

Adults and Vulnerable People: Cabinet Member Jane Harris

No	Issue	Activity
1	Portfolio Priorities and Objectives	<p>Priorities: Develop a response to individuals asking for help that is fit for people in the 21st century, and cost effective.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To respond to the individual's desires for their future so that they maintain their interests, motivation, skills and strength so as to be able to use their resources and the resources available to maintain their quality of life • To ensure that there is accessible information for all groups and a range of accessible community activities that are available across the city. • To ensure that any provision understands that the individual will remain at the centre of the intervention • Ensure that where there is a need for a rapid response that there are timely services • There are appropriate levels of human resource to respond to individuals that are used effectively whether they are provided by public institutions or privately • There is a non judgemental culture that recognises that listening, self reporting, discussion, and learning underpin good care • Staff receive an agreed level of training, clinical supervision and feel supported.
2	Specific Activities and achievements Progress against Corporate Priorities/ policy commitments Key Decisions Taken and Impact/ Difference made	<p>Adult services contribute in the main to two of the corporate priorities namely Safeguarding Vulnerable Adults and Building Sustainable Communities.</p> <p>Key Achievements include:</p> <ul style="list-style-type: none"> • Implementation of the hubs in April 2015 leading to integrated multi-disciplinary teams with health and an interface with the GP clusters • Safeguarding across adult services • Fully implemented and complying with legislative requirements in relation to Deprivation of Liberty standards. • Recent inspection of domiciliary care by Welsh Government with positive feedback • CSSIW inspections and internal audits reporting good practice • Review of performance and budget reporting mechanisms • Review of individual day service packages of care for older people with learning disabilities and the development of community focused activities as appropriate • Improved management of Delayed Transfers Of Care (DTC) • Implementation of Direct Payments • Review of Commissioning and Contracting Arrangements • Monitoring, evaluation and continuing development of the supporting peoples agenda across ABMU • Monitoring, evaluation and continuing development of the substance misuse services across ABMU • Monitoring, evaluation and continuing development of services for vulnerable people including mental health, domestic abuse and modern slavery • Approval being finalised to enter in to Section 33 agreement in relation to Intermediate Care. • Engage users and carers with the health clusters

3	Headlines on the Performance of services and the key targets monitored to measure improvements and success	<ul style="list-style-type: none"> • New performance framework is being developed including: Safeguarding & Wellbeing, Adult Service Provision, Integrated Services, Mental Health & Learning Disability Services. • Latest Performance Results attached.
4	Engagement with service users/ public and what influence this has had	<ul style="list-style-type: none"> • Reviewing provision for Advice, Information, and Assistance to improve access for users in conjunction with ABMU, The Healthy Cities Board, The third sector, The Local Services Board, 111 health directory and other partners in line with the requirements of the Social Services and Wellbeing Act . • Reviewing and developing a practice framework that meets the challenge of the Social Service and Wellbeing Act 2014 that will be implemented in April 2016 to ensure improved access to information, person centred care, reablement and accessible help for all carers. • As part of the Commissioning Reviews the service is developing a comprehensive, communication, engagement and consultation plan to allow active engagement with the service users and the public and meaningfully consult on the proposed options for developing services.

5	Proposed achievements and challenges for the next 12 months	<ul style="list-style-type: none"> • Completion of the 4 Commissioning Reviews, decision on model and plans for implementation • Revised front door arrangements with improved access to information and referral on to a range of community and local authority services where required and thought appropriate by users. • Role clarification for Hospital and Social work function. • Role clarification for Occupational Therapists • Revised systems for access and use of adaptations in line with housing • Revised systems for access to mobility and telecare equipment • Review with housing of sheltered and extra care services • A balanced budget position • Regular collection of intelligent performance data to inform developments of the service and monitor the quality of outcomes • Monitoring safeguarding • Monitoring the implementation of the Social Services and Wellbeing Act. • Working with all other appropriate council departments, the third sector, people in all communities to ensure good practice, accessibility and effectiveness for adults and vulnerable people in provision that could and should promote independence and wellbeing. • Work with health to develop preventative and crisis responses so as to maintain individuals in their communities and avoid hospital admissions • Train and support staff through a period of change ensuring clinical supervision • Review senior management structure and business systems to ensure effective delivery while maintaining quality • Review the use of Direct Payments • Review carers access to information and help • Development of paid services provided by the council outside the parameters of the provision that falls within the Welsh Government Fairer Charging Policy. • Review complaints system to improve first response when users/carers query service delivery
6	What key decisions are you taking to Cabinet over the next year	Outcomes of the 4 Commissioning Reviews.
7	Your interactions with scrutiny over the last year and whether there is any scrutiny activity you would welcome	<p>TASS scrutiny has worked effectively with the service to determine resource allocation.</p> <p>Once budget and performance framework is developed it would be appropriate for scrutiny to monitor.</p>