

Agenda



Penderfyniadau Dirprwyedig - Aelod Cabinet dros y Gwasanaethau Cymdeithasol

Dyddiad: Dydd Mawrth, 14 Chwefror 2023

At: Cynghorwyr: J Hughes and S Marshall

Eitem

Wardiau Dan Sylw

- 1 Cynllun Gwasanaethau Oedolion 2022-24 (Tudalennau 3 - 24)

Mae'r dudalen hon yn wag yn



Report

Cabinet Member for Social Services

Part 1

Date: 14 February 2023

Subject **Adult Services Plan 2022-24**

Purpose To agree the Adult Services Plan 2022-2024 to support the delivery of the Corporate Plan 2022-27.

Author Head of Adult Services

Ward All

Summary In November 2022, Newport City Council agreed the delivery of the Council's Corporate Plan 2022-27 to deliver an *Ambitious, Fairer, Greener Newport for Everyone*. To support the delivery of the Corporate Plan, each service area has developed their service plan of their objectives and key priorities.

Adult Services Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.

Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Additionally, the service plan includes the service area's projects and workforce development plan which will bring continuous improvement of services. To monitor the delivery of services, the Plan also includes key performance measures and risks which could prevent the service from achieving its objectives and/or impact delivery.

The Plans will be subject to six monthly reviews by the Council's scrutiny committees and will support the Council's annual Well-being and Self-Assessment Report.

Proposal for the Cabinet Member(s) to approve the Adult Services Plan to support the delivery of the Corporate Plan.

Action by Head of Service

Timetable Immediate

This report was prepared after consultation with:

- Performance Scrutiny Committee
- Cabinet Member(s)
- Executive Board
- Corporate Management Team

Signed

Background

In November 2022, Newport City Council approved the Council's Corporate Plan 2022-27 to deliver an *Ambitious, Fairer and Greener Newport for Everyone*. The purpose of the Corporate Plan is to support the Well-being of Future Generations Act in Wales and to improve the delivery of services to the citizens of Newport. The Act requires all public bodies to carry out sustainable development to improve Wales' economic, social, environment and cultural well-being. To meet this statutory requirement, Newport Council must set and publish its Well-being Objectives to maximise its contribution to each of Wales' Well-being Goals. There are seven Well-being Goals set out in the Act:

1. A Prosperous Wales
2. A Resilient Wales
3. A Healthier Wales
4. A More Equal Wales
5. A Wales of Cohesive Communities
6. A Wales of Vibrant Culture and Thriving Welsh Language
7. A Global Responsible Wales

Corporate Plan 2022-27

Newport Council has four Well-being Objectives that are focused on the following areas to meet its overall mission for Newport working to deliver '*an Ambitious, Fairer, Greener Newport for everyone*':

1. Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
2. Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
3. Newport is a supportive city where communities and care are at the heart of what we do.
4. Newport City Council is an inclusive organisation that places social value, fairness, and sustainability at its core.

To deliver each objective, the Council has identified strategic priorities that it will focus on over the next 5 years. Further detail on the Council's strategic priorities are outlined in [Corporate Plan](#). Each of these Well-being Objectives support the Well-being of Future Generations Goals.

Service Area Service Plan 2022-24

To support the Corporate Plan, Adult Services has developed its Service Plan 2022-24 which provides an overview of its priorities and how it will contribute towards the delivery of the strategic priorities.

Adult Services Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

- Objective 1** - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.
- Objective 2** - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.
- Objective 3** - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Each of these objectives is supported by an action plan of key work that will be contributing towards the achievement of the objective. The service plan also includes the key programmes and projects which the service area will be delivering during the course of the Corporate Plan. Some of these projects will be contributing towards the Council's Transformation Plan as well as improving the delivery of the services within the service area. The service plan also recognises the workforce development of its staff to improve the capacity and capability of staff to achieve the Corporate Plan and deliver continuous improvement.

The service plan includes the key corporate and service area performance measures that it will use to monitor and report progress in the delivery of its key services. Where applicable, targets have been set by the service area in which it will assess and report its performance. The service plan also includes its risk register of Corporate and service area risks which could impact on the delivery of the plan and its services.

Monitoring and Reporting of the Service Plan

The delivery of the Service Plan is monitored every quarter using the Council's Management Information (MI) Hub. Each quarter service areas will be required to provide updates in relation to the progress of its:

- Objectives and Actions
- Projects
- Workforce Development Actions
- Performance Measures
- Risks (Overview)

Heads of Service will meet with Cabinet Members throughout the year and update on progress on specific work, project's and risk, as part of their briefings. Every six months (Mid-Year and End of Year Reviews) the Council's service areas will be subject to Scrutiny review on the progress against their Service Plans with a report also presented to the Council's Cabinet. Risks identified in the Corporate Risk Register are subject to quarterly review by the Council's Governance and Audit Committee and Cabinet.

At the end of every financial year, the Council produces its annual Well-being Self-Assessment Report which assesses its progress against the delivery of the Corporate Plan and the governance & performance arrangements to deliver it. Service Plans support the production of this report.

Financial Summary

Service Plans are delivered within the agreed budgets of the service area which was outlined in the Council's budget at the start of the financial year. Monitoring and reporting of the Council's budget is undertaken as part of the Council's financial reporting to Cabinet.

Financial decisions relating to specific projects and service area activity is taken by officers and Cabinet / Cabinet Member(s) as per the Council Constitutions and governance processes.

Appendix 1 – Service Area Service Plan 2022-24

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Corporate Plan Objectives are not achieved as the Council does not have agreed service plans in place.	M	L	Service Plans agreed as per the democratic process and subject to scrutiny review.	Corporate Management Team

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan 2022-27

Service Plan 2022-27

Options Available and considered

1. To agree the Service Area Service Plan to support the delivery of the Council's Corporate Plan 2022-27
2. To request further information and reject the approval of the service plan.

Preferred Option and Why

For the Cabinet Member(s) to approve the Service Area Service Plan which will provide strategic focus for the service area to contribute towards the successful achievement of the Corporate Plan 2022-27.

Comments of Chief Financial Officer

All services are required to operate within their approved revenue and capital budgets for that financial year / capital programme respectively. Therefore, it is important that all actions and projects contained within all service plans are delivered within the service revenue and capital resources, both internal and external.

Where new/additional on-going and one-off resources are required to deliver transformational and other projects/actions which meet corporate plan priorities; these will need to be approved for funding in the Council's MTFP and annual budgets through the normal processes. As this will give rise to increased budget pressures and challenges, at a most challenging time for Council budgets, services are strongly encouraged to deliver these, wherever possible, from existing resources. In the context of public sector funding over the medium term, any projects of a transformational nature need to deliver savings and/or additional income wherever possible. Such savings and income need to be clearly identified and realised in support of the overall Council medium term financial plan.

Comments of Monitoring Officer

There are no legal implications arising from this Report. The Service Area Plan has been prepared in accordance with the Council's performance management framework and reflects both statutory responsibilities and the strategic objectives and priorities of the Council's Corporate Plan for the relevant service area. Key performance measures and service area risks have been identified for the purposes of quarterly monitoring and reporting throughout the term of the Service Plan.

Comments of Head of People, Policy and Transformation

This service plan has been developed to support the achievement of the new Corporate Plan and embeds the well-being goals of the Well-Being of Future Generations (Wales) Act 2015. The service plan and our corporate plan objectives are ambitious and focused on working collaboratively with our staff, residents, and partners to improve service delivery across the city whilst supporting other related plans and strategies, in particular the council's Strategic Equality Plan. In addition, there is a strong focus on continued improvement in relation to inclusion, equality and prevention and safeguarding.

As the Council works towards its new Corporate Plan and subsequent Service Plans, it will be necessary for each service area to consider the workforce required to achieve the objectives as set out. Any staffing impact will be considered, and consultation will take place as and when necessary.

Local issues

None.

Performance Scrutiny Committee

The Service Plan was presented to the People Performance Scrutiny Committee on 6TH December 2022. The feedback and recommendations from the Scrutiny Committee are outlined below and have been considered prior to the approval of the Cabinet Member(s) in this report.

- The committee welcomed the Service Area Plans 22-24.
- The committee thanked and congratulated officers and staff for their hard work.
- The committee asked that safeguarding awareness materials be shared with Members so that it can be promoted locally.
- The committee asked that they be updated on:
 - o The Step Up/Step Down work with an invite being extended to the Health Board, and
 - o Work being done with Registered Social Landlords.

Fairness and Equality Impact Assessment:

For this report, a full Fairness and Equality Impact Assessment has not been undertaken. As part of the Council's Corporate Plan 2022-27, an FEIA was completed to assess the impact of the Corporate Plan which can be found through the link here [In the development of the Service Plan, these have been aligned to the strategic priorities of the Corporate Plan to support its delivery.](#)



Where specific decisions are required by service areas, a separate FEIA will be completed by the service area and included as part of any proposal for Cabinet / Cabinet Member(s).




Welsh Language Standards:

The final Service Plan will be published in Welsh and English on the Council's website. Where objectives, actions and projects are delivered, these will consider the Welsh Language Standards as required.

Wellbeing of Future Generation (Wales) Act

Under the Well-being of Future Generations Act (Wales) 2015 and its 5 ways of working principles this report supports:

 <p>Long Term</p>	<p>The Objectives set out in the service plan supports the long term Well-being Objectives and strategic priorities of Newport City Council and the wider regional and national delivery. Service areas have considered the short and long term impacts of their objectives and actions in the development of the Plan. In the decision making of the service area in relation to specific projects and work will consider the long term impacts based upon the principles set out in the Well-being Act and as part of any FEIA. As the Plan is delivered the service area will review and consider any emerging opportunities and risks and update the Plan as necessary.</p>
	<p>In the delivery of the service plan, each service area will collaborate locally, regionally and nationally. The service area will also collaborate internally with other service areas and strategic partners as required.</p>

Collaboration	<p>NCC will utilise its existing partnership arrangements such as Gwent Public Services Board (One Newport), Cardiff Capital Region, Gwent Regional Partnership Board and other collaborative arrangements to support the delivery of its objectives.</p> <p>Many of the priorities, programmes and projects in the Plan are building on what the Council has set out in its strategies and plans as well as the priorities set at national and regional levels in Wales.</p> <p>As we progress in the delivery of this Plan we will be working across all sectors whether this is private, public sector, not for profit and voluntary groups to share ideas, find innovative and sustainable solutions to tackle the many issues faced by the Council, communities and businesses.</p>
 Involvement	<p>Newport City Council's Corporate Plan has set out four key principles:</p> <p>Fair and inclusive – We will work to create fairer opportunities, reduce inequalities in our communities, and encourage a sense of belonging.</p> <p>Empowering – We will work with and support communities, groups, and partners to thrive.</p> <p>A listening council – The views of communities, service users and partners will shape the services we deliver and the places you live in.</p> <p>Citizen Focussed – Everyone who works and represents Newport City Council will put the citizen first, focusing on our core organisational values</p> <p>In the delivery of the service plans, service areas will be using existing mechanisms such as the FEIA process, Consultations, focus groups and general compliments, comments and complaints processes to involve stakeholders in the decision making of key projects, objectives and actions.</p> <p>Service Areas will be contributing towards the Council's Strategic Equality Plan and Participation Strategy to enable citizens, and other key stakeholders to contribute towards the delivery and improvement of services.</p>
 Integration	<p>The service plan supports the Council's Corporate Plan 2022-27 and its Well-being Objectives. Within each Plan, they have identified where their own objectives contribute towards the delivery of the Plan.</p> <p>As we progress with the delivery of the Corporate Plan and service plans we will be working with our local and regional partners to help support the achievement of ours and their vision and objectives. For example, Newport Council will be working with Cardiff Capital Region, Gwent Public Services Board, Regional Partnership Board and the individual organisations to ensure there is synergy in our aims for Newport and to ensure Newport maximises the opportunities offered through integrated approaches that will benefit Newport's communities.</p> <p>Service plans are also aligned to the Council's Strategies such as Climate Change Plan and Digital Strategy as examples. Where there are specific actions to deliver these, the service plans have integrated these into its objectives.</p> <p>As we deliver against our Well-being Objectives and priorities, the Corporate Plan will evolve, considering the ongoing external and internal changes of the organisation and the city. As an organisation we regularly review and challenge ourselves on our objectives, priorities and Plans to ensure they reflect the priorities of communities and the Council.</p> <p>This will also mean considering and integrating the Well-being Act's sustainable principle and of 5 ways of working, Equality Impact Assessment including Socio-economic duty, and Marmot principles in the decisions we make.</p>
 Prevention	<p>Each of the objectives have considered the actions that we will need to take now to prevent problems from taking place or getting worse across our communities and Council services in the long-term. The Corporate Plan provides many opportunities to tackle the increasing demand faced by our services and getting to the root causes of these pressures.</p> <p>Service Plans have included objectives and actions which aim to prevent the issues being faced now and to find long term solutions to prevent impacts on future generations.</p> <p>Through involvement and collaboration with our partners, communities and businesses we will be designing and delivering services to improve their outcomes and ensure long term sustainability for communities and the Council.</p>

Consultation

See Scrutiny comments above.

Background Papers

Corporate Plan 2022-27

Dated: 14 February 2023

Mae'r dudalen hon yn wag yn



Adult Services Service Plan 2022-24

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Cabinet Member for Social Services	Councillor Stephen Marshall Councillor Jason Hughes
Cabinet Member for Community Wellbeing	Councillor Deb Harvey
Director for Social Services	Sally-Ann Jenkins
Head of Service	Mary Ryan

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an *Ambitious, Fairer and Greener Newport for everyone* and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Adult Service's Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Adult Services is part of the Council's Social Services and is responsible for delivering a range of statutory adult social care to residents and their carers across Newport. It is important for Newport Council to ensure all of our services including those delivered by third parties comply with the Social Services and Well-being (Wales) Act 2014. Adult Services delivers a range of services and support to citizens (service users and carers) across Newport including Adult managed care social work; residential and day care services; safeguarding; First Contact (Information, Advice and Assistance); Occupational Therapy; Carers support; Home First. Newport Council also commissions social care providers to provide residential and non-residential (domiciliary) care and support packages for Newport citizens.

Newport is Wales' fastest growing city with a 9.5% rise in population since the last Census in 2011. Across Wales there is more than one in five people (21.3%) aged 65 years and over. In Newport there has been an increase of 14.5% in people aged 65 years and over, an increase of 10.2% in people aged 15 to 64 years and an increase of 10.2% in children aged under 15 years. With these increases in the adult population, over the next 10 years the adult population, in particularly those aged 65 and above is likely to increase further. As Newport citizens represent diverse group of people, and their social care needs are determined by a wide range of factors including age, physical and mental health and economic circumstances. Furthermore, Wales (like the rest of the UK) post pandemic is facing a backlog of patients awaiting surgery, and with that presenting more longer term, complex cases of health, care and support. Additionally, the social care sector is experiencing staff shortages, increases to the cost of care (residential and non-residential) and additional statutory duties to safeguard and support adults and carers. It will be essential that Newport Council and its partners over the five years prevents many of these risks from getting worse but also to ensure the sustainability of services in the long term for Newport's communities. Adult Services will continue to deliver services with integrity, dignity and compassion for Newport citizens and ensure services are delivered to our most vulnerable residents who have eligible care and support needs. To support residents who require 'Information Advice and Assistance' at the first point of contact and correct signposting of what is available in the community.

Adult Services Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.

Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

Transformation Plan / Service Area Projects

Programme / Project Title	Project Overview	Well-being Objective(s) Objective Supported	Programme / Project Manager	Anticipated Completion Date
Redesign Adult Services	<p>Restructure Adult Services to ensure statutory services are correctly utilized and accessed smartly by citizens and professionals. Capturing all legislative requirements, Prevention and early intervention to eligible statutory services.</p> <p>This will also be supported by a range of projects outlined in this table.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Head of Adult Services	Quarter 4 2023/24
Integration of Frailty service Information, Advice and Assistance (IAA) hub.	<p>Supports Adult Services Redesign.</p> <p>The objective of this project is to integrate the Frailty service into the IAA team. The outcomes of this work will:</p> <ul style="list-style-type: none"> • Reduce the number of entry points for Newport citizens to contact and engage with the Council. • Improve the efficiency and consistency of the IAA service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs. • Newport citizens to access health services, under reablement care including therapies and falls clinics. 	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Service Manager (DP)	Quarter 4 2022/23
Hospital Service	<p>Supports Adult Services Redesign</p> <p>Develop smarter pathways in partnership with key stakeholders for citizens in hospital.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Service Manager (JA)	Quarter 4 2022/23
Dementia Hwb in Newport	<p>Supports Adult Services Redesign</p> <p>Provide a community single point of access for citizens pre or post diagnosis. In partnership with 3rd sector and health.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Service Manager (DP)	Quarter 4 2022/23
Appointeeship Service	<p>Supports Adult Services Redesign</p> <p>To develop a business case and options analysis on how NCC can develop a sustainable model for an Appointeeship service for citizens in Newport.</p> <p>The outcome(s) of this project will be to provide support and safeguard Newport's most vulnerable citizens to remain independent to manage their finances.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Service Manager (Commissioning & Performance)	Quarter 4 2023/24
Day Opportunities Development of Outreach service	<p>A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service</p>	<p>Well-being Objective 3</p>	Service Manager (Commissioning & Performance)	Quarter 4 2022/23

Programme / Project Title	Project Overview	Well-being Objective(s) Objective Supported	Programme / Project Manager	Anticipated Completion Date
Enhanced Dementia Project	To develop a new specialist Reablement service for citizens with dementia	Well-being Objective 3	Service Manager (LJ)	Quarter 4 2022/23
Learning Disability Accommodation	In collaboration with the Council's Housing team, Registered Social Landlords and other key stakeholders, we aim to develop long-term, progressive and sustainable models of accommodation with support for people with learning disabilities utilising of capital and revenue funding options.	Well-being Objective 3	Service Manager (Commissioning & Performance)	Quarter 2 2024/25
Direct Payments (regional service)	Through collaboration with other Gwent local authorities and other key stakeholders as part of the Regional Partnership Board, we will develop a regional approach for citizens to commission their own care. This will provide greater independence and equitable access for service users to commission their own care and support.	Well-being Objective 3	Service Manager (DP)	Quarter 3 2023/24

Workforce Development

To support workforce development across the Social Services Directorate and Adult Service, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Build on the existing work to support staff to access social care training including the Open University route to social work qualification. Continue to ensure that all roles are supported and available within Adult services including Occupational Therapy.	Retain staff in Newport and increase the pool of qualified social work staff. Continue to raise with Health community requirements for qualified Occupational Therapists.	Service Manager (LJ)	1 st April 2022	31 st March 2024
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care work force.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	Head of Children Services (LJ)	1 st April 2022	31 st March 2024
In addition to routine supervision and team meetings and for all teams provide regular sessions for well-being and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles.	Head of Adult Services	1 st April 2022	31 st March 2024
Build availability of Provider Services for the most vulnerable Adults in Newport, Residential and domiciliary care and support.	Strengthen availability of provider services in the community. Through Commissioning and brokerage, the focus on delivery methods to ensure sustainability	Service Manager (Commissioning & Performance, Vacant MR)	1 st April 2022	31 st March 2024

Children 16

Service Area Objectives and Action Plan 2022-24

Objective 1		Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support				
Objective Outcome(s)		Adult Services outcome(s) through the delivery of this objective is to: <ul style="list-style-type: none"> • Support residents to remain independent living at home to support their communities. • Where residents need support, provide early intervention and prevention support, directing them to the most appropriate services for their needs. • Improve the accessibility of early intervention and prevention services for disadvantaged and vulnerable groups. 				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 3 - We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.				
Objective Owner(s)		Head of Adult Services				
Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 17 1	Improve engagement with city's LGBTQ+ and traveller / Roma communities to access adult services.	Through the Council's Community Connector team's we will engage and improve services available for the city's LGBTQ+ and traveller communities. This will include reviewing existing arrangements available, improving communication channels, and barriers preventing communities accessing services. We will implement an action plan to improve areas of weakness for specific communities in partnership with council services.	WBO 3 / Strategic Priority 3	Service Manager (VACANT MR)	1 st December 2022	31 st December 2023
	Ensure the implementation of the National Carers Strategy is fully embedded across the City to support the City's unpaid carers.	Review the implementation of the National Carers Strategy that will support the City's Carer's.	WBO 3 / Strategic Priority 3	Service Manager (Vacant MR)	1 st October 2022	31 st March 2024

		The Strategy will enable Carer's to access alternative, third sector and voluntary partners that can provide a range of physical, mental health and community support.				
3	Achieve Carer Friendly employer accreditation.	In conjunction with the development and implementation of the Carers Strategy, NCC will aim to achieve Carer Friendly employer accreditation.	WBO 3 / Strategic Priority 3	Service Manager (Vacant MR)	1 st October 2022	31 st March 2024
4	Continue to innovate and expand the offer of assistive technology to support early intervention and prevention.	To compliment and support existing early intervention and prevention services with assistive technology. Using existing technology and new, innovative technology that will enable citizens to live independently at home.	WBO 3 / Strategic Priority 3	Service Manager (Vacant MR)	1 st October 2022	31 st March 2024

Objective 2		Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.				
Objective Outcome(s)		To support the continuous improvement of the Council's Safeguarding arrangements in social services and the organisation to ensure the Council remains compliant with its responsibilities.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27 Safeguarding Annual Report Safeguarding Risk				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 2 - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.				
Objective Owner(s)		Safeguarding Manager (FM)				
Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 19 1	To support the Council's Human Resources team to ensure Mandatory Safeguarding training is delivered for all new and existing staff in the Council.	<p>Collaborative working with Human Resources team to ensure new and existing staff have completed their training.</p> <p>Develop a tiered safeguarding training framework for all roles in Newport so that officers are clear on what level of Safeguarding training they need to undertake.</p> <p>Also to undertake regular monitoring and reporting across service areas. Managers to provided regular reports on who has / has not completed their training.</p>	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 st October 2022	31 st March 2024
	Improve the external communication of safeguarding information to ensure they know who and how they can access the information, advice and/or assistance they need.	Collaborate with the Council's Communication team to ensure the Council's website and other communication methods such as social media. Newport matters etc has all of the necessary safeguarding information required.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 st October 2022	31 st March 2023

		<p>Also ensure regular communications are released during the year to continue the messaging.</p> <p>Communication is available in Welsh, English and other languages used by citizens in Newport.</p>				
Tudalen 20	3	<p>Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.</p> <p>Through the Safeguarding Regional group and Safeguarding board, collaborate with other Gwent local authorities to improve the Council's self-assessment arrangements.</p> <p>This will ensure consistent approach is adopted across Gwent authorities and benchmarking.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Safeguarding Risk.</p>	Safeguarding Manager (FM)	1 st October 2022	31 st March 2024
	4	<p>Develop processes to improve how professionals can report and escalate adult safeguarding concerns.</p> <p>This will support improving how social care staff and other professional officers can report and escalate safeguarding concerns. This will improve the Council's compliance to relevant safeguarding legislation.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Safeguarding Risk.</p>	Safeguarding Manager (FM)	1 st April 2023	31 st March 2024
	5	<p>Continue to prepare and implement the Liberty Safeguards arrangements in Adult Social Care</p> <p>In preparation of the Liberty Safeguards legislation, Adult Social Care and supporting partners need to be aware of and implement the new requirements.</p> <p>This has been delayed due to Covid and is expected to be implemented in 2023/24.</p>	<p>WBO 3 / Strategic Priority 2</p> <p>Liberty Safeguarding Risk</p>	Service Manager (HL)	1 st October 2022	31 st March 2024

Objective 3		Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.				
Objective Outcome(s)		Through collaboration and co-production, NCC will explore, develop and implement ways in which it can improve the sustainability of services to meet the demands of Newport's residents and to support people with long-term, complex needs.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27 Gwent Regional Partnership Board				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 1 - Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care. WBO 3 / Strategic Priority 3 - We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support. WBO 3 / Strategic Priority 5 - Provide a holistic housing and preventative multi-agency support service to reduce the number of people that are and/or at risk of becoming homeless				
Objective Owner(s)		Head of Adult Services				
Reference	Action	Action Outcome(s)	Strategic Priority Strategy / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 21 1	Collaborate with residential and domiciliary social care providers to ensure fair and sustainable costs are maintained to look after and support the delivery of care packages.	<p>Collaborating with social care providers in the residential and non-residential (domiciliary) care sectors to ensure fair and sustainable costs are set for providers and service users.</p> <p>Services are commissioned based upon the risk and demand of services needed by Newport's population based upon Newport Population Needs assessment.</p> <p>Raising and escalating as necessary internally and externally (regional / national) financial pressures and sustainability of services.</p>	<p>WBO 3 / Strategic Priority 1</p> <p>Sustainability of Adult Social Care Risk</p>	Service Manager (Commissioning & Performance Vacant MR)	1 st October 2022	31 st March 2024
	Increase the provision of accommodation for adults with learning disabilities.	This action is delivered as part of the Council's Learning Disability Accommodation Strategy.	<p>WBO 3 / Strategic Priority 1</p> <p>WBO 3 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 5</p>	Service Manager (Commissioning & Performance, Vacant MR)	1 st October 2022	31 st March 2024

	<p>Learning Disability Accommodation Strategy</p>	<p>Collaborate with the Council's Housing and Communities service area and Registered Social Landlords and service users / families to develop progressive and sustainable models of accommodation.</p> <p>This will meet the needs of people transitioning from children's to adult social care, provide secure and long term accommodation for people to live in the community.</p>	<p>Sustainability of Adult Social Care Risk</p>			
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Performance Measures

Note: adult services performance measures do not have targets as these are demand led. Performance will be assessed in comparison to previous year's performance.

Performance Measure Title / Description	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners	Name of Data Provider	Actual 20/21	Actual 21/22
National (AD/002) – The number of contacts received by Adult Services where advice and assistance was provided during the year	Annual	Service Manager (Commissioning & Performance)	Performance Information Manager	1,718	1,718
National (AD/004) – The number of new assessments completed for adults during the year	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,538	1,444
National (AD/006b) – The active offer of Welsh was accepted	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	0	1
National (AD/010) – The total number of packages of reablement completed during the year	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	583	601
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	24
National (AD/011b) – The number of packages of reablement completed during the year that maintained the need for the same level of support.	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	95	62
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	409	484
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	31
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,861	1,940
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	93	94
National (AD/022) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	648	783
National (AD/024) - No. of Adult Protection Enquiries Completed Within Timescale	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	745
National (AD/020) - The total number of reports of an adult suspected of being at risk received during the year.	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	Not Available
(NEW) AD/L001 - Number of Adult Professional Safeguarding Concerns raised in the year.	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	Not Available

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Pressure on Adult and Community Services	There is increased pressure on Adult Services to deliver services to adults with complex and long lasting eligible needs. With an increase in demand / volume of referrals and care packages the Council has seen an exceptional rise in costs due to external factors, Cost of living and fuel. There are also additional statutory requirements to safeguard adults in our care and prevent risk of harm, injury or a loss of life	Head of Service (MR)	20	12	Corporate Risk
Stability of Social Services Providers	The Council requires support from external providers to deliver care packages for children and adults (residential / Non Residential). The current marketplace for external providers is volatile due to the increasing costs to provide care, maintain homes, staffing meeting legislative and regulatory requirements. The significant impact of workforce pressures and providers unable to recruit staff impacts on all areas within Adult services.	Service Manager (Vacant MR)	20	12	Corporate Risk
Safeguarding Risk	To ensure the Council safeguards adults, children and carers as part of its statutory duty.	Safeguarding Manager (FM)	15	4	Service Risk
Liberty Protection Safeguards Legislation	New Liberty Protection Safeguards legislation has been passed and will replace the existing Deprivation of Liberty Safeguards (DOLS) legislation.	Service Manager (HL)	10	4	Service Risk
New Statutory Mental Health Service.	The Mental Health Act (MHA) 1983 (amended 2007) places on local authorities the duty to provide Approved Mental Health Professional (AMHP) services. Local authorities are responsible for ensuring that enough AMHPs are available to carry out their roles under the MHA, including completing assessments to decide whether an application for detention should be made. Newport City Council is required to have arrangements in place to provide a 24-hour service that can respond to peoples' needs in a timely way. Currently, for the day- time service (8.30-17.00hrs) NCC has 50% of the required number of AMHP's, so we are at risk of not being able to meet our statutory duty.	Service Manager (HL)	16	12	Service Risk