

Caerphilly County Borough Council Well-being Objectives

6. Support citizens to remain independent and improve their Well-being

2019/20 progress update
6 months (Apr – Sept 2019)

Appendix 1

CREU CYMUNEDAU GOFALGAR
CREATING CARING COMMUNITIES



CCBC Well-being Objectives – 2019/20 six month update

Reporting for Scrutiny

1. Overall Summary Statement

- Every action has been completed though a number relate to work that will also be ongoing for the foreseeable future.
- As a result the Objective is technically fully met but given the nature of the outcomes, support will continue to be ongoing
- Progress is tracked through routine management reporting processes

2. What has gone well?

- The Objective is broken down into 6 key outcomes with a total of 15 actions
- 100% (15/15) of the actions have been completed
- 53% (8/15) have been completed fully and can be closed down
- 47% (7/15) have been completed but given their nature, they continue to be relevant and will be ongoing
- The Council has maximised Welsh Government (WG) grant funding in the forms of the Intermediate Care Fund (ICF) and the Transformation Grant to enhance preventative and early intervention services to promote independence and well-being
- The Council has worked closely with regional partners to develop regional service delivery models that are able to be delivered locally
- Recruitment of carers has improved and been sustained

3. What has not gone well? And what are we learning?

- We cannot identify anything that has not gone well, though we continue to learn from our experiences and use this learning to inform future service planning and delivery
- We are continually monitoring and evaluating service delivery to identify efficiencies and service improvements
- Given the nature of WG grant funding there are obvious risks to services if the grants were to be reduced or cut completely
- As a result, the reliance on grant funding to deliver front line preventative services places those services at obvious risk should funding end or be reduced
- We have engaged positively with all the regional partnerships in order to maximise opportunities, learn from others and develop regional approaches to service delivery in an attempt to address any postcode lottery across the Health Board footprint

4. What impact are we making?

Evidence

- For Social Services, the fundamental legislation governing all the work we undertake is the Social Services & Well Being (Wales) Act 2014 (SSWB Act).
- A fundamental principle of the SSWB Act is the 'What Matters' approach. This has been fully adopted across Social Services and is implemented from 'first point of contact'
- The Council is fully compliant with the statutory requirement to provide an Information, Advice and Assistance (IAA) Service to identify 'what matters' to citizens, to identify appropriate support to 'help citizens to help themselves' and to effectively signpost referrers to appropriate alternative services
- The SSWB Act required the Council to review practice processes in order to become fully compliant with the legislative guidance that was issued by Welsh Government
- In relation to the Well Being of Future Generations legislation, we are confident that we comply with the five ways of working wherever they apply to the work we do
- Evidence of the impact services are having will be available through a range of performance measures, service users evaluations, compliments and complaints
- In addition, services are regulated by the Care Inspectorate Wales (CIW)

5. What is our future focus (for the next 6 months to a year?)

What do we plan to do?

- Development of the Compassionate Communities approach in Adult Services to enhance community based preventative supports for citizens
- Implement the regional ICF service model in Children's Services to enhance Edge of Care support, develop additional supports for Special Guardians, develop a Family Meetings Service and commission independent mediation support for young people facing homelessness
- Fully engage in the National Fostering Framework developments specifically relating to improving publicity and increasing recruitment of foster carers
- Transferring Young Carers support in-house from the existing externally commissioned provider

Tracking Progress – Our Steps to Deliver (2018-2023)

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
1. Support people to ‘help themselves’ by providing comprehensive advice and information including signposting to other services. 2. Have ‘meaningful conversations’ to help people identify ‘what matters’ to them to inform ‘outcome focused’ planning.		
Provision of an effective Information, Advice and Assistance (IAA) Service to ensure compliance with the Social Services and Well-being (Wales) Act 2014.	Completed Social Services have an effective Information, Advice and Assistance (IAA) Service in place that fully meets the requirements of the Social Services & Well Being (Wales) Act 2014.	Completed in April 2019
Support staff to undertake meaningful conversations with citizens to identify what matters to them and identify the outcomes that they want to achieve.	Completed All staff have received ‘what matters’ training in line with a national programme supported by Social Care Wales and Welsh Government.	Completed in April 2019
Implement and support further development of the ‘DEWIS’ web base to ensure it becomes the ‘go to’ site for people to access information in order to ‘help themselves’.	Completed A dedicated Officer has been appointed utilising ICF funding, to support the further development of DEWIS as the ‘go to’ site.	Completed in April 2018
3: Provide support to reduce the need for higher tier statutory interventions		
Work in partnership with Aneurin Bevan University Health Board to prevent unnecessary admissions to hospital and facilitate timely discharges.	Completed but will be ongoing Home First, Emergency Care at Home and Discharge to Assess Schemes are all now fully operational	2019-2023
Continue to support the work of Families First and the Welsh Government Tackling Poverty programmes to provide support to families at a preventative and early intervention level.	Completed and ongoing WG have confirmed grant funding is in place until 31 st March 2021 and both Programmes have structured work plans and commissioned services in place	2019-2021
Support individuals in hospital with housing related support (including those who may be homeless at point of discharge).	Completed and ongoing Supporting People continue to monitor and provide services to those individuals who require support whilst in hospital.	2019-2023

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
Maximise the use of Welsh Government Grant funding to enhance and expand the 'edge of care' service for children and young people.	Completed The Intensive Support Team (IST) provides the edge of care support for Children's Services and utilising grant funding, has been expanded to include a Child Psychologist, Education Worker, Health Visitor, a Family Meeting Service and additional Family Support Workers.	April 2019
Expansion of the Supporting People programme, ensuring effective processes are in place to increasing referrals to the programme.	Completed Working with all stakeholders , referrals increased by 21% in 2018-19 and this level has been maintained	April 2019
4: Identify and support carers		
Improve the support provided to carers including young carers, through development of information, improved identification and enhanced services to improve the well-being of carers and enable them to continue to undertake their caring roles.	Completed but will be ongoing. A significantly enhanced range of support is now available to all carers including individual support, groups and leisure and social activities. These are all publicised through a regular newsletter.	2019-2023
5: Improve the recruitment of Foster Carers and Shared Lives carers.		
Increased recruitment activity and improved follow up rates to ensure additional paid carers i.e. Foster Carers and Shared Lives carers, are recruited with the overall aim of achieving a net increase in the number of carers.	Completed but will be ongoing Net increases of: <ul style="list-style-type: none"> • 10 Shared Lives Carers • 15 Foster Carers In past 12 months	2019-2023
Gain political support for the continuation of a radio advertising campaign for foster carers.	Completed Current advertisement is being revised to include reference to the MyST Therapeutic Fostering service.	January 2020
6: Continue to identify opportunities to work collaboratively wherever appropriate		
Continue to engage in regional partnerships and collaborations to ensure Caerphilly are represented and able to influence the direction of travel.	Completed - this is core business for the LA's across the region so will always be ongoing.	2019-2023

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
Caerphilly to lead on the delivery of a regional Children's Advocacy Service for Gwent Local Authorities and the Aneurin Bevan University Health Board.	Completed Welsh Government requires each of the collaborative regions to deliver statutory advocacy services for children and young people. The Gwent region is acknowledged to be leading the work in Wales	2018-2019
Development of a regional Learning Disabilities Strategy.	Completed The LD Strategy has been approved by the RPB	2018-2019
Work with the Gwent Children & Families Partnership Board to develop enhanced services for children with complex and challenging needs and for those young people leaving care.	Completed but will be ongoing Regional MyST service being rolled out and the CAMHS Transformation Programme is being implemented	2019-2023

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual 6 month stage	Comment
Relevant staff will receive 'meaningful conversations' training by the end of 2018	1&2	100%	100%	100%	All staff have received training
The DEWIS website will be fully operational by April 2019	1&2	100%	100%	100%	Website is fully operational
Undertake a review of all ICF investments to maximise the effectiveness of the grant funding by September 2018	3	100%	n/a	n/a	Completed by September 2018
Children's Services Intensive Support Team to be fully operational from April 2018	3	100%	100%	100%	IST is fully operational
Numbers of carers (including young carers) supported	4	1130 Adults 58	1200 60	1238 62	

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual 6 month stage	Comment
		Young Carers			
Levels of respite support provided	4	Adult respite 12	12	11	In relation to Children: the Ty Hapus service has changed from weekends and school holidays to a 6 day per week resource Carers offering respite to children who have a disability are recruited in the main via direct payments
Achieve an increase in the overall number of carers recruited – this will be monitored quarterly and annually	5	10 Shared Lives 15 Foster Carers	0 15	0 6	
The Families First programme has 14 outcome measures that are reported yearly to Welsh Government, we will use the relevant measures to support progress with this objective.	1-5	100%	100%	100%	All WG measures have been met and exceeded. Refer to Families First Programme Reports to Welsh Government