

Caerphilly County Borough Council Well-being Objectives

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

2018/19 progress update

CREU CYMUNEDAU GOFALGAR
CREATING CARING COMMUNITIES



CCBC Well-being Objectives - 2018/19 Year End Update

1. Overall Summary Statement

Wellbeing Objective 6 aims to *support citizens to remain independent and improve their well-being* through achieving the following outcomes:

- Supporting people to 'help themselves' by providing comprehensive advice and information including signposting to other services.
- Having 'meaningful conversations' to help people identify 'what matters' to them to inform 'outcome focused' planning.
- Providing support to reduce the need for higher tier statutory interventions.
- Identifying and supporting carers.
- Improving the recruitment of Foster carers and Shared Lives carers.
- Continuing to identify opportunities to work collaboratively wherever appropriate.

In many areas, the outcomes have already been completed and are now considered core business of the Directorate so technically will remain as ongoing. In the remaining areas performance against the outcomes is on track and most importantly, there are no emerging risks to report.

2. What has gone well?

**Supporting people to 'help themselves' by providing comprehensive advice and information including signposting to other services; and
Having 'meaningful conversations' to help people identify 'what matters' to them to inform 'outcome focused' planning.**

- Citizens are supported to receive the most appropriate support at the most appropriate level and at the most appropriate time to best meet their identified needs
- Caerphilly have invested in the DEWIS web base that provides local, regional and national information aimed at supporting individuals to help themselves.

Providing support to reduce the need for higher tier statutory interventions.

- In order to reduce unnecessary admissions to hospital, working across the Health Board region, a pan Gwent Home First Service has been developed in both the Royal Gwent and Nevill Hall Hospitals. The primary purpose is to provide timely IAA support at the front door to avoid admission to a Ward.
- In addition, Emergency Care at Home staff are being recruited to provide a bridging service to enable people to be discharged from hospital whilst they are awaiting a package of domiciliary care to be provided.
- The Discharge to Assess (D2A) scheme was piloted in YYF with a view to reducing the amount of time people spend in hospital unnecessarily who can be safely discharged back to the community with no or minimal formal support or with their existing care package and be followed up at home. The Scheme was positively evaluated recognised as national good practice by ABCi and is now an established pathway. This objective will always be ongoing
- Utilising additional Welsh Government funding, the Edge of Care service in Children's Services has been expanded to include additional support workers, a Child Psychologist and Education Workers. The service aims to prevent children and young people entering the Looked After system.

Identifying and supporting carers.

- Dedicated Carers Officers within Social Services have raised the profile of caring across the County making full use of social media to identify carers and to organise support events including pamper days and outings.
- Support for Young Carers continues to be delivered through a commissioned service provided by Barnardo's

Improving the recruitment of Foster carers and Shared Lives carers.

- Applications for both Fostering and Shared Lives schemes have continued to increase year on year.
- The Shared Lives Scheme has had a net increase of 19 carers since April 2018.
- The Fostering Service has had a net increase of 15 carers – the first net increase to be reported since 2013.

Continuing to identify opportunities to work collaboratively wherever appropriate.

- Bids for and the management of both the ICF funding and Transformation Grant funding schemes are really good examples of priorities being set and agreed regionally leading to new and innovative practice developments
- Caerphilly has led the delivery of a regional advocacy service of children and young people across Gwent.
- A Strategy for Learning Disability has been developed and approved by the Regional Partnership Board
- Gwent wide roll out of a therapeutic model of foster care and residential care based on the Torfaen and Caerphilly MIST service is being implemented
- Gwent wide ISCAN (Integrated Services for Children with Additional Needs) service model has been implemented

3. What has not gone well?

Nothing significant to note.

4. Reflection & Review

Tracking Progress through Measures and Actions (see section 5 for detail)

- The measures are appropriate based on the outcomes reported – please see detail in section 2 above and section 5 below

Reflection

- The performance updates report that progress has been made across all outcomes with the vast majority having been completed
- The outcomes identified mostly related to the implementation of the Social Services and Well Being (Wales) Act and Welsh Government ICF Grant funding initiatives, all of which required Social Services to do things differently to before.
- The Social Services and Well Being (Wales) Act is our primary legislation in Social Services but is closely aligned to the Well Being of Future Generations and contribute to the following well-being goals:
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
- We are employing the five ways of working as follows:
 - **Long Term:** Social Services is committed to providing the right support to the right people at the right time to ensure citizens are able to live independently for as long as possible therefore supporting sustainable lives in sustainable communities.
 - **Prevention:** The objectives and outcomes highlighted in this report are all aimed at improving well being and therefore contribute to preventing the need for higher tier interventions and dependence on statutory services.
 - **Involvement:** Social Services Care & Support Plans are co-produced with citizens to ensure the issues that matter most to them are able to be addressed in the most appropriate way.
 - **Collaboration:** The successful implementation of the outcomes to achieve the Well Being Objectives relies on collaboration both internally within the Council and externally with statutory partners, the Third Sector, families and individuals themselves.
 - **Integration:** Any opportunities to work together and engage with stakeholder groups and partner agencies will continue to be explored in order to improve service design and service delivery.

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- The right Care and Support provided to citizens in the right place at the right time undoubtedly improves the well being of those individuals, their families and carers.
- Demand for Social Care services is increasing with the ageing demographics and more challenging pressures facing families. As a result, it is difficult to know what the future will hold in terms of the way the Council will need to deliver its services in order to meet these increasing demands.

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

Outcome	Progress 2018/19 (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.	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.	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.	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 all 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	Ongoing WG have confirmed grant funding is in place for	2019-2021

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Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
preventative and early intervention level.	2 years	
Support individuals in hospital with housing related support (including those who may be homeless at point of discharge).	Ongoing Supporting People continue to monitor and provide services to those individuals who require support whilst in hospital.	2019-2023
Maximise the use of Welsh Government Grant funding to enhance and expand the 'edge of care' service for children and young people.	Completed	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 have increased by 21% in 2018-19	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	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 	2019-2023
Gain political support for the continuation of a radio advertising campaign for foster carers.	Completed	2018
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.	This is core business for the LA's across the region so will always be ongoing.	2019-2023
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 Gwent has been the lead region in Wales	2018-2019
Development of a regional Learning Disabilities Strategy.	Completed Strategy approved by the RPB	2018-2019

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Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
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 MIST service being rolled out CAMHS Transformation Programme being implemented	2019-2023

Appendix A

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
Relevant staff will receive 'meaningful conversations' training by the end of 2018	1&2			100%	
The DEWIS website will be fully operational by April 2019	1&2			100%	
Undertake a review of all ICF investments to maximise the effectiveness of the grant funding by September 2018	3			100%	
Children's Services Intensive Support Team to be fully operational from April 2018	3			100%	
Numbers of carers (including young carers) supported	4			1130 58	Adult Carers Young Carers
Achieve an increase in the overall number of carers recruited – this will be monitored quarterly and annually	5			100%	Net increase of 10 Shared Lives Carers and 15 Foster Carers
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%	Refer to Families First Programme Reports to Welsh Government