



# Social Services Directorate Performance Assessment

April to September 2021

Summary & Priorities



Performance



Customer Intelligence



Resources



Risk Register



Well-being Objective



Conclusion



## Directors Self-assessment Summary: April to September 2021:

Clearly performance during the past six months of 2021 have been impacted by the authority's response to the Coronavirus pandemic, whilst the majority of social care services have remained in place (with the exception of day services and some respite services) the attention of staff has clearly had to be on responding to the virus.

### In terms of Adult Services:

The number of people receiving services remains fairly consistent, however it should be noted because of the national crisis in domiciliary care there are currently 74 people awaiting provision of a care package. The first quarter saw an unprecedented demand in terms of increased referrals especially for the Community Occupational Therapy Team, this has started to level off in quarter 2. Assessments and reviews completed have reduced this has been impacted upon by staffing vacancies and staff absences and complexity of the work means assessments take longer to complete. The impact of the upgrade to WCCIS cannot be underestimated, this has caused a significant amount of downtime, thus staff are still catching up with recording work on the system which could impact on figures for quarter 2.

### In terms of Children's Services:

Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable. Similarly, the overall number of Children Looked After has remained static and the small variance in the numbers of children on the Child Protection Register in unremarkable given our longer term trend data. As stated above the impact of the upgrade to WCCIS has been significant. However, overall, there continues to be positive performance and there are no exceptions to report for this half year period.

### Sickness absence levels across the Directorate:

Overall for the Directorate as at the end of September, sickness absence is on a slight upward trend from 6.33% in qtr1 to 6.96% in qtr2. Adult Services has seen a slight increase in their sickness absence figures from 8.18% in qtr1 to 8.19% in qtr2. Children's Services has also seen an increase in their sickness absence figures when comparing the last two quarters, qtr1 was 3.63% compared to 5.65% in qtr2. Absences linked to Covid remained low throughout the 2 Quarters.

### From a budgetary perspective the Directorate:

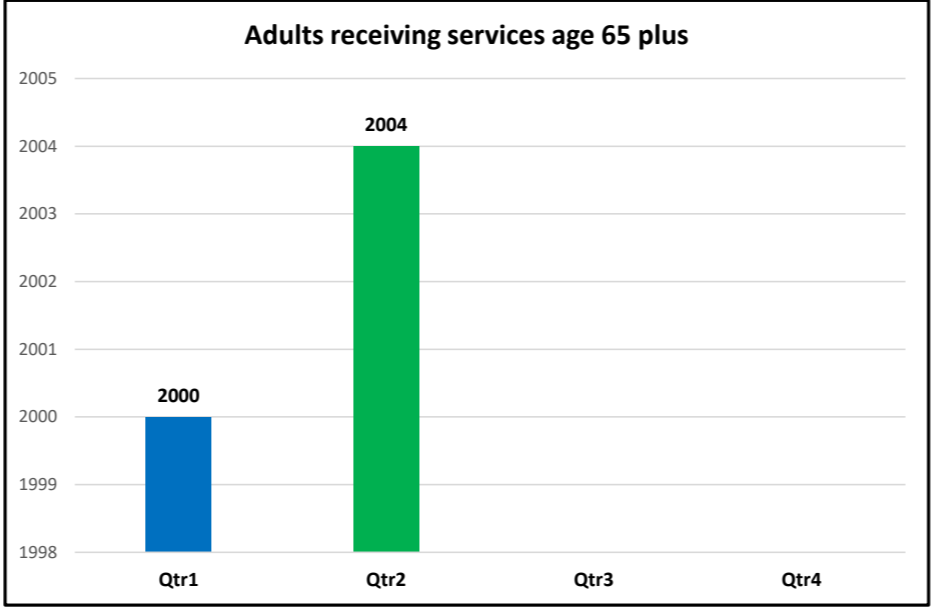
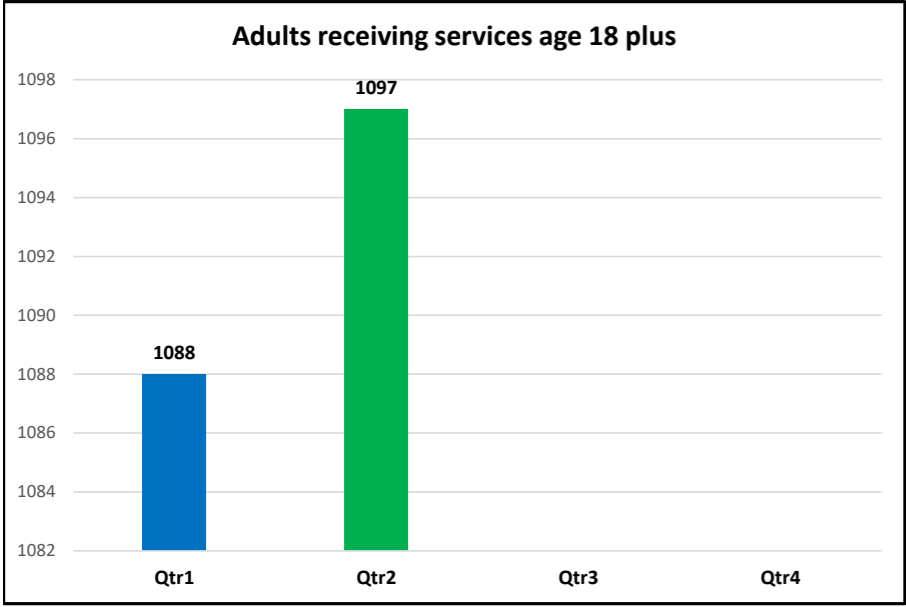
An underspend of £671k is forecast for Social Services at the end of Quarter 2. However, the Covid 19 pandemic continues to curtail service activity in many areas during the current financial year and has also led to increased staffing vacancies, reduced travel costs and reduced office running costs. These underspends are unlikely to recur in future years once Covid 19 restrictions have been lifted. However, there is an underlying increase in demand for childcare placements, supported living placements and domiciliary care for adults. The pandemic has highlighted the fragilities in the social care market, which could lead to pressure on fee levels once the Welsh Government Hardship Fund support is withdrawn. Therefore, it is critical that the Directorate continues to focus on initiatives to manage demand and provide cost effective services.

| Standard   | Service Priorities 2021-22   | RAG | Completion Date | Progress - Achievements - Impacts   |
|------------|--|-----|-----------------|---|
|            | Medium term financial planning   | ●   | 2021-22         | No savings proposals were required for 2020/21 based on the principle that the Directorate would manage increasing demand within existing resources.  |
| Standard 1 | Using Transformation Grant funding, alongside ABHB to embed 'Compassionate Communities' in the North of the Borough.   | ●   | 2021-22         | Achieved. Transformation fund has been extended until March 2022.. Compassionate communities now to be embedded as part of the caerphilly cares work programme.   |
| Standard 1 | Work with colleagues in Health to embed care navigations training & principals   | ●   | 2018-23         | Links to Transformation Grant Funding in respect of compassionate communities so will continue for the duration of that funding stream.   |
| Standard 1 | Implementation of a single point of contact for GP and other professional referrals to Primary Care Mental Health Services   | ●   | 2021-22         | Achieved. Single point of contact through the SPACE Well-being Panel is now well established and functioning so this action is completed. However, it is important to note that it is reliant on Transformation funding and would be at risk if this ended.   |
| Standard 2 | Continue to identify & support carers, enabling them to continue in their role utilising the intermediate care fund to maximise opportunities for service development. | ●   | 2021-22         | Links to ICF grant so will continue for the duration of that funding stream. We will be introducing a young carers card scheme. Potential increase in demand due to impact of reduced service levels for carers during the pandemic.  |
| Standard 2 | Expansion of 'Home First' to facilitate timely discharges from hospital  | ●   | 2021-22         | Home First is working well across both District General hospitals along with the Grange University Hospital. Winter pressures money has been used to expand service to Prince Charles Hospital to reduce number of people being repatriated to YYF, positive impact noted by the health board. Work to be done in 2021-2022 in terms of reviewing achievements of the programme and determining mainstream funding can be identified. |
| Standard 2 | Establish a second Children's Home for Caerphilly children and young people  | ●   | 2021-22         | Achieved. Home fully operational from May 2021  |
| Standard 3 | Respond to the WAO Review of Corporate Safeguarding  | ●   | 2021-22         | Achieved. WAO Action Plan signed off as completed by the Corporate Safeguarding Board in September 2021. New Forward Work Programme will be introduced from April 2022.   |
| Standard 4 | Integrated Well-being Networks - Work with health to embed IWN's within communities across the borough   | ●   | 2021-22         | Achieved. Significant community engagements events held, including session with elected members on healthier Gwent. Workshop planned for November to launch Independent Well-being Networks (IWN) in the north of the borough. Subject to review by IPC initial workshop held.  |
| Standard 5 | Monitor recruitment difficulties across the Social Care sector.  | ●   | 2021-22         | Ongoing monitoring through weekly Divisional Management Team and periodic reporting to Senior Management Team. Wider recruitment issues are now being reported across the Social Care sector.   |
| Standard 5 | Review the Market Supplement for Social Workers in Children's Services   | ●   | 2020-21         | Completed. Market Supplement reviewed and recommended to continue.  |
| Standard 6 | Develop bespoke supported accommodation for young people to reduce the use of B&B accommodation  | ●   | 2021-22         | Private developer continues to look to identify a suitable property for conversion to a 4 bedded unit.  |
| Standard 6 | Submit an ICF Capital bid to develop a third residential Children's Home   | ●   | 2021-22         | Funding has been agreed. Action therefore completed. Staff currently looking at suitable premises.  |

| Key:  | Status   | RAG Key |   |
|-------|--|---------|---|
| Black | Not yet started or too early to report any progress (achievements/changes) | ●       | 0 |
| Red   | Started but not progressing well   | ●       | 1 |
| Amber | Started with reasonable progress achieved                                  | ●       | 2 |
| Green | Going well with good progress  | ●       | 3 |



# Performance - Adults

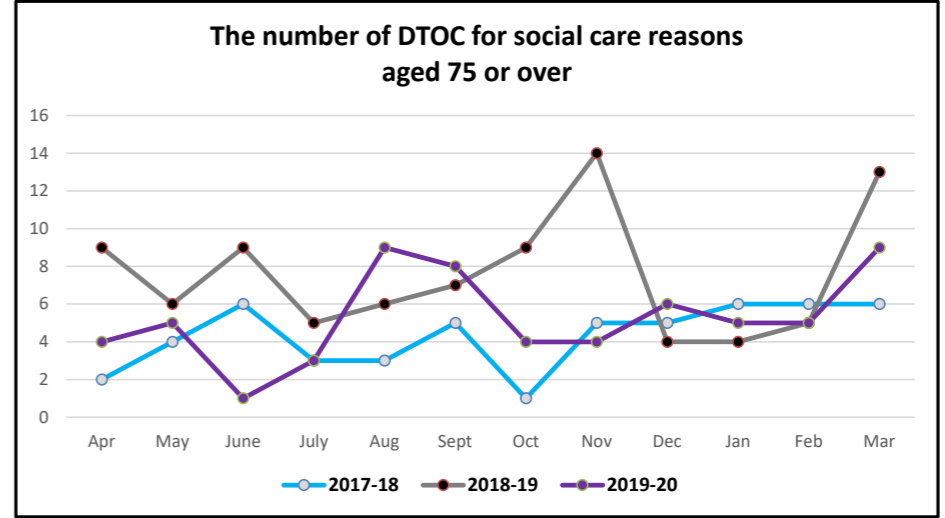
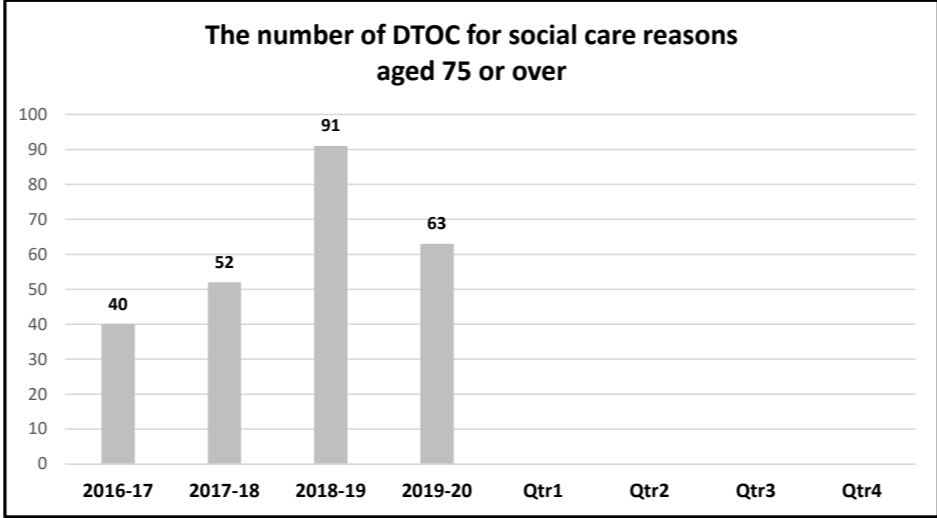
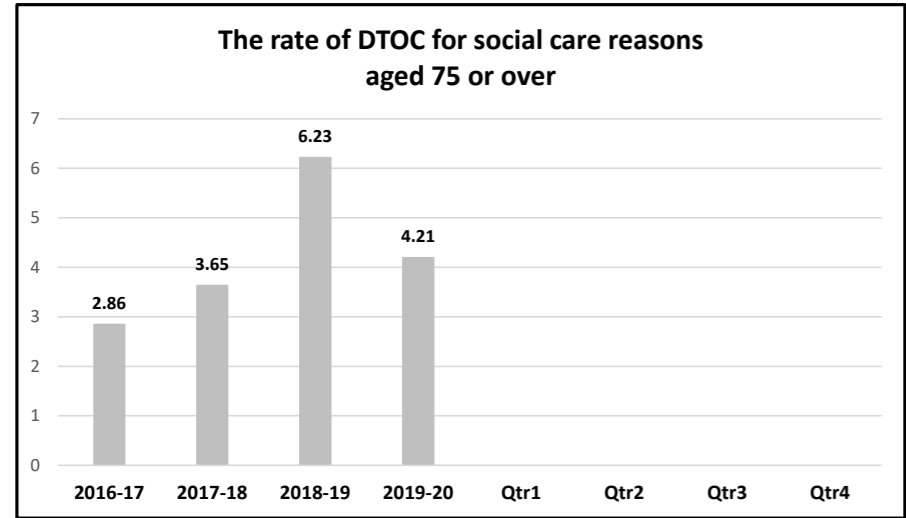
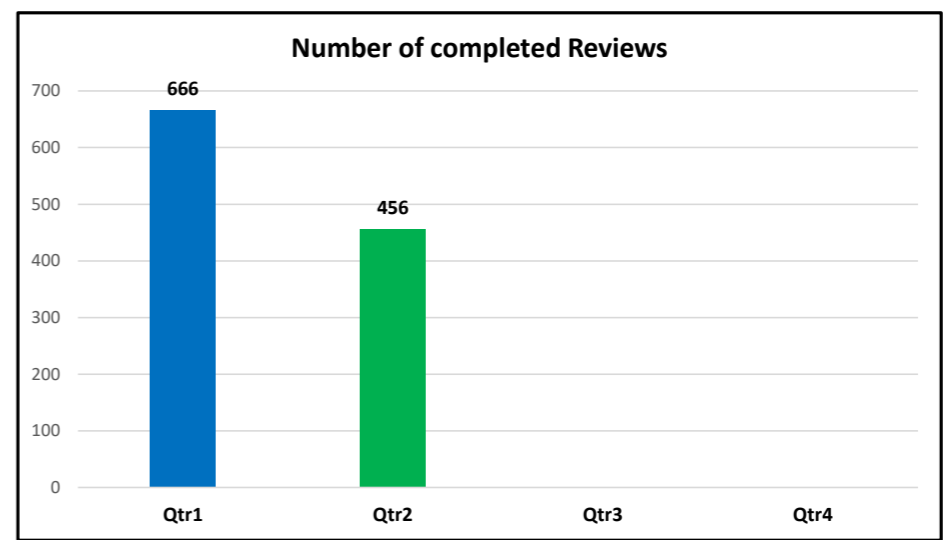
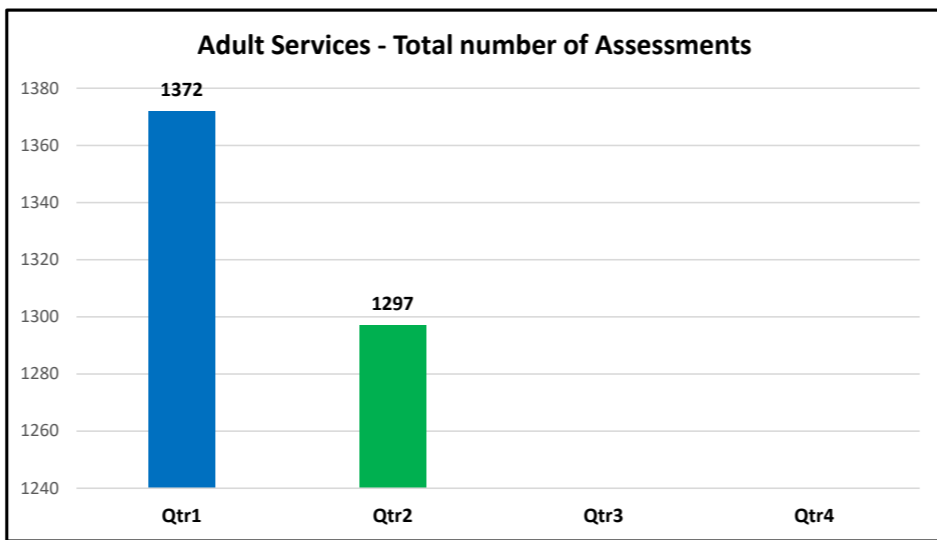
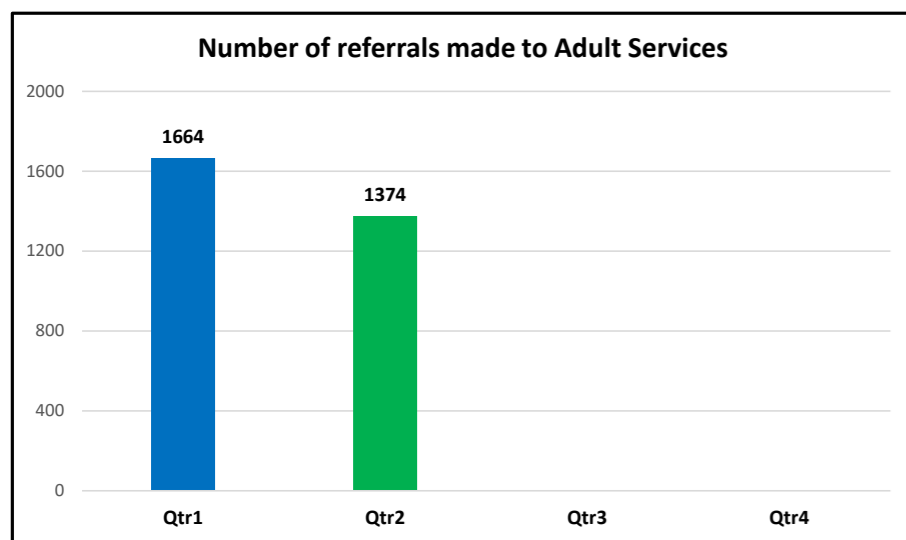


### What is the performance telling us? ADULTS: Apr - Sept 2021

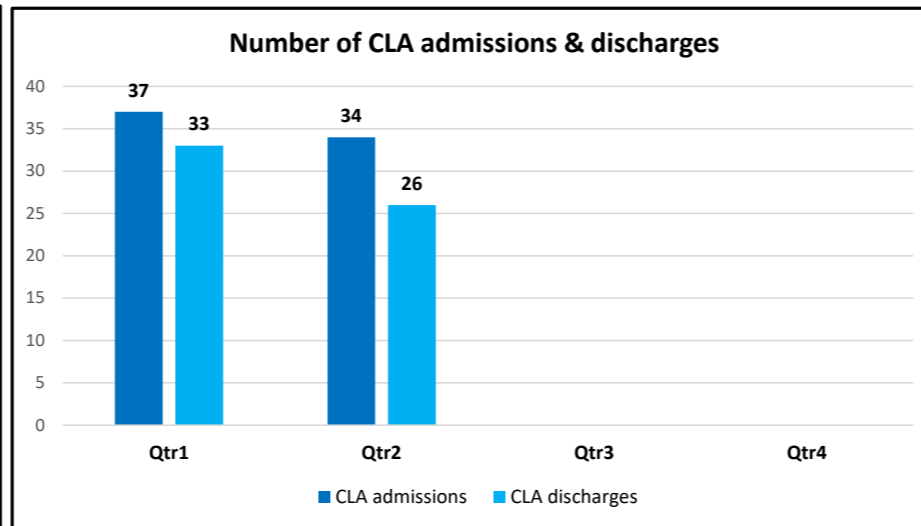
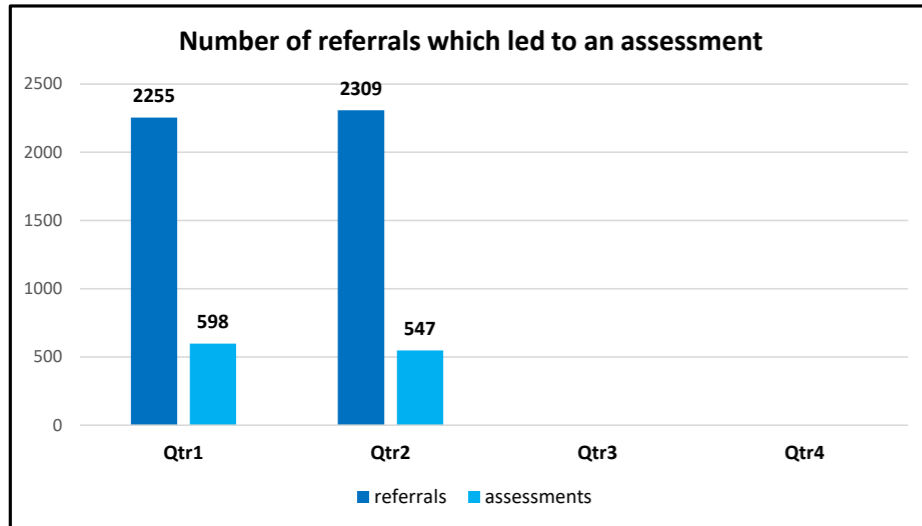
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# Performance - Childrens

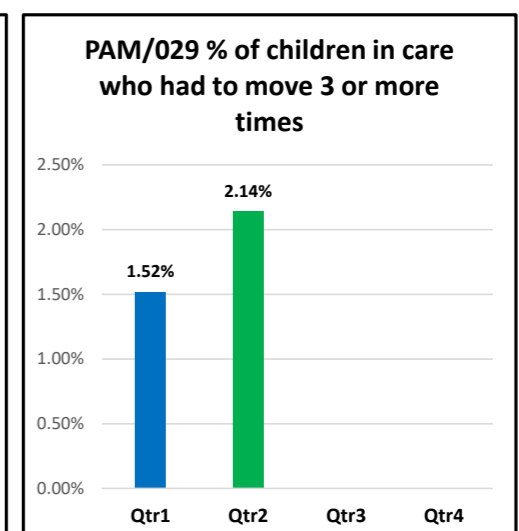
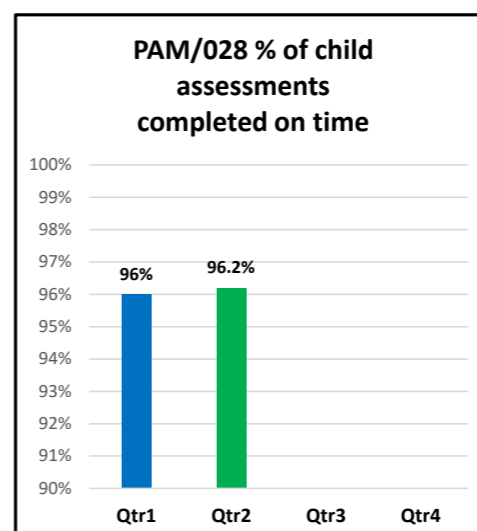
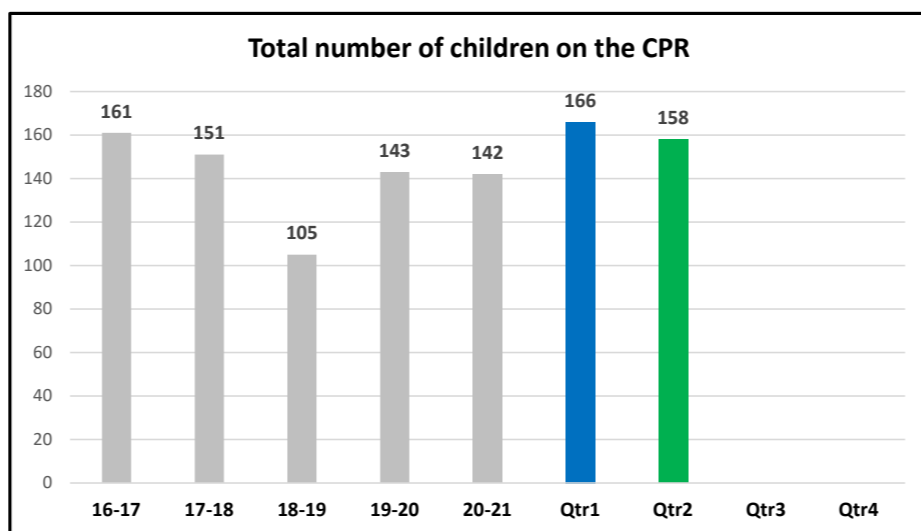
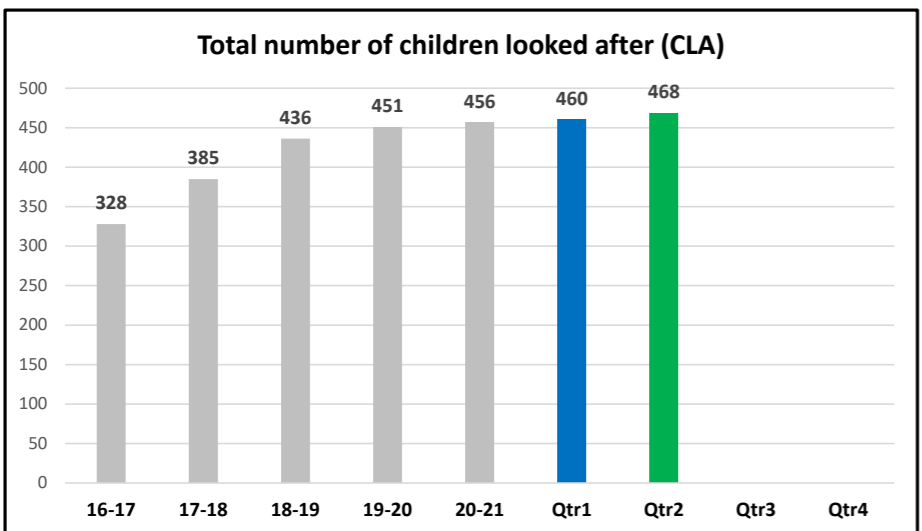
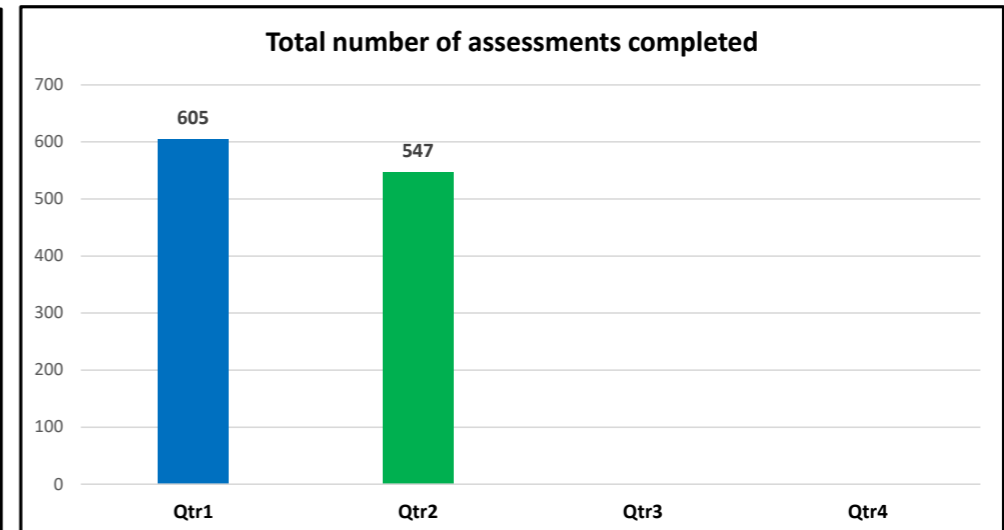
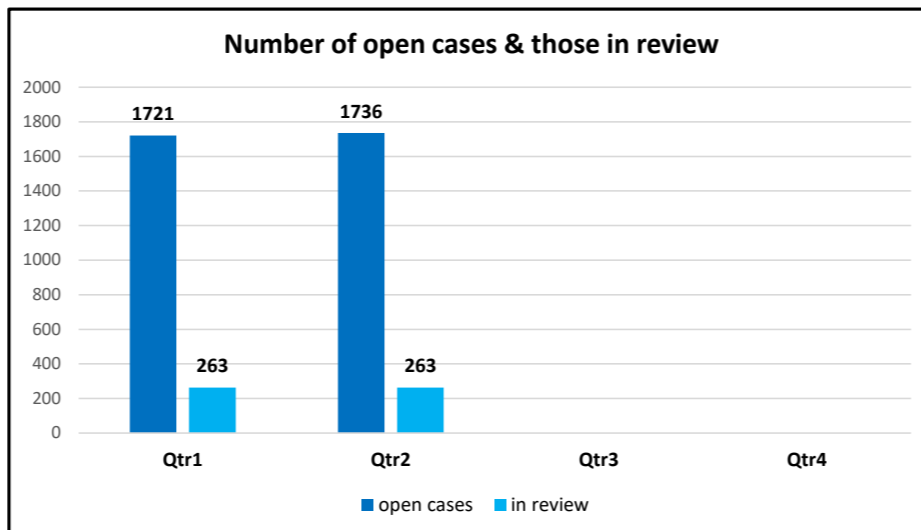
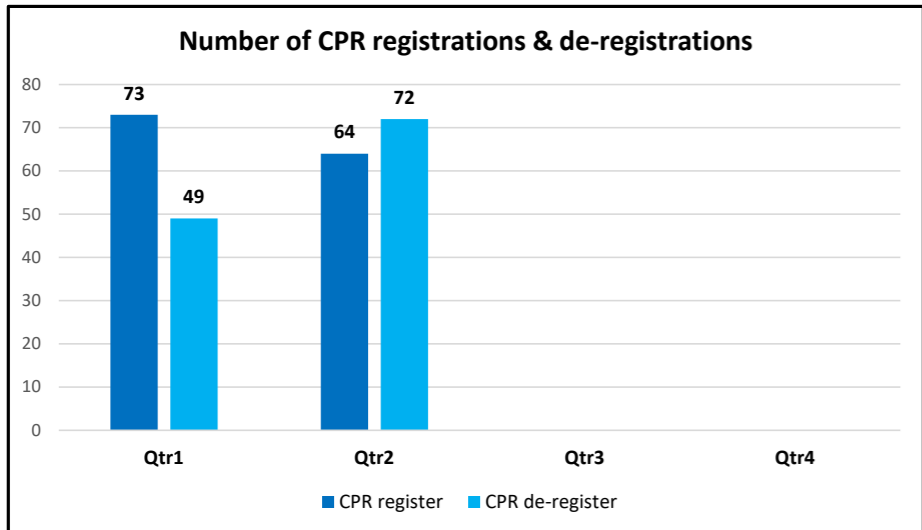


### What is the performance telling us? CHILDREN'S: Apr - Sept 2021

Continued Covid restrictions and changes to guidance have inevitably impacted on working practice. However, it is reassuring to note that the numbers of referrals received and the number of those referrals progressing to assessment have remained relatively stable.

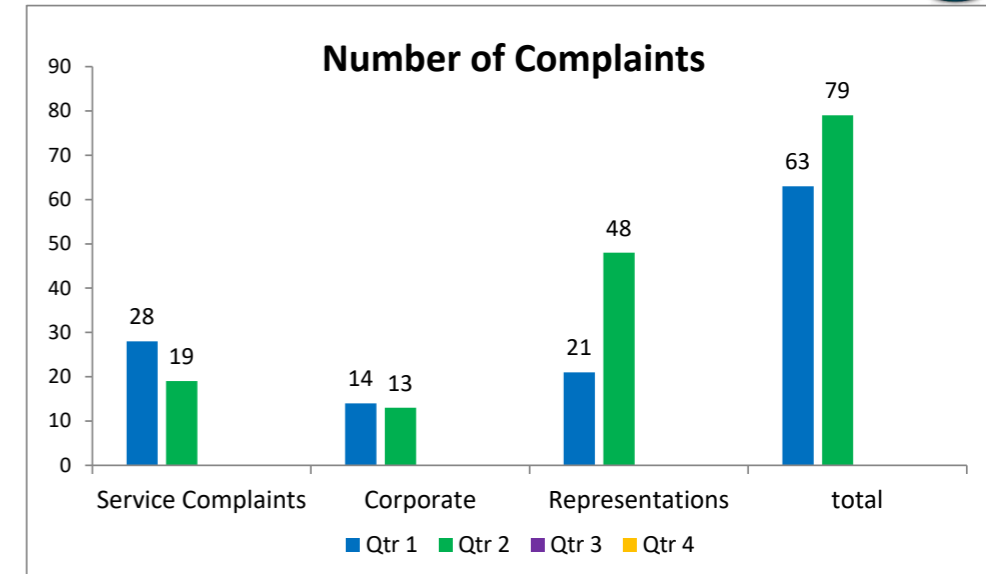
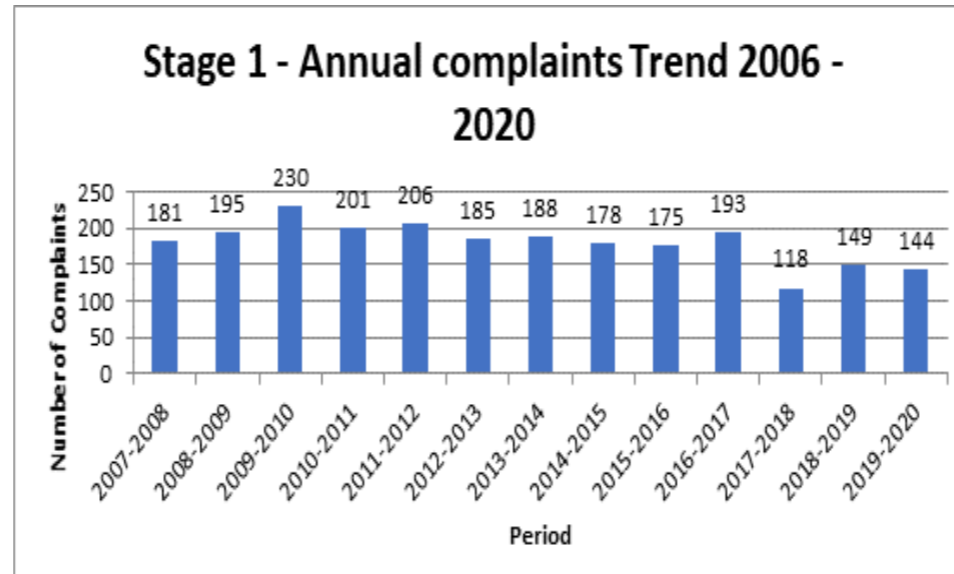
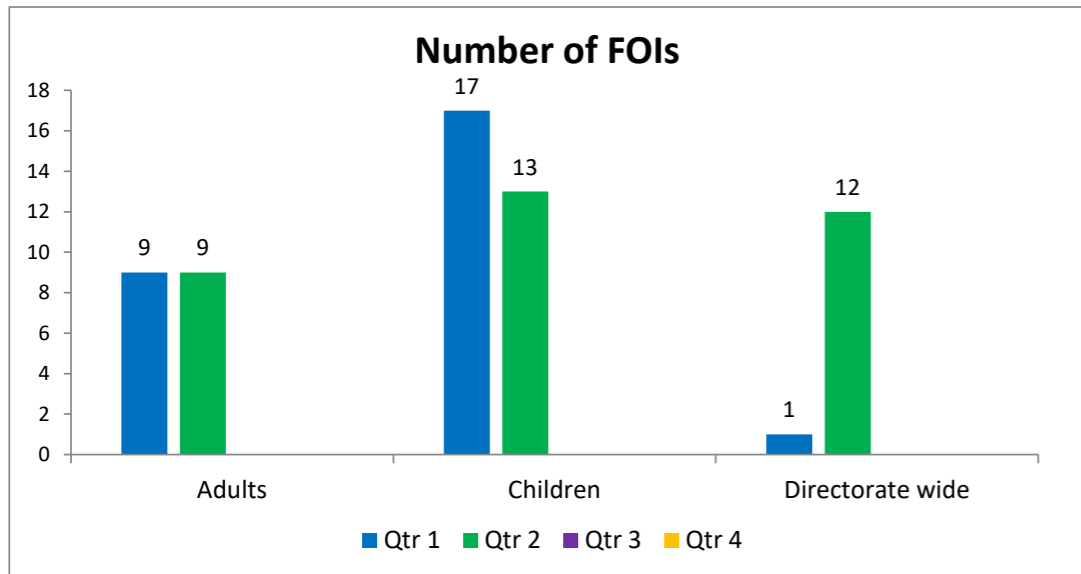
Similarly, the overall number of Children Looked After has remained static and the small variance in the numbers of children on the Child Protection Register in unremarkable given our longer term trend data.

Overall, this is a positive performance report and there are no exceptions to report for this half year period.





# Customer Intelligence



## What is our customer intelligence telling us?

A total of **27 FOIs for qtr1** have been actioned by the Social Services Directorate.  
**Of the 27 FOI's:** information provided (**18**), refusals (**2**), partial information provided (**4**), nil response (**3**), outstanding response (**0**), information not held (**0**), redirected (**0**)  
 Of the 2 responses that were refused, for the following reasons:  
 S21 info publically available x 2

A total of **34 FOIs for qtr2** have been actioned by the Social Services Directorate.  
**Of the 34 FOI's:** information provided (**21**), refusals (**3**), partial information provided (**5**), nil response (**2**), outstanding response (**0**), information not held (**3**), redirected (**0**), withdrawn (**0**)  
 Of the 3 responses that were refused, for the following reasons:  
 S12 Fees Refusal x 1  
 S21 Already accessible x 2

## What is our customer intelligence telling us?

At the end of **quarter 1**, we received **49 complaints and representations** that were dealt with under the social services complaints procedure. Of the 49 complaints received, 23 related to Adult Services complaints, 26 related to Children's Services complaints

### Of the 23 Children's Services complaints

18 were childrens complaints  
 5 were representations

### Of the 26 Adult Services complaints:

10 were adults complaints  
 16 were representations

**In addition in quarter 1 we had 14 Corporate complaints that related to Social Services**

At the end of **quarter 2**, we received **81 complaints and representations** that were dealt with under the social services complaints procedure. Of the 81 complaints received, 51 related to Adult Services and 16 related to Children's Services.

### Of the 16 Children's Services complaints

13 were childrens complaints  
 3 were representations

### Of the 51 Adult Services complaints:

6 were adults complaints  
 45 were representations

**In addition in quarter 2 we had 13 Corporate complaints that related to Social Services**

**Positive Feedback - 6 individual messages received - Childrens Services:**

From a parent who had received a malicious referral concerning her son "I can honestly say they the two of them made this a lot less horrific than it felt originally, I would really like for you to pass on my thanks and more importantly I would like you to know that you have two great, professional persons on your team!! "

From Foster Carers "We just wanted to take this opportunity to say it has been an absolute pleasure working with Tracy these past few weeks. She is a credit to her profession and an asset to CCBC. The children are very lucky to be allocated such a caring Social Worker who's goes above and beyond."

**Positive Feedback - 66 individual messages received - Adults Services:**

From a family member "I write to express my deep appreciation and gratitude to every single member of staff - without exception - who attended on Mary in her hour of greatest need. Even though you have had two unbelievably tough years, you would never know from seeing you guys at work"

From a family member "Thank you for your help and support today and in the past. It is really appreciated by myself and family and makes life almost bearable knowing you have our best interests at heart"

From a Carer: "Thank you. Your team are so wonderful. The support is amazing. Your team and efforts definitely boost moral during really hard challenging times. It gives us little milestones just to make it through. I can not speak more highly and I just wanted you to know"

From ABuHB: *"s you know, all sites were in escalation this week and the Teams quick response to facilitating discharges has really made a difference – you never fail to support us where you can and are a fantastic example of true partnership working"*

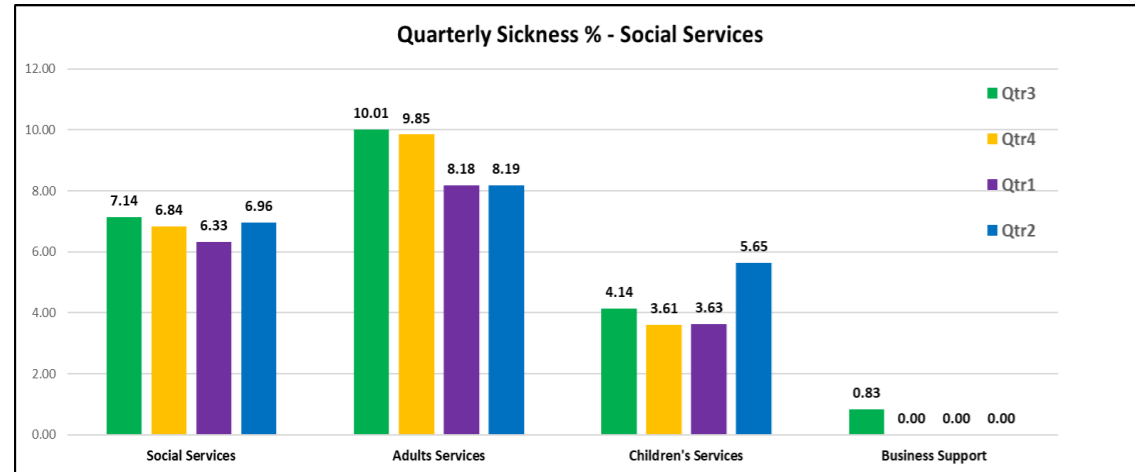
**Themes for Children's Services Complaints include:**

Requesting change of Social Worker, Poor communication, Believes IRO to be biased , Life story booked not shared, Unclear advice regarding SGO process and payments, Inconsistencies and changes of Social Workers

**Themes for Adult Services Complaints include:**

Restrictions to Day Centre services due to Covid restrictions, Not being able to secure a care package, Unhappy with the care package times/missed calls , Conduct and professionalism of worker, refusing to fund transport / equipment

## Resources



### What is our workforce information telling us?

Overall for the Directorate as at the end of September, sickness absence is on a slight upward trend from 6.33% in qtr1 to 6.96% in qtr2.

Adult Services has seen a slight increase in their sickness absence figures from 8.18% in qtr1 to 8.19% in qtr2.

Children Services has also seen an increase in their sickness absence figures when comparing the last two quarters, qtr1 was 3.63% compared to 5.65% in qtr2.

The Directorate has seen a total of 36 leavers in qtr1 and 26 in qtr2. New starters totalled 45 in qtr1 and 47 in qtr2. The number of agency staff has decreased from 21 to 19 in quarter 2.

| Q1 Monthly Breakdown      | Apr        |           |           | May        |           |           | June       |           |           |
|---------------------------|------------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|
|                           | Short Term | Long Term | Overall % | Short Term | Long Term | Overall % | Short Term | Long Term | Overall % |
| % Sickness Absence        |            |           |           |            |           |           |            |           |           |
| Adults Services           | 2.12       | 6.33      | 8.46      | 2.25       | 5.85      | 8.10      | 2.10       | 5.02      | 7.11      |
| Children's Services       | 1.18       | 1.88      | 3.06      | 1.18       | 1.65      | 2.83      | 0.64       | 2.91      | 3.56      |
| Business Support          | 0.00       | 0.00      | 0.00      | 0.00       | 0.00      | 0.00      | 0.00       | 0.00      | 0.00      |
| Social Services & Housing | 1.69       | 4.66      | 6.35      | 1.78       | 4.51      | 6.29      | 1.45       | 4.20      | 5.64      |

| Q2 Monthly Breakdown      | July       |           |           | Aug        |           |           | Sept       |           |           |
|---------------------------|------------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|
|                           | Short Term | Long Term | Overall % | Short Term | Long Term | Overall % | Short Term | Long Term | Overall % |
| % Sickness Absence        |            |           |           |            |           |           |            |           |           |
| Adults Services           | 2.01       | 5.72      | 7.73      | 2.12       | 5.68      | 7.81      | 3.07       | 5.71      | 8.78      |
| Children's Services       | 1.90       | 3.76      | 5.65      | 1.79       | 4.55      | 6.33      | 1.84       | 3.13      | 4.97      |
| Business Support          | 0.00       | 0.00      | 0.00      | 0.00       | 0.00      | 0.00      | 0.00       | 0.00      | 0.00      |
| Social Services & Housing | 2.07       | 4.67      | 6.74      | 1.82       | 5.17      | 6.98      | 2.50       | 4.50      | 7.00      |

| Social Services Workforce Information |           |           |
|---------------------------------------|-----------|-----------|
|                                       | Qtr1      | Qtr2      |
| Voluntary Leavers                     | 27        | 22        |
| Other Leavers                         | 9         | 4         |
| <b>Total Leavers</b>                  | <b>36</b> | <b>26</b> |
| New Starters                          | 45        | 47        |
| Headcount                             | 1423      | 1460      |
| 55 and over                           | 411       | 424       |
| % of headcount                        | 28.88%    | 29.04%    |
| Agency staff                          | 21        | 19        |

**Voluntary Reasons:** Flexible retirement, retirement, settlement agreement, voluntary resignation & severance, Early retirement, Personal reasons, Transfer, VER release of Pension Benefits, Early retirement by mutual consent on grounds of business.

**Other Reasons:** Death in service, Dismissal, Dismissal on ill health grounds, End of fixed term contract, End of relief employment, Gross Misconduct, Sickness Absence Management, Frustrated Contract, Compulsory Redundancy, Failed Probation.

## Budget Monitoring Report - Month 6 summary table


| Division  | Current Budget | Projection/Commitment | Over/(Under) Spend |
|---|----------------|-----------------------|--------------------|
|   | (£000's)       | (£000's)              | (£000's)           |
| Children's Services                             | 26,485         | 27,491                | 1,006              |
| Adult Services                                  | 68,291         | 67,786                | (505)              |
| Service Strategy & Business Support             | 2,156          | 1,150                 | (1,006)            |
| <b>Sub Total Directorate of Social Services</b> | <b>96,932</b>  | <b>96,427</b>         | <b>(505)</b>       |
| Transport Costs                                 | 1,564          | 1,398                 | (166)              |
| <b>Grand Total</b>                              | <b>98,496</b>  | <b>97,825</b>         | <b>(671)</b>       |

### What is our resource information telling us?

An underspend of £671k is currently forecast for Social Services for 2021/22 (including transport costs). However, the Covid 19 pandemic continues to curtail service activity in many areas during the current financial year and has also led to increased staffing vacancies, reduced travel costs and reduced office running costs. These underspends are unlikely to recur in future years once Covid 19 restrictions have been lifted. However, there is an underlying increase in demand for childcare placements, supported living placements and domiciliary care for adults.

The pandemic has also highlighted the fragilities in the social care market, which could lead to pressure on fee levels once Welsh Government Hardship Fund support is withdrawn. Therefore, it is critical that the Directorate continues to focus on initiatives to manage demand and provide cost effective services.



| Ref   | Topic (& Service)  | Risks, Opportunities & Impacts   | Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)   | Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)   | Risk Level 2020-21 Q2 | Risk Level 2020-21 Q4 | Risk Level 2021-22 Q2 | Does the risk affect the Well-being of our Communities?   | Well-being Risk Level            |
|---|--|--|---|---|-----------------------|-----------------------|-----------------------|---|----------------------------------|
| <b>Dir link to Corp Risk Register CMT39</b> | Fragility of the Social Care market. The independent sector social care market across Wales is in an unprecedented position in terms of its fragility and this is starting to be felt in Caerphilly. | <ul style="list-style-type: none"> <li>Providers unable to sustain existing packages of care</li> <li>National Minimum Wage and National Living Wage creating additional financial strain which providers are expecting LA's to resolve.</li> <li>Little additional capacity to take on new packages of care.</li> </ul>   | Further investment of the Social Care Workforce Pressures and Sustainability Grant in 2020/21 to allow fee increases in excess of the 1.7% inflationary uplift for non-staff costs that was provided in the corporate budget settlement   | No change in risk level. Further concerns with regard to stability. Coronavirus Pandemic has had major consequences for care homes across the UK. Positive cases have meant that new admissions to care homes have not been possible for a significant period of time with the knock on consequence in relation to the financial viability of homes. Welsh Government funding has eased the position for 20/21 but the ongoing support is unclear for 21/22. Additional payments have been made to care providers with effect from 23rd March 2020 to compensate them for additional costs and lost income resulting from the Covid 19 pandemic. These additional payments will be funded through the Welsh Government's Hardship Fund for Adult Social Care. | High                  | High                  | High                  | Yes - reducing help that can be provided for the most vulnerable in our society will affect our ability to contribute to a 'Healthier Wales' which requires peoples mental and physical well-being to be maximised. Whilst this may be a medium risk operationally from a FGA perspective this would be high as it directly affects those most in need. | High (Medium-term)               |
| <b>CMT01</b>                                | Exit from the EU (Brexit)  | The decision to leave the EU and the looming deadline to secure an exit deal has created considerable uncertainty. Moving forward it is difficult to determine what impact the exit from the EU will have in the medium to longer-term for Caerphilly CBC and our communities. However, in the short-term possible negative impacts from a no deal scenario include the potential for workforce supply shortages in some areas and the possibility of some disruption to the supply of goods and services. | The Directorate has participated in the Corporate Brexit Working Group  | For Social Services the predicted areas of risk did not materialise as anticipated.   | Medium                | Low                   | Low                   | Potential impacts may yet to be fully understood but there are no current concerns.   | Low                              |
| <b>SS01</b>                                 | Medium Term Financial Plan   | Insufficient resources to deliver services at expected level. Budget pressures will have an impact upon service delivery.  | Work closely with the Section 151 officer to identify demographic pressures and other cost pressures for consideration within the medium term financial plan. Lobby Welsh Government via ADSS Cymru and the WLGA for additional long term funding to address the pressures in the social care market.   | The temporary suspension of some services due to the Covid 19 pandemic, coupled with one-off grant funding from Welsh Government have mitigated the impact of demographic pressures and provider fee pressures during the current financial year so a significant underspend is anticipated for 2021/22. However, these pressures will remain for 2022/23 so every opportunity is being taken to lobby Welsh Government for additional long term funding to stabilise the social care market.   | Medium                | Medium                | Medium                | Yes, as it may have implications now for interventions that will prevent people from needing more support in the future.  | High (Short to Medium term)      |
| <b>SS02</b>                                 | Demographic Pressures  | Increasing complexity of cases resulting in increased packages of care and support and increased cost pressures. Increasing demand across both Adults and Children's Services.   | Implementation of SS&WB Act principle of supporting people to support themselves by maximising the use of early intervention and preventative services. All packages of care regularly reviewed. Covid has had a significant impact on the way services have had to be delivered and the overall position is volatile with services being exposed to significant demand variations. | Pressures in Adults & Children's are currently manageable, However, careful attention is being paid to pressures in Adult Services, whilst the budget is currently fully committed with further pressures anticipated through the Winter.   | Medium                | Medium                | Medium                | Yes- the Act aims to improve the wellbeing of people who need support and carers.   | High (Short, medium & long term) |
| <b>SS03</b>                                 | WCCIS  | Failure to build the SQL reports for the statutory National Performance Indicators, due to the decreasing numbers in the SSIT team with SQL knowledge. The planned upgrade to the system resulted in significant downtime with no access for periods of time.  | Need to consider additional resources for Digital Services either in-house or commissioned.   | National performance issues proving problematic in terms of the availability and reliability of the system, these issues are being pursued via the national programme team.   | Medium                | Medium                | High                  | No - this is expected to be a short term risk.  | Medium (Short-term)              |
| <b>SS05</b>                                 | Social worker recruitment - Children Services  | Difficulties in recruiting Qualified Social Workers into frontline (Locality) Child Care Teams with high levels of vacancies being managed across the Service.   | Cabinet approved the introduction of a Market Supplement applied to the key posts to attempt to boost recruitment. Secondments of unqualified staff to undertake the Social Work Degree re-introduced.  | The Supplement has been reviewed and will now remain in place for those specific teams. However, there are increasing recruitment pressures being experienced across the service, namely, domiciliary care, residential care, cooks and telecare.   | Medium                | Low                   | Medium                | Yes   | Medium (Short-term)              |
| <b>SS06</b>                                 | Foster Carers recruitment  | Difficulties in recruiting Foster Carers based on feedback that CCBC's fee levels were poor in comparison to competitors.  | Improved remuneration package for foster carers approved by Cabinet in June 2018. Ongoing radio campaign also supported. Significant increase in numbers of enquiries and numbers of assessments being undertaken has now been reported over successive years. Whilst recruitment of carers will remain a priority it is no longer considered to be a risk.                         | Recruitment levels increased significantly in 2018/19 and have remained steady in each subsequent year.   | Low                   | Low                   | Low                   | Yes   | Low (Medium-term)                |
| <b>SS07</b>                                 | WG Children Looked After (CLA) reduction expectations  | First Minister's Manifesto Pledge to reduce the numbers of children in care in Wales. Each LA invited to set reduction expectations in the three years from 2019 to March 2022.  | Systematic reviews of all children placed at home with parents and all Kinship Care placements to identify cases where Care Orders can be revoked. Fully utilise ICF grant funding to develop support services for children on the 'edge of care'.  | Children looked after numbers were predicted to continue to rise throughout 2019/20 but actually stabilised in the period running up to Covid-19. The number has remained stable over the last two years.   | Medium                | Medium                | Medium                | Yes   | Medium                           |
| <b>SS08</b>                                 | WAO Corporate Safeguarding Review  | WAO Review identified a number of areas for improvement that need to be addressed across the whole Council.  | Corporate Safeguarding Board now meets quarterly to monitor progress  | Corporate Safeguarding Action Plan was signed off by the Corporate Safeguarding Board as completed in September 2021. Ongoing developments will be captured in a new Forward Work Programme.  | Medium                | Low                   | Low                   | Yes   | Medium                           |



## Progress towards our Well-being Objective - Qtr2 update

### Support citizens to remain independent and improve their well-being



Please state what progress has been made against Wellbeing Objective 6, which 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; and Having 'meaningful conversations' to help people identify 'what matters' to them to inform 'outcome focused' planning.

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. All staff have received 'what matters' training in line with a national programme supported by Social Care Wales and Welsh Government. A dedicated Officer has been appointed utilising ICF funding, to support the further development of DEWIS as the 'go to' site.

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

Home First, Emergency Care at Home and Discharge to Assess Schemes are all now fully operational. WG have confirmed grant funding is in place until 31<sup>st</sup> March 2021 and both Programmes have structured work plans and commissioned services in place. Supporting People continue to monitor and provide services to those individuals who require support whilst in hospital. 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.

#### Identifying and supporting carers.

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.

#### Improving the recruitment of Foster carers and Shared Lives carers.

Net increases of: 10 Shared Lives Carers, 15 Foster Carers in past 12 months. Current advertisement is being revised to include reference to the MyST Therapeutic Fostering service.

#### Continuing to identify opportunities to work collaboratively wherever appropriate.

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.

| Performance Against Adopted Tracking Measures   | Outcome | 18/19 Actual | 19/20 Target | 19/20 Actual               | Comment  |
|---|---------|--------------|--------------|----------------------------|--|
| Relevant staff will receive 'meaningful conversations' training by the end of 2018  | 1&2     | 100%         | 100%         | 100%                       | Completed  |
| The DEWIS website will be fully operational by April 2019   | 1&2     | 100%         | 100%         | 100%                       | Completed  |
| Undertake a review of all ICF investments to maximise the effectiveness of the grant funding by September 2018  | 3       | 100%         | 100%         | 100%                       | Completed  |
| Children's Services Intensive Support Team to be fully operational from April 2018  | 3       | 100%         | 100%         | 100%                       | Completed  |
| Numbers of carers (adults above), including young carers (below) supported  | 4       | 1130<br>58   | Increase     | 1303<br>144                | Achieved and ongoing   |
| Levels of respite support provided <ul style="list-style-type: none"> <li>Unable to report for 18/19 following implementation of WCCIS</li> </ul>                             | 4       | *            | None set     | 2226<br>Nights<br>provided | Adult respite: 1470 nights<br>Children's respite: 756 nights |
| Achieve an increase in the overall number of foster carers recruited – this will be monitored quarterly and annually  | 5       | 15           | 15           | 13                         | Ongoing  |
| 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%                       | Completed  |

## Conclusions for 2021/ 2022



Please refer to the summary section at the start of the document.

The emergence of the Coronavirus pandemic has and continues to pose unprecedented challenges for the Social Services Directorate within Caerphilly County Borough Council. It is to the great credit of all our staff, together with our partners in the independent and third sectors that we have been able to respond as effectively as we have. The coming months are going to be unquestionably challenging as we face potential winter pressures.

| Progress against priority actions from last quarter  | By Whom    | By when |
|--|------------|---------|
| Previous quarter actions / intentions were overtaken by our response to the Coronavirus epidemic. In the circumstances the Directorate has performed well and responded very effectively |            |         |
| To develop plans for anticipated demand  | DS         | Ongoing |
|  |            |         |
| Priority Actions for next quarter  | By Whom    | By when |
| To ensure we sustain our current levels of service whilst the challenges from the epidemic continue  | DS /JW /GJ | ongoing |
|  |            |         |
|  |            |         |
| Feedback / Recognition / Actions from Corporate Management Team  | By Whom    | By when |
|  |            |         |
|  |            |         |
|  |            |         |
|  |            |         |
|  |            |         |