

Meeting of:	Healthy Living and Social Care Scrutiny Committee
Date of Meeting:	Tuesday, 15 October 2019
Relevant Scrutiny Committee:	Healthy Living and Social Care
Report Title:	Citizen Engagement Annual Report 2018/19
Purpose of Report:	To bring to the attention of the Scrutiny Committee the outcomes and recommendations of the annual consultation programme for Social Services
Report Owner:	Director of Social Services
Responsible Officer:	Head of Resource Management and Safeguarding
Elected Member and Officer Consultation:	Social Services Senior Management Team
Policy Framework:	This is a matter for Executive decision
<p>Executive Summary:</p> <ul style="list-style-type: none"> • This report brings to the attention of Scrutiny the outcomes and recommendations of the Social Services annual consultation programme through the Social Services Citizen Engagement Annual Report for 2018/19 (Appendix 1). • The report draws the attention of Scrutiny Committee to the current good practice evident in our service provision that has been identified by our citizens. Improvements required in our methodology, questionnaire distribution and engagement processes are also highlighted. • The report proposes that recommendations are acknowledged and considered by the relevant service areas, and ensure that action plans are followed. 	

Recommendations

1. That Scrutiny Committee considers the content of the Social Services Citizen Engagement Annual Report for 2018/19 and the associated priorities for consultation in 19/20.
2. That Scrutiny Committee consider the outcomes and recommendations of the Social Services Consultation Programme.
3. Considers the improvement priorities for the service areas as highlighted by the recommendations within the Annual Report.

Reasons for Recommendations

1. To increase awareness of the Social Services Annual Consultation Programme and the ways in which Social Services engages with citizens and their families in line with our Wellbeing Objectives.

1. Background

- 1.1 The Vale of Glamorgan Council Social Services Directorate is the major provider of care and support to citizens who are most vulnerable in the community. The provision of high quality services such as good information and advice, and outcome focused care, is central to achieving our well-being outcomes. These outcomes link to objectives in the Corporate Plan (2016-2020) which reflect the Well-being of Future Generations (Wales) Act 2015.
- 1.2 As part of Social Services' aim for provision of high quality services, we undertake a rolling programme of consultation to ascertain satisfaction, specifically exploring service priorities as confirmed annually by senior management.
- 1.3 These planned consultations explore service users' experiences of choice, whether their needs are addressed through service provision, and whether they feel they are sufficiently involved in the process. A report is produced in response to each consultation and an action plan is developed to address areas identified for improvement across Social Services.

2. Key Issues for Consideration

- 2.1 Citizen consultation was carried out across each service area and methods were tailored to each individual service area. For example for young people, electronic formats were used, face to face interviews were undertaken with those in provider settings during their attendance, and symbolic formats were developed for people with additional learning requirements.
- 2.2 The main areas considered by the consultation are:
 - Information, Advice and Assistance

- Residential Services
- Fostering (Carers and Young People in Placement)
- Vale Community Resource Service
- Performance Measures (Adults, Carers and Young People)
- Adult Placement Service
- Flying Start
- Child Health and Disability

2.3 Scrutiny will note that the positive outcomes from the citizen engagement can be linked to the delivery of services that focus on the needs of people, and promote and improve the well-being of those to whom we provide a service, and their families. These outcomes are also reflected in the content of our Annual Director’s Report, to highlight how people are shaping our services.

2.4 In conclusion, there has been some very positive feedback which reflects the hard work and time that our services provide to our citizens. Both citizens and their families feel that the service they have received has supported them to be more independent, stay safe, and helped them to remain part of their communities. Citizens are receiving emotional support to increase their confidence and decrease social isolation. People feel involved in the planning of their support, and are kept informed in most cases. Care and Support is very well provided despite limited resources, and citizens are reporting that the service meets their expectations. Carers also feel supported and appreciate the information and advice they receive to support them in their role. Young people feel more engaged, and are supported by our teams and those they live with. Where improvements have been identified, these are fed back to the relevant service areas, who implement action plans to ensure these are incorporated into service development.

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

Long Term

3.1 The outcome of the consultation enable the service to support the delivery of sustainable social services. By understanding what works and what requires improvement will allow the directorate to focus on prevention and early intervention. Effectively engaging with citizens will facilitate the provision of more proactive support for those in receipt of care and support in the future.

3.2 The Engagement and Citizen Satisfaction Cycle also highlights how each stage of the cycle contributes to long term improvement.

Social Services Citizen Engagement and Service User Satisfaction Cycle



Integration

- 3.3** Our consultation programme aims to help us understand how far integration is in place at every level and how much progress has been made to ensure that users get the benefits of integration, for example, the easiest access to advice and help and the simplest processes for assessment and decision making. Feedback will increase our knowledge about how well this is working.

Involvement

- 3.4** The annual consultation programme is a key method for engaging with citizens who use our services and as such contributes to Well-being Objective 1: An Inclusive and Safe Vale. By enabling citizens to participate in consultation, they are able to take part in their local communities and shape local services. Citizens and their families who are consulted as part of the service satisfaction programme have an interest in the achievement of our wellbeing objectives.

Collaboration

- 3.5** In its planning stage, the consultation programme takes into account existing engagement activities across the Council to ascertain whether any of the work might inform the planned consultation. This will ensure we avoid duplication and will also facilitate collaborative working. Where possible, we have collaborated with other local authorities in undertaking the performance measures through sharing resources and developing joint methodologies.

Prevention

- 3.6** By including consultation about citizen's wellbeing we can understand what works at earlier stages in the involvement for a more preventative approach. The findings of the annual consultation will inform us about what we can do to ensure the services we provide are more focused on preventing reliance on care, and to enhance earlier intervention. For example putting support in place for families to ensure citizens remain in their own homes.

4. Resources and Legal Considerations

Financial

- 4.1** The report is set out within the context of:
- Increasing demand for information, advice, assistance, care and support.
 - Decreasing resources and limitations upon our services.
 - Aims to focus more of our work on supporting people to remain safe and as independent as possible.

Employment

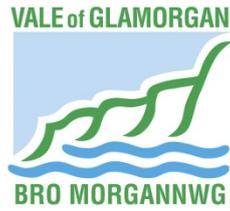
- 4.2** There are no direct employment implications associated with this report.

Legal (Including Equalities)

- 4.3** Providing engagement opportunities for all citizens involved with Social Services is a requirement under the Social Services and Wellbeing (Wales) Act 2014.. Through consultation methodologies we will obtain equalities information and improve our understanding of the diverse needs of the community, so that groups of people protected under the Equality Act 2010 can better access Council Services.

5. Background Papers

Appendix 1: Citizen Engagement Annual Report 2018/9



GWASANAETHAU CYMDEITHASOL



Annual Report for Citizen Engagement

Service Division: Resource Management and Safeguarding

DATE:	
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APPROVAL DATE	
VERSION:	1

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Social Services is committed to a quality assurance process which ensures and facilitates continuous improvement. Information is obtained from various sources and is used to contribute to the overall quality assurance cycle. This annual report sets out how all areas of Social Services are incorporated into the engagement process, and provides an overview of the year's work.

Consultation and the experience of citizens

The annual consultation programme provides a framework to ensure that the directorate actively engages with stakeholders in line with the wellbeing objectives of the corporate plan, namely "Encouraging and promoting active and healthy lifestyles", and "Safeguarding those who are vulnerable and promoting independent living".

As part of the Performance and Quality Assurance framework for Social Services, there is a rolling programme of consultation to explore satisfaction with information, care and support across Social Services. The Consultation Priorities Plan (at appendix A) sets out how and when different areas of Social Services are incorporated into the engagement process. The main drivers for the planning of consultation are inspection outcomes, and corporate reporting mechanisms (service plan and the Report of the Director of Social Services). Services that are subject to an annual inspection by Care Inspectorate Wales will have consultation with service users to ensure they are receiving services that are compliant with regulations. Citizens using other service areas are explored further to direction from senior management.

In 2016, the Welsh Government made it a requirement for social services performance to be measured under section 145 of the Social Services and Well-being (Wales) Act 2014. The code sets out a performance measurement framework for local authorities in relation to their social services functions, it is intended to:

- enable people to understand the quality of social services and to make informed decisions about their care and support
- reinforce local authorities' strategic planning to enable targeted resources and improvement activity
- support local authorities to compare and benchmark their performance against others and learn and improve
- promote the shift in service provision to support people and families to live independently

Each service area is presented as an overview below. Responses are presented as percentages. However where responses are below 50, figures are provided.

Consultation 1: Information, Advice and Assistance.

The Social Services and Well-being (Wales) Act incorporates the delivery of Information, Advice and Assistance at the heart of the preventative agenda in Welsh social care. Contact OneVale (C1V) is the main point of contact for Adult Services.

Purpose and Scope

- To obtain views of citizens who contacted C1V (Contact OneVale) and identify areas of the Information Advice and Assistance Service (IAA) that are working well and where improvement may be needed.
- To identify areas of good practice and improvement.
- To gauge the direction of development of the service in the future.

Methodology and Respondents

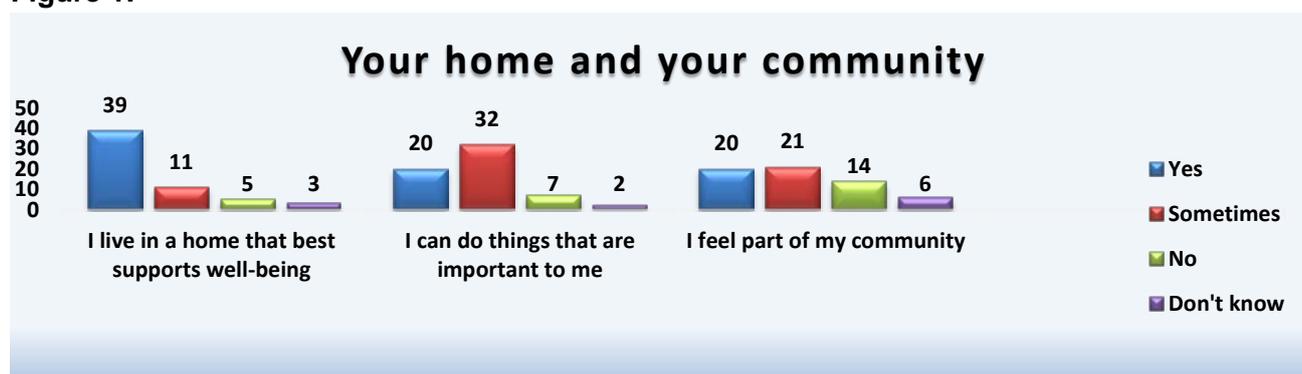
- Questionnaires included questions that we are required to ask by Welsh Government as part of the annual Performance Measures framework. Additional questions were added included to reflect views about the specific service and citizens' own mental and physical wellbeing.
- Overall, 324 questionnaires were sent to all citizens who had contacted the service between the months of September 2018 and March 2019, and 64 were returned (20%). This is under a quarter of those who were sent the questionnaires, therefore may not be a true reflection of the whole population being consulted.

Key Themes

Your Life at the Moment

- As figure 1 highlights, most people felt they live in a home that best supports their wellbeing, and 85% felt they could do the things that are important in their lives. Just over half felt part of their community, however others did not, and many commented that mobility issues prevented this. Some rely on family members and friends to socialise which they feel can be a burden to them.

Figure 1:



Some people felt they needed additional help with domestic tasks. In other cases people had moved into residential care and were satisfied that this was the best option, and felt supported appropriately.

Safety, Support and Advice

Figure 2 indicates that people appreciate support from friends, family and neighbours, however acknowledged that they cannot support them all of the time. Some feel isolated as a result of not being able to participate in activities without support. Where people felt unsafe at times, this was due to restricted mobility or a fear of falling. Others felt unsafe because of issues in their environment, e.g. vandalism.

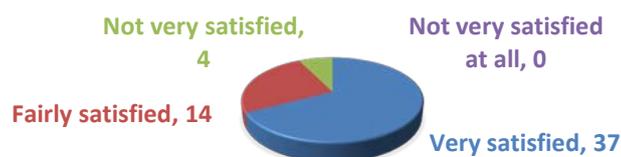
Figure 2:



Information, Advice and Assistance

- Many citizens (44%) knew where to go for the help they required, however 37% did not know where to obtain the advice. Over 60% of respondents felt Information and advice has been provided when they needed it.
- People found the person who provided the advice helpful, knowledgeable and friendly.
- Figure 3 shows how people felt about the service overall; and most (67%) were very satisfied.

Figure 3:



What have we done well?

- Information has been provided to a high standard, however in some cases the response was not as expected. People found the information provided via telephone was good.
- The person responding to the contact listened and understood individual circumstances.
- Relevant advice was followed up with practical actions, in a prompt manner.

What have we learnt?

- Consultation in this area of Information, Advice and Assistance has elicited useful feedback and will be undertaken annually to facilitate benchmarking.
- Citizens generally feel happy with the information, advice and assistance however in some cases the service was slow.
- Positive feedback was given regarding the manner of staff at the call centre.

Recommendations

- Maintain the high quality of information provided by the team, and the manner with which it is provided.
- Ensure citizens' initial enquiries can be addressed through one contact rather than them having to dial other numbers.
- Address the length of time taken to respond to contacts.
- Ensure information is always in plain English and easy to understand.
- Ensure that information, advice and assistance is appropriate for citizens' needs at the time of contact.

Consultation 2: Residential Services

The residential service provides long term and respite support and aims to support residents in a comfortable and safe environment. The service provides opportunities for residents to participate in social and community based activities. This support is provided based on a person centred needs assessment and individual support plan.

Purpose and Scope

- To explore views and experiences of residents and their families and facilitate the development of the service in the future.

Methodology and Respondents

- Survey questions were developed to meet the requirements of the Older Persons Commissioner and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA). Additional questions about wellbeing were included to obtain feedback that is aligned with our Wellbeing Objectives.
- Face to face interviews were carried out with residents, and the remainder were completed with support from a relative.
- 51 residents responded from across the four homes. This is an overall response rate of 70%.

Key Themes

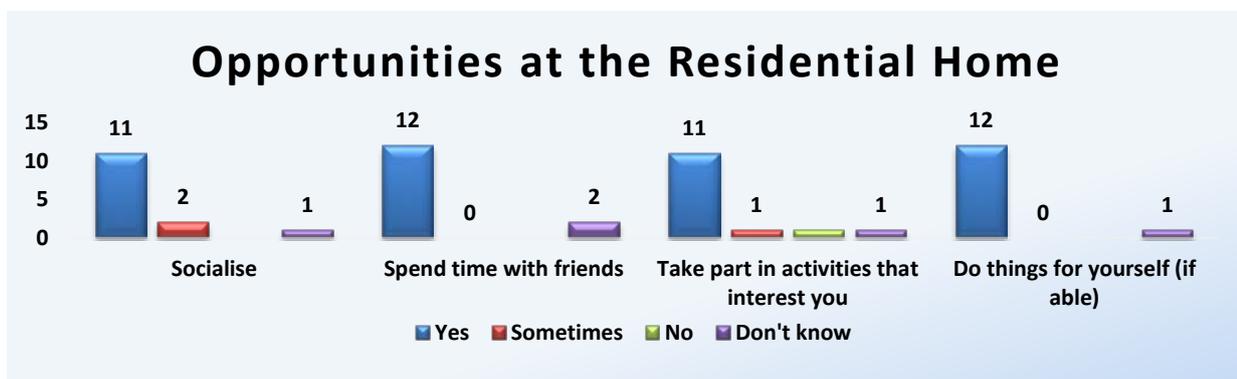
Information and advice

- Residents received the right information and advice when they needed it and 76% feel they have been actively involved in decisions about their care and support.
- 75% know who to contact about their care and support (e.g. staff, social workers and key workers).

Care and Support

- 94% were made to feel welcome when they moved in, and feel safe because staff are very helpful. 94% are happy with the care and support they have received, and all feel they have been treated with dignity and respect. Over 75% feel involved in any decisions about their care and support.
- Over 80% were happy with the choice, and quality of the food. Many commented about how much they enjoyed the food.
- All residents feel they have been treated with dignity and respect

Figure 1:



Choice, Social Interaction and Wellbeing

- As figure 1 shows, many residents are able to socialise spend time with friends they have made at the home, and take part in activities of interest. In over 75% of cases, the care and support residents receive has helped them achieve their desired outcomes (for example, more independence within a safe setting)

Key Themes for relatives

- Most were able to visit the home before their relative moved in, and all confirmed they were happy with the information they received before their family member moved in.
- Most are satisfied with the activities/opportunities for a social life provided by the home
- Relatives feel informed of changes regarding care and support for their relative.
- Staff time is restricted so they cannot spend much time interacting with individual residents but the reasons for this are understood by both residents and relatives.

"All the staff are excellent - kind, caring, happy, thoughtful and full of fun (which is very important!)", *Female, aged 85 years.*

Quality of care is very good, staff are always friendly

Relative, male, aged 51-60



What have we learnt?

- Information provision is good, however more detailed information should also be available and in different formats.
- Residents and their relatives appreciate the time staff take with each resident, but would like this to increase.
- People would like more choice and freedom to do the activities they want
- Activities are enjoyed and most join in however these are not suitable or sufficient for all residents.

Recommendations

- Develop more "easy read" information for residents
- Provide more choice in activities and opportunities for day trips.
- Enhance communication to relatives about activities.
- Provide more focused training for some staff, for example in the use of hearing aids
- Involve all relatives in decision making regarding care and support.
- Provide an appropriate dedicated room for family/friends to visit.
- Provide more exercise and physiotherapy opportunities for residents.
- More activities for residents and room layout considered to encourage engagement.
- Engage residents more effectively through group meetings.

Consultation 3: Adult Placement Service

Adult Placement (also known as Shared Lives) is a model of care to enable vulnerable adults to receive support and / or accommodation within a family environment provided by approved Adult Placement Hosts.

Purpose and Scope

- To explore views and experiences of Hosts, Citizens and Family Members who are supported by the Vale of Glamorgan Adult Placement Service (APS).
- To gauge the direction of development of the service in the future
- To identify areas of good practice and improvement.

Methodology and Respondents

- Questionnaires are sent annually to all hosts, citizens and family members (where appropriate).
- Easy read questionnaires are also sent to citizens who may require this format. Interviews were carried out with some service users.
- Questionnaires were sent to all 38 hosts (as at June 2018). 12 hosts responded (32%).
- 79 citizens were sent a questionnaire, and 30 responded (38%) (five of these were interviewed).

Key Themes

Information and advice

- All citizens (apart from one who was unsure) felt happy with the information they received when they were first involved with the service. Two would have liked more information about other people who would be at the placement. Nearly all who responded had received verbal information. Many had written information but fewer people had seen the information on the website.
- 62% of citizens recalled receiving a copy of the APS service guide, however 28% were not sure. 10 of the 11 hosts who responded received a service guide and all felt satisfied with the information in it. One host did comment that the guide needed to be updated in line with guidance. Hosts felt that information from the three sources provided a clear understanding of what the APS can offer.

Service provision, Care and Support

- All citizens who responded felt that their hosts were the right people for them to live with, and were happy with the introductions.
- The service identified a suitable match and introductions are well organised in most cases.
- Nearly three quarters of citizens are asked for their views during review meetings and 70% received paperwork following such meetings.
- Hosts feel involved and consulted during planning and review meetings, however not all citizens felt that the APS advises of any changes to the service (3 of the 5 respondents said they did). Most hosts felt informed.
- All citizens were either “very” or “quite” satisfied with the service overall. 7 of the 11 hosts were “completely” satisfied with the service overall, and 2 “quite” satisfied.
- 10 of the 11 hosts confirmed that they were asked for their views during the re-approval process. 7 of the 11 have been provided with a copy of the complaints procedures, and the two people who had made a complaint were satisfied with the way it was addressed.

Training for Hosts

As figure 1 highlights, training times could be improved. 5 of the 11 hosts were “satisfied” and 3 were “fairly” satisfied. Most responses came into the “satisfied” rather than “very satisfied” category, but there was very little dissatisfaction with training provision.

Figure 1:



What are we doing well?

“Excellent - Always there if you need them”.
Female host, aged 61-70

“I get on quite well and enjoy the placement. It is like a big happy family.”
Male citizen. aged 31-40

What have we learnt?

- The process of introductions is satisfactory but this has sometimes felt rushed.
- Citizens are very satisfied with where they live and feel independent.
- For 2018/9, an easy read version of the questionnaire was developed for some citizens. This worked well and improved response rates and will be continued for 2019/20.
- A host and citizen meeting was arranged for informal discussion which worked well, however was poorly attended.

Recommendations

- More engagement with some hosts so that they feel their views are sought and recorded.
- Ensure the service user guide is updated in line with new guidance.
- Training times could be arranged for more suitable times in some cases
- Complaints procedure must be provided to all involved with the service.
- Although there has been a good response at time of need for an emergency/unplanned placement, the service must always respond efficiently and appropriately if and when placement difficulties arise.

Consultation 4: Vale Community Resource Service (VCRS)

VCRS offers one point of access to services that can help people avoid hospital admission or get them back into the community after a hospital stay. The service provides short term intervention to regain and/or maintain independence in daily living following an episode of ill health, injury or to support the management of chronic conditions.

Purpose and Scope

- To consult with Citizens who have received short term care and support from the Community Resource Service based at Barry Hospital.
- To ensure that people are receiving a high standard of support to develop or maintain their independence after being discharged from hospital.
- To identify areas of good practice and service improvement.

Methodology and Respondents

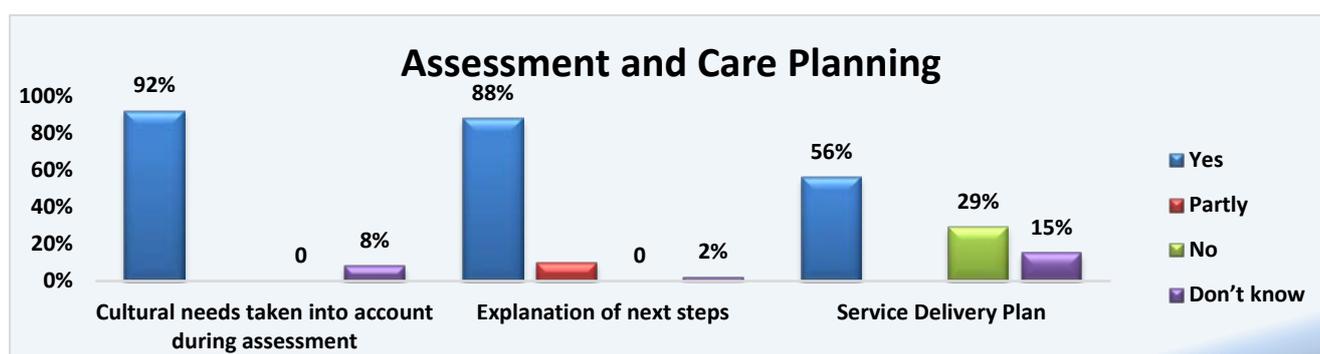
- All were sent paper questionnaires and prepaid return envelopes. Interviews were carried out where appropriate via telephone or face to face.
- Questionnaires were sent to all 176 citizens as part of the performance measures, and a further 110 between April 2018 and September 2018. Overall, 90 people responded (32%).

Key Themes

Information and advice

- Nearly all respondents feel happy in their current home and can do the things most important to them. 60% feel a part of their community, which is important in regaining or maintaining independence after a stay in hospital.
- 91% felt happy with the support from family friends and neighbours, 81% felt safe, but 15% said “sometimes”, often due to mobility issues, and concern that they may fall.
- Over three quarters felt they had received the right information and advice when they needed it.

Figure 1



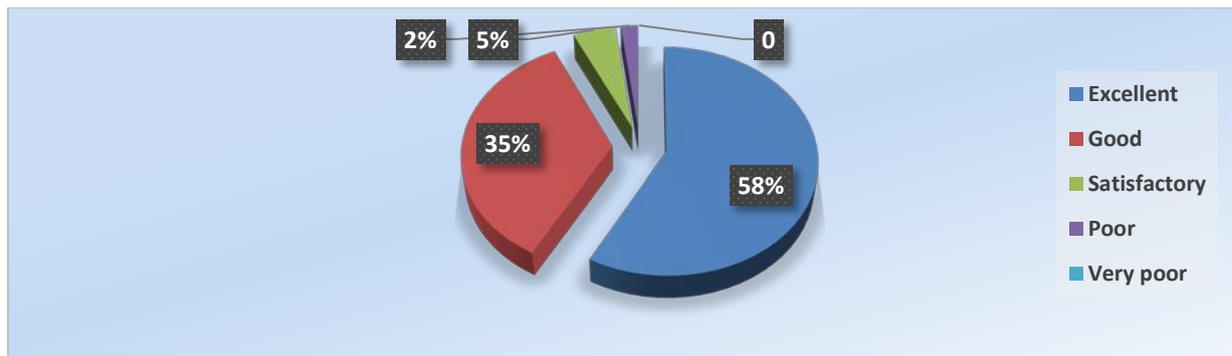
- As figure 1 shows, only just over half could recall receiving a copy of their Service Delivery Plan, however most felt cultural needs were taken into account during assessment, and received an explanation of the next steps after assessment.
- Tasks outlined in the Service Delivery Plan were carried out by the staff in nearly all (92%) of cases.

- 93% found the service reliable, and all citizens who have needed to contact the main office with a query were happy with the way with which this had been addressed.

Care and Support

- Over three quarters of respondents felt the support received had helped them to maintain or improve their independence, and nearly all felt they were supported or encouraged to do as much as they can, when they felt ready.
- 63% felt that the service has made a difference to their life and met their rehabilitation needs.

Figure 2: Quality of service received;



- 93% found the service reliable, and all citizens who have needed to contact the main office with a query were happy with the way with which this had been addressed.

What are we doing well?

- Without the support of the service, many people could not have coped with daily tasks that they now find easier after receiving support.
- Many respondents provided very positive words for the work of the team. Staff are caring and citizens feel reassured that they are working towards independence.
- Much feedback focused on the benefits of the emotional support from the carers, and the confidence people developed to regain their independence.
- The service also reduces social isolation for many people.

“Everything: all the ladies were friendly and helpful can't praise them enough - All staff were 'people persons'. Male, aged 65-84

Extremely happy with service and attention that I receive” Female, aged 65-84

What have we learnt?

- Citizens are happy with the service but the areas of support should be made clearer at the start of the service so that all citizens are aware of the extent of the support they will be receiving Where people feel the service had not made a difference to their lives, this was often because they felt that the carers only helped with minimal areas of their rehabilitation.

Recommendations

- Ensure that the packages are put together in a timely manner, to prevent delays in commencing the service. More discussion should take place with family/carers at the start of the service regarding useful information such as location of important items, or how things work in the house.

Consultation 5: Performance Measures (Adults)

In 2016, the Welsh Government made it a requirement for Social Services performance to be measured under section 145 of the Social Services and Well-being (Wales) Act 2014. Qualitative measures were carried out to obtain citizen's feedback about their care and support.

Purpose and scope:

- To provide the Welsh Government with performance indicator information that is comparable across the 22 authorities.
- To identify local areas of good practice and improvement.

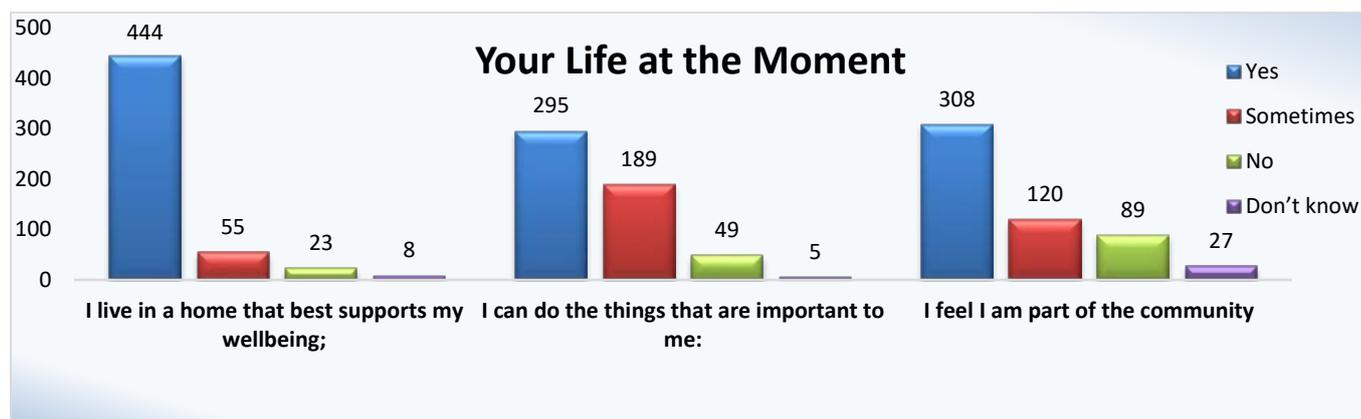
Methodology and Respondents

- The questionnaires were developed by the Welsh Government and focused on experiences of care and support from Social Services. Additional questions about wellbeing were included to obtain feedback that is aligned with our Wellbeing Objectives.
- All were sent paper questionnaires and prepaid return envelopes. Interviews were carried out where appropriate via telephone or face to face. The response rate was 32%.

Key Themes

- As figure 1 highlights, 94% felt their home supported their wellbeing, as many had received adaptations. In some cases mobility issues made it difficult for them to carry out tasks. The care and support they received in their homes often made their lives easier.
- Nearly all respondents could do the things that are important to them. Again, mobility issues sometimes prevented this and others were awaiting care and support to be put in place.

Figure 1

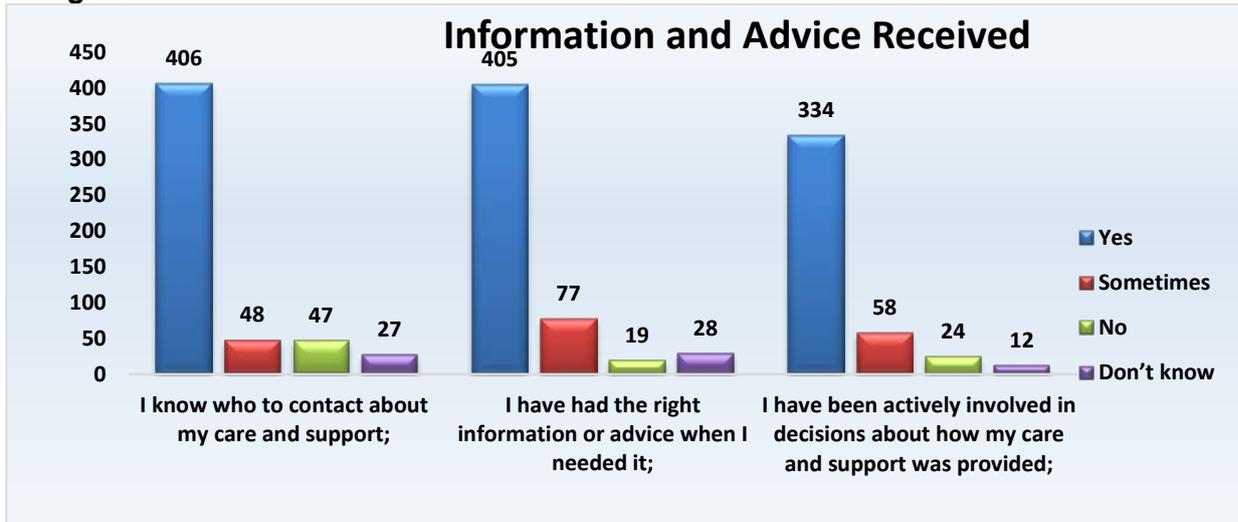


- Over three quarters feel part of their community, taking part in activities, and are involved with local interest groups. Others feel isolated and find it difficult to maintain contact with others sometimes due to physical issues.

Information and advice

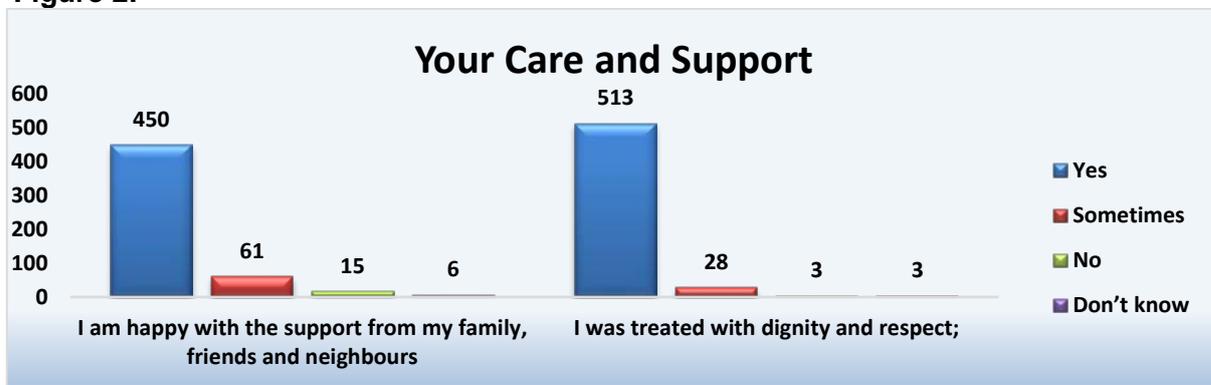
- As figure 2 shows, 77% have had the right information or advice when they required it however some have had to push for the information.

Figure 2:



- Citizens feel involved in decisions about their care and support and gave examples of being involved in meetings and being asked for their views about decisions. Citizens have a good relationship with social workers in many cases, and feel they discuss their care with them. Others however have felt that the decisions have been made without their involvement, and care has been arranged without adequate communication. Some feel they are listened to but that the decisions have already been made.
- Of those who were aged between 18 and 24, 71% had advice, help and support that will prepare them for adulthood;

Figure 2:



- As figure 3 shows, many (85%) are happy with the support from family friends and neighbours. Where family lived close by, some were able to provide support.
- Many respondents were satisfied with their overall care and support (87%). Almost all felt they have been treated with dignity and respect, and comments were very positive about the attitudes of social services staff and care workers.
- Most citizens feel safe (80%) however where people did not, this was mainly due to a fear of falling or not being able to move around safely where people have mobility issues

Wellbeing

- Over three quarters felt that the care and support they have received has improved their wellbeing. Some felt more support was required which would improve wellbeing further, however many are grateful for what they receive.

- Respondents were asked how they would rate their wellbeing as a whole (where 1 is “not very good” and 5 is “excellent”). Figure 3 shows that over half rated their wellbeing as 4 or 5 which is positive, however just under a quarter rated theirs as 1 or 2.

Figure 3:



Citizens who rated their wellbeing at 1 or 2 felt restricted due to disability and difficulties managing daily tasks.

What are we doing well?

- Citizens feel that the staff have treated them very well, and have ensured that their needs are catered for as much as possible. In many cases, people have been able to remain in their own homes. Citizens and their families have acknowledged the high quality of support they have received, despite resources being stretched and time being limited.

What have we learnt?

- Many citizens provided positive comments about the care and support they have received. They are very grateful for the support received and feel that they could not cope without it.
- Some questions were confusing for respondents, and need to be made clearer.

Recommendations

- Communication needs to be improved between agencies and with citizens, especially in relation to decisions made about care and support.
- The time taken to put packages in place need to be considered so citizens are not waiting unnecessarily.
- Professionals’ roles and responsibilities needs to be explained more fully so that citizens are more aware of the process of allocating a social worker and arranging care.
- Improvement in consistency of care worker so that citizens feel they are being cared for by familiar carers.
- Ensure citizens are kept informed about who is providing their care in case of illness/leave.
- Address any training needs for care staff to ensure that care is of a high quality.
- Ensure that reviews are carried out in a timely manner, and where there are delays, to convey the reasons to citizens and their families.

Consultation 6: Performance Measures (Carers)

Purpose and Scope

- Welsh Government Qualitative measures are carried out from 1st November to 31st March each year with carers who have received an assessment.

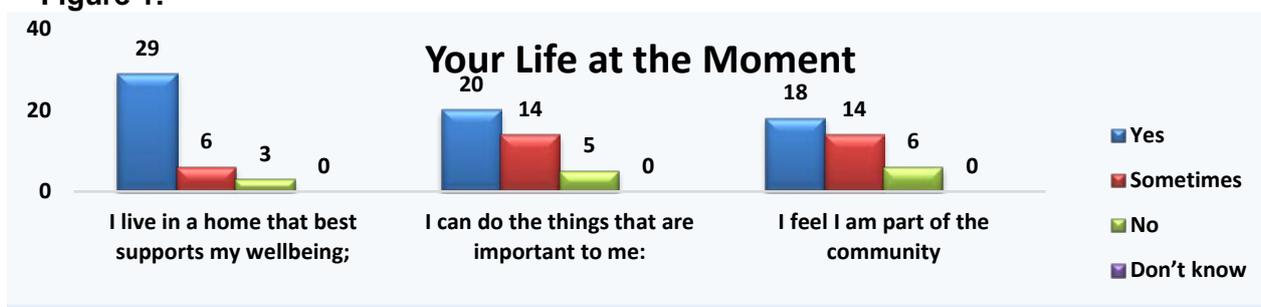
Methodology and Respondents

- The questionnaires were developed by the Welsh Government and focused on experiences of assessment, and support from Social Services for carers. Additional questions about wellbeing were included to obtain feedback that is aligned with our Wellbeing Objectives.
- Overall, 142 questionnaires were sent and 40 carers responded. This gives a response rate of 28%.

Key Themes

- As figure 1 highlights, over three quarters of respondents are happy with the home they live in, however some are awaiting adaptations.
- Most can do the things that are important to them, however 36% said “sometimes”, and explained that they have no time for themselves. They have sometimes had to cancel arrangements because of their caring responsibilities. Despite this, 84% indicated that they felt part of their community, despite much of their time being devoted to caring.

Figure 1:



- Although many carers know who to contact about care and support, just under a quarter did not. Most would contact the Carers Support Officer, or the professional who provides the care for their relative.

Figure 2:



- Just over half feel they have had the right information, however the timing of the information has been an issue in some cases.
- Many carers (over 70%) feel actively involved in their care and support, and that of the person they care for.

Care and Support

- Most carers find their family, friends (where they live nearby) and neighbours helpful. Nearly all carers feel they have been treated with dignity and respect by staff who are understanding of their needs.
- Over half feel supported however a quarter said “sometimes”. Some felt isolated and felt that their situation is deteriorating.



Figure 3:

- As figure 3 shows, a third of carers said they can find time to look after their wellbeing, however just under half said “sometimes”. Carers are often working and have limited time for themselves. Only a third feel they have control over their daily lives.
- Over a third (37%) feel support for carers has improved their wellbeing. Some carers feel they have more freedom and that they appreciate being listened to by a professional. Most rated their wellbeing as 3 on a scale of 1-5 (with 1 being poor).

What do you think we did well?

“Having someone to listen is very important.” Female carer, aged 25-64



“Extremely supportive”.
Young carer, aged 18-24

What have we learnt?

- Direct payments has been very helpful in some cases.
- Carers have also appreciated quick responses from the service.
- Information is also appreciated where is it relevant.
- Carers particularly acknowledged staff who are helpful and understanding

Recommendations

- Communication between agencies and carers should be improved
- Carers should receive all the information that they require without needing to go to different sources.
- Services should be easier to access, without having to speak to more than one person.
- Carers’ wellbeing is suffering as a result of their caring responsibilities and this should be considered more when carrying out assessments and signposting to other services.
- Provide information about relevant services such as treatments/therapies, training courses, counselling services, funding/respite available to carers.
- Timing of information is very important and must be provided as soon as possible.

Consultation 7: Performance Measures (Young People)

Purpose and Scope

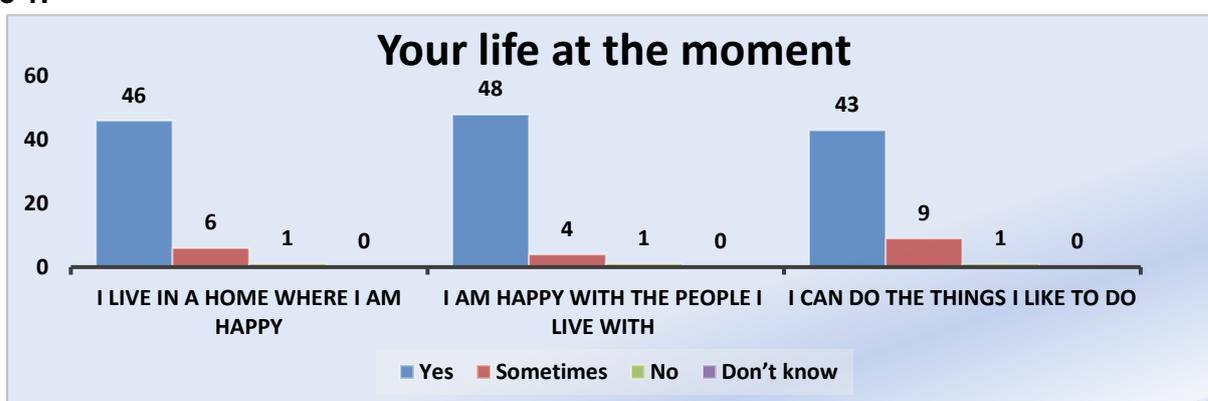
- Welsh Government Qualitative measures are carried out from 1st November to 31st March each year to include young people who are receiving care and support.

Methodology and Respondents

- The questionnaires were developed by the Welsh Government and focused on experiences of assessment, care and support from Social Services for young people. Additional questions about wellbeing were included to obtain feedback that is aligned with our Wellbeing Objectives.
- Overall, 373 questionnaires were sent and 56 young people responded. This gives a response rate of 15%.

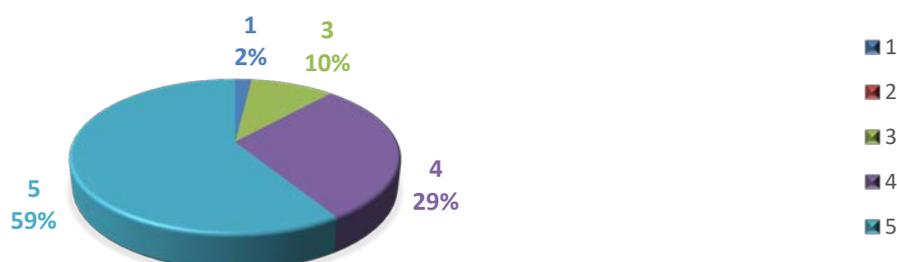
Key Themes

Figure 1:



- Figure 1 shows that over 85% of young people are happy with where they live, and with the people they live with. Most regularly do the things they enjoy, including leisure activities, playing and relaxing.
- 83% of the young people feel happy with their family, friends and neighbours and most (81%) feel they belong where they live.
- Young people know who to speak to in relation to care and support (84%), which includes social workers, foster carers and teachers. Many have had the right information when they needed it although some feel they have been misinformed by social services.
- Young people feel listened to however this is not always the case. 93% of the young people say they have been treated with respect, and 81% are happy with the care and support they have received. Most (who are 16 or over) feel they have received advice, help and support to prepare them for being an adult, however only a small number had been told about Children's Rights. 84% feel that people want what is best for them although some felt that in the past this was not always the case.

Figure 2: "Wellbeing"



- Over half (59%) rated their wellbeing as “5”, and nearly a third as “4” which is positive.

What did we do well?

*You helped me
with my
problems.*

Girl, 15-17 years

home
credit carer
considered daily
care
helped
contact counting
everything
Helping feel done
support since

*People contact
me when I try
to get hold of
them. They've
considered my
feelings and I
feel
understood.*

Girl,

aged 7-14

What was learnt?

- Many young people felt they had received good support, and improved their lives. They appreciate the support from foster carers and social workers.
- Support is very important to young people.
- Young people prefer to speak face to face, so consultation activity will take place via groups and structured interviews where possible.

Recommendations

- Young people should be advised about Children’s Rights and given some written information about it.
- Social workers to keep regular contact with young people and offer explanations where they cannot.
- Ensure that young people always feel their views are considered when providing care and support.

Consultation 8: Placements and Permanency (Young People in Placement)

The team provides support to foster carers, with a commitment to promoting the recruitment and retention of local carers. The team provides a therapeutic service working with children and their carers to promote placement stability and prevent disruption.

Purpose and Scope

- To consult with the young people who are placed with the Vale of Glamorgan Foster carers.
- To gauge the direction of development of the service in the future
- To identify areas of good practice and improvement.

Methodology and Respondents

- Additional questions about wellbeing were included.
- 72 foster placement reviews were collated. This included young people between 7 and 11, and 12-17 in both mainstream and kinship placements.

Key Themes

Information Provision

- In 75% of cases, the young person was spoken to about where they were going to live. Only one of the young people in kinship placements said that someone explained to them what would happen when they moved in.
- Just over half (58%) said that they had received information about the people they are going to live with (pictures or written information). Some did not receive enough information.
- Most information was provided face to face (75%) which was found useful for both older and younger children, and all would have liked to have a foster carer profile (photographs etc.)

Living in your home

- 93% were happy with the introduction to their foster carer and all felt welcome when they moved in.
- 19 (86%) felt they had enough support when they moved into the foster placement, however three did not feel this was from Social Services
- Young people in both kinship and mainstream placements feel they get on with nearly all people they have contact with while living with their foster carer;
- Young people can see friends and visit them when they are able, and are able to speak to their foster carer in privacy if they are worried about something
- Nearly all in both age groups felt they have access to healthy food choices and feel they are supported to make healthy choices.
- Disagreements within the foster placement are usually resolved through discussion and the young people feel they are treated fairly.
- 18 young people (68%) could speak to their social worker as often as they needed to.

What have we done well?

I have my privacy, someone to talk to, and I feel like she gets me. Girl, aged

about where you are living?

It's a family. Boy, aged 17



- **What have we learnt?**
- Feeling included, safe and protected are some of the most important aspects of feeling happy in a foster placement.
- Young people appreciate being a part of family environment and time to themselves.
- Face to face information and meetings are the preferred method of information provision

Recommendations

- Young people must have more information and face to face discussions about where they are going to live.
- Foster carers profile should be provided to all young people.
- Information for young people needs to be more readily available, and provided verbally.
- Children and Young People's social workers need to be more accessible to young people.
- Young people do not always feel listened to so more time needs to be devoted to ensuring they feel involved and listened to by social workers, foster carers and the fostering team.
- Very few children are receiving the Children's Guide, so this needs to be provided.

Consultation 9: Placements and Permanency (Vale of Glamorgan Foster Carers).

The team provides support to foster carers, with a commitment to promoting the recruitment and retention of local carers. The team provides a therapeutic service working with children and their carers to promote placement stability and prevent disruption.

Purpose and Scope

- To consult with foster carers who are supported by the Vale of Glamorgan Fostering Service and the young people who are placed with them.
- To gauge the direction of development of the service in the future
- To identify areas of good practice and improvement.

Methodology and Respondents

- Survey questions were developed in to meet requirements of minimum standards and the SSWBA (2014). Additional questions about wellbeing were included to obtain feedback that is aligned with our Wellbeing Objectives.
- Questionnaires are sent annually to foster carers (kinship and mainstream).
- Questionnaires were sent to all 75 mainstream foster carers, and to all 56 kinship foster carers. 41 mainstream carers responded (55%), and five kinship carers responded (9%).
- Members of the Foster Carer Forum were given an opportunity to ask and respond to questions related to the support from the service.

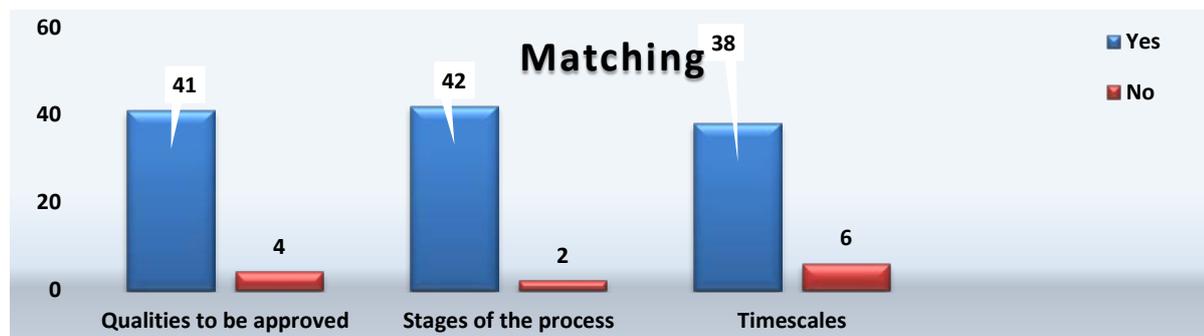
Key Themes

Information and Assessment (Mainstream and Kinship Carers)

- 96% confirmed they were interviewed as part of the assessment process and all but one confirmed they were asked to provide referees and an enhanced disclosure certificate.
- Most were given the required information on approval (policies, procedures, complaints information etc.), however some were unsure.
- 96% were satisfied overall with the assessment process.
- The Independent Review Mechanism for Fostering and Adoption (IRM) provides independent panels that review decisions made by adoption and fostering providers. 39% had been made aware of the Independent Review Mechanism. The Independent Review Mechanism for Fostering and Adoption (IRM) provides independent panels that review decisions made by adoption and fostering providers. A quarter had not and 37% were unsure.

Matching (mainstream carers only)

Figure 1:



- As figure 1 shows, most foster carers felt that all key individuals were involved in the matching process, and most foster carers felt that the elements such as cultural elements, religious beliefs and ethnicity were appropriately considered.
- Just under half confirmed that their Foster Placement Agreement included details about matching and identify any areas requiring additional support;

Training, Supervision and Support (Mainstream and Kinship Carers)

- Training and development needs are almost always discussed during supervision/appraisal/ reviews.
- There was quite high satisfaction with aspects of the courses provided for foster carers; and comments about the content of the courses were generally very positive.
- Many foster carers (83%) confirmed they receive supervision at least every 6 weeks, and supervision is almost always with the same social worker. 61% felt that supervision addresses areas of concern for the service. 75% confirmed they have an annual review with someone from the team, and all but one feel the role of the social worker is clear to them.

What have we done well?

- Most feel they have access to areas of support and where there have been any concerns or queries, most foster carers have been able to speak to someone.
- There was some very positive feedback about how thorough the assessment process was.
- Foster carers have acknowledged the high level of support provided by the team when they needed it, particularly out of hours support.

Please tell us what you feel are the most helpful aspects...



What have we learnt?

- Information and support is appreciated however some carers are not confident to ask for support or making friends.
- There were some concerns about consistency with children's social workers, and comments about social workers not responding to messages left on the telephone.
- Paperwork is comprehensive and explains the fostering process appropriately.
- The matching process was not satisfactory for some foster carers.

Recommendations

- Although information about the assessment process was positively rated, it must be provided to all prospective foster carers and reviewed to ensure it has been understood.
- Social workers should ensure that information about the Independent Review Mechanism has been provided to foster carers in each case, and ensure they understand the process.
- Reasons for dissatisfaction with the matching process should be explored and addressed.
- Implement a buddy system for carers to contact if they need advice and support.
- Training should be arranged at a more convenient time for foster carers where possible.
- Fostering social workers must ensure that supervision always considers areas of concern for the service as well as for the foster carer.

Consultation 10: Flying Start

Flying Start is a Welsh Assembly programme supporting families to give children a better start in life. It aims to improve a child’s development, health and well-being in preparation for school.

Purpose and Scope

- To consult with families who have had support from the Flying Start Service and identify areas of good practice and improvement.
- To gauge the direction of development of the service in the future

Methodology and Respondents

- The questionnaires focused on experiences of families whose children were in their second term of childcare.
- These questionnaires were sent on a termly basis to ensure parents were contacted and engaged throughout the year.

Respondents:

- Overall, 32 parents responded. Every term at least 50 questionnaires were sent to parents, which is a total of at least 150 sent. This gives a response rate of 21%.

Key Themes

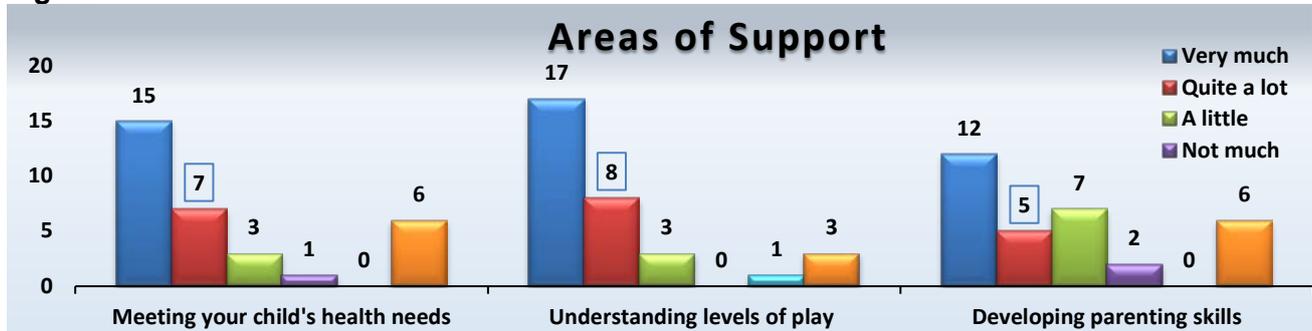
Information Provision

- All apart from two respondents feel they received information about Flying Start at the right time. Most information received was the right amount. Respondents felt they were always kept up to date with information regarding their child. Many commented that information was provided at the appropriate times for their circumstances.
- Nearly all respondents felt that the information was useful to mothers, 23 felt it was suitable for fathers, 3 for carers and 16 felt it was useful for other family members.

Support

- All 32 respondents felt they had the support they needed from Flying Start. Many respondents gave very positive comments. Staff spend enough time with them when they see them and many commented that the staff always have time to respond to queries.
- All felt the staff listened to their concerns and views, and have been able to contact them when they need to.
- Most people “always” feel encouraged to join in with activities and nearly three quarters of the parents found the support helpful.

Figure 1:



- As figure 1 shows, Flying Start has supported parents with meeting their child’s health needs and to understand levels of play. Just over half felt support with parenting skills.

What have we done well?

- In many cases the Flying Start service met parents' expectations.
- Provision of crèche facilities enabled parents to participate in Flying Start activities such as to attend a course or cookery.
- Support is tailored to the child and the family, for example support with speech and play, parenting support and general advice. The emotional support is very much appreciated and enables parents to feel more confident, less isolated and connected with others in the same position.

What are the most helpful aspects of the support you have...

The childcare provided has exceeded my expectations. The setting is lovely & the staff are very good.



Continued support of same H.V. throughout my son's development and having that familiar face to see.

What have we learnt?

- Parents appreciate emotional support to increase their confidence and decrease social isolation.
- Parents' expectations are being met, particularly with having consistent staff.
- Communication is very important, and needs to be consistent.
- Parents need to know what is available for them and appreciate the tailored support from Flying Start.

Recommendations

- Ensure that comprehensive feedback about the progress at nursery is given when possible, and within reasonable timescales.
- Further explore experiences in relation to the support to develop parenting skills and
- More one to one work with certain children (e.g. who have low levels of confidence).

Consultation 11: Child Health and Disability Team (Parents and Young People)

Provide services to children and young people who have a severe or significant learning disability, physical disability, sensory impairment or profound communication impairment. The team has strong multi-agency links, particularly with Health, and are currently engaged in regional working to the benefit of disabled children with complex needs and their families

Purpose and Scope

- To identify areas of good practice and improvement.
- To obtain views of parents and young people in relation to the care and support from the Child Health and Disability Team in relation to transition.
- To gauge the direction of development of the service in the future.

Methodology and Respondents

- Interviews were carried out with young people who attended Ysgol Y Deri in Penarth. Ysgol y Deri (YYD) is a school that caters for a wide and diverse range of differently able pupils, and many of the young people who are involved with the CHAD team attend.
- Overall, 95 questionnaires were sent to young people (including 12 interviews carried out at Ysgol Y Deri) and 23 were returned. 101 parents were sent questionnaires, and 24 responded. This is under a quarter of those who were sent the questionnaires, therefore may not be a true reflection of the whole population being consulted.

Responses for Young People

Key Themes

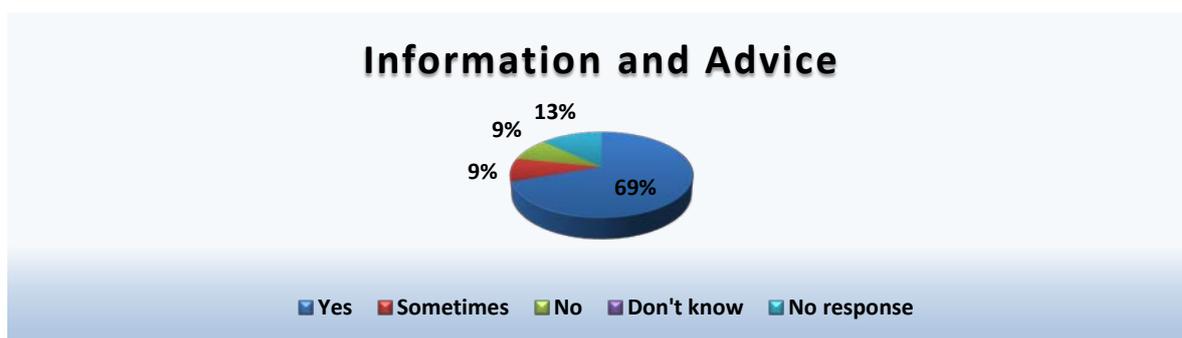
Your life at the moment

- Over three quarters of the 23 young people felt they lived in a home where they are happy.
- Those who commented (five) were very positive about where they lived, describing the activities they can do at home, and that they feel comfortable there.
- 19 young people said they were happy with the people they live with
- 17 young people said they could do the things they wanted to do. Some young people enjoyed helping around the home, spending time with their friends, and relaxing.
- All but four of the 21 young people who responded said they felt they belonged in the area where they live. Nearly all felt happy with the people around them. This related to people they see at school and at home.

Information and Advice

- Nearly all feel safe knew who to contact about their care and support.
- Young people seem to have a good knowledge of their support network, and many would speak to parents in the first instance. Five mentioned that they would speak to a family member. Three would speak to their social worker and four would speak to their teacher.
- As figure 1 highlights, 16 of the young people who responded felt that they have had the right information or advice when they needed it. This was not always the case, and some people had had to find out for themselves. Two people who felt they had received the right information said their social worker supported them with information provision.

Figure 1:



- Most (16) young people said that their views about their care and support have been listened to. Others find the communication between their family and school the young person attends is excellent. Nearly all of the 21 young people said they had been treated with respect.

Parent Responses

Key Themes

Information and Involvement

- All but one of the parents feel they have been actively involved in all decisions about how their child's care and support was provided; 20 of the 24 respondents felt that their social worker listens to them in a way that shows they want to really understand their family. Most feel the social worker does what they say they will do. This might be contacting them when they say they will, or try to arrange the support they discuss with parents.
- 16 of the 22 parents who responded feel their social worker notices what's working well in their family
- In most cases the social worker and parents agree on any concerns in relation to the care, safety and wellbeing of their child/ren. Many parents feel that they have been actively involved in developing the care and support plan for their child and most feel that the social worker has spent time with their children and has listened to what they have to say. Nearly all the parents who responded felt that their social worker cares and that they solve problems.

Transition Support

- Where parents have a young person aged 16/17 (seven), all but one felt that they have had the support to plan and prepare them for adulthood (the transition process) and felt they have had the support for transition.
- Where parents had a young person who is aged 16/17, four had been made aware of the involvement of Adult Services in planning and supporting their child's adult life. Three parents said "sometimes", one said "no" and the remaining person did not know.

Wellbeing

14 (over 50%) of the parents who responded feel the care and support from the team has helped to improve their wellbeing and that of their child.

What have we done well?

- People feel that if they need to, they can contact the social worker and they will listen to them. Respite has been invaluable to other parents to both socialise children and help parents give more time to their other children.
- Parents feel actively involved with every meeting, and that their social worker really listens to them and provides support..
- Social workers have been supportive by listening but also offering help in other ways, e.g. completing forms and giving advice.

What did we do well?

My social worker is very nice and helpful. *Girl, aged 7-14 years*

helpful helped really always
needs family listened
social carers worker
support supportive

Making new friends, ignoring the bullies and helping people, walking the dogs. *Girl, aged 7-14*

What have we learnt?

- Children and young people establish a rapport with their social worker and like to see a familiar face.
- Parents build up a level of trust with the social worker, and acknowledge that the social worker understands their individual needs as well as those of their child.
- Some consultation was undertaken about the transition process for the first time in 2018/9, however this needs to be repeated.
- Respite is invaluable and very much appreciated by families.
- Parents appreciate communication and this should be carried out in all formats.

Recommendations

- Ensure information provision is consistent and meets the individual needs of the child and family
- Make sure children and young people fully understand what is being done to help them.
- Ensure communication about any changes or developments in care and support arrangements is timely and clear to families
- Ensure any contact is made via other media (phone, post, text etc.) if there are any issues with the original method of communication.
- The response is based on a small proportion of parents and young people so may not be fully reflective of the views of all service user groups involved with the Child Health and Disability Team. Therefore more interviews (face to face or telephone) to be carried out with parents to improve the engagement process.
- Include parents in the consultation who are no longer involved with the team, but have recently closed.
- Ensure questions about transition are included in the 2019/20 consultation.

Conclusions

The consultation for 2018/9 has facilitated our understanding of how our service provision has impacted on citizens and their families and have learned how we can make improvements that are both realistic and feasible.

There has been some very positive feedback which reflects the hard work and time that our staff give to our citizens. Despite this, improvements need to be made in some areas of service provision:

- Information provision requires improvements, both in content and timing of provision. Measures will be taken to ensure that the content is relevant and there is sufficient information to fulfil citizen's requirements.
- Length of time for some assessments has been an issue.
- Care and Support is very well provided, and citizens are reporting that this meets their expectations. Staff need to stay consistent but also communicate where different staff will be supporting. Similarly with social workers, consistency is felt to be very important,
- People feel involved, but this could be improved in some areas. Carers appreciate the advice and support they have received, however they have also identified areas for improving this.

Methodology:

- Some citizens may misunderstand the purpose of the engagement/consultation work due to low expectations of how their participation will help shape service improvement.
- Due to low response rates, it is a challenge to ensure that the consultation/engagement work is proportionate and representative of our spectrum of services and citizens so methods needs to be more inclusive.

Next steps

During 2018/9 we aimed to engage more with young people about their experiences with Social Services as we recognise that it is very important to ascertain their views with regard to their experience of the service and the extent to which they felt supported to achieve positive outcomes. Although we partially achieved this, we will aim to improve the opportunities for young people to become more involved in shaping our services.

Our actions will focus on the following:

- 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 using our annual consultation plan (appendix A) based on identified need.
- Improving consultation methods to ensure that we provide more opportunities to participate online, and encourage higher responses. This includes electronic surveys, face to face consultation and focus groups.
- Improving access and opportunities for hard to reach groups to engage in consultation activities. We will engage the newly established care leaver's forum who will be involved in consultation and engagement activities.
- Improve how we better co-ordinate and 'join up' consultation activities in a more focused way to minimise the effects of 'consultation fatigue'.
- Improve our use of the findings from the qualitative measures work to inform an action plan across Adult Services and Children and Young people Services.

Appendix A

Social Services Consultation Priorities Plan 2019/20

Month	Activity
April	Final report for 2018 consultation Performance Measures report (Director's Report) Flying Start Summer Term
May	LAC Consultation Reablement Service
June	Residential (Relatives, residents, staff and commissioners). Placements and Permanency Flying Start Consultation - general overview of quality of services
July	Young Persons Consultation Adult Placement Service Youth Offending Service (Out of Court Disposal (annually) and Victim Satisfaction Surveys 6 monthly)
August	Adoption Elderly Day Services

September	Residential (Relatives, residents, staff and commissioners).
October	Reablement Service Commissioning (area to be confirmed)
November	Placements and Permanency
December	Welsh Government Performance Measures (to include adapted questionnaires for performance) Protection and Policy (to be confirmed) Initial Conferences and Deregistration (Parents/Guardians)
January	Welsh Government Performance Measures Adult Safeguarding (ongoing) Reablement Service
February	Welsh Government Performance Measures Child Health & Disability (experience of respite & TRIG)
March	Final report preparation