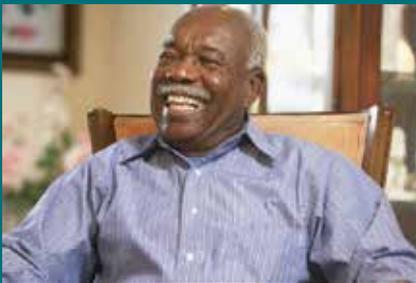


Easy Read



# Cardiff Social Services

## What we have been working on in 2020 and 2021



This document was written by **Cardiff Local Authority Social Services**. It is an easy read version of 'Local Authority Social Services Annual Report 2020-2021.'

October 2021



# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 26**.



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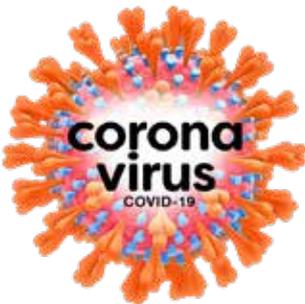
# Introduction



Cardiff Social Services work with adults and children who need help to support their safety and **well-being**.



**Well-being** means a person is happy, healthy and is comfortable with their life and what they do.



This year we have also been helping people to stay safe and well during the COVID-19 pandemic.



This report is about the work we have been doing in 2020 and 2021. It will tell you what we have done so far and what we are still working on.



We will also tell you about our **priorities** for 2021-2022.

**Priorities** are important things to focus on

# What we have been working on this year

## 1. Working with children and adults to get the support they want.

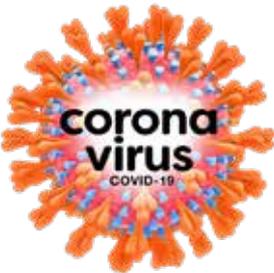
### We have:



- Listened to children. They have told us how they want us to keep them safe and well.



- Improved the lives of young carers by:
  - employing staff to focus on working with them
  - creating digital activities they can join in using their smart phone, tablet or computer.



- Listened to young carers. They have told us how COVID-19 has affected them.



- Supported our Social Workers to work together and share their skills.



- Helped people to use direct payments to choose their own care and support.



- Helped people to keep living independently in their own homes.

### **We will keep working on:**



- Supporting young people to be involved in planning their future.



- Making sure adults are included in decisions about the care and support services they use.



- Liberty Protection Safeguards. These are the actions we take to keep people safe when they are not able to agree to decisions about their lives – for example, if they have a severe learning disability.



- Improving access to mental health services.



## 2. Protecting children and adults physical and mental well-being.

### We have:



- Supported more children and young people to get support for their mental health when they need it.



- Helped carers get advice and support when they need it.



- Supported people to use their smart phone, tablets or computers to:
  - get help and advice
  - join in groups and activities.



- Developed our First Point of Contact service, called the Pink Army.

The Pink Army work with people in hospital to:

- find out what's important to them
- make sure the right help is available and
- help them get home as soon as possible.



- Helped people to get the support and equipment they need to:
  - get home from hospital quicker or
  - avoid having to go into hospital in the first place.

### We will keep working on:



- Improving services for children with complicated care and health needs.



- Improving access to mental health and well-being services for:
  - **children looked after**
  - young people leaving care
  - children and adults.



**Children looked after** – Children living in care. Being looked after by Social Services.



- Improving the Youth Justice Service. This service works with young people who:
  - have committed a crime
  - are likely to commit a crime.



- Understanding that many people we support:
  - have been through frightening and stressful situations
  - feel upset for a long time about the situations they have been through.



- Getting the right support for disabled people at every stage of their lives.



- Making sure people get home from hospital as safely and quickly as possible.



- Improving our learning disability services. Working out:
  - what services are needed
  - how we can provide them.



- Supporting people to understand how they can help themselves to stay fit and well. Especially as they get older.

### 3. Protecting children and adults from abuse and harm.

**We have:**



- Improved the steps we take to keep people safe. This is called safeguarding.



- Made plans to employ specialist staff to safeguard children and families.



- Employed specialist staff to work with children and young people who are:
  - being **exploited**
  - at risk of being **exploited**.

**Exploited** – Being made to do something unfair for another person's benefit.



- Made it easier for people to report a concern about someone's safety.



- Trained our staff in safeguarding **procedures**.

**Procedures** – list of actions everyone must take in certain situations.



- Checked that our safeguarding **procedures** are working well.



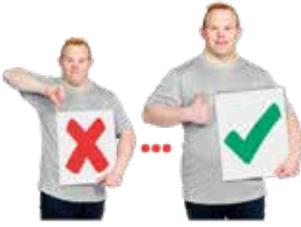
- Created a **framework** to help us understand what is and is not working well in care homes.

**Framework** – A set of ideas, values and actions to help organisations to make decisions.



- Developed a **framework** to support children to return to live with their family if it is safe.

## We will keep working on:



- Improving our safeguarding **procedures** even further.



- Delivering our **strategy** to support children who are at risk of being **exploited**.

**Strategy** – A plan of action.



- Making sure people know about our **strategy** to support:
  - violence against women
  - domestic abuse
  - sexual violence.



- Delivering our **strategy** for people who have gone missing.



- Thinking about different ways we can hold review meetings and conferences.



- Improving our emergency duty service that provides support at night and weekends.



- Create **frameworks** to help us understand what is and is not working well in other services that we pay for.



- Having face to face meetings with people again when it is safe.

#### **4. Supporting children and adults to learn, develop and join in.**

##### **We have:**



- Worked with education services to support children to get back to school during the COVID-19 pandemic.



- Worked with other organisations to make sure children get:
  - the right support
  - in the right place
  - at the right time.



- Made progress with plans to open a residential centre where children can stay while we:
  - find out what needs they have
  - find them the right home that meets their needs.



- Developed a 'Read about me' booklet to help staff get to know adults living in care homes.



- Supported people to use their smart phones, tablets or computers to join in activities including:
  - 2 Active Body, Healthy Minds festivals for older people
  - digital inclusion training. Helping people to stay in touch using their smart phones, tablets or computers
  - community groups.



- Created a dementia friendly Cardiff website for people with memory problems and their families.

### We will keep working on:



- Services for children who need extra support with learning.



- Making changes to our fostering service. Foster carers look after children for a while if their birth family is not able to.



- Delivering our **strategy** to support:
  - better education for **children looked after**
  - better opportunities in education, employment and training for young people who have been in care.



- Developing our services for **children looked after** and young people who are leaving care including:
  - making the adoption process shorter.



- Making Cardiff a better place to live for people with dementia.



- Organising events and opportunities that will interest people of all ages.



- Supporting older people to prevent loneliness and isolation.



- Training people to use new equipment that will support their independence.



## 5. Supporting people to have good relationships with the people they care about.

### We have:



- Supported adoption for children. A child might be adopted by a new family if their birth family is not able to look after them anymore.

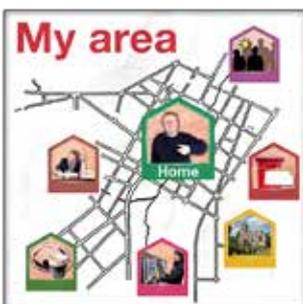


- Provided online activities to help people to develop relationships.

### We will keep working on:



- Developing our services for **children looked after** and young people who are leaving care including:
  - a place children can stay while we work out what their needs are.



- Providing services to people close to where they live.

## 6. Supporting people to manage their money, have a social life and live in homes that meet their needs.

### We have:



- Improved opportunities in:
  - education
  - jobs
  - housing for young people who are leaving care.



- Supported older people to keep living independently in their own homes.



- Made sure people get the right benefits. This is money from the Government to support their needs.



- Made sure equipment people need is delivered to them quickly.

## We will keep working on:



- Making sure there is enough suitable housing for young people leaving care.

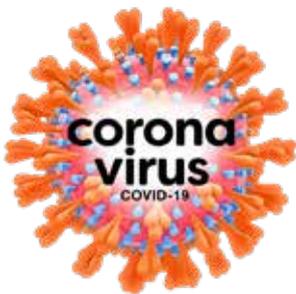


- New and better ways to support people in their own homes.



- Improving daytime opportunities for people with learning disabilities.

## 7. Supporting our staff during the COVID-19 pandemic.



### We have:

- Moved staff around so we were able help people struggling because of COVID-19.



- Supported staff to attend important training using a smart phone, tablet or computer.



- Supported many of our staff to work from home safely.



- Made sure people can use our offices safely if they can't work from home.



- Made sure that our staff have the **PPE** they need to support people safely.

**PPE** – Personal Protective Equipment. For example, face masks, aprons and gloves to protect people from the COVID-19 virus.



- Asked the Army to train staff to deliver **PPE** where it was needed.



- Developed a plan for Cardiff and The Vale of Glamorgan for:
  - testing for COVID-19
  - keeping track of who has COVID-19 and
  - actions to keep everyone as safe as possible.

# Our priorities for 2021-2022

## Priorities for social services



- Develop plans to help Cardiff recover from COVID-19.
- Make plans to help us support everyone who needs us. More people need our support now because of COVID-19.



- Make sure Cardiff has the services each different area needs.
- Developing the frameworks that help us check the services we pay for are working well.



- Working on the actions mentioned in our inspection reports.
  - Our services have regular checks, called inspections.
  - The inspection reports tell us what we need to do to change or improve that service.



- Setting up our new computer systems where all our information is saved.

# Priorities for children's services



- Making sure there are enough homes for **children looked after** and young people leaving care.



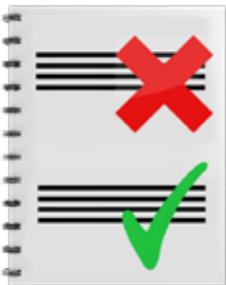
- Employing enough experienced children's social workers.
- Supporting our social workers to keep working for us.



- Developing a **framework** to make sure people to get:
  - the right help
  - at the right time
  - from the right person.



- Developing a Participation Charter. This will describe everyone's right to be involved in planning their own care and support.



- Making the changes and improvements mentioned in our inspection reports.

# Priorities for adult services



- Developing a strategy about how adult services will work in the future.



- Improving the service that people get from us by:
  - focussing on what support people want
  - making sure people get the right support, in the right place at the right time.



- Using people's strengths. Focussing on what people are good at when we are planning their support.



- Getting ready for the Liberty Protection Safeguards. They will be introduced in April 2022.



- Developing a hospital to home service that:
  - supports people to go home from hospital safely and quickly
  - helps us to take actions that avoid people going to hospital
  - makes sure people get the support they want from us.

# Hard words

## Children looked after

Children living in care. Being looked after by Social Services.

## Exploited

Being made to do something unfair for another person's benefit.

## Framework

A set of ideas, values and actions to help organisations to make decisions.

## Priorities

Important things to focus on.

## Procedures

List of actions everyone must take in certain situations.

## PPE

Personal Protective Equipment. For example, face masks, aprons and gloves to protect people from the COVID-19 virus.

## Strategy

A plan of action

## Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.