

## **CEREDIGION COUNTY COUNCIL**

**Report to:** Council

**Date of meeting:** 27<sup>th</sup> January 2022

**Title:** Statutory Social Services Directors Report 2019 – 2020

**Purpose of the report:** To report to Council on the performance of Ceredigion County Council Social Services for the year 2019 - 2020 in accordance with the Performance measurement framework for local authorities

**For:** Information

**Cabinet Portfolio and Cabinet Member:** Cllr Catherine Hughes and Cllr Alun Williams

### **BACKGROUND:**

The Annual Report of the Statutory Director of Social Services content is defined in Part 8 of the Social Services & Wellbeing (Wales) Act 2014 under the “Code of Practice on the Role of Directors of Social Services”.

The Annual Report aims to produce a rounded picture of the Social Services Department in Ceredigion which provides more timely feedback into planning and budgetary processes. This report for the year 2019 – 2020 is historical due to the Covid 19 Outbreak in March 2020. Welsh Government extended the time frame for the completion of the report due to the need for officers to focus on the delivery of essential services during the Pandemic. There was also a reduced requirement for Councils to provide performance information which is reflected in the report.

### **Structure and Content**

Having taken up the position of Interim Statutory Director for Social Services in November 2019 the report was completed by D Pritchard Corporate Lead Officer for Porth Gofal and Deputy Director of Social Services.

The report describes how the Social Services Department in Ceredigion has performed during the year (2019 – 2020) in context of major changes in the operating environment. The report also sets out the priorities for 2020 -2021 taking into account that the pandemic was still a major influence on service delivery.

The report will be used by the Care Inspectorate Wales (CIW) to help inform their independent evaluation of Ceredigion and their inspection work.

**Has an Integrated Impact No  
Assessment been completed?  
If, not, please state why:  
Statutory report**

<b>Wellbeing of Future Generations:</b>	<b>Summary:</b> <b>Long term:</b> <b>Collaboration:</b> <b>Involvement:</b> <b>Prevention:</b> <b>Integration:</b>
<b>Recommendation(s):</b>	<b>N/A</b>
<b>Reasons for decision:</b>	<b>Report for information only</b>
<b>Overview and Scrutiny:</b>	Presented to Healthier Communities Overview and Scrutiny Committee 16 <sup>th</sup> December 2021
<b>Policy Framework:</b>	
<b>Corporate Priorities:</b>	Boosting the Economy Investing in People's Future Enabling Individual and Family Resilience Promoting Environmental and Community Resilience
<b>Risk(s):</b>	
<b>Statutory Powers:</b>	The Directors report is a statutory requirement of the Social Services and Wellbeing Act 2014
<b>Background Papers:</b>	Statutory Directors Annual Report 2019 - 2020
<b>Appendices:</b>	
<b>Corporate Lead Officer:</b>	Donna Pritchard, Porth Gofal Services
<b>Reporting Officer:</b>	Donna Pritchard, Porth Gofal Services
<b>Date:</b>	1 <sup>st</sup> February 2022

2019-20

Ceredigion County Council

**Donna Pritchard**



Cyngor Sir  
**CEREDIGION**  
County Council



Caru Love  
**Ceredigion**

**Ceredigion Social  
Services –  
Statutory  
Director’s Annual  
Report**

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# 1. Introduction

As the Interim Director of Social Services between October 2019 and March 2020 I have the pleasure in presenting the 2019-2020 Annual Report of the Statutory Director of Social Services here in Ceredigion. This period of time has presented with some exciting opportunities to be at the forefront of transformational changes within the sector and has been a pleasure to work with such dedicated professionals across our workforce and partners. This period has of course been incredibly challenging for us all, both financially, culturally, emotionally and professionally. I must at the outset acknowledge with gratitude the dedication of all staff within Social Care, for the support and dedication they provide to the people we are here to serve.



With this annual report, the aim is to evaluate the performance of the Local Authority in relation to the delivery of its Social Services functions in respect of the 2019-2020 financial year. However, it cannot go unmentioned the impact of Covid-19 in relation to social care services. The Pandemic started to show a significant National and Local impact from the end of March 2020 and I am certain that the Annual Report for 2020-2021 will provide a detailed oversight of how Social Care services were managed throughout this time. This has however affected the ability to provide specific information for this report, I have ensured that the information available has been provided to set out how the agreed wellbeing outcomes in Ceredigion have been met.

The annual report content is defined in Part 8 of the Social Services and Well Being (Wales) Act 2014 (SSWBA) under the ‘Code of Practice on the Role of Directors of Social Services’, which provides a requirement for an annual report to detail how the Local Authority has been working towards achieving the quality standards of well-being outcomes.

The eight well-being outcomes are:

- Securing rights and entitlements
- Physical and mental health and emotional well-being
- Protection from abuse and neglect
- Education, training and recreation
- Domestic, family and personal relationships
- Contribution made to society
- Social and economic well-being
- Suitability of living accommodation

The six quality standards used to measure the Local Authority’s performance against the wellbeing outcomes are:

- Working with people to define and co-produce personal well-being outcomes that people wish to achieve
- Working with people and partners to protect and promote people’s physical and mental health and emotional well-being
- Taking steps to protect and safeguard people from abuse, neglect or harm
- Encouraging and supporting people to learn, develop and participate in society
- Supporting people to safely develop and maintain healthy domestic, family and personal relationships
- Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

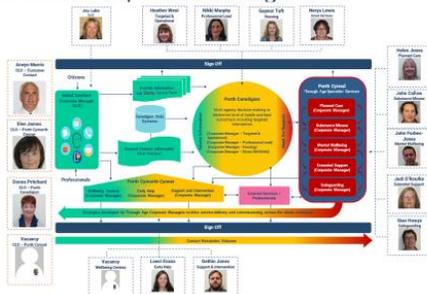
This report has been written for a wide audience, with the intention that it is made available to everyone. In compiling this report, I’ve considered specifically the following groups:

- Service users and carers and all those whose well-being is affected by what the local authority’s social services and related functions do, so that the impact of those services is explained
- The general public who have an interest in what their local authority is doing, how it is performing and how their money is being spent
- Elected members and others involved in scrutiny processes
- The local authority’s partners including both formal partners and others in the public, private and third sectors who need to understand the local authority’s programme and priority objectives
- Regulators (including the Wales Audit Office, CSSIW, Social Care Wales and the Statutory Commissioners)
- The Welsh Government

## Porth Ceredigion Integrated Service Delivery Model

During 2019-2020 there was progress made in developing the proposed Integrated Service Model in Ceredigion. The model focuses on people’s strengths, enabling them where they need help and developing the resilience within our communities. The transformation of Social Care services was started during 2017-2018 and has laid the foundations for our future delivery of services. The ‘whole Council’ transformational approach has continued to evolve during the year ensuring that we have the infrastructure, capacity and capability for the future needs of the citizens of Ceredigion.

### Recruitment of Corporate Managers



Phase 1 of the corporate restructure was completed in April 2018 with the recruitment of 2 Corporate Directors and 12 Corporate Lead Officers (CLOs) to cover the responsibilities of all service areas. An early version of the Porth Ceredigion Integrated Service Delivery Model was shared with all team managers within Schools, Lifelong Learning and Culture, Children’s Services and Adult services on 20 December 2018.

The implementation of the Integrated Service Delivery Model will change the roles and responsibilities of some of the Corporate Lead Officer posts and the teams across the Local Authority, not just in Social Care.

The Corporate lead Officer for Porth Ceredigion was appointed in August 2019 and this was the final appointment at the Corporate Lead Officer level. During the autumn plans for the next level of the structure were agreed with thirteen Corporate Manager Roles defined across the whole service model. By the end of February 2020 all posts had been appointed to and all were in post by the end of March 2020. The model has been renamed the Through Age and wellbeing Programme with the four main service areas involved being

- Customer Contact – Initial point of contact and referral
- Porth Cymorth Cynnar – Early intervention and prevention
- Porth Gofal – Targeted Intervention
- Porth Cymorth Cynnar – Specialist Through Age Services

Donna Pritchard  
 Interim Statutory Director of Social Services  
 Corporate Lead Officer – Porth Ceredigion

## 2. Summary of Performance

As laid out under section 145 of the Social Services and Wellbeing act, the Performance Measurement framework is used as a gauge of performance of local authorities’ social services functions. This section will go through a number of these measures to illustrate how the service has performed over the past year. This is the fourth year of reporting on the new performance framework; however, it must be noted that following Welsh Government direction minimal reporting was completed due to the Covid 19 pandemic and the report reflects this.

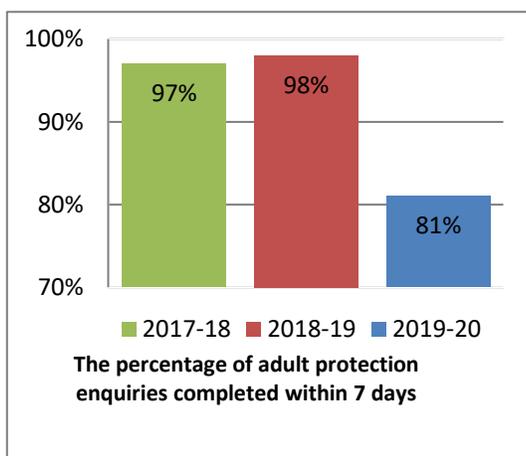
### Adult and Commissioning Services Summary

The performance of Adult Services continues to improve and is satisfactory. The budgetary position continues to be highly challenging, and the transformation agenda is progressing. Adult service users and Carers continue to be supported to maintain their independence and are protected from abuse. Work continues with the corporate restructure as outlined above.

The continued implementation of key service areas such as Clic, Community Connectors, and Porth Gofal forms the basis of our future model. It is a long-term plan to ensure sustainability and is aligned to current legislative requirements and forms part of our requirement to provide a comprehensive Information, Advice and Assistance service. Porth Gofal is an established foundation of the model, working in partnership with Health and other organisations. Further analysis of Porth Gofal and its impact on the Council is being undertaken, the outcomes of which will inform the future operating model. Opportunities for developing and enhancing the preventions service within the third sector through the development of a community gateway continues as a key element.

### Adult Safeguarding

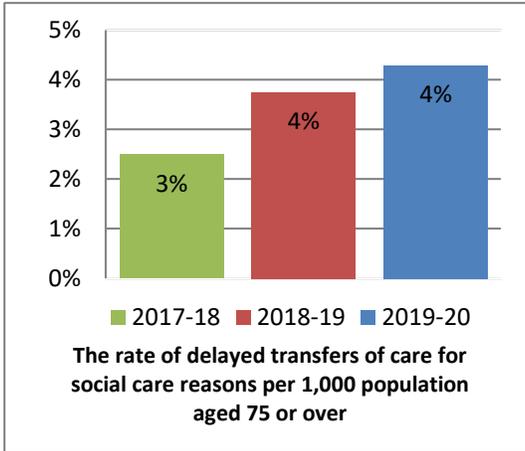
The regional Safeguarding Threshold document continues to support the Adult Safeguarding processes. Low level Domestic Incident Notifications from the police are now considered by the



police themselves and are not automatically sent to the Council unless there is a recognised need for a safeguarding service. The national measure PM18 shows the percentage of adult protection enquiries completed within 7 days. There has been a reduction in the position in 2019/2020. This is due to a change in the way the Council reports on the data. An enquiry should normally be completed within seven working days of the report. This of course, will not prevent immediate action being taken when necessary to protect an adult at risk.

### Delayed Transfers of Care

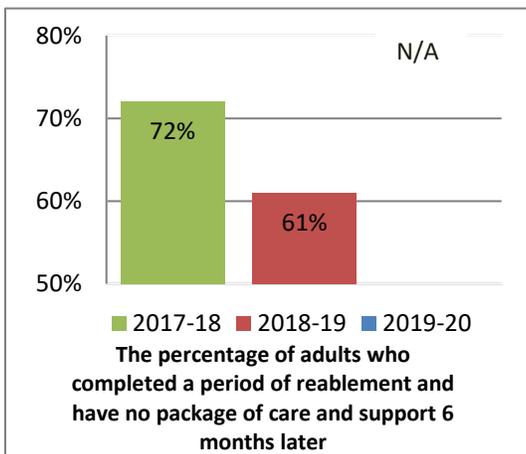
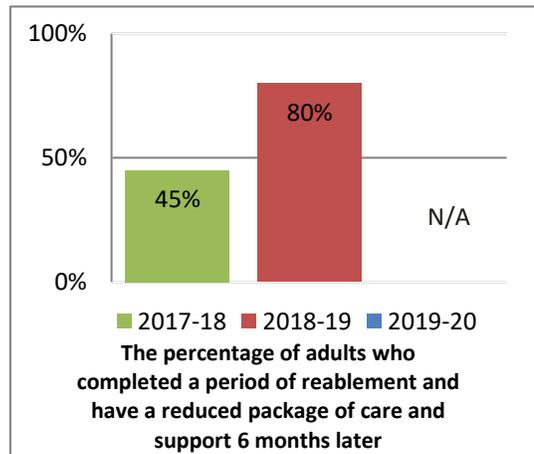
This year, the “delayed transfers of care” measure gives an indication to the trend being seen across a number of our services and has, for the third year in a row increased marginally. A Delayed Transfer of Care is experienced by an inpatient in a hospital, who is ready to move on to the next stage of care but is prevented from doing so for one or more reasons.



Porth Gofal and Porth y Gymned have had a positive effect on the measure, but the overall impact is reduced due to ever increasing demand for services. Hospital discharges continue to be one of the major priorities within the Porth Gofal service.

### Reablement

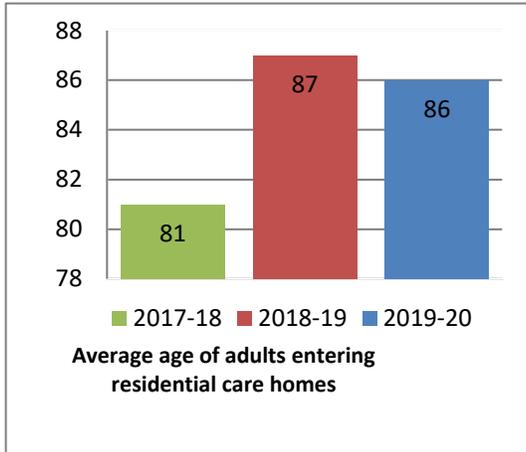
Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury. Unfortunately there is no data available for 2019/2020 however the service continues to deliver an important service in promoting early discharge from hospital and promoting independence. The service has been able to deliver positive outcomes for individuals despite significant pressures in our commissioned domiciliary care services. The in-house enablement service has



continued to help hundreds of people regain their independence and live at home with little or no need for support from statutory services. The underlying principles of early intervention, de-escalation and reablement continue to be part of the golden thread of our transformation of social care services.

**Adults supported in residential care homes**

Residential care refers to long-term care given to adults who stay in a residential setting rather than in their own home or family home. There are various residential care options available, depending on the needs of the individual. Ceredigion operates five residential care homes itself and commissions with several private companies both in Ceredigion and further afield.



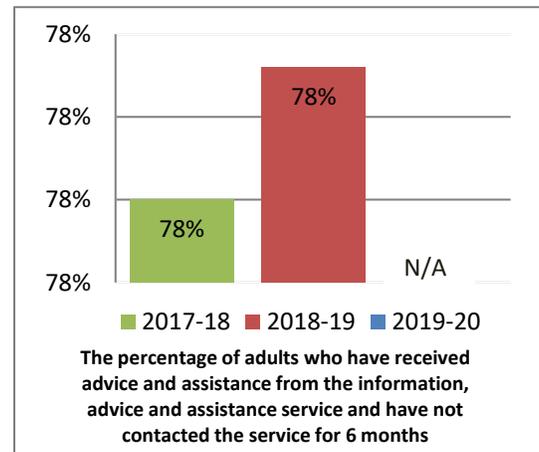
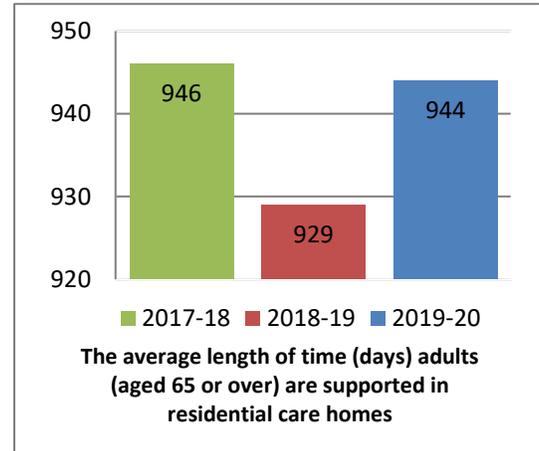
This year we’ve seen an increase in the average

amount of time spent in residential homes. We’ve seen an increase in the number of short-term stays into residential care as part of a package of care and support which has impacted on this measure. This has had the result of enabling people to return to live in their own homes. Further work will continue on this area to ensure that we can use support mechanisms helping people stay in their own homes during their rehabilitation rather than in residential homes. This

may well have a negative effect on this measure next year.

**Advice and assistance service for adults**

Section 17 of the Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to secure the provision of an information, advice and assistance (IAA) service. The purpose of the service is to provide people with information and advice relating to care and support, including support for carers, and to provide assistance to them in accessing IAA. Information, advice and assistance must be provided in a manner that makes it accessible to the individual for whom it is intended. In the main, our IAA service is provided by our Porth Gofal. The national measure aims to show how effective the IAA service is within a local authority by showing how many people need to re-use the service within 6 months. We do not have the data available for 2019/2020.



## Families and Children Services Summary

Again the available data is not complete due to the Covid 19 situation but current performance remains good and prospects for improvement are assessed as satisfactory.

The Service is going through a major transformation as part of the corporate restructuring within the Local Authority and future performance and success will therefore need to be monitored closely within this context.

Children and Young people in Ceredigion are safeguarded and protected as reported by the Quarterly CYSUR Safeguarding reports presented to Scrutiny and Cabinet. The CP register has fluctuated during 2019/20, the Child Protection register sits at 55 as at the end of the year. This is a reduction on the end of year figure for 2018/2019.

Looked After Children in Ceredigion are well supported to maximise their outcomes as reported by the quarterly LAC quality Assurance reports presented to Scrutiny and Cabinet.

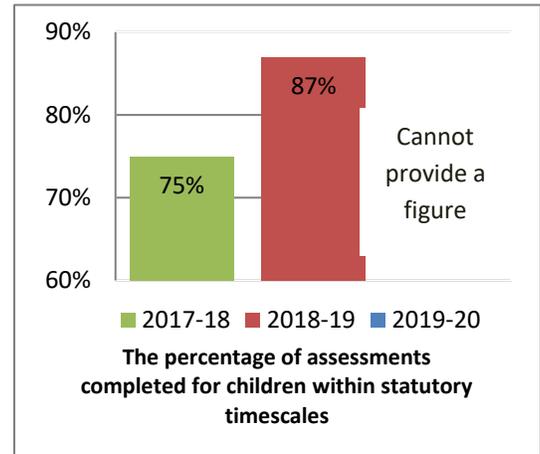
Work continues with the measures put in place to safely reduce the LAC population. The Edge of Care activities have been developed and as a result, the LAC population has increased to 74 as at the 31<sup>st</sup> March 2020. The increase is being closely monitored and an action plan has been developed by the service to manage this going forward.

The further development and coordination of early intervention and prevention activities means that Children & Families are supported at an earlier stage to avoid escalation into statutory services wherever possible. During the year there has been a further co-ordination of early intervention and prevention activities including Flying Start, Families First, and Youth Justice Prevention service

Progress has been made regarding the implementation of the Signs of Safety and Wellbeing Practice Framework in 2019/20 and the 5-year Implementation Plan continues to be rolled out. Information and training sessions involving the Local Authority’s workforce & other agencies/stakeholders has been delivered with a training plan in place to ensure maximum impact is achieved across all sectors.

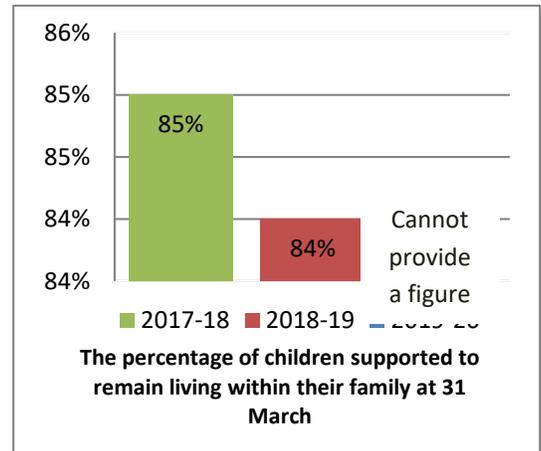
**Assessments within timescales**

The Social Services and Wellbeing Act redefined the assessment process, taking a more proportionate approach across adults and children. Within children services, the timescales of both Initial and Core Assessment were merged to create a maximum number of 42 days in which to complete an assessment. Performance last year had improved and monitoring of this area of work has resulted in the performance coming back on-track and is more in-line with what should be seen. Work needs to continue in this area to ensure we are assessing all children in a timely manner, whilst maintaining the quality of assessment we’ve come to expect.

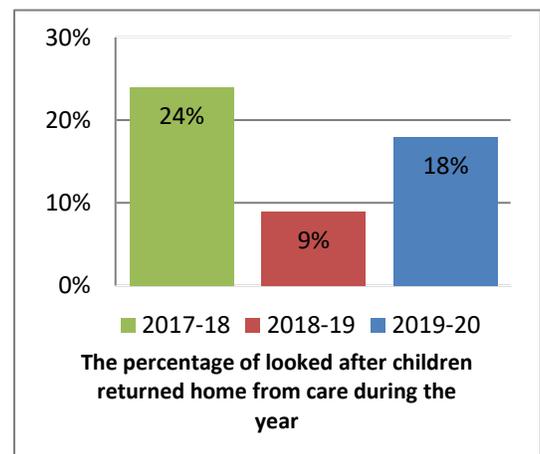


**Supporting Children to remain living with their families**

Supporting children to live with their families is one of the main goals of the service. Wherever possible, it is considered the best outcome for children. This measure compares the number of children supported as Looked After Children (a child who has been in the care of their local authority for more than 24 hours) to the number of children who are supported outside of these types of arrangements. This measure has continued to reflect the work that has been undertaken to support children and families to remain as a family unit.

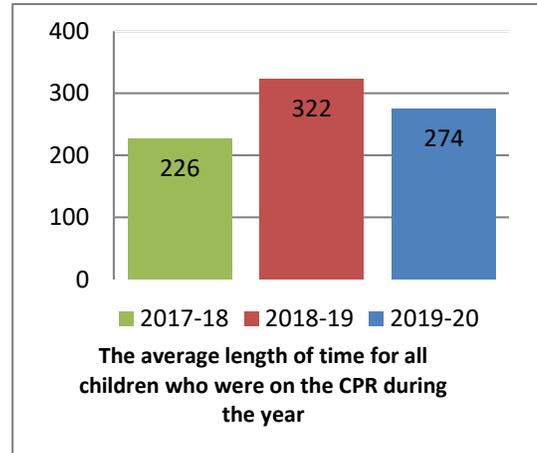
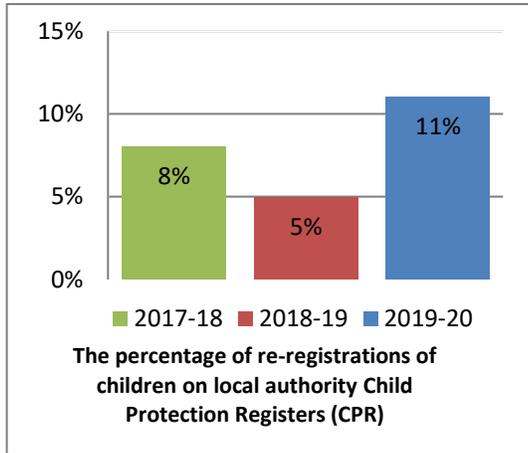


In 2019/2020 we saw an increase in the number of looked after children generally but also an increase in those returned home from care. The Edge of Care project is progressing as planned,



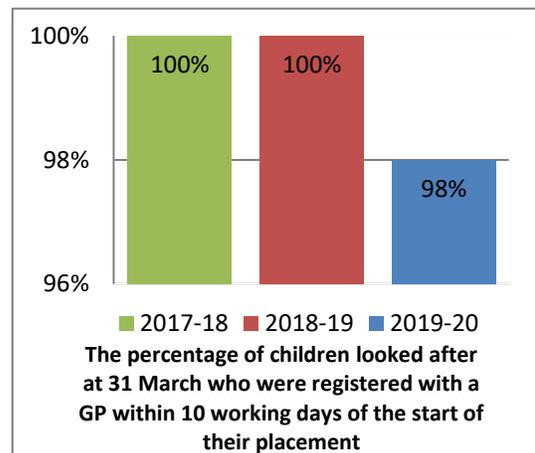
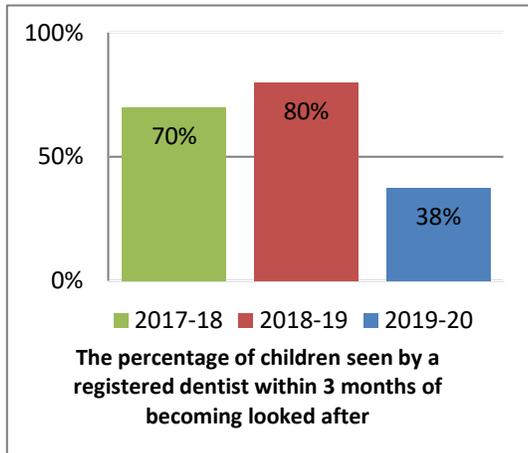
### The Child Protection Register (CPR)

The child protection register provides a record of all children in the area with unresolved child protection issues and who are currently the subject of an inter-agency protection plan. The number of children on the child protection register at the end of the year has increased, with a reduction in the time that the child remains on the register.



### Health of our Looked after children

The Care Planning, Placement and Case Review (Wales) Regulations 2015 state that the responsible authority must ensure that a looked after child is under the care of a registered dental practitioner as soon as practicable and in any event not later than 20 working days after the placement is made.



NICE Clinical Guideline [CG19] – ‘Dental checks: intervals between oral health reviews’ sets out the guidance on the frequency of dental checks. This is based on the individual patient’s risk factors for dental disease. Looked after children are generally considered to be at increased risk of dental disease and it is, therefore, expected that most looked after children would be put on recall for either three months or six months. In 2019/2020 we saw a drop in the percentage of

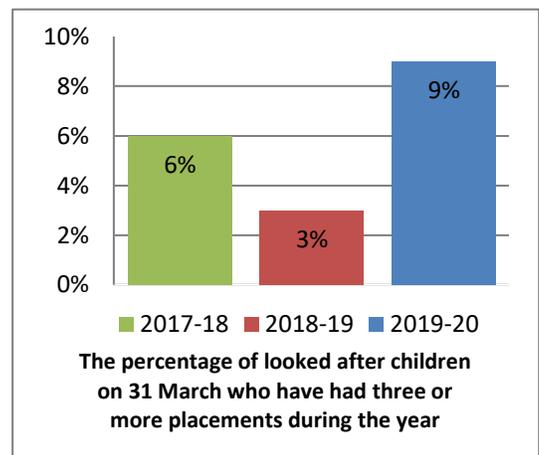
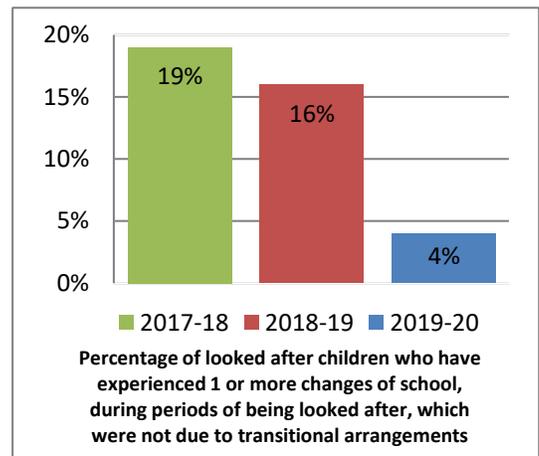
children seen by a dentist within 3 months of becoming looked after and this is an issue that is being considered and addressed by Hywel Dda University Health Board.

These regulations also state that responsible authorities must ensure that a looked after child is registered with a GP as soon as is practicable and in any event not later than ten working days after the placement is made. We have seen a small reduction in the percentage for this measure and will continue to monitor this in the coming year.

**Looked after children – stability of placements**

Research has shown that frequent moves can negatively affect children. Breakdowns, or unplanned moves, are much less likely in younger children. In comparison, 'teenage' placements have a higher chance of breaking down.

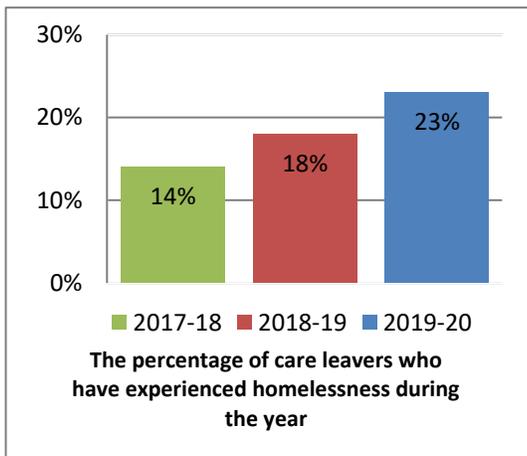
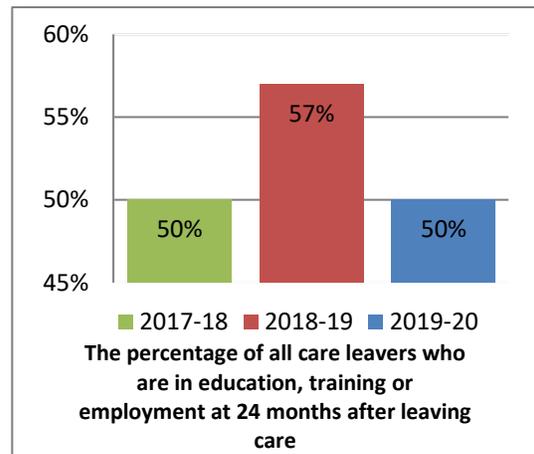
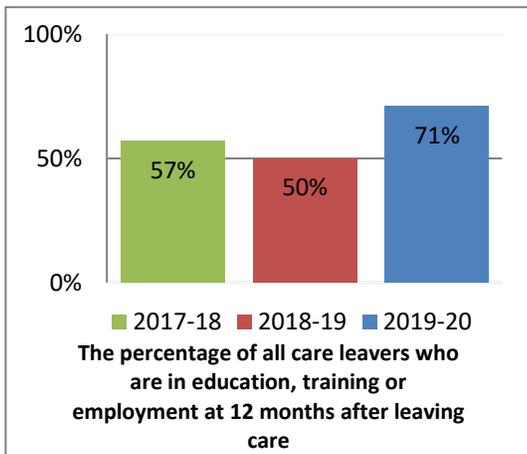
It is not fully understood whether placement moves themselves produce poor outcomes for children or whether this is due to children’s previous experiences and difficulties. There are two main measures which try to illustrate placement stability. The first looks at the number of times a child has had to change school (not including where a child moves from primary to secondary school) and the second looks at how many times a child has had more than two changes of placement. These measures are long-standing and can give an insight into the long-term performance of a service. The downside of both of these measures is that they are particularly susceptible to change due to the low numbers of children included in them. The three or more moves measure is again illustrative of the success of the work being undertaken within our Looked After Children teams.



**Children leaving care**

Leaving care is a term used to reference a group of children who are between 16 and 18 and have previously been in care but are no longer legally “looked after” by the Local Authority. When children leave care, we still have a duty to support these people until the age of 21, or 25 if they are in full time education or have a disability.

It is noted with some concern the perceived increase in the number of our homeless young people. The Local Authority works closely with registered social landlords in our area to look at ways of addressing the situation. The Local Authority will continue to prioritise this issue and raise its profile accordingly.



### 3. How Are People Shaping Our Services?

Ceredigion County Council, Social Care Services engage with citizens and stakeholders through various methods. We use methods, such as taking feedback from service users in the form of our annual questionnaires within our provider services. We take “call back” type feedback within our Single Point of Access and Porth Gofal services. We engage with various boards and groups, for example, Junior Safeguarding Board, LAC Group, LAC Council, Disability Forum, 50+ Forum, Mental Health Transformation Boards, where we share future plans and promote feedback regarding the redesign of service delivery. We also learn from CIW inspections, Welsh Audit Office inspections and Child and Adult Practice Reviews as they occur. We meet with Town and Community Councils to share our plans for future developments and to take feedback on these plans

#### National Safeguarding week



In November 2019 the Ceredigion Local Operation Group worked in collaboration with the CYSUR Board Business Unit, and with the three Local Operational Groups, to support a coordinated regional programme of events to support National Safeguarding Week. A national focus was placed on the new Wales Safeguarding Procedures as an overarching theme. Regionally, themes of co-sleeping and self-neglect were a key focus of the week, with a social media and website campaign created and led by the Boards during the week to raise awareness of these pertinent topics.

The Regional Safeguarding Board Conference, ‘Celebrating Signs of Safety across the Mid and West Wales Region’, was a great success, with excellent feedback and evaluations received. The event was an opportunity to celebrate and demonstrate the ways in which each local area in our region has embedded and utilised good Signs of Safety (SoS) practice in their work, ranging from child protection conferences to substance misuse. Each local area was allocated two slots in which they could share their experiences in using the model. CYSUR were thrilled this year to secure Professor Eileen Munro as keynote speaker, who gave an in-depth overview of her background in social work,

## Learning Disability Strategy 2018-2023

A draft Action Plan has been commenced in response to the Ceredigion Learning Disability Strategy.

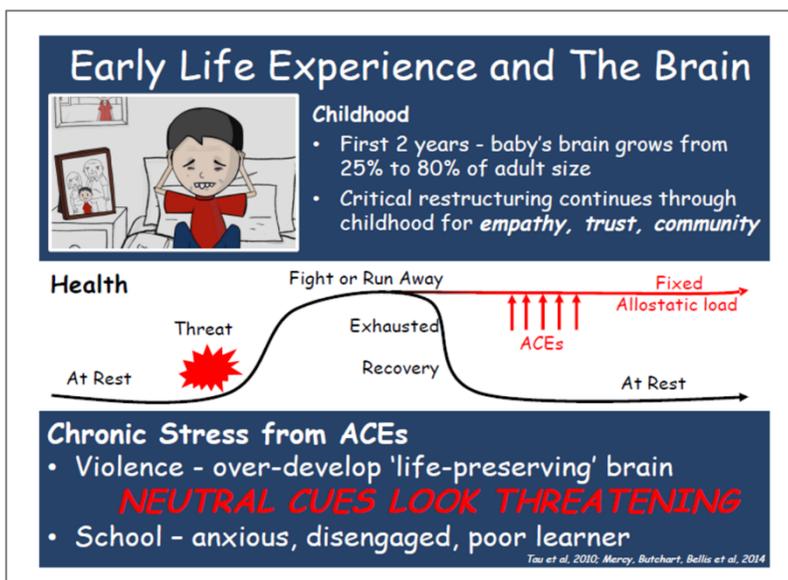
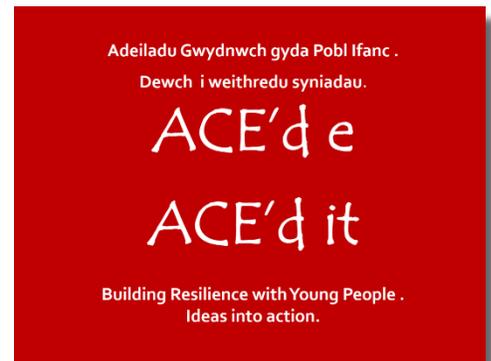
Ceredigion is an active participant in the Regional Lives Improvement Group (RLIP), this meets monthly. This group alternates bi-monthly between a business meeting and a meeting led and chaired by the Dream Team. The Dream Team is a group of service users, supported by Pembrokeshire Peoples First, who actively support the regional group, particularly with use of Integrated Care Funding.

Tim Plant Anabl (Disabled Children’s Team) was inspected by CIW in the 4<sup>th</sup> quarter of 2019-2020. An Action Plan has been created in response to comments raised and is currently being worked on to improve the service to our children with disabilities.

Learning Disability (Adults and Children) are working toward a Through-age Service: Extended Support, as part of the Council’s transformation agenda.

## Adverse Childhood Experiences

Adverse Childhood Experiences (ACEs) are traumatic events that affect children. These could happen whilst growing up, being abused or living in a household affected by domestic violence, substance misuse or mental illness



In order to support an ACE informed workforce in Ceredigion and to develop a whole system approach to early intervention in partnership with Dyfed Powys Police early Action Together programme, extensive work was carried on facilitating the ‘mapping’ of systems and processes across all service areas, in order to identify both duplication in services and the ‘gaps’ in provision.

A training need analysis was carried out which resulted in:

- All Ceredigion Primary school staff have undertaken training (692 in total)
- All Ceredigion Secondary school staff and all Through Age Schools (3-19) staff have undertaken training (838 in total)
- All Pupil Referral Unit staff (25) and Hyfforddiant Ceredigion Training staff (21) have undertaken training
- All Schools’ Service staff have undertaken training (20 in total)
- 7 training events carried out for teams in Children / Adult Services (approx. 70 in total)
- Barnardo’s Multi Agency training event (23 in total)
- 3 Multi Agency events (approx. 40 in total)
- All 112 childcare settings in Ceredigion were invited to training events (100 in total)

## Ceredigion Family Support Services

Ceredigion Family Support Services – Team Around the Family (TAF), Tim Teulu & Penparcau Family Centre provide early help to the most vulnerable families & children to prevent problems occurring or to tackle them head on before they get worse”. The services work with the whole family network rather than focus on one individual. TAF work with the family to identify the issues and help the family to address them by developing and strengthening their connections, relationships and skills in order to build and create resilience, self-reliance and support their wellbeing.

### Team Around the Family

In 2019-20 Team Around Family (TAF) had a total of 199 requests of which 25 had indication of a child with a specific additional learning requirement or disability. Around 30% (61) of the requests are re referrals (often years later) when families are reaching a different life stage and considered TAF effective in the previous assistance and ask for our support again.

Nearly 80% of families recorded a measurable positive distance travelled following Team Around family intervention.

34 requests noted evidence of Adverse Childhood Experiences at outset and a third of these had 4 or more indicators, a very significant rise in the level of complexity of families requiring our support. Parental separation, domestic violence and adult mental health were indicated as the three most frequent challenges, and this has resulted in our services working in conjunction with WWDAS to develop ‘Break for Change’. This intervention is hoped to assist families where child on adult violence is identified. We also continue to develop Take Time for U and Family Links, two group programmes which address aspects of parental emotional wellbeing.

A decline from 80 % to 64% in the number of requests being processed within five working days reflects the additional planning required to address the increasing complex requirements of families who require TAF.

TAF has effectively supported a third of families (37 self-referrals) to access our assistance without the need for other professional referral, a process which empowers families to get “the right help at the right time” and leads to better engagement and understanding of the goals the family want to achieve.

**Tim Teulu**

Tim Teulu is a small cohort of family support workers who assist families to make the identified changes with a focus on parenting and behaviour change. This year Tim Teulu had 161 requests, a slight decrease in the number of requests because of a reduction in capacity due to two experienced team members moving to other roles within Porth Cymorth Cynnar .107 families were closed to Tim Teulu this with measurable success across the domains of family wellbeing, parent child relationship, parenting skills and connection to community.

The group programme delivery included 9 Blame it on the Brain workshops hosted for 31 parents with 93.5% reporting positive change and 5 parent programmes delivered by the team in partnership with Family Centre Network with 25 parents successfully completing the programmes. We continue to develop our suite of one day Blame it On the Brain bilingual workshops including developing Your Amazing Brain a two-hour school-based workshop in conjunction with Youth Service to enable young people to have better understanding and strategies to support their own self-care and development.

**Penparcau Family Centre**

Penparcau Family Centre welcomed 46 new families and facilitated two “Family Links” evidence based structured parent programmes “Family Links” is research evaluated addition to delivery as it has an increased emphasis on enhancing relationships to support emotional wellbeing. We also hosted four informal structured programmes including two “Take Time for You” and “Language and Play”. Staff held 135 open access sessions, “Messy Play”, “Come and Play” and the successful ongoing “Young Parents” group regularly attended by around ten young parents on a weekly basis.

Over 50 contact sessions for LAC young people with their parents were located in the centre with the building also being used by the Amethyst drama project to support emotional wellbeing of young people as well as by alternative curriculum tutors for individual tuition. We also supported four families as part of contribution to the ‘Edge of Care’ programme.

For Ceredigion Play Day 2019 all our family support staff assisted and contributed to the Parent Pamper Activities which included much needed ‘mocktails’ and a hand massage, provided by Coleg Ceredigion staff while their children enjoyed getting (removable) glitter face tattoos and playing on our bouncy castle.



## CIW Safeguarding Focussed Activity

CIW completed a focussed activity in Ceredigion on 6 & 7 November 2019 which centred on Adult Safeguarding services.

The focussed activity provided an opportunity to focus on how the local authority responds to safeguarding reports and the quality of deprivation of liberty safeguards assessments (DOLS). The findings from the activity provided CIW with assurance of a timely and proportionate response to safeguarding reports. Evidence of good information gathering and liaising with other professionals was found and in one case we saw immediate protection being arranged to ensure the safety of the individual at risk of harm.

Most enquires were completed within the statutory timescales with analysis and determination clearly recorded and there was evidence that Practitioners were positive about the peer support received and managers were described as approachable and supportive. Further work is needed on the Quality Assurance framework and is included in Ceredigion’s ongoing transformation of social care.

It was reported that the Voices and wishes of adults at risk were embedded within the safeguarding documentation used by Ceredigion and people were able to communicate in their preferred language.

Effective joint working arrangements between the safeguarding team and other teams within adult services was noted and representatives from the police and health board identified good working relationship with the local authority.

Open, honest and supportive conversations with Providers during the enquiry stage was evidenced and the local authority is working effectively with partners at a local and regional level to prepare for the Liberty Protection Safeguards legislation as part of the Mental Capacity Act review.

### **Early Support, Care and Support and Transition for Disabled Children.**

Care Inspectorate Wales (CIW) published its report following an inspection by CIW and Healthcare Inspectorate Wales (HIW) of Ceredigion County Council and Hywel Dda University Health Board in relation to Early Support, Care and Support and Transition for Disabled Children. The report identified several strengths within the service and recognized the ongoing transformation work to address the areas for improvement included in the report.

The inspectorate found that Ceredigion County Council has set out its positive ambition for disabled children. This vision is committed to corporately and will be used to inform revised operational structures and procedures as part of the Through Age & wellbeing Programme.

The Local Authority has produced an Action Plan which will build on strengths identified and ensure that areas for improvement are given the necessary attention. Key improvement themes include:

1. Quality of Assessment, Care Planning and Reporting
2. Commissioning and Service Delivery
3. Management Oversight: Strengthening Quality Assurance functions

Developing the vision for implementing the Through Age & wellbeing Program includes the establishment of a new Extended Support Service for children and adults with disabilities. A key aspect of the new service will be to focus on ensuring good quality assessments and effective care planning. Staff will work in partnership with key agencies and families and carers to achieve good outcomes for children and adults who need care and support.

The progress of the Action Plan will be consistently evaluated through a quality assurance process at Manager and Team Meetings and by a Monitoring Group which includes representation from across Social care services and other relevant corporate officers and the Health Board.

CIW will monitor progress through its ongoing performance evaluation activity with the Council.

## Complaints and Compliments

### Complaints

This part of the report outlines all Social Services activity during 2019 – 2020 in relation to complaints and compliments. All of the statistics and cases referred to below will be included in the corporate Annual Report, along with all requests made to the service under the Freedom of Information Act (2000), which will be presented to the relevant committees in due course.

Whilst it is acknowledged that Social Services has undergone significant restructuring during this reporting period with the introduction of the Through Age & wellbeing Programme, for ease of reference, this report will follow the format of the complaints recording system. This will be amended for future reporting periods.

The Council has fully implemented the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014, and this document is the guidance that underpins the newly introduced Social Services Complaints Policy, which was approved by the Council’s Cabinet committee on 17<sup>th</sup> March 2020. This Policy sets out the requirements placed upon Social Services staff and the corporate Complaints and FOI Team to promote accountability and ensure that complaints are dealt with fairly and effectively.

### Social Services Complaints Activity

Every effort is made to resolve a complaint at the earliest opportunity and when this is successful, in most cases, the matter will be recorded as an ‘enquiry/concern’. If the matter cannot be resolved at the first contact, or if the issues being raised are of a serious or complex nature, concerns will be addressed in accordance with the formal complaint's procedures referred to above.

The Council operates a two-stage complaints process and the Complaints and FOI Team liaise with the relevant service managers to ensure the correct process is followed at each stage.

During 2019-2020, 93 enquiries/concerns were received and the majority of these were resolved satisfactorily without needing to be progressed under the complaint's procedures.

The data provided below relates to all complaints that were addressed under Stage 1 and/or Stage 2 during the reporting year. Stage 2 is the final stage under the Council’s own complaints procedure; however, service-users have the right to refer their complaint to the Public Services Ombudsman for Wales (PSOW) if they remain dissatisfied after Stage 2.

#### Total number of complaints received in 2019 – 2020

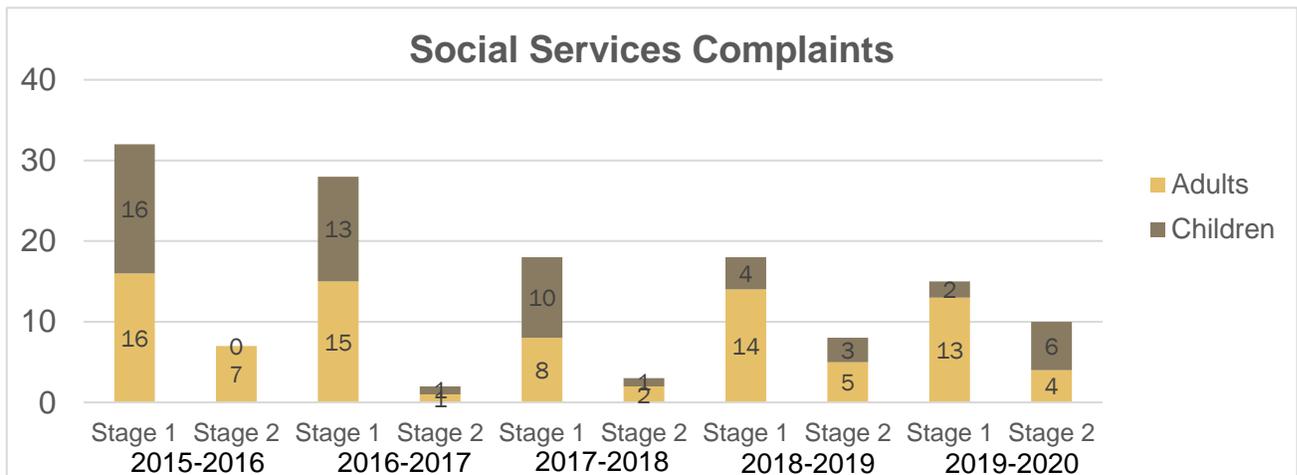
Service Area	Stage 1	Stage 2	Total
Families and Children Service	2	6	8
Adult Social Care and Commissioning Service	13	4	17
	15	10	25

A total of **25 complaints** were received in relation to Social Care Services in 2019-2020. In comparison, **26 complaints** were received across Social Services in 2018-2019, which demonstrates a slight decrease in the number of complaints received.

Social Services staff continue to work closely with the Complaints and FOI Team by adopting an early-resolution approach to incoming concerns and queries, which is proving to be an effective strategy. This can be demonstrated when comparing the number of enquiries/concerns against the number of cases progressed via the formal complaints route (which equates to 27% of all enquiries/concerns received by the Complaints and FOI Team in respect of Social Services).

**Comparative data**

The total number of complaints received for Social Services, separated by Adult and Children Services, during this reporting period can be compared with earlier years below:



**Complaint Outcomes by Service**

A breakdown of the number of complaints and their outcomes is provided below, in accordance with the relevant service areas:

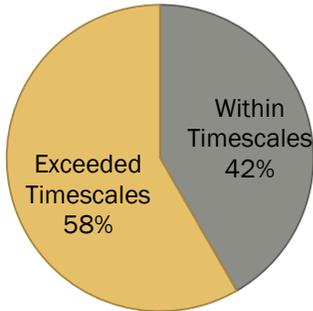
Children Services	Not Upheld	Upheld (whole or in part)	Ongoing / Suspended
Child Protection	1	0	0
Children and Family Assessment Team	2	4	0
Fostering	0	0	1
<b>Total</b>	<b>3</b>	<b>4</b>	<b>1</b>

Adult Social Care & Commissioning Service	Not Upheld	Upheld (whole or in part)	Ongoing / Suspended / Discontinued
Adult Team (North, South, Porth Gofal Triage)	1	5	0
Community Team Learning Disabilities (CTLD)	0	4	1
Financial Assessments	1	0	0
Commissioning	0	2	1
Direct Services (Homes, Day Centres)	0	1	1
<b>Total</b>	<b>2</b>	<b>12</b>	<b>3</b>

### Stage 1

Excluding two complaints which were discontinued, and one complaint that remains open, 5 of the remaining 12 complaints were responded to within the 15 working day timescale under stage 1.

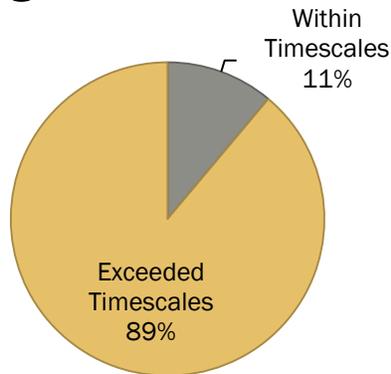
### Stage 1 - Performance



### Stage 2

With regard to performance against statutory timescales at Stage 2 of the process, of the ten Stage 2 complaints received; one remains open and one was responded to within the 25 working day timescale. The remaining 8 cases were granted an extension by the Director of Social Services in accordance with policy.

### Stage 2 - Performance



## Analysis

Having analysed the data over five reporting periods, it is evident that Children Services received a higher number of Stage 2 complaints in 2019/20. This is the first time that Adult Services has received fewer Stage 2 complaints, despite having a significantly higher number of complaints at Stage 1 (16 for Adult Services and only 2 for Children Services). In addition to the two Stage 1 complaints being escalated into Stage 2 during the reporting year, a further two complaints from 2018/19 escalated into Stage 2 during this reporting term. Two cases were investigated immediately at Stage 2. There are three main reasons for why a Social Services complaint will be considered under Stage 2 immediately:

- the complaint is deemed too complex or serious for initial consideration at Stage 1
- the managers responsible for the service are also the subject of the complaint
- the complainant has communicated their mistrust in the managers of the service dealing with complaint at an initial stage.

Of the 8 complaints received by Children Services, half were upheld (wholly or in part), one complaint was ongoing or suspended at the time of reporting and three cases were not upheld.

Whilst Adult Services received fewer Stage 2 complaints during the year, they received the greatest number of complaints overall – with 17 cases being recorded across the year. Upon analysing the outcomes of these complaints, it is evident that over 70% of these cases were upheld (wholly or in part). Only two cases were found to be unjustified (not upheld) with the remaining three cases having either been discontinued, suspended or remain ongoing beyond the end of the reporting period.

## Themes and Trends

Poor communication remains at the centre of most complaints and in most cases, these were addressed at service level and the actions undertaken were sufficient to resolve the complaint.

It is also recognised that further work needs to be done to improve the implementation and monitoring of recommendations made as a consequence of complaints. Work is underway to improve the governance arrangements within Social Services and it is anticipated that these improvements will complement the reorganisation to develop the Through Age & wellbeing Programme and promote accountability in all areas.

## Timescales

Compliance with the timescales prescribed in the Regulations is one area which needs further attention in the forthcoming reporting period. However, it is acknowledged that complaints timescales can be very restrictive, therefore good communication with complainants is essential. Further work will be done with Corporate Managers to seek to improve performance in this regard.

### **Lessons Learned**

Examples of lessons learned as a consequence of complaints are provided below:

*Equality and Diversity training in relation to non-binary people in order to ensure understanding, respect, and appropriate use of terminology at all times.*

*A reminder will be issued to the staff responsible for booking supervised contact sessions to ensure that venues are selected according to the number of attendees scheduled to attend and additional consideration should also be given for the practicality of any planned activities at the venue.*

*Staff to ensure that recorded information is always accurate and factual and care is taken to ensure the correct context is applied at all times.*

### **Public Services Ombudsman for Wales (PSOW) Activity**

During the period of this report the Council received **nine** new contacts from the office of the PSOW, which is a marked increase from the three contacts received in 2018/19. Five cases related to Children Services and four complaints were about Adult Services.

None of the complaints referred to the PSOW were investigated and neither were there any settlement proposals or quick fixes recommended. Of the nine contacts referred to the PSOW in respect of Social Services:

5 deemed ‘Out of Jurisdiction’ (e.g. the complaint should be pursued via other channels i.e. the courts)

3 cases were closed after initial consideration by the PSOW (e.g. they were either satisfied that there was no maladministration on the part of the Council or there would be very little achieved from the PSOW investigating the complaint)

1 case was premature (e.g. it had not yet been considered under the Council’s own complaints procedure).

This reporting period is the first year since 2015/16 that Social Services have had no complaints investigated or upheld by the Public Services Ombudsman for Wales.

**Compliments**

The highest number of compliments received within the Council during the reporting period were made by service-users within Social Services. A total of 235 compliments were received which, broken down by service, are as follows:

<b>Service Area</b>	<b>Compliments received</b>
Families and Children Services	36
Adult Services (including Direct Services & Housing)	168
Other Services: (including Commissioned Services)	31
<b>Total</b>	<b>235</b>

Some of the compliments received during 2019/20

‘I just want to thank you for all your support and help, you really have been a pleasure to work with.’

‘Thank you and your staff for the excellent service. I could not have wished for better.’

‘Happy with service provided. Very kind, always happy and upbeat, sets me up for the day. Extremely happy, not sure how I'd cope without the help.’

## 4. Promoting and Improving the Well-being of Those We Help

The six quality standards used to measure the Local Authority’s performance against the wellbeing outcomes are:

1. Working with people to define and co-produce personal well-being outcomes that people wish to achieve
2. Working with people and partners to protect and promote people’s physical and mental health and emotional well-being
3. Taking steps to protect and safeguard people from abuse, neglect or harm
4. Encouraging and supporting people to learn, develop and participate in society
5. Supporting people to safely develop and maintain healthy domestic, family and personal relationships
6. Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

### What did we plan to do last year?

Since a number of our services are linked and strategies aligned, our children and families services objectives overlap with Adults services therefore the objectives are focused on a through age approach

#### Improvement Objective 1

- To ensure that the transformation of social services is achieved during 2019/20 in partnership with other corporate departments and partner agencies.
- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

#### Improvement Objective 2

- Ensure the Local Authority has a strong voice in the Region
- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

**Improvement Objective 3**

- Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion
- Develop the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to scale up a Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resources

**How far did we succeed in working towards those priorities?****Improvement Objective 1 – Transformation of Social Services**

- To ensure that the transformation of social services is achieved during 2019/20 in partnership with other corporate departments and partner agencies.
- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

Our vision of the Through Age & wellbeing Programme is:

To ensure every child, young person and adult in Ceredigion will be able to reach their full potential. To ensure fair access for all to excellent universal and targeted services that supports the health and wellbeing of all citizens. To develop skills and resilience that will last a lifetime and enable individuals to cope well with the challenges and pressures that they may face.

We will:

- support those at a disadvantage and those who encounter challenges
- further develop strengths-based, outcome focused services for citizens
- Safeguard and nurture the most vulnerable.
- aim to be the benchmark standard for excellence and innovation in Wales and beyond
- Upskill our workforce to work collaboratively to improve the guidance and support available to individuals and families in Ceredigion.

Welsh Government has introduced a range of legislation focused on maximizing the health and wellbeing of its citizens, including

- Social Services and Well-being (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015

Ceredigion County Council is committed to ensuring that the key principles of the legislative framework are embedded within all its activities and developments.

The Council is committed to further embedding the Signs of Safety Framework and proposes that this framework becomes central to the Through Age & wellbeing Programme. We intend to do this by ensuring that the information we collect from citizens directly or via other agencies is appropriately used to deliver a person-centered approach based around the fundamental questions of ‘What’s worrying you?’ and ‘What’s working well?’ As a result of these we are seeking to further develop strengths-based, outcome focused services for citizens which respond in a timely creative manner and which always focus on what is important to the individual.

The Through Age & wellbeing Programme will continue to progress in order to implement the vision and rebalance the way that care is delivered within Ceredigion **Improvement Objective 2 - Partnerships**

- Ensure the Local Authority has a strong voice in the Region
- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

Ceredigion County Council continue to have engage with the West Wales Care Partnership and the Regional Partnership Board. This provides a mechanism for driving regional improvements across social care whilst maintaining the focus on Ceredigion specific priorities and areas of need. There are a number of regional fora that Ceredigion County Council support and are effectively engaged with. Opportunities for regional funding are maximised through regional partnerships and initiatives, including the Healthier Wales Transformation Programme and Integrated Care Funding.

**Improvement Objective 3 – Healthier Wales Transformation Programme**

- Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion
- Develop the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to scale up a Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resources

As part of the West Wales Care Partnership Our original submission for A Healthier West Wales programme of work included:

**Improving lives through technology**

- Proactive technology enabled care
- Shared digital framework

**Strengthening integrated localities**

- Fast tracked consistent integration
- Proactive supported self-management

**Supporting change together**

- Continuous citizen engagement
- Behaviour change for good

**Connecting people... kind communities**

- Creating connections for all



- Building the infrastructure to deliver differently

A total of £11.89 million was provided by Welsh Government to the WWCP to support the delivery of the 3 agreed programmes highlighted below:

**Programme 1: Proactive, technology-enabled care**

- Proactive approach to keeping people well in communities
- Based on proven approach in Bilbao, Spain
- Evidence from Spain of significant impact on system demand and wellbeing
- Bespoke and individualised TEC
- In-depth wellbeing assessment and supported wellbeing plans
- Proactive calls using existing Delta Wellbeing platform providing built-in benefits
- Multi-agency rapid response with enhanced, local community support
- Digital inclusion project to support informal networks

**Programme 3: Fast-tracked, consistent integration**

- Fast Access Community Team providing 24/7, professional crisis response
- Model to be implemented in each locality, shaped to ensure that arrangements meet local needs and build on existing arrangements
- Additional programme capacity to support further integration at locality level

**Programme 7: Creating connections for all**

- Consistent community connectors model across West Wales creating community links and building resilience
- Active citizens – promoting and supporting volunteering
- Intergenerational buddying programme to develop IT and other skills
- West Wales is Kind programme
- Embedding Dewis and Info-engine
- Accelerated skills programme for staff providing community support

All 3 programmes were initiated in 2019/2020 with programme 1 being led regionally, programme 3 led locally and programme 7 led by the 3<sup>rd</sup> Sector.

***Ceredigion Local Authority Housing Services***

The housing service in Ceredigion have been part of the Porth Gofal Service within the Through Age & wellbeing Programme and are seen a crucial and vital area of service in supporting individuals and families in maintaining good health and wellbeing. The service meets a wide range of community needs and below is a detailed report of the activity within the service in 2019/2020

# PORTH GOFAL

## HOUSING SERVICES

Under Homelessness interventions, in 2019-20, 144 cases were dealt with where there had been approaches due to households being at risk of homelessness. Of those, 100 were successfully prevented from becoming homeless.

**144**



**310**



In general 310 enquiries / cases were provided with advice and assistance.

427 assessments carried out under s62 Housing Act requirements.



**427**

**83**

83 clients were assisted with Rent Advance and Bonds in 2019-20.



(This figure does not include those who the Housing Options team supported and sign-posted to other agencies such as, Vicars Relief Fund (VRF), budgeting loans and Discretionary Housing Payment (DHP) applications for these upfront costs.)

Under housing register work, for the year 2019-20, 1139 Housing Register applications were received across all four Registers (affordable, general, older persons, accessible).

**1139**



**439**

439 Safe, Warm and Secure Grants delivered.



Under the adaptations service, 120 Disabled Facilities Grants delivered.

**120**



***What difference has the service made?***

For homelessness prevention duties, 31 households secured private rented sector accommodation with landlord incentive scheme (funding from the Homeless Prevention Fund or DHP) and 24 without landlord incentive scheme.

10 households were able to remain home as a result of financial assistance (DHP/Prevention Fund) and additional 3 households were able to remain home as a result of debt / financial advice.

Under the relief duty 41 households secured p/r accommodation with landlord incentive scheme and 10 without landlord incentive scheme.

Disabled Facilities and Safe Warm and Secure grants have assisted clients to live independently in their own homes, quote from an applicant “I can bathe daily now (safely) and no longer feel afraid of falling on the stairs. I can’t thank everyone enough for the truly significant positive changes this work has made to my life.”

A total of 267 applicants secured housing from the Housing Register. 52 (19%) allocations were made to persons’ owed a homeless duty.

***How well have we done?***

Total prevention outcomes: 144 (this includes successful prevention, unsuccessful prevention, non-co-operation, assistance refused, withdrawn and withdrawn due to loss of contact).

Successful prevention outcomes: 100. Therefore, 69% of households threatened with homelessness were successfully prevented. However, only 16 (11%) of the 144 were actually unsuccessfully resolved as 28 (19%) clients withdrew from the service (including 1 household who refused assistance and 1 household who did not co-operate), and therefore Housing Options were unable to assist or establish an outcome.

Provided a safe home for 559 disabled and vulnerable applicants to remain living independently with over 80% of grant applicants stating that they strongly or tend to agree with the statement that as a result of the adaptations, their quality of life has improved.

991 Housing Applications were activated onto the Housing Register enabling consideration for social housing allocations. In addition to this, amendments were made to applications and application renewals ensuring correct and up to date information for our RSL partners.

***Delivery of affordable housing across all tenure***

The SHG programme for 2019-20 is part of a 3year rolling development programme made up of a number of funding streams from Welsh Government.

The development programme is based on regularly updated needs analysis of the Housing Registers with the aim of delivering a mix of social and intermediate housing across Ceredigion.

***What difference has the objective made?***

The number of Social Rented units being delivered is likely to increase year on year over the next 3 years and so contribute to Welsh Governments 20,000 Target by 2021. Developments are being targeted to help meet the identified local need in the County. The range of affordable

tenure options is also being increased so as to help address the different housing needs within the County.

The Authority is improving the targeting of all new social housebuilding as a result of the Housing Register database system (Abritas). Specialised and adapted housing such as wheelchair accessible / mobility impaired units are also being delivered to try and address the need for specific applicants / clients. The number of Viability challenges received have dropped marginally over the summer months but it is anticipated that challenges will increase as the number of overall applications increases.

Unfortunately Abritas cannot tell us how many applications required Accessible Housing for 2019-20. However, as of today’s date (18/11/2020) there are 239 applications which have a requirement for an accessible property. With 1497 active applications, this is about 19% and is consistent with previous reports run over previous years. During 2019-20 5 of the allocations made were for accessible properties, fully wheelchair accessible.

***Contribute towards the development and integration of the Through Age & wellbeing Programme:*** During 2019-20 revised guidance for Housing Support Grant (HSG) programme (Supporting People) was issued by Welsh Government. This revised guidance served to highlight the strong inter-linkages between housing support and homelessness prevention. In recognition of these linkages, the responsibility for the strategic planning and delivery of the HSG services was moved to within Housing Services. Since this time, considerable benefits have been seen from the co-location of housing options, affordable housing and HSG planning ensuring opportunities are put in place for a more holistic consideration of the needs of the client. Further developments are planned for 2020-21 including the re-commissioning and preparations for the development of the HSG Programme Strategy for future years.

Furthermore, with the location of Housing Services within the Porth Ceredigion integrated, through age service model, many opportunities have been identified for building on opportunities and links across the service model from prevention, early intervention through to crisis intervention.

***Ensure that the accommodation needs of residents are met***

The Housing service continues to work towards ensuring that the accommodation needs to residents are being met. Throughout the year 195 inspections of licensed Houses in Multiple Occupation (private rented accommodation) were undertaken to ensure safety standards were being met, 12 cases of harassment and illegal eviction were investigated, and 208 service complaints related to poor housing standards were followed up. Housing staff were also involved in recovery follow-up as a result of flooding incidents in the county affecting people in their homes. In such instances, housing advice and assistance is provided in support of the drying out and remediation of their homes that may take many months, as well as assistance with temporary accommodation if they cannot remain in their homes due to flood damage.

18 cases of hoarding were investigated and supported. Due to the increasing numbers of such cases being seen by the service, a Hoarding Toolkit and Operational Procedure was developed on a multi-agency basis. Due to the excellent work on this toolkit, this was subsequently presented

to the CYSUR regional safeguarding board who were keen to review and adopt it into a Self-Neglect learning and development opportunity.

## What are our priorities for next year and why?

This coming year will see the continuation of a number of whole-system transformation projects. With the Covid 19 Pandemic taking hold in March 2020 business planning was paused in order for services to focus on maintaining critical services. Due to this the priorities for 2020/2021 needed to continue to focus on the 3 key areas of work started in 2019/2020. These primary objectives over the coming year for adult and children social care are:

### Improvement Objective 1

To ensure that the transformation of social services is achieved during 2020/21 in partnership with other corporate departments and partner agencies.

- Work in partnership on the Corporate restructure plan, enabling an efficient whole-council approach
- Ensure the Statutory requirements for Social Care are clearly defined within the structure
- Ensure robust services are in place to enable citizens to achieve their personal outcomes

### Improvement Objective 2

Ensure the Local Authority continues to have a strong voice in the Region

- Ensure regular committed involvement at all regional partnership events by relevant staff
- Ensure that Ceredigion takes full advantage of the resources available to us from the Regional Partnership Board
- Influence the developments through the region and nationally

### Improvement Objective 3

Ensuring that the LA is effective, along with partners in securing and utilising Transformation Funds to drive better outcomes for people in Ceredigion

- Continue to enhance the regional Technology Enabled Care Project in conjunction with Carmarthenshire/Pembrokeshire and Hywel Dda
- Work in partnership with Hywel Dda to drive forward the Integrated working agenda including the Fast Access Community Team
- Work in conjunction with Health and 3rd Sector to develop community hubs and resource

## 5. How We Do What We Do

### How we have supported the professional development of the Social Care Workforce

Ceredigion County Council highly values the services provided by the social care sector for the citizens of Ceredigion. Through the provision of learning and development opportunities we seek to attract, recruit and retain a highly skilled and competent workforce able to make a positive difference to the lives of the people they work with.

Social Care Wales Workforce Development Programme (SCWWDP) grant funding is utilised to provide a range of training and development opportunities which are made available to the sector. These opportunities support the induction, continuous professional development and the regulatory qualification requirements of those involved in service delivery.

To engage with and encourage dialogue with external social care providers the learning and development team hosted two events to ascertain their training needs and priorities, this in turn informed the range of opportunities we have provided.

In March 2020, Covid 19 impacted upon the delivery of learning and development opportunities and resulted in the cancellation of all face to face training delivery. This provided a new emphasis on the use of e learning and on line training delivery. Priority was given to the development of new e learning programmes to support the sector, in particular those who were new to frontline social care roles. A revised schedule of on line events was established and continues to be offered to internal and external social care providers.

254 events including health and safety training have been provided in year achieving 2940 staff attendances, an increase of 298 on the previous year. Learning events have included the Autism Reality Experience, Court of Protection, County Lines and Prevent Awareness. 4 events on the Code of Professional Practice were attended by 66 internal and 14 external staff and 26 Dementia learning events attended by 191 internal and 91 external staff. In line with the Violence against Women, Domestic Abuse and Sexual Violence Act (VAWDASV) 20 sessions of Ask and Act training have been attended by a total of 194 staff. 45 social care staff have also been supported to attend a various external conference and training opportunities.

The Signs of Safety Practice Framework continues to be embedding into practice supported by way of 17 sessions with 171 internal and 85 external staff attendances.

The increased use of e learning programmes has enabled accessible and standardised learning for the sector with a total of 1753 internal and 222 external social care staff completions.

Workforce succession planning is integrated at different levels of social care practice. Partnership working with the Open University and Swansea University has supported 13 hosted social work student placements, 8 employees successfully qualified as Social Workers gaining permanent positions within the authority and 3 employees are currently undertaking the Certificate of Health and Social Work Practice. The success of our first social care apprentice in completing the Level 2 Health and Social Care Award in a residential home and subsequently gaining employment within

the authority has led to further recruitment. In November 2019 a new social care apprentice began on this career pathway.

Welsh Language continues to be integrated into our learning and development practice through the provision of bilingual information and Welsh medium training delivery. Sessions offered on Welsh Language Standards Awareness and More than Just Words support our commitment to the ‘Active Offer’.

307 staff have completed the Welsh Language Awareness e learning Programme and 43 social care staff have been supported to undertake Welsh language courses.

Programme	Numbers on programme <sup>1st</sup> April 2019	Numbers enrolled during 2019/2020	Numbers achieving during 2019/2020	Numbers withdrawn	Numbers carrying forward to 2020/2021
AWIF	0	23	0	1	22
H&SC Level 2	3	13	3	4	9
H&SC Level 3	3	11	3	2	9
C&YP Level 3	2	0	2	0	0
H&SC Level 5	1	10	8	0	3
Cert HE in SW Practice	7	3	7	0	3
Social Work Degree	8	0	8	0	0
NQSW programme	2	8	2	0	8
Grad Cert in Consolidation of SW Practice	7	3	4	0	6
Practice Assessor Award	3	1	2	1	1
Approved Mental Health Practitioner	0	2	0	0	2
Step Up to Management	5	0	5	0	0
TMDP	7	1	7	0	1
MMDP	1	0	1	0	0
Cert in Dementia Care Level 3	20	0	18	2	0
Trusted Assessor Level 3	0	10	10	0	0
Assessing Decision Making Capacity Level 6	0	3	0	0	3
Strategic Manager Leadership Programme	0	1	1	0	0

Language profile of our workforce – Adult Services

Overview	No of People	% of People
ALTE 0,1 & 2	174	46.15%
ALTE 3,4 & 5	203	53.85%
<b>TOTAL</b>	<b>387</b>	<b>100.00%</b>

Gap	No of People	% of People
Gap in ALTE requirements	189	50.13%
Meets ALTE requirement	188	49.87%
<b>Total</b>	<b>387</b>	<b>100%</b>

Person - speaking & listening	0	1	2	3	4	5	
No of People	25	92	57	71	32	100	377
% of People	6.63%	24.40%	15.12%	18.83%	8.49%	26.53%	100.00%
Person - writing	0	1	2	3	4	5	
No of People	65	97	59	63	28	65	377
% of People	17.24%	25.73%	15.65%	16.71%	7.43%	17.24%	100%
Person - reading	0	1	2	3	4	5	
No of People	56	89	60	40	52	80	377
% of People	14.85%	23.61%	15.92%	10.61%	13.79%	21.22%	100%

Language profile of our workforce – Children Services

Overview	No of People	% of People
ALTE 0,1 & 2	78	43.58%
ALTE 3,4 & 5	101	56.42%
<b>Total</b>	<b>179</b>	<b>100.00%</b>

Gap	No of People	% of People
Gap in ALTE requirements	74	41.34%
Meets ALTE requirement	105	58.66%
<b>Total</b>	<b>179</b>	<b>100.00%</b>

Person - speaking & listening	0	1	2	3	4	5	
No of People	3	36	39	25	13	63	179
% of People	1.68%	20.11%	21.79%	13.97%	7.26%	35.20%	100.00%
Person - writing	0	1	2	3	4	5	
No of People	16	39	32	17	28	47	179
% of People	8.94%	21.79%	17.88%	9.50%	15.64%	26.26%	100.00%
Person - reading	0	1	2	3	4	5	
No of People	13	34	37	16	30	49	179
% of People	7.26%	18.99%	20.67%	8.94%	16.76%	27.37%	100.00%

## Our Financial Resources and How We Plan For the Future

The Council’s overall financial challenge remained considerable during 2019/20 following a decade of continued austerity with the Council’s overall WG funding settlement for 2019/20 of £102.1m only just getting back on a par with 2010/11 levels (£101.7m).

The Social Care related budgets (£31.8m) continued to form an increasing part of the Council’s budget rising to 22% of the overall 2019/20 Council budget of £143.6m. Within these figures there were Social Care related savings requirements of £2.1m and service cost pressures of £2.8m.

The resources allocated to Social Care proved to be insufficient as there was a £2.2m overspend for the 2019/20 financial year. However this marked a turning point resulting in an increased recognition of the pressures being faced by the Social Care budgets and the scale and pace of the transformational change required.

Looking forwards the Council’s Medium Term Financial Plan sets out the financial strategy for future planning purposes and to meet the Council’s Corporate priorities which are:

- Boosting the Economy
- Investing in People’s Future
- Enabling Individual and Family Resilience
- Promoting Environmental and Community Resilience

Part of the transformational aspect of the Medium term plan focusses on the move from a more traditional Children’s and Adult Social Care services to a wider Through Age model with early intervention through the introduction of a new targeted operating model under the services within to be known as Porth Gofal, Porth Cynnal and Porth Cymorth Cynnar.

It is recognised that whilst this will potentially require initial pump priming and investment (which is planned to start in 2020/21), it is expected to generate long term benefits and as a major organisational change is being managed using formal Project management principles.

The current population estimates (Pre 2021 Census) indicate that Ceredigion’s population is currently expected to decrease from 72695 in 2019 to 69338 by 2038. However within this the number of children are projected to decline by 15%, the working age population is also projected to decline by 14% but the over 65s population is expected to increase by 7% partly due to longer life expectancy but also the ageing of the baby boomer generation from the 1950s and 1960s.

The projected increase in the ageing population is therefore a major challenge for the Council which will inevitably ultimately lead to a significantly greater demand for Council services. This forms part of the backdrop to the need for change with a new targeted operating model.

## **Our Partnership Working, Political and Corporate Leadership, Governance and Accountability**

### **Co-coordinating Overview and Scrutiny Committee**

The CYSUR Local Operational Group Safeguarding quarterly reports were considered by the Committee. The reports provide management information on action taken under the All Wales Child Protection Procedures. The reports include information provided by other agencies in relation to safeguarding the welfare of children in Ceredigion. Management information is discussed by members of the CYSUR (Ceredigion) Local Operations Group in order to monitor and evaluate the effectiveness of the safeguarding children arrangements in Ceredigion and the outcomes achieved. The multi-agency meetings provide an opportunity to identify and act upon any performance and other issues within this area of work. Performance information is also provided to the Mid and West Wales Regional Safeguarding Board which is also an opportunity to analyse performance, trends and issues across the Region.

The Adult Safeguarding Service quarterly reports were considered by the Committee. The reports highlight activity and performance of the Adult Safeguarding service and provides statistical data that enables a comparative analysis between activity in different quarters and previous years as well as noting key achievements and work undertaken during the year. The report also highlights key areas of work and improvement during this financial year.

Information on the new Wales Safeguarding Procedures were presented to the Committee.

The Committee considered the safeguarding element of the Annual Report of the Statutory Director of Social Services 2018-2019 which had been considered in its entirety by the Healthier Communities Overview and Scrutiny Committee. It was noted that future reports would be more outcome focused.

### **Corporate Resources Overview and Scrutiny Committee**

Members of the Corporate Resources Overview and Scrutiny Committee considered the Domestic Abuse Policy prior to its consideration at Cabinet. At the 26th February 2020 Committee meeting, consideration was given to the Social Services Complaints Policy and Procedure. A Special Meeting of the Committee was convened and held on the 16th March 2020 to consider the decision of the Cabinet at its meeting held on the 25 February 2020 in respect of the Former Care Home Site, Penparcau.

### **Healthier Communities Overview and Scrutiny Committee**

The Service Manager - Quality Assurance, Children Services and the Corporate Lead Officer for Porth Ceredigion both regularly attended Committee meetings to present the quarterly Independent Reviewing Service Performance Management Reports which included national and local standards, and targets used to measure outcomes for looked after children and care leavers. The Independent Reviewing Officer has regard as to whether the child/young person’s human rights are being breached in any way and, if so, considers a referral to CAF/CASS Cymru. At the 13th February 2020 Committee Meeting, Members met to consider the draft Budget being recommended by Cabinet for 2020/21 and Members welcomed the additional paper which had

been requested by the Healthier Communities Overview and Scrutiny Committee Chairman which explained the change in Children’s Services budget and the fact that Out of County Placements had now been moved under the Leadership Group budget as a Corporate item.

The Healthier Communities Overview and Scrutiny Committee at its 11 July 2019 meeting received the Care Inspectorate Wales (CIW) Local Authority Performance Review annual letter. The letter summarized the review of Ceredigion County Council’s performance in carrying out its statutory social services functions. It followed the four principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) and CIW’s increasingly collaborative and strengths based approach to supporting improvement. The letter is intended to assist the local authority and its partners to continually improve.

At the 18th September 2019 Committee meeting, the Carers Development Officer, Heather West was welcomed to the meeting to present the report on the 2018 – 2019 West Wales Care Partnership Regional Carers Group Annual Report.

At the same meeting the Manager of Flying Start, Rhian Rees presented the Flying Start annual report in order to provide an update on the Flying Start Programme (including Outreach) in Ceredigion, its contribution to Early Intervention and Preventative Services, the Welsh language and to inform Members of its work to mitigate the impact of Adverse Childhood Experiences through building resilience.

At the 13th January 2020 meeting, The Corporate Lead Officer for Porth Ceredigion presented the report on an update on the Implementation of the Liberty Protection Safeguards amendment to the Mental Capacity Act.

Martyn Palfreman, the Head of Partnership, West Wales Care Partnership and Peter Skitt, County Director Ceredigion, Hywel Dda University Health Board attended a meeting to present the report on ‘A Healthier West Wales Regional Transformation Programme’. In March 2019 the West Wales Care Partnership was awarded £11.9m from the Welsh Government’s Transformation Fund, in order to provide resources for implementation of the national plan for health and social care A Healthier Wales.

A special Joint meeting was arranged on the 15th January 2020, between Members of the Healthier Communities and Learning Communities Overview and Scrutiny Committees as agreed at a previous Committee meeting.

Consideration was given to the report upon Mental Health in Reach in Schools Project. It was reported that in July 2017, Welsh Government Cabinet Secretaries for Education and Health, Wellbeing and Sport jointly agreed to run pilots to test provision of the Mental Health In reach support to Schools from Child and Adolescent Mental Health Services (CAMHS).

Consideration was also given to the report upon the arrangements for Foster Carers to support children in their care in their use of the Welsh language and the encouragement and support given to foster Carers to learn Welsh. The report had been presented in order to provide the committee with information on foster parent support for looked after children and to consider the educational requirements of children in care as requested by the Committee Members. The Service Manager for Quality Assurance, Children Services provided members on the current situation and the next steps for the service. Consideration was then given to the report upon the

Support available for Ceredigion Looked After Children (LAC) as requested by Committee Members. The report had been presented in order to outline support available to Looked After Children in addition to providing information on Looked After Children’s educational achievement.

At its 22 January 2020 meeting Officers attended the meeting in order to present a report to respond to Members’ request for an update on the affordable/accessible housing Programme.

On the 13th February 2020 an overview of Substance and Alcohol Misuse Services in the region and in Ceredigion was presented and the Committee had the opportunity to examine the latest Dyfed Area Planning Board Annual Report.

The Corporate Manager Substance Misuse presented the Dyfed Area Planning Board for Drug and Alcohol Misuse Annual Report 2018-19. The report highlighted education and awareness, harm reduction, treatment, recovery and the area’s performance. Committee Members were pleased to note that key performance indicator statistics for Dyfed were good with numerous projects being undertaken along with outreach work.

The Mid Wales Joint Health and Social Care Joint Scrutiny Group established continues to scrutinise the Mid Wales Joint Health and Social Care Board, previously the Mid Wales Healthcare Collaborative. Meetings were held on the afternoon following each meeting of the Board meetings. The Chair, County Director and Programme Manager, and Lead Directors attended those meetings. This is a Joint Scrutiny Working Group comprising Local Authority Members from Gwynedd County Council and Ceredigion County Council and previously Powys County Council. Powys, however, withdrew its Membership at the end of 2019.

The Social Services Department in Ceredigion County Council has a well embedded culture of strategic and operational partnership working. It is well understood that successful social care outcomes are contingent on preventative services and health services being well integrated into referral response and ongoing case work. A number of tangible examples of partnership work has been described at length in this report already, but some more include:

- The multi agencies approach delivered in Porth Gofal and Porth y Gymyned
- The Cylch Caron development and the work to deliver an Integrated Care Facility in Tregaron, in partnership with health and housing.
- The Cardigan and Aberaeron Integrated Health and Social Care Service developments.
- The Hoarding Hub – a multi-disciplinary approach to tackling hoarding from a joint environment health, and social care perspective.
- The development of the ‘Edge of Care’ model for children and family services

### The West Wales Care Partnership

Section 14A of the Social Services and Wellbeing (Wales) Act requires local authorities and Local Health Boards to produce Area Plans setting out the range and level of services that will be provided in their area in response to regional Population Assessments. These Plans must be

produced every 5 years and initial plans must be published by 1 April 2019.



The West Wales Area Plan for 2019-23, ‘Delivering Change Together’, has been agreed by the Regional Partnership Board and endorsed by Carmarthenshire, Ceredigion and Pembrokeshire County Councils and Hywel Dda University Health Board. It includes a series of strategic commitments which the Partnership will take forward over the next five years to support the transformation and integration of care and support in the Region.

The Plan is available [here](#). It is also available via the new [West Wales Data Portal](#), which has been developed in partnership with Data Unit Cymru. This provides access to a wide range of population and service data for the region and allows our Plan to be updated regularly to reflect local and national developments and report on progress against the commitments within our Plan.

## 6. Accessing Further Information and Key Documents

Title	Location
West Wales Regional Partnership Board Annual Report 2018/19	<a href="https://www.wwcp.org.uk/documents-2/">https://www.wwcp.org.uk/documents-2/</a>
Carers Unit Annual Report	 Carers Unit Annual Report.pdf
Language profile of Ceredigion	<a href="http://www.ceredigion.gov.uk/media/7110/welsh-language-standards-annual-monitoring-report-2019-20.pdf">http://www.ceredigion.gov.uk/media/7110/welsh-language-standards-annual-monitoring-report-2019-20.pdf</a>
Learning Disability Charter	<a href="http://www.pembrokeshirepeople1st.org.uk/wp-content/uploads/2019/05/Bilingual-LD-Charter.pdf">http://www.pembrokeshirepeople1st.org.uk/wp-content/uploads/2019/05/Bilingual-LD-Charter.pdf</a>
West Wales Area Plan for 2019-23, ‘Delivering Change Together’	<a href="http://www.wwcp.org.uk/wp-content/uploads/2019/03/West-Wales-Area-Plan-English-Final-Version-29-03-18.pdf">http://www.wwcp.org.uk/wp-content/uploads/2019/03/West-Wales-Area-Plan-English-Final-Version-29-03-18.pdf</a>
2018-19 Director’s Report	

## **Cyngor Sir CEREDIGION County Council**

**REPORT TO:** Council

**DATE:** 27 January 2021

**LOCATION:** Zoom

**TITLE:** Feedback from the Healthier Communities Overview and Scrutiny Committee on the Statutory Social Services Directors Report 2019-2020

**PURPOSE OF REPORT:** To provide feedback from the Healthier Communities Overview and Scrutiny Committee held on 16 December 2021

### **BACKGROUND:**

The Healthier Communities Overview and Scrutiny Committee considered the Statutory Social Services Directors Report 2019-2020.

The Annual Report of the Statutory Director of Social Services content is defined in Part 8 of the Social Services & Wellbeing (Wales) Act 2014 under the “Code of Practice on the Role of Directors of Social Services”.

The Annual Report aims to produce a picture of the Social Services department in Ceredigion which provides more timely feedback into planning and budgetary processes. This report for the year 2019 – 2020 is historical due to the Covid-19 Outbreak in March 2020. Welsh Government extended the time frame for the completion of the report due to the need for officers to focus on the delivery of essential services during the Pandemic. There was also a reduced requirement for Councils to provide performance information which is reflected in the report.

### **Following consideration, Members agreed to recommend that Council:**

- Receive the report as information only.

Members thanked Officers for their hard work and commitment during what has been and continues to be a difficult time.

**Councillor Bryan Davies**  
***Chairman of the Healthier Communities Overview and Scrutiny Committee***