewis Cymru and the websites of the three organisations that form part of tripartite agreement websites (Health Board's and Cardiff and Vale Councils). The service provides an independent 'Gateway'/Single Point of contact to access advocacy advice and support via an advisor who can triage the individual to either signpost them to appropriate agencies or refer them to a relevant advocacy provider for one to one support on an individual basis. The advisor offers information and will signpost to appropriate agencies.

The Gateway is structured as follows:



When the service was first launched, take up of the advocacy service was initially slow, but since then the numbers of individuals accessing the service have steadily increased. For example, during quarter 1 of the first year 39 service users accessed advocacy support and by the end of December 2018 this increased to 90 individuals accessing the service. We have continued to focus on promoting the service as widely as possible to our citizens and partners, so anticipate take up of the service to continue to increase over time.

In terms of its benefits, the Regional Independent Professional Advocacy Service has:

- Provided continuity for current users of advocacy and existing providers.
- A consistent regional approach to Advocacy across Cardiff and the Vale of Glamorgan and for all populations.
- Enabled positive promotion of advocacy services to hard to reach groups, such as people using Substance Misuse services, Black and Minority ethnic groups and LGBT+ communities.
- Provided opportunities for local advocacy providers to develop further expertise in Independent Professional Advocacy provision.
- Enabled Cardiff and Vale of Glamorgan commissioners to review demand, scope and quality of services whilst informing the development of a Commissioning Strategy and how we deliver advocacy provision via our providers into the long term.
- Enabled time for local providers to meet requirements for Regulation and Inspection of Social Care (Wales) Act 2016.

Adopting this tripartite approach to advocacy in partnership with Cardiff Council and the University Health Board is unique to Wales and evidences how we have developed strong working relationships across the region whilst showing a commitment to ensuring that people can readily access advocacy support.

#### **SERVICE USER STORY:**

The person lived in a first floor flat, with her care and support needs being met by a staff team. The person's ability to mobilise had significantly deteriorated and they had been advised by social services that it would be more appropriate for them to utilise a larger wheelchair.

The person's current accommodation did not provide sufficient space for the use of the proposed larger wheelchair and the person did not wish to move.

The person had also received notice from their Care Provider, informing them that their support provision from this company was due to end.

The advocate provided the person with support from an independent perspective regarding their options and choices. They supported the person to communicate their wishes and feelings to their social worker, to their existing staff team and to the new proposed Care Provider.

## SERVICE USER STORY CONTINUED:

The advocate met with the person on a number of occasions to support them to understand why the current Care Provider had resigned and why this would necessitate a change of staff.

The advocate supported the person to understand the positive impact a larger wheelchair could have upon their life, while also confirming that this would necessitate a move to alternative accommodation.

They supported the person to understand the different types of alternative accommodation that were available and the processes involved in accessing this accommodation.

## What are our priorities for next year?

During 2019/20 we will:

1. Deliver a consistent and coherent strategy in relation to Carers in terms of policies and practice to be followed by professionals.



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

Creating strong and healthy relationships can have a huge impact on both an individual and a families' mental and physical well-being. Therefore, finding ways to better support individuals to recognise the signs of an unhealthy relationship is vital to nurturing safe and healthy domestic/family and personal relationships.

Based on the Welsh Government's Children in Need Census information, during March 2015 we had high rates of Children in Need (51%) where domestic abuse was listed as a parenting factor<sup>5</sup>. Therefore, focusing on supporting individuals to recognise behaviours within relationship not only helps the individual to learn from these experiences but also enables them to spot the early signs of abuse. Equally, Children who have had Adverse Childhood Experiences, such as been exposed to domestic violence or are victims of abuse themselves are more likely to go on to experience physical and mental health problems in the future. For example, a recent national study in Wales found that adults who had experienced four or more ACE's were nearly 10 times more likely to have felt suicidal or self-harmed than those who had not had any such experiences<sup>6</sup>. In the Vale of Glamorgan, Families First has recently undertaken some pilot work to collate and gather data on ACE's that will be used to help to inform and influence future service

<sup>5</sup> Let's Talk: Cardiff and Vale of Glamorgan Population Needs Assessment for the Social Services and Well-being (Wales) Act 2014

<sup>6</sup> Adverse Childhood Experiences increase the risk of mental illness, but community support can offer protection, Bangor University, <https://medicalxpress.com/news/2018-01-adverse-childhood-mental-illness.html>

development and supporting staff to ensure appropriate training, development and targeting of resources.

Fostering positive personal and family relationships by putting in place appropriate interventions and establishing positive role models, sets the foundations for supporting an individual's mental health and their sense of well-being. It also enables us to more effectively prevent and protect individuals from abuse and neglect.

## Performance Overview

### Qualitative Measures

79.03% of people reported that they feel part of their community.

82.7% of parents reported they felt involved in any decisions made about their child's care and support.

81.1% of carers reported feeling supported to continue their caring role.

89.7% of carers reported that they felt involved in designing the care and support plan for the person that they care for.

### Quantitative Measures

73.37% of children were supported to remain living with their family during the year.

6.29% of children looked after were returned home from care during the year.

7.45% of children looked after on 31<sup>st</sup> March had experienced three or more placements during the year.

## What did we plan to do last year?

We identified two priorities for delivery during 2018/19:

- Continue to enhance our collaborative approach in relation to Flying Start and Families First by further aligning their activities.
- Establishing a Reflect Service in line with Welsh Government priorities.

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



### *Continue to enhance our collaborative approach in relation to Flying Start and Families First by further aligning their activities.*

Through effective partnership working we have strengthened our delivery of early intervention and preventative services for children and young people and their families through greater alignment of Flying Start and Families First activities. By focusing our efforts on early intervention and prevention and collaborating more effectively, we have not only decreased our reliance on more costly interventions for children and their families but also reduced levels of duplication in service delivery. Through closer alignment of these grant funded activities we have been able to maximise our opportunities to improve the outcomes and well-being of our service users. Joining up our approach delivering both Flying Start and Families First priorities has enabled us to also speed up access to our services at the point of need. This has helped to reduce barriers

to access with a focus on the preventative agenda in line with the requirements of the Social Services and Well-being (Wales) Act 2014.

The Welsh Government is moving toward a Flexible Funding model for the grant funding of services. The purpose of this is to simplify and improve transparency of how grant funding is used to support delivery of services. Flexible funding is made up of two funding streams; Children and Communities Grant and the Housing Support Grant. The Children and Communities Grant will see an amalgamation of seven existing Grants (Families First, Flying Start, Communities for Work Plus, Legacy, Out of Schools Childcare Grant, St David's Day Fund and Promoting Positive Engagement Grant). The grant is seeking to address the support needs of the most vulnerable children and adults in our communities through a range of early intervention, prevention and support mechanisms. It will seek to mitigate or remove disadvantage to vulnerable people to enable them to have the same life chances as others, and therefore contribute to a more equal Wales.

Throughout 2018/19, there have been a number of significant developments that have enabled us to work more effectively in collaboration across Flying Start and Families First, whilst preparing for the launch of the Flexible Funding grant stream. One of our most significant developments has been the amalgamation of the three parenting provisions in the Vale of Glamorgan. This saw the Partnership for Young Parents, Flying Start and Putting Families First parenting programmes being merged together to form one inclusive service. Instead of each parenting provision operating in small pockets with targeted groups, the service now operates across the whole of the Vale and is targeted at 0-18 year olds at the point of need. The primary gateway for referral is via the Families First Advice line where assessment of need can be made. During quarter 4 2018/19, 285 calls were received by the Advice line (120 from professionals and 165 from parent/carers) this is a significant increase on the same period last year (2017/18) that received 118 calls. The majority of these calls received (80%) required further information and/or signposting. There continues to be a significant number of calls requiring further signposting/information which is directly the result of the Vale Well-being and Vale Parenting referrals now going through the Advice Line. 100% of parents, carers and professionals who used the Advice Line were satisfied with the provision of information and signposting. Also outreach work being undertaken by teams has been further facilitating the promotion of the Advice Line service. The new service is more resilient to service demand and improves equity across the Vale in areas of deprivation and need. Plans are underway to explore expansion of the Parenting Service by possibly amalgamating other parenting services and building more resilience within these services. The Vale Parenting Service will aim to respond appropriately to those parents who may have experienced one or more Adverse Childhood Experiences (ACEs).

Flying Start have been operating an outreach service that provides time-limited targeted interventions for Flying Start families. Up until now this work has been aimed at Flying Start eligible families where additional intensive early intervention/prevention may be required. However, during 2018 the Welsh Government undertook a review of Flying Start Outreach policy across Wales, to check whether the policy was being applied correctly and whether the service was being accessed and having an impact on families with the greatest of need. As a result of this the Welsh Government reviewed its Strategic Guidance in September 2018 and stated that *'each Local Authority should be allowed to meet their Flying Start cap number by changing the way in which it manages its Outreach Policy'*.

During November 2018, we launched a Youth Well-being Team as a result of integrating the current youth provision funded under Families First and the Legacy Fund. This included the Youth Transitions Team, the C-Card Worker, a Transitions Worker (Youth Worker) funded via the Legacy Fund, two part-time youth workers from the Emojis team and two youth workers from the FACT project. The key focus of this Youth Well-being Team is to provide youth mentoring services to promote positive engagement and improve the longer term outcomes of young people whether it be attendance/attainment levels at school, their behaviour, supporting them to adopt healthier lifestyles and relationships and/or improving their physical/mental health.

The workers within this team provide support to schools to enable them develop the skills to better support young people through providing resources (such as transitions booklets) and training on areas such as sexual health, emotional literacy and Mental Health First Aid training. During quarter 4 2018/19 (January-March), the Youth Well-being Team received 85 referrals with the source of these referrals being Families Achieving Change Together (FACT) Team, individual schools or the Families First Advice Line. In terms of outcomes for service users that accessed the service during quarter 4 (January-March 2019), 55.5% (5) primary school children showed either stabilised or improved attendance at school. Similarly, 60% (18) of secondary school children showed either stabilised or improved school attendance. 90% (36) children during the quarter 4 period (January-March 2019), showed an improvement in terms of their speech, language and communication skills and 95% (38) participants indicated an improvement in their emotional/mental well-being following support from the service and 92.5% (37) individuals reported improved family relationships.

Building on the success of the Families First Advice line pilot, the service was formerly launched in November 2018 and was expanded to cater for the development of the parenting and the youth well-being projects. The Families First Advice Line is a key element of the Information, Advice and Assistance service and the Families First Advice Line has enabled families and professionals to access information advice and assistance at the front door/earliest point of access. The Advice Line receives referrals from professionals and from families and through effective triaging either signposts them onto additional information and/or support via other agencies or are referred onto more specialist services for further assessment and/or support e.g. Children's Services, Parenting Service, Youth Well-being Project, Families Achieving Change Together (FACT), Flying Start etc. By operating in this way, the project has successfully signposted both families and professionals to appropriate services ensuring potential refers are dealt with quickly, so saving time and reducing the number of inappropriate referrals. Using this model provides opportunities and capacity in the future to potentially extend and or further align other services.

## SERVICE USER STORY

### Vale Parenting Service

The family consisted of Mum, A (aged 14), E (aged 6) and F (aged 3). A's father had died when Mum was pregnant with her and Mum had her further two children with her current partner who is in prison for gun offences. Mum had self-referred through The Families First Advice Line after being sign-posted by her GP. A had been experiencing some emotional behavioural issues and was described as having difficulties self-regulating her emotions. A had previously self-harmed. Mum acknowledged that she was finding it hard to respond positively to A and wanted to improve her behaviour management strategies and relationship with A.

The family history suggested that A had experienced childhood trauma and this may have been a factor in her emotional behavioural difficulties. Mum had acknowledged that she was experiencing difficulties responding positively to A and wanted further support to address this.

Mum also shared that she was struggling being a lone parent, as she was having financial difficulties and also some mental health difficulties of her own. Mum was in need of an assessment by Vale Parenting Service to help focus the intervention required, and identify any wider agencies who may need to be involved.

Mum received support from the Vale Parenting service for 3 months, and was seen by a parenting practitioner on a weekly basis. The parenting practitioner closely worked with Mum to suggest new methods of parenting could be tried, and advised using techniques that would build A's self-esteem and also encourage her to become more emotionally literate.

### SERVICE USER STORY CONTINUED:

Mum worked very well and put all techniques quickly and effectively into practice, Mum and A's relationship grew stronger as they spent more time together and as more praise and empathy were used, A grew in confidence. Mum became more self-aware and took steps to improve her own mental health. Mum kept GP appointments regarding her anxiety and began regularly attending the gym. Mum began to recognise and acknowledge the impact had on her parenting capacity when she was not taking care of her own self-care needs.

Mum and A's relationship is stronger, and A feels more able to recognise her emotions and speak to her Mum when she needs support. A has more confidence and self-esteem. A is socialising with her friends at weekends now and making forward plans with them. This is improving her independence. Mum is now addressing her own wellbeing, and engaging in community activities.



### *Establishing a Reflect Service in line with Welsh Government priorities.*

This is a grant funded Welsh Government project that operates across all regions in Wales. Cardiff Council took on the lead role for commissioning this project for the Cardiff and Vale region. Barnardo's have been commissioned by Cardiff and the Vale of Glamorgan in order to operate this service on our behalf for the region. The project was procured in December 2017 and has been operational since April 2018.

The Reflect grant is specifically targeted at women who have had children permanently removed from their care. Annually the grant's value is approximately £127K with a 70/30 proportionate split of funding for Cardiff and the Vale.

The purpose of Reflect is to give women who have previously had children removed by care proceedings the opportunity to stop, reflect and avoid removal of further/future children. In England a similar project is referred to as Pause. The project is wholly based on the principle of providing a holistic level of intensive support to women, to enable them to make different life choices by changing their lifestyle, patterns of behaviour as well as access support services to prevent the future involvement of Social Services.

The services offer a whole host of practical support and interventions that could include addressing housing issues, managing benefits, contraceptive advice and supporting parents to manage relationships. This support focuses on building resilience, confidence and self-esteem throughout the programme. Alongside this, the service offers therapeutic support in the form of DBT to aid parents to build coping strategies in order to deal with some of the situations and experiences they have faced. Reflect workers also support individuals to access other bespoke services such as mental health services, housing services and employment support.

During 2018/19, the service received seven referrals in relation to the Vale of Glamorgan citizens. Of these seven referrals, five parents continued to work with the Reflect team over a 4 to 11 month period.

Although this project is still in its infancy we have had a number of key successes. During 2018/19, we have particularly had success at preventing women going onto have further unplanned pregnancies. Parents are given information and advice around Long Acting Reversible Contraception (LARC) options as part of the Reflect programme, but are not required to use contraception in order to access support. The team works closely with Sexual Health Teams across Cardiff and the Vale of Glamorgan to offer a high level of accessibility and support so that parents can make informed decisions about what options may be best for them. Parents are offered a fast-tracked, person centred approach towards accessing sexual health support which has had an extremely positive impact on uptake this year. We have had good take up of contraception, which has given these women the time to pause and make lifestyle changes to ultimately prevent the cycle repeating. Of the 5 parents from the Vale of Glamorgan that are currently open to the project – 4 of the 5 Parents are currently using Long Acting Reversible Contraception (LARCs) with no further pregnancies during this period. The remaining parent is still considering their options. All parents have been supported to access advice and support through the sexual health teams in the Vale.

In terms of the key outcomes, this project has successfully enabled women to reflect and tackle destructive patterns of behaviour/relationships and focus on developing new skills to create a more positive future for themselves. The project has an impact on preventing additional children being taken into care and there has been a reduction in unplanned/repeat pregnancies. Women who have accessed support feel empowered to take control of their lives and put in place strong foundations on which they can improve their sense of self-worth and well-being. Over the past year parents from Cardiff and the Vale of Glamorgan have been attending participation groups facilitated by 'Mess up the Mess'. These sessions have focused on confidence and self-esteem building – using Art, Drama and Music to facilitate engagement. These sessions have been well received across the cohort and will look to continue during the 19/20 financial year. These sessions will form a 'front door' for any parent accessing the project to meet other parents in a group setting and will form part of our wider participation / consultation strategy going forward.

Outlined below is a snapshot of some of the feedback the service has received over the last year:

*'I have waited years for contact with my children, without you I wouldn't have had this photo or letter off my boys'*

*Someone to talk to when I need advice, someone who listens'*

### **SERVICE USER STORY**

Referral from Vale of Glamorgan Children and Young People Services. At referral, B has had 4 children permanently removed from her care. 3 have been placed with adoptive parents and 1 child is living with a family member. B reports having had a tough childhood where she was a young carer for her mum who suffered with mental health. After being referred to Reflect, B disclosed that she had been sexually assaulted.

B was assigned a Project Worker who has liaised with the Police, SARC, housing and Atal Y Fro to create a wraparound support network for B. Reflect have also supported B to access appointments such as with Mind and her GP, and referred to programmes around safe and healthy relationships. B is now using Long Acting Reversible Contraception (LARCs).

## SERVICE USER STORY

B has made real progress in the months working with Reflect. Circumstances have been difficult but she has shown commitment toward addressing a number of highlighted issues. Her confidence is increasing and she is able to self-advocate and take action. She has engaged well in sessions focusing on her own emotional health and wellbeing and is developing strategies to help her cope in the long-term. She is actively involved within Reflect groups and seems to be benefiting from time spent with other parents as part of a range of activities.

## What are our priorities for next year?

During 2019/20 we will:

1. Progress inter-generational project work involving schools and care settings.



## 5.6 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

Social and economic inclusion is fundamental to enhancing a person's sense of well-being. If an individual has enough money to live on, has good social networks and can enjoy living in good quality and affordable accommodation that meets their needs, they are more likely to experience a good quality of life.

Loneliness and isolation are issues that can seriously affect the health and well-being of people and is the basis of social exclusion. Feeling a sense of loneliness can make individuals feel isolated and for the individual this can be a crippling experience that has a significant impact not just on their sense of well-being but also on their ability to connect with others and feel a part of their community. It was identified as one of the key cross-cutting findings in the recent Population Needs Assessment (PNA).

Enhancing community participation provides us with a means through which we can tackle aspects of social isolation and loneliness, so that individuals feel part of their communities. There are emerging examples where inter-generational learning projects that bring children and care home residents together has been a positive experience for most. At the Cartref Porthceri Residential Care Home in Barry, an inter-generational learning project sees Year 6 pupils from Romilly Primary School regularly visit residents in the care home every fortnight to lead on shared activities. This project has been hugely successful and has been praised by participants. For example, one resident felt that the visits had 'improved their well-being'. The children are reported to get very excited and enjoy planning the activities and write letters to the residents throughout the week to stay in touch. The success of this project is also evident through the appending [video](#).

During 2018/19, The Vale of Glamorgan entered a partnership arrangement with Newport City Council to roll out the Childcare Offer. This saw the Vale of Glamorgan Council taking on the engagement responsibility for the offer whilst the Delivery Authority/administration of the offer was led by Newport City Council. The Family Information Service was the driving force behind undertaking this engagement work that involved promoting the offer to parents and childcare providers and training officers within the Family Information Service to respond to enquiries.

During 2018/19 a number of roadshow-style events were held across the Vale of Glamorgan to raise awareness of the new offer to eligible parents. This approach was very successful as, to date 400 eligible parents have applied for the Childcare Offer since March 2019 with over 150 childcare providers signing up to the Childcare Offer. More information about the Childcare Offer is available on our web page: [Vale Childcare Offer](#)

To better support our citizens to enhance their economic and social well-being our role requires us to work effectively with our key stakeholders to better co-ordinate and signpost residents to services that will give them greater economic stability, connectivity with their communities and access to good quality housing.

## Performance Overview

### Qualitative Measures

94.4% of people reported that they live in the right home for them.

98.1% of children and young people reported that they are happy with who they live with.

98.6% of people reported that they received care and support through their language of choice.

80% of young adults reported that they received advice, help and support to prepare them for adulthood.

70.6% of people reported that they chose to live in a residential care home.

### Quantitative Measures

53.8% of all care leavers were in education, training or employment 12 months after leaving care.

52.1% of all care leavers were in education, training or employment 24 months after leaving care.

14.9% of all care leavers experienced homelessness during the year.

## What did we plan to do last year?

We identified two priorities for delivery during 2018/19:

1. Work with our partners regionally to develop an Accommodation with Care Strategy to promote independent living.
2. Implement a bespoke Family Information Service Database and Record Management System.

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



*Work with our partners regionally to develop an Accommodation with Care Strategy to promote independent living.*

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.

Securing appropriate accommodation with care solutions to enable older people to live more independently has been a priority identified by the Regional Partnership Board. During 2018/19, the Regional Partnership Board commissioned the Housing Learning and Improvement network (Housing LIN) to undertake a regional assessment of housing and associated care needs of people aged 50+ for both Cardiff and the Vale of Glamorgan. The purpose of this assessment was to identify future accommodation and support needs that could be used to inform any future capital investment programmes. The assessment outlined both supporting evidence and best practice solutions to inform how we may seek to develop housing support in the future presented as a series of recommendations for our consideration.

Some of the key findings in relation to the Vale of Glamorgan were that:

- Sheltered housing is the most prevalent type of older people's housing in the social rented sector.
- There is very limited extra care housing/housing with care provision compared with the prevalence of residential care beds.
- It is anticipated that as the prevalence of care needs increases, the suitability of the most prevalent type of older people's housing i.e. sheltered housing and private retirement housing is likely to decrease over time.
- There will be an increased proportion of people with care needs such as dementia-related needs living in all types of housing.
- There is likely to be an increased demand for adaptations/technology enabled care to support older people to continue to live in mainstream housing.

The population of 75+ year olds is estimated to increase by 71% in the Vale of Glamorgan by 2035. Based on this, the regional assessment defines the future needs and highlighted that there will be a:

- Greater need for older people's housing, contemporary sheltered housing/private retirement housing due to projected growth in the older people's population.
- Significant need for housing with care (extra care housing and assisted living services).
- Need to provide 'downsizer' housing options for all tenures to enable older people to continue as an owner occupier or help those who wish to rent or part-buy; and
- Estimated increase the need for nursing care provision that reflects the growing older people's population increased personal care needs e.g. the increasing numbers of older people living with dementia and/or chronic conditions.

Based on the evidence collated through the regional assessment, it proposed a series of recommendations. Some of these recommendations included developing a mix of

purpose built 'care ready' sheltered/retirement accommodation, 'care ready' mainstream housing developments, increasing extra care housing and extra care housing 'lite' models where there is on-site provision for a care hub, consideration of developing a retirement village, supporting -operative/community-led housing approaches, develop housing and nursing care models to cater for people living with dementia and a wide range of care needs, scale up the development of 'step-down' housing-based models of care as part of existing reablement strategies to support timely discharge from hospital and/or prevent unnecessary readmissions and the need to extend the use of care enabled technology.

In terms of key developments at the local level, the Housing LIN assessment and the Local Housing Strategy has influenced the decision to re-develop land at Brecon Court (formerly a Sheltered Accommodation site). During March 2019, work began on a £3.5million project at Brecon Court in Barry to construct 28 new purpose-built homes to meet the local demand for homes. The project has been partially funded by the Welsh Government to construct social housing for those in the community in the greatest need. In line with the recommendations arising from Housing LIN's Assessment, this inter-generational site will consist of nine two-bedroom houses, four three-bedroom family houses and 15 one-bedroom apartments that are reserved for older people. This 'care ready' development of social housing will see some of the properties developed so that mainstream assistive technology can be used by individuals to live more independently by focusing on supporting those with moderate to low level needs i.e. older people and people with disabilities and people with mental health problems / or mental health illness.

During 2018/19 we have also utilised the Integrated Care Fund to support a scoping exercise (Project Brief) of an area of land in Penarth to develop an outline case for developing an Older Persons with Care Housing Complex. The Project Brief provides an options appraisal which sets out the different possibilities for developing a sustainable model of accommodation for older people. This will look to develop a Contemporary 'care ready' sheltered/retirement housing that is HAPPI compliant i.e. without care on-site but designed in a way that enables people to age with decreased mobility.

Going forward into 2019/20, we will continue to ensure that any developments at the local level will continue to reflect the regional priorities outlined in the Older Person's Housing and Accommodation Action Plan.



### ***Implement a bespoke Family Information Service Database and Record Management System.***

Local Authorities play a vital role as strategic leaders for shaping childcare provision. The Family Information Service is an established service that provides high quality information and signposting to individuals about childcare and family support services. It is a statutory requirement under Section 12 of the Child Care Act 2006 that local authorities have a duty to provide advice and guidance to families about local services and support. Under this Act, Councils are also required to secure sufficient childcare to meet the requirements of parents in their area, and as part of this requirement Councils undertake [Childcare Sufficiency Audits](#) to assess the availability of childcare provision within their areas and any gaps in provision by consulting with a variety of stakeholders. In the Vale of Glamorgan this Audit of provision is then used to inform an [Action Plan](#) to support future developmental work associated with childcare provision.

The Vale of Glamorgan's Family Information Service also delivers the Index for Children and Young People with Disabilities or Additional Needs with information available through the [Index website](#). To date 700 children have been signed up to the Index in the Vale and over the past year, the service has received 158 enquiries in the Vale requesting information and support for a child with additional needs.

A new system was piloted during 2018/19 and following its success was formerly launched in March 2019. The new functionality of the system provides:

- A dual office solution. It enables the end user (parent/professionals/providers) to use the front office system to make enquiries and search provision/resources, and the Family Information Service (FIS) staff to use the back office function as a Record Management tool to update provider information, record and capture data/information on enquiries and to support the training and development of staff.
- The ability to map resource coverage by local authority and ward. This enables the user to filter information by categories e.g. Five childminders in Cowbridge.
- FIS Staff have the ability to see how many times an individual resource has been viewed in a set period.
- Access to information across local authority boundaries and the whole of Wales.
- The ability for parents to filter their results by post code range, providers that drop off and pick up from certain schools, language of provider, whether the provider has experience of caring for children with additional needs, availability of childcare (vacancies and weekend care etc.), whether providers have signed up to the Childcare Offer, Tax Free Childcare Scheme and whether they have certain facilities.
- The ability to systematically review content on the system every 6 months to ensure that all information is up to date.
- An automated function, where emails are sent to providers before their information is due to expire, reminding them to update.
- A means to facilitate the promotion of the new Childcare Offer launched during 2018/19.

Shown below is a screen shot of how the new system looks.

VALE FAMILY INFORMATION SERVICE



**Child minder**

Childminders are registered childcare providers who work in their own homes caring for children from birth up to the age of 12 years and for more than 2 hours a day. Child minders can offer full day care or part time care including before and afterschool provision.



**Day nursery**

Day nurseries provide childcare for young children from birth to age 5. They usually open from early morning to early evening, Monday to Friday, all year round.



**After school club**

After school clubs provide childcare after school hours, and are a safe place for children to play, relax and socialise. Some clubs that are not run by schools can collect children from their school at the end of the day.



**Holiday club**

Holiday clubs provide a wide range of play activities for children during the school holidays. Some are run by schools, while others are run by private or voluntary organisations. Costs vary between holiday clubs, and you will usually be charged per day your child attends.



**Breakfast club**

Breakfast clubs are usually run by schools, and offer children a safe and supervised place to go before school. They provide a healthy breakfast for pupils, and are particularly useful if your child arrives early at school.



**Playgroups**

Playgroups cater mainly for children aged 2½ to 5 years, usually for 2 to 3 hours in the morning or afternoon and mainly during term time. Cylchoedd Meithrin are Welsh-medium playgroups which give children an opportunity to become bilingual (in English and Welsh).



**Family support services**

Family support services cover a range of support services, networks and facilities for parents and carers and young people to enhance their capacity to cope with the challenges of family life. These services also help children and young people reach their full potential. Family Support Services can be provided by the statutory, voluntary and private sectors.



**Children and young people's activities**

A range of information about local clubs and activities for children and young people.

Despite the development of the new system the FIS service has continued to receive a high number of enquiries. During 2018/19, we have received 1,810 enquiries, the majority of enquiries were from parents/carers (78%). The remaining 22% of enquiries were from either childcare providers and/or professionals e.g. Social Services, Education. The majority of enquiries (38%/691 enquiries) were in relation to the Childcare Offer, followed by 10% that were in relation to general childcare queries.

In terms of outcomes, the new system has enabled us to develop an enhanced service where parents can easily access up to date information on childcare provision. This in turn enables parents to make more informed choices for childcare that better meets their needs, enabling them to either return to work or increase their capacity to work more hours.

Shown below is a case study relating to Family Information Service over the last year.

## SERVICE USER STORY

The Job Centre (JCP) called to share details of a parent who had gone into the Jobcentre Plus in tears looking for help with childcare. The child was due to have an operation which meant they would spend 6 months in a cast from the waist down. The current childcare provider had said they were unable to accommodate the child so the JCP referred her to us. We called the parent to gain more of an insight into the child's needs. The child is two years old and will be unable to move whilst in the cast, needing one to one care. We looked for childcare options within half a mile of their home - as the parent doesn't drive, this is the only distance accessible. We then called each childcare provision to discuss the child's needs and were able to provide details of two settings who would offer support. We then referred the parent to the Children and Young People's Partnership Team to discuss their eligibility for the Assisted Places scheme which could potentially help to pay for the one to one care.

When contacting the parent for feedback on our service we were informed that two childminders and one Day Nursery were able to accommodate her child's needs. The child is due to start in a setting in July. An application for an assisted place will be made when the child takes up the place.

## What are our priorities for next year?

During 2019/20 we will:

1. Evaluate and review the use of assistive technology to support adults to live more independently in their own homes.
2. Work with Housing to implement our Accommodation with Care approach to support and enhance independent living.

## 6. How We Do What We Do



### 6.1 Our Workforce and How We Support their Professional Roles

Through our established workforce planning and staff engagement processes we continue to maintain a highly skilled and resilient workforce that is responsive to the constantly changing legislative environment in which we work. The Directorate continues to focus on sustaining staff retention, successful recruitment and effective staff, despite the budgetary pressures and demands on our services we face.

Following the successful launch of the Staff Charter in 2016, a Council Wide Survey was developed. This is the third year that the survey has been conducted and overall findings from the 2018 survey have been very positive in order to measure our progress in relation to the Staff Charter. The survey is structured around the Council's four values of open, together, ambitious and proud and seeks to identify the overall engagement of staff to indicate their level of positivity in relation to a series of statements that are framed around these four values. The overall response rate from staff within Social Services was 49% which has increased from 42% in 2017.

The positivity ratings against each of the four value-based sections of the survey for Social Services is shown below:

- **Ambitious** - Forward thinking, embracing new ways of working and investing in our future. 75% of Social Services staff responded positively to the questions associated with this value compared with 68% across the Council as a whole.
- **Open** - Open to different ideas and being accountable for the decisions we take. 77% of Social Services staff responded positively to the questions that were aligned to this value compared with 72% across the Council as a whole.
- **Together** - Working together as a team that engages with our customers and partners, respects diversity and is committed to quality services. 79% of Social Services staff responded positively to this section of questions associated with this value compared with 74% across the Council as a whole.
- **Proud** - Proud of the Vale of Glamorgan, proud to serve our communities and be part of the Vale of Glamorgan Council. Overall 66% of Social Services staff responded positively to the questions aligned to this value compared with 63% across the Council as a whole.

In addition to these value-based questions, for the first time this survey introduced the use of questions linked to industry standard engagement index, that enable us to compare ourselves with other organisations in the public sector and industry as a whole. These questions were included as statements to be agreed or disagreed with. An outline of these questions and results is shown in the table below:

Question	Council wide	Social Services
I am proud to work for the Vale of Glamorgan Council	74%	78%
I would recommend the Vale of Glamorgan Council as a good place to work	70%	77%
I am not actively looking for a new job with another company.	69%	71%
Overall I am very satisfied with the Vale of Glamorgan Council as a place to work.	70%	76%
Engagement Index (Average score from the 4 questions)	71%	76%

The Social Services Directorate continues to support and promote a number of corporate workforce initiatives that are designed to promote engagement, involvement, development and recognition of our dedicated workforce. In relation to recognising and rewarding our staff, we have continued to support the 'Going the Extra Mile' (GEM) scheme that provides staff across the Council to nominate their colleagues to recognise work that goes above and beyond the job. These articles are then published on our internal intranet and via newsletters to celebrate the achievement and dedication of our staff.

As a means of further improving communication with our workforce, we have engaged with our Social Services workforce through creating a regular 'ask the Director' feature, that has enabled staff to ask related questions/topics of interest to the Director of Social

Services using a combination of video, photo and written articles in order to convey key messages relating to the work of Social Services.

Our key workforce priorities during 2018/19 were to:

- Address any vacancies that exist in relation to critical posts by continuing our focus on reducing our reliance of agency staff and exploring more targeted recruitment opportunities.
- We will also look to identify the barriers to attracting the right candidates to posts whilst developing more innovative methods of recruitment.

During 2018/19, we addressed this in a number of ways as follows:

- We have enhanced our approach to succession planning by supporting the progression of individuals from unqualified to qualified roles, and the development of practitioners to management positions. The Directorate has a good record for retaining Social Work students once they have become qualified as well as preparing practitioners for succession into managerial roles. This has been particularly the case within Children and Young People Services.
- We have continued to support our staff to further their professional development through recognised training programmes as well as identifying individuals to participate in the leadership/management development sessions to equip them with the skills they need in order to manage modern Social Services.
- Improved our recruitment to business critical posts by investing in the development of bespoke recruitment campaigns for Social Workers and Social Work Managers, utilising UK wide publications/social media platforms to market the appeal of working and living in the Vale of Glamorgan. Using this approach has been an effective means of recruiting to a number of posts within the Authority and is now a fundamental part of our recruitment strategy for more specialist/business critical posts. Although recruitment of AMHP's continues to be a challenge to the service, we do intend on reviewing the career progression pathway for this cohort of staff during 2019/20.
- We have significantly reduced our reliance on agency staff, within our care management teams. As a result, agency staff are only being utilised for backfill or grant funded projects. However, we are still relatively dependent on agency staff in our care homes to continue to ensure that there are safe levels of staffing for the care of our residents. We have established a very proactive relationship with our agency provider to ensure that vacancies are filled quickly and resourcefully. Reducing our reliance on agency staff will continue to be an ongoing focus within our care home settings.
- Explored putting in place an alternative distribution of workloads in order to address capacity issues within teams. Within Children and Young People Services we have done this by adding greater resources (staff) at the 'front door' in the form of the IAA. We have also created dedicated teams for children looked after and care planning and proceedings that has added further capacity and resilience to our service.
- Undertook a development session with Heads of Service and Staff to identify other ways/means of recruiting and retaining staff. We have also continued to explore options for using apprenticeships/trainees within the Social Services divisions.

In sustaining and improving our services we have identified a range of priority actions for our organisation that we intend to take forward during 2019/20 to ensure that we can continue to effectively support our staff to deliver change.

### ***Our Workforce priorities for 2019/20:***

During 2019/20 we plan to:

- Explore options in terms of succession planning, in relation to the ageing profile of some teams as well as the more skilled social worker, practitioner manager/team manager tiers in order to increase service resilience.
- Continue to support current and future managers to ensure they are equipped with the skills required to manage modern social services through continuing to enhance the Management Development Programme and through trialling a bespoke leadership programme.
- Maintain our focus on strengthening the performance management and support arrangements in relation to sickness absence within the service.
- Address the workforce priorities associated with developing and integrated model in relation to Long Term Care Team and Nurse Assessors Team by implementing a single integrated management structure and reviewing the roles of nurses and social workers within the team.
- Increasing capacity through reviewing the remuneration for our AMHPs and increasing access to specialist AMHP training for staff.
- Further explore options that target recruitment more effectively and achieve recruitment to business critical vacant positions.
- Continuing to support staff to receive the necessary training and development to undertake their roles effectively and in compliance with the Social Services Wellbeing (Wales) Act.
- Increasing resilience within teams to ensure that changes in the skill mix enable us to use our diverse workforce appropriately and to operate services at the appropriate scale and reduce our reliance of agency staff.



## **6.2 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.

Grant funding was available in 2018/19 in recognition of Social Services pressures with an allocation of £513K to the Vale of Glamorgan.

The Vale of Glamorgan continues to benefit from regional approaches supported by the Integrated Care Fund. These projects and service enhancements are wide ranging and focus on a number of areas such as improving our advice and assistance, as well as

focussing on reablement to help people to live more independently. There is good evidence that even in the context of significant growth in both demand and complexity of need, that we are managing the budget. This growth is appearing across the sector but most obviously with older people requiring care at home and children requiring placement.

The Social Services Budget Programme Board has delivered a programme of significant savings over many years. This year was no exception and again our savings were fully achieved in 2018/19. We take an approach which also addresses growing costs and pressures. To this end we employed innovative approaches to manage rising demand and developed plans to manage increasing costs. In addition significant cost pressures have been supported by the Council and this has enabled Social Services to move to more efficient models of provision yet maintain the essential support that our population needs.

### 6.3 Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

We continue to explore and promote opportunities for working collaboratively locally and regionally in order to deliver improved services for customers and deliver savings. Despite the pressure points associated with the existing budgetary pressures and the rising demand for our services we continued to respond positively to these challenges by taking steps to reshape and integrate our services.



#### **Reshaping Services**

We have continued to successfully support the Council's Reshaping Services Programme and its associated projects through the delivery of key projects. During 2018/19 we had set a Social Services Budget Savings target of £622K, of which £562K was successfully achieved by year end.

£10K of savings were made in relation to Physical Disabilities Day Services during the year, the remaining £50K of savings will be carried forward into 2019/20.

We achieved our savings target of £42K in relation to the remodelling of our Learning Disability Respite service. These savings were achieved following the closure of Rhoose Road. The commissioning of alternate provision has been completed to deliver the service changes and savings associated with this project. Measures are in place to work with service users to communicate these changes to the model of service provision.

During 2018/19 we achieved £16K of savings in relation to Learning Disability Day Services. Savings from staffing costs have been realised during this financial year (2018/19) on a permanent basis. A Regional Commissioning Strategy for Adults with a Learning Disability is under consultation and will inform future service delivery.

In relation to Direct Payments we over met our target of £100K of savings for 2018/19. This was achieved as a result of increased take up of new Direct Payment packages. During 2019/20 the savings target for Direct Payments will be £50K.

Other savings made during 2018/19 included £50K for the Review Team and £98K in relation to procurement work and £165K in relation to our review of the establishment

(realignment of staffing structures). A further £30K savings income was met through debt recovery. The focus for income management savings for the next financial year will be on considering proposals for the introduction of fees and discretionary charges.

With regards to the review of Older Person’s Day Services; the work remains ongoing. The savings target of £10K was not met during 2018/19, so will be carried forward to 2019/20.

We have also successfully achieved our savings target of £50K for 2018/19 in relation to residential care services by reviewing the staffing structure.



### **Our Leadership and Governance**

Our priorities as a Directorate are not just directed by our need to fulfil our statutory functions within Social Services, but also by the need to ensure we are consistently looking at ways we can better streamline and improve the services for our citizens.

## **Corporate Plan Well-being Outcomes & Objectives**

**An Inclusive and Safe Vale –**  
*Citizens of the Vale of Glamorgan have a good quality of life and feel part of the local community.*

- Objective 1: Reducing poverty and social exclusion.
- Objective 2: Providing decent homes and safe communities

**An Environmentally Responsible and Prosperous Vale –**  
*The Vale of Glamorgan has a strong and sustainable economy and the local environment is safeguarded for present and future generations.*

- Objective 3: Promoting regeneration, economic growth and employment.
- Objective 4: Promoting sustainable development and protection our environment.

**An Aspirational and Culturally Vibrant Vale –**  
*All Vale of Glamorgan citizens have opportunities to achieve their full potential.*

- Objective 5: Raising overall standards of achievement.
- Objective 6: Valuing culture and diversity

**An active and Healthy Vale –**  
*Residents of the Vale of Glamorgan lead healthy lives and vulnerable people are protected and supported.*

- Objective 7: Encouraging and promoting active and healthy lifestyles
- Objective 8: Safeguarding those who are vulnerable and promoting independent living.

A Sponsoring Director is responsible for each Well-being Outcome who takes the lead role on ensuring that progress is made in achieving these outcomes/objectives. It also provides a means of bringing together people and organisations to deliver our key commitments. For example, the Director of Social Services is the lead sponsor for well-being outcome 4 'An active and Healthy Vale' and the two well-being objectives of 'Encouraging and promoting active and healthy lifestyles' and 'Safeguarding those who are vulnerable and promoting independent living' as outlined in the Corporate Plan.

The Social Services Budget Programme Board meets monthly. The purpose of the board is to manage and monitor budgetary pressures and savings facing the Directorate and associated project work delivery. The Social Services Budget Programme reports to the Reshaping Services Programme Board due to the synergies which exist between the two programmes. An All Projects Summary Highlight report is updated following each meeting and is reported to the Healthy Living and Social Care Scrutiny Committee to ensure oversight of the delivery of savings.

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 Regional Steering Group Programme Board, which meets on a monthly basis to oversee the major partnership reform programmes. In relation to the Governance associated with compliance with the Social Services and Well-being (Wales) Act 2014, there are well-established work streams in place to address all key aspects of the Act's delivery that is led by Senior Officers within the Vale of Glamorgan Council. To date our focus has been on ensuring compliance with the Act, which has involved working closely with our partners to undertake a complete review of all aspects of our services in relation to the Act.



### ***What do our regulators say about us?***

Every year the Care Inspectorate Wales (CIW) conducts a series of focused activities/inspections.

During 2018/19, these included:

- The Contact Centre (Single Point of Access for Adult Services);
- Inspections of Ty Dyfan and Ty Dewi Sant residential care homes;
- Children's Inspection; and
- Follow-up review (from the Children's inspection) of Independent Reviewing Officers.

In addition, Health Inspectorate Wales also conducted an inspection of the Community Mental Health Team.

### ***Children's Inspection***

As part of its programme of inspecting regulated social care services and settings, CIW also inspects all Local Authorities regarding their delivery of statutory Social Services functions. An inspection of children's services for the Vale of Glamorgan Council was

conducted in May 2018. The inspection focused on the effectiveness of local authority services and arrangements to help and protect children and their families. Overall the findings from this inspection was positive reporting good progress in a number of areas within the Children and Young People Services division as follows:

- Motivated frontline staff who report job satisfaction, good provision of training and good management support at all levels including regular supervision.
- Good corporate support for Children's Services including from Elected Members.
- A clear commitment to collaborative working across the different departments within the Local Authority to provide Children's Services.
- A position of strength in further developing its service to children and families linked to good corporate support, motivated staff and service development.
- Social work staff who knew children's circumstances well and regularly visited.
- A robust system of multi-agency panels ensuring consistent and effective decision making about placements and permanency planning.
- Legal services providing good support in decision making and Court proceedings.
- Collaborative work with a neighbouring authority to increase the number of fostering placements.
- Work with a provider of residential care to place more children closer to home.
- Strong partnership working is improving outcomes for young people, including good practice in multi-agency support provided to care leavers and homeless people.
- Care leavers who were very positive about the help they receive from personal advisors.
- Children being protected by prompt safeguarding responses and timely assessments.

The Inspection also identified a series of areas requiring further improvement as follows:

### ***Leadership, management and governance***

- There is a need for further embedding of the principles of the Social Services and Well-being (Wales) Act 2014 (SS&WBA) into social work practice.
- Senior managers are aware of the priority to reproduce a range of performance management information to assist staff and managers to deliver timely and effective services following the implementation of Wales Community Care Information System (WCCIS).
- Further work is required to develop a more comprehensive quality assurance system that incorporates specific tasks for managers.
- Social work practitioners would benefit from a review of the current operationalisation of the electronic recording system and from further training to support its use.
- The Local Authority should continue the prioritisation of filling vacant posts by recruitment exercises and monitoring reasons for leaving.

### **Access arrangements: information, advice and assistance**

- A review of referrals where previous contacts or referrals have been received would be beneficial to ensure decision making is appropriately robust.

### **Assessment**

- Assessments must take into account all available information from previous contacts and incorporate any risks.
- Practitioners should explicitly seek the views of children seen alone, where appropriate, and fully outline these in assessments.

### Care and support and pathway planning

- The Local Authority will wish to ensure proportionate recording including rationale for decisions and content of visits to children and the incorporation of risk assessment and management plans into care and support plans.
- Independent Reviewing Officer (IRO) caseloads should be reviewed and IROs should prioritise speaking with children prior to review meetings.
- The Local Authority should ensure relevant children are offered advocates and independent visitors.
- Out of area placement panels should be undertaken in compliance with regulations.

### Safeguarding

- Practice should be developed in co-productive working with children and families; considering risks, strengths, barriers and toward agreed outcomes where possible.
- There should be regular review of safeguarding performance information by the safeguarding unit.

These areas of development have been incorporated into an Action Plan that is monitored by the Directorate on a regular basis. The CIW also monitor progress through its on-going performance review activity.

### ***Independent Reviewing Officers (IROs) Focused Activity***

Following CIW's Children's Inspection in May 2018, a focused activity was undertaken during February 2019 in relation to how the Independent Reviewing Officers (IROs) promote the voice of the child. This follow up work was undertaken in response to a finding in the previous inspection that found many children were not attending their review meeting and IROs were not routinely obtaining children's views prior to their meetings. Therefore this focussed activity, looked at how practice had developed since the inspection. The follow up work found that *'there was still a low rate of children attending their review meetings, of children being seen before and after their review meetings by IROs and a lack of evidence of meaningful engagement with children by IROs'*. However, the work did identify that senior managers were aware what needed to improve and highlighted that plans were in place to start to address this. The key areas of improvement identified were that we:

- Ensure IROs speak with children in private prior to the review meeting, unless the child refuses to do so or if the IRO considers it inappropriate because of the child's age or understanding;
- Provide a means for senior managers to assure themselves IROs have the capacity to fulfil the extent of their role, including oversight of care planning and meaningful engagement to ensure the voice of the child is represented; and
- Ensure practice continues to develop in line with the national practice standards.

### ***Single Point of Access Service for Adult Services***

An annual focused activity was undertaken in February 2019 of the single point of access service within the Contact Centre (C1V) for dealing with health and social care enquiries in relation to Adult Services. CIW acknowledged that the Single Point of Access (SPoA) services has been designed with clear workflow processes to encourage and enable a seamless and multi-agency response to those presenting with need for information, advice and assistance from adult services. Generally inspectors found that call handlers treated individuals with respect and provided people with a positive first contact. They also highlighted that a number of matters were resolved in a timely way without any need for further statutory involvement. However, they did identify where follow up responses were needed from outbound call handlers or allocated social work teams, there were delays due to resourcing issues that impacted negatively on the person's overall experience.

In response to this CIW identified two key areas requiring improvement as follows:

- Senior managers will wish to continue to be assured those undertaking proportionate assessments have received relevant training to allow them to have the skills, knowledge and competence for this role.
- Continue to seek improvements in capacity and otherwise to reduce delays in transfer to outbound call handlers, intake and assessment team and longer term teams. Continue to review opportunities to increase capacity in domiciliary care.

### ***Residential Care Home Inspections***

As part of its annual cycle of inspections of registered settings, CIW inspected three of our residential care home settings during 2018/19. These were in relation to Ty Dewi Sant, Ty Dyfan and Southway care homes. A summary of the findings and areas of improvement identified are summarised below.

#### ***Ty Dewi Sant Residential Care Home***

CIW inspected Ty Dewi Sant in Penarth during March 2019. Overall the inspection highlighted that *'Ty Dewi Sant provides a good standard of care in a clean environment'*.

The assessment also found that:

- Overall residents were happy living at the home and had good relationships with the staff that care for them.
- The health and care needs of individuals are understood by staff and the home is supported by a range of visiting health professionals.
- Residents experience care and support in a way that they want it and when they need it and benefit from care that is planned according to their own needs and preferences.
- There are opportunities for involvement in activities.
- Staff are kind, caring and supportive and have sufficient time to spend with them to ensure their emotional, psychological and physical health needs can be met.

There were no non-compliance notices issues following this inspection and no areas of Non-compliance were identified. CIW made recommendations to further improve the service as follows:

- Bathrooms - Remove all clutter from communal bathrooms.
- Medication - Strengthen practices at the home to ensure that medication is recorded correctly.

- Documentation – Revisit documentation used within the home to ensure that it contains all the required information.

### ***Ty Dyfan Residential Care Home***

CIW inspected Ty Dyfan in Barry in February 2019. Overall the inspection identified that the care home provides a good standard of care in a clean environment and that the registered persons have demonstrated they are committed to improving the service and maintaining its quality. The inspection also found that residents were generally happy with the support they received and benefited from the positive interactions with staff.

However, the inspection report did flag that opportunities to participate in activities was not always available and the individual's social and emotional needs were not always identified to establish if their well-being could be promoted through activity.

There were no non-compliance notices issued following this inspection and no areas of non-compliance were identified. CIW made recommendations to further improve the service as follows:

- Individual plans - ensure all individual care plans are revised to reflect current needs.
- Ensure all staff request proof of identification as necessary of people visiting the home.
- Consideration needs to be given to people's individual and social needs to promote wellbeing through the activities programme.
- Medication - Practices at the home need to be strengthened to ensure that medication is administered safely and recorded correctly.

### ***Southway Residential Care Home***

CIW inspected Southway residential care home in Cowbridge during April 2019. Overall the inspection found that residents and their families are complimentary of the care they receive and that they are accommodated in an 'environment that is clean and homely with ongoing refurbishments planned throughout'. The report highlighted that there are sometimes opportunities for residents to participate in activities, but that there is no designated activities co-ordinator at the home. Despite this, the inspection report highlighted that staff did have sufficient time in the day to spend with residents to ensure that their emotional, psychological and physical needs were met. Although there are systems in place to ensure visible accountability for overseeing the service, the report did indicate that these systems needed to be strengthened to ensure safe, high quality care.

There were no non-compliance notices issued following this inspection and no areas of non-compliance were identified. CIW made recommendations to further improve the service as follows:

- Medication - practices at the home need to be strengthened to ensure medication is administered safely and recorded correctly.
- To ensure oversight as appropriate for the health and welfare of service users at night.

- To ensure documentation and personal plans are revised to reflect people's current needs.
- Robust documentation systems in relation to personal plans – has not been implemented to capture information so that issues can be identified and acted on in a timely manner.
- Ensure staff undertake identification checks prior to visitors entering the care home.

### **Joint Community Mental Health Team Inspection**

The Healthcare Inspectorate Wales (HIW) and Care Inspectorate Wales (CIW) completed a joint inspection of the Community Mental Health Services of the Vale Locality Mental Health Team within Cardiff and the Vale University Health Board and the Vale of Glamorgan Council during December 2018. The inspection explored how the service met the Health and Care Standards (2015) and the Social Services and Well-being (Wales) Act 2014. HIW also considered how services comply with the Mental Health Act 1983, Mental Health Measure (2010) and Mental Capacity Act (2005).

Overall the inspectors identified that the service 'provided safe and effective care to its service users'. The key areas the inspection highlighted the service did well, was as follows:

- Service user feedback was generally positive.
- Robust management of medicines processes in place.
- Provision of a support worker service that evidenced a positive and direct impact on service users.
- Application of Mental Health Act and Mental Health Measure (2010) and legal documentation.
- Identification of a vision for the future of the service supported by a passionate management team.
- Strong integrated leadership model, supported at a senior management level.
- Record keeping was consistent and of a good standard.
- Good multi-disciplinary practice in relation to assessments, care planning and reviews. Care plans were strength-based, recovery focused and goal orientated.

In terms of areas of improvement the inspection recommended that:

- Recruitment into key roles, such as psychiatrists and psychologists.
- Timeliness of transportation for services users to a place of safety and/or hospital.
- Organisation of outpatient and medication clinics.
- Completion of appropriate forms for service user capacity assessment by clinical staff.
- Clarity for staff regarding new processes and procedures following the merger of three teams.



### **Promoting Welsh Language and Access to Services**

The aim of '[More than Just Words](#)' that was published in 2012 was to strengthen Welsh language services in health and social care. As a consequence, there was a significant drive to ensure Welsh speakers could access and receive services

through the medium of Welsh. This strategic framework is based on a set of underlying principles:

- Providing a user-centred service

- Active Offer - core principles where the focus is providing services through the medium of Welsh to the same standard as through the medium of English
- Quality of care
- Respect and dignity
- Equality
- Joint responsibility

Following its publications a follow on strategic framework for [Welsh Language Services in Health, Social Services and Social Care](#) was published in 2016. The aim of this follow on strategic framework was to further build and embed the work of the original strategy whilst reflecting any changes in the political and legislative landscape. In the follow on strategic framework, the Active Offer continues to feature as a strong element where the emphasis should be on organisations/professionals/staff offering Welsh language services to patients rather than wait to be asked.

In terms of the Welsh Language Profile for the Vale of Glamorgan Council, the Population Needs Assessment identified that around 10.8% of Vale of Glamorgan residents identified themselves as fluent Welsh speakers and approximately 29.6% of young people aged 15 and under identified themselves as Welsh speakers. This data highlights there is a need for ensuring that we remain committed to providing and delivering Welsh Language services across the Vale of Glamorgan. We recognise the importance of strengthening our focus on the provision of information and services through the medium of Welsh where we recognise care and language do go hand in hand. Against the objectives outlined in the follow on strategic framework, the Vale of Glamorgan Council has made good progress.

During 2018/19 we have:

- Worked with Cardiff to form a regional Mwy na Geiriau Forwm/More Than Just Words Forum which meets regularly. The Forum is comparing progress made across the region using the Strategic Framework actions template, with a view to share information and identify joint working opportunities. Some items discussed include recruitment, promotion of the Welsh offer to prospective and existing social services staff, Welsh Language requirements from service providers and governance of the Forum. Currently the Forum is working on establishing a Terms of Reference in order to progress the development of a regional strategy.
- Within the Independent Advice and Assistance Service, we have established an automated Welsh Language response for the Families First Advice Line (FFAL) and the Family Information Service (FIS) that ensures we meet the Welsh Standards and it mirrors what is available through the Adults Services IAA.
- Continued to promote Welsh Language courses and taster sessions to staff across the Department.
- Ensured staff are able to attend Welsh Courses within work time or claim back the hours. This has increased uptake.



### ***Our Partnership Working and Collaboration***

Through pursuing a progressive collaborative agenda by working closely with a range of health and social care partners we have been able to deliver more integrated support services. A summary of some of these key collaborative arrangements are outlined below.

## **Regional Partnership Board Work Programme**

The Cardiff and Vale of Glamorgan Regional Partnership Board (with support from a Strategic Leadership Group) provides the governance arrangements for overseeing the work of the Integrated Health & Social Care Partnership and ensuring delivery arrangements are in place to enable effective implementation of the Act on a regional basis. Progress monitoring against this Regional Work Programme is reported to the Board and the Senior Leadership Group for action as required. Board is primarily responsible for overseeing delivery against identified priorities which include:

- **Planning & Promoting Preventative Services** (including preparation of the Population Needs Assessment)
- **Locality Working** (including the preparation of Area Plans)
- **Home First and Patient Flow**
- **Integration** (in line with Part 9 of the SSWB Act – Older people; People with learning disabilities, carers, Integrated Family Support Services, Children with complex needs due to disability or illness)
- **Joint Commissioning** (prioritising the establishment of pooled funds for care accommodation for older people)
- **Welsh Community Care Information Solution**

The Board also receives updates on other elements of the Act's implementation which are being led by a Local Authority Regional Steering Group. This Group has been established to focus on the operational actions required to implement the Act and includes a number of work streams which have been developed in response to the requirements. Senior officers from Cardiff and the Vale of Glamorgan Councils have been allocated responsibility for making progress in these areas and will provide updates and escalation reports to the Board as required. The work of the Integrated Health & Social Care Partnership is driven by a virtual Integration team consisting of senior joint appointments and identified senior leads from statutory partners. Work is undertaken by this team to align funding across the Partnership to reduce duplication and maximise efficiencies to ensure successful outcomes are delivered.

### ***Regional Commissioning***

The purpose of the pooled funds arrangements is to ensure that local health boards and local authorities work together to maximise their influence to shape the future development of services. This includes ensuring there is sufficient capacity and an appropriate range of good quality services to respond to demand.

The work to develop the pooled budget was overseen by the Cardiff and Vale of Glamorgan Regional Partnership Board (C&VGRPB). However, the decision making responsibilities (i.e. for agreeing the pooled budget and its management) rests with Cardiff Council, the Vale of Glamorgan Council and Cardiff and Vale University Health Board.

### **Me, My Home, My Community Transformation Programme**

A £100m Transformation Fund was announced by the Welsh Government during 2018/19 aimed at developing new and collaborative models of health and social care. The Me, My Home, My Community project has been developed by Cardiff and Vale Regional Partnership Board in response to this fund. Over a two year period the collaborative arrangement will receive £7m to integrate health and social care that will

have an emphasis on preventing illness and shifting the focus away from the hospital to homes and communities. Following confirmation of this funding 7 projects have been identified that will be taken forward in line with the priorities of the fund. These 7 projects being progressed under this fund include:

- **Accelerated Cluster Model** - This will provide a resource to appraise the options for developing an innovative governance model to support a seamless well-being, health and care system. It will also be supported by a workforce model which will co-ordinate the well-being workforce focus at the locality level that includes social prescribers, community connectors and most importantly a community development resource.
- **Social Prescribing** - This will see the development of a single Well-being brand for the region (Well-being Matters) that will bring health, social care, housing and the Third Sector under one umbrella. This will involve developing an enhanced single entry point which will be web and telephone-based to enable individuals to search for relevant well-being services and to arrange a 'What Matters' assessment to be undertaken. This 'Well-being Matters' service will provide the 'front door' to a range of services across the region. This will be supported by an online directory that will link back to Dewis.
- **Single Point of Access for GP Triage** - The purpose of this project builds on the current model of access to integrated health and social care services, by extending the service to GP practices. This will mean that citizens can be signposted to a range of well-being services that include primary, community and social care that ensure that GP skills and appointments are utilised appropriately. The first pilot work has commenced in the Eastern Vale Cluster (in Penarth) within Redlands Surgery as the first site and then a roll out across the Vale locality. The roll out of this model across the wider Cardiff and Vale region will then take place at a later stage.
- **Get Me Home** - This service will be a single access point within the Hospital setting. By working in partnership with Health, Social Care and the Third Sector this will enable us to put in place community-based services. The team will meet with patients to have 'What Matters' conversations in order to devise holistically tailored support that best meets the well-being needs of the individuals. This may include the provision of preventative interventions, supporting independent living, patient discharge and reducing the risk of readmissions.
- **Get Me Home Plus** - The focus of this project is to ensure that individuals spent the minimal amount of time as possible in Hospital required for their care needs. The emphasis of this project is on delivering care in their own home setting that is seamless but will involve multiple organisations. Again the focus is on what matters to the individual to enable them to remain safely and independently in their own home for as long as possible.
- **ACE Aware Approach** - This project has emerged from the findings and recommendations from a recent National Assembly for Wales 'Mind over Matter Report 2018 on the changes needed to support emotional and mental health for children and young people. This project will focus on implementing new ways of working across health, social care, education and the Third Sector to increase resilience and awareness amongst children and young people across the region via peer support, timely interventions and signposting. This will be delivered by a team of 'Resilience Workers' employed by the UHB where the resource will be

based in two existing Education Teams (Cardiff Specialist Teacher Team and the Vale Outreach Team) working across the school clusters.

- **Place Based Integrated Community Teams** - This project will focus on building short term capacity to work with health and social care staff, GPs and the Third Sector across the region that will provide a blue print for service using a place-based approach. This will look to improve the quality of care and experiences of care through further joining up of health and care services, support multi-agency integrated care delivery whilst developing links with the local Third Sector and volunteers, reduce avoidable emergency admissions to hospital, improve the experience of patients/service users with complex needs/multiple long term conditions, support people with access to information about their health and well-being, identify and maximise the contribution of community assets to support well-being and further develop opportunities for the co-location of services through hubs and other community buildings.

### Integrated Care Fund

The purpose of this fund is to drive and facilitate the integration of health and social care services through enhanced partnership working between Social Services, Health, Housing and Third Sector. The scope of this fund is on supporting older people to maintain their independence to prevent hospital admissions as well as preventing delayed discharge from hospital, the development of more integrated services for people with learning disabilities, implementing an Integrated Autism Service for Wales, developing more integrated services for children with complex needs and implementation of the Wales Community Care and Information System. The impact the Integrated Care Fund has had on people's day to day lives across the Cardiff and Vale region is evident in these [case studies](#).



## 7. 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 links to key documents and further information that will provide more detail:

- [Vale of Glamorgan County Council Corporate Plan 2016 – 2020](#)
- [The Cardiff and Vale Regional Partnership Board](#)
- [The Public Service Board's Well-being Assessment](#).
- The [Cardiff and Vale Population Needs Assessment](#) and the associated [Area Plan](#) and [Area Action Plan](#).
- [Care Inspectorate Wales reports](#)

- Regional Safeguarding Children Board [Annual Plan](#) and the Regional Safeguarding Adult Board [Annual Plan](#).
- [Children and Young People Services: Service Plan](#)
- [Adult Services: Service Plan](#)
- [Resource Management, Safeguarding & Performance](#)