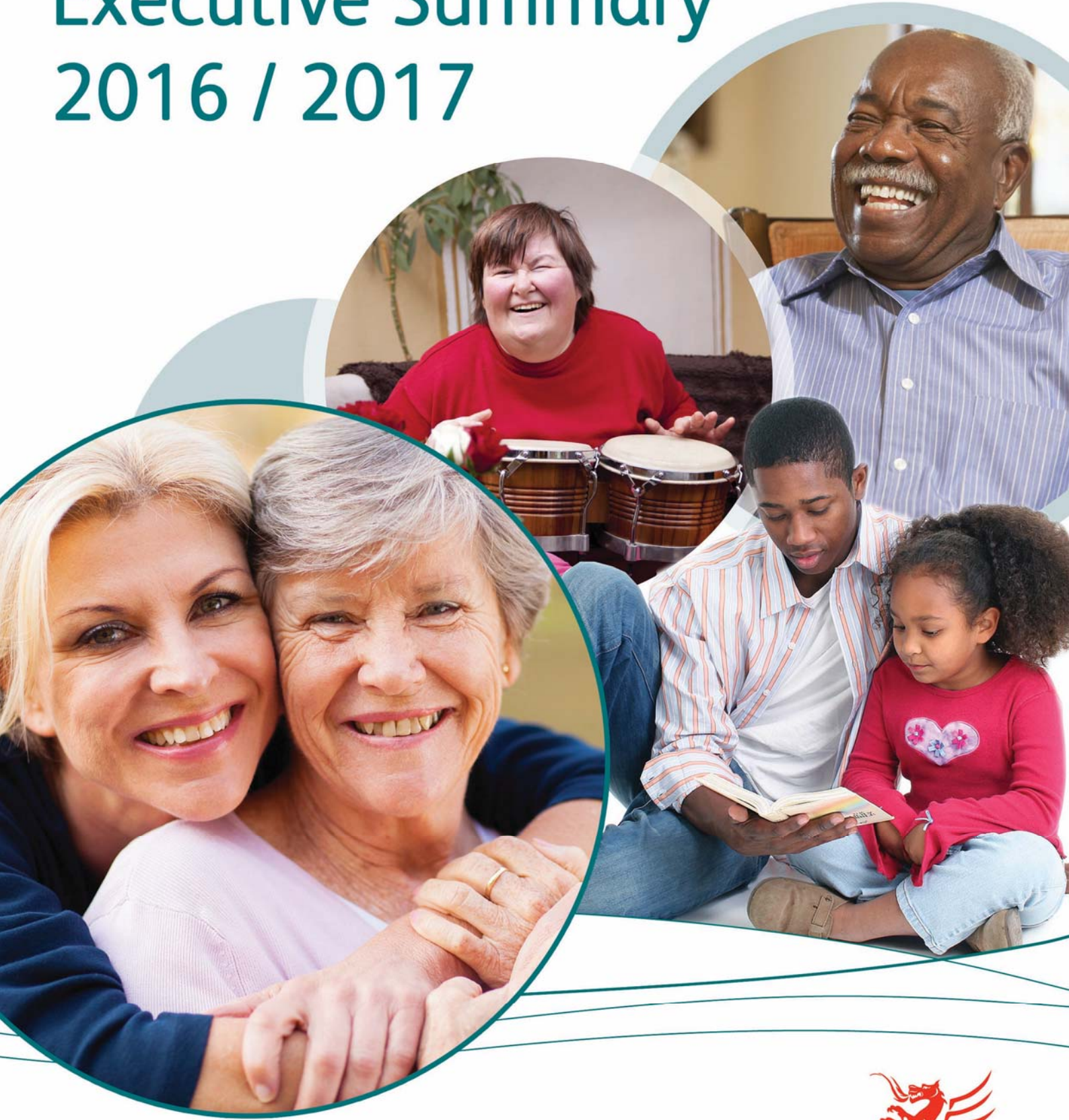


Director of Social Services Executive Summary 2016 / 2017



MESSAGE FROM THE DIRECTOR

As the Council's Statutory Director of Social Services it is part of my job to report to you annually on how well I think the Council's Social Services are performing overall.

This report relates to the 2016/17 year sets out our progress in developing services that enable people in Cardiff to access information, advice and assistance, and to secure care and support where eligible, following an assessment. Although this is the 8th Annual Report of the Director of Social Services, it is the first since the implementation of the Social Services and Well-Being (Wales) Act 2014 (SSWB Act).

Cardiff has a population of **357,200** (as at 2015) with **73,500** children and young people aged 0-17 and **283,700** adults aged 18 and over. Of these, **2,473** are in receipt of services from Children's Services and **7,719** are in receipt of services from Adult Services at any one time; many thousands cross our threshold during a given year. Thousands are helped to achieve better outcomes through the provision of short term support or who, as a result of a period of care, go on to live independent lives.

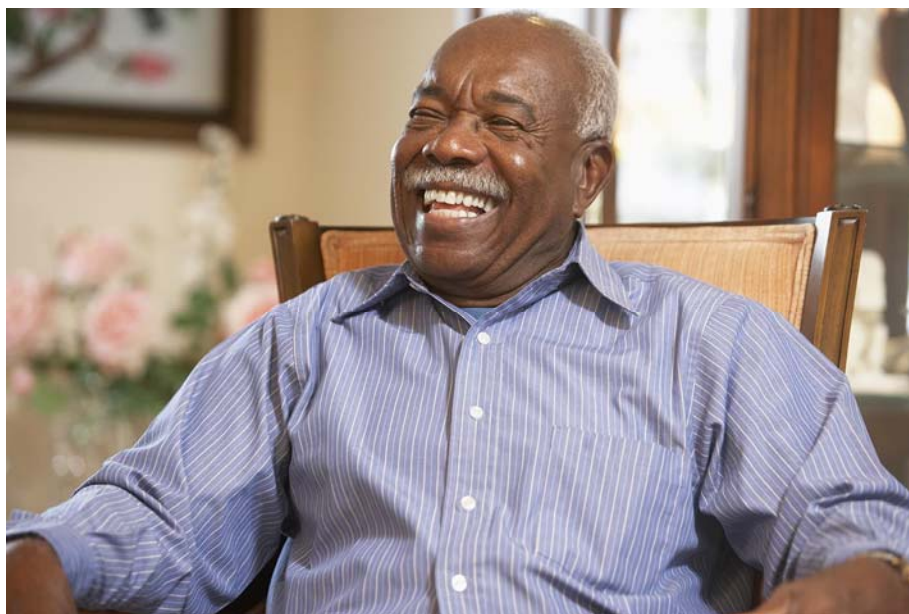
This document is available in Welsh.



SUMMARY OF PERFORMANCE - SERVICES FOR ADULTS

Adult Services received **8,102** enquiries and **837** Protection of Vulnerable Adult referrals during 2016/17. **7,289** adults were assessed or reviewed during the year and **7,719** were in receipt of services as at 31st March 2017, of which **1,022** were receiving residential and nursing care, **3,505** were living at home with social care packages and **3,192** were receiving other services.

KEY MESSAGE – Social Services for adults remain a top priority for the Council, receiving strong support from the Cabinet and the Chief Executive. We are particularly committed to enhancing prevention to maximise the opportunities for people to live as independently and safely as possible.



During 2016/17 the main focus for **Adult Services** has been to help people to live independently, enabling people to develop the skills they need to live on their own, supporting them with reasonable adaptations to their homes and providing services in a way that meets their needs and outcomes.

This focus resulted in:

- Increase in number of adults in receipt of Direct Payments from 615 as at 31st March 2016 to 621 as at 31st March 2017.
- Increase in percentage of people helped back to independence without ongoing services, through short term intervention from 72.6% (488 / 672) to 90.8% (461 / 508).
- Increase in the number of carers (of adults) aged 18 or over known to Social Services who were offered an assessment or review of their needs from 76.8% (2,735 / 3,562) in 2015/16 to 79.5% (2,833 / 3,563).
- Decrease in the rate of Delayed Transfers of Care to 5.22 from 11.18 in 2015/16.
- Decrease in the rate of older people whom the authority supports in care homes per 1,000 of population from 17.6 as at 31st March 2016 to 16.6 at 31st March 2017.

“Ty Canna has been key in helping me to get a job and get my life back on track”.

SUMMARY OF PERFORMANCE - SERVICES FOR CHILDREN

Children's Services received **29,389** contacts / referrals in 2016/17. **721** children were being looked after at 31st March 2017, and **191** were included on the Child Protection Register.

KEY MESSAGE – Children's Services remains a top priority for the Council, receiving strong support from the Cabinet and the Chief Executive. During 2016/17 the service has focused on progressing key areas of strategic development, particularly around prevention and integration whilst sustaining work to improve practice on the ground.

In relation to **Children's Services**, during 2016/17 the focus continued to be on improving performance in relation to indicators that have the greatest significance for safe and effective practice concerning children.

2016/17 was a year of significant activity within Children's Services with the launch of the Child Sexual Exploitation Strategy and development of the Corporate Parenting Strategy. In addition to this, the implementation of the Multi Agency Safeguarding Hub (MASH) was completed and the implementation of a new Signs of Safety approach to service provision was initiated.



Areas that were prioritised during the year include:

- Timeliness of initial child protection reviews – remained stable at 94.2% (374 / 397) from 94.4% (526 / 557) in 2015/16.
- Timeliness of looked after children reviews remained stable at 94.8% (1,928 / 2,033) - 94.5% (1,676 / 1,774) in 2015/16.
- Timeliness of statutory visits to looked after children improved to 95.1% (1,933 / 2,033) from 86.6% (1,537 / 1,774) in 2015/16.

During the year there was a continued focus on recruitment and retention – the percentage of Social Worker vacancies increased slightly to 23.5% from 22.2% in 2015/16 and recruitment initiatives are ongoing. A new recruitment programme will be launched early in 2017/18 to continue the process of filling existing vacancies. The main reason why overall vacancy rates have not reduced is that there have been more internal transfers and promotions, suggesting that retention is improving and that staff are investing in the future of the Directorate. There were some good examples of staff achieving promotional appointments, thereby supporting career development and staff retention. As a result of our work to improve recruitment and retention, a more stable workforce across the service is emerging and, except where essential maternity cover is required, there is less reliability on agency staff. An agreement remains in place that when all vacancies have been filled, Children’s Services will continue to recruit to a “pool” of additional Social Workers. This will enable the service to maintain consistency of service provision and caseloads whilst managing healthy staff turnover without needing to rely on expensive agency Social Workers.

One young person commented on the Looked After Children Traineeship Scheme to say “this scheme changed my life”.

In their annual Performance Review of Cardiff Council’s Social Services during 2016/17, the Care and Social Services Inspectorate Wales (CSSIW) identified the following:

- Stability in leadership has brought much needed direction and clarity to the department which is of benefit to the service as a whole.
- Relocation of teams in Social Services was completed and staff are reported to be positive about the move. Flexible working is now embedded in Adult Services as well as Children’s Services. Co-location allows for more joined up working between Adult and Children’s Services and is working well.
- The local authority is responding well to the current challenges within Children’s Services in regards to the continuing rise in numbers of care proceedings. The local authority has increased resources to respond efficiently to connected person applications. A dedicated team of four social workers have been appointed to this new team. CSSIW will follow up on this new development in the coming year.
- The local authority has responded well to the accommodation needs of unaccompanied asylum seeking children. Cardiff has taken a lead in coordinating allocation of children to local authorities across Wales and has shown commitment to ensuring young people are looked after appropriately.
- Significant progress has been made in reducing the number of delayed transfers of care (DTC). Additional resources have been put into the hospital teams and, together with improved partnership arrangements with the University Health Board (UHB), this has realised benefits for the citizens of Cardiff in reducing delays in discharge times from hospital for social care reasons.
- Capacity within residential and domiciliary care services remains fragile. We are aware of a specific issue with local sufficiency of dementia nursing provision. It is positive to note the local authority has embarked on a large recruitment drive with a number of domiciliary care services to attract care workers into the sector. Initial feedback would indicate some success.

QUALITY STANDARDS IN RELATION TO SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014 OUTCOMES – WHAT WE HAVE ACHIEVED

WORKING WITH PEOPLE TO DEFINE AND CO-PRODUCE PERSONAL WELL-BEING OUTCOMES THAT PEOPLE WISH TO ACHIEVE

Outcomes achieved:

- ✓ People enabled to identify their own needs and achieve their own outcomes by establishment of First Point of Contact and Information, Advice and Assistance functions with partner agencies.
- ✓ Young people better supported in transition from fostering to independence following implementation of When I Am Ready scheme.
- ✓ More people enabled to make their own choices and take control over the care services they receive by continuing to increase the uptake of Direct Payments for children and adults from 905 during 2015/16 to 933 during 2016/17.
- ✓ People better supported to engage and participate when local authorities are exercising statutory duties in relation to them following review of advocacy provision with the Vale of Glamorgan Council.

WORKING WITH PEOPLE AND PARTNERS TO PROTECT AND PROMOTE PEOPLE'S PHYSICAL AND MENTAL HEALTH AND EMOTIONAL WELL-BEING

Outcomes achieved:

- ✓ Admission to the looked after system / inclusion on the Child Protection Register was avoided for 344 children during the year as a result of preventative initiatives.
- ✓ More timely discharge to a more appropriate care setting by reducing the number of Delayed Transfers of Care (DToc) for social care reasons from 263 in 2015/16 to 123 in 2016/17.
- ✓ Improved quality of care for people in residential homes to provide a positive and safe living environment where citizens can enjoy a meaningful daily life; evidenced by the decreasing number of commissioning providers under 'escalating concerns':
 - 3 domiciliary care and 8 residential / nursing care at 31st March 2016 has fallen to 1 domiciliary care and 2 residential / nursing care as at 31st March 2017.
- ✓ Better outcomes for Cardiff young people by continuing to reduce the number of First Time Entrants into the criminal justice system (from 130 in 2015/16 to 109 in 2016/17) contributing to the shared outcome of "People in Cardiff are safe and feel safe".

TAKING STEPS TO PROTECT AND SAFEGUARD PEOPLE FROM ABUSE, NEGLECT OR HARM

Outcomes achieved:

- ✓ Voices of children and their families more effectively heard.
- ✓ Children are better protected from Child Sexual Exploitation (CSE) as a result of the impact of the CSE Strategy.
- ✓ More effective safeguarding of 3,505 adults in domiciliary care and 1,074 adults in residential / nursing care by reducing the number of providers under escalating concerns. Please see page 32 for further information.
- ✓ Response to safeguarding children and adults is improving as multi agency strategy discussions are taking place immediately thereby improving timeliness of response.

ENCOURAGING AND SUPPORTING PEOPLE TO LEARN, DEVELOP AND PARTICIPATE IN SOCIETY

Outcomes achieved:

- ✓ Improved opportunities for looked after children and care leavers via the Looked After Children Traineeship Scheme – 31 young people started a traineeship placement during the year and 7 young people have accepted apprenticeships.
- ✓ Better enabled young offenders to reach their potential by improving engagement in education, training and employment by 2 hours per week for young people of statutory school age and 2.4 hours per week for young people above statutory school age throughout the duration of their involvement with the Youth Offending Service. Please see page 30 for further information regarding youth offending.
- ✓ Achievement of educational outcomes for looked after children with 73.1% (19 / 26) of looked after children achieving the Core Subject Indicator at Key Stage 2 (reaching Level 4 in Science, Mathematics and English or Welsh) compared with 50.0% (39 / 78) of all children who need care and support.

SUPPORTING PEOPLE TO SAFELY DEVELOP AND MAINTAIN HEALTHY DOMESTIC, FAMILY AND PERSONAL RELATIONSHIPS

Outcomes achieved:

- ✓ Improved support to adults through high quality specialist day services (including dementia).
- ✓ Adults encouraged to independently access social activities and engagement opportunities by more effective working with colleagues in Communities to deliver the Llanishen Locality Based Working pilot Project which provides information, advice and assistance

WORKING WITH AND SUPPORTING PEOPLE TO ACHIEVE GREATER ECONOMIC WELL-BEING, HAVE A SOCIAL LIFE AND LIVE IN SUITABLE ACCOMMODATION THAT MEETS THEIR NEEDS

Outcomes achieved:

- ✓ Improved opportunities for looked after children and care leavers via the Looked After Children traineeship scheme – 31 young people started a traineeship placement during the year and 7 young people have accepted apprenticeships. Please see page 50 for further information.
- ✓ People continue to be better supported in accessing community based activities which meet their interests and desired outcomes. This resulted from our success in securing funding to sustain the Healthy and Active Project in partnership with Age Connects.

FUTURE CHALLENGES

Top challenges facing Cardiff Social Services:

1	Ongoing implementation of the Social Services and Well-being (Wales) Act 2014.
2	Finalise and commence implementation of an Integrated Service and Financial Strategy for 2017-2022/27 in order to ensure a sustainable future for Social Services.
3	Progressing key areas of integrated development on a regional basis with the Vale of Glamorgan Council, the University Health Board and partners.
4	Further embed First Point of Contact / Information, Advice and Assistance functions across Social Services by March 2018 in order to enable people to identify their own needs and achieve their own outcomes.
5	Strategic commissioning agenda - the development of an integrated and coherent strategic commissioning framework for the Directorate will be a key priority for 2017/18. This will enable us to ensure the most effective balance between cost and quality. It will ensure that services are designed, procured and managed in a way that maximises benefit for children and adults and that promotes independence.
6	Preparing for the implementation of the Regulation and Inspection of Social Care (Wales) Act 2016.

Top challenges facing Children's Services:

1	Implementing and embedding the Signs of Safety approach.
2	Improve recruitment and retention of Children's Social Workers, ensuring the Council achieves and maintains a vacancy rate below 18% by March 2018 to raise standards and drive the quality and competency levels of staff through effective workforce development in order to enable those with care and support needs to achieve what matters to them.
3	Reducing numbers of looked after children and ongoing shift in culture towards the preventative agenda.
4	Child Sexual Exploitation (CSE) agenda – widen the effective reach of the CSE Strategy to enhance family and community awareness and strengthen their ability to protect children.
5	Strengthen the capacity of children's social services to address increasingly complex needs of children including trafficked children, children subject to Deprivation of Liberty considerations and children struggling with mental health conditions.

Top challenges facing Adult Services:

1	Work with partners to maintain improvements to the reduction in Delayed Transfers of Care for social care reasons during 2017/18 to support more timely discharge to a more appropriate care setting.
2	Fragility of the domiciliary and nursing care market - limited capacity in the market remains a concern for Cardiff because it reduces the ability to start new packages of care. This leads to increased waiting times and delays in hospital discharge.
3	Challenges regarding Continuing Health Care (CHC) funding - we need to better equip Social Workers with the skills and confidence to address the challenges in negotiating funding responsibilities with Health partners in relation to individual packages of care.
4	Living Wage - additional resources were set aside in the 2016/17 budget to reflect the impact of cost pressures relating to the National Living Wage (NLW). A similar approach has been agreed in relation to the 2017/18 budget.
5	Develop a Learning Disability Day Opportunities Strategy and prepare an effective business case for the re-development of Tremorfa Day Centre.
6	Develop and implement an Older People's Housing Strategy in partnership with Communities.
7	Implement the recommendations of the Community Services Review in collaboration with the University Health Board, regarding the future model of Community Mental Health Services.

