



## Appendix A

# Annual Report of Statutory Director of Social Services 2021-22



# Draft v3 (July 2022)

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<b>1. Introduction by David Howes, Director of Social Services</b>	

Welcome to my sixth annual report as Swansea Council’s Director of Social Services, which covers our improvement journey during 2021-22. This report is a statutory requirement, as set out in Part 8 of the Social Services and Well-being (Wales) Act 2014.

We have continued to face major challenges this year; managing and mitigating the continued impact of covid, addressing changes to our workforce linked to Brexit and more latterly responding to consequences of the war in Ukraine.

The starting point for any review of the past year must be to again acknowledge the incredible efforts of the workforce across social care, social work and wider community services in Swansea. All those working in health and social care and with and in our communities whether employed by the Council, in the independent and third sectors, our statutory partners, all the unpaid carers, volunteers and other members of the community have shown remarkable resilience, commitment and humanity to support our most vulnerable citizens during these past two years. You will see from the detailed performance analysis contained within the various chapters of this report that performance across the full range of social services and other community services has held up remarkably well during these remarkably difficult times. This is a testament to the extraordinary efforts of all those individuals I have named above.

Our social services carried on throughout this extraordinarily difficult period; some in new ways and some meeting different and additional demands. We are now learning the lessons of these different ways of working to inform future delivery models that ensure that we are the best that we can be in meeting the needs of our most vulnerable citizens.

The Council’s post pandemic recovery programme – “Achieving Better Together” is necessarily heavily informed by the Adult Services transformation programme, and Child and Family Services Improvement programme. I also expect the revised corporate priorities within the new Corporate Plan for 2022-25 to maintain a strong emphasis on safeguarding, tackling poverty, social care delivery and other forms of support to the most vulnerable within our communities.

Swansea Council has a proud track record of respecting the rights of adults and children, by listening closely to and working with them in making decisions that affect them. There are many and varied ways in which we support people want to exercise their right to take part in decisions that affect them at different times and in ways that make sense to them. I am particularly proud of our participation and coproduction

work with young people, young carers and parent carers who are increasingly playing full part in helping reshape our services for the future.

Safeguarding remains as the top corporate priority, and this is at the heart of how Council services are prioritised. We have fully embraced the need for the Council to work even more closely and effectively with statutory and third sector partners to ensure safe and effective delivery of health and care services. This collaborative ethos informs both our local partnership work and our commitment to working with and through the West Glamorgan Regional Partnership Board.

Properly discharging my responsibilities as Director of Social Services would be impossible without the professionalism, resilience and expertise of the Heads of Children and Adult Services and their senior management teams. I am constantly in awe of the way they have led their services through this most difficult period.

Likewise, the unwavering support of my CMT colleagues has been much appreciated and I would pay particular tribute to our previous Chief Executive, Phil Roberts who had many reasons to retire feeling proud of his contribution to Swansea but not least that he always championed support for the most vulnerable.

Another of Swansea's great strengths is the Council's political commitment to the delivery of excellent social care and other community services. I would again acknowledge and commend the calm leadership of Cllr's Clive Lloyd and Elliot King during the worst impacts of the pandemic. I would also like to thank Cllr's Alyson Pugh and Louise Pritchard for championing and leading the expansion of wider community well-being, third sector and tackling poverty services. Finally, I would like to acknowledge the contribution of Cllr Mark Child. Over many years, Cllr Child has been a fierce advocate for and driven the transformation and modernisation of social care and social services.

I would also like to thank the Chairs of Scrutiny and the policy development committees not least for the flexibility they have shown in ensuring their work programmes focussed on what matters during the worst periods of the covid pandemic.

Post the recent local elections, I look forward to working with our new Cabinet Members Cllr Louise Gibbard, Cabinet Member – Care Services, Cllr Alyson Pugh, Cabinet Member – Well-being and Cllr Hayley Gwilliam, Cabinet Member - Community.

By way of a final introductory comment, whilst the worst impacts of covid are likely behind us given the success of the roll out of vaccination programmes, we still face considerable challenges looking forward.

There will be further waves of covid infection that impact communities, our workforce and the health and care system particularly during the Winter period.

Unprecedented backlogs in health and care provision have built up during this period and will need to be caught up and workforce shortages across health and care are at a record high.

The cost-of-living crisis will disproportionately impact on the most vulnerable and on the cost of providing health and care services.

Investment in the funding of public services will likely be cut back to pay for the unprecedented level of covid related public expenditure.

I don't expect a return to the tough times of the past two years but there are different tough times ahead.

The Council will need to maintain its commitment to investing in social care and other community well-being services as best it can.

## **2. Analysis of Current Performance**

### **2a. Overall Summary**

In this section, I give my view, as Director of Social Services, on how effective we have been in supporting Swansea's most vulnerable citizens to achieve their wellbeing outcomes. On how we are delivering on the full range of statutory requirements set for us; progress towards our improvement priorities and in achieving our performance targets.

As always, I am immensely proud to represent a small part of the exceptional work undertaken by my social services colleagues within this report.

Through the many challenges we faced this year, I remain confident that Council resources have been managed not only effectively and efficiently, but with real impact on people's lives. Throughout the pandemic, our service activity levels have been consistently high, and performance standards have been maintained.

Although 2021/22 has not been like a usual year demand for social services has remained high. Of the local population those most impacted by the pandemic were those people with vulnerabilities, and those who are socially isolated. Among some people there has been a tendency not to seek help from Health services, though we have seen in social care that demand has been steady. People are presenting with a combination of issues associated with the detrimental impact of social isolation on mental health, well-being, and life skills. People are generally approaching social care at a later stage in their care journey than would normally have been the case, with more complex levels of need, and carers are more likely to accept an assessment of their own wellbeing needs

In children services, we have been concerned about the impact of school closures during the pandemic, as this means there are fewer opportunities to consider the welfare of each child, and to intervene where there is a possibility of a child

experiencing harm. As schools and communities are returning to business as usual, again we are seeing more and more requests coming to the front door of statutory social services. Fortunately, Swansea may be reaping the benefits of investing in Early help and prevention services, as we are seeing few children placed on the child protection register and fewer children looked after.

This year's report also reflects how integral our Tackling Poverty range of services has become to the preventative and wellbeing approaches within Child and Family, Adult Services, and Tackling Poverty Services

It cannot be stated often enough, the performance that has been achieved this year in circumstances that none of us could have imagined is nothing short of miraculous.

Our workforce, our frontline managers, our Heads of service and their senior management teams have achieved extraordinary things and should all be extremely proud

## **2b. How we are performing – Child and Family Services**

### **i) Vision /strategy**

Child & Family Services are responsible for the provision of services to safeguard and promote the welfare of children and young people.

#### **Vision statement:**

"Doing what matters to make things better for children, young people and families"  
This updated vision for Child and Family services was recently voted on by staff across the service.

These are challenging times for children, young people and families, and the whole service has responded magnificently to the new and existing challenges, and we continue to deliver core business effectively and with innovation.

How our service has adapted to the pandemic demonstrates the resilience of staff, their continued hard work and professionalism. Of course, a major issue remains the high numbers of looked after children and whilst the focus of the work has been around children and young people in residential care, with a high level of success, we are working to achieve permanence through placements in supportive families when possible.

### **Regional Transformation Plan for Health and Social Care**

The key priorities to provide better services for children, young people and families in the West Glamorgan Regional Partnership Board (RPB) transformation plan are transforming mental health services and transforming complex care.

Mapping of safer accommodation support is currently underway within the region, under the Transforming Complex Care programme. This planning work is taking into account multi-agency approaches to filling gaps across services including working with Health and Education colleagues to ensure the right support is made available to children and young people.

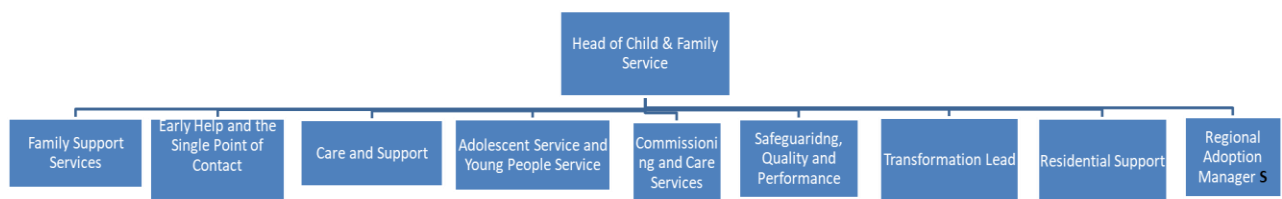
Child and Family Services Improvement Programme underpins the Council's Recovery Plan and our Safe LAC reduction strategy.

## Child and Family Improvement programme

Our Safe LAC reduction strategy has now changed – to become a ‘Supporting children and young people to be safe with family’ strategy.

Within the overarching Child and Family Services Improvement Programme –we are taking forward the Systems Thinking Approach.

Building on the successes in areas such as Early Help, Prevention and Family Support over a number of years, a whole system approach is being scaled-up across the service to support more sustainable, outcomes focused model.



Our leadership team changes are aiming at developing a culture committed to continual learning and development of our staff.

What we want to see is:

- fewer children and young people looked after in our system.
- those children and young people already looked after or about to be looked after, are with us for less time.
- a stable, highly skilled and experienced workforce of sufficient capacity, who are confident, well supported and well managed.
- early intervention and prevention for children, young people, and families on the edge of care.
- effective practice across the continuum of need – proportionate assessment, intervention, and direct work; robust decision-making; a clear trajectory / permanency planning.
- effective collation and shared use of data and intelligence on our current system.
- sufficient capacity and effective use of resources to achieve what matters to children, young people, and families.

## ii) What we do (Activity in 2021/22)

**Table 1. Child and Family Services activity in 2021-22 (Front Door/ Assessment)**

Population est. (2020): there are approximately **46,840** (46,988) children and young people aged 0-17, who are living in Swansea,

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions)

CH/001 No. of contacts for children received by statutory Social Services during the year = **8,119** (9,309)

CH/006 The total number of new assessments completed for children during the year= **602** (4306)

NB the figure provided for 2021-22 only includes more comprehensive assessments, therefore it is not comparable with 2020-21, which is the total number of assessments (proportionate and more comprehensive).

CH/006b. No. of new comprehensive assessments completed for children during the year = **602** (818)

CH/007 Total number of new assessments completed for children during the year= **602** (4306)

Of those new assessments identified (CH/007):

CH/007a, needs were only able to be met with a care and support plan = **458** (487)

CH/07b needs were able to be met by other means = **93** (3,693)

CH/07c there were no eligible needs to meet = **51** (126)

CH/008 Total number of more comprehensive assessments for children completed during the year for children born at time assessment concluded = **547** (747)

Of the number of assessments for children completed (CH/006) during the year where:

CH/009aNew There was evidence of the active offer of Welsh = **602**

CH/009bNew The Active Offer of Welsh was accepted = **0**

CH/009cNew The assessment was undertaken using the language of choice = **25**

CH/012 Percentage/ No. of new assessments completed for children within statutory timescales = **21.10%, 127** (N/a, 4,054)

**NB- see comment above**

CH/015 The total number of children with a care and support plan at 31st March = **886** (1,271)

CH/016 The total number of children with a care and support plan where needs a met through a Direct Payment at 31st March = **107** (105)



Overall, the front door to Child and Family Services has been getting busier and busier as the year progressed, and there are signs that the early help offer is managing to impact on reducing the number of cases needing to be referred to safeguarding and supported care planning for assessment.

**Table 2. Child and Family Services activity in 2021-22 (Child Protection)**

CH/020 Total number of Initial Strategy Meetings held during the year = **803** (812)

CH/021 Total number of Strategy Discussions held during the year that progressed to Section 47 Enquiries = **572** (531)

CH/022 Total number of Section 47 Enquiries completed during the year that progressed to Initial Child Protection Conference = **270** (303)

CH/023 Number of children placed on the child protection register = **255** (295)

CH/024 Of those children who were placed on the child protection register during the year, the %/ number that has been previously registered under any category, at any time during the previous 12 months = **18.09%/ 18** (N/a, 18)

CH/026 Number of children on the child protection register at 31st March = **200** (253)

CH/027 Total number of initial core group meetings held during the year = **255** (294)

CH/028 Number of initial core group meetings held during the year that were held within statutory timescales = **214** (280)

CH/029 Total number of visits to children placed on the child protection register that were due during the year = **5,050** (6,125)

CH/030 The total number of visits to children placed on the child protection register that were due during the year that were completed within approved timescales = **4,231** (6,270)

CH/033 The total number of children reported during the year where child exploitation was a factor = **125** (75)

Of the total number of reports of child exploitation received during the year where the *primary* factor was:

- CH/034a Child sexual exploitation = **62** (119)
- CH/034b Child criminal exploitation = **294** (235)
- CH/034c Child trafficking = **1** (-)

CH/034 Total number of children reported during the year where child exploitation was a factor = **357** (354)

CH/035 The total number of days on the child protection register for children who were removed from the register during the year = **86,825 days** (85,719 days)

Average length of time for all children who were on the child protection register during the year **277 Days** (86,825 Days – 314 De-Registrations)

CH/036 The total number of children removed (de-registered) from the child protection register during the year = **314** (309)

CA3/002 Number of pre-birth child protection conferences convened during the year = **50** (33)

Whilst caseloads in the social work teams show a decreasing trend, the level of complexity in the cases that are open remains significant.

**Table 3a. Child and Family Services activity in 2021-22 (Looked After Children)**

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions)

CH/038 Number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after = **13** (98)

CH/044 The total number of children looked after on the 31 March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home) = **22** (28)

CH/053 Total number of care-experienced young people in all categories at the 31st March = **344** (464)

NB Figure is populated by Welsh Government from LAC census

Percentage of looked after children on 31st March who have had three or more placements during the year **6.9%\*** (34 with 3 or more placements – 489 Looked After Children)

\*Figure will be post-populated by Welsh Government from the LAC Census return

Swansea has worked hard to reduce the number of children becoming looked after in Swansea, and to understand the profile this population group to inform better practice. Our aim is also to reduce the amount of time that children need to be looked after by. We regularly review and monitor plans for children/young people to ensure there is no drift in achieving permanence. Support is provided to address barriers and obstacles where any delay is apparent.

At the same time, we aim to improve outcomes for looked after children and offering the right placement, at the right time. Over recent years, Swansea has been successful in avoiding residential or secure placements unless absolutely necessary, Also, we have maintained the proportion of children placed with families, preferably with in-house foster carers, and closer to home. We work hard to maintain children with their own families, where this is in their best interests.

We are making better use of direct payments to support parents-carers of children with disabilities and complex needs.

### iii) Performance against targets

**Table 4 Child and Family Services Key Performance Results in 2021-22**

As reported in Corporate Annual Performance Monitoring Report 21-22 **v2.3** (Last Year 2020-21 in Brackets)

Targets not set this year.

CFS2 (CH039) Number of children looked after per 10,000 of the 0-17 Swansea population = **488** (550) **down by 11%**

CFS19a Percentage of visits to children on the Child Protection Register (CPR) which were not overdue = **91.75%** (88.19%) **improved by 4%**

CFS24 The number of Children / Young People Supported by Child and Family Services at the end of the period= **1254** (1303) **down by 3.8%**

CFS25NEW The number of Children / Young People supported by the Early Help Hubs at the end of the period = **1034**

CFS26NEW The Number of contacts to the Child & Family IAA (Information, Advice and Assistance) Hub that are subsequently passed on to the Integrated Safeguarding Hub = **350**

CH015NEW The total number of children with a care and support plan at the end of the period = **806**

CH026NEW The number of children on the Local Authority's Child Protection Register (CPR) at end of the period = **200**

CH036NEW The number of children being removed from the Local Authority's Child Protection Register (CPR) within the Period = **248**

CH037bThe number of children becoming Looked After (LAC) within the Period = **84**

Child and Family Service is maintaining a high level of performance against key measures and indicators despite the staffing challenges and changes in demand that continue to be seen

**iv) Service Improvement Priorities in 2022/23**

As set out in Child & Family Service Plan 2022-23.

To achieve our vision, “Doing what matters to make things better for children, young people, and families” by

- Helping children to remain living safely at home with their families and be the best that they can be.
- Providing the right services at the right time.
- Working together to achieve what matters and supporting our service users to be safe and well.
- Focusing on practice to design appropriate processes that help us do the value work.
- Embedding our quality assurance framework that articulates our agreed measures.
- Developing our performance framework.
- Integrating our pathways and processes with partners at a local and regional level.
- To recruit, support, develop and nurture a talented and passionate workforce
- To maintain a focus on staff wellbeing.
- To only spend what we have, ensuring we maintain tight fiscal discipline
- Strengthen opportunities to work regionally.
- Work within effective procurement frameworks.

Additional Child and Family Services priorities, noted as areas for Focus and Development, taken from recent presentation, given as part of Care Inspectorate Wales (CiW) Assurance visit (June 2021):

- Purposeful recordings that are written in the voice of our children, young people and families
- Reduce system waste that gets in the way of our practice
- Develop a culture based on trust, empowerment and accountability across the workforce and with our children, young people and families
- Increasing our preventative offer to support a reduction in the casework entering statutory services and de-escalation of need
- Understanding the needs of adolescents and developing our response across the whole service
- Supporting children to remain safely at home
- Keeping children, young people and families at the centre of what we do and remaining focused on what matters

## **2c. How we are performing - Adult Services**

### **i) Vision /strategy**

Adults Services are responsible for the provision of services to the most vulnerable adults in Swansea.

#### **Adult Services vision**

“People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities”

#### **Our mission**

We will help people to keep safe and protected from harm and give opportunities to exercise voice, choice and control in all aspects of their lives.

Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

Covid-19 has highlighted the increased risks for individuals of being cared for in closed care settings such as care homes. Our approach is about supporting more people to remain safe and well at home, within supportive communities.

By working preventatively, we are making progress toward the safe and sustainable service model within Adult Services.

#### **Adult Services Service model**

The Adult Services Service model continues to focus upon wellbeing and building resilient communities through a commitment to early intervention, prevention and enablement

We will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce.

The pandemic has also further heightened the need to improve safe hospital discharge processes. Work within the region to enhance and expand our approach to the hospital to home service has continued to be a particular priority as part of our response to Covid-19.

We have to be careful with the limited resources, so we have to focus on efficient and effective approaches through regional integration with health and by improving local partnerships.

## Adult Services Senior Management Team



We are working towards a whole-system, integrated approach with Health and regional to support better outcomes for individuals.

### Adult Services Transformation and Recovery Plan 2022-23

Our transformational ambition for Adult Services is based on our vision, our objectives and service priorities as we move forwards.

Across all areas of the transformation programme the following will support delivery:

- Collaborative communication
- Quality Assurance, Improvement & Customer Service
- Adult Services Financial Management
- Performance Monitoring
- Transformation Governance

We have to carefully balance service level objectives with a financial context; therefore our recovery plan is firmly based on a sustainable model for adult social care. There is a full programme of work are aligned to these aims- full detail in Appendix 1

It is too early to make a judgement about whether our ambition of transformation towards a more preventative, integrated model is having the intended impact, particularly in the wake of Covid-19.

By ensuring co-production underpins our planning and commissioning we are delivering services with people, rather than for them.

## ii) What we do (Activity in 2021/22)

**Table 5. Adult Services activity in 2021-22 (Front Door & Assessment)**

Est. population (2020) -number of Adults aged 18 and over living in Swansea = **199,723** (200,005)

NB Data shown as reported to Welsh Government as part of new Social Services Performance and Improvement framework- first year of reporting to new metrics /definitions)

AD1/001	Number of contacts received by statutory social services during the year = <b>4,830</b> (3,753)
AD/002	Number of contacts received by statutory social services during the year, where advice or help was provided = <b>4,298</b> (3,203)
AD/004	Number of new assessments completed for Adults during the year = <b>3,859</b> (4,238)
AD/005aNEW	Needs were only able to be met with a care and support plan = <b>1,049</b>
AD/005bNEW	Needs were able to be met by any other means = <b>2,659</b>
AD/005cNEW	There were no eligible needs to meet = <b>151</b>
AD/006aNEW	Number of new assessments where evidence of active offer of Welsh = <b>1,756</b>
AD/007	Number of new assessments completed for adults in secure estate = <b>2</b> (1)
AD/010	Total number of packages of reablement in year= <b>625</b> (738), of which Home Care = XXX (600), RCAS = XXX (138)
AD/011aNEW	Reduced the need for support = <b>45</b>
AD/011bNEW	Maintained the need for the same level of support = <b>189</b>
AD/011cNEW	Mitigated the need for support = <b>305</b>
AD/011dNEW	Neither reduced, maintained nor mitigated the need for support = <b>-86</b>
AD/012	Number of Adults with a care and support plan at 31 March = <b>5,323</b> (4,654)

Adult Services continues to be very busy with high levels of, and increasing demand for information, advice and assistance through our front door, Common Access Point (CAP).

**Table 6. Adult Services activity in 2021-22 (Support to Carers)**

CA/001 Total number of contacts to statutory social services by adult carers or professionals on their behalf received during the year = **333** (50)

CA/002 Of this number (CA/001), where advice or assistance was provided = **311** (50)

CA/004 Total number of carers assessments for adults undertaken in year = **348** (209)

CA/006 Number of carers assessments refusing during the year = **888** (1,384)

**Other:**

CA/005aNEW Needs could be met with a carer's support plan or care and support plan =225

CA/005bNEW Needs were able to be met by any other means = 111

CA/005cNEW There were no eligible needs to meet = 12

CA/007aNEW There was evidence of the active offer of Welsh = 310

CA/007bNEW The Active Offer of Welsh was accepted = 0

CA/007cNEW The assessment was undertaken using the language of choice = 0

We recognised that our approach to carers assessment had to improve. Our work this year has continued to extend the offer of a what matters conversation to carers in their 'own right'. We aimed to increase the number of carers assessment, and to support carers on their own wellbeing journey.

This table above shows that there has been improvement in how the offer to carers is made, using our 'Collaborative Communication' approach. Working in partnership with carers to support their wellbeing & caring role.



**Table 7. Adult Services activity in 2021-22 (Safeguarding)**

Percentage of adult protection enquiries completed within statutory timescale: enquiries completed within 7 days = **73.83%** (N/a)

AS/002NEW The total number of adults reported more than once for the same category of abuse or neglect during the year= 78

AS/003NEW The total number of adults reported for different categories of abuse or neglect during the year = 140

AS/006aNEW The number of criminal investigations that concluded during the year 63

AS/006bNEW The number of non-criminal investigations that concluded during the year 22

AS/006NEW Total investigations 85

There are signs that the new dedicated Adult Safeguarding team And Deprivation of Liberty Safeguards Team are working effectively, although direct comparison to last year is not possible.

**Table 8. Adult Services activity in 2021-22 ( Care & Support)**

AD/013	Number of Adults with a care and support plan whose needs are met through a direct payment = <b>399</b> (494)
AD/015	Total Number of services for Adults started during the year = <b>1,309</b> (1,423), of which
AD/015a	Residential Care = <b>254</b> (335)
AD/015b	Domiciliary Care = <b>751</b> (907)
AD/015c	Day Care = <b>126</b> (13)
AD/015d	Short Breaks (including respite) = <b>178</b> (168)
AD/016	Number of Care and Support plans due to be reviewed during the year = <b>4,874</b> (5,295)
AD/017	Number of Care and Support plans due to be reviewed that were completed within statutory timescales = <b>2,345</b> (3,387)
AD/018NEW	The number care and support plans for adults supported with direct payments that were due for review during the year = <b>364</b>
AD/019NEW	The number care and support plans for adults supported with direct payments that were due for review during the year that were completed within statutory timescales = <b>158</b>
AD/020	Total number of reports of an adult suspected of being at risk received during the year = <b>959</b> (1,150)
AD/029	Number of adults who paid the maximum weekly charge towards the cost of care or support during the year = <b>839</b> (813)
AD/030NEW	The number of adults who paid the flat-rate charge for care and support or support for carers during the year = <b>0</b> (0)

Toward the end of the performance year, we started to see improved stability across Health and Social care regionally and local with higher numbers of assessments and reviews being carried out. These results are encouraging, the position remains vulnerable to change, particularly with workforce capacity and further disruptions possible.

Looking forward, we can expect increasing demand linked to demographic changes, such as those associated with an aging population, and more people living with greater complexity of need. We have a good understanding of our day-to-day performance and activities with a strong culture of using data and management information to improve decisions.

### **iii) Performance against targets**

Adult Services is delivering on a more sustainable, integrated model of health and social care. The service offer is impacted by additional demand at the front door, workforce capacity and rising costs associated with the pandemic and the cost-of-living crisis.

Adult Services has maintained performance during 2021/22. However direct comparison to last year is not always possible as the service offer and measures are very different. Many services were provided in very different ways during the pandemic, and this is likely to continue into next year.

Our focus remains on the transformation journey, towards a 'what matters' conversation at our front door to ensure that we are giving the right level of response, to the right person at the right time.

The transformation work includes development of a Performance Framework and this will include a refresh of the information included in these performance reports in the coming months. This will include progress on our statutory requirements along with transformation programmes

**iv Services Improvement Priorities in 2022/23**

- Better Prevention & Better Early Help
- Promoting Independence / Keeping People Safe
- Our Workforce
- Integrated Services
- Quality Assurance
- Financial Efficacy

**Service Objectives (as set out in Adult Services Service Plan 2022-23):**

- To provide the right support at the right time to people
- Achievement of Well-being outcomes; IAA, Assessment, Care & Support plans and Review
- Providing more support in the community and home-based settings, including in partnership with voluntary and community sectors.
- Focus on people's and communities' strengths, not just needs.
- Enhance focused outcomes and experiences for people
- Seeing people and communities as the co-producers of health and wellbeing, rather than recipients of service,
- Support carers' well-being
- Embed the principles of co-production across all services.
- People are empowered to be involved in the ongoing coproduction of their care and support and all Adult Services delivery.
- Provide information & advice / facilitating person centred solution Develop information and advice initiatives
- Pilot and implement new technological capabilities to drive better service provision and better outcomes for our population.
- Ongoing development of the Discharge to Recover and Assess model
- Social Care avoidance and hospital admission avoidance through the promotion and delivery wellbeing and prevention focussed services.
- A reduction in those needing long term care and / or support or placement
- Support people who are homeless or vulnerably housed, or at risk of becoming so, to ensure that they get the support they need
- Ensuring communities can work with us to take collective responsibility for the best use of resources to improve health outcomes and quality of care.
- Development of agreements/ processes/ procedures for Health and the Council to form a single multi-agency complex care approach.

## 2d. How we are performing –Tackling Poverty

### i) Vision /strategy

Swansea Council's Tackling Poverty Strategy outlines our proposed approach to reducing and alleviating the impacts of poverty on children, families and our most vulnerable people. The overarching themes are:

- Empowering local people through involvement and participation
- Changing cultures to reflect that tackling poverty is everyone's business
- Targeting resources to maximise access to opportunity and prosperity.

The Tackling Poverty Service offers a range of interventions to prevent hardship and suffering, which are vital as issues such as the costs of living crisis, fuel and energy prices, access to affordable housing and wage levels are impacting on more and more households. To provide the whole Council and citizens of Swansea with a vital service to mitigate the worst impacts of poverty and to maximise opportunities to break the cycle.



Our enhanced service offer covers everything from Welfare Rights to employability, from Lifelong Learning to Tackling Poverty and Prevention services.

We will be adopting the following principles to this work:

- A whole Public Services Board and whole Council approach.
- Building resilience, social capital and social networks.
- Involvement and participation of service users.
- Implementing 'what works' in future delivery.

We work with residents through a strengths-based approach to increase their well-being, skills and qualifications and to gain sustainable and fulfilling employment and maximise household income.

Also, by working collaboratively through the Swansea Poverty Partnership forum.

We also contribute to the reduction of urgent and emergency requests, and the growing demands placed on statutory services, by contributing positively to Swansea citizen's resilience, health and well-being.

The Tackling Poverty Service objectives are as follows:

- Increase the number of Swansea residents in sustainable and secure employment
- Increase the number of adults with skills and qualifications
- Maximise household income

- Embed Tackling Poverty and Prevention as Everyone's Business within Swansea Council and reduce and prevent the impact of poverty
- Contribute to the reduction of demand on services
- Contribute to citizen's Well-being

## ii) What we do (Activity in 2021/22)

**Table 8. Tackling Poverty Services activity in 2021-22**

**Most recent estimate (2020)** of the population of the City and County of Swansea= **246,563** (247.000)

Examples of strategic service developments in the last year:

- **1,892** people accessed employability support through Swansea Working
- **348** people secured employment through Communities for Work and Communities for Work Plus
- **1,250** people enrolled on Adult Community Learning courses, including essential skills, digital literacy, and family learning
- **£1,014,532.85** welfare benefits were secured
- **£77,670.63** worth of debt was addressed
- **97 projects** were funded to tackle food poverty, period dignity and address social isolation.
- Partnership working was supported through the Swansea Council Poverty Forum, Swansea Poverty Partnership Forum, Financial Inclusion Steering Group and Swansea Food Poverty Network.
- Local Area Coordinators are now in place with coverage right the across Swansea Council area

Tackling Poverty Service has been working closely with partners to address the Covid-19 impact on poverty, through our established networks. To ensure that appropriate support is available at the right time to the public, including some of the most vulnerable people and families.

### iii) Performance in year

**Table 9. Key Performance results In Tackling Poverty Services In 2021-22**

As reported in Corporate Annual Performance Report v2.3 (Last Year 2020-21 in Brackets)

POV05	Value of welfare benefits raised, securing rights and entitlements through Welfare Rights = <b>£1,139,249</b> (£1,418,850)
POV06	Average number of days all homeless families with children spent in Bed and Breakfast accommodation = <b>10.38</b> ( 1.75)
POV10	Number of people gaining employment through Employability Support = <b>481</b> (453)
POV11	Number of accredited qualifications achieved by adults with local Authority support = <b>620</b> (450)
Local	Level of debt addressed during year= <b>£77,670.63</b> (£167,143)

There is a wide range of preventative services working within Tackling Poverty from benefits, finding work to lifelong learning, which are working hard within established partnerships to help reduce demands on statutory services and to improve the wellbeing of Swansea citizens.

The continued pressure on temporary accommodation throughout the pandemic has meant that the use of Bed & Breakfast accommodation has been unavoidable, given these exceptional circumstances.

### iv) Service Improvement priorities in 2022/23

Our overall priority is taking forward the Council's Tackling Poverty strategy, as reflected in the Tackling Poverty Service 2022/23 Service Improvement Transformation And Recovery Plan.

## **2e. What did we plan to do last year? Progress made**

This annual report allows me the opportunity to assess our progress, as we have moved into a year dominated by Covid-19.

What we planned to do (Last Year's annual report): We set out to progress through our existing improvement programmes, in the following areas:

- Implementing the optimum model for adult services
- Child and family services improvement programme / Safe Looked After Children (LAC) reduction strategy
- Implementation of integrated early help, early years and family support arrangements
- Cross cutting commissioning reviews in Social Services (employability etc.)

Progress is being made against all our improvement priorities above, and there was a huge amount of additional work we still have to do to keep people safe and protected. Updates on progress are set out in the relevant sections of this report.

This organisational flexibility and staff commitment demonstrates to me the strength in our service corporate and political leadership, the solidity of our partnerships and most of all the professionalism of our brilliant workforce.

## **2f. Overall Improvement Priorities for next year 2022/23**

Our overall priorities remain as follows, with a focus on implementing the Council's recovery programme – "Achieving Better Together", in particular, Transforming Council Services relating to social care, in the following areas:

- Care Services
- Future Workforce and Equalities
- Community Support

Also achieving the agreed budget for 2022-23, the budget priorities set within the refreshed Medium-Term Financial Plan (see section 5b), and in supporting the Council to deliver its new corporate priorities.



### **3. How People Are Shaping Services**

Everyone, adult or child, should be given a voice, an opportunity, their right to be heard as an individual and a citizen, to shape the decisions that affect them, to have control over their day to day lives and to be firmly at the centre of their own wellbeing journey.

In this section, I will give some examples of how we are working differently with Swansea's citizens, how as a Council we are listening and working in new ways, and how we are using this to promote change in how we work.

#### **Reflections on Covid**

Service managers and service users have taken time to reflect on the past year, look at how our lives have changes, what has been good, and whether there are opportunities to do things differently.

The use of technology has enabled us to take a more creative approach to service delivery, the benefits of being able to speak to families on skype and face time, to meet social work and health professionals in the comfort of the individuals own home. Services have been creative using technology for assessments, technology has meant that the assessment period to return home or move to a new home is completed in a much shorter timescale with the individual fully involved and informed.

Similar innovative stories have been shared from our other services such as Maesglas and Alexandra where individuals were able to be fully involved in decision-making via teams. Technology has also meant that the use of My Health online and ask my GP has meant that services have streamlined systems, saving time, such as repeatedly calling the GP surgery with a query and enabling people to have 1-1 GP consultations in the privacy of their rooms.

#### **Supporting families in need**

Child and Family Services - Integrated Children Centres made a huge difference Two thousand sandwiches, 178 emergency food parcels, 112 baby/clothing packs, over 1000 hot meals, emergency childcare sessions and over 700 activity packs all delivered and transported around Swansea.

These are just some of the very many creative responses that Mountain View and Penlan Integrated Children's Centres have developed during what has possibly been almost two of the craziest years in history.

The children's centres based in both Mayhill and Penderry have been a whirlwind year of creativity, chaos, innovation and resilience, fuelled by the whole team's passion and drive to serve the community they work and live in.

Set in the heart of two of our most vulnerable communities, the children's centres have been working hard over the past 20 months to deliver services that most meet the needs of the people who live there.

## **Coproduction**

We have a strong Co-production Network in Swansea, hosted by Swansea CVS, and together, a coproduction strategy aims to give people clarity and resources to build their knowledge and practice in this area. This includes the development of a training programme for staff to better understand and implement co-productive practice.

Coproduction is central to how we commission services and develop policy, for example:

- Direct Payments Co-Production Group has designed a new Direct Payments process for Swansea
- Practice Framework Co-Production Group is developing a guide to support people prepare for their assessment
- Learning Disabilities Co-Production Group has supported the involvement of citizens in contract awards
- Advocacy Co-production Group has designed a new advocacy service.

We can keep in touch with Swansea Co-production Network on:

<https://twitter.com/swanseacopros>

## **Young carers**

YMCA Swansea and Swansea Council are working together to improve the support available to young carers. The young carers support service was the subject of a Council procurement and tendering process early in 2021 to reflect the scale and ambition of this new, emerging service. Through the formation of a Young Carers Board, engagement is taking place on a broad vision to create an inclusive movement, transforming communities so that young people belong, contribute & thrive. Work will include:

reshaping a new young carers service.

support the deployment of young carers champions within communities and schools.

a programme to enhance the physical and mental wellbeing of young carers.

a locally coproduced young carers strategy, building on work undertaken regionally

A Young Carers Action Day in March 2022 with theme focusing on 'Tackling Isolation'.

The YMCA Swansea Young Carer also now have an enhanced training offer to Council staff growing awareness of young carers and their individual, unique wellbeing needs.

<https://ymcaswansea.org.uk/what-we-do/family-youth-work/young-carers-service/>

## **Children and Young People's Rights Scheme**

The Children and Young People's Rights Scheme sets out the arrangements the Swansea Council will put in place to ensure compliance with its duty to have due regard to the UNCRC.

A plan on a page of the Children and Young People's Rights Scheme, was co-produced with children, young people and the Children's Rights Network in preparation for formal consultation.

Swansea's Children's Rights Network is made up of over 80 stakeholders with a vested interest in furthering the children's rights agenda in Swansea.

We now know, based on feedback from children and young people, the key issues they wish to work on to make Swansea a better place to live are:

1. Protecting the Environment and Green Spaces
2. Quiet voices – developing systems for listening to children and young people who do not wish to ‘speak up’ but do want to have their say, e.g. digital platforms and virtual suggestions boxes
3. Supporting disabled children – working on making change so that disabled children feel integrated and able to have their voices heard as any other child would.
4. Equality for LGBTQ+ children and young people – developing resources that address discrimination and promote diversity and equality for children and young people who identify as LGBTQ+
5. Politics – developing resources for children and young people to understand what politics is, who local politicians are and how to organise change
6. Listening to Learners – strengthening collective pupil voice across the County, build

[Children-and-Young-Peoples-Rights-Scheme 2021](#)

### **Local Area Coordination**

The Local Area Coordination team, Swansea, have been involved in research from both Swansea and Hull universities, conducting evaluations into Local Area Coordination. The researchers have reflected on meeting people from across Swansea, who willingly share their journeys, and the challenges they have faced and community activities they have been involved in.

One researcher stated: "I spoke to numerous individuals yesterday who were so grateful for Local Area Coordination and how it had helped them. You must be so proud of what Local Area Coordination is achieving and the difference it is making to the people of Swansea."

Stories from Local Area Coordinators: [storiesfromlac](#)

### **PAN Parents Advisory Network**

PAN West Glamorgan is a group of parents and professionals, working for a more compassionate and humane response to parents who may be at risk of losing their children, or who have lost their children to the care system. The project is parent-led, supported by professionals.

The Parent Café is extending engagement to inform, support, educate and influence parents and professionals in promoting the voice and participation of parents in decision making in the safeguarding arena.

<https://staffnet.swansea.gov.uk/article/64663/Child-and-Family-Services---PAN-Parents-Say-Thanks>

PAN aims to:

- Develop a direct Parent Peer Advocacy and Support Service
- Support, recruit and nurture parent–parent support networks
- Develop a local regional and national, Parent Advocacy Network,

Stories of outcomes are being heard and captured, as part of the evaluation process.

[PAN \(Parent Advocacy Network\) West Glamorgan \(dewis.wales\)](#)

### **Swansea Parent Carer forum**

Swansea Parent Carer forum are interested in how the system can learn from individual stories. The Forum listens and feed the voice of parent carers into decision making. Then to feed back to parent carers.

The group sits on working groups with the Local Authority, Health Board and West Glamorgan Regional Partnership. They also arrange training for other parent carers.

<https://swanseapcf.org/>

### **Sensory Impairment Hub/ Swansea Vale/ MDT- first in Wales**

Responding to views of Swansea citizens, we are working in collaboration with Welsh Low Vision Services to initiate a multi-disciplinary low vision / vision service based within the Swansea Vale Resource centre;

- Low vision aid assessments
- Low vision therapy
- Vision Rehab –
- ICT/Assistive Technology
- Care management/specialist social work
- Voluntary/third sector links to social group and other activities

This model of provision provides for a centre based, multi-disciplinary, fully staffed and equipped 'one-stop' shop for people with sensory impairment and sight loss.

### **Corporate Parenting**

Swansea's Corporate Parenting Board is a group of councillors who have a lead role in promoting the role of corporate parenting within and outside the local authority and additional formal responsibilities relating to corporate parenting. Board members have an in-depth understanding of the issues that affect our Care Experienced Population and will champion their rights.

They review and monitor services and support for Care Experienced Children Young people and care leavers to ensure that outcomes are met and that there is a robust planning process. Forum members must aim to have direct contact with children and young people to understand their views and what matters most to them, and support events involving looked after children.

A current programme of work is concentrating on "what a best life" looks like for our Care Experienced population in Swansea. These pledges focus on 7 key areas -

- No barriers to opportunity
- Good education/good job
- Healthy relationships
- Safe place to live
- Mental health
- Love, family and friendship
- Happiness

These pledges will be developed into the work stream for the Corporate Parenting Board for the next 18 months

### **West Glamorgan Regional Partnership Governance framework**

A new Governance Framework has been developed and agreed to support the partnership arrangements for the West Glamorgan Regional Partnership Board. Citizen and Carer Representatives are actively involved and engaged in the work of the Regional Partnership Boards and should be able to demonstrate how they have engaged with citizens and carers at all levels including assessing need, strategic planning, service design and delivery.

Third Sector and Care Provider representatives are also engaged and able to influence and be involved in the design and delivery of integrated services

Most of the examples presented here reflect Swansea's commitment to coproduction, as integral to how we plan, commission and provide social care, and in collaborate to achieve a sustainable model that meet the needs of future generations.

**Our priority remains** to ensure co-production remains central to how we plan, design, commission and deliver our services. We can learn the many positives lessons from our response to the Covid-19 pandemic, and how innovative solutions can be found to the most complex problems when we work together.

## Examples of Feedback received this year

**Parent Advocacy Network testimonies**, on what being part of PAN steering group/parent café means to them:

“I’ve met some wonderful people it’s been a life changer for me.”-

**Parent-GM**

“It gives me hope and I can share my experience and knowledge with others we part of one big family (parent café)” - **Parent KC**

“I like being part of something I don’t have friends and as my partner is in work I’d be on my own. It’s really good to be around people to feel included and an opportunity to make friends”- **Parent DD**

“I’ve made new friends and connection and its helped me shows that I’ve got something to offer and give back and I’m thankful for that”-

**Parent GD**

**Reflections on the pandemic:** “I realise how hard this has been on the staff and I must say they have worked tirelessly through this unique and challenging situation. They always come to work with a smile on their face regardless of their personal situation and are always going above and beyond to make sure we are safe and content. There have been lots of activities and film nights to keep us occupied and these have really helped me. I like to keep my brain active, and the various quizzes have really contributed to my wellbeing.”- care home resident

**Intergenerational work at The Hollies** During Covid 19- some comments:

' it's nice to hear your voice, even nicer to see your smiley faces'

' It's great to see you again'

Residents comments

'I found our time together hilarious, I would love to do this again'

Young people Speak Up

'The residents were fully engaged with our sessions, and they especially loved the hula hoop skirts and wigs!'

PSU Facilitators

## 4. Reports on the Six Quality Standards

This next section of my annual report provides an overview of social services quality and performance, using the National Standards Framework: Code of Practice: measuring performance addressing the **six national quality standards** (under review).

It also reflects the Well-being of Future Generations Act, which aims to improve the social, economic, environmental and cultural wellbeing of Wales by helping to create a place where we all want to live, now, and in the future.

The six national quality standards are:

1. **Prevention** -working with people to define and co-produce personal wellbeing outcomes that people wish to achieve **NQS 1**
2. **Well-being - What Matters conversations- help received via Early Help & Front Door** - working with people and partners to protect and promote people's physical and mental health and emotional wellbeing **NQS 2**
3. **Safeguarding** - taking steps to protect and safeguard people from abuse, neglect or harm **NQS 3:**
4. **Wellbeing outcomes achieved by managed Care and Support and good Social Work Practice**-By encouraging and supporting people to learn, develop and participate in society **NQS 4**
5. **Quality Of Services** -supporting people to safely develop and maintain healthy domestic, family and personal relationships **NQS 5**
6. **Working in Partnership and Integration** - working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs **NQS 6**

Each of the 6 parts in Section 4 covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

## **4a. Prevention**

Working with people to define and co-produce personal well-being outcomes that people.

Our expectation is that Swansea citizens are well informed, understand what care, support and opportunities are available and they can access support themselves to help achieve their own wellbeing outcomes.

The strategic aims of Swansea Council's Recovery Plan – Achieving Better Together is to focus on:

- The core purpose of the Council
- Transforming services to be effective and efficient
- Greater collaboration with other Councils, organisations, community groups and residents, with a focus on regionalisation
- Greater and more meaningful engagements with our residents and community
- Balancing the budget for current and future years
- To meet the aspirations and targets within the Medium-Term Financial Plan

A key aspect of Swansea's Adult Services Transformation and Child & Family Services Improvement programmes is to support these aims will be to target the range of preventative approaches, as set out in Swansea's Wellbeing plan, due to be updated this year.

### **What we planned to do**

How well we responded during the pandemic was based on working with and in communities, alongside third sector and other partners and by providing clear and easily and accessible information for the public.

We set out to achieve this by:

- Continue to work with partners and communities in promoting prevention and early help
- Improving prevention and early help within our social services transformation programmes, as part of Council's Recovery plan, and the West Glamorgan Regional Partnership work programme.

### **How far did we succeed and what difference did we make?**

Swansea citizens can access information on the Council's public website to help them better understand and choose from the wide range of care, support and opportunities which are available, and use these to help achieve their wellbeing outcomes. Swansea continues to develop our range of public web resources available to help people make informed choices.

There is help available on a daily basis to ensure people access the full range of Council services to achieve their own wellbeing outcomes.



## **Pandemic responses**

The pandemic has dramatically changed the way we all live, work and spend our time; requiring us to adapt and behave, in a different ways to how we lived before.

All social care workers, whether employed by the Council, in the independent and third sectors, all the unpaid carers, volunteers and other members of the community showed astonishing resilience, commitment and humanity to support our most vulnerable citizens during these extraordinarily difficult of times.

Swansea's Social services carried on throughout this difficult period, some in a different form, some meeting additional demand, and we are now reflecting how what we learned and looking to the future in how we can best to meet the growing demand and more complex needs of our most vulnerable citizens.

We have had to respond to urgent and emergency care requests in new and innovative ways, by working collaboratively. We relay up our workforce, to achieve this and we have worked hard to ensure their wellbeing is also looked after.

## **Public Information**

A wide range of Public information is available to all Swansea citizens, via Swansea's updated public website: <https://www.swansea.gov.uk/socialcare>

There are links to SCVS website with even more resources:

<https://www.swansea.gov.uk/article/3849/Swansea-Council-for-Voluntary-Service>

Also, to the Family Information system. [FamilyInformationService](#)

There is help to find childcare and early support available to parents and families, including the Best Start Squad: [BestStartSquad](#)

Dewis Cymru is a national wellbeing directory providing an online library of community assets with contact information and organisational information, maintained by organisations themselves, as and when changes to provision occur. Swansea has increased the number of local resources available to **924** (833).

<https://www.dewis.wales/>

## **Family Support**

Following a systems-thinking review, Family Support has a new purpose: "Family Support will work together, with me, and the important people in my life, to understand what matters to me to ensure I get the right support."

Family Support Single Point of Entry:

Swansea's Family centres provide a range of quality community services to children, young people and families to build and strengthen relationships.

## **Child and Family Early Help offer**

Child and Family Early Help service has progressed well since its restructure in April 2019. Early help offer continues to evolve and develop its offers of support to ensure it can meet 'what matters' for the children, young people, and families it works with.

The service continues to receive a high level of requests for support through its duty function.

Data from 21/22 shows they responded to **1863 requests**, (1369 requests in 20/21) showed they responded to for support.

The recent development of a Family Referral scheme is a "significant game-changer" for the service. Since its inception two months ago, early reviews have determined that the system works "really well". It has made caseloads clearer for staff and TCOs and has allowed them to offer more practical support to their service users.

Additional investment via the Regional Investment Fund has improved capacity in the integrated children's centres, the early years team, supervisory roles and two specialist posts - a Neuro-diversity Worker and a Parental Conflict Worker.

These new roles will play a significant part in the upscaling of staff across the service and reflect the increase in demand in these areas.

### **Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV)**

Shortly after the COVID-19 pandemic hit, the Council's response to VAWDASV shifted to a rapid and adaptable partnership approach to the emerging crisis and the impact it had on the safety of women.

During the early weeks of the pandemic, there were frequent reports in the media of heightened domestic abuse rates, however this was not reflected in number of police reports or referrals into specialist services. The domestic abuse helplines were seeing record numbers of contacts, but this was not reflected locally. The concern was that victims of domestic abuse were 'staying put', fearing that the 'stay at home' messaging would prevent them from leaving.

In response to this, Swansea Council prioritised awareness raising campaigns with a strong message that help is available. We developed multimedia campaigns involving staff from Child and Family services, supporting national messaging such as #youarenotalone, and ensured that local information on support services was regularly promoted.

The VAWDASV Practice Lead also worked with Microsoft to develop the first domestic

abuse 'Chatbot' in Wales, allowing professionals and members of the public to access round the clock information, advice and details of local support services in an interactive, anonymous way.

Our VAWDASV offer works alongside early help, our safeguarding hub and the Child and Family Single Point of Contact to ensure a more coordinated response to requests for help. Also strengthening the work between adults and child and family services by working together on whole systems thinking.

### **Equilibrium project**

Swansea has become one of the first local authorities in Wales to have developed and implemented its own accredited domestic abuse perpetrator programme.

Equilibrium has achieved prestigious accreditation from Respect - a leading national organisation on domestic abuse.

To achieve this, the Equilibrium team had to go through an incredibly detailed, nationally recognised, quality assurance process that ensures best working practices are evidenced throughout the programme.

Swansea now boasts having one of only four accredited programmes in Wales and one of only 25 accredited programmes across England and Wales.

### **Community Alarms- rapid response**

Delta wellbeing connect have been working with Swansea Council to provide a rapid response service to Swansea citizens who have a lifeline in their own homes, and who have a greater risk of falling. Initially running as a pilot, individuals and their carers are able to press the lifeline for support or non-medical emergencies at any time (responders are available 24/7). A response team will provide care and support to the individual, this avoids long ambulance waits and hospital admission. All calls are triaged to ensure the response service is the right option for the person. Carers have the 'safety net' of knowing someone will always come if the alarm is triggered.

### **Welfare Rights team**

Our Welfare Rights Team is also worth thinking about when evaluating support to vulnerable people, carers, and families. It provides a vital service specialising in welfare benefit and tax credits law and supports those who are providing a front tier service working with claimants with their benefits issues.

Our Team have been representing clients at appeal hearings by using alternative methods are making a huge positive impact on these families and allowing them to maximise their income. The Welfare Rights Team provides a second-tier service specialising in welfare benefit and tax credits law and supports those who are providing a front tier service and working with claimants with their benefit issues. It is not open to families directly but supports Social Workers and Support Workers seeking information and advice on their behalf.

The team have raised over £1 million in social security benefits for the residents of Swansea and have addressed in excess of £77,000 of debt.

## **Stories of Achievement**

### **Continuum of Need Indicators for Support (CONIFS)**

All children, young people and their families are unique with different backgrounds, strengths, needs, worries and aspirations. This means that the support a child needs, whilst growing up or when things are not going so well will also be unique to them. For this reason, Swansea Council has developed an approach that aims to provide children and families with the Right Support at the Right Time. This approach includes:

1. Helping people to problem solve and find their own solutions by working with the whole family and systems around children, young people and families
2. Providing an information advice and assistance service
3. Having meaningful conversations with people about what matters to them
4. Delivering preventative services across the council
5. How departments and organisations work in partnership with each other and develop plans with children, young people and families
6. Provide a service in the Welsh language, or the preferred language of children, young people and families

### **Local Area Coordination**

Swansea has a Local Area Coordination team to help people find the right help and support, now working in all areas, helping people to 'Get a life not a service'.

A Local Area Coordinator can help anyone build relationships within their community. We support older people, disabled people, people with mental health problems, and their families and carers to:

- to build their own vision of what a good life looks like
- to stay strong and connected
- to feel safer and more confident in the future

You can follow the team's progress and stories of outcome on Twitter: [https://twitter.com/Swansea\\_LACs](https://twitter.com/Swansea_LACs)

### **Tacking Poverty strategy development**

Tackling Poverty Strategy Development Team secured a total of £239,630 external funding during 2021/22 and reallocation to **97** successful applications for funding via the Food Poverty Grant, Period Dignity in Communities Grant, Household Support Grant and Men's Shed's funding. Swansea Council is partnering with 'Food Cycle' to explore locations for a project in Swansea's Phoenix Centre to launch in May 2022.

Work around development of prevention and early help is progressing well., building on the excellent response to the Covid pandemic. Such innovative work has presented further opportunities for change and improvement particularly in respect of citizen and carer's direct access to information, and support to improve their wellbeing.

### **During 2022/23, our priorities are to:**

- Continue to work with partners and communities in promoting prevention and early help
- Improving prevention and early help within our social services transformation programmes, as part of Council's Recovery plan, and the West Glamorgan Regional Partnership work programme.

## 4b. Wellbeing – What Matters

Working with people and partners to protect and promote people’s physical and mental health and emotional well-being.

Our expectation is that each citizens’ voice is heard by our service and listened to; people can speak for themselves and that they have control over any decisions that are made. That our most vulnerable people who need help to do the things that matter most to them, to promote their independence, and those carers can access support they need for their wellbeing.

Children have the right to reliable information under the United Nation’s Convention on the Rights of the Child (UNCRC). It is important, as early as possible in our processes to provide as much up to date information about services and resource as we can to adults, children and young people. This can help people decide what to access, have an improved understanding of how services have changed, as a result of Covid-19, and to see details of how to access services, if they are needed either directly or via Information, autonomy and access to services.

Additional information included public health information, resources to support being at home, e.g. learning, play, and a specific section on access to services that specifically supported children and young people to have their voices heard in Swansea.

Our multi agency approach to Information, Advice and Assistance whether accessed directly, via Early Help or at the social services front door is set out for citizen’s on the Council’s public website: <https://www.swansea.gov.uk/contactsocialservices>

### What we planned to do

During 2021/22, our priorities were to continue to meet the impact of Covid-19 on the most vulnerable adults, children and their carers:

- Working together to achieve ‘what matters most’ to the person, building on their strengths and by supporting service users to achieve safety and their own well-being outcomes, and carers in their own wellbeing
- Further embedding new approaches to ensure we are providing the right service to the right people at the right time

Across the whole services we are working together to achieve what matters and supporting our service users to be safe and well. By providing the right services, at the right level of care and support, at the right time.

By our targeted approach, fewer children, young people and families require a statutory intervention from Social Services by receiving the right help when they most need it. Helping children to remain living safely at home with their families and be the best that they can be.

Within Adult Services, there is a collaborative communications approach, building on an integrated services model to support outcomes for individuals

### **How far did we succeed and what difference did we make?**

We now have the multi-agency response available at the Social Services front door. By this we mean that there is a wider range of professionals who are available on a daily basis to support our information, advice and assistance (IAA) offer.

Across all services, we are offering 'What matter to you' assessments, which help us to focus our assessment on what is important to people, and their own view of wellbeing outcomes they wish to achieve.

Our front door Information Advice and Assistance services are using the practice models such as 'Signs of Safety' and 'Collaborative Communication' (refer to section 4d) to strengthen links to our frontline social work teams, which focuses on strengths, outcomes, voice, choice and control.

### **Adults Common Access Point**

Adult Services Common Access Point (CAP) remains at the forefront of our transformation, in applying a strengths-based, outcomes focused framework, by using Collaborative Communication practice and the 'what matters to you' conversation.

Our front door team has a highly skilled, multi-disciplinary team that promotes positive discussions with citizens and carers at often difficult times.

We work closely with third sector to find the best support available to meet the person's own outcomes.

### **C&FS Single Point Of Contact**

Formerly the IAA team, the new 'Single Point of Contact' is an enhanced advice and advocacy offer to help understand what is happening to a child, and within their family, to help decide if support is needed and to find the best help quickly.

Swansea's SPOC explore the unique strengths and risks in families, in order to stabilise and strengthen a child and family's situation. Families living in the city and county of Swansea can contact us themselves to ask for help or advice. Sometimes people such as teachers or health visitors also contact us to see whether we can offer a family extra support. We aim to inform, support and empower people to make choices to stay safe, happy and well. Support might be from within their natural network of family or friends, and could also be from places in their communities like charities.

Our Integrated Safeguarding Hub (ISH) team is now part of Single Point of Contact (SPOC) to support what matters conversations. We have a Culturally Harmful Behaviour support worker. We also have an experienced practice lead who specialises in disability located at our front door.

## **Mental Health**

Through regional collaboration, we are progressing with implementation of the Single Point of Access (SPOA) service and implementation of the 112 access pathway as a priority. This will make it easier for citizens to get advice and guidance on what mental health support is available for them in their area.

Engagement with the third sector is crucial with a number of services such as counselling seeing an increase in referrals. Mapping of available third sector mental health support services is being updated and we have sought feedback from mental health workers on the front line (e.g. Mental Health Link officers in GP Cluster areas) on the pressures they are facing and what ideas we can implement to improve the wellbeing of our population.

Also regionally, working towards a bridging service for Children and Young People awaiting a service from Child and Adolescence Mental Health Services (CAMHS).

## **Carers**

Swansea Parent Carer forum continued to meet virtually during the pandemic. They have co-produced a FAQ leaflet in partnership with Social Services, been part of the task and finish group working to develop a pilot Parent Carers Assessment model and met weekly with Social Services to discuss any issues that arise

Building on our partnership with Swansea Carers Centre and utilizing grant funding available to us, we are piloting a new model of undertaking proportionate Carers' Needs Assessments. When unpaid carers are identified at our Common Access Point they are offered a proportionate Carers' Needs Assessments which will be undertaken by staff at Swansea Carers Centre. The reason we have taken this approach is that we had identified that increasing numbers of unpaid carers when offered a Carers' Needs Assessment were refusing the offer. We have now completed 4 months of the pilot and are evaluating the outcomes.

## **Hospital to Home (H2H)**

Initially launched as a regional Optimal Model of Care in 2016, the key aim of the service is to help older people who become unwell to remain in the comfort of their own home, avoiding a hospital stay unless it is necessary and to assist them in living independently for as long as possible, using a "what matters to me" approach.

If hospital admission becomes necessary, the service aims to support older people in returning to their home as soon as they are well enough to be discharged. This model was further enhanced by the launch of a bespoke H2H Service incorporating a "Home First" ethos first launched in December 2019.

## **InfoNation / BAYS 16+**

Since the systems thinking review last year, the BAYS+ Service has been through lots of changes. The primary focus of the service's changes is to ensure we improve standards and get better at meeting the new vision:

"BAYS+ will listen, understand, care about, and support me to make the best choices in my life. If I need to, I can rely on them 'no matter what.' "

The initial focus of the review was on reducing duplication, and ensuring internal systems are young person and outcomes focused. For us, this meant moving away

from a focus on permanence and towards transition planning with adult services. It also means coproducing young person friendly information, and approaches We continue to focus on redesigning services to ensure the right people were doing the right things. For Info-Nation, redesign of our front door and the development of a new Front of House Team. This change ensures a more responsive approach to meeting needs through our drop-in service and improved coordination of preventative service.

## Stories of Outcomes

### Carers

Positive Feedback received from unpaid carers following changes mentioned above has helping us identify areas where we can improve:

Just some of the quotes from unpaid carers include:

- “She was a breath of fresh air, she felt awkward asking me lots of questions but she was very professional and she let me know how much she cared. She listened to me and it made a huge difference. I didn’t feel I was being judged. I would 100% recommend this to other carers”
- “I was happy for Swansea Carers Centre to do the assessment, I felt comfortable, listened to and she had empathy. When the Social Worker rang to arrange the respite there must have been good communications between them as she had lots of information and I did not have to justify why I needed respite, it all worked out smoothly.”

### Adults Services Domiciliary Care pressures

Pressures within our community services, particularly access to domiciliary care support, were extremely high for long periods during the pandemic and remain so. Teams across internal Homecare, Residential Care, the resource support team, integrated Therapies, nursing, social work teams and of course Brokerage/contract monitoring teams and Transformation have been doing everything possible to support the release and creation of any capacity to meet some of the demand and support those most in need. This will be a long road to rebalance care and support, and more than ever the strengths-based conversations and exploration of alternative sources of support came to the fore within our social work practice.

### During 2022/23, our priorities are to:

- Working together to achieve what matters, building on their strengths and by supporting service users to achieve safety and their own well-being outcomes, and carers in their own wellbeing
- Further embedding new approaches to ensure we are providing the right service to the right people at the right time



## 4c. Safeguarding

Taking steps to protect and safeguard people from abuse, neglect or harm.

Our expectation is that the most vulnerable people in Swansea are safe and protected from abuse and neglect. There are strong and effective arrangements in place to make any concerns known.

Again the Covid-19 pandemic further emphasised the importance of ensuring robust safeguarding arrangements and complicated arrangements to intervene with vulnerable individuals, children and families. Our workforce and partners have demonstrated considerable dedication, skill and innovation in making sure that we continue to support safety and safeguarding planning.

Our approach to Safeguarding and keeping people safe is reflected in that Safeguarding our most vulnerable people is the council's number one priority, and we have strong leadership in place to drive forward both a regional and corporate approach. Safe practice underpins the professional frameworks guiding our social work models in Child & Family and Adult Services.

A Corporate Safeguarding policy and work programme ensures the 'Everybody's business' approach is extending the expectation to partners and providers, as well as Council staff.

### What we planned to do

- To continue improving our safeguarding practice in all service areas, whilst recognising adjustments required by Covid-19, supported quality assurance frameworks

### How far did we succeed and what difference did we make?

#### Child Protection

We respond to child protection concerns or eligible care and support needs on a daily basis. Following a referral, the child's case will be allocated to a Social Worker in one of the Statutory Supported Care Planning Hubs who will fulfil a statutory function. This means that they will be the lead professional and agency to support the family. Our Statutory Supported Care Planning Teams (SCP) manage several different cases and different levels of complexity, needs and risks.

Children where there are concerns that they are at risk of harm ongoing or have suffered significant harm are therefore in need of immediate care and protection. These are children and young people whose care is so compromised as to place them at risk of significant harm and in need of a Child Protection Plan, and includes all children and young people already subject of a Child Protection Plan. The threshold is met for statutory intervention, based on the legislation and practice frameworks social workers use on a daily basis. A child's welfare and safety is always paramount. Children and young people's welfare is everyone's responsibility.

### **Advocacy**

An individual must be made to feel safe, and that they are an equal partner in their relationship with professionals. It is open to any individual to invite someone of their choice to support them to participate fully and express their views wishes and feelings. This support can be provided by someone's friends, family or wider support network. We are extending the advocacy offer within our work with children and adults, and incorporating 'safe voice' into our practice.

### **Adult Safeguarding**

Last year we established a dedicated safeguarding team with the restructure of Adult Services. From the feedback received these arrangements are working well, with the specialist capacity to provide advice and assistance, and to work with closely with practitioners has been valued. We will continue to review and monitor how well this is working, and to further improve our processes.

### **Corporate Safeguarding**

"Safeguarding" is everyone's business in every service within the Council, and a corporate priority for a number of years now "Safeguarding" is seen a much wider concept than the protection of vulnerable children and adults. It involves the promotion of children's and adults rights, working co-productively, supporting individuals to live safely and minimising risk, where possible, and the protection of citizen rights by helping to improve their own wellbeing.

To achieve this corporate priority, and to apply corporate safeguarding as everyone's business, we have revised our corporate safeguarding policy under the governance of the Corporate Safeguarding Group, and implemented a work programme to take forward improvement actions and report on progress

### **Contextual Safeguarding**

Contextual safeguarding is an approach to understanding and responding to harm that adolescents face beyond their family homes, this type of harm is referred to as Extra familial harm and can include Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE), youth violence and peer on peer abuse.

Since 2019 Swansea Children services have been working with Dr Carlene Firmin and her team at Bedfordshire university to evaluate our systems in responding to risks outside the family home in Swansea. Since then, Swansea have been working on embedding a contextual approach to Referring, Assessing and intervention in different contexts

Child Sexual Exploitation is covered in the Exploitation, Contextual Safeguarding, Online-harm and Child Protection and Safeguarding Training. Contextual Safeguarding Training includes training and exercises on the use of words that label and stigmatise young people. This training is not just available to staff but has been rolled out and accessed beyond the Council by our multi-agency partners. So far over 400 people have done that training including over 180 from partners including health, education, and the 3rd sector.

We are also working in partnership with LGBT (Lesbian Gay Bisexual Transgender) Cymru helpline and YMCA to support young people and also parents to give them the know-how to provide support and understanding in a bid to prevent young people from being vulnerable to exploitation because they are seeking that elsewhere. We support the work of the Junior Safeguarding Board whose membership includes young people from across Swansea, Neath, and Port Talbot, to raise awareness of LGBTQIA+ issues.

### **DoLS**

The restructure of Adult Services teams also resulted in the creation of a standalone Deprivation of Liberty Safeguards (DoLS) team.

Swansea has significantly improved performance in relation to Deprivation of Liberty Safeguards (DoLS) through implementing dedicated team arrangements, and in readiness for the new Liberty Protection Safeguards expected next year.

### **Quality Assurance- Getting it right**

Staff in our Child and Family Services Service Quality Unit hold an independent role in reviewing care plans. Independent Reviewing Officers oversee the work being achieved by the Supported Care Planning teams and scrutinise the quality of Local Authority's care plans.

Workers often support children/young people until either they return home or leave care and "help them to be the best they can be". They are a constant link with children, young people and the social workers.

A Local Judge once said: "If the State is to justify removing children from their parents it can only be on the basis that the state is going to provide a better quality of care".

We have developed a robust quality assurance framework to ensure that we are Getting it right for right child at the right time.

### **Stories of Outcomes**

#### **Mayhill Response**

Everyone will be aware of the rioting incident that occurred in Mayhill Following this our links within the CMET forum allowed us to pull together over 30 agencies the following day to provide a response that stretched from cradle to grave. CMET stands for Contextual, Missing, Exploited and Trafficked, linked to contextual safeguarding (as above).

This restorative work included – counselling support for schools staff and pupils, youth work in areas where other vigils were meant to take place, our front door contact to offer support to all those affected and youth offending service intervention to all the young people linked to the disturbing events of that night.

- Sessions to understand what matters
- Youth Forum is being supported by Participation
- Pop up youth club is being run by Evolve, Swansea Council's Young People Service
- Swans foundation are supporting our youth work

CMET and Local area coordinators are working with the community to look at how this pop up provision could be sustained by community volunteers who are eager to support their community.

### **Parent Advocacy Network.**

A number of parent testimonies have been from the new Parent Advocacy Network, a project seeking to support parents with lived experience of the child protection process to become advocates, through professional training and development, for others experiencing the system.

On what being part of PAN steering group/parent café mean to those involved:

- “ I’ve meet some wonderful people it’s been a life changer for me.”- Parent-GM
- “ It gives me hope and I can share my experience and knowledge with others we part of one big family (parent café)” - Parent KC
- “I like being part of something I don’t have friends and as my partner is in work I’d be on my own. It’s really good to be around people to feel included and an opportunity to make friends”- Parent DD
- “ I’ve made new friends and connection and its helped me shows that I’ve got something to offer and give back and I’m thankful for that”- Parent GD

### **During 2022/23, our priorities are to:**

- To evidence how well we are listening to / working with voice of child and vulnerable adult in all aspects of our safeguarding work.

## **4d. Wellbeing outcomes by managed care and support**

Encouraging and supporting people to learn, develop and participate in Society.

Our expectation is that Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them. People accessing managed care and carers can engage, contribute to communities and feel valued in society. People are supported by care and support plans, which promote their independence, choice and wellbeing

Our approach to social work practice development in helping people to achieve their own personal wellbeing outcomes is set out in practice handbooks and through our overarching practice models of Signs of Safety (Child and Family Services) and Collaborative Communication (Adult Services)

### **What we planned to do**

Swansea citizens can learn, develop to their full potential, and to do the things that matter most to them.

We set out to

- Embed strengths-based, outcomes-focused practice within social work, set within quality assurance framework reflecting right service at the right time

### **How far did we succeed and what difference did we make?**

We continue to demonstrate we are being the best we can be in all our work with adults, children, young people and families is no matter the challenges faced.

Swansea is a leading authority in implementing positive way of working through established practice based on Sign of Safety and Collaborative Communication. This report highlights many examples of how we are listening to the people we serve and to the people in their lives in shaping future services

Our excellent staff, managers and partners are all contributing to the best outcomes for children, young people, families, and adults.

#### **Strategy to support children and young people to live safely at home with their family- a Child and Family Practice Framework**

Child and Family social workers are experts in how we use Signs of Safety/Wellbeing models to work in partnership and collaboration, to understand what matters and explore strengths and risks, to stabilise and strengthen a child and family's situation.

- Working with children, young people and families to help them identify their needs and the right support for them.

- Wherever possible, ensuring children can live in permanent homes with their parents or wider family network, with the necessary support, but under an arrangement where those caring for them feel enabled and able to meet their children's needs, and exercise their parental responsibility.
- Improving outcomes for looked after children in our care and strive to achieve genuine permanence and security for those children, until at least they reach adulthood.
- Ensuring practitioners have access to a forum of experts who can support them to address barriers and obstacles when progressing children's cases towards achieving permanence.

[Swansea Staffnet - New - Strategy to support children and young people to live safely at home with their family](#)

### **Adult Services Practice Framework- Collaborative Communication**

The practice framework used by Adult Services social work teams is 'Collaborative Communication', which changes the conversation that we have with people about what matters to them in having a good life. This requires a major shift in our social work and our thinking to allow us to move from a service-led approach, towards focusing on people's wellbeing and their own outcomes, at the same time putting people at the centre of their care and support planning.

[Swansea Staffnet - Collaborative Communication Case Examples](#)

### **C&FS Team structures**

Child and Family Services team structures are continuously improving. Our team hubs in supported care planning, child disability and looked after children ensure we are working with across the service to make it easier for us to undertake meaningful work with children, young people and families in Swansea.

We have made changes to a number of systems with the help of children, young people and families, staff and stakeholders which will enable us to spend more time with those that need our help and less time on paperwork and processes, so that their needs can be met at the earliest opportunity and there is a seamless transition between services as their needs escalate and de-escalate. We are redesigning our forms so that the focus is on what matters to children, young people and families, and creating plans that they are fully involved in that are reviewed regularly with their natural support network and any professionals that may help them.

### **Child Disability Team (CDT)**

Swansea's Child Disability Team works with children and young people who have moderate to severe disabilities. In Swansea there are many professionals from statutory services and voluntary organisations available to help and support parents with the realisation that their child may have a disability.

CDT is a specialist team who look after the specific needs of children and young people with disabilities. It is one of the services provided by Child and Family Services in Swansea. The team is made up of social workers and family support workers. They work closely with lots of different professionals, health visitors, health support workers and occupational therapists.

### **Adult Services Restructure Project**

Adults Services is undertaking a Social Work Restructure project, to help inform what a fit-for-purpose structure for all social work teams.

Working collaboratively, the remit includes:

- consideration of staff voice and client feedback on what good looks like.
- establishing business needs and business wants and a strategic vision for the service.
- confirming statutory requirements and associated roles and responsibilities.
- reviewing current systems and processes.
- establishing baseline performance measures.
- ensuring we utilise all the above information to create a business case for change and agreed measures for evaluating future Social Work structure options.

### **Adult Services Practice Handbook**

This handbook originated as part of our efforts to respond to the Social Services and Wellbeing Act. We want to become more outcome-focused and move towards a strength-based approach in terms of our social work practice.

This handbook is an online aid to help social workers easily access resources, information and tools, but it is not a substitute for your professional judgement. We want to try and keep all things in one place, and to help you find what you need, whether you are new to Adult Services or whether you just need some support when dealing with an issue that is out of the ordinary. The handbook is also intended to help you to understand more about how other teams work and the best way to get in touch with them.

### **Wales Community Care Information System (WCCIS). Development group**

Our WCCIS computer system aims to help health and social care teams work together to provide high quality, person centred, joined up health and social care closer to people's homes. WCCIS is interoperable- working across health and social care, and between local authorities.

Swansea's WCCIS system went live in April 2021. A national upgrade was also completed in October 2021. The system implementation has been successful, not without some performance issues. As well as a more outcomes focused social work assessment and case management review, WCCIS includes information related how people are receiving a range of services, including:

- Internal Home Care
- Domiciliary Care
- Day Care
- Direct Payments
- Residential and Nursing Care

It can support social workers to track the costs of their client's social care/

Over 170 staff attended a recent online meeting with the Director to keep staff up to date with system developments. The focus of the meeting was to sharing survey findings, experiences and the national discussions on WCCIS future. Overall, the findings were positive, hopeful and there was considerable praise for the support staff had received from the Swansea WCCIS team.

### **Jig-so Team**

The JIG-SO team is a multidisciplinary team made up of Midwives, Nursery Nurses, Early language Development Workers and Parenting Workers. We have a focus on supporting young parents up to the age of 24. Helping to piece families together. It can be challenging being a young parent and as a team we aim to help and support parents through the early years. We provide our services antenatally and postnatally through Group work and 1-to-1 home visits up until the child's 2nd birthday. Our midwives and Nursery nurses provide high quality service including Health and wellbeing for mum and unborn during pregnancy and care of the newborn. JIG-SO aims to build parental skills and knowledge to increase confidence, enabling parents to develop personally while giving their children the best start in life. We use a range of tools and materials such as "Gro Brain" to show parents how they can best support their child's developments.

### **Stories of Outcomes**

#### **Child & Family**

An appreciative enquiry (video story) was undertaken with a mum who has experienced an incredible journey. She has had one of the most difficult starts in life imaginable, was using heroin from the age of 15 right up to her pregnancy with her daughter last year, and during the initial child protection case conference, so great was the worry that professionals scaled 0s in relation to the safety of the baby. Despite this, she has completely turned her life around, and is doing an absolutely beautiful job of caring for her daughter, whose name has now been removed from the CP register, with all professionals at the final conference scaling 9s and 10s. During the discussion, Mum explained how the social worker helped her to understand what safety looks like, through talking to her about 'being around safe people'. Mum stated that Jigso and Integrated Family Support Service (IFSS) were also a big help to her and she now feels happier and is closer to her family. Mum states that at first she thought her child would be removed from her care and would score her initial confidence in Social Services a 2. Mum was supported through the Public Law Outline to access a mother and baby placement and now has full care of her daughter in her own tenancy, the first she has ever had. Mum now scores her confidence in Social Services at a 9/10

#### **During 2022/23, our priorities are to:**

- Continue to embed strengths based, outcomes focused practice within social work practice and processes, set within quality assurance framework reflecting right service at the right time



## 4e. Range of Services

Supporting people to safely develop and maintain healthy domestic, family and personal relationships.

Our expectation is that Swansea citizens are supported within and by their communities, in which they can contribute and enjoy safe and healthy relationships. People are also helped to recognise unsafe relationships and to protect themselves from abuse and neglect. The views of families, carers and other personal relationships are taken into account when assessing and planning care and support needs.

Swansea's approach to commissioning for better social care outcomes is set out in the commissioning work being undertaken regionally, and locally through Swansea's commissioning cross cutting reviews.

This can be found regionally within the Western Bay Health and Social Care Programme Area Plan for Care and Support Needs 2018-23, and locally through the Council's Recovery Plan, delivered via the transformation and improvement programmes and the Council's corporate procurement methodology.

### **What we planned to do**

We are looking to continually improve our approach to commissioning through coproduction, robust commissioning framework and by working closely with partners:

- Working with corporate procurement and regional commissioning arrangements to promote financial efficacy
- To review commissioning of adult residential, respite and day support services

### **How far did we succeed and what difference did we make?**

Health and Social Care is currently challenged with a growing demand. Both Adult Services Transformation and Child and Family Services Improvement programmes, together with cross cutting commissioning reviews set out to improve our service offer, moving away from traditional models of service delivery.

We aim to make continuous service improvements, avoid service costs increasing and to ensure services are both high quality, yet sustainable for the future. In order to do this our change programmes must ensure coproduction and effective collaboration are featured, so that shared capacity and integrated approaches are used where possible, to be deployed in a more efficient and effective way, saving time, resources, sharing expertise and contributing to improved citizen wellbeing.

There are many examples of Swansea's approach to commissioning and service improvement within this report. It is vital we are getting the most value from the money we have available to provide or commission social care. We are always looking to become more efficient, promote better outcomes and realise savings where we can.

### **Looked After Children Residential Placements**

Swansea has successfully managed to safely reduce the numbers needing to be looked after we are detrimentally impacted by the implications this national trend has on placement availability, particularly for those with the most acute and complex needs. Recent analysis by the County Council Network indicates that the numbers could increase by an additional 20-25% by 2025.

Our in-house service offers emergency and short-term placements for up to three young people. When we require additional placements these are commissioned from independent private providers. Over the past three years there have been approximately 30 children living in an independent residential care service at any one point in time.

In line with the Welsh Government's policy to remove profit from children's residential care. Swansea is taking steps to ensure there is sufficiency in residential care placements for children available locally.

[C&FSInHouseResidentialCapitalInvestment](#)

### **Foster Wales Swansea**

In July 2021 Swansea Council's Foster Swansea joined forces with all other local authorities in Wales to become part of 'Foster Wales', and are now called Foster Wales Swansea.



As teams across the nation combine their efforts and expertise to significantly increase the number and diversity of Local Authority foster carers. Despite over a third (39%) of Welsh adults claiming they have considered becoming a foster carer, there is still a need to recruit an estimated 550 new foster carers and families across Wales every year. This is to keep up with the numbers of children who need care and support, whilst replacing carers who retire or are able to provide a permanent home to children.

[Fostering in Swansea | Foster Wales Swansea \(gov.wales\)](#)

### **Digital Projects in Care Homes**

Swansea Council are working in partnership with Digital Communities Wales, The Discovery volunteer project, Macmillan paramedic lead, Consultant Ty Olwen, Macmillan end of life community lead and professionals from across Pembrokeshire and North Wales who have come together to develop a bespoke immersive Virtual Reality (VR) experience to enhance the lives of individuals. People are at the heart of the pilot, and their individual wishes are what drives each bespoke digital experience.

An addition to the VR project is the use of VR and exercise to enhance individuals physical and mental well being. This section of the project is undertaken with the support of colleagues from Digital Communities Wales and will be part of the pilot in our Reablement services based at Bonymaen House and Swansea Vale resource centre.

Swansea council mental health services are joining forces with Pembrokeshire to explore the VR inclusive Mental Health Interventions project which has been accepted onto the Bevan exemplar programme, which explores the ways in which tailored VR experience creation can improve treatment outcomes in older adult patients presenting with low mood and/or suicidal thoughts or attempts.

### **Tŷ Waunarlwydd care home**

Tŷ Waunarlwydd has had well deserved, positive feedback from a recent inspection. One of our residential care homes on the front line of delivering safe and secure care to older people during the pandemic has been gained significant praise for their work from the Care Inspectorate Wales (CIW).

- People benefit from receiving consistently good care and support from a highly committed experienced and professional team of staff.
- People are very happy living in a service that actively supports their well-being.
- Comments from people include "I love the staff, they are so kind and considerate" and "they really care about us"
- Feedback was very positive from visiting relatives. Feedback includes "it's an excellent service, staff are so kind" and "x is a different person, they are so much happier now."
- Comments from staff include "it's a fab place to work, team are very supportive."

Ty Waunarlwydd was among the many residential and social care services that stepped in during the pandemic to play a vital role in supporting older people through the crisis.

### **Day Care in Swansea**

Swansea Local Day services are transforming into innovative hubs and spaces where care and support is provided alongside a broader wellbeing offer.

St Johns is a great example, having been nominated for a social care accolade recently, the service has continued to grow.

Men's shed has gone from strength to strength, there are around 20 members who visit regularly, and they have formed valuable friendships that go beyond the weekly meet.

A ladies group was started through covid so people would have a safe space to meet and make friends, relieving loneliness and isolation.

Also, an emergency food bank has grown to support people who found themselves without food for a variety of reasons, with the "food pantry" now sponsored by Morrisons. Through a 'period poverty' grant, they can offer sanitary products as well.

Their community garden now grows a variety of fruit and vegetables which support the foodbank so people are able to have fresh, wholesome items to supplement their weekly parcels. We are looking at having a weekly farmers market through the summer this year so people can pick their own, with the men's shed group are dedicated to making the garden a success.

St Johns also participated in a "kite project" last year, led by the Glyn Vivian art gallery. A giant kite was produced by the community and woven together from individuals postcard sized pieces of material. The theme was - what you want to hold onto and what you want to let go of from the covid pandemic.

The "People's library" has now started and is about bringing people together and sharing stories. It is the first one in Wales and is proving to be very successful. We are going to produce a book this year of storied that people want to share with others. It proves that people are people and were not so different regardless of background, age, gender or where we originated from.

There are similar stories emerging in other local day services.

## **New Models of Delivery**

Working with the Council's People Policy Development Committee, building on a pilot funded through the Foundational Economy Fund we have continued to develop micro enterprises in partnership with Swansea Council for Voluntary Service. Working alongside colleagues from assessment and care management, commissioning, local area coordination and direct payments we have supported the development of a range of micro enterprises meeting a range of need. Current work includes a focus on the development of domiciliary care micro enterprises in areas of Swansea that traditional providers struggle to operate within.

Funding secured from Covid Recovery Grant was used to pump prime micro enterprises which were able to deliver services to unpaid carers free of charge for a temporary period. We are hopeful that this will change the narrative within carers assessments leading to practical solutions to meet carers needs via direct payments in the long run.

We are also looking into a pilot working with existing supported living providers and micro providers to look at how we can deliver collaborative care and support at a hyper local level.

## **Stories of Outcomes**

### **Story 1: End of Life Outcomes**

Our residential care service's end-of-life champions and SBUHB End of Life Co-ordinator have helped to collate a response, on behalf of Swansea Council, to a Senedd cross party committee on Hospices and Palliative Care. The group explained how our approach, working with people with complex needs is both person-centred and in the moment.

Swansea Council care homes worked in partnership with the SBUHB to introduce Advance and Future Care Planning using the 'Living Well' document. Our team of End-of-life champions can help open discussions and minimise the fear and anxiety that can be associated with death and dying. Through both these initiatives we began capturing the person's life story of 'magic moments' to illustrate how their effective use can make a difference to the individual's life and end of life care. It is the small things which make the biggest difference.

The team of Champions continued to meet virtually throughout the pandemic to ensure teams were fully supported. Our approach is about:

- Celebrating life
- Spending quality time
- Contact with loved ones (heartbeat)
- Respecting wishes
- Keeping faith

### **Direct Payments for carers**

We have extended the use of direct payments to support carers, and as an alternative to domiciliary care. The new Direct Payment team have been listening to stories of carers who have been receiving direct payments to support them in the care of a loved one:

'C' said direct payments is a fantastic service in terms of giving him flexibility by employing a Personal Assistant (PA) which work flexibly for him and his family's needs and requirements, as opposed to maybe domiciliary care with fixed days times of calling etc.

Having direct payments has enabled 'K' to utilise her time in doing lots of basic things which everyone takes for granted like. These are things that most people take for granted, to eat to feel fresh, improve health & well-being. K would like to primarily have time away from her caring role, and have a holiday, respite, quality of time on her own to rest, recuperate, and think.

'R' said the DP has made a HUGE DIFFERENCE to her quality of life

The [DP] has enabled her to do basic things in life, like sitting down, RELAXING, making telephone calls to family / friends and paying household bills. Sometimes the PA is caring for her husband at home, so this gives R some time to lie down and rest as well.

### **During 2022/23, our priorities are to:**

- To rebalance care and support to meet the growing demand for care at home and within our capacity to deliver through our existing models of care
- Work within effective procurement frameworks locally and regionally

## 4f. Working in Partnerships and Integration (Exit Strategies)

By working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

Our expectation is that our most vulnerable people are supported to participate as active citizens both economically through work and socially, and within suitable accommodation.

Our approach to working in partnership to maximise people's independence is set out in the corporate plan, wellbeing plan, service plans and improvement programmes.

### What we planned to do

To Implement the West Glamorgan regional partnership work programme, with links to Swansea's programme – "Achieving Better Together".

### How far did we succeed and what difference did we make?

We are supporting people to participate as active citizens economically and socially.

We are supporting vulnerable people to access and sustain engagement with meaningful work.

We are also supporting people to access financial advice and help with benefits and grants.

Here are some examples of how regional work benefits people locally.

### Example 1: West Glamorgan Regional Partnership

The West Glamorgan Regional Partnership now focuses on three areas of 'transformation', all with associated projects and work streams being delivered in the context of the Social Services and Wellbeing (Wales) Act 2014.

These are:

- **The Adult's Transformation Board** (the key priorities of which include Older Adults, the Commissioning for Complex Needs Programme, Dementia, the Mental Health Strategic Framework, the Learning Disability Strategic Framework).
- **The Children and Young Adults' Transformation Board** (key priorities of which include the Multi Agency Placement Support Service, Children with Complex Needs and the Regional Strategic Development Plan).
- **The Integrated Transformation Board** (the key priorities of which include Carers, Digital Transformation, Transformation in Networks and the Welsh Community Care Information System).

## **Regional Population Assessment and updated Area Plan**

Work is underway to update the West Glamorgan Area Plan. The Social Services and Wellbeing (Wales) Act 2014 places a duty on Local Authorities and Local Health Boards to produce an Area Plan. The Plan will consider people's care and support needs, based on the findings of a revised Population Assessment, and then outlines the priorities required to address these needs.

<http://www.westernbay.org.uk/areaplan/>

## **Regional Carer strategy**

The West Glamorgan Carers Partnership Board has developed a Regional Carers Strategy, Swansea Social Services has been involved in its development. To drive forward the Regional Strategy but most importantly how we are going to support the need of our carers across Swansea and in doing so also to meet our duties under the Act we have developed a Swansea Carers' Action Plan, the plan will enable us to improve the lives and experiences of carers living in Swansea.

The plan includes:

- Identify priorities
- Identify areas to improve practise
- Inform commissioning of carers services
- Positive impact on the delivery of services for Carers
- Ensure we meet our legal duties towards Carers
- Improved relationships
- Partnership working

[WGRegionalCarersStrategy](#)

## **Assistive Technology**

Swansea is working with regional partnership to develop our use of Assistive Technology both in type and process of provision, as the digital offer will be an essential to our future preventative and early intervention model. In areas where citizens are digitally connected, technology can be a useful enabler of helping people to remain within their own homes for longer, by promoting access to service, health monitoring, maintaining independence and joining up with family and friends to prevent social isolation.

Digital technology is advancing at such a fast pace, there will be many more opportunities to emerge.

## Stories of Outcomes

### Youth Justice

The regional arrangement, inspected by Her Majesty's Inspectorate of Probation (HMIP) in October 2018 had received an 'Inadequate' rating. Significant improvement has been made over the three years since and the Swansea arrangement has now moved to a 'Requires further improvement' rating. Importantly the reviewers had no concerns with the outcomes of the cases they looked at. In taking forward an Improvement Plan fully endorsed by HMIP, the Service has come a very long way in a short time

Systems review of the whole of the Service will be taking place from March 2022. Children and young people will be involved in helping to shape and redesign the Service.

### Regional Adoption Service

The regional adoption service offers an enhanced adoption support service to potential adopters, adopters, adopted children and those adults who were adopted as children. The service is committed to ensuring the experience of adopters in the region is second to none. By seeking to place children in Wales as close as possible and where it is right for the child and adopters. This extended choice helps us to work more closely for everyone's benefit to help the wide range of children in need of loving families.

In December 2021, for the 2nd year running, the service was celebrating the outstanding life journey work of social workers, birth parents and adopters in this field, by hosting the WBAS Life Journey Awards.

### During 2022/23, our priorities are to:

- Collaborate with regional partners to drawn in maximum levels of grant funding
- Implement the West Glamorgan regional partnership work programme, and by establishing close links to Swansea's transformation programme – "Achieving Better Together".



## 5. How We Do What We Do

### 5a. Workforce

We have continued to support and develop our social care workforce and managers to be the best they can be, and to provide the highest quality services. As we move away from Covid-19 restrictions, our focus is now on our workforce and making sure we have the capacity in teams to do what you want and need to do

We need to reinforce our workforce with the range of skills, passion, humanity and creativity to achieve what matters to people in our communities. We need to support their wellbeing and professional development. That is why we have an ambitious Workforce Programme to help us do all we can to make Swansea Social Services a place to be proud of and a place of choice.

#### Young People's Voice at centre of Recruitment

Young people are supporting our service to recruit staff to help us achieve what matters.



As part of the Independent Reviewing Officer recruitment four young people created questions for candidates. providing model answers and scores.

The questions they devised included:

- What are your top 5 steps to building a relationship with children and young people?
- How should the transition from one IRO to another be supported?
- What in your experience is the difference between the IRO and SW role?
- What do you think is important to children and young people about their IRO?

The work is part of our continuing commitment to children and young person's voice in recruitment.

#### Example 2: Workforce engagement

Adult Services SW staff survey which ran from December last year to February this year with the aim of better understanding staff views on what works currently, what doesn't work, and any opportunities/ideas they have for positive change. A team of volunteers, pulled together, and identified themes from that feedback to help inform the transformation journey.

Child and Family Services carried out their own Annual Well-being and Engagement Survey and held two briefing events

CFS Briefing November 2021 titled Inspiration, Celebration and Learning

Staff heard about service developments and success including an update from the Head of Service, Contextual Safeguarding, Equilibrium, and the Youth Justice service

CFS Summer Briefing 2021 was themed around celebrating our success and setting out a future vision.

### **Workforce Development activities**

#### **Some of the workforce strategy activities supported in Adult Services:**

- Management & delivery of Welsh Government (WG) special payment schemes during the pandemic to carers, staff within whole social care sector and also the statutory sick pay arrangements
- Management & delivery of WG Statutory sick pay for all staff in both commissioned services and social care businesses based in Swansea
- Recruitment drive for both residential services and homecare (resulting in bolstering our workforce considerably during the pandemic)
- Provided Psychological First Aid for Front Line Workers via Corporate Services
- Working with Human Resources to manage sickness levels across the Directorate supporting staff to return to work, supporting staffing pressures within team
- Additional Support Team (AST) – Creation of a crisis team that could work across our residential services, commissioned services both within Swansea and NPT if the need arose (as Covid increased in homes this provision provided a certain amount of security to Managers/Staff knowing we always had a team to provide support with the shortest of notice)
- Creation of a Well-being group of staff volunteers from within Adult Services to help develop and promote wellbeing within the Service Area
- Development of a weekly Tuesday Training bulletin (Containing all courses for staff development)
- Attendance of job fairs and a presentation to Trinity St David's College to try to increase recruitment in care roles
- Management & delivery of the WG social care payment aligned to the real living wage (Internal & commissioned services and social care businesses based in Swansea)

### **Compliments**

Many compliments are received for Social Services staff, and a number have been included in the Director of Social Services weekly Covid-19 Briefings. These briefings have been emailed to staff and have also been used to inform

### **Return to Office/ Agile**

Swansea Council's agile accommodation working arrangements have supported workers carrying out the full range of work tasks, either at home or flexibly and safely

across many council offices. With the introduction of new digital technology and agile working, staff can work smarter and more efficiently throughout the pandemic. Post-pandemic, gradually, more and more staff are choosing to return to offices to resume working face to face within their teams.

## **5b. Finance**

The Social Services Directorate achieved all of its existing Medium Term Financial Plan (MTFP) target savings commitments by close of financial year 2020-21.

Future pressures on local authority funding in Wales are expected, alongside increasing demand and service costs, and there are challenges ahead for the Council to be more sustainable and to contribute a greater impact. The Welsh Government's Financial Settlement for 2022/23 no longer protects funding for social care. As a Local Authority, we mitigate against risks associated with the reductions in grant funding, as well as any changes to Welsh Government regional grant funding.

Our approach for the years ahead is set out within the Council's Medium Term Financial Plan.

### **Swansea Council's Medium Term Financial Planning 2023/24 - 2025/26**

The Council's latest plan acknowledges a very positive provisional settlement for Council services in 2022/23, yet it also recognised there is no certainty this will continue in future years and there is a risk of real terms reductions in future core funding, increasing costs of living, as well as a wide range of service and demographic pressures which will inevitably impact on demand for services.

The Plan also considers the impact of wider changes could have:

- Any voluntary or joint arrangements, including regionalisation, in lieu of
- compulsory Local Government reorganisation in Wales;
- Wider events that could impact on the Global economic position;
- The impact of the final exit package agreed by the UK Government in respect of Brexit.
- The on-going impact of the COVID-19 pandemic

The Council's overall aim is to protect frontline delivery of services as far as possible, and to support service transformation.

[MediumTermFinancePlanning 2023/24 - 2025/26](#)

### **Statement Of Budget Priorities: Social Services**

COVID 19 has had an impact on the way we deliver services for children and families and an even more significant impact on our population of adults requiring care and support and their families and carers. The pandemic has also highlighted the crucial role community based early help and prevention and tackling poverty services play in supporting the most vulnerable members of our communities. Over the past 18 months the whole directorate has become even more focussed on ensuring a joined up,

strengths and assets-based approach to working with and in communities with targeted support for the most vulnerable.

Future pressures on Social Care funding are expected, with increasing demand and service costs, and the challenge ahead to transform services to become more sustainable and meet future need and demand in the most effective and efficient way as we continue into recovery. This Plan sets out to address the additional pressures such as increased costs of externally commissioned care in line with inflation and a commitment to achieving the Real Living Wage, as well as embarking on a transformation and investment in some front-line services positively impacting those needing care and support and our communities

The focus for the coming year remains on prioritising improvements to services that best support individuals, families and carers in recovering from the huge impact that COVID-19 has had on all their lives including that care and support has been so significantly disrupted this year.

### **Statement Of Budget Priorities: Social Services- Child & Family Services**

Doing what matters to make things better for children, young people, and families

- Maintain the current strategy of Getting it Right for children and young people
- Continue our investment in preventative services
- To reduce the number of looked after children, to achieve the planned savings and service improvements
- Taking into account changes necessary to mitigate the impact that COVID-19 has had on the well-being of vulnerable children, families and staff.

Our priority will be to embed new approaches as business as usual and promote further integration with both wider social services and other support available from across the Council.

### **Statement Of Budget Priorities: Social Services- Adult Services**

Continue to work across with regional colleagues to ensure clear and seamless pathways for those needing care and support

Further develop the agreed optimum model for adults, by embedding the following;

- Better prevention and early help
- A new approach to assessment
- Improved cost effectiveness
- Working together better
- Keeping people safe

### **Statement Of Budget Priorities: Social Services- Tackling Poverty Services**

- Further embed tackling poverty services and prevention approaches across the Directorate and wider Council
- Continue to ensure we maximise the use of the various grant income streams available to delivery priorities

Service planning in 2022/23 has a strong focus upon efficiency through transformation, and the current programmes support the Medium-Term Financial plan savings, and targets for Social Services. We monitor progress as part of governance arrangements in monthly Social Services Performance and Financial Monitoring meetings.

Corporate budget consultation takes place on a wide variety of specific proposals. This includes consultation with children and young people. Others are consulted on using service-specific groups and/or activities, and feedback is considered within the budget proposals and impact assessment.

### **Social Services Charging Annual Review**

Swansea Council carried out its fifth annual review of social services charges set out under Part 5 of the Social Services and Well-being (Wales) Act

- Statutory considerations- any changes to national policy
- How Current charging policy is working in practice
- Improvements made this year. Changes planned
- Opportunities for any new charges
- What people are telling us
- How Swansea's list of charges compares to other Welsh Local Authorities
- Integrated Impact assessment

The review considered the impacts of Covid, in particular on citizens and families, alongside the demand for and charging for care and support within the pandemic; how a context of growing demand and rising costs within social care is impacting on the levels of income generated in the period. The list of charges for social services to apply in 2022/23 was agreed by Cabinet earlier this year.

### **Client Finance**

The Client Property and Finance Unit provides support to adults who lack the mental capacity to manage their own affairs where there is no suitable person willing or able to act. This can prevent the risk of financial abuse or sometimes by intervention where the abuse has already taken place, often by those close to and trusted by the client.

In December 2021 the son of a client was given a custodial sentence for abusing a position of trust for personal gain, leaving his mother with significant debt and the threat of eviction until Client Finances directly intervened. Reaching actual trial is thankfully rare (for example the perpetrator may plead guilty in the face of the evidence beforehand or the victim has the capacity to decide not to take action against a close relative). This case took several years to reach trial following extensive work between Client Finances and South Wales Police, during which time the Unit has ensured that the victim's finances and debts have been managed in her best interests.

### **Story 2: Joint funding**

Swansea Council has statutory responsibility for their functions and budget. However, under the Partnership Arrangements (Wales) Regulations 2015, established through the Part 9 of the Social Services and Well-being (Wales) Act 2014 regional partnerships are required to manage a pooled fund to cover care homes and Integrated Family Support, using section 33 agreements. Pooled funds are a recognised way of achieving an integrated, coordinated response to complex needs. Pooled funds created under the Social Services Act can be seen as clear demonstration of our commitment to partnership working.

West Glamorgan Regional Partnership Board oversees the implementation of the section 33 arrangements.

### **5c. Governance and Other Partnerships**

Social Services cannot be effective in meeting the wide range of statutory obligations, and facing such complex challenges, unless we have strong support from within our organisation and from each of our partners.

#### **Political Leadership-**

Social Services has continued to benefit from strong support from Cabinet and elected members within the Council, and through the constructive support and challenge offered by scrutiny performance panels

#### **Corporate Leadership**

The Directorate has always enjoyed strong corporate support from the Chief Executive and the wider Corporate Management. An independent senior management review is underway. The new structure will be equipped to guide the organisation through recovery, especially economic, education and social services as well as our transformation programme. And at the same time to give sufficient capacity to really push ahead with regionalisation.

#### **West Glamorgan Regional Safeguarding Board**

West Glamorgan Safeguarding Adults supports organisations in their arrangements to safeguard adults with managed care and support needs. It does this by: assuring itself that local safeguarding arrangements are in place; checking these are working effectively. Board activities include:

- Publishing a business plan setting out how they will meet their objectives and how their members and partner agencies will contribute
- Publish an annual report detailing how effective their work has been
- Carrying out a work programme to check the effectiveness of current arrangements,
- Holding events to promote safeguarding and preventative practices

Overall, the West Glamorgan Regional board has statutory responsibilities, defined within regulations, statutory guidance, and codes of practice by the Social Services and Well-being (Wales) Act 2014, to lead and coordinate adult safeguarding arrangements across its locality and oversee and coordinate the effectiveness of the safeguarding work of its member and partner agencies.

**Overall priorities in 2022/23:**

- Implementation of a social services workforce development strategy
- Delivery of improvement programmes as set out in Swansea Council's Recovery Plan 'Achieving Better Together', and to achieve priorities as set within Medium Term Financial Plan

## 6. ADDITIONAL

### 6a) Compliments, Complaints, and representations

#### Compliments

Many compliments received for Social Services staff have been included in the Director of Social Services weekly Covid-19 Briefings.

These briefings have been emailed to staff and have also been uploaded to Staffnet.

#### Complaints

Annual Reports summarising the Compliments and Complaints received relating to Adult and Child and Family Services, are reported to Governance & Audit Committee

[AnnualComplaintsReport](#)

#### Representations

The number of complaints to the ombudsman doubled during this period, as more citizens are informed of their rights:

For more information: <https://www.swansea.gov.uk/sscomplaints>

### 6b) Mwy Na Geiriau “More than Just Words”

#### Mwy Na Geriau progress

Mwy Na Geriau “More than Just Words – Swansea social services are working across all services and team to continue to implement Health and Social Care framework, Swansea remains committed to the Fforwm Mwy Na Geiriau, the regional partnerships.

Swansea Council have extended the offer to social care staff to learn Welsh through work. Courses now run up to intermediate level, and these opportunities are advertised widely on the staff intranet and through #TrainingTuesday.

In addition, there is support for Welsh speakers new learners across the organisation. There is a corporate Welsh Language training group which meets to coordinate opportunities, to support each other and to share good practice.

#### Active Offer

The ‘Active Offer’ is being promoted within social services front doors (IAA) backed by contingency plans to ensure that there is access to suitably informed, Welsh speaking social worker or staff trained to provide advice and assistance. The ‘Active Offer’ is promoted within frontline services, in the context of the pandemic.

Bonymaen House- Welsh speaking resident who asked to have her Multi -Disciplinary Team (MDT) meeting, and review of her care and support plan to be carried out in Welsh and a Welsh Language Social Worker was appointed to ensure her wishes were carried out. The lady was very happy the meeting was carried out in her language of choice.



## Example 2: Adult Services Champions

The Welsh Language Standards Act has strengthened the provision of bilingual services in Health and Social Care, and across the Council as a whole.

Swansea Council promotes best practice approaches in using the Welsh language to improve the service offer to both citizens and amongst staff involved in delivering health and social care.

Swansea social services have continued to improve quality of services, practice and to enhance the lives of those people whose preferred language is Welsh.

Here are some of the areas of development in Adult Service Provision:

- Reflecting Welsh culture within all our services
- Capturing information on how we promote Welsh culture in our services through our quarterly quality observations
- Identifying Welsh Language Champions within care services (Adult Services)
- Welsh Dementia Friends Champions who make an 'active offer' in care homes/ day services
- Delivering a bilingual Dementia Friends Awareness session at our staff event
- Capturing magic moments poster and Welsh speaking individuals feedback through the medium of Welsh- Maesglas
- Inclusive communication board in Welsh – Alexandra road
- Intergenerational work with school children (The Hollies / Pontardulais)

## Celebrating Welsh Language and Culture in services to Adults

Here is some of the Welsh artwork and poetry that was drawn/written by people staying at Maesglas.

This artwork was shared by a group of the service users who designed – this was sent to CIW for a Welsh celebration



One Service user wrote the following poem, about their covid experiences:

*Annual Report of Director of Social Services. Draft 2*

Dechreuodd Cofid  
Stopiodd ein bywyd  
Ond ddim I ni  
Gofalwyr yw'r Gorau  
Mae pobl yn marw  
Dagrau yn cwmpo  
O gwmpas celwyddau  
Ond nid y gofalwyr!  
Colomen wen, heddwch a chariad  
Swnio'n ddamatig  
Mae'n wir, welesi  
Tra'n segur trwy'r ffyrlo  
Netfflics a'r radio  
Yn gofalu am y gorau tra'n gwisgo PPE  
Mae'n wir, welesi  
Dechreuodd Cofid a chariwn ymlaen  
Wnath bywyd dim stopio  
Gofalwyr yw'r Gorau!

### **6c) Further information on Social Services**

This Annual Report provides detail about Swansea's improvement journey within statutory social services in 2021/22.

The Full Report is available in other languages and formats upon request.

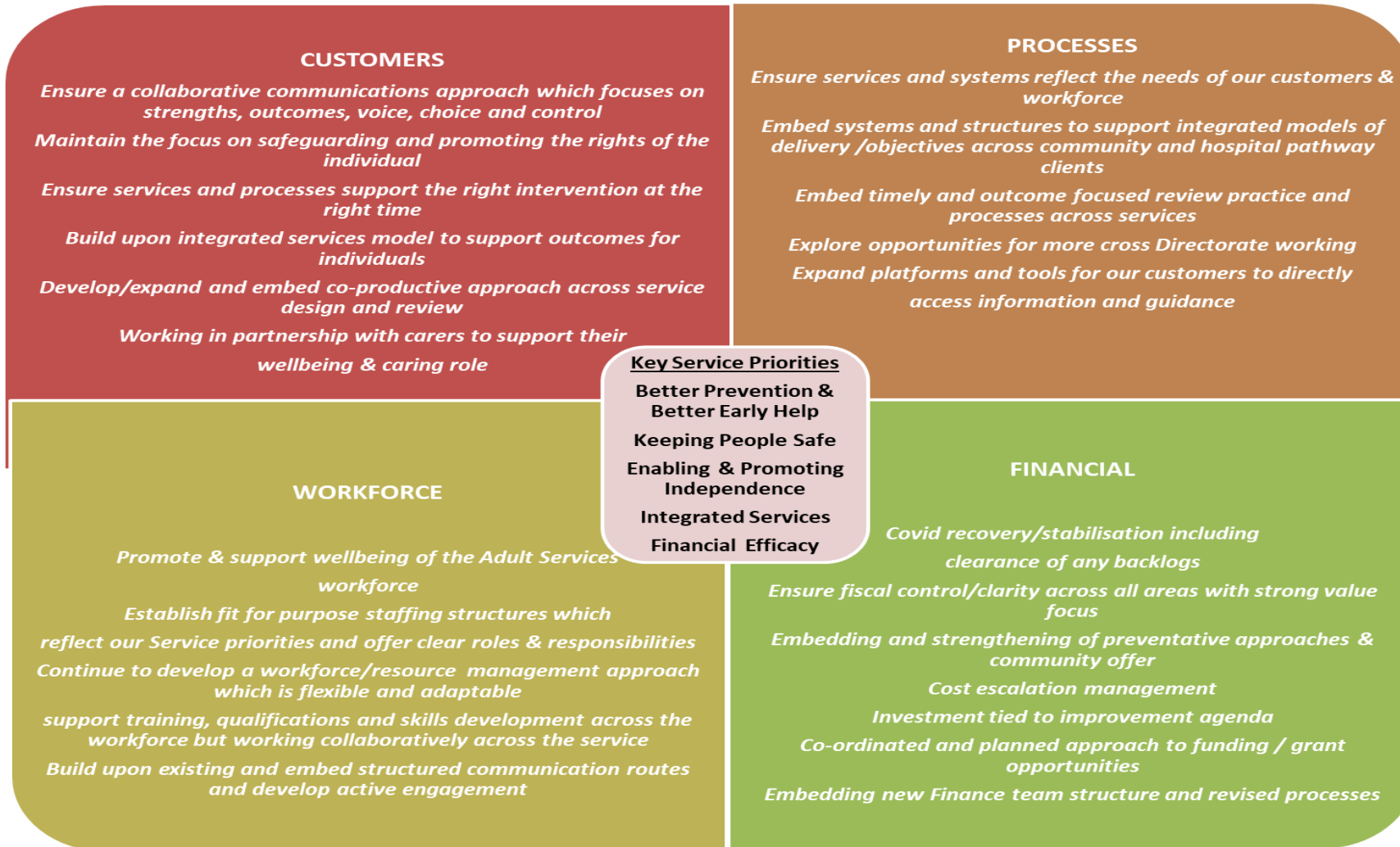
There is a wide range of information available through the Council's website:  
<https://www.swansea.gov.uk/socialcarepublications>.

For further information on accessing Social Services, check out the Council's public website at: <http://www.swansea.gov.uk/article/2929/How-Social-Services-can-help-with-your-care-and-support>.

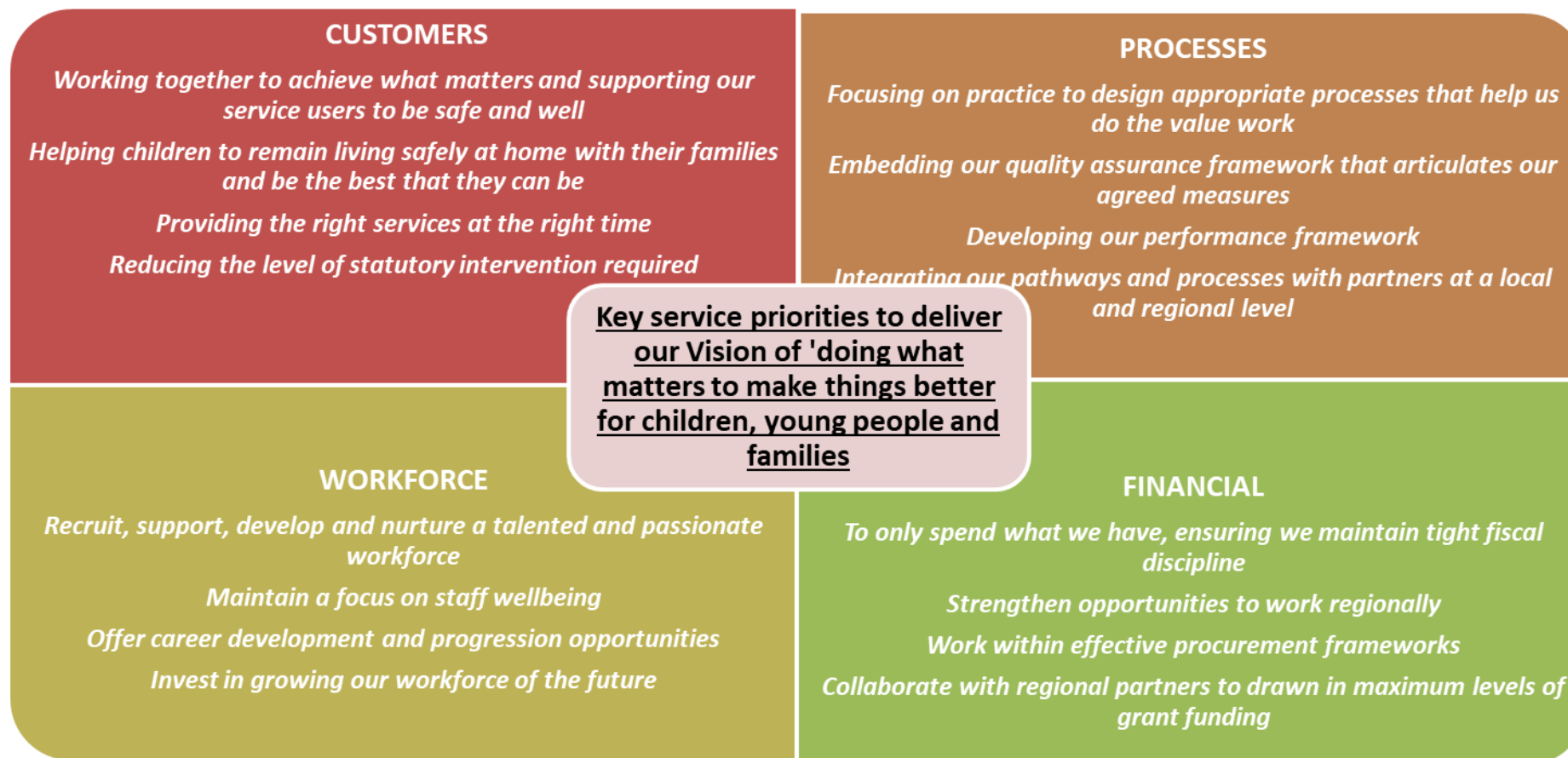
## **APPENDICES**

- a) Adult Services Key Priorities and Objectives For 2022/23**
- b) Child & Family Services Key Priorities and Objectives For 2022/23**
- c) Tackling Poverty Services Key Priorities and Objectives For 2022/23**

**a) Adult Services Key Priorities and Objectives For 2022/23**



## b) Child & Family Services Key Priorities and Objectives For 2022/23



### c) Tackling Poverty Services Key Priorities and Objectives For 2022/23

Customers	Processes
<ul style="list-style-type: none"> <li>• Mitigate the impact of the pandemic and cost of living crisis on the public</li> <li>• Maximising the benefits of effective communications</li> <li>• Localising real time information for public</li> <li>• Increasing awareness of offers</li> <li>• Increased coproduction opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Update the corporate Tackling Poverty Strategy</li> <li>• Increased availability of bilingual offer</li> <li>• Reporting Quality information</li> <li>• Sharing client information</li> <li>• Increased use of Teams e.g. training library</li> </ul>
Workforce	Financial
<ul style="list-style-type: none"> <li>• Support groups for staff, increased awareness of what's available</li> <li>• Valuing workforce - mini projects</li> <li>• Ongoing training, training plans staff</li> <li>• Succession planning and stability of workforce</li> <li>• Trepidation for staff and people we're working with</li> <li>• Cross team working</li> </ul>	<ul style="list-style-type: none"> <li>• Training</li> <li>• Beyond 2023 planning</li> <li>• Maximising opportunities</li> </ul>
Key Priorities	
<ul style="list-style-type: none"> <li>• Ensure that preventative approaches are embedded into our work</li> <li>• Further develop co-productive approaches / Engagement forums               <ul style="list-style-type: none"> <li>• Staff well-being</li> <li>• Build upon effective partnership working / collaboration</li> </ul> </li> <li>• Identify and implement new opportunities to tackle poverty and enhance well-being               <ul style="list-style-type: none"> <li>• Provide learning opportunities to increase skills and well-being of residents                   <ul style="list-style-type: none"> <li>• Engage new clients and support them to access employment</li> </ul> </li> <li>• Ensure residents can successfully access benefits and entitlements</li> <li>• Use strength-based connections with people to pursue their goals                   <ul style="list-style-type: none"> <li>• Effective use of available resources</li> </ul> </li> </ul> </li> </ul>	