



Dinas a Sir Abertawe

Hysbysiad o Gyfarfod

Fe'ch gwahoddir i gyfarfod

Panel Perfformiad Craffu - Gwasanaethau I Oedolion

Lleoliad: Cyfarfod Aml-Leoliad - Siambr y Cyngor, Neuadd y Ddinas / MS Teams

Dyddiad: Dydd Mawrth, 8 Tachwedd 2022

Amser: 4.00 pm

Cynullydd: Y Cynghorydd Susan Jones

Aelodaeth:

Cynghorwyr: C A Holley, P R Hood-Williams, Y V Jardine, A J Jeffery, J W Jones, E T Kirchner, H M Morris a/ac C L Philpott

Aelodau Cyfetholedig: T Beddow

Agenda

Rhif y Dudalen.

- 1 Ymddiheuriadau am absenoldeb**
- 2 Datgeliadau o fuddiannau personol a rhagfarnol**
www.abertawe.gov.uk/DatgeluCysylltiadau
- 3 Gwahardd pleidleisiau Chwip a Datgan Chwipiau'r Pleidiau**
- 4 Cofnodion y Cyfarfod(ydd) Blaenorol** **1 - 8**
Derbyn nodiadau'r cyfarfod(ydd) blaenorol a chytuno eu bod yn gofnod cywir.
- 5 Cwestiynau gan y cyhoedd**
Rhaid cyflwyno cwestiynau'n ysgrifenedig, cyn hanner dydd ar y diwrnod gwaith cyn y cyfarfod fan bellaf. Rhaid i gwestiynau ymwneud ag eite mau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod 10 munud.
- 6 Camau gweithredu yn dilyn Adroddiad SAC (Ebrill 2022) - Taliadau Uniongyrchol ar gyfer Gofal Cymdeithasol i Oedolion** **9 - 16**
Richard Davies, Rheolwr Strategol, Tîm Byw'n Annibynnol
- 7 Sesiwn Frifio ar Adroddiadau Arolygu Diweddar AGC** **17 - 22**
Amy Hawkins, Pennaeth y Gwasanaethau i Oedolion a Threchu Tlodi
Helen St John, Pennaeth y Gwasanaethau Cymunedol Integredig

- | | | |
|----------|---|------------------|
| 8 | Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau
Cymdeithasol 2021/22
<i>David Howes, Cyfarwyddwr y Gwasanaethau Cymdeithasol</i> | 23 - 99 |
| 9 | Rhaglen Waith 2022-23 | 100 - 101 |

Cyfarfod nesaf: Dydd Mawrth, 20 Rhagfyr 2022 am 4.00 pm

Huw Evans

Huw Evans
Pennaeth y Gwasanaethau Democrataidd
Dydd Mawrth, 1 Tachwedd 2022

Cyswllt: Liz Jordan 01792 637314

Agenda Item 4



City and County of Swansea

Minutes of the **Scrutiny Performance Panel – Adult Services**

Multi-Location Meeting - Gloucester Room, Guildhall / MS Teams

Tuesday, 27 September 2022 at 4.00 pm

Present: Councillor S M Jones (Chair) Presided

Councillor(s)

C A Holley
A J Jeffery

Councillor(s)

P R Hood-Williams
J W Jones

Councillor(s)

Y V Jardine
E T Kirchner

Other Attendees

Louise Gibbard

Cabinet Member – Care Services

Officer(s)

Amy Hawkins
David Howes
Liz Jordan
Helen St John

Head of Adult Services & Tackling Poverty
Director of Social Services
Scrutiny Officer
Head of Integrated Community Services

1 Disclosure of Personal and Prejudicial Interests

No disclosures of interests were made.

2 Prohibition of Whipped Votes and Declaration of Party Whips

No declarations were made.

3 Minutes of Previous Meeting(s)

The Panel agreed the minutes of the meeting on 2 March 2022 as an accurate record of the meeting.

4 Public Question Time

The following question was received from a member of the public. The Convener put the question to the Cabinet Member for Care Services on their behalf:

QUESTION:

I would like to ask what is being done to provide supported living accommodation for adults with learning disabilities within the Uplands ward? My son has waited 11 years

- he is hard working, polite, well mannered and very quiet, conquering a range of disabilities eg Down's syndrome, autism, communication difficulties, speech and language difficulties and has medication for anxiety and depression. The red tape we have come across is making it impossible to find accommodation in the whole of the huge Uplands ward, the area in which he has lived all his life and in which he is known and well liked, where he attends local surgeries (local GPs, dentist, opticians, podiatrist). His grandparents-were respected and prominent in the area, his parents - 1 a local lecturer and 1 a local comprehensive school teacher, his brothers and nieces all have lived/live in the area. I am now 75 and also care for my husband so the situation will soon be critical as my own health is suffering. Is there hope for something to be considered eg with the old Sancta Maria which has been bought by Coastal? However, my question, again 'what is being done to provide supported living accommodation for people with learning disabilities within the whole of the Uplands Ward?'

RESPONSE FROM CABINET MEMBER:

"In an ideal world we'd love people to have accommodation in their locality where they've got lots of links. Supported living across the County is provided through accommodation with floating support, accommodation with on-site support, shared accommodation with or without on-site support and shared living arrangements. There are currently over 280 supported living arrangements across the County and in Uplands there are 9 self-contained units and 4 properties. We are continuing to look for suitable accommodation for supported living in Uplands. We have identified accommodation that was leading to acquisition but unfortunately the vendor pulled out. Uplands is a tricky one, it doesn't have a wide availability of land to build or suitable properties but the Council and partners are continuing to look at options in this area. We work with registered social landlords like Coastal to develop existing properties and build new supported living accommodation. Specifications for properties to be developed and land is based on the needs of individuals. Where possible it will be in areas of choice but priority is on suitability of the accommodation and the support available for that individual. There are currently 8 units being built in the County and others planned pending land acquisition. In terms of Sancta Maria, obviously Coastal are independent from the Authority, I think their plans for Sancta Maria are at a very early design stage and haven't gone to planning yet, so I can't comment on what they are looking to do there."

Discussion Points:

- Panel queried if person mentioned could end up at Sancta Maria, and which partners the Council works with. Informed Sancta Maria is owned by Coastal. Plans for Sancta Maria are not known yet. Council works with a number of registered social landlords including Coastal, Pobl and others.
- Panel queried if Council has any input into their portfolios ie when plans are drawn up do they ask if certain accommodation needs to be allocated. Informed yes, Housing would be able to give full answer. In terms of Population Needs Assessments, look at market stability reports and what is needed in the market.

5 Role of the Adult Services Scrutiny Performance Panel

Members discussed the role of the Panel. The Convener raised a number of points under the section on Effective Working.

The Panel agreed to invite Tony Beddow to sit on the Panel as a co-optee for the municipal year 2022-23. (*Post meeting note: Tony Beddow has accepted this invitation.*)

6 Presentation - Overview of Adult Services in Swansea

Louise Gibbard, Cabinet Member for Care Services presented an overview of Adult Services in Swansea, including challenges and priorities.

Discussion Points:

- Panel queried if existing contracts with the private sector would need to be renegotiated as cost of living is getting worse and if there is enough flexibility in the budget for this, and to increase staff pay to retain staff. Informed Council is currently working with commissioned partners in terms of fee setting and charges for the next year. There is also work being undertaken around the real living wage and the Council's aspiration to support this.
- Council went through a major recommissioning process 4 or 5 years ago, Panel queried if it is going to go through another one, if there has been any analysis of those contracts to see if they were effective before going out to recommission again, and if any users were involved in the reviews. Officers confirmed that the Service reviews, on a cyclical basis, projects and initiatives it funds in terms of performance and quality. Users are involved in the reviews and co-production is a very important part of the Service.
- Panel queried actions being taken to tackle sickness absence in Social Services. Informed a lot of work is going on to support this. Cabinet Member will circulate a list of what is being done by the Service regarding wellbeing and supporting staff.
- Panel thanked the staff for all they have done over last few years and paid tribute to Local Area Coordinators who have supported people in the communities.
- Panel stated there is an active volunteer service in Swansea that could possibly be utilised to relieve stress of staff who have extra workload due to covering absence. Cabinet Member agreed that with respect to community-based approaches and LACs, they are fantastic at putting people in touch with local community services which are often run by volunteers.
- Panel heard the Service had been successful in recruiting more social workers but queried if this was at the detriment of other authorities, or if new potentially qualified people were coming into the industry at this time. Informed it is a bit of both and that it is a national challenge, and that something needs to be done at a Welsh Government level to attract people into the profession across the country.

Actions:

- Cabinet Member to circulate a list to the Panel of what is being done by the Service regarding wellbeing and supporting staff.

7 Draft Work Programme 2022-23

The Panel agreed the Work Programme for 2022-23.

The meeting ended at 4.40 pm



To:
Councillor Louise Gibbard
Cabinet Member for Care Services

Please ask for: Scrutiny
Gofynnwch am:
Scrutiny Office 01792 637314
Line:
Llinell
Uniongyrchol:
e-Mail scrutiny@swansea.gov.uk
e-Bost:
Date 24 October 2022
Dyddiad:

BY EMAIL

cc Cabinet Members

Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care Services following the meeting of the Panel on 27 September 2022. It covers Public Question Time and Overview of Adult Services in Swansea.

Dear Cllr Gibbard

The Panel met on 27 September 2022 to discuss the Role of the Adult Services Panel, receive an Overview of Adult Services in Swansea and agree the draft Work Programme 2022-23.

We would like to thank you, Dave Howes, Amy Hawkins and Helen St John for attending to present the Overview and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learned from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response.

Public Question Time

The following question was received from a member of the public. I put the question to you on their behalf.

QUESTION:

OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU
SWANSEA COUNCIL / CYNGOR ABERTAWE
GUILDHALL, SWANSEA, SA1 4PE / NEUADD Y DDINAS, ABERTAWE, SA1 4PE
www.swansea.gov.uk / www.abertawe.gov.uk

I dderbyn yr wybodaeth hon mewn fformat arall neu yn Gymraeg, cysylltwch â'r person uchod
To receive this information in alternative format, or in Welsh please contact the above

I would like to ask what is being done to provide supported living accommodation for adults with learning disabilities within the Uplands ward? My son has waited 11 years - he is hard working, polite, well mannered and very quiet, conquering a range of disabilities eg Down's syndrome, autism, communication difficulties, speech and language difficulties and has medication for anxiety and depression. The red tape we have come across is making it impossible to find accommodation in the whole of the huge Uplands ward, the area in which he has lived all his life and in which he is known and well liked, where he attends local surgeries (local GPs, dentist, opticians, podiatrist). His grandparents-were respected and prominent in the area, his parents - 1 a local lecturer and 1 a local comprehensive school teacher, his brothers and nieces all have lived/live in the area. I am now 75 and also care for my husband so the situation will soon be critical as my own health is suffering. Is there hope for something to be considered eg with the old Sancta Maria which has been bought by Coastal? However, my question, again 'what is being done to provide supported living accommodation for people with learning disabilities within the whole of the Uplands Ward?'

RESPONSE:

"In an ideal world we'd love people to have accommodation in their locality where they've got lots of links. Supported living across the County is provided through accommodation with floating support, accommodation with on-site support, shared accommodation with or without on-site support and shared living arrangements. There are currently over 280 supported living arrangements across the County and in Uplands there are 9 self-contained units and 4 properties. We are continuing to look for suitable accommodation for supported living in Uplands. We have identified accommodation that was leading to acquisition but unfortunately the vendor pulled out. Uplands is a tricky one, it doesn't have a wide availability of land to build or suitable properties but the Council and partners are continuing to look at options in this area. We work with registered social landlords like Coastal to develop existing properties and build new supported living accommodation. Specifications for properties to be developed and land is based on the needs of individuals. Where possible it will be in areas of choice but priority is on suitability of the accommodation and the support available for that individual. There are currently 8 units being built in the County and others planned pending land acquisition. In terms of Sancta Maria, obviously Coastal are independent from the Authority, I think their plans for Sancta Maria are at a very early design stage and haven't gone to planning yet, so I can't comment on what they are looking to do there."

Members of the Panel raised some queries in relation to this, which yourself and officers responded too.

We queried if the person mentioned in the public question could end up at Sancta Maria, and asked which partners the Council works with. We heard that Sancta Maria is owned by Coastal and that the plans for Sancta Maria are not known yet. Also, that the Council works with a number of registered social landlords including Coastal, Pobl and others, and that it depends on what is in their portfolio of developments.

We queried if the Council has any input into their portfolios ie when plans are drawn up, do they ask the Council if there is any need for certain accommodation to be allocated. We were informed that yes, they do, and that Housing would be able to give a full answer but that in terms of the Population Needs Assessments, you look at

market stability reports and what is needed in the market. The Council also knows from social worker's caseloads, specifically on supported living, the needs of the population across Swansea.

Overview of Adult Services in Swansea

You presented to the Panel an overview including challenges and priorities.

We queried the current situation with retainment of staff. We also queried if existing contracts would need to be renegotiated as the cost of living is getting worse, and if there is enough flexibility in the budget to renegotiate contracts with the private sector and to increase staff pay to retain staff. We heard that in terms of commissioned partners, the Council is working with them currently in terms of fee setting for the next year, and that there is a commissioning programme across many areas of the Service which is cyclical and both fees and charges will be looked at. We also heard that there is work being undertaken around the real living wage and the Council's aspiration to support this. Officers stated that performance data for July is stark but confirmed that there are some improvements, you have managed to attract social work registrants from outside Swansea, which has increased numbers, and are currently seeing additional therapist registrants returning and increasing numbers.

We stated that 4 or 5 years ago the Council went through a major recommissioning process and queried if it is going to go through another one. We also queried if there has been any analysis of those contracts to see if they were effective before going out to recommission again, and if any users were involved in the reviews. Officers confirmed that the Service reviews, on a cyclical basis, the projects and initiatives it funds in terms of performance and quality and confirmed there are a host of services the Service is looking at recommissioning at different timescales. You confirmed that users are involved in the reviews and that co-production is a very important part of the Service.

We queried actions being taken to tackle sickness absence in Social Services and were informed there is a lot of work going on to support this, there is a work stream in terms of supporting the workforce, with a lot of work going on regarding recruitment, retention and wellbeing of teams. We heard that there is work going on with HR colleagues to support staff if they are off sick and measures in place to support staff back into the workplace, with a dedicated member of staff in HR for Social Services. We also heard that there are a lot of staff off with sickness linked to the backlog in the Health Service and that managers are being supported to ensure they are managing sickness properly and appropriately. Also, many staff are working in the front line so are exposed to respiratory conditions that are around currently and staff are being encouraged to get their flu and covid booster vaccination to protect themselves. You offered to circulate a list to the Panel of what is being done by the Service regarding wellbeing and supporting staff.

We thanked the staff for all they have done over the last few years and paid tribute to Local Area Coordinators (LACs) who have supported people in the communities.

We felt that there is an active volunteer service in Swansea that could possibly be utilised to relieve stress of staff who have extra workload due to covering absence. You agreed that with respect to community-based approaches and LACs, they are

fantastic at putting people in touch with local community services which are often run by volunteers, and that with staff shortages everyone's workload is going to increase but a lot of work is going on to make sure staff wellbeing is of paramount importance.

We heard that the Service had been successful in recruiting more social workers but queried if this was at the detriment of other authorities, or if new potentially qualified people were coming into the industry at this time. We were informed it is a bit of both, we have lost some social workers to neighbouring authorities and gained some, but the Council is also actively pursuing the number of students it supports through the social work qualification, so trying to nurture and grow its own. You stated that it is a national challenge, and something needs to be done at a Welsh Government level to attract people into the profession across the country.

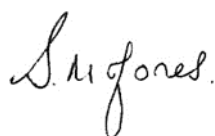
The Director stated that the CDC is doing work on workforce policy, there will then be a role for scrutiny to review the effectiveness of this. He suggested that in the meantime, each time the performance report is an agenda item the Panel should ask for an update on staffing pressures and how effective any of the Service's mitigation is working in the meantime.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised, however in this instance, a formal written response is not required but please provide the following:

- Circulate a list to the Panel of what is being done by the Service regarding wellbeing and supporting staff.

Yours sincerely



SUSAN JONES
CONVENER, ADULT SERVICES SCRUTINY PANEL
CLLR.SUSAN.JONES@SWANSEA.GOV.UK

Agenda Item 6



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 8th November 2022

ACTIONS FOLLOWING WALES AUDIT OFFICE REPORT (APRIL 2022) – DIRECT PAYMENTS FOR ADULT SOCIAL CARE

Purpose	To Provide an overview of Social Services actions in response to the WAO report on Direct Payments
Content	This report includes a summary of the findings of the WAO report and an assessment of the departments performance against the areas identified in the WAO report.
Councillors are being asked to	Consider and endorse the findings of the report
Lead Councillor(s)	Cabinet Member for Care Services Cllr Louise Gibbard
Lead Officer(s)	Amy Hawkins HoS for Adult Services & Tackling Poverty
Report Author	Richard Davies Strategic Manager for Direct Payments Peter Field Principal Officer for Commissioning Adult Services

1. INTRODUCTION

- 1.1 This report provides a summary of the findings of the Welsh Audit Office (WAO) report into use of Direct Payments across Wales. It highlights the key messages and recommendations made by the WAO and provides a summary of our response to these recommendations.

2. A SUMMARY OF WAO KEY FINDINGS

- 2.1 The report published in April 2022 highlights the following:

- Direct Payments support people's independence and are highly valued by service users and carers but there are inconsistencies in the way they are promoted and managed.

- Services are not always equitable and it is difficult to assess overall value for money.
- People are not consistently encouraged to take up Direct Payments.
- Engagement and involvement by local authorities is inconsistent.
- While the value of Direct Payments is recognised by senior managers, social care staff do not always display confidence in promoting their use with service users and carers.
- Managing and supporting people to use Direct Payments varies widely and service users and carers are receiving different standards of service.
- Personal Assistants are essential to people making the most of Direct Payments, but service users often struggle to recruit them.
- People have mixed views on the support they receive from their local authority after they have taken up Direct Payments.
- The interface between use of NHS continuing healthcare and social care on access to Direct Payments also remains a problem.
- Despite some significant challenges, local authorities ensured service users and carers were mostly supported during the pandemic, but a significant number of service users and carers surveyed experienced difficulties.
- Direct Payments are used slightly differently across Wales. There is a need to address this 'post-code lottery' to ensure people are being treated fairly and equally

2.2 Other notable findings include a relatively small proportion of adults supported by Social Services used Direct Payments:

- In 2018/19 of 125,415 adults that Social Services supported only 6,262 (5%) received Direct Payments.
- In 2018/19 £2.29 billion was spent on all Social Services across Wales, of that, £79.5 million (3.5%) was spent on Direct Payments.

2.3 The table below contains an extract from data in the WAO report which explains the proportion of people receiving Social Care (in 2018/19) who have a Direct Payment. This table shows that in Swansea 5.8% of people have their care needs met in this way. This is slightly over the national average of 5%.

LA	Number of Adults receiving Social Care	DP recipients	Percentage
Swansea	8,932	517	5.8%
Bridgend	7,059	232	3.3%
Carmarthenshire	7,658	538	7.0%
Neath Port Talbot	3,371	433	12.8%
Wrexham	8,814	272	3.1%
Gwynedd	8,774	137	1.6%

Flintshire	8,041	437	5.4%
Wales Total	125,415	6,262	5%

4. WELSH AUDIT OFFICE RECOMMENDATIONS

To address the key findings the Welsh Audit Office published 10 recommendations within its report. These are set out below with a summary of our progress in relation to each.

Recommendations for Local Authorities

R1: Local Authorities should review public information in discussion with service users and carers to ensure it is clear, concise and fully explains what they need to know about Direct Payments.

Our Response:

Co-production is at the centre of DP development in Swansea. A DP forum has been created and arrangements for developing DP services are developed co-productively via this group. Examples of areas where co-production approach to review information include the following:

- Development of Carers' and Practitioners' information Leaflet.
- Development and updating of website.
- Via the Direct Payment Carers Forum
- Development of tender evaluation processes
- Development of letters and communications to explain relevant issues impacting Direct Payment recipients.

R2: Local Authorities should undertake additional promotional work to encourage the take up of Direct Payments.

Our Response:

A Strategic Manager post has been created to promote take up of Direct Payments and ensure that these services are optimised for people where this option is preferred. Examples of promotional work underway include:

- Creation of Direct Payment leaflet and written information, including information for carers to promote use of DP services
- Creation of Information Packs for practitioners to assist Social Work Teams to understand and promote direct payments, and to enable them to support service users through the assessment and application process.
- Introduction of information sessions delivered to student Social Workers at Swansea University to enable them to understand the range of innovative ways that care needs can be met and potentially improve the number of PAs available to provide services via a DP.
- Development of the Council's website with relevant DP information and further exploration of other digital strategies and on-line platforms.
- Ongoing marketing and promotion at various other public / educational events e.g. Parent Carers Forum, Carers Forum and local recruitment fairs.
- Relationship building with key partners, Swansea Council for Voluntary Services, Swansea Carer Centre, South and West Wales Traumatic Brain Injury Service, Swansea University.

- Creation of assessment routes for carers and fast track processes for accessing DPs for Carers, including to access Micro- enterprise services which can assist carers to maintain their caring roles.

R3: Local Authorities should ensure advocacy services are considered at first point of contact to provide independent advice for Direct Payments to service users and Carers.

Our Response:

This is an area where further work is required. Adult services has commissioned advocacy services to meet general advocacy obligations arising under the SSWBA. Further work will be undertaken to understand how these commissioned services can assist with this recommendation.

The Direct Payments team has commenced a pilot project with our Community Initial Assessment Social Work Team. This involves matching Direct Payment staff with social work practitioners to provide support to service users at first point of contact. This initiative is designed to address technical and process questions and ensure that service users are in the strongest position possible to understand how DP could benefit them.

R4: Local Authorities should ensure information about DP is available at the front door to social care and are included at the initial discussion on the available care options for service users and carers.

Our Response:

The Strategic Manager is actively introducing measures to improve knowledge and understanding of Direct Payments across our Social Work Teams. Steps taken to achieve recommendation 4 include:

- Training and information sessions for Common Access Point Staff.
- Ongoing training and information sessions for all Social Work Teams
- Ongoing work between the Carers Centre and the Direct Payments Team to ensure the Carers Centre can provide information and advice about Direct Payments at the first point of contact.

R5: Local Authorities should provide training to Social Workers on Direct Payments to ensure they fully understand their potential and feel confident promoting it to service users and carers.

Our Response:

- A comprehensive information and training schedule is underway. Detailed information packs have been developed and social work training is being provided. To date relevant teams trained include: Community Initial Assessments Team, Local Area Coordination, North Hub Social Work Team, Swansea University Student Social Workers.
- Further training sessions are currently scheduled for West Hub, CAP, Hospital SW Teams, Traumatic Brain Injury Service, Sensory Services, Mental Health Teams, Older Peoples Mental Health Teams.
- All other social work teams across the Directorate will receive this information and training over the coming months.

- Weekly 'drop in' sessions have also been developed to enable social work practitioners to access Direct Payments Team advice and receive support and guidance.

Recommendations for Local Authorities and Welsh Government

R6: Work together (with Social Care Wales and the All-Wales Direct Payments Forum) to develop a joint Recruitment and Retention Plan for Personal Assistants.

Our Response:

Recruitment of PAs in Swansea is progressing well. New initiatives to recruit PAs are working and at October '22 the team have a bank of approximately 180 people who would like to become PAs. This recent growth in PA numbers has been aided by the following:

- The recruitment of an additional PA Coordinator to recruit PAs.
- Additional support and advice for PAs via SCVS.
- Training and support for PAs via access to Swansea Council E-learning suite.
- An ongoing recruitment drive in partnership with Swansea Council Workforce, SCVS Micro Enterprises.
- 'Recruit Local' campaign and attendance at multiple locations and events to promote recruitment.
- Uplifts to DP rates (to £14.10 gross) to allow PAs to receive a maximum of £11.00 p/h.

Recommendation for Local Authorities and Welsh Government

R7: Clarify policy expectations in plain accessible language and set out:

- What Direct Payments can pay for;
- How application and assessment processes, timescales and review processes work;
- How monitoring individual payments and the paperwork required to verify payments will work;
- How unused monies are to be treated and whether they can be banked; and
- How to administer and manage pooled budgets.

Public information should be reviewed regularly (at least every two years) to ensure they are working effectively and remain relevant.

Our Response:

The current DP Policy is under review and a Project Board has recently been established to assist with this work. The revised DP Policy will address each of the areas referred to above and will be kept under review by the Project Board.

Recommendations for Welsh Government

R8: Ensure that people who receive both NHS continuing healthcare and Direct Payments have greater voice, choice and control in decision making.

Our Response:

This is a recommendation for Welsh Government. The Local Authority supports these objectives and has responded positively to consultation proposals which will potentially enable Health Board to fund Direct Payment arrangements in the future.

Recommendations for Local Authorities and Welsh Government

R9: Work together to establish a system to fully evaluate Direct Payments that captures all elements of the process – information, promotion, assessing, managing and evaluating impact on wellbeing and independence. Managing and evaluating impact on wellbeing and independence.

Our Response:

The Strategic Manager is working closely with colleagues from across the department to establish enhanced performance management arrangements. These arrangements will enable a robust analysis of all aspects of the Direct Payment service. These revised arrangements will include:

- A core data set which identifies key metrics. This will assist with evaluating effectiveness of processes, timeliness of services and identification of barriers and bottlenecks which cause delays for service users.
- Metrics which allow more effective evaluation of volume and spend in relation to each type of DP activity including use of DP by Carers and spend on micro enterprises.
- Data which allows for close monitoring of unspent allocations and processes for ensuring decisions about unspent allocation reconcile with care management reviews.
- Development of tools for assisting with analysis of outcomes and quality of life impacts for those who receive DP.
- Systems and process which ensure opportunities to co-produce are optimised and that actions for change are achieved co-productively.

To date Welsh Government has not published or consulted on any proposal to develop new data sets or performance management arrangements. The department will collaborate with Welsh Government to develop these arrangements as required.

R10: Annually publish performance information for all elements of Direct Payments to enable a whole system view of delivery and impact to support improvement.

Our Response

To date Welsh Government has not engaged local authorities to develop these requirements. Currently the department has systems in place for monitoring of key performance metrics via our monthly Performance and Finance Monitoring programme. Monitoring also occurs via the Adult Services Scrutiny Performance Panel.

5. NEXT STEPS

- 5.1 The WAO report provides clear direction regarding the areas where Local Authorities can improve performance to achieve better services for residents. The Direct Payments Team recognises the potential to improve in many of these areas and is actively working to achieve this. Significant work in many of the areas referred to has already underway.
- 5.2 Other priorities include establishing fit for purpose staff structures, ensuring processes are as efficient as possible, and ensuring consistent practice across Adults and Child and Family services.

- 5.3 The recent implementation of a cross departmental Project Board will ensure that progress is closely monitored, and Directorate wide governance of ongoing performance at a senior management level.

6. Integrated Assessment Implications

- 6.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 6.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

- 6.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

- 6.2 An IIA screening has been undertaken (Appendix B). The IIA demonstrates impacts are positive if the Local Authority adopts the recommendations of the WAO report. A full IIA is not required

Appendix A – Welsh Audit Office Direct Payments for Adults Social Care report



Direct-payments-Eng
-update-sept-2022.pd

Appendix B – Integrated Impact Assessment Screening



IIA - Appendix B -
Scrutiny - DP WAO Re

Agenda Item 7



Report of the Cabinet Member for Care Services

Adult Services Scrutiny Performance Panel – 8th November 2022

Care Inspectorate Wales Inspection Reports on Regulated Services 2021 and 2022

Purpose	To consider the CIW report of regulated services and progress with associated Areas of Improvement.
Content	This report includes a summary of CIW inspections of four regulated Care Home services and in-house Domiciliary Care provision, and progress with identified Areas of Improvement.
Councillors are being asked to	<ul style="list-style-type: none">• Give their views• Consider the report as part of their scrutiny function.• Make recommendations to the Cabinet Member / Council
Lead Councillor(s)	Cabinet Member for Care Services – Cllr. Louise Gibbard
Lead Officer(s)	Head of Service for Adult Services & Tackling Poverty – Amy Hawkins Head of Integrated Services – Helen St.John
Report Authors	Amy Hawkins, Head of Adult Services & Tackling Poverty 01792 636245 Amy.Hawkins@swansea.gov.uk Helen St.John, Head of Integrated Services Helen.StJohn@wales.nhs.uk 01792 636245

1. Background

1.1 Care Inspectorate Wales carry out scheduled and unscheduled inspection visits to all registered services. Recently they have inspected four of our homes and our Domiciliary Care Service.

1.2 The following areas are inspected: Well-being, Care and Support, Environment and, Leadership and Management.

1.3 CIW respond to any non-compliance of regulations and / or risk to people's well-being identified by issuing Priority Action Notices, where immediate steps are required to address and make improvements.

1.4 Where CIW find non-compliance with regulations but no immediate or significant risk for people using the services is identified they highlight these as Areas for Improvement. CIW expect us, as the provider to take action to rectify this and they will follow this up at the next inspection. Where the provider has fails to make the necessary improvements, they will escalate the matter by issuing a Priority Action Notice.

2. Swansea's Regulated Services Inspections

2.1 Across the four Care Home inspections and Domiciliary Care Services inspection, CIW found no non-compliance with the regulations and no Priority Action Notices were issued. 11 Areas of Improvement were identified across the different services.

2.2 Further detail of the Areas of Improvement, associated actions and progress, is in section 4 and Appendix A.

3. Inspection findings

3.1 The Hollies

The Hollies is a care home in Pontarddulais, registered for a maximum of 23 people. It provides a service for individuals diagnosed with dementia and/ or high physical support needs who require personal care, on a short/ stay respite basis. Although some people have lived at the service for a longer period. The service consists of two units of fifteen and eight bedrooms.

CIW made an unannounced inspection on 30/6/22 and 1/7/22. The inspection report is in Appendix B.

The report highlights:

- People have a positive experience at the service and clearly benefit from their time at the Hollies
- Care workers understand people and support them in a dignified, respectful way
- Staff work hard to promote people's wellbeing
- People live in a service where they are safe and happy
- Residents commented "*I am very happy here*" and "*it's a lovely place to live*"
- Managers lead by example
- The team reported (of managers) "*I have excellent support, they are very kind and supportive*"
- There are consistency good systems in place to monitor and improve standards.

The report does highlight some improvements required in the environment, specifically improving a dementia friendly environment. Gaps in training arrangements and records were also highlighted.

3.2 Ty Waunarlwydd Care Home

Ty Waunarlwydd is a care service in the village of Waunarlwydd, registered for up to 40 people. It provides residential care to people predominantly living with dementia and short-term care to people discharged from hospital awaiting to go home or to more suitable accommodation

CIW made an unannounced inspection on 11/3/22 and 21/4/22. The inspection report is in Appendix C.

The report highlights that:

- 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.
- Personal plans are of a high quality and centre on the needs of the person.
- Governance arrangements are strong to ensure people receive a consistently good service.
- There is a clear focus on supporting people to achieve their goals. The service recognises the importance of maximising people's strengths and achieving positive outcomes.
- 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 *"I feel confident, training and support is very good"* and *"it's a fab place to work, team are very supportive"*.
- Communication is strong and care workers are well supported by senior staff.
- Staff are tired but morale is very high.
- Staff feel well trained and supported, and evidence supports this.

Improvements identified include ensuring staff have regular supervision and an annual appraisal. Medicine management audit systems need to improve to ensure staff follow safe systems of work.

3.3 Bonymaen House

Bonymaen House provides an assessment and re-enablement service for up to 29 people. The service works in partnership with a range of health and social care professionals including nurses, social workers, GP's, occupational therapists and physiotherapists. The aim of the service is to provide short term care and support.

CIW made an unannounced inspection on 02/02/22 and 03/02/22. The inspection report is in Appendix D.

The report highlights that:

- The senior team are well-led, professional, communicate well and place people at the heart of the service.
- Staff know people well, supporting them to achieve their goals in a respectful, encouraging manner.
- People live in a service where their independence is actively promoted and they significantly benefit from a short-term period of re-enablement.

- There is a real positive feel at Bonymaen House. People said *“it’s a lovely place, and staff are excellent”* and *“they really push me to do things for myself”*.

Improvements identified include staff personnel records containing all the relevant information and being available for inspection and gaps in staff training records. have regular supervision and an annual appraisal.

3.4 Maesglas Community Support Unit

Maesglas Community Support Unit, in Gendros, provides emergency temporary care to up to 10 adults aged 18 and over who have a learning disability.

CIW made an unannounced inspection on 08/06/22. The inspection report is in Appendix E.

The report highlights:

- The service is well managed by a senior management team that continues to develop the service around people and their carer
- People are happy at the service and have their physical, social, and emotional wellbeing enhanced by committed staff.
- Care workers treat people respectfully ensuring their personal preferences are recognised.
- The Responsible Individual (RI) is very accessible and actively involved in the service.
- CIW found a supportive and open culture in the service led by an approachable and responsive senior team.
- Care workers said, *“managers are very good”* and *“we have a strong team here”*.

Improvements identified include the environment needs redecoration and upgrading and the building is very tired throughout and there were gaps in staff training records. Areas of improvement identified in a previous visit had been achieved.

3.5 Domiciliary Care Service

The Swansea Council Domiciliary care service is a large service combining four distinct components – short term reablement, long term support to people with complex care and support needs, care and support to people with mental health conditions residing in supported living and short term crisis intervention for children and their families.

CIW made a scheduled inspection between 24th and 28th May 2021. The inspection report is attached at appendix F

The report highlights:

- The team is well run by an organised and committed management team
- There is clear oversight from the RI ably supported by an experienced team of managers
- Care staff are well trained supported and listened to
- Communication is used well and effective, ensuring staff feel linked into the service and supported through supervision
- People are well supported by well-trained care staff who want to make a positive difference to their lives
- Care workers have a good understanding of the safeguarding process
- Care workers are clear on current infection control guidance in respect of Covid - 19

Improvements identified were regarding minimal evidence that Personal Plan reviews are undertaken involving the individual and, where appropriate, their representative. There was inconsistent evidence in identifying personal outcomes and how the individual will be supported to achieve these outcomes and there was inconsistent evidence that the service provider involves the individual and any representative in revising an assessment. In addition, the inspectors found it difficult to access initial assessments in the electronic systems.

4. Areas for Improvement, Associated Actions and Progress

4.1 Appendix A outlines actions and progress being made to address the 11 Areas of Improvement identified in the inspected residential care and domiciliary care services.

5. Integrated Assessment Implications

5.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.
- Deliver better outcomes for those people who experience socio-economic disadvantage
- Consider opportunities for people to use the Welsh language
- Treat the Welsh language no less favourably than English.
- Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

5.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

5.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.

5.2 An IIA screening has been undertaken (Appendix G). The IIA demonstrates there are positive impacts for service users accessing quality services inspected by CIW. Some areas of improvement have been identified and these are being actioned. A full IIA is not required

Appendix A – Areas for Improvement, Associated Actions and Progress



CIW inspection action
plan fin.docx

Appendix B – The Hollies CIW report



Hollies.pdf

Appendix C – Ty Waunarlywdd CIW report



Ty Waunarlywdd.pdf

Appendix D – Bonymaen House CIW report



Bonymaen House.pdf

Appendix E – Maesglas Community Support Unit CIW report



Maesglas
Community Support Unit

Appendix F – Domiciliary Care CIW report



Swansea Council
Domiciliary Support Services

Appendix G – Integrated Impact Assessment Screening



IIA_screening_form
CIW.doc

Agenda Item 8



Report of the Director of Social Services

Adult Services Scrutiny Performance Panel – 8 November 2022

ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2021/2022

Purpose	This report is the Director of Social Services' account of the Council's improvement journey to 2021/22, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing (Wales) Act 2014. The report looks back at last year's areas for improvement, the challenges we face and sets new priorities for 2022/23. It highlights changes that have taken place within social services to achieve progress towards national well-being outcomes.
Content	Under the Social Services and Well-being (Wales) Act 2014, the Director of Social Services has produced an Annual Report 2021-22, which was presented to Full Council on 6 th October 2022. The full annual report is in the process of being made available to the public, and to other stakeholders such as Care Inspectorate Wales and the Welsh Government. This summary report sets out the Director's view of social services performance and effectiveness, as well as some of the challenges we face in the year ahead..
Councillors are being asked to	<ul style="list-style-type: none">• Give their views about the main report and evidence as set out• Give their views about the challenges for 2022/23 and beyond• Consider the main report findings and evidence as part of their review of their work programme
Lead Councillor(s)	Councillor Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Dave Howes, Director of Social Services
Report Author	Simon Jones, Social Services Strategic Performance & Improvement Officer Tel. 01792 637559 Email: Simon.Jones@swansea.gov.uk

1. Introduction

- 1.1 The purpose of the Annual Report of the Director of Social Services is to evaluate the local authority's improvement journey to 2021/22, improving services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. This report also sets out to demonstrate how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we have promoted and accounted for the delivery of well-being standards to the citizens of Swansea.
- 1.2 This Annual Report is a statutory requirement under the Part 8 Code of Practice on the Role of Director of Social Services (Social Services functions) under the SSWB Act, which prescribes a format and template for the report to follow. Part 8 of the SSWB Act also states that the annual report should be published "as soon as reasonably practicable" after the year to which it relates. The report is required to be presented to Council by the Director, then copied to the Welsh Minister, as well as Care Inspectorate Wales (CIW), and finally published on the Council's public website.
- 1.3 The main background paper to this report is the Director of Social Service's Annual report 2021/22.

2. Annual Report

- 2.1 The main report, as appended, has been written with a close eye on Reg. 3 of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force in September 2017.
- 2.2 This statutory regulation sets out in detail the information which is required to be included in the Director of Social Services' annual report, although this is likely to change in the next year or two alongside the introduction of a new national performance framework. As things stand, the Director of Social Services' Annual report is still set out using the following headings:

Part One:

- Introduction
- Director's summary of performance
- How are people shaping our services?

Part Two:

- Promoting and improving the well-being of those we help,

Part Three:

- How we do what we do
- Accessing further information and key documents

2.3 The information in Section 4, National Quality Standards has to be set out in six parts, highlighting progress in meeting the national Local Authority quality standards under the following headings. The six national quality standards are:

NQS 1: Working with people to define & co-produce personal well-being outcomes that people wish to achieve

NQS 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

NQS 3: Taking steps to protect and safeguard people from abuse, neglect or harm

NQS 4: Encouraging and supporting people to learn, develop and participate in society

NQS 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NQS 6: Working with and supporting people to achieve greater economic well-being, have a social life It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

2.4 The Director of Social Services' Annual Report 2021/22 is an opportunity to show how Swansea is meeting the new statutory requirements under the Social Services and Well-being (Wales) Act 2014, and how we are applying the five ways of working within the Well-being of Future Generations (Wales) Act 2015.

2.5 Current guidance suggests that the annual report is produced and presented to Council, and that this report together with last year's is made available to Care Inspectorate Wales (CiW) and Welsh Government by October 2022.

2.6 The Welsh Government has commissioned Practice Solutions Wales to lead on proposals to amend the Annual Reporting template and guidance. The new reporting is likely to align more closely to the needs of each target audience, with closer attention to services delivered regionally and in partnership. An important consideration as always is how well available performance and activity data is used within self-assessment, and how this analysis integrates with service plans and improvement programmes.

2.7 In the meantime, the annual report must conform to the performance framework and outcomes as laid out in the Code of Practice for measuring social services performance, including a new set of quality standards, and the national Performance and Improvement framework for Social Services, has recently been published:

2.8 There is some impact on the continuity of data in this report, due to a number of factors

- Additional data requirements under the National Social Services Performance framework

- Covid-19 pandemic and the impact this had on social services, with additional situation reporting regionally and nationally, and reduced capacity in business support.
- Changes in Welsh Government reporting requirements (statutory returns) under the New Performance and Improvement Framework for Social Services
- New reports remain in development within Welsh Community Care Information System (WCCIS)

3. Other Issues

- 3.1 Care Inspectorate Wales (CiW) expect to hold an annual performance review meeting with each local authority social services. Senior management, cabinet members and scrutiny chairs are generally invited to the meeting to share in feedback from recent inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance measures.
- 3.2 In December 2021, CiW published a National Overview Report of Assurance Checks with Children’s and Adult Social Services. This report gives the key finding from the 19 assurance checks carried out across Wales between September 2020 and July 2021, and sets out the future challenges for social services:

Future challenges identified within this report can be summarised as:

- Unprecedented increase in demand for social care
- Partnership working
- Recruitment and retention
- Fragility within domiciliary support services
- Placement insufficiency within the childcare sector
- Advocacy
- Support for Carers
- Grant funding

4. Integrated Impact Assessments

4.1 Integrated Assessment Implications

The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, and must in the exercise of their functions, have due regard to the need to:

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Acts.

Advance equality of opportunity between people who share a protected characteristic and those who do not.

Foster good relations between people who share a protected characteristic and those who do not.

Deliver better outcomes for those people who experience socio-economic disadvantage

Consider opportunities for people to use the Welsh language

Treat the Welsh language no less favourably than English.

Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.

- 4.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development. Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.
- 4.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 4.2 An Integrated Impact Assessment Screening Form has been completed, with the agreed outcomes as follows:
- **Summary of Impacts (Q2)** Impacts are positive and low on specific groups due to the nature and purpose of the report as explained above.
 - **Summary of involvement (Q3) Social Services work closely with other** Swansea Council services, Swansea Bay University Health Board, Third Sector organisations, Social Care providers, West Glamorgan Regional Partnership Boards and works co-productively on services development and commissioning plans. This development work and the involvement of others has been involved in his report.
 - **WFG considerations (Q4)** Well-being of Future Generation forms part of the overall plan and as part of the transformation and improvement programmes within social services, which are working towards a sustainable model of social care. Health, social care and wellbeing is a significant part of the local and regional economy of Swansea, and the report focused on the range of services and other organisations which form part of this economy. A skilled, qualified social care workforce is vital to improving wellbeing outcomes for Swansea citizens. The report shows how we are looking to the future by ensuring that we are well placed to recruit, retain and better support social care workers in their professional development, and how we can

help them be the best that they can be in their work with vulnerable people and their carers.

- **Any risks identified (Q5)** The improvements and transformation programmes set out within this plan are risk managed closely. Any risks identified, and agreed, are mitigated as routine within social services at service, directorate and corporate levels through monthly Social Services Performance and Financial Monitoring meetings and escalated accordingly through to appropriate corporate and political structures. Some of the wider impacts for example those emerging during the Covid pandemic, and their associated risks have been, and will continue to be, managed through the regional partnership structures.

- **Cumulative impact (Q7)** There is a positive impact on the wellbeing of Swansea citizens through the continuous improvement of social services, and the benefits this brings to the social care economy and wider social care workforce.

The screening exercise concluded it is not necessary to complete a full Integrated Impact Assessment on this report.

- 4.3 The Director of Social Services' annual report also sets out progress towards the Council's objective on Well-being and corporate priority of Safeguarding people from harm, as described in the Corporate Plan 2022-25, and as required by the Well-being of Future Generations (Wales) Act 2015 and associated statutory guidance.
- 4.4 The Director's Annual Report takes into account the United Nation Convention on the Rights of the Child (UNCRC) by outlining (p36) how Swansea Council is committed to taking forward these rights through the Children and Young People Strategic Partnership Board, and action plan.
- 4.5 The Annual Report also summarises Swansea Council's progress on mainstreaming Welsh language standards, and "Mwy Na Geriau / More than Just Words" framework for Health and Social Care. In particular, whether there has been progress on delivering the 'active offer' in social services whereby staff initiate a response to the public by offering to provide services in Welsh language. Also progress is expected by the Council on implementing the Welsh Language standards in other business as usual areas; by mainstreaming the Welsh language into service delivery, commissioning and workforce planning.
- 4.6 The Director's Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, then published on the Council's public website, following its presentation at the Full Council meeting in October 2022.

5. **Financial Implications**

5.1 There are no financial implications associated with this report.

6. **Legal Implications**

6.1 There are no legal implications associated with this report.

Appendices to this report:

Appendix A: Director of Social Services Annual Report 2021/22



Annual Report of Statutory Director of Social Services 2021-22



Draft v3 (July 2022)

REPORT CONTENTS

Part 1.	Introduction by Director of Social Services.....	p03
Part 2.	Analysis of Current Performance.....	p05
2a.	Director’s Summary of Performance.....	p05
2b.	How we are performing – Child and Family Services...p06	
2c.	How we are performing –Adult Services.....	p13
2d.	How we are performing –Tackling Poverty.....	p19
2e.	What did we plan to do last year?/ progress.....	p24
2f.	Improvement Priorities for next year.....	p24
Part 3.	How People Are Shaping Services.....	p25
Part 4.	Reports on the Six Quality Standards.....	p31
4a.	Prevention & Well-Being.....	p32
4b.	Front Door.....	p37
4c.	Safeguarding.....	p41
4d.	Social Work Practice / Interventions.....	p45
4e.	Range of Services.....	p49
4f.	Partnership working and Integration	p54
Part 5.	How We Do What We Do.....	p57
5a.	Workforce.....	p57
5b.	Finance.....	p59
5c.	Governance & Partnership.....	p62
Part 6.	ADDITIONAL.....	p64
6a.	Compliments, complaints, and representations.....	p64
6b.	Mwy Na Geiriau.....	p64
6c.	Further information on Social Services.....	p66
APPENDICES.....		p67
a)	Adult Services Transformation.....	p68
b)	Child and Family Services Improvement.....	p69
c)	Tackling Poverty Transformation.....	p70

1. Introduction by David Howes, Director of Social Services

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.

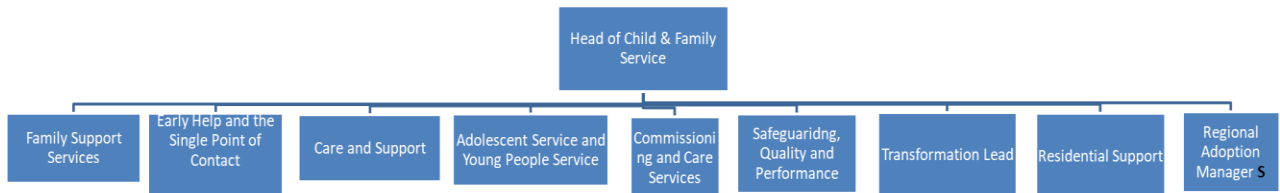
Child and Family Services Improvement Programme underpins the Council's Recovery Plan and our Safe LAC reduction strategy.

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 <i>primary</i> 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 though 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 = 4,830 (3,753)
AD/002	Number of contacts received by statutory social services during the year, where advice or help was provided = 4,298 (3,203)
AD/004	Number of new assessments completed for Adults during the year = 3,859 (4,238)
AD/005aNEW	Needs were only able to be met with a care and support plan = 1,049
AD/005bNEW	Needs were able to be met by any other means = 2,659
AD/005cNEW	There were no eligible needs to meet = 151
AD/006aNEW	Number of new assessments where evidence of active offer of Welsh = 1,756
AD/007	Number of new assessments completed for adults in secure estate = 2 (1)
AD/010	Total number of packages of reablement in year= 625 (738), of which Home Care = XXX (600), RCAS = XXX (138)
AD/011aNEW	Reduced the need for support = 45
AD/011bNEW	Maintained the need for the same level of support = 189
AD/011cNEW	Mitigated the need for support = 305
AD/011dNEW	Neither reduced, maintained nor mitigated the need for support = -86
AD/012	Number of Adults with a care and support plan at 31 March = 5,323 (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 = 399 (494)
AD/015	Total Number of services for Adults started during the year = 1,309 (1,423), of which
AD/015a	Residential Care = 254 (335)
AD/015b	Domiciliary Care = 751 (907)
AD/015c	Day Care = 126 (13)
AD/015d	Short Breaks (including respite) = 178 (168)
AD/016	Number of Care and Support plans due to be reviewed during the year = 4,874 (5,295)
AD/017	Number of Care and Support plans due to be reviewed that were completed within statutory timescales = 2,345 (3,387)
AD/018NEW	The number care and support plans for adults supported with direct payments that were due for review during the year = 364
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 = 158
AD/020	Total number of reports of an adult suspected of being at risk received during the year = 959 (1,150)
AD/029	Number of adults who paid the maximum weekly charge towards the cost of care or support during the year = 839 (813)
AD/030NEW	The number of adults who paid the flat-rate charge for care and support or support for carers during the year = 0 (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 = £1,139,249 (£1,418,850)
POV06	Average number of days all homeless families with children spent in Bed and Breakfast accommodation = 10.38 (1.75)
POV10	Number of people gaining employment through Employability Support = 481 (453)
POV11	Number of accredited qualifications achieved by adults with local Authority support = 620 (450)
Local	Level of debt addressed during year= £77,670.63 (£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

Tackling 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 draw 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.

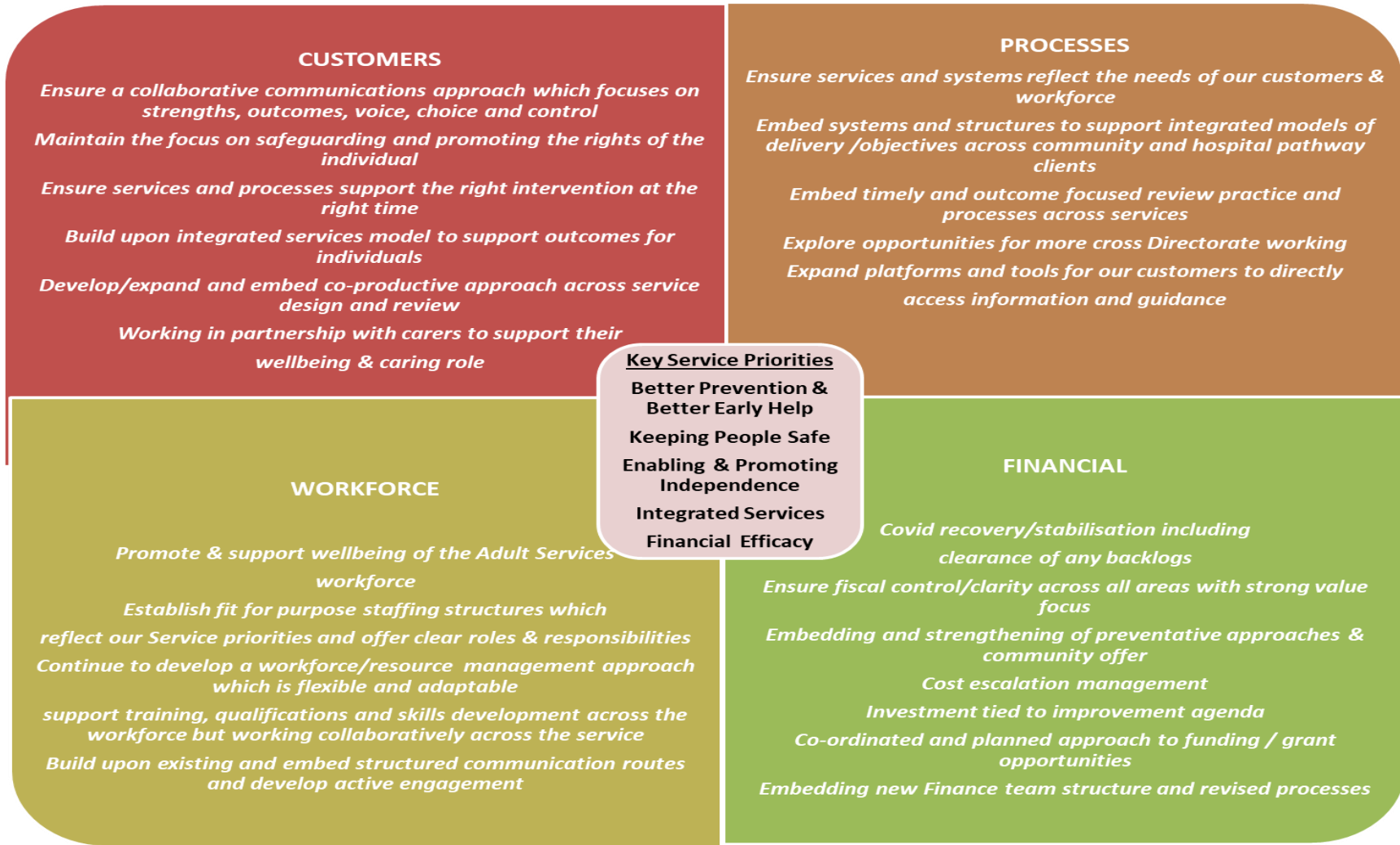
There is a wide range of information available through the Council's website:
<https://www.swansea.gov.uk/socialcarepublications>.

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>.

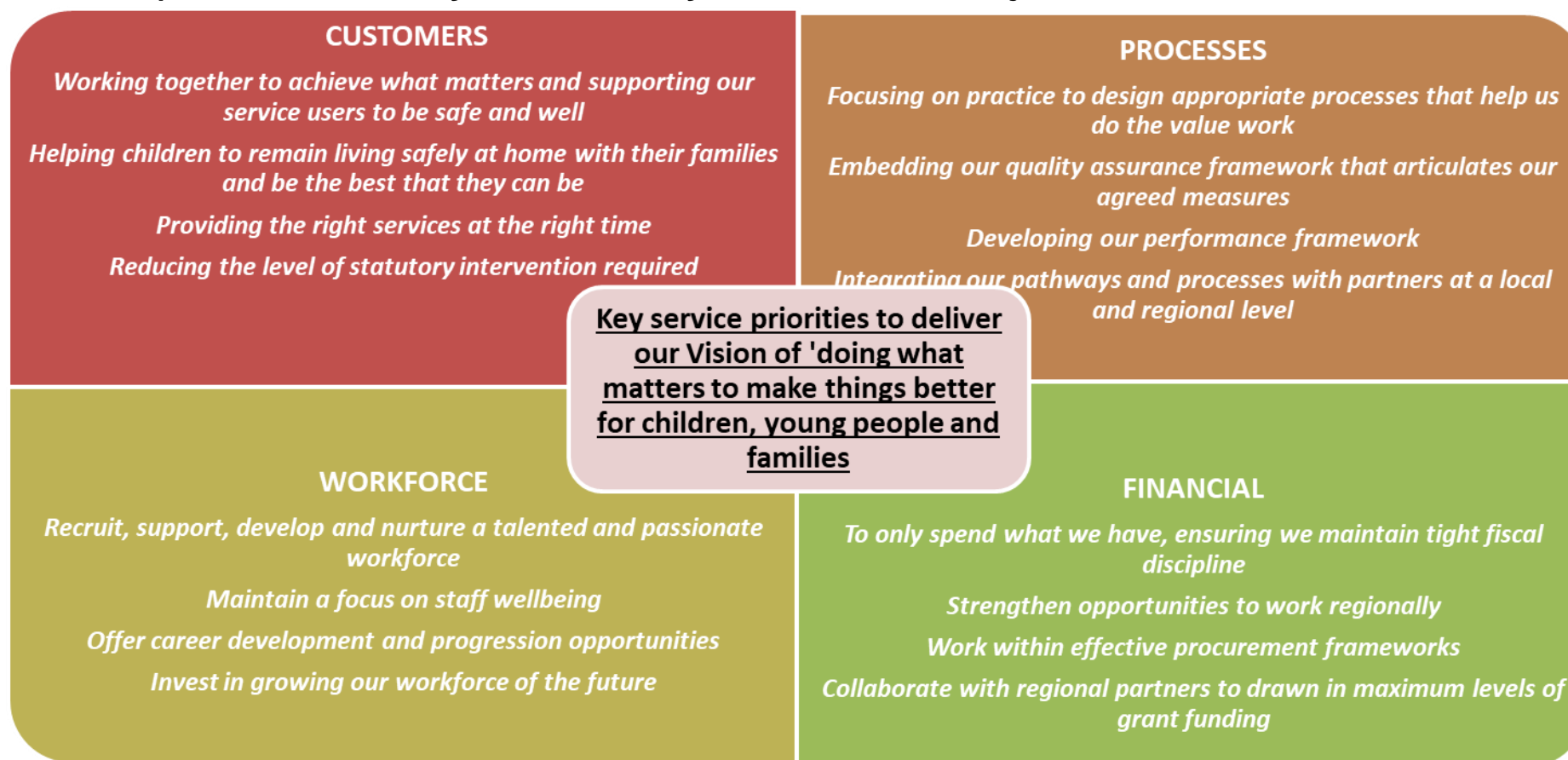
APPENDICES

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

Agenda Item 9

ADULT SERVICES PERFORMANCE PANEL WORK PROGRAMME 2022/23

Meeting Date	Items to be discussed
Meeting 1 27 September 2022 4pm	Role of the Adult Services Scrutiny Performance Panel Overview of Adult Services in Swansea (including key priorities and challenges, and Performance Monitoring Report (including update on workforce pressures and impact)). <i>Presentation by Amy Hawkins, Head of Adult Services / Helen St John, Head of Integrated Services</i> Draft Work Programme 2022-23
Meeting 2 8 November 2022 4pm	Actions following WAO Report (April 2022) – Direct Payments for Adult Social Care <i>Richard Davies, Strategic Manager Independent Living Team</i> Briefing on Recent CIW Inspection Reports <i>Amy Hawkins / Helen St John</i> Director of Social Services Annual Report 2021/22 <i>David Howes, Director of Social Services</i>
Meeting 3 20 December 2022 4pm	Performance Monitoring <i>Amy Hawkins / Helen St John</i> Update on Adult Services Transformation Programme <i>Amy Hawkins / Helen St John</i> <i>Lucy Friday, Principal Officer Transformation</i> Options Appraisal for Assistive Technology and Community Alarms (Agreed pre March 2020) <i>(Helen St John / Peter Field / Lucy Friday (Jess Fitzpatrick))</i>
Meeting 4 31 January 2023 4pm	Commissioning Reviews Progress Update <i>Amy Hawkins / Helen St John</i> Local Area Coordination Update <i>Amy Hawkins</i>
BUDGET MEETING February 2023	Draft Budget Proposals for Adult Services / Child and Family Services <i>Louise Gibbard, Cabinet Member for Care Services</i> <i>David Howes, Director of Social Services</i>

JOINT SOCIAL SERVICES MEETING	
Meeting 5 21 March 2023 4pm	Update on West Glamorgan Transformation Programme (including relationship between Health and Social Care and the rebalancing agenda, and partnership elements of Health Board Plans for Change) <i>Kelly Gillings, Programme Manager</i> Performance Monitoring <i>Amy Hawkins / Helen St John</i> Briefing on Annual Review of Charges (Social Services) 2021/22 <i>David Howes, Director of Social Services</i>
Meeting 6 2 May 2023 4pm	Adult Services Complaints Annual Report 2021/22 <i>Sarah Lackenby</i> Update on how Council's policy commitments translate to Adult Services <i>Louise Gibbard / David Howes</i> End of Year Review

Future Work Programme items:

- Recruitment and Retention of Care Staff (dates tbc once new policies developed)
- Update on Support for Carers (including Assessments). **Scheduled for CFS Panel meeting on 24 January 2023. AS Panel Members to be invited.**
- Wales Audit Office Reports (dates to be confirmed)