

Local Authority Social Services **Annual Report 2022/23**

Report on the effectiveness of Social Services



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg



**STRONGER
FAIRER
GREENER**





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FOREWORD AND INTRODUCTION

Message from Lead Members

To begin with, we would like to say how much we have enjoyed our first year as Cabinet Members for Social Services covering the Adult and Children's portfolios in Cardiff. It has been our pleasure to explore, learn about and support these services. Our visits to teams have given us an insight into the day-to-day work of the teams, the challenges they face, and the successes that they achieve. We extend our sincere thanks to all the Council staff who work tirelessly to support the people and families who receive our services – your efforts, day-in-day-out are appreciated and valued. We also want to acknowledge the key role played by our partners – volunteers, the third sector, care providers, and statutory – in helping us to deliver better outcomes for those in our city who need our help the most.

This report sets out the achievements of social care services in Cardiff in what has been yet another difficult year. The need to meet and manage the ongoing high level of demand for services whilst striving to deliver a balanced budget and achieve value for money is increasingly challenging. We are taking this opportunity to review how services are provided and consider the need for radical reform to meet demand and future proof social care services in Cardiff.

Within the report, we describe the progress that has been made during the year – such as the implementation of the new Striving for Excellence in Children's Services Strategy and the continued implementation of the Ageing Well Strategy in Adult Services. We also highlight some key statistics – such as Children's Services responding to 45,264 contacts and the Adult Services First Point of Contact team managing 36,757 customer contacts.

Shifting the balance of care continues to be a key focus for both Children's and Adult Services. The importance of this is becoming more and more evident as we experience the longer-term impact of COVID-19 on demand for services, and the reduction in students choosing to complete the social work degree course – a reported 42% decline in applications to the Social Work degree. In response to this, we continue to focus our efforts on ensuring that the right services are provided by the right people and at the right time, and that we have the right resource and capacity to meet our statutory duties.

There remains much to do, and we will continue to work together to provide the leadership needed to support our social care services. The priorities for the coming year are shown in this report for Children's, Adults and Social Services as a whole, with partnership working and co-production being our underlying key principles. The detail of how these priorities will be implemented is set out in the Children's and Adult Services Directorate Delivery Plans. Progress towards achieving priorities will be monitored via the Council's corporate reporting system – with regular updates to the Senior Management Team and Scrutiny Committees.

Last year we committed to do all we could to highlight and celebrate the work of staff across Social Services, and we hope that our social care workforce has seen that we have taken every opportunity – in person, in writing and through media – to do just that. We would not be able to achieve all that we do without our staff – so thank you.



Councillor Norma Mackie,
*Cabinet Member for Social
Services (Adult Services)*



Councillor Ash Lister,
*Cabinet Member for Social
Services (Children's Services)*



Message from the Director of Social Services

This report details the achievements of Cardiff Children's and Adult Services, in partnership with other Council Directorates and external partners, in the context of the ongoing high level of demand for services and diverse range of services provided. We have continued to respond to the aftermath of the COVID-19 pandemic and deliver recovery plans for our essential services. The fact that our workforce has continued to respond and deliver at this rate is testament to their dedication and resilience, and I am hugely proud of all our staff and colleagues.

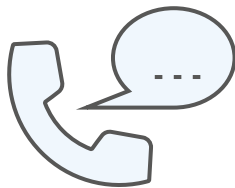
Some key figures to demonstrate the volume of day-to-day work undertaken during the year are below:



Sarah McGill,
Corporate Director of People & Communities and Director of Social Services

CHILDREN'S SERVICES

45,264 contacts received (including Family Gateway)
4,072 of which became referrals



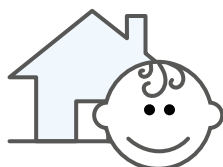
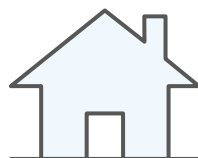
2,353 well-being assessments completed

17,448 face-to-face visits undertaken to children on the Child Protection Register and children looked after

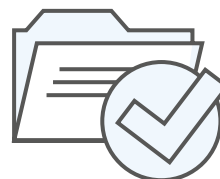


922 virtual visits with children on the Child Protection Register and children looked after

93 children looked after moved to an independent living placement



32 children adopted



4,623 cases closed, and remained closed on 31st March

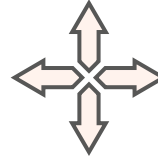
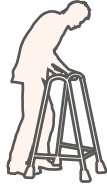
ADULT SERVICES

1,686
Adult Safeguarding
enquiries started



36,757 customer contacts
managed by the First Point of
Contact (FPoC) team

4,196 people who received
domiciliary care during the year
(through all services including
supported living)



147 referrals received through
the Hub Well-being Officers



610 Well-being
Carers Assessments
undertaken



6,879 Care and
Support Plans and
2,831 reviews
completed



2,788 assessments completed
by the Independent Living Team

SOCIAL SERVICES

Academi
**Gofalwyr
Caerdydd**



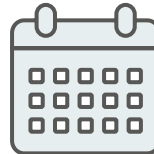
**Cardiff
Cares
Academy**

A total of **753** people have
registered with Cardiff Cares
Academy since the service
started in October 2021.

135 job outcomes were
delivered in 2022/23



423 staff
received Manual
Handling training



520 same/next working
day requests received to the
Joint Equipment Service

97,116
meals delivered by
Meals on Wheels
throughout the year



I have summarised my assessment of the key developments and challenges in Children's and Adult Services below:

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CHILDREN'S SERVICES OVERVIEW

During the year we have revised our [Children's Services Strategy](#). The Striving for Excellence in Children's Services Strategy 2023-26 sets our direction and summarises the key work required to deliver progressive change to shift the balance of care for children in Cardiff. Our aim is to ensure that we provide families with the right support, from the right person at the right time, in the right place and at the lowest safe level of intervention.

















We continue to focus on 3 key areas:

- Ensuring a range of support in the community and a variety of homes for children are available in Cardiff - **place**.
- Supporting a permanent workforce - **people**.
- Developing our **practice** and procedures.

The overarching Children's Services Strategy is supported by our [Workforce Strategy](#), [Accommodation Strategy](#) and [Commissioning Strategy](#). Together with our new Performance Framework, these set out how we will deliver our vision. Other strategies supporting our service delivery include the [Corporate Parenting Strategy](#), [Trauma Informed Strategy](#), [Strategy for Children with Disabilities and Additional Learning Needs](#) and [Youth Justice Services Strategy](#).

The number of contacts and referrals to Children's Services, although lower than last year, remains high and the pressures on the service remain. We are acutely aware of the need to ensure that we are able to manage and respond to the demand for services so our work to deliver our strategic priorities to shift the balance of care continues to this end.

An overview of the change in demand across the child's journey is set out below:

Contacts	Referrals	Well-being assessments	Strategy discussions
45,264  5% 47,424 (2021/22) 	4,072  20% 5,108 (2021/22) 	2,353  6% 2,509 (2021/22) 	4,743  11% 5,338 (2021/22) 
Section 47 enquiries	Initial child protection conferences	Added to Child Protection Register	Started to be looked after
3,851  8% 4,171 (2021/22) 	577  16% 689 (2021/22) 	532  13% 612 (2021/22) 	265  13% 306 (2021/22) 

The ongoing high level of demand and complexity has been an issue for Children’s Services for a number of years and has been exacerbated by the long-term impact of COVID-19. Following the initial crisis response, we took a recovery approach to emerging from the COVID-19 pandemic, and we worked towards reinstating pre-pandemic operating models. However, it has become increasingly clear that we are living and working in an entirely different environment. We anticipate that the increased level of complexity we are experiencing will remain for a significant time. This is the case across the whole system, and we are having to be innovative in our thinking and our approach – developing new initiatives to enable us to manage demand and meet need.

Although numbers have begun to decrease, the “new norm” in terms of levels of demand and complexity has impacted our performance against key targets (for example, in relation to timeliness of visits and completion of plans for children). We continue to closely monitor our performance to inform our project planning and implementation of the improvement workstreams that are described throughout this report. We are embedding a performance culture that works both top down and bottom up – using Power BI as the primary tool to support our approach to performance management. Teams meet twice weekly to review the latest data, agree actions for the week and monitor progress. The detail of how we are doing this is set out in our new Performance Framework and we anticipate that this will enable us to demonstrate improved performance against key indicators in the coming year. A new process for recording and reporting supervision has been developed and implemented with enhanced ability for managers to monitor that supervision is taking place and cases are discussed regularly as required.

Shifting the Balance - Place

One of our in-house residential homes received an unannounced, but very welcome, visit from a member of the public who had been looked after there 30 years ago. One of the members of staff that they remembered is now the manager of the home, and as luck would have it, was on shift at the time of the visit. The visitor shared his fond memories of his time growing up there with her and it was lovely for her to hear that he has moved abroad and has a successful career in Australia.



The lack of sufficiency of placements and accommodation for children looked after has been a significant issue in Cardiff (and nationally) since early in 2022. This has been brought about by a combination of factors including - reduction in independent fostering placements, significant increase in children being looked after (especially older males), increasing complexity of need and fragility in the residential market linked to the Welsh Government commitment to eliminate private profit from the care of children looked after. We are also experiencing a shortage of housing provision (and housing with support) that is impacting on progressing plans for young people to move on to independent living. These issues have impacted on our ability to manage the market and have subsequently impacted on our ability to manage within our allocated budget. This has resulted in an increase in the number of children being placed in high-cost placements and homes operating without registration. The duration of these placements has also increased but the outcomes for children have been positive and have enabled them to step down to less intensive arrangements. Decisions to place young people in these arrangements are always made with the best interest of the child at the centre of decision making. It should be noted that these arrangements have a significant resource implication for the service including ensuring robust oversight of all individual placements and reporting requirements to the Care Inspectorate Wales.

To address this, we are looking for innovative solutions and developing a range of support services to ensure children can remain at home with their families when it is in their best interests to do so. Key progress during the year is set out below.

As part of the revision of our [Children's Services Strategy](#), we have also developed an [Accommodation Strategy](#) that sets out the provision that we need to achieve the aims of our strategy. It is closely linked with our work to implement The Right Place model in Cardiff and includes our ambitious plans to increase residential care provision for children and young people in Cardiff by 38 beds in the next 3 years. It takes account of the national context - including exploring radical reform for children looked after and care leavers and the Welsh Government policy aimed at eliminating private profit from the care of children looked after. It also addresses our local pressures – including the need for specialist mental health accommodation provision to support step-down from hospital and short break requirements for children with disabilities and complex needs. The 5 key strands of our Accommodation Strategy are set out below and are in addition to our work to:

- Support children who need to be placed out of area.
- Increase Young Persons Gateway accommodation.
- Introduce the Housing First model.
- Develop in-house fostering (see below).
- Shift the balance of care to prevent the need for children to start being looked after.

In addition to the new provision set out in our Accommodation Strategy, we are also bringing 2 coach houses on stream shortly that will be used for solo placements with a view to future registration with the Care Inspectorate Wales.

Headline Updates:

Children's Residential Provision

*2 properties being refurbished for registration in 2023/24
2 coach houses identified*

Specialist Mental Health and Step-Down from Hospital

Property identified - purchase in process

Children with Disabilities

*Re-design progressing
Number of overnight stays increasing*

Unaccompanied Asylum Seeking Children

Working with providers to develop provision

Parent and Baby Accommodation

Partner to be commissioned to deliver this provision

Before



During



After



Other developments in relation to the place element of the [Children's Services Strategy](#) include:

- We continue to implement the **Reunification Framework** to support children to return home to their families where it is safe for them to do so. An initial pause and reflect session has been held and a further session is due to be held early in 2023/24 to look at the Reunification Framework and evaluate what is / isn't working well and determine what improvements are required. For example, we need to ensure that staff training needs are met. We also need to consider how this work and our wider permanence planning will be managed in the new operating model we are developing. Work has been undertaken to consider the barriers to families engaging in the reunification process and the following have been identified:
 - Inconsistency of contact.
 - Domestic abuse issues.
 - Substance misuse issues.
 - Parent and child wishes and understanding of the process.
- We continue to have a significant number of children in **kinship placements** – 204 at 31st March 2023.

- A project has been launched to expand the **in-house fostering service** – with the aim of increasing the number of in-house carers and developing the skills that they require to best support the children who are placed with them. During the year we increased the number of children placed with in house carers by 9% - from 119 at 31st March 2022 to 130 at 31st March 2023. We have developed 2 Teen Scheme placements and 2 parent and baby placements. The latter has seen 1 parent and baby successfully moved on to supported living and has a second parent and baby in placement at the time of writing. We continue with our focused recruitment campaigns to support us to continue to grow our in-house fostering service and we had 12 full assessments of people who would like to become foster carers ongoing at 31st March 2023. Following the transfer of the Fostering front door back to Children’s Services, a dedicated Fostering Recruitment Officer has been appointed, and a further appointment will be made using funding from Foster Wales. The Fostering recruitment process has been redesigned - targets have been set for different stages of the recruitment process to improve timeliness. We are also improving our recording mechanisms which will in turn improve our reporting to better support our monitoring going forward.



- During the year, the **Family Drug and Alcohol Court (FDAC)** pilot team have supported 9 families (15 parents and 11 children) from Cardiff. 6 sets of proceedings have concluded with 2 children returning to the care of their parents under Supervision Orders and 3 children being placed with wider family under a Care Order with a plan for a Special Guardianship Order application. Care Orders were granted in another proceedings for 2 children to be placed in long-term foster care. Care proceedings for 3 families are still ongoing. Feedback from parents, families and professionals continues to be gathered and is generally positive in terms of their experiences within FDAC. Funding for the Family Drug and Alcohol Court (FDAC) pilot is due to finish towards the end of this calendar year – contact is to be made with Welsh Government to confirm the funding position so we know at what point we need to stop taking new referrals if the pilot is to come to an end.

In the meantime, the following work is being undertaken so we are best placed to continue with the pilot if the funding is agreed:

- o Threshold issues will be considered – to ensure that eligibility for the FDAC pilot is compatible with new Public Law Outline process.
- o Data is to be reviewed and step up / step down considered alongside our plans to develop new practice and operating models.
 - Regarding step up - work will be undertaken as part of the development of the new practice and operating models to ensure that strength-based conversations happen at the earliest possible opportunity.
 - Regarding step down – this needs to be via our Integrated Family Support Team (IFST) to ensure that adequate levels of support are provided so we need to consider compatibility of service models – with the FDAC being abstinence based and IFST being harm reduction based.



- During the year we have continued to implement our **Court Improvement Plan**. The Court Support Team that undertakes redaction for Court disclosures has transferred over to Children’s Services and have settled in well – establishing strong links across the Directorate and with colleagues in Legal Services. We have also introduced a tracker to support us to monitor cases in legal proceedings and ensure that Court deadlines are met. This is taking some time to bed in, and we are currently considering what steps we need to take to embed the tracker as business as usual.
- We continue to work with colleagues in the Vale, Valleys and Cardiff (VVC) Regional **Adoption** Service to develop and improve the adoption process and secure permanence for children who aren’t able to remain at home with their birth family. The Welsh Early Permanence Framework has been introduced and during the year a set of Cardiff adopters have become the first to be approved as Welsh Early Permanence carers. Vale, Valleys and Cardiff Adoption Collaborative supported the couple to become dually approved as suitable prospective adoptive parents and also foster carers. The family were successfully matched with a 12 week old child - this resulted in the couple providing care for the child on a fostering basis, whilst the necessary court proceedings determined what was in the child’s long-term best interests. The proceedings concluded that adoption was required and the child was subsequently matched with the family who were already caring for him. This prevented him from having any further moves and he is absolutely thriving. The couple have since been most generous in sharing their experiences with others who are thinking about early permanence and a video interview will soon be available to be shared more broadly with those who are thinking about the possibility of exploring early permanency.



A number of children with complex needs have been successfully placed for adoption – an example is provided in the case study below:

Child O had a very traumatic birth and at one stage survival was unclear. Thankfully he made steady improvement, and his consultant described him as a ‘miracle baby’. His trauma at birth was significant and its long-term implications put him at risk of severe developmental delay and cognitive impairment in addition to a diagnosis of Cerebral Palsy. O also has a complex family history as well as genetic risk of learning difficulties and mental health conditions. Due to the complexity of his needs and the huge uncertainty about his development, the family finding process was prolonged for him, coupled with the impact of the pandemic which limited opportunities for specialist family finding events. In-house adopters approved by VVC were identified for him and this progressed through matching into placement.

This was a very careful, gradual process with a bespoke transition plan in place for him which recognised his specific needs and the duration of his placement with his foster carers. Being able to identify VVC adopters for him was hugely advantageous for this process as his adopters were able to be flexible and available for regular meet-ups prior to the more intensive introductions process. It also enabled a high level of contact with his foster carers post-placement and enabled support to be delivered well post-placement. O has thrived in the care of his adopters and is making incredible progress, his permanence within their family unit was secured with an Adoption Order towards the end of 2022/23.

- The **Interventions Hub** has been fully implemented and embedded into Children's Services. The Family Support element of the Interventions Hub are struggling to meet demand (during the year they have undertaken in excess of 9,000 visits) - additional resource to manage this demand has been agreed and is being arranged. 70% (378) of cases closed were closed as a result of successful intervention. Other reasons for closure include the family disengaging, ongoing needs being met and referral to an alternate service / higher needs panel. Consultation with social workers gives consideration as to whether the Integrated Family Support Team (IFST) can provide the required support. During the year it has been agreed that the Family Support Services provision will be expanded to provide support out of hours. Work is ongoing to create and advertise these posts.

An example of the fantastic work undertaken by the Interventions Hub during the year is provided below:

Ante natal parenting support was offered to parents E and C in the form of completing the "Welcome to the World" ante natal parenting programme.

Mum's older daughter was not in her care due to serious concerns about her ability to safeguard her and meet her needs – the child was subjected to sexual abuse by another family member whilst in the care of her mother and findings during the care proceedings were that Mum failed to protect her daughter.

This was Dad's second child however he was in prison when his first child was born, and he had not had any caring experiences. Concerns around Dad were in relation to distribution of class A drugs and current drug use.

Both parents had history of DV with previous partners. They had only been in a relationship for a very short time before becoming pregnant. Children's Services began the Public Law Outline (PLO) process with the view that the baby would need to be separated at birth in order to safeguard them.

The "Welcome to the World" ante natal parenting programme was delivered to both parents on a one-to-one basis, this programme consists of eight sessions: topics include empathy and loving attentiveness; infant brain development; healthy choices; managing stress; promoting self-esteem and confidence and effective communication. The aim of the programme is to improve attunement and bonding, to improve parental well-being and to improve knowledge and skills in the practical care of babies.

Both parents fully engaged with the intervention from the Pre-Birth Family Support Worker and completed the "Welcome to the World" programme along with intensive work from the Integrated Family Support Team (IFST). This positive engagement greatly contributed to the pre-birth risk assessment resulting in a positive outcome for parents as they were placed in a residential setting with their daughter while further assessments were completed.

They returned home after passing the residential assessment and parents are enjoying having their daughter in their care.

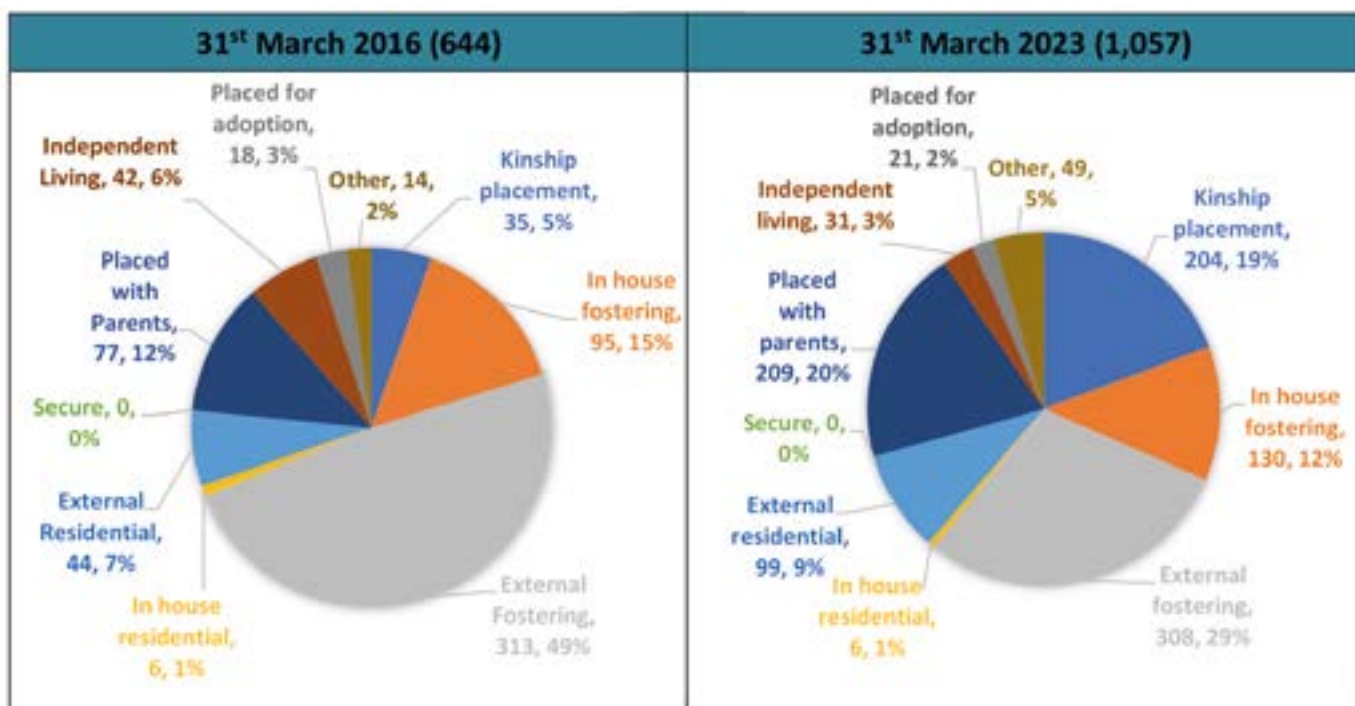
Feedback from parents:

"Since meeting L from the welcome to the world programme even though they were under circumstances that deemed difficult she made it feel so comfortable not only did she understand what we were going through she took the time to actually hear us out even if we burned her ears, she still gave us her time and patience.

Honestly we are ever so grateful for all her hard work and effort she put into us and we learnt so much from the welcome to the world programme".

- The implementation of the **Reviewing Hub** continues – at the time of writing, over 850 initial reviews have been undertaken and in excess of 500 children have had a second review. Over 200 children and young people have been stepped down to case closure or Early Help services. The Power BI report continues to be developed to support the review of project outcomes and the performance of the hub. Feedback from professionals and families attending the meetings is that the reviews are thorough. Oversight of plans and outcomes for children and young people have improved as a result of the implementation of the Reviewing Hub. The Reviewing Hub are also having targeted meetings with locality Operational Managers on a weekly basis to review and improve performance in relation to children with a Care and Support Plan – including compliance with completion of plans, recording of visits and case discussion in supervision.

The charts below show the shift in the balance of care we have achieved despite the increase in the number of children being looked after – from 644 at 31st March 2016 to 1,057 at 31st March 2023. The growth in proportion of children placed with parents on a Care Order or in kinship arrangements with family members is evident – from 17% in 2016 to 39% in 2023. This increase accounts for 73% of the increase in the number of children looked after (301 / 413).



Shifting the Balance – People / Workforce

During National Social Work Week #WSWD2023 we celebrated our social work staff for their tireless efforts to support vulnerable people in the city.

J is a Social Work Assistant in Children’s Services and he explained why he does the role ...

“I have aspired to be a social worker from a very young age. My aim was, and will always remain, to simply make a difference.

As a former Cardiff child looked after, I believe my experiences, along with my personal values and morals allow me to empathize with children within the service on a more personal level. I have built fantastic working relationships with my young people and their families, and it gives me great pride to be a part of their journeys.

I am very proud to represent characteristics in the world of social work that are often under-represented as a young black male and I hope this will encourage / inspire others of similar characteristics to achieve their goals.

I am excited to see where my career in #socialwork will take me, and continue to remind myself why I chose this career – ‘be the person your younger self once needed’.”



During the year we have developed our overarching [Workforce Strategy](#) and a more detailed Workforce Action Plan that sets out the key steps that we will take to implement the **People** element of our [Children's Services Strategy](#). Whilst recruitment and retention of both newly qualified and experienced social workers remains a priority, we are doing so in tandem with developing our existing workforce and implementing a new operating model. The new operating model reflects our emphasis on prudent social work - whereby social workers only do what only social workers can do – with appropriate support from non-qualified staff. For further information, please see page 15.

Key areas of progress during the year include:

- Ongoing recruitment campaign and use of social media to promote Social Work Cardiff.
- Attendance at a social work **recruitment fayre** in Birmingham attracted significant interest with 34 people expressing an interest in joining Cardiff. Interviews are in the process of being arranged and attendance at similar events is being planned, including an event in London later this year.
- Ongoing social worker **recruitment** and 13 students due to start who will qualify later in the year.
- Continuing work to “grow our own” social workers – promoting **secondments** to local universities and Open University.
- Recruitment to a dedicated **Children's Services Training Unit** is ongoing.
- Continued use of **Resource Assistants** to provide support to social workers and managers.
- **Social Work Week** was celebrated in March which gave us an opportunity to celebrate good practice, build morale and hold learning sessions for staff. This has given us a good platform to build on going forward.
- The **Practice Lead** role is developing well - a number of workshops have been held for newly qualified workers and social work assistants and a calendar of events for the coming year has been developed.
- A review of **business support** has commenced – to future proof the service, enhance business support as a career and ensure that the model best supports the new operating model.
- Ongoing development of links between **locality** social work teams and partners.
- Worked with colleagues across Wales via the Association of Directors of Social Services (ADSS) Cymru to develop an **All-Wales approach to the use of agency workers in Children's Services**. The All-Wales Pledge will come into effect from 1st May 2023 and will involve Cardiff agreeing to a number of commitments that are intended to increase stability in the recruitment market. These include:
 - o Adopting nationally agreed pay rates for agency social workers.
 - o Not offering contracts to agency workers who have resigned from permanent employment until at least six months after their last date of employment.
 - o Not employing agency social workers with less than three years post-qualifying experience.



Despite all of the above, our vacancy rate has increased from 23.9% in March 2022 to 27.3% in March 2023, although this is in the context of an overall reduction from a high of 38.7% in June 2020. We continue to engage agency social workers to ensure that vacancies are covered whilst permanent recruitment processes are undertaken. In the context of a national shortage of social workers and a reduction in applications to social work degree courses, we know that we need to do something different – and this is the main driver for our plans to introduce a **new operating model**. As mentioned above, our plan is to future proof the service by ensuring that social workers only do what only social workers can do. The premise of the redesign is built upon the key principle that families should have one consistent worker throughout their involvement with Children's Services wherever possible. Social care practitioner posts would be created to undertake a key worker type role with the

opportunity to build trusting relationships. Each family would be allocated a worker at the conclusion of the initial assessment where it was determined that there was a need for social work intervention. The worker would hold the case for the duration of the time the family required input from Children’s Services, and this would be determined via the statutory reviews undertaken by the Reviewing Hub and formal supervision. The requirement for input from a social worker would also be determined via formal supervision, statutory reviews, and any other key escalation points including child protection, issuing to Court for a Care Order or pre court proceedings work. The social worker would be seen as the expert practitioner who would hold complex cases, including all child protection cases. They would joint work alongside the worker as and when required to provide expertise and to meet statutory guidance / requirements and would undertake specific short-term tasks as and when required. It is intended that this new operating model will mitigate the issues with recruiting social worker, enhance our permanent workforce and reduce our reliance on agency social workers. A project team is in place and a pilot implementation is being planned – informed by the outcome of consultation with staff that was undertaken during the year. This will be one of our key priorities in 2023/24.

Sickness rates in Children’s Services decreased during the year to a full time equivalent (FTE) of 12.9 working days lost from 15 in 2021/22. This was below the target of 14.1, so the target was met.



Shifting the Balance - Practice

Child A had previously been known to Children's Services but the family fled the UK due to the Local Authority initiating care proceedings. A returned to the UK as an unaccompanied minor and was placed in foster care. It was believed that A had been trafficked back to the UK for the purpose of being sexually exploited. After a short time, the foster placement broke down due to the foster carer becoming aware that adult males, whom it was believed sexually exploited A, had been at the address. A was moved to a residential placement.

A's mental health and emotional well-being declined as a result of ongoing sexual exploitation, frequent missing periods and misuse of substances. A Mental Health Assessment was requested and A was detained under S3 of the Mental Health Act (1983) for 28 days. During this time, A's social worker kept regular contact with A ensuring that A knew she was there to help and support her and acting in her best interests. A was wary of all professionals trying to support her, believing they were working together to cause her harm.

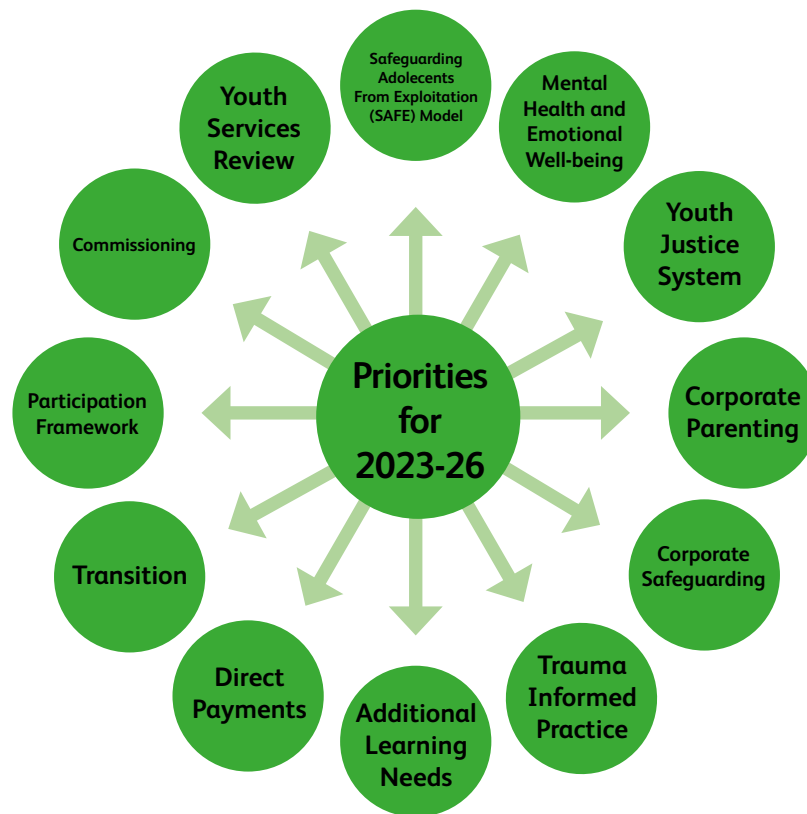
A's social worker was open and honest with A even when the information being shared was not what she would want to hear. Regular contact with A's family was also maintained, although this was challenging at times due to family members living in different countries with limited understanding of English. A's social worker worked with the family and interpreters to demonstrate understanding of cultural differences whilst ensuring that A was safeguarded.

Following the assessment, the decision was made to make an application to the Court for a Secure Order - this was granted, and a secure placement found. This was a traumatic time for A as she was terrified of being 'locked up.' A's social worker maintained regular contact and gradually gained the trust of both A and her family.

Whilst in secure, A received an extensive package of support and began making excellent progress - attending full time education and receiving frequent therapeutic support. Music became a big positive part of her life and she enjoyed making music.

When A was ready to transition to a residential placement, an application to the High Court for an Inherent Jurisdiction Order was made as it was felt necessary to restrict or deprive some of A's liberties in order to keep her safe. This was granted and remained in place for approximately 3 months, until A had made significant progress and the Order was discharged.

A had a huge part to play in selecting the residential placement which she moved on to and she remains there to date. A continues to make excellent progress - her school attendance is 100% and she is finishing school this year with a prediction for 11 GCSE's and alternatives. A is a confident and happy child and is still in regular contact with her social worker. Her love of music continues and her social worker found a grant for £1,000 of music equipment to enable her to make her own music. A has made several really good tracks, which will soon be available to download and stream - she is excited for people to hear these. A has ambitions of going to college and university to pursue a degree in either business or social work, but would also like to be a famous musician. A is due to move on to semi-independent living and feels safe and confident in doing so.



During the year we have updated and published our Striving for Excellence in [Children’s Services Strategy 2023-26](#). This sets out what we want to achieve as a Directorate over the next 3 years. The detail of what we will do is set out in our Directorate Delivery Plan for 2023/24.

We continue to work to develop our practice throughout the whole of the child’s journey through our service, from Early Help to Leaving Care. Key progress during the year is set out below.



Cardiff Family Advice and Support (CFAS) offer a range of information, advice and assistance for children, young people and their families in Cardiff and are the initial contact point for any professional, parent, child or young person in Cardiff where there are no safeguarding concerns. By 31st March 2023 the Family Gateway contact officers had offered information, advice or assistance to 10,849 people who contacted the Gateway during the year and the Family Help and Family Help Disability teams had provided tailored support to 2,728 children and young people and their families.

During the year the CFAS Family Help team have been integral to the development of the Single Point of Access, Multi-Disciplinary Team model for supporting children and young people’s mental health and emotional well-being, which has progressed past the point of a pilot to being implemented as part of regular practice. This has strengthened the no wrong door approach and provided families with more direct access to support. It has also reduced the need for families to repeat their stories to multiple professionals by ensuring that appropriate and relevant information is shared and discussed as part of the decision-making process. This approach has resulted in increased engagement from families and better outcomes.

Other key developments during the year include:

- The Family Help teams have made a significant contribution to the development of a suicide and self-harm toolkit. This aims to raise awareness of evidence-based approaches and to bring a consistent approach by practitioners to interventions for children and young people.
- Fully embedding the transition protocol into practice, which has provided clarity to families and practitioners about expectations when a young person is approaching transition age. It has facilitated a proactive approach between services to ensure that there is a continuation of support for the young person and their family.
- Introduction of Webchat as another tool for children, young people, families and practitioners to use to access information, advice and assistance.

The **Support4Families (S4F)** team is working well and during the year, worked with 1,864 children below the threshold for statutory services. An example of the kind of support provided is given below:

A mum with a history of mental health issues suffered further mental health decline due to the trauma of severe and continuous anti-social behaviour, threats, false allegations and intimidation by a neighbour - aimed at both her and her daughter over a period of 18 months. Home conditions started to deteriorate, and mum was convinced that they were being watched and intentionally targeted. This adversely affected the child (K) in the home, who was also being targeted by the children of the neighbour and their friends. K had become isolated and fearful of leaving the house and had become a young carer for her mum.

The Family Support Worker (FSW) helped mum to see that her anxiety, behaviour and paranoia was part of her poor mental health and preventing her from being able to move forward. Mum agreed to self-refer to back into Community Mental Health Team (CMHT), so a referral and assessment were completed, and mum was accepted back into the service.

Mum had missed appointments with Universal Credit and was being sanctioned so S4F supported her with budgeting and created a plan to tidy and improve the home conditions and supplied a calendar for mum to record future appointments.

The family were supported with food bank vouchers and gas vouchers and the FSW attended an appointment at the Universal Credit office with mum to support her to get back on track. Sanctions were lifted and she started to receive all her benefits again.

The FSW also supported mum at meetings with the Local Authority anti-social behaviour team, police and Police Community Support Officers. Proceedings were started against the neighbour and a housing application was completed along with a supporting letter to emphasise the urgency. The family were allocated a house as an emergency due to safety concerns.

K's school were aware of the situation and were very supportive. They accommodated 1-1 sessions for her to see the FSW at school and also facilitated emotional well-being sessions in school for her.

The FSW applied for Discretionary Assistance Funding for money and goods to help them settle into their new home as they had had to flee due to intimidation on moving day and left a lot of their belongings behind.

Mum is now visibly happier and is getting things done on her own. K is doing really well emotionally and is able to go out on her own to walk the dog to the park and back for the first time in 2 years, without fear of being accosted. Mum is continuing with mental health support even though she is feeling better, to prevent feelings of paranoid from returning. Mum is determined to make positive changes and will need help from CMHT to stay on the path to recovery. Support4Families have successfully ended their involvement with the family.

- The **Safeguarding Adolescents From Exploitation (SAFE) Model** is a multi-agency approach to addressing the criminal and sexual exploitation of young people. During the year we have undertaken focused work with partners to raise awareness about this approach to exploitation and the interventions that are available. This included a face-to-face event that provided a good opportunity for networking and developing relationships. An action plan has been developed and is being implemented and work has been dovetailed into the Serious Violence and Organised Crime Group meetings (led by the Police) to avoid duplication and ensure sharing of information in relation to exploitation. A Missing Persons (MISPER) Co-ordinator has been appointed and is working with the Police to ensure a consistent approach to missing young people - focusing on safety planning for the top 10 missing young people in Cardiff. Work on updating the MISPER policy has started.
- Work with colleagues in Health is being taken forward under the Starting Well Partnership to deliver an integrated approach to **mental health and emotional well-being support for children and young people**. Three main workstreams have been identified with short, medium and long-term objectives. A summary of these objectives key progress during the year is summarised below:
 - o **Short-term** - the formulation of joint discharge plans for children and young people in hospital. Weekly multi-agency meetings are in place to discuss individual children in emotional distress. Specialist training has been provided to assist staff in understanding behaviour and how to meet the needs of children in emotional distress. A self-harm and suicide protocol is being developed.
 - o **Medium-term** - working with providers to provide wrap around support to prevent hospitalisation and expediate discharge. Work continues to provide suitable placements for children and young people until the long-term accommodation solution is finalised. The majority of the clinical team are now in post and staff accommodation has been sourced and is being used by the team.
 - o **Long-term** - commissioning an accommodation solution with wrap around support. A property has been identified for the accommodation solution and the purchase of the property is in process. A regional market engagement has been held to obtain feedback from providers on the service we are looking to deliver – providers were very positive, and we hope that this will translate into the market responding when tenders are issued later this year.
- As noted on page 44, during the year, the **Youth Justice Service (YJS)** received a follow up inspection that resulted in the priority status being removed. Here is a summary of some of the key achievements of the service during the year:
 - o Updated Youth Justice Strategy launched - action plan agreed by HMIP and being implemented.
 - o Management restructure completed and new management team embedded.
 - o New Breach and Encouragement process agreed – ensuring a robust process is in place to address issues when a young person is not complying with their Order.
 - o New Speech and Language Therapist post created and appointed to - this is a new role, so a briefing is being prepared for staff regarding the role and offer.
 - o Turnaround funding secured from the Ministry of Justice. This will enable us to expand our prevention offer to young people who were previously not eligible, such as young people released on police bail or under investigation. This work is being taken forward under the name – Crossroads – chosen by young people.
 - o An example of positive partnership working between the Youth Justice Service and partners is included below:

D was referred to the Kicks youth outreach programme. This programme is run by the Cardiff City Football Club Foundation and aims to create safe, more inclusive communities and reduce offending.

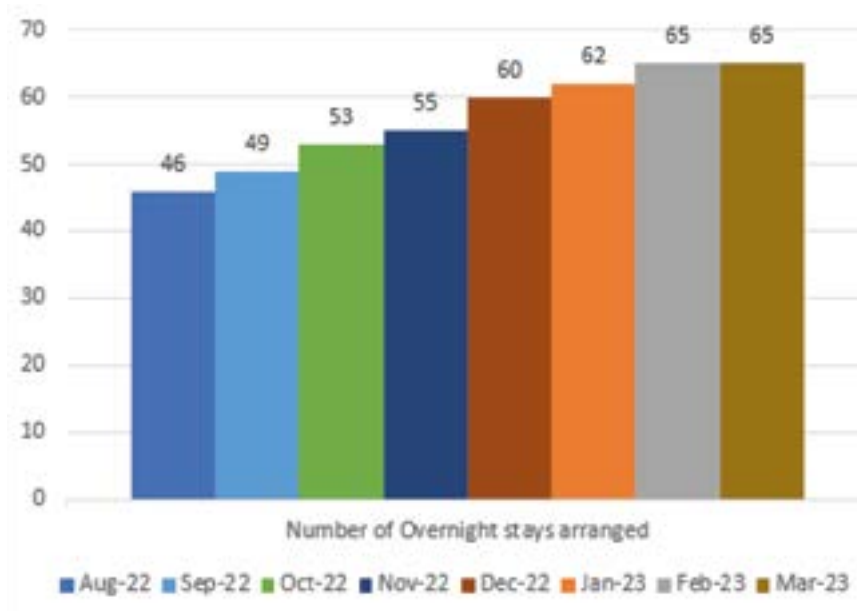
Through their 1-1 mentoring, they used the power of Cardiff City FC to keep D engaged, support his well-being, and earn his trust. As a result, they were able to work with D to find different techniques to control his hostile behaviour, build positive relationships and visualise what his future holds.

Discovering his love for sport, their Future Pathways post-16 education programme was the perfect blend of theory and practical activities that D needed. D is now studying on their BTEC Level Two in Sport and is on track to progress onto their BTEC Level Three Extended Diploma in Sport next year. D has made a new group of friends and has committed to changing his life for the better.

D's progress has been extraordinary, as outlined by his Youth Worker:

"It's been so refreshing to see D's progress – he's shown inner strength to take a step towards making his future bright. D is now working towards his childhood dreams of enjoying sport and has been really keen to get involved with Cardiff City FC Foundation. The 1-1 sessional work has reinforced the trust and confidence that D is nurturing and will definitely continue to thrive through continued support and being surrounded by positive role models."

- During the year, work to support children with **Additional Learning Needs (ALN) and disabilities** has been very much focused on developing our **short break provision**. The first stage of the redesign of Ty Storrie has been agreed so work on the stage 2 design has commenced. In the meantime, we have been focusing on recruitment to vacant posts – this has been difficult, but good progress has been made and has resulted in improved occupancy rates – overnight stays increased from 46 in August to 65 in March.



A plan is in place to continue this increase and achieve an average of 4 stays per night during summer 2023.

- As set out in our **Accommodation Strategy**, we are looking for an additional property to enable us to extend our short break provision to children with less complex needs – potentially from a large bungalow that could accommodate up to 4 children at a time. A potential property has been identified and is being considered. Other progress includes the development of referral criteria – which has been drafted and is being tested in practice before being formally signed off. An example of support provided to children with disabilities is included below:

Children supported by the Child Health & Disability team enjoyed a fantastic trip to Storey Arms (Cardiff Council's Outdoor Education Centre). The day trips took place over 2 days and were enjoyed by children with a range of additional needs. During the trips the children and young people were supported by Children's Services staff with the option of parents and carers joining them. The children and young people thoroughly enjoyed a range of activities which included a mountain hike using navigation maps and compass symbols through the beautiful forests of the Brecon Beacons, rock climbing using the specialist climbing wall and canoeing through the canals before stopping for a delicious outdoor picnic in the glorious countryside. Children, parents, carers and staff all had a great time and thoroughly enjoyed themselves. The trip provided opportunities for the children and young people to meet new friends, work as a team, develop confidence in outdoor activities and build new skills – there were smiles and celebrations all round throughout the trips and we hope to make this an annual opportunity.

- During the year we have reviewed and amended the eligibility criteria for **Direct Payments**, and this will be included in the updated Direct Payments Policy that is due to be signed off early in 2023/24. Consideration is being given to the use of Direct Payments beyond children with disabilities, but it is noted that consideration will need to be given to the ability of families in crisis to manage Direct Payments. An uplift to Personal Assistant fees for Children's Services will be implemented in the new financial year.
- A **Participation Framework** is being developed in consultation with children and families. This will pull together all the work that we do to engage children and families in the development of their own plans, and also service planning. Good examples of participation during the year are included on page 46.
- During the year, a new structure for the **Commissioning** Team has been agreed and recruitment to the team is ongoing. The team are undertaking a review of contracts and putting a proactive plan in place for timely renewal / retendering when contracts come to an end. Unfortunately, recruitment is taking longer than anticipated so this has not been completed as quickly as we would like, but it is progressing. The team play a key role in supporting and monitoring the quality of care within the independent care sector. During the year, the team have been supporting the project for young people with mental health and emotional well-being issues (please see page 20). They have also taken on the role of sourcing providers for agency support staff for bespoke placements and supporting providers when they are in place.
- Following on from the Systems Review that was undertaken last year, a review of our **front door arrangements** is ongoing. This will take account of the national review of multi-agency safeguarding arrangements undertaken by the National Independent Safeguarding Board (NISB) Wales. It will also consider the recommendations from other recent national safeguarding reviews following the tragic deaths of children where abuse or neglect was suspected.

- In support of the new operating model that we are developing (please see page 15), we are also working towards the implementation of a **new practice model**. This will involve a review of our current strength-based approach and consideration of how this can be enhanced with **trauma informed practice** and use of motivational interviewing. This will be one of our key priorities in 2023/24.
- During the year we have implemented a new process for responding to **Child Practice Reviews**. Learning from these reviews is triangulated into our wider Quality Assurance mechanisms to ensure that the recommendations are shared and feed into our continuous cycle of learning and practice improvement.



3

TRANSITION TO ADULTHOOD

The new Regional **Transition** Protocol for children with disabilities “Planning for My Future” has been launched and is being used in schools. We now have 5 transition workers in post and these specialist, skilled workers are helping us to improve the experience of transition for young people. Referrals to the multi-agency Transition Review Interface Group (TRIG) are being made earlier to ensure clear joint working with Adult Services in preparation for transition. We are aware that there is a gap in the market for domiciliary care for children with disabilities – to try and address this we have held a market engagement event to identify any providers who currently work with adults with learning disabilities who have an appetite to expand and develop services for young people of transition age. Follow up meetings are being arranged with providers who expressed an interest, and this will be a key piece of work going forward – in close association with colleagues in Adult Services.

A multi-disciplinary Transitional Safeguarding Panel for young people aged 16-25 with complex needs has been established. Representatives from the Personal Advisor Service, Adult Safeguarding and Housing / Homelessness are meeting weekly to consider referrals and review what services can be offered. This has been a valuable resource to help us to manage risk for some of our young people with the most complex needs who wouldn't otherwise meet the criteria for Adult Services. There are, however, pressures in the Young Persons Gateway which, combined with the complexity of need, has led to there being some instances of transition being delayed. Managers from across the Directorates are working closely to overcome these issues. Regular discussions with Housing and Education have been established to look at opportunities for care experienced children and young people to move back to Cardiff to facilitate a local transition to adulthood. These discussions feed into the regular reviews that young people aged 16/17 receive as part of their planned transition.

Complex Needs Day Service

The Complex Needs Day Service Ty'r Bont transition team based at Ty Gwyn Special School has continued to work with young people with complex needs in their final year of school, co-producing a support plan with the young person that captures what is important to and for the young person, and what a good adult life looks like from the young person's perspective. This work assists with a smooth transition from school to adult life. 2 young people attended the Cardiff & Vale College “Towards Independence” part time college course supported by the Complex Needs Day Service in 2022/23 and have really enjoyed their time at college.

Personal Advisor Service

In 2022/23, proposals were developed to align the Personal Advisor (PA) Service to the Adults, Housing & Communities Directorate under the management of the Advice Service. The current Advice Teams including Money Advice, Into Work and Housing Solutions & Prevention Services, are able to provide wraparound support to the young person and their Personal Advisor, putting them at the heart of support by providing expert advice. The move will ensure closer working with the Young Persons Accommodation and Support Gateway for those young people experiencing or at risk of homelessness, giving a better understating of their housing needs. The alignment of the teams will also provide a link to support services which will continue to support the young people into adulthood after the PA duty has finished, allowing for greater independence.

Young Persons Multi-Disciplinary Team Pilot

The Young Persons Multidisciplinary Team (MDT) provide targeted assertive outreach support for ‘hard to reach young people’ using a therapeutic and treatment approach. The team is made up of professional practitioners and clinicians from Cardiff Council, the University Health Board (UHB) and a range of third sector organisations, and includes key workers, social workers, specialist substance misuse workers and counsellors. The team focuses on young people with complex and multiple needs often due to trauma and presenting with behaviours that make access to services difficult. The team focus mainly on those presenting to homelessness services. The aim of the project is to improve outcomes for young people who have complex needs and to help create pathways into mainstream services.

Levels of engagement with young people and the MDT has been positive during 2022/23. Young people are able to build trusting, respectful relationships over a period of time to establish what is important to them and what support can be offered. The team are currently working with around 40 young people.

Supporting young people who present with high risk to themselves and others, are vulnerable to exploitation and take part in criminal behaviours will be a priority for the coming year.



4

ADULT SERVICES OVERVIEW



Adult Services Progress

2022/23 was another challenging year for Adult Services with high levels of demand and problems recruiting and retaining staff, both for our internal services and also for our commissioned services and partners. Recruitment of qualified social workers and occupational therapists remains a challenge, as does the increasing complexity of the needs of service users. This has resulted in some delays in social work assessments, both in hospital and in the community. Cases are prioritised carefully to ensure the highest needs are met.

The issues within the care sector eased during the year, and the availability of both domiciliary care and general residential care have both improved. As a result, the availability of care is not generally a concern in Cardiff, although timely availability of residential care provision for those with higher level needs, both in terms of dementia and learning disabilities, remains an issue. Regular meetings take place with care providers to monitor the market and understand their pressures and concerns.

Despite this challenging context, significant progress has been made on our key priority areas during the year, with further development of cross directorate working to meet the needs of our service users and their carers.

Carers well-being assessments	Number of individuals with a care and support plan in place at the end of the year	Care plan reviews completed
610 21% 503 (2021/22)	4,675 6% 4,429 (2021/22)	2,831 3% 2,762 (2021/22)
Number of people in care homes (all) at end of the year	Number of people receiving domiciliary care (excluding supported living) at end of the year	Domiciliary care packages brokered to commissioned providers
919 5% 872 (2021/22)	2,722 9% 2,509 (2021/22)	2,473 8% 2,283 (2021/22)
Safeguarding enquiries started	Number of days offered through Learning Disability Complex Needs Day Services	Average number of citizens supported by Ty Canna per month
1,686 0.4% 1,693 (2021/22)	12,062 335% 2,772 (2021/22)	930 3% 906 (2021/22)

Cardiff as an Age Friendly City

We have continued our commitment to becoming an Age Friendly City, bringing together the work of a wide range of organisations into a comprehensive Age Friendly Cardiff action plan. An Age Friendly Cardiff website is under development to promote all the good work taking place.

Cardiff Council has also been successful in its application to be recognised as an Age Friendly Employer in conjunction with the Centre for Ageing Better. We are now working to encourage other businesses and organisations in the city to make the pledge and sign up to age positive employment actions.



Cardiff as a Dementia Friendly City

Our work to support Cardiff to become a Dementia Friendly City has been refreshed during 2022/23. A Dementia Friendly Community Officer has been recruited and a Dementia Friendly Volunteer Programme was launched on World Alzheimer's Day. These volunteer ambassadors will support local shops and businesses to work towards becoming Dementia Friendly and to achieve official recognition from the Alzheimer's Society. 79 organisations pledged to become Dementia Friendly during the year and the Dementia Friendly Cardiff website was viewed 7,215 times. This work will continue into 2023/24.



Staying Active and Connected

Supporting older people to stay active and connected to their community is a key part of our Ageing Well Strategy. We have continued to build on the support available to help older people engage in community events and activities to prevent social isolation and to promote both physical and mental well-being through our Community Hubs and Well-being Support Service. Our Day Services have supported those with higher levels of need to stay connected.

During 2022/23 our Community Hubs extended the range of events and activities available across the city. 1,247 events were held to support people to remain connected and stay social, with 13,459 people participating in these events. A total of 463 events were held to support people to keep active and stay mobile, with 7,483 people taking part.

The events have included gardening clubs, Goldies Cymru (singing sessions), Dementia Cafes, Carers Cafes, intergenerational activities, walking sports, Tai Chi, dancing sessions, and Knit & Natter. Extensive partnership work has also taken place to utilise the Community Hubs as venues for the delivery of partner well-being activities to broaden further the opportunities on offer for people to stay active and connected.



Gardening Clubs allow service users to remain connected and stay social while enjoying the outdoors.



Organised day trips support people to stay active and connected to their community.

We recognise how much volunteering can offer to the local community and also the benefits to the volunteers themselves, helping them to become socially active and engaged. That is why we set up our **Community Volunteering project** in 2022/23 with the recruitment of a Volunteer Coordinator. The first volunteer recruited provided Tai Chi sessions in STAR Hub for the community. This session has proven to be very popular with 20-25 people regularly attending. Those attending the sessions have commented on how it has changed their lives. A further 42 people have since become Community Volunteers, involved in a range of activity from supporting our Warm Spaces to leading Keep Fit sessions. 32 volunteers are consistently providing services to their community as a result of the project so far. We will continue to invest in volunteering in the coming year.

The **Together for Cardiff Cares** project encourages people to volunteer to support older people who may be socially isolated or who have no support from family and friends. The project matches volunteers to people who need help with simple tasks such as collecting prescriptions, visiting people in their homes, having a chat or cuppa, or simply talking over the phone, to help people feel less isolated and alone. The team have built up a strong partnership network to raise awareness and to refer people into the support provided; partners include Age Connect, Age Friendly Cardiff, British Red Cross, United Welsh Thrive, The Living Room – Rumney Chapel, C3SC to name but a few. During the year, 299 volunteers engaged with the project to support older people in the community, giving over 2,000 hours in volunteering.

Digital inclusion is key to staying connected and our Digital Support Team have continued to work on breaking down barriers and providing people with the equipment and skills they need to feel comfortable with modern technology. The team has helped people to access digital equipment and in total 644 people were supported to access tablets via the Tablet Gifting Scheme.

Work on **supporting the over 50's into employment** has also been taken forward during the year. Many older people still have much to give to the world of paid work. During 2022/23 our Into Work team and the Department of Work and Pensions (DWP) worked together to support over 50's jobseekers to build their skills, create CV's, apply for suitable vacancies, and attend interviews. We will continue to build on this in the coming year.

The **Day Opportunities Team** assist older people who need more individual support to reconnect with their community. The service aims to empower individuals to fully participate within their community, supporting them to make links, discover interests and build their own social network. Tailored, individual support is provided based on what matters to the individual. During 2022/23, 280 individuals were supported in the community, with only 15% having to be referred for additional support. 89% of service users reported that they felt reconnected to their community through direct and digital interventions by the team.

Care Hubs for Older People

Our Day Centres for older people were relaunched in 2022/23 and rebranded as Care Hubs. 1,569 sessions were delivered within the Care Hubs during the year, resulting in 9,424 hours of care being delivered.



Care Hubs prevent social isolation among services users, with a range of activities on offer.



The Care Hubs are now linked to our Community Hubs to better support service users to stay engaged with their communities and so that they can enjoy the many and varied age friendly events on offer. In the coming year we plan develop a “Hubs for All” approach, extending the reach of our day services to more individuals and in more locations. They also now play a greater role in supporting the unpaid carers of the service users that attend the Hubs.

Many service users of the Care Hubs are living with dementia and this is likely to increase in coming years. Providing the best possible services for those with dementia is therefore very important to the Care Hub Team and during the year they have been working with and learning from a number of organisations committed to helping people to live well with dementia. We have invested in new technology such as the Tovertafel, which creates interactive animations encouraging participation, engagement and boosting physical and social activity. We have also integrated Reminiscence Interactive Therapy Activities (RITA) into services. RITA is an innovative, evidence-based, state-of-the-art digital system offering digital reminiscence therapy. RITA helps service users recall and share events from their past through listening to music, watching news reports, playing games and watching films. Both these new developments help those living with dementia to engage, connect and enjoy their time within the Care Hubs.



Prevention and Supporting Independence

Supporting people to remain independent @ home is a key part of our Ageing Well Strategy. Our **Independent Living Services** provide a wide range of support to help people remain as independent as possible, working closely with the Cardiff & Vale University Health Board and the care sector to support older people stay at home for as long as possible. During 2022/23 we continued to build on our services to support this approach.

During 2022/23, our **First Point of Contact team** dealt with almost 16,000 incoming calls providing advice and assistance. 96% of clients reported that they felt able to live independently in their homes following support from the **Independent Living Community Team** in 2022/23. The team have continued to empower people to remain independent at home and reduce reliance on intensive interventions.

Demand for **Occupational Therapy services** also remains high. The team received 4,816 referrals in 2022/23 and 1,320 citizens were prescribed equipment to support independent living. Our Occupational Therapists are now trusted assessors and prescribe low-level care alongside equipment to support people at home.

In 2022/23 we recruited a **Technology Enabled Care (TEC) Specialist** to enhance our Independent Living Service. This new role provides specialist support to colleagues, citizens, carers and families by identifying interventions that can promote independence, health, well-being and safety. A group of TEC champions has also been established within various different teams across Adult Services. These staff will work with, and support their colleagues to promote the effective use of technology enabled care to improve outcomes for our citizens.

Our **Joint Equipment Service (JES)** works across Cardiff and the Vale of Glamorgan providing medical equipment to support independence, care at home and to enable speedy discharge. In 2022/23 31,521 items of equipment such as beds, hoists and continence products were delivered. 481 same or next working day deliveries were made of hospital beds to support urgent discharge and £220,532 was saved through recycling used equipment. A dedicated Occupational Therapy Team sits within JES advising on best use of equipment. The team was recently enhanced with an additional Occupational Therapy Technician to build on the success of this service.

Ask Sara is an online self-assessment tool available through the Cardiff Council website. Ask Sara is available to access 24/7 and is a quick and easy to use tool that provides information on equipment that people can self-purchase or directs them to appropriate services. Ask Sara was launched in May 2022, since then, the site has helped over 800 new users to complete self-assessments to support them to live independently.

Disabled Adaptations are key to supporting people to remain independent @ home. In 2022/23 our Disabled Facilities Service provided 989 home adaptations for adults, ranging from modular ramping, showers, stairlifts and as appropriate, extending a property. We have removed the means test for eligible adaptations, leading to a substantial decrease in the average time that applicants have to wait for grant approval. The average time to process a grant application reduced by 7 weeks over the year, from 19 weeks to 12 weeks.



Supporting Hospital Discharge

Much progress has been made in improving the process of hospital discharge during the year. The Integrated Discharge Hub (IDH) has been strengthened during the year. The IDH is a single point of access to support the transition from hospital to home and is part of the decision-making process for hospital discharge. The IDH takes a multi-disciplinary team approach to ensure that care and support is provided at the right time and in the right place adopting 'home first' principles, avoiding pathway of care delays while ensuring patients have voice and control throughout their discharge journey.

The First Point of Contact Hospital team, also known as the Pink Army, is now integrated into the IDH service, ensuring that the same preventative and person-centred approach that is taken by our Independent Living Service is applied in the hospital. The First Point of Contact hospital teams received 2,118 referrals for low level support with patient discharge in 2022/23 and 807 outcomes were achieved. It is estimated that 1,033 bed days have been avoided throughout the year.



A number of new pilot pathways out of hospital have been developed, including:

- **Discharge to Recover and Assess** – a rapid response domiciliary care service to help people return home and have their ongoing needs assessed in a more appropriate setting than the hospital.
- **Discharge to Assess** – rapid access to a temporary residential or nursing care placement for service users with a higher level of need, while their future requirements are fully assessed.

While pressure on the hospital social work team remains, on average 45 discharges with care being achieved each week are from general hospital settings.

Supporting Community Health

Our Independent Living Service is part of the **Pan Cluster Development Group**, working with primary health and other services to take a multi-disciplinary approach to promoting health and well-being, support independence and prevent unnecessary hospital admissions. Our Independent Living Officers are part of cluster Multi-Disciplinary Teams (MDT) covering the South West, North, South East and East of Cardiff, attending all MDTs within these areas. It is planned to further expand this programme and to deliver additional cluster MDTs across the city, our Independent Living Service is playing an active part in this further development.

Supporting Mental Health and Well-being

2022/23 was the first full year for our **Well-being Mentor Service**, which supports those with low level mental health issues. Clients mostly accessed the service for support with social isolation, stress and anxiety and general mental health support. The mentors have supported people in accessing community groups of interest, facilitated to access specialist advice, provided toolkits for reducing stress and anxiety and helped with confidence building. During the first full year, 170 clients were supported to improve their well-being. Initial evaluation has indicated that 93% of respondents reported that their needs were met.

A new pilot **partnership arrangement with MIND** was launched in 2022/23. Clients of the Well-being Support Service now have a direct pathway to counselling and supported self-help through the charity. This has meant the mentors can address practical issues with the clients, while they are receiving expert support from MIND ensuring that the root causes of poor well-being are being addressed.



A memorial garden and mural were unveiled at Ty Canna as a remembrance for the individuals lost during the COVID-19 pandemic.

Ty Canna, our Mental Health Day Service, continued to provide support for individuals with mental health needs throughout the year, including the launch of a 12-week Creative Listening Course in partnership with Breathe Creative CIC. The course is designed to help attendees, many of whom have significant mental health challenges, to improve listening skills, which will in turn improve their confidence and relationships with others. The skills are taught through different art, creative activities, and mindfulness.

The service is very fortunate to have 30 individuals with lived experience of mental health as volunteers, known as CREW (Cardiff Recover Enabling Well-being) in their service. In 2022/23, CREW won Volunteer Group of the Year at the C3SC Cardiff Volunteer Awards.

Adult Services has continued to **support the UHB to develop a mental health Sanctuary to complement the recently launched Mental Health support line**, which is available 24 hours a day, 7 days a week by calling NHS 111 Wales and selecting option 2.

The contract for the Sanctuary has been awarded to Platform who are currently mobilising the service to be fully operational by September 2023. The Sanctuary will provide an out of hours service for adults (18+) 7 nights a week. The Sanctuary will be a safe, welcoming place where people can go outside of normal working hours, instead of going to A&E or other emergency services. The offer is for non-clinical support to people experiencing a personal, emotional or early-stage mental health crisis in the community.

Supporting Unpaid Carers

The Ageing Well Strategy recognises the valuable work informal or unpaid carers do to support the people that they care for to remain at home. A programme commenced in 2022/23 to understand the needs of carers and provide additional support. The **Regional Carers Charter** was agreed by Cardiff's Cabinet in October 2022 setting out a framework for services for unpaid carers. An Unpaid Carers survey was undertaken with Cardiff carers and organisations that support them, to better understand the needs of carers and their experience of current services. 656 responses were received and the results of this survey are informing our work going forward.

A new platform 'Care'Diff' has been launched, which aims to provide information and advice for unpaid carers. Quarterly Care'Diff newsletters were launched in March 2023 containing news, events and useful information. Much positive feedback has been received about the approach both from unpaid carers and external partners, including carer champions working within primary care.



610 Carers Assessments were undertaken in 2022/23, and while this is an increase from 503 in 2021/22, we still want to do better by increasing promotion and take up of this support. While progress was made in 2022/23 there is still much more we can do to support unpaid carers in their work. A detailed Carers Action Plan has been drafted to take this work forward into 2023/24.

Learning Disabilities – Providing Support Closer to Home

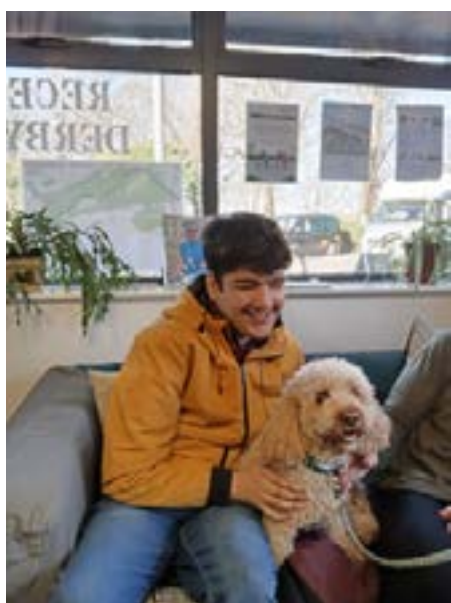
One of our key objectives is to support people with a learning disability to remain living within their community.

Our **Support Planning team** works alongside the learning disabilities social work teams, offering expertise in finding person centred activity opportunities. Work is focused on local opportunities that enable individuals to be part of their community and develop wider networks. Staff support people to try opportunities and develop the skills to attend independently when possible. The plans are outcome based and match people’s wishes and needs. The planners worked with over 127 people in the last year. Responses from those the planners work with are extremely positive. People feel valued and have more choice and control.

The **Complex Needs Day Service** provides a critical part of our local offer supporting and enabling those with the most complex needs to stay local. The day services currently support 69 individuals with complex learning disabilities, health needs and behaviours of concern on a 1:1 and 2:1 basis.

The Day Service delivered 12,062 days of support in 2022/23. This support provides crucial daytime respite to unpaid carers to enable them to continue in their caring role, allowing their loved one to remain in the family home. As well as working in dedicated settings, the service supports people to access the community, offering a wide variety of high-quality opportunities including volunteering, community education classes, developing independent living skills, developing social skills, and supporting people to pursue hobbies and interests, all of which contribute to promoting people’s physical, emotional, and mental health.

In 2022/23 12 people were supported by the Day Service to engage in a variety of volunteering opportunities including conservation projects, community garden projects, dog walking as well as supporting a number of community initiatives and projects.



The Day Service provides volunteering opportunities to service users with Cardiff Dog Homes.



The Day Service supports people to access the community and pursue their hobbies and interests.

Delivering sustainable and high-quality care and support

Care Market Development

In 2022/23 Cardiff saw a significant recovery in the care market and an improvement in the availability of care and on the whole, the provision of care is not now an issue. Concern remains in some areas however as delays remain in identifying more specialist placements, such as for service users with complex learning disabilities, and residential dementia and respite care, while available, can be costly.

The regional **Market Stability Report** was approved by Council in October 2022. The report is an assessment of whether the regional care and support market can meet the needs of people in the region and the areas where work is needed to ensure that future needs are met. A number of areas were identified where additional work would be needed to support the market, including the need to manage the market away from general residential care towards meeting higher levels of need, including dementia care. Work to respond to these findings has commenced and will be taken forward during 2023/24.

Quality in Care Provision

During the year improvements were made to the **Escalating Concerns Procedures** and a far more proactive approach is now in place to respond to issues that arise within the care sector. A clear model has been developed for managing care provider closures and this is reflected in the professional approach taken to the closure of a number of care homes during the period. The quality of this approach has been acknowledged by partners in Care Inspectorate Wales and our care providers.

Improving Our Dementia Care

As a dementia friendly city, we want to provide the best possible services to people living with dementia, working with them to meet their needs and wishes, whatever their level of need.

Support to stay at home – J's Story

J's niece contacted Independent Living Services (ILS) via the online service, with concerns about her aunt. She was concerned that her aunt lived alone and had no support locally. Additionally, she felt she was showing the signs of the onset of dementia. J was forgetting things, leaving the door open and had been found wandering around the street. There was concern that J was not eating or drinking and she seemed very confused.

An immediate respite placement in a care home was arranged while an assessment took place. The following day a social worker attended the care home to speak to J, she also spoke to J's niece, a neighbour and care home staff to complete her assessment.

Although J showed some confusion about time and dates and where she lived, she fully understood where she was and that her memory "wasn't as good as it used to be" and that she isn't managing on her own. J enjoyed being looked after but it was her chosen outcome to be back in her own home. J agreed to support with her personal care, prompting with her medication and supervision and prompting with meals and drinks. She also agreed to have Telecare installed in case of falls or urgent help being required at home.

A package of care was arranged, and J was able to safely return home and has been engaging well with the support that she is now receiving.

Promoting quality in dementia care

We aim to continuously improve our services and benchmark ourselves against successful practice and services elsewhere. To deliver this our Dementia & Care Quality Team have been reviewing the care market and the ability of our local providers to provide quality services to those living with dementia or cognitive impairment. By finding local good practice in both residential and care homes the team are starting to define a clear picture of what good care looks like, informing our future commissioning arrangements and providing practical support to our local care homes.

The care and support of our citizens is placed at the heart of how the team works, looking at their existing strengths and networks and finding the best service to support their wishes and feelings.

Finding the right residential care - C's Story

C is a 63-year-old gentleman with a cognitive impairment, he had been assessed as lacking capacity to make some decisions although is able to express some personal wishes. Unfortunately, due to the planned closure of his current home, C needed to move from to a new placement. There were concerns that this move could be very unsettling for C and this may impact negatively on his well-being.

The Dementia & Care and Quality Team (D&CQT) worked with C to gain an insight into what was important to him, and also used their knowledge of care providers across Cardiff to identify the placements that would best meet C's needs and wishes.

During discussions with C about the proposed move he was fully able to communicate his thoughts and opinions. Options of alternative placements that could meet C's needs, were discussed with him. C gave permission for an approach to be made to a new residential setting, he met with the manager and a move date was agreed.

C has advised he is happy with the move and felt settled on his first day - he said he felt the move was meant to be! C said he already had a good relationship with the staff and that he has been going down for breakfast 'they do thick toast with lots of butter and as much coffee as I want. It's really good here'.

The Dementia & Care Quality Team's ongoing work with care providers across the city has really benefitted C and they were able to lessen his anxiety and find the best new home for him.

This is just one example of the work that has been undertaken by the team that demonstrates how personal outcomes can be met successfully where there is knowledge and understanding of the individual and of our local care providers.

Participating in Research

In 2022/23 the Dementia & Care Quality Team have also participated in PhD research with a student from Cardiff University who is researching 'how race and ethnicity is perceived within the context of Dementia'.

This has included conversations with social workers and a group workshop following several case studies. A number of anonymised assessments of those with African or Caribbean heritage have been shared with the research student. The findings of the research will be available in 2023/24 and will be used to inform further improvements in this area.

Trusted Partner Approach

During 2022/23, a “Trusted Partner” model, which enables commissioned providers to adapt care to meet individual needs, became operational across the care sector, for example to adjust the level of care provided ahead of a social work assessment. This change will be monitored, and the outcome will inform future commissioning arrangements.

Supporting Individual Voice and Control

Delivering Strength-Based Practice

We are committed to taking a strength-based approach to the way that we work. Strength-based practice focuses on an individual’s strengths (including personal strengths, social and community networks) and not their deficits. It works with the individual to promote their well-being and is led by the service users chosen outcomes. ‘*Collaborative Communications*’ is the approach we use to ensure that strength-based practice is applied in every conversation or interaction with our citizens and also between professionals. In 2022/23 a strength-based Training Officer was recruited to lead in the implementation of Collaborative Communications. A full refresh of this approach will be rolled out during 2023 across all staff groups. Also, in response to the feedback from practitioners, a new strength-based care and support plan review form has been designed putting the citizen at the heart of their care and support. It focuses on what matters most to them, their strengths, and desired outcomes, fully aligning with the strength-based approach.

Improvements to Direct Payments

Over the year the take up of direct payments has been relatively low. A review has shown that this to be due to the lack of availability of Personal Assistants (PAs) and the complexity of the direct payment process. A project has commenced to address these issues. We have entered into a partnership with Community Catalysts to develop microenterprises to fill the gap in availability of PAs and to simplify the use of direct payment for service users. A full review of the administrative process has been undertaken with the aim of streamlining and speeding up the process. We anticipate that this process will increase choice and control for our service users and will be of particular assistance to service users from a BAME background in finding care that meets their needs.

Liberty Protection Safeguards Legislation

While the implementation of the Liberty Protection Safeguards legislation has been delayed, work has continued to prepare for this. An Implementation Group has been set up including partners from across the Council to support the roll out of the new legislation. Mental Capacity Act training has been rolled out across Adult and Children Services and partner agencies to ensure that all staff have a sound understanding of the Mental Capacity Act and its application in readiness for the new legislation. Also, funding provided by the Welsh Government has helped us to significantly reduce the number of outstanding assessments under the current Deprivation of Liberty Safeguards legislation. Our focus in preparing for the new legislation is to ensure that our service users rights are upheld, and they retain as much control over their care as possible during the process.

Increasing the range of local accommodation and support options

Developing New Accommodation Options for Older People

Cardiff's Older Person Housing Strategy was published in 2019 and set out an ambitious vision for the Council and its partners 'to deliver the best housing outcomes for all older people in Cardiff'. Work to modernise and improve the Council's existing Community Living schemes continued in 2022/23 with upgrades of fire detection systems, a digital welfare call system and improvements to communal spaces to meet the Royal National Institute of Blind People's (RNIB) Visibly Better standards with dementia wayfinding, helping to support independent living through adaptable and accessible accommodation.

Plans have been set out to develop a number of new "state of the art" older persons housing schemes across the city. The most advanced of these is Addison House Community Living scheme, where building work is currently underway. This will deliver 45, care ready apartments. These will be flexible enough to be adapted to the changing needs of older people, with some being fully wheelchair accessible. The apartments will be spacious and open plan and have large private balconies to create a light and airy space. The scheme has been designed to Royal National Institute of Blind People (RNIB) Platinum standards. The scheme will also offer communal facilities such as a roof terrace and lounge, electrical car charging points and facilities for storing and charging mobility scooters. Other schemes are currently progressing through the planning and procurement processes, with phased start on site over the next 3 years.



Artist's impression of Addison House due to open later this year

Development of Supported Accommodation for those with Mental Health Issues

Joint working between Specialist Accommodation Services and the Mental Health Social Work Service has resulted in the development of a new supported living scheme for those with mental health issues, allowing service users to step down from residential care to greater independence. 11 units of supported accommodation were developed in brand new housing association apartments both reducing the cost of care and increasing independence.

The Learning Disability Service has developed a wide range of supported accommodation options with expert local support providers and works hard to support people to move into the right housing for them. In 2022/23 more than 320 people have been supported in their own tenancies with 38 moving in during the year.



Three new supported living schemes for people with learning disabilities were developed during the year offering 9 units of accommodation. These new schemes were developed in partnership with housing associations and our third sector support providers.

Work is well underway in partnership with the Council's Housing Development team to identify opportunities to develop additional local accommodation for adults with complex needs. A full development plan will be produced in the coming year to take this work forward.

Safeguarding Adults

1,686 adult safeguarding referrals were started in 2022/23. This is a slight decrease on 2021/22. 93% of adult protection enquiries were completed within 7 days. Although this below our set target due to periods of recruitment and training within the service, it still compares with a national performance average of 84%. The highest source of referral was from provider agencies including commissioned services demonstrating the success of the service in promoting safeguarding amongst the care sector.

The types of abuse reported in 2022/23 are broadly consistent across the past three years with emotional and physical abuse and neglect being the most prevalent with narrow margins between them.

During the year, the Adult Safeguarding Team and the Housing Social Inclusions Unit were joined together. This has led to a single approach to managing community safety and risk. Shared management of these teams enables coordinated responses and improved information sharing across the services. Good progress has also been made in developing responses to self-neglect, work by the Adult Safeguarding Team has resulted in a multi-agency project to support individuals with hoarding behaviours and the team have also been central to the development of services for young people with complex and high-risk behaviours.

Workforce Development

Recruitment and retention of qualified staff has continued to be a challenge during 2022/23 with low or no applicants for some social work and occupational therapy posts. A market supplement was introduced for Adult Social Workers in April 2022, and it has been agreed to increase this further from April 2023. Other initiatives have also been undertaken to improve recruitment including the launch of a new Social Worker Cardiff brand for Adult Services and a short film promoting the benefits of working for Cardiff.

At the end of 2022/23 there were 13.7 adult social worker vacancies, equating to 9.9%. While this was a reduction from 12.9% at the start of the year, this remains a key area of concern. Work has commenced on a comprehensive Workforce Development Strategy for the service, and this will be finalised during 2023.

A number of initiatives have also been undertaken to remove unnecessary work from our qualified staff and to make best use of their time. A pilot introducing **Social Work Resource Assistants** to take on administrative tasks has proved successful as has a simplification of our assessment form, this work will be rolled out further in 2023/24.

A project to roll out a **Trusted Assessor approach** has commenced with our Occupational Therapy team who are now able to prescribe care and this work will be rolled out further to ensure that decisions are made at the most appropriate level and duplication of work is avoided. A **new Adult Services Training Unit** has been developed to better support both the internal and wider care workforce. The new unit includes dedicated trainers for Adult Services including a post focused on strength-based approaches. The unit support the roll out of the trusted assessor approach and improve the induction of new staff into the service.

Supporting the wider social care workforce is also priority for the service. A Regional Workforce Charter has been developed that sets out this commitment. Cardiff has of course supported the roll out of the Real Living Wage for care workers to support recruitment and retention in the sector. The new Training Unit includes increased capacity to support internal and external regulated providers with registration and qualification of workforce with the establishment of a **new Registration and Qualification Support Officer** post.



Social Work Cardiff recruitment event



Social Work Cardiff recruitment material

Our Cardiff Cares Academy, a partnership between Adult Services, Into Work Services and both internal and external care providers, supports recruitment into the sector. Dedicated mentors support individuals, aiming to remove barriers to employment. All individuals attend a training package focussing on the key skills to work within the sector, including safeguarding awareness, emergency first aid at work and moving and handling. Several incentives are available to make this rewarding career even more attractive. They include:

- Free driving lessons, if needed
- Free theory and practical driving tests
- Free DBS checks
- Support with initial travel costs

The Academy has made a key contribution to promoting social care as a positive career choice, bringing new care workers into Cardiff's social care sector. 135 carer job outcomes were delivered during 2022/23.

Electric Bike Scheme

With the cost-of-living crisis continuing to prevail in 2022/23, it was recognised that the cost of fuel was presenting a significant challenge to domiciliary care providers, impacting on the recruitment and retention of care workers.

To help alleviate some financial stress, with funding from Welsh Government, the Council invited care providers across the city to apply for grants to purchase electric bikes for staff to travel between clients' homes. A total of £41,000 was awarded to 14 domiciliary care providers in the city to buy 41 bikes for their staff. The initiative seeks to improve the capacity of the city's domiciliary care support service by boosting the health and well-being of some of the city's most essential workers, as well as helping tackle the climate emergency. A third scheme will be launched in 2023/24.

For those care workers who would like to drive but are unable to afford the lessons, a driving lesson scheme has also been developed, financially supporting care workers to learn to drive up to the value of £570.

Despite the challenges that this year has presented, a considerable range of activity has been undertaken to improve our services and the outcomes for citizens.



Sarah McGill,
*Corporate Director of People &
Communities and Director of
Social Services*

5 PRIORITIES FOR 2023/24

Top 5 Corporate Priorities for Social Services

1	Deliver strategic priorities to enable us to manage and respond to the ongoing high level of demand for social services , complexity of issues experienced by our most vulnerable citizens and associated budgetary pressures .
2	Progress locality working models and work with partners to embed services into communities and maximise benefits of community resources.
3	Ongoing implementation of Quality Assurance Frameworks and strength-based practice.
4	Implementation of action plans arising from regulatory inspections, audits and reviews .
5	Implementation of the Eclipse system to replace the existing CareFirst client record system and associated review of practice and process.

Top 5 Priorities for Children's Services

1	Implementation of the Children's Services Strategy for 2023-26 with a continued focus on shifting the balance in relation to: <ol style="list-style-type: none"> Place – Implementing the Accommodation Strategy to address placement sufficiency issues. People – Implementing the Workforce Action Plan to address recruitment and retention issues, including the development of a new operating model. Practice – Implementing a new practice model in support of prudent social work – ensuring social workers only do what only social workers can do.
2	Continue work with partners to develop and implement pathways and a joint model of service provision for children with serious mental health and emotional well-being issues .
3	Implementation of the Safeguarding Adolescents from Exploitation (SAFE) model across the Directorate and working with partners to address serious youth violence.
4	Develop the in-house Fostering Service to meet demand for placements and ensure foster carers have the necessary skills to care for children and young people with complex needs.
5	Respond to the increasing numbers of children with a range of needs including neurodiversity / learning disability / mental health / behaviours that challenge and shortage of appropriate services.

Top 5 Priorities for Adult Services

1	Continuing to implement the Ageing Well Strategy across Older People's services, to include further embedding preventative services and strength-based working; improving hospital discharge; developing the use of technology and equipment; improving the support available for informal carers and reviewing our services for those living with dementia.
2	Continue to work in partnership with care providers and third sector to ensure the sustainable delivery of high-quality care and support , implementing a trusted partner approach and seeking to actively shape the care market to meet current and future need.
3	Supporting individual voice and control by improving access to advocacy and direct payments and rolling out Mental Capacity Act training across the service to ensure that knowledge and principles are embedded in practice.
4	Increasing the range of local accommodation and support options including increased provision of local services for people with learning disabilities and complex needs, increased accommodation options for those with mental health issues to allow step down from residential and developing older persons community living projects which support those with higher needs.
5	Implementing our Workforce Strategy to ensure we have a workforce that receives appropriate support, training and development opportunities to meet the needs of our service users, improving recruitment and promoting retention.



6

INSPECTION OUTCOMES

Inspection of the Youth Justice Service – Her Majesty’s Inspectorate of Probation (HMIP) undertook a full follow up inspection of the Youth Justice Service that concluded in April 2022. The report was published in August 2022 alongside an updated [Youth Justice Services Strategy](#) “Building Safer Futures Together” and Improvement Plan. As a result of the inspection, Cardiff Youth Justice Service is no longer be considered a priority status service. This complete de-escalation is in recognition of the progress that has been made over the course of the last few years and demonstrates the confidence that the Youth Justice Board have in operational management and senior leadership within Cardiff to continue to deliver improvement and positive outcomes for children.

Ty Storrie – our overnight short breaks provision for children with disabilities was inspected during the year. The inspection report noted that *“Care staff are warm and attentive, they promote fun enjoyable stays for the children. Survey responses received from parents are positive about the care and support provided to their children and their children’s enjoyment of their short breaks at the home.”* The report recognised that it has been a difficult year for the service with a change of manager and responsible individual, and care staff absences and vacancies. Recruitment to vacant posts is progressing, although not as quickly as we would like. The report identified 5 areas for improvement that are being addressed as a matter of urgency. No Priority Action Notices were issued as a result of the inspection. Further information about Ty Storrie is available on page 21.

Falconwood – the statement of purpose and service operations for Falconwood has changed during the year and it now provides medium to long term care for children. The inspection report noted that *“The home has a welcoming atmosphere and is suitable for its new purpose. Care staff are warm, attentive, and take time to communicate and engage with children and encourage their participation in activities in the home, community, and education. Children have the support they need to make progress and achieve positive outcomes.”* The report recognised that it has been a time of significant change and whilst progress had been made on some areas identified for priority action and improvement at the last inspection, some were not met, and 3 further areas for improvement were identified. These are all being addressed as a matter of urgency. No new Priority Action Notices were issued as a result of the inspection. 4 Priority Action Notices from the previous inspection were reviewed - 3 were achieved and 1 was pending (and is now resolved).

Inspection of Community Resource and Internal Supported Living homecare services – Care Inspectorate Wales (CIW) carried out an inspection of our Domiciliary Services: Community Resource and Internal Supported Living in June 2022. The inspection comprised of a review of service user care plans, feedback surveys provided by staff working in the service, telephone discussions and face to face visits to service users, auditing the compliance against regulations and safe delivery of domiciliary care services. The inspection report found that overall regulatory compliance was good. Whilst the inspection identified some areas in need of improvement, these were areas where plans for change were already in place. The report found that robust organisational and governance arrangements ensure the service runs smoothly and delivers good quality care and support with a strong focus on development and improvement. Most importantly, the report highlighted that people appear happy with the support they receive, and their

physical, mental, and social needs are recognised and supported. The inspection found that services showed commitment to achieving positive outcomes for their service users. The Inspector described interactions between people and staff as warm and positive, and recognised that staff are familiar with the needs and likes of the individuals they support.

Social Services Annual Performance Letter – we anticipate receiving the annual performance letter from Care Inspectorate Wales (CIW) after the annual review meeting later this year.



7

HOW ARE PEOPLE SHAPING OUR SERVICES?

We are committed to ensuring **effective** and **meaningful** engagement with people is at the heart of our service development and review activity. By offering a **range of different engagement and participation activities** we will ensure that individuals in need of care and support and those that care for people in receipt of services, have a genuine opportunity to be involved in the way that suits them.

Examples of how people have been engaged or involved in service development during the year include:

Children's Services

- Development of a **Participation Framework** – with input from child and parent consultation groups is ongoing. This will be supported by the appointment of a full-time dedicated Participation Worker.
- Surveys were issued to parents for their views following child protection conferences during the year. However, the response rate was low and **parent participation** will be an area of focus for the coming year. We are looking at developing parent cafes and considering how best to engage with parents for the development of the Participation Framework. We are also looking at how we can develop **parental advocacy** and the use of **parent peers**.
- Young people provided feedback to inform the development of the revised **Children's Services Strategy**. The feedback provided focused on what had worked well, what hadn't and what children and young people felt needed improving for the future.
- We continue to implement the **Mind of My Own app** to support children to communicate with us, share their lived experience and enable us to capture their views in the care planning process. As at 31st March, 228 children and young people have signed up to the Mind of My Own app and 245 practitioner accounts have also been created. During the year we have received 284 statements from children and young people. We are also working towards implementing the Xchange element of Mind of My Own to expand its use to include young people who are working with the Youth Justice Services.
- For Carers Week 2022, the YMCA (our service provider for young carers) met with our **young carers** to find out what they wanted to do at the project for the next few months. The ideas ranged from family activities to youth club and lots of respite opportunities and the week was a great success.
- The Youth Justice Service received funding from the Ministry of Justice during the year to deliver a 3-year programme which aims to improve outcomes and prevent offending for children who are on the cusp of the youth justice system and who do not meet the threshold for statutory support. This work is being taken forward under a name chosen by young people - "**Crossroads**".

- **Bright Sparks Group** – ongoing work with this well-established group of children looked after, and care leavers who continue to engage in service and policy developments with the support of our advocacy provider the National Youth Advocacy Service (NYAS). Examples of engagement with this group during the year includes:
 - o Planning the annual **Bright Sparks Awards** ceremony – in person for the first time since before the COVID-19 pandemic. The ceremony included performances from our young people and was a great success.
 - o Representation on the **Cardiff Child Friendly City** Evaluation Committee for the UNICEF Child Friendly Cities and Communities initiative. Between October and December, they shared their expertise with other Child’s Rights experts and evaluated where Cardiff is in its journey to becoming a Child Friendly City.
 - o Providing feedback for a Welsh Government consultation on **profit in social care**, which includes a proposal that permits only not-for-profit providers to register with Care Inspectorate Wales as a care home service for children or a fostering service.
 - o Representation at the Voices from Care Cymru facilitated **Care Experienced Summit**. This event provided attendees with an opportunity to describe their experiences directly to the First Minister for Wales and other Ministers including the Education Minister and Deputy Minister for Social Services. The children and young people worked together to develop a Declaration setting out what a reformed care system would look like, this will be published later in 2023.
 - o Developing and planning a **“Summer of Fun” programme** which included a range of activities, food and games to help create precious memories for our young people. The activities included entry to the main festival site, cycle training and an aqua adventure park.
- Young person’s version of the [Corporate Parenting Strategy](#) (that sets out 5 key priorities based on the personal views and experiences of children looked after) developed following a digital design workshop with the Youth Service and members of the Bright Sparks Group.
- 2 age-appropriate surveys were issued to obtain feedback from young people about their **aspirations for the future**. The surveys were designed to provide Cardiff Commitment with an insight into interests and engagement with careers and work-related experiences to provide targeted and specific work opportunities based on the feedback from young people.
- A group of care leavers who are supported by the Into Work Service engaged with a local construction company to develop a **DIY workshop** to help them to learn skills that will support them to live independently.
- 2 online training sessions were delivered to **Elected Members** - this training included hearing the views and wishes of children and young people about what they would like to see from Councillors as Corporate Parents.
- 3 additional training sessions were held with members of the **Corporate Parenting Advisory Committee** - these sessions included discussion around how children and young people can be involved in the work of the Committee in a fun and engaging way in line with National Participation standard. This was further explored in an engagement session held with young people and members of Corporate Parenting Advisory Committee.
- Children and young people from the Bright Sparks group were involved in the **recruitment** of residential home managers and the new Virtual Headteacher. The Participation Manager supported the young people to analyse the job description and person specification, and to develop a set of questions for them to ask applicants.

Adult Services

Consultation on a new home for Ty Canna

Service users, volunteers, and staff members at Ty Canna mental health day centre, were given the opportunity to meet up with Cardiff Council's Development and Regeneration Team to discuss plans for a new Ty Canna building. Plans for the building are in very early stages, but the meeting was an opportunity for users of Ty Canna to ask any questions or raise any concerns they may have, ensuring they are fully included in the process to develop the new building. It was also an opportunity for those designing the building to understand the needs of those who will be using it.

Independent Living Services

Customer satisfaction surveys provided by Independent Living Services (ILS) allow citizens the opportunity to feedback on services received and help shape the way services are delivered. This enables ILS to monitor the quality of services and citizen experience allowing us to improve service delivery and demonstrate the effectiveness of services delivered on the lives of citizens. In 2022/23:

- o 96% of customers felt able to live more independently in their homes following support from ILS.
- o 97% felt that services identified will improve their quality of life.
- o 99% of customers were satisfied with the service received from ILS.
- o 99% of people's well-being improved following intervention from ILS visiting team.

Community Resource (Homecare) Team (CRT)

Feedback from Individuals Receiving Care and Support & their Family Members

The Community Resource Team (CRT) complete exit surveys with those they have provided care to and their family members. Typically, the CRT service receives excellent feedback from service users. In 2022/23 the following feedback was provided:

The rating of the service provided by CRT Homecare, 1 being poor and 10 being excellent.	Percentage of service users who felt enabled to live more independently as a result of their CRT Homecare support.	Percentage of service users who were satisfied with the service received from the carers who supported them.
9.1	88.1%	98.9%

Consultation on Future Plans for Internal Supported Living

Consultation took place in 2022/23 with both staff and service users' families on proposed changes to the Internal Supported Living Service for people with learning disabilities. Proposals for change include the improvement and refocusing of the in-house Supported Living Service, while 4 schemes would move to third sector providers who have specialist expertise in this area.

Briefings were held with family members and the feedback received was positive. While naturally concerned about the impact of any change, family members were reassured that their loved ones would remain in their own home and that any changes would be taken forward in a way and at a pace that also reflects individual need.

In preparation for discussions with supported individuals, advice was taken from the Speech and Language Team (SALT) and Advocacy providers, and work has commenced to consider the most appropriate way that supported individuals can be involved in discussions regarding the changes so that they can be supported to actively participate in the development of their transition plans.

Feedback from our staff has been encouraging and many staff members have expressed optimism about the future and the proposed developments.

Engagement With Care Providers:

Throughout 2022/23, Adult Services have continued to hold quarterly provider forums for Domiciliary Care and Care Home providers. The service has also met monthly with care home association committee members.

A cost of care exercise for care homes for older people was undertaken and feedback on care home costs were used to inform the fee uplift process.

Market engagement exercises were carried out with providers to inform the design of services to support winter pressures and hospital discharge – resulting in a very successful Discharge to Recover and Assess (D2RA) rapid response framework for Domiciliary Care. Excellent partnership working was undertaken with a care home provider to design and implement a new reablement unit to assist with discharge from hospital.

Caring for Carers Survey

A Caring for Carer's consultation was undertaken in 2022/23. The consultation was targeted at unpaid carers themselves and also organisations that provide or signpost to respite services. The aim was to learn more about the lives of unpaid carers and what options are available in Cardiff for them to take a break from their caring responsibilities, as well as providing deeper insight into the barriers and challenges that they may face in taking a break. 656 carers responded to the survey. There has been some very useful feedback from carers and findings from the survey have been fed into Cardiff's Unpaid Carers Action Plan. Key findings are set out below:

Health (physical and mental)

The survey illustrated the health issues facing unpaid carers in Cardiff. 20.4% identify as a disabled person themselves. Targeted health campaigns and partnership working with health and third sector organisations to support unpaid carers has now become a key area of priority.

Building trust and confidence in relation to respite

In response to the question, "If you have not accessed any services that allow you to take a break from your usual routine of looking after your relative or friend, please tell us why", two of the most common reasons were:

- 'The person I look after doesn't want to be looked after by anyone else' (44.8%)
- 'I am not confident of leaving my friend or relative with anyone else' (27.3%)

It became evident that work needs to take place to build the confidence of carers as well as to alleviate the concerns of the person they care for. Actions have been added to the Unpaid Carers Action Plan with the aim of developing this trust and to encourage unpaid carers to access services.

Emergency Planning

Only 38% of the respondents had an emergency care / contingency plan in place. Emergency planning has therefore been recognised as a priority going forward.

QUOTES

Impact of Young Carer family events:

"Hi. Just want to say a massive thank you. We had a great time as a family and that is rare for us. My son R who is autistic went down the slide all by himself for the first time which was huge.

Young Person to a Social Worker:

Thank you for being the best social worker ever and the most amazing person. You've helped me so much and I'm so glad I had you as my social worker or else I would've been lost. Good luck with the new job, of course your going to do really well in it, but you can never have a new favourite no one can take my place lol. Im going to try and focus and achieve my goals, I'll always remember everything we talked about, and look back at it when I feel down or lost I'm going to miss you so much! Thank you for bringing positivity in my life. I know your going to change loads of lives, and anyone who gets to work with you is very lucky to have such a great social worker, your so helpful and kind, honestly I used to hate social workers until you. I wish you all the best!!! :))

Impact on child and family (fed back by Care and Support Plan Reviewing Officer):

It was a pleasure to be chairing a meeting where the parent could not speak highly enough of the person that had help her work through very difficult and personal issues, to get her life back. In this respect the family situation was extremely complex however J was able to build trust with mum that enabled them to hold very challenging conversations that needed to be worked through. Owing to J's practice and caring approach mum was able to look and work through what was needed for her daughter to return home to her care. Without J working together with the social worker from Children's Services it would be hard to see how this mum and daughter would have got back together. Listening to the mum at the meeting the service that has been provided by both J (adult social worker) and K (child's social worker) has been excellent. This service working together has made a real difference to this family's life. Mum said at the meeting... "I am extremely grateful to J with the work they have completed that owing to this relationship and the relationship that her daughter has with J it has helped me to trust Social Care and social workers again."

Parent to a Children's Services Social Worker:

'Thank you for everything. Don't think we would've got this far without you. So grateful and appreciate all you've done'.

'Thank you for all of your help, you've been brilliant. It has honestly made such a difference to our family's life and thank you for listening to me, even when I was ranting, and for having my back when we were dealing with the school. I finally feel like someone has understood my concerns and taken them on board'.

'Thanks for all your help and support really appreciate it and will miss your support take care thank you.

External Agency in relation to a Children's Services Family Support Worker:

Just want to say thank you for all your support over the last few months, I have seen a huge improvement in the family and their wellbeing. You have done an amazing job supporting this family and it is such a shame that you can't stay around forever!! The property has been turned into a home since you have come onboard, the family appear more comfortable and happy and it is very evident that they are extremely happy with the support you have given to them all. I really look forward to working with you again in the future and thanks again for all your support. I would appreciate if you could please forward this email onto your manager, it is nice for you to be recognised for all the great work that you do and the difference you make to people's lives.

Foster Carer re: Children's Services Fostering Social Worker

This Email, is all about R, and we want you, and management know how grateful we are to Fostering Services for assigning this amazing lady to us throughout our care of S and beyond. We have complete admiration and gratitude for the work that R has done in supporting us with consistent support and encouragement. She has been an absolute rock. R has been totally committed, totally consistent, totally supportive and totally emphatic in her approach and care of us and the children that have been in our care, especially through the pandemic. R, has been a strong tower of support and encouragement. R, really is a rare Woman of Worth. She is caring and strong, intuitive, has insight, great integrity, she has a breadth of knowledge and is able to bring clarity to difficult situations. Our journey with S was incredible and we loved every moment, it was however, challenging, his situation was complex and there were many health professionals involved in his care. The strong and consistent support that we received from R held us up and kept us on track. R, also has amazing empathy, and has supported us through the traumatic loss of a close family member. We will never, forget the kindness and support giving to us during that time. We have really enjoyed working with R, and the Fostering Services team.

Adult Service user's family member to Social Worker:

"I am writing to express my deep appreciation for the outstanding care and support provided by the social worker. My father, who has been disabled due to a stroke, was recently seen by the Social Worker for an evaluation of his care needs. I was extremely impressed by her compassion, empathy and the thoroughness of her evaluation."

Citizen for staff in the Community Resource Team:

"To all the carers that came to help while my husband was at home. I want to thank you from the bottom of my heart for the practical help, comforting advice, and caring support you gave us. Yours was the only service that I really felt helped me and responded to me when I did not know what to do and needed help. You answered the phone, tried to help even if it meant not sticking rigidly to schedule and carers arrived well informed about the days situation and ready to help. You should be very proud of the service you provide, thank you all so much."

Adult Service user's family member:

"The Social Worker truly went above and beyond in her duties and kept frequently in touch with us via email and phone to update us on the progress. We are extremely grateful for her care. Recently in the media, the social care sector is not always portrayed in a positive light, however, my father and I had a very positive experience with the social worker. I believe that she is a true asset to the council, and I hope that her efforts are recognized and appreciated."

"I would not have been able to remain at home without this team. I don't usually accept care, but this team was so kind and professional they made all the difference at a difficult time."

Unpaid Carer of a Care Hub service user:

"The dementia cafe is such a nice touch as I am a carer and like to meet others in a similar situation. Although the numbers were small, I still feel like I have been seen thanks to this event."

Service users of Day Opportunities:

"A fantastic service. Tracey was amazing, didn't make me feel disabled at all and I was very confident and at ease in her company (in another life i think she'd be a friend!). I really enjoyed the classes on offer and having a coffee, and I've continued attending them. I wasn't aware of how much was out there and I feel much less isolated now. Life has been quite challenging recently and Tracey has helped me enormously."

"You have made me feel like a kid at a party, I'm bursting with joy at the thought of getting my independence and confidence back. I have hope for the future".

Service user of Well-being Support Service:

"When my wife passed away I become a homebody and didn't go out at all, I was sat doing nothing not speaking to anyone. I found the hub on my street and started going down. I have been welcomed with open arms and now help with the gardening which brings me confidence as I'm knowledgeable of what I do. I also go to other hubs and do other things like Tai Chi. I am fitter and now speak to people more. My daughter was worried I would become a recluse but thanks to what you do and the advice you give she is happy and so am I."

Compliments, Complaints and Representations

Complaints are a key source of intelligence enabling understanding, learning and reflection in respect of people's experience of Social Services.

During 2022/23 there were 685 cases of feedback recorded for Social Services of which 334 were compliments and 351 were complaints. This is a similar position compared with 2021/22. 14 complaints proceeded to Stage 2 (from 10 in 2021/22).

	2021/22	2022/23	% Difference
Compliments	339	334	-1.5%
Complaints	363	351	-3.3%

Complaints are now managed separately by dedicated complaints teams within the Children's Services Directorate and the Adults, Housing and Communities Directorates. This has enabled us to develop tailored action plans in response to complaints that are relevant to each Directorate, and to better feedback learning from complaints to the individual Directorate's Quality Assurance processes.

Children's Services received 236 complaints (plus an additional 52 issues that were resolved via our fast-track process before they escalated to being complaints) and 176 compliments during the year. 6 complaints proceeded to Stage 2. The 236 complaints represent 6.5% of the total children, young people and families (3,635) that were supported, and just 0.5% of the total number of contacts received across Children's Services (45,264). Key themes arising from complaints are disputed decisions (20%), general standard of service (19%) and communication issues (17%). Of the 39 complaints received regarding communication, just 4 were upheld.

In response to this feedback, we are continuing to develop and implement our Quality Assurance Framework with a focus on embedding a strong case audit process. Towards the end of the year a practice standards audit session was held with Operational and Team Managers. This was a valuable opportunity for managers to share their approaches to undertaking audits and develop consistency in the case audit process. A plan is in place to continue with this approach in 2023/24.

The Quality Assurance Team continue to produce practice guidance documents for the Directorate and undertake thematic audits to inform ongoing learning / practice development. Workshops with staff are scheduled to ensure that we close the loop and feed the learning back into the workforce.

A Quality Assurance action plan has been formulated for 2023/24 to bring together learning and recommendations from Quality Assurance activity and take account of planned changes to the Directorate's operating model. Under the new operating model, we are considering introducing an Insight Team – to bring Quality Assurance, practice leads and complaints / compliments together. This will enable us to embed a robust framework for identifying issues and good practice, learning lessons and feeding this back into practice and service development. Whilst we don't necessarily want to see a reduction in the number of complaints received, because we want to ensure that people have a voice, it is anticipated that this will lead to improved outcomes for young people and a reduction in the number of complaints that are upheld.

Children's Services continue to improve support for young people to access advocates, enabling them to raise complaints and concerns and encouraging them to share their perspectives. During the year, 33 complaints were received direct from young people (including those supported by an advocate). This compares to 30 in 2021/22. With continued focus on children's rights and supporting young people to give us feedback, we hope to see this figure increase year on year.

Adult Services received 115 complaints, with 8 proceeding to Stage 2, and 158 compliments during the year. The 115 complaints represent 1.6% of the total number of citizens supported across Adult Services and the Independent Living Service (7,045). Of these a total of 29 were upheld, representing 23% of all complaints received. Additionally, the team oversaw 26 'non-complaints'. Key themes arising from complaints are communication and relationships (31%), delays in service access (15%) and issues regarding commissioned services (14%). Of the 38 complaints regarding communication and relationships, only 7 of these were upheld.

Adult Services has seen an increase in complex cases this year relating to services offered and as a result has seen an increase in the number of Stage 2 investigation requests. However, the outcomes from these have supported the Stage 1 outcomes, identifying that even though complainants have not been satisfied with the findings, the original investigations did identify the appropriate outcome.

We are learning from complaints to improve our services. While the pressure on social work teams has resulted in some delays, we are continually reviewing opportunities to reduce waiting times. We have introduced additional capacity from a commissioned social work assessment service; we have improved our recruitment arrangements and introduced a market supplement for our adult social workers to improve recruitment and retention. We have also reviewed the links between the hospital teams and community teams to reduce delays and introduced clear pathways for Discharge to Assess, to prevent delays in hospital discharge and to provide an opportunity for individuals to be assessed in a more appropriate environment. Feedback from complaints is being used to inform training plans, quality assurance activity and policy development.

A whole service approach to embedding "Collaborative Communications" and strength-based practice into Adult Services, supported by mentoring and opportunities for reflective practice, is expected to positively impact on the way in which assessments are carried out and the relationships that social workers have with individuals receiving services. Additionally, work has been undertaken to strengthen the approach taken when issues arise with the performance of our commissioned care services with clear formal structures in place to proactively address these in a timely way.

Further information is available in the [Social Services Annual Feedback Report for 2022/23](#) that is included as an Appendix to this report.

8

PROMOTING AND IMPROVING THE WELL-BEING OF THOSE WE HELP

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

Outcomes we have achieved during the year

✓	Dedicated resource to drive participation forward secured through appointment of Participation Worker in Children's Services.
✓	Ongoing opportunity for all children and young people to have a voice and share their lived experience with available via the Mind of My Own app.
✓	Improved opportunities for young carers and their families to attend fun events together – such as theatre productions, ice skating and family fun days.
✓	Improved the provision of support services to ensure the right support from the right person in the right place at the right time with the ongoing implementation of the Interventions Hub in Children's Services.
✓	Continued improvement in the involvement and engagement of families in the Court process via the Family Drug and Alcohol Court pilot.
✓	Continued opportunities for care experienced young people to work with us to shape our services via the Bright Sparks Group (please see page 47).
✓	The Bright Sparks Group contributed to the developing and planning a "Summer of Fun" programme which included a range of activities, food and games to help create precious memories for our young people.
✓	The First Point of Contact team continued to provide clear advice and information – dealing with 36,757 customer contacts including almost 16,000 calls received to the service.
✓	Citizens were supported to live independently in their own homes with the completion of 2,788 assessments by the Independent Living visiting team.
✓	96 % of clients felt able to live independently in their homes following support from Independent Living Services.
✓	The First Point of Contact team received further training enabling them to prescribe low-level safety equipment.
✓	Good practice in promoting the well-being outcomes of people living with dementia was identified and promoted.
✓	Ask Sara online self-assessment tool was implemented.

Outcomes we have achieved during the year

✓	A full review of the Direct Payment process was carried out and improvements identified.
✓	A partnership with Community Catalysts has been established to help develop microenterprises to support greater use of direct payments.
✓	We now have a dedicated strength-based trainer post to fully embed strength-based working and collaborative communication with our service users.

What went well from our 2022/23 Directorate Delivery Plans	What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Embedding outcome-focused, strength-based social work	Participation Framework for Children's Services
Empowering social workers and Independent Living teams to prescribe low-level adaptations and equipment	Young people's engagement in transition to adulthood
	Enhance Direct Payment Services
	Family Drug and Alcohol Court pilot
	Building on our First Point of Contact Service to make it the single route into services
	Review of the Carers Assessment process
	Commissioning of new advocacy contracts

Case Study – Early Help / Reviewing Hub

B is a young child who had recently been on the Child Protection Register. Her mother is a teenage mum who was struggling to care for B, and not managing her own serious health issues or addressing a history of mental health concerns. Professional agencies had significant worries that B had very few or consistent boundaries, was not being supervised or cared for properly, and B was responding to this with extremely challenging behaviour. As part of the child protection processes, the child and her mother moved in with B's grandparents. At an early Child Protection Review it was agreed that B could be stepped down to a Care and Support Plan (CASP), with participants welcoming the fact the plan would be reviewed closely by an experienced Reviewing Officer.

Care and Support Planning Meetings were convened shortly after the conference, which robustly reviewed and made recommendations in relation to the plan. B's mother had been able to evidence that she was complying with her medication, accessing support via The Mental Health Service and working with the Flying Start Outreach-service. The Health Visitor had also been able to support the family in accessing a varied package of support with groups and parent nurture programme.

Within the review meetings, B's mother was able to ask about and be supported to move onto independent living. To safely achieve this a Family Plan was drawn up, with her parents providing extensive outreach support. B's mother has been able to share in the reviews that she welcomed the support that had been made available in helping her to understand how she needed to prioritise B.

B's mother wishes to continue receiving support from Flying Start and other Early Help outreach services. It was agreed in a recent review that B can be stepped down to Early Help support services and no longer required support from Children's Services. Early Help will continue to provide support with follow up mental health support and safety planning.

Strength-based working - T's story.

T is an energetic 21 year old who was brought up in care. T loves making videos and has a passion for mountain biking. He also has a learning disability, ADHD, and social vulnerabilities. T's circumstances changed drastically when his adult carers were no longer able to provide the support he needed. That's when the Learning Disabilities service stepped in to assist him in transitioning to a semi-independent supported living home, something that T had always dreamt of.

The big moment in T's journey came when he signed his tenancy agreement and moved in, symbolising newfound independence. He would say, "I love the staff here, I love my room; I've got my own cooker, fridge and microwave and everything", showing just how much he valued the supportive environment around him and having his own home.

The approach to helping T was strength-based. T was placed at the centre of all planning. Working closely with him before the move, T's social workers explored different living arrangements, discussed potential friends, and even came up with activities he'd enjoy.

T was encouraged to voice his worries, and together, solutions were found to ease his concerns, whether it was a comforting call from a friend or a calming bike ride to the local park – T had tools to manage his well-being.

With support, T developed useful life skills. He is now managing his own money, taking care of his flat, and even using public transport. Beyond his independence, T's confidence in social situations has blossomed. He loves having takeaway and movie nights with his co-tenants, and he's doing well at college – another fantastic achievement.

T's journey demonstrates the real power of a strength-based approach and effective multi-disciplinary working, placing T at the centre of the care and support planning journey and enabling him to discover solutions for his own challenges. The support has helped T's resilience, leading to greater positivity and independence.

Number of well-being assessments for children completed	% of people who did not contact Adult Services Information, Advice and Assistance services again within 6 months	No. of children and adults using the Direct Payments Scheme	The % of clients who felt able to live independently in their homes following support from Independent Living Services
2,353 ▼ from 2,509 in 2021/22	90.2% ▼ from 91.7% in 2021/22	869 (including 159 children) ▲ from 825 in 2021/22	96% ▲ from 95% in 2021/22
Evidence of active offer of Welsh for:	Evidence of active offer of Welsh for:	Evidence of active offer of advocacy for:	
648 assessments in Children's Services (35 accepted) ▼ from 713 (▲ from 26 accepted) in 2021/22	1,057 assessments in Adult Services (26 accepted) ▲ from 997 (5 accepted) in 2021/22	377 children (166 accepted) ▲ from 328 (141 provided) in 2021/22	

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:





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

Outcomes we have achieved during the year

✓	Improved support for young people with mental health and emotional well-being issues via weekly multi-disciplinary meetings.
✓	Well placed to improve the timeliness of hospital discharge for young people with mental health and emotional well-being issues with the identification of a property for the accommodation solution.
✓	Improved engagement of young people with additional learning needs and disabilities in planning for their transition to adulthood following the implementation of the Planning for My Future Transition Protocol and supporting training resources.
✓	Children and young people are better supported should they start being looked after with the introduction of well-being "welcome boxes". These include a well-being journal created by MIND, pampering items such as bath foam, sweet treats, stress balls / fidget toys, information on advocacy, children's rights, participation, and other relevant information. They also include a letter written by other young people from their perspective relating to how it feels to be coming into care and letting them know that they are "not alone" and might want to attend the Bright Sparks Group.
✓	Improved the experience of moving placement for children and young people by signing the pledges in the My Things Matter Campaign and purchasing holdall bags to ensure that children have an appropriate means of transporting their belongings.
✓	Improved opportunities to enhance well-being of care experienced young people with a number of initiatives throughout the year – including a trip to London as part of the Winter of Well-being (funded by Welsh Government).
✓	Care leavers better supported to maintain a healthy lifestyle with the provision of "Get Cooking" classes teaching them the skills they need to make simple and healthy meals and educate them on nutrition.
✓	Development of the Integrated Discharge Hub (IDH) as a single access point to support the transition from hospital to home, with a range of discharge pathways now in place.
✓	2, 118 people supported through discharge by the First Point of Contact Hospital Team (Pink Army).
✓	Implementation of new Electronic Call Monitoring System within the Community Resource Team and development of new staff rotas to improve efficiency and continuity of care.
✓	Re-launch of Care Hubs (older persons day services) to prevent social isolation among service users and to support unpaid carers.
✓	A wider range of activities and events organised through our community hubs to help older people keep active and connected.
✓	Ongoing work with Public Health Wales and other partners to carry out targeted activity to reduce health inequalities across the city.
✓	Development of Cardiff's Local Toilets Strategy to ensure people can confidently access the community.

Outcomes we have achieved during the year

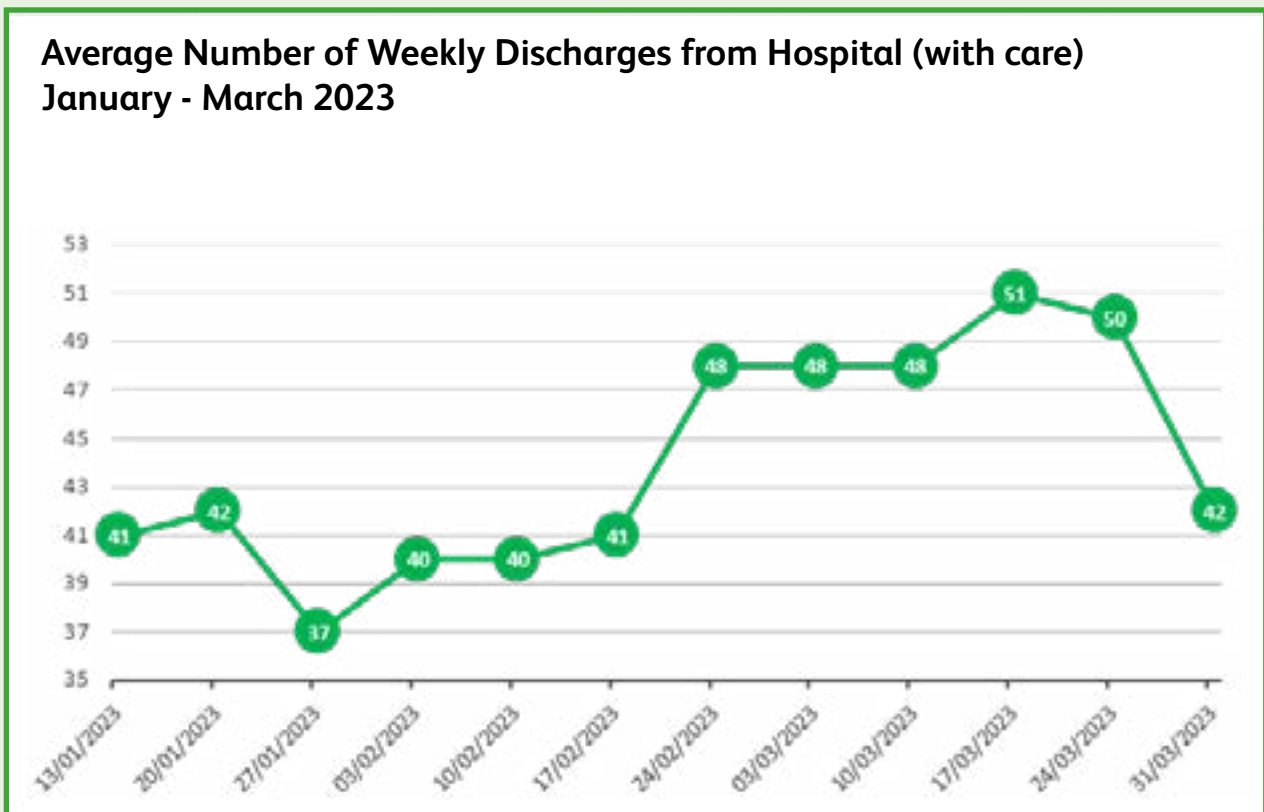
✓	Continued development of the Well-being Support Service, to support people with low level mental health issues.
✓	Improved services for people with mental health problems with Ty Canna offering a wider range of services and groups.

What went well from our 2022/23 Directorate Delivery Plans	What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Modernising homecare services	Strategy for children with additional learning needs and disabilities
Working to increase awareness of toilet availability within the city and expand network through encouraging external organisations to participate in the community scheme	Pathways and provision of services for children with serious mental health and emotional well-being issues
Delivered targeted events programme to promote health screenings, such as bowel cancer	Implementation of Trauma Informed Practice
	Development of Locality Working Pilot

Case Study – Lab7

Two young people who the Youth Justice Service were working with have been successful in securing early revocations of their 12-month Referral Orders due to their hard work, engagement and the progression that they made. Staff from the Youth Justice Service worked so well with both of them that both parents commended the Youth Justice Service for their work and commitment. The parents shared that they were able to see changes in their children after the Youth Justice Service sessions and that they were considering and reflecting on their actions. The mum of one of the young people noted that Lab7 has been a fantastic opportunity for her son and that he has continued to engage with the service following Youth Justice Service involvement ending. The mum of the other young person has shared that she would like to become a volunteer with the service and to support the parents due to her own lived experiences. (Lab7 provide creative workshops and tailored support for young people with poor mental health or at risk of criminal and anti-social behaviour.)

Number of children on the Child Protection Register	Average age of adults entering residential care settings	Average length of stay in residential settings
326 ▼ from 444 at 31st March 2022	81 ▼ from 85 in 2021/22	902 ▼ from 957 2021/22
Percentage of people enabled to live more independently as result of their CRT Homecare support	Percentage of people who were satisfied with the service provided by CRT	Average number of weekly discharges from Hospital with care (data only available January to March 2023)
88.1% 2021/22 data not available	98.9% 2021/22 data not available	45



Case Study for Ty Canna

Ty Canna user who attends Women of the World Group run by Ty Canna, day services for mental health

"I have been attending this Ty Canna Recovery group at Rhiwbina Hub for many weeks now and find it a fantastic group to be part of.

Much of the discussion is around but not limited to, the menopause. Over the weeks I have learnt about the connection between peri menopause / menopause and mental health in what feels like an open and safe space for women to talk about what has so long been considered an under-researched subject.

I have found the group particularly useful when we have watched videos from experts on the subject.

I feel I have learnt a lot from the volunteer who has completed training in supporting individuals through this challenging time. The volunteer also has lived experience of mental health. The Volunteer has made me reflect that I may have been suffering many of these symptoms without connecting it to menopause and instead just putting it down to 'poor mental health'.

I had no idea that anxiety is something many, many women report as a symptom. I enjoy being part of the group and sharing stories about general life with others. I feel I have grown in confidence over the weeks and enjoy the social side."

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:



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

Outcomes we have achieved during the year

✓	Young people at risk of, or who have experienced, exploitation are better protected through the ongoing implementation of SAFE (Safeguarding Adolescents from Exploitation) during the year.
✓	Unaccompanied asylum seeking children (UASCs) safeguarded with the ongoing implementation of the National Transfer Scheme – 29 UASCs have been placed by Cardiff under the scheme during the year (in addition to 12 spontaneous arrivals). A total of 45 UASCs were being looked after at 31st March 2023.
✓	Improved arrangements to ensure that children are safeguarded using the lowest safe level of intervention with the implementation of the Reviewing Hub. Over 200 children and young people have been stepped down to case closure or Early Help services since the Reviewing Hub was launched.
✓	Improved arrangements for the safeguarding of young people with complex needs aged 16-25 and in transition to Adult Services with the establishment of a multi-disciplinary Transitional Safeguarding Panel for young people - meeting weekly to consider referrals and review what services can be offered.
✓	Completed 93 % of adult protection enquiries within 7 days (Welsh average 84 %).
✓	85 % of Council staff have completed Safeguarding Awareness Training.
✓	Raised the profile of the Adult Safeguarding service as demonstrated by increased referrals from care agencies.
✓	Join up between Adult Safeguarding and Housing Social Inclusions Unit to enable coordinated responses and improved information sharing between Adult Services and Housing.
✓	84 % of council staff have completed the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence (VAWDASV) to ensure that those at risk can be better identified and supported.
✓	VAWDASV revised Strategy developed.
✓	Fully developed a suite of domestic abuse perpetrator interventions that respond to the level of risk that the perpetrator presents to their victims.
✓	338 high harm / serial perpetrators were supported through the Drive programme with the integrated survivor support service assisting their 388 victims and 231 children. A further 21 perpetrators completed the Driving Change therapeutic treatment perpetrator programme.

What went well from our 2022/23 Directorate Delivery Plans	What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Implementation of Reviewing Hub	Embed the Exploitation Strategy
Continuing of information sharing to promote awareness and accessibility of the Adult Safeguarding service across the directorate.	Embed the Quality Assurance Framework

Case Study – Adult Safeguarding



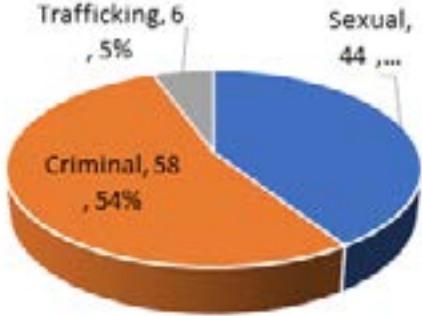
H is a 26-year-old female, known sex worker who engages in high-risk activities. She has diagnosed mental health illness and is a poly drug user including intravenous drugs. She reported to her housing support worker that she was being targeted for abuse outside her accommodation setting and in recent engagements suffered injury from her clients ignoring agreed safe words. This included an abduction and imprisonment for over 24 hours.

Through a multi-agency Adult Strategy Group, H was supported to make a report to the Police identifying one individual who had assaulted her. She was also reallocated a new property and provided with safe accommodation while arrangements were made. H was offered support to maximise her income through the DWP to reduce the need and frequency of high-risk sex work.

She was also engaged by third sector services working with sex workers and was provided with information regarding the Safer Wales Outreach Workers who could support her if there was a high risk of abduction or harm in a call. This gave H the option to tell someone what time she expected to be back, activating an alert if she did not return from her call.

H was also offered advice and information about keeping herself safe due to the nature of risk she was engaged in, but declined to stop working.

H remained open to Adult Safeguarding for arrangements to be reviewed following resettlement into the alternative accommodation setting.

% re-registrations to Child Protection Register within 12 months	% of child protection visits undertaken on time	Number of children who have experienced exploitation	
<p>9.6% (51)</p> <p>▲ from 4.2% (25) in 2021/22</p> 	<p>64.0%</p> <p>▼ from 66.1% in 2021/22</p> 		
% of adult protection enquiries completed within 7 days	Total number of safeguarding referrals started	% of Adult Safeguarding enquiries completed where no further action was required	Number of Adult Safeguarding Investigations started
<p>93%</p> <p>▼ from 99.1% in 2021/22</p>	<p>1,686</p> <p>▼ from 1,693 in 2021/22</p>	<p>76%</p> <p>▲ from 68% in 2021/22</p>	<p>400</p> <p>▲ from 383 in 2021/22</p>

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:





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

Outcomes we have achieved during the year

✓	Improved support for children with additional learning needs resulting from close working with colleagues in Education to transfer children to the new Individual Development Plans.
✓	Well placed to provide improved support to care experienced young people in education with the appointment of a Virtual Headteacher.
✓	Improved support for care experienced young people – up to the age of 25 – secured through the ongoing implementation of Extended Entitlement.
✓	Young people working with the Youth Justice Service are supported to participate in and contribute to society through the maintenance of an allotment. They tend the plot, harvest the crop and sell the produce to raise money for charity. Most recently, they decided to purchase hats and gloves for homeless people before winter set in.
✓	Cardiff was accepted into the World Health Organisation's Global Network for Age Friendly Cities and Communities. In consultation with older members of the community, an action plan – with an overall ambition of Cardiff becoming an Age Friendly City has been developed.
✓	Prevented social isolation by supporting older people to stay active and connected.
✓	Increased the availability of age-friendly virtual and face-to-face activities within Community Hubs.
✓	Offered age-friendly digital inclusion support.
✓	Encouraged volunteering to support older people by recruiting a Community Volunteer Co-ordinator.
✓	Delivered Warm and Welcome spaces in our Community Hubs.
✓	Improved community offer for Unpaid Carers and developed an action plan for further improvement.
✓	2,616 digital Dementia Friendly events held throughout the city promoting support and inclusion for people living with dementia.
✓	The Dementia Friendly Volunteer Programme was launched.
✓	Pilot work between Adult Services and Cardiff and Vale College to offer local further education for people with complex learning disabilities.
✓	Further development of the Complex Needs Day Service expanding the services to deliver appropriate respite for carers and ensuring that individuals with multiple and severe disabilities can access the community.
✓	The Complex Needs Day Service worked with pupils with complex support needs in their final year of school, co-producing support plans to support a smooth transition from school to adult life.

What went well from our 2022/23 Directorate Delivery Plans

Corporate Parenting Strategy and action plan

Developed pool of **Community Volunteer Co-ordinators**

Day Centres relaunched as **Care Hubs**, with wider range of activities and events

Development of **Unpaid Carers Action Plan**

What is progressing from our 2022/23 Directorate Delivery Plans, with some delay

Improving and increasing overnight respite for those with learning disabilities

Case Study – Adult Services




T has Learning Disabilities and was referred the Adult Learning Disability Team as he had been home throughout COVID-19 and was unsure what he wanted to do. After a several meetings and the building of rapport with T it was established that he wanted to do some sort of volunteering.

Further discussion took place with T about the kind of work he would like to do in the future, and he mentioned work in a warehouse environment. The service contacted the British Heart Foundation as they were advertising for Volunteer Warehouse Assistants.

The service assisted T with an application form as he struggles with reading and writing. A taster day for T was arranged and the bus routes to enable him to get to the location were worked out.

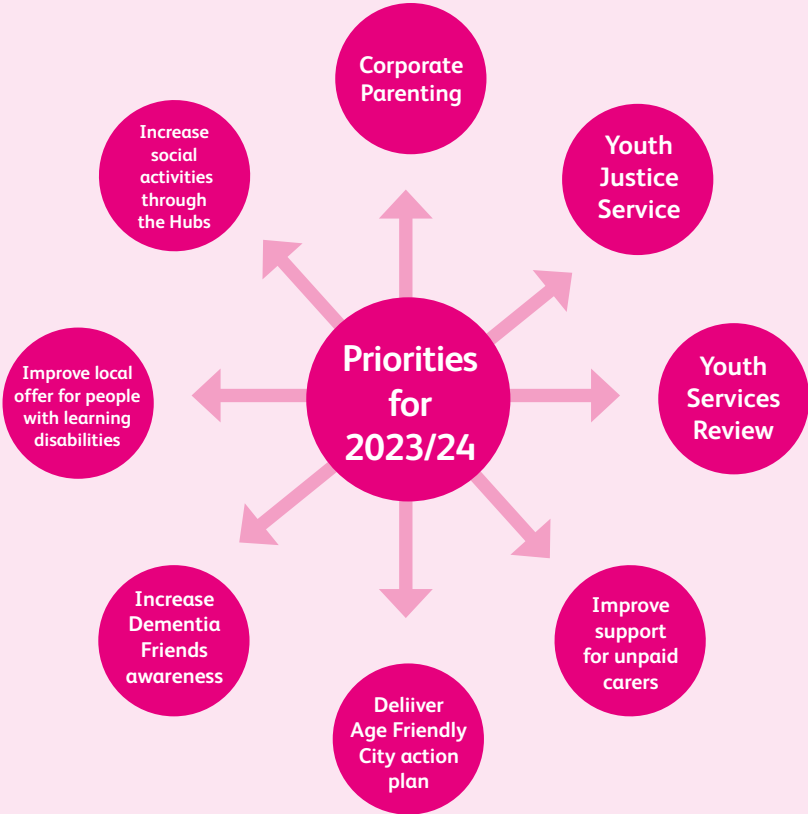
In order for T to volunteer at the warehouse he was required to complete an inhouse health and safety and manual handling course online. With some support, T successfully passed both courses.

Initially T was attending The British Heart Foundation one day week in the warehouse. T was really enjoying his time at the warehouse and there was a vast different in his confidence and communication, he had developed a good relationship with the staff. T now volunteers 3 days a week and is really happy there.

Children looked after by placement 31/03/22 (1,040)	% children looked after who moved school	% of care experienced young people not in Education, Employment or Training	
	<p>17.4% ▲ from 13.0 in 2021/22</p> 	<p>34.8% ▼ from 36.7 in 2021/22</p> 	
<p>Percentage of Council staff completing Dementia Friends training</p>	<p>Dementia Friends digital events</p>	<p>Number of digital events and attendance supported by Ty Canna Mental Health Team</p>	<p>Number of businesses pledging their commitment to work towards becoming Dementia Friendly</p>
<p>54.4% ▲ from 49.8% in 2021/22</p>	<p>2,616 ▲ from 1,128 in 2021/22</p>	<p>930 people engaging with events per month ▲ from 906 in 2021/22</p>	<p>79 ▲ from 16 in 2021/22</p>

Community Services for Older People			
<p>463 events held to support people to keep active and stay mobile</p>	<p>1,247 events held to support people to remain connected and stay social</p>	<p>7,483 participants at the events held to support people to keep active and stay mobile</p>	<p>13,459 participants at the events held to support people to remain connected and stay social</p>

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:



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

Outcomes we have achieved during the year

✓	Improved access to respite for young carers via our work with the YMCA (our service provider for young carers). One young carer said “The support has been amazing and I feel so much better for coming to the young carers project.”
✓	Improved arrangements for families to contribute to the development of plans through the development of clear pathways to access Family Group Conference. 140 families had a Family Group Conferences during the year.
✓	A significant number of children continue to be supported to remain with their families in kinship care arrangements – 204 at 31st March 2023.
✓	Improved support for care leavers who become parents with the provision of Baby Bundles.
✓	Well placed to further improve support for young parents who are care leavers through working with the National Youth Advocacy Service’s (NYAS) Project Unity.
✓	Permanence secured for children with 32 adoptions during the year.
✓	Improved support to reduce loneliness and Isolation through Community Hubs, Well-being Officers and Community Inclusion Officers.
✓	Increased the number of carers assessments undertaken.
✓	Undertook a consultation with unpaid carers to inform a comprehensive new Carers Action Plan.
✓	Supported 280 individuals to reconnect with their community via the Day Opportunities Service.
✓	299 volunteers engaged with the Together for Cardiff Cares project, providing over 2,000 hours of support to older people in the city.

What went well from our 2022/23 Directorate Delivery Plans	What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Timeliness of adoption process	Reunification Framework
Assisting community groups to deliver activities for older people by promoting the help available through our community inclusion team and well-being mentors	Embed Family Group Conferencing
Encouraging volunteering	Reshape respite provision for children with disabilities
Integration of Community Hubs and Older Persons Day Centres to become Care Hubs	Court Improvement Plan
	Discharge Care Orders for children placed with their parents
	Integrated Edge of Care Service (The Right Place model)
	Implementation of Interventions Hub

Case Study – Community Inclusion Activities

G is 72 years old, her husband passed away about a year ago and ever since she has been experiencing feelings of loneliness and social isolation. G and her husband were always very active and enjoyed exploring their local area and this was something that was missing from G’s life since her husband’s passing, as she didn’t feel comfortable walking on her own.

Whilst visiting her local hub to borrow a book, G spotted a poster advertising the Radyr Walking Group led by a Community Inclusion Officer through the Cardiff Well-being Support Service. At first, G was apprehensive about joining the group but decided that she would give it a go.

Since then, G has participated in the walking group weekly. G has been enjoying feeling active once more and is enjoying exploring the local community and making new friends.

The group has continued to expand with over 40 members and 4 dogs too! They meet every Wednesday for a walk which always includes a stop for coffee.

G has said, “I have so enjoyed the walks. Meeting new local people, finding someone to help with the garden, discovering unknown coffee places and just generally feeling very much at home in my local area since my husband died just over a year ago.”



Community Inclusion Walking Groups allow people to stay active and stay connected to their community.

Location of children looked after at 31st March 2022	Children returned home at end of being looked after	% of children looked after with 3+ placements
<p>Cardiff, 663, 63%</p> <p>In Wales, 351, 31%</p> <p>Outside Wales, 42, 4%</p> <p>Placed for Adoption, 21, 2%</p>	<p>45.9%</p> <p>▲</p> <p>from 43.4% in 2021/22</p>	<p>9.0%</p> <p>▲</p> <p>from 7.7% in 2021/22</p>
<p>610</p> <p>Carers well-being assessments completed</p> <p>▲</p> <p>from 503 in 2021/22</p>	<p>98%</p> <p>of people reported being more active and having healthier lifestyles through engagement with Community Inclusion Officer activities</p> <p>▲</p> <p>from 87% in 2021/22</p>	<p>127</p> <p>people accessing Older People's Day Services each week</p> <p>▲</p> <p>from 124 in 2021/22</p>
<p>1,569</p> <p>service user sessions delivered within Care Hub day services</p>	<p>9,424</p> <p>care hours delivered by Care Hub services</p>	<p>89%</p> <p>of people felt reconnected into their community through direct and digital interventions from the Day Opportunities team</p>

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:





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

Outcomes we have achieved during the year

✓	Ongoing improvement to opportunities for children looked after and care leavers via close partnership working between the Personal Advisor Service and the Into Work Service. More young people eligible for Bright Futures support were in education, employment or training - 441 / 658 (67%) in March 2023 compared with 418 / 624 (67%) in March 2022.
✓	Care leavers supported to develop essential skills for independent living at a DIY workshop with a local construction company and cookery classes.
✓	Improved support for young people to find employment with the introduction of a Guaranteed Interview Scheme that guarantees an interview for Cardiff Council jobs for care leavers in Cardiff if they meet the essential criteria.
✓	Improved economic well-being for care leavers via Cardiff's participation in the Basic Income Pilot – to provide financial support for care leavers while they transition to independent living.
✓	Improved social support for care leavers with the introduction of a mentoring pilot for young people in supported lodgings – a youth mentor will help young people to build confidence and reduce social isolation.
✓	Increased accommodation options for young people leaving care through joint working with colleagues in Housing - 16 additional accommodation units in the Young Person's Gateway have been secured enabling young people to transition from fostering / residential settings to independent living. A further 24 units are planned to come on stream during 2023/24.
✓	The means test for eligible disabled adaptations has been removed, leading to a substantial decrease in the average time applicants have to wait for approval.
✓	989 disabled adaptations were completed, enabling people to live independently at home.
✓	A full review of our Internal Supported Living Service was carried out and proposals developed for the future.
✓	481 same or next day deliveries were undertaken by the Joint Equipment Service to support hospital discharge and avoid admission, support carers in their work and assist with end of life care.
✓	51% of people receiving meals on wheels were having meals delivered 7 days a week supporting improved health and well-being in the community.
✓	The Independent Living visiting team ensured individuals were able to claim the benefits they were entitled to, identifying £1.2 million in unclaimed benefits.
✓	The Money Advice Team supported over 2,500 older people. The Into Work Team are supporting older people to get into employment.
✓	A specialist older persons accommodation scheme was developed for those with more complex needs.

Outcomes we have achieved during the year

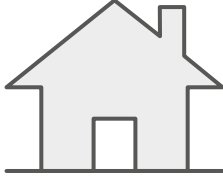
✓	A new supported living scheme was developed allowing 11 people with mental health issues to step down from residential care.
✓	Two new pathways developed for discharge from hospital – Discharge 2 Recover and Assess and Discharge 2 Assess models of support, allowing either home based or residential care while assessment takes place.

What went well from our 2022/23 Directorate Delivery Plans	What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Fully established the Rehousing Solutions Service	Accommodation sufficiency
Review of Older Persons accommodation allocated through the waiting list completed and new arrangements implemented	Locality working
	Development of older persons housing that supports independent living

Case Study – Personal Advisor Service

A became known to Children’s Services after arriving in the UK as an Unaccompanied Asylum Seeking Child (UASC). A suffered extensive trauma during his journey to the UK. As a result, A eventually experienced extremely poor mental health (psychosis) which led to him being admitted into a specialist mental health unit. It was thought at one time that A would not be able to live independently or be able to return to college for some time. However, with the support of his Personal Advisor (PA) and Llamau Housing Support, A’s mental health improved considerably - to the point where he returned to college and is now living independently in a flat under his own tenancy.

A was able to secure this tenancy with the support of his PA and Llamau and now has a wonderful home where he feels safe and secure and has settled really well. A continues to have support from the excellent mental health team at Headroom, and he manages to sustain his tenancy well, paying bills and cooking. A is now planning to progress with his studies in English for Speakers of Other Languages (ESOL) to take a course with a trade accreditation, like mechanics.

Care leavers in education, training and employment	Number of young people known to Children's Services in Young People's Gateway accommodation at 31st March 2023	Number of When I Am Ready placements starting
<p>12 months after leaving care 68.1% ▲ from 63.9% in 2021/22</p> <p>13-24 months after leaving care 56.6% ▼ from 58.4% in 2021/22</p>	<p>41 ▲ from 36 in 2021/22</p> 	<p>10 ▼ from 21 in 2021/22</p>
Total number of equipment deliveries through the Joint Equipment Store	Number of customers receiving meals on wheels	Self and friends and family referrals to Telecare
<p>31,521 ▼ from 32,474 2021/22</p>	<p>617 ▲ from 475 2021/22</p>	<p>52% ▲ from 46% 2021/22</p>
New units of Specialist Older Persons Accommodation delivered	Number of people supported by Independent Living Services with Income Maximisation	The average number of calendar days taken to deliver a Disabled Facilities Grant
<p>49</p>	<p>648 ▼ from 927 2021/22</p>	<p>141 days ▲ from 136 2021/22</p>

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:



9

HOW WE DO WHAT WE DO

“More than Just Words” / “Mwy na Geiriau”

Welsh Language Standards Objectives for Social Services:

Increase opportunities for people to receive Health and Social Care in Welsh by:

- Ensuring that an active offer of Welsh language services is communicated to all Social Services staff and within commissioned services.
- Including Welsh language service provision within third sector and independent contract specifications, service level agreements and grant funding processes.
- Developing plans to maximise ability to provide services in Welsh with current Welsh-speaking staff; where gaps in workforce capacity to deliver series in Welsh are identified these should be reflected in the organisation’s Bilingual Skills Strategy.



We are working towards making improvements against the objectives set out below:

• **Objective 1: National and Local Leadership, and National Policy**

The Operational Manager, Business Systems and Transformation undertakes the role of Welsh Language Champion across Social Services. A Welsh language coordinator has been appointed for Children’s Services and we are looking for someone to fill the role for Adult Services as the previous post holder has left the organisation.

• **Objective 2: Mapping, Auditing, Data Collection and Research**

Details of the Welsh language skills of the workforce and Welsh language community profile continue to be monitored.

Questions continue to be in place in the Social Services client record system to record service user’s language preference.

The latest Welsh language data from the Annual Population Survey shows that 94,200 people aged 3 and over in Cardiff are able to speak Welsh (second only to Carmarthenshire).

• **Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning**

We continue to collate information on Welsh speakers across the Directorates to ensure recruitment and retention of Welsh speakers remains a key priority. Recruitment across the sector has become increasingly difficult in both English and Welsh speaking positions and this is likely to remain for some time. Processes for allocating Welsh speaking staff have been trialled in both Children’s and Adult Services to ensure that service users requiring Welsh assessments are able to access them.

- **Objective 4: Promotion and Engagement**

We continue to work towards attracting and developing the Welsh language workforce and strengthening links to organisations. Regular promotion of the use of Welsh continues in Social Services.

- **Objective 5: Education and Objective 6: Welsh in the Workplace**

Welsh language training opportunities continue to be regularly promoted across the Council and Directorates, from beginner to proficiency training in the Welsh Language with time given to staff who wish to attend. In addition, Awareness Training is a compulsory element of induction training in social care, forms part of the social work student placement induction programme and is a mandatory element of the First Three Years in Practice training programme for newly qualified social workers. Cardiff Council Academy now directly employs a Welsh language trainer and there is potential for Welsh training services to be tailored to specific Social Services staff groups, e.g.,



OUR WORKFORCE AND HOW WE SUPPORT THEIR PROFESSIONAL ROLES

Outcomes we have achieved during the year

✓	Improved support for service development in Children's Services through dedicated Project Officers.
✓	Well placed to develop new practice model in Children's Services following engagement sessions with managers and staff.
✓	Well placed to improve quality of practice with agreement for additional resource in the Quality Assurance team.
✓	Improvement arrangements for lone working with the introduction of the PeopleSafe device.
✓	Ongoing support for social workers and improved consistency for families via the Practice Lead role.
✓	Improved service delivery by supporting staff to be better equipped to carry out their roles:
✓	18 seconded staff were on the Social Work degree course during the year.
✓	5 Enabling Practice Learning (EPL) staff were supported to follow the Continuing Professional Education and Learning (CPEL) pathway during the year.
✓	28 newly qualified social workers enrolled the First Three Years in Practice program with 18 experienced staff trained as mentors to support them.
✓	Undertook a comprehensive training needs analysis that will inform the delivery of professional development and training opportunities.
✓	Restructured our Social Care Training Team to strengthen the Adult Services Training offer including the introduction of a dedicated post to deliver strength-based training.
✓	Launched a new Social Work Cardiff brand.
✓	Established a dedicated Registration and Qualification Support Officer to support care workers to achieve registration.
✓	Implemented the Real Living Wage for care workers.
✓	Continued to develop Cardiff Cares Academy to assist providers with recruitment of new staff into care roles in Cardiff. 753 people registered with the service in 2022/23.
✓	Supported care workers with initiatives such as the Electric Bike scheme.
✓	Developed a regional workforce charter that sets out our commitment to the wider workforce.
✓	Piloted the use of Social Work Resource Assistants to remove administrative tasks from social workers.
✓	Introduced a market supplement for our qualified staff and improved monitoring of recruitment / vacancies.

Outcomes we have achieved during the year

✓	Reduced the % of adult social work vacancies from 12.9% to 9.94%.
✓	Developed a Trusted Assessor action plan and commenced implementation by allowing occupational therapists to prescribe care.
✓	Undertook work on a new Cardiff Adult Services Workforce Strategy and action plan.

What went well from our 2022/23 Directorate Delivery Plans
Health & Safety in Children's Services
Youth Justice Strategy
Worked with the Welsh Government to fully implement the Real Living Wage for care workers in Cardiff
Provided proactive support to help care workers achieve registration.
Completed review of Cardiff Cares Academy.
Promoted Cardiff as a Great Place to Work

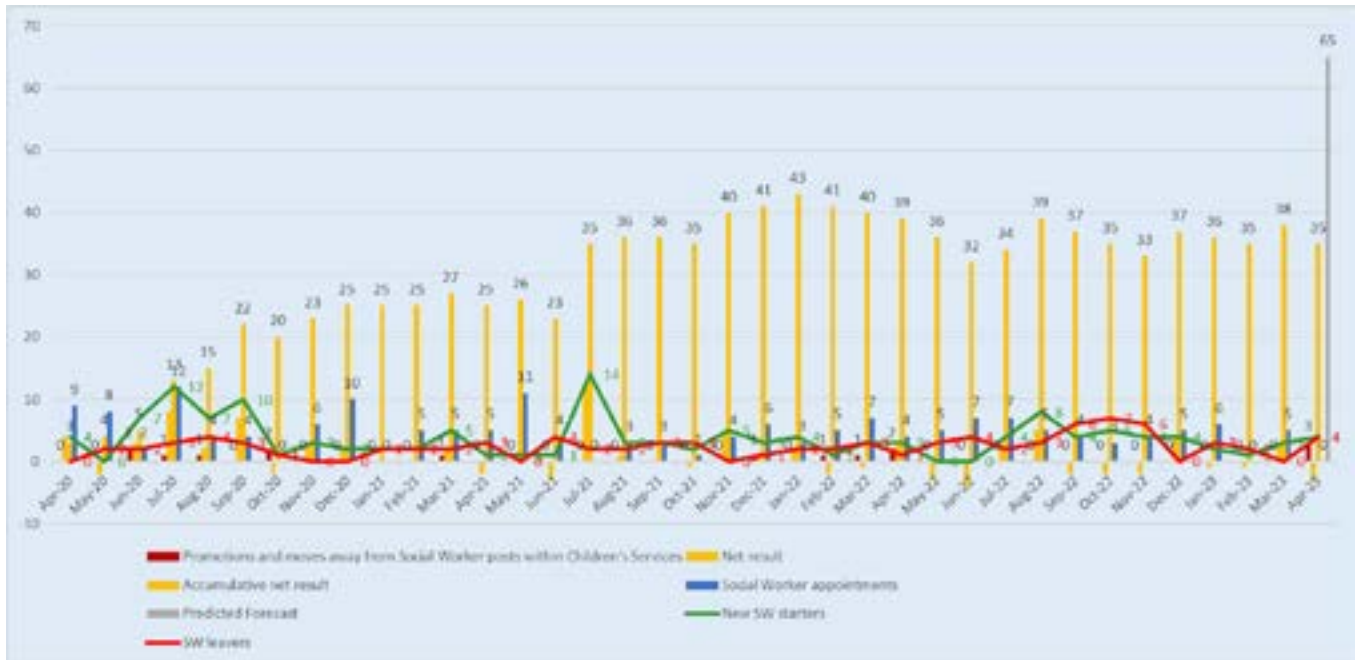
What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Reduce permanent vacancies in Children's Services
Implementation of Equalities Action Plan

Social worker vacancies Children's Services	Social worker vacancies Adult Services	Full Time Equivalent sickness Children's Services	Full Time Equivalent sickness Adult Services	Total number of attendees at training courses in 2022/23
27.3% ▲ from 23.9% in 2021/22	9.9% ▼ from 12.9% in 2021/22	12.9 ▼ from 15.01 in 2021/22	20.8 20.8 in 2021/22	1,195 (Adult Services staff) 755 (external care workers)



Social Work Cardiff recruitment material using new branding

The graph below demonstrates the significant progress we have made in reducing social worker vacancies since the start of the COVID-19 pandemic. This has been a considerable undertaking and recruitment is ongoing alongside implementing our Workforce Strategy and action plan to improve retention – this includes our work towards introducing a new operating model (please see page 15 for further information).



The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:



OUR FINANCIAL RESOURCES AND HOW WE PLAN FOR THE FUTURE

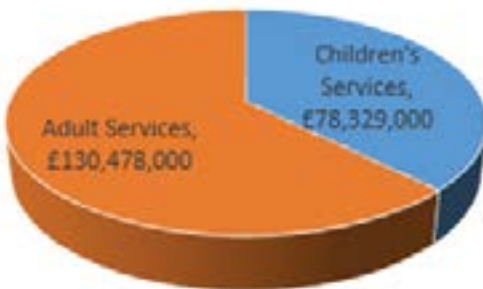
Outcomes we have achieved during the year

✓	Clear direction for staff and citizens with the revised Children’s Services Strategy and further development of the Adult Services Ageing Well Strategy.
✓	Improved / enhanced service delivery leading to new ways of working and better outcomes for people as a result of additional funding from Welsh Government.
✓	Cost of Care exercise undertaken with providers.
✓	Delivered budget savings and improved outcomes by delivering alternative accommodation / supported living options for older people and those with mental health issues. One such scheme allowed 11 individuals to step down from mental health residential care / hospital, to brand new housing association flats within a supported living context, delivering full year savings of £230k and better outcomes for service users.

What went well from our 2022/23 Directorate Delivery Plans
Review and refresh the Children’s Services Strategy
Accommodation and assets across Children’s Services
Cost of Care exercise with providers

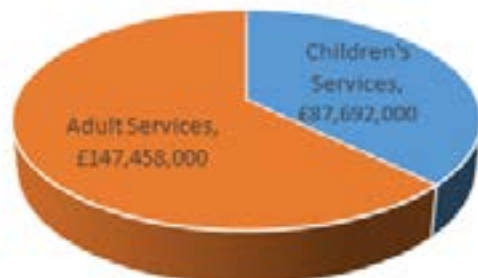
What is progressing from our 2022/23 Directorate Delivery Plans, with some delay
Locality working for Adult and Children’s Services
Implement the Eclipse client record system
Review of commissioned services
Data sharing
Financial modelling
Refresh the Fee Setting Strategy for Care Homes for Older People

Social Services Budget 2022/23
£208,807,000



• Children's Services • Adult Services

Social Services Budget 2023/24
£235,150,000



• Children's Services • Adult Services

There is corporate recognition of the level of financial support that is required to deliver social services in Cardiff – this is evidenced by the fact that in 2022/23, Social Services accounted for circa 30% of the Council’s budget. Both Children’s and Adult Services work closely with corporate colleagues in the Resources Directorate to ensure that expenditure is transparent and monitored closely with budget and savings targets in mind.

Demand for services has remained high, in part as a result of the longer-term impact of COVID-19 harms. Meeting need within budget has proved challenging and as a result, in 2022/23, the Social Services budget was overspent by £5.065 million.

Recognising the challenges that lie ahead, the Social Services budget has increased by 13% from £208,807,000 in 2022/23 to £235,142,000 in 2023/24 and will continue to utilise additional grant funding to develop and implement innovative solutions to support us to meet the needs of the most vulnerable people in our city. The actions we are taking are referenced throughout this report and detailed milestones are set out in our Directorate Delivery Plans for 2023/24.

The actions we will be taking forward via our Directorate Delivery Plans in 2023/24 are:



