



Adult & Community Services
Service Plan Mid-Year Review 2019-20

Cabinet Member for Social Services - Councillor Paul Cockeram

Head of Service – Chris Humphries

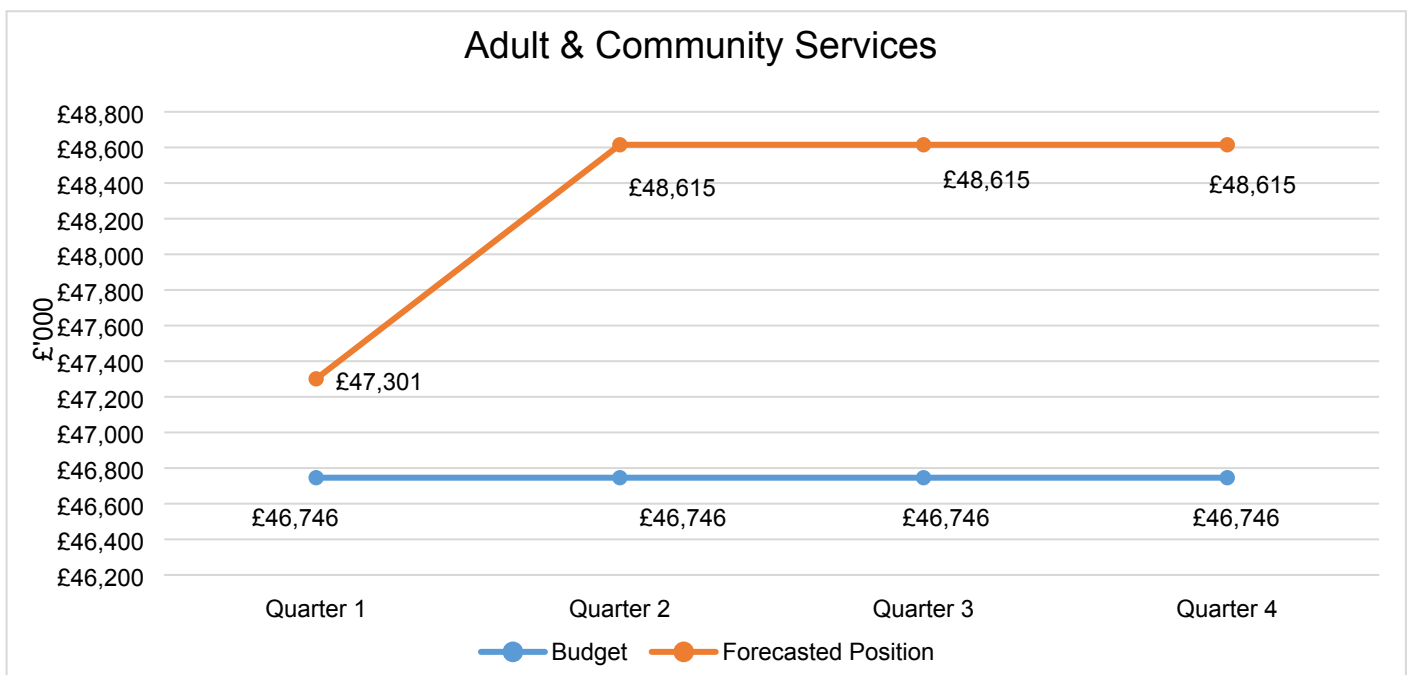
Introduction

Adult and Community Services is responsible for providing care services and support in Newport. Services provided include planning & development, quality assurance, substance misuse, commissioning & contracts, occupational therapy, hospital frailty team, CRT, mental health services to adults and older people, adult learning disability, adult assessment and review, and residential, homecare, supported living and supporting people services.

Similar to other local authorities in Wales, Newport is seeing an increase in the number of older and vulnerable people requiring care plans and support from the Council. Newport Council cannot deliver these care plans alone, which is why we continue to collaborate with health and social care providers to provide the necessary support to service users, carers and families.

We also have a requirement under the Social Services and Wellbeing (Wales) Act 2014 to protect individuals which use our services from harm and/or abuse. Our Safeguarding measures in the Council places a duty on all officers and supporting services to report incidents where they believe an individual or group are at risk.

2019/20 Budget



To support the delivery of the Council's Corporate Plan 2017-22, the Adult & Community Services Service Plan 2018-22 focuses on the delivery of:

- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Corporate Theme** - Resilient Communities

The 2019/20 Service Plan has identified 5 objectives that are focused on:

Objective 1 – Early Intervention and Prevention.

We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence

Objective 2 – Integrated working across health and social care.

The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.

Objective 3 – Commissioning.

The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.

Objective 4 – Carers.

To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.

Objective 5 – Safeguarding.

To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.

Executive Summary from the Head of Service

At mid-year point we still await confirmation of the new set of WG performance measures due to be implemented from 1 April 2020. The details is expected in November. We have been informed that the full set of measures will be phased in over a 2 or 3 year period. The first phase will focus on quantitative data. WG have received unanimous feedback to say more resource will be required to implement the measures due to the different ways that WCCIS has been configured.

Home First continues to develop, the ethos that people at the pre admission stage should firstly be considered for discharge with appropriate information and advice is becoming embedded in both RGH and Neville Hall.

Work is ongoing to review the third sector consortium in order to align services with the developing community well-being network. The service model is not yet finalised but discussions are taking place with providers and new arrangements will be in place from 1 April 2020.

Part of the re-alignment of third sector preventative provision concerns mental health services as ABUHB re-commission and re-focus their funding for secondary care patients. A full review of existing and new low level mental health support is currently taking place in conjunction with providers.

Extra care is being reviewed in partnership with Radis to manage the transition to a more sustainable model of provision and to achieve the savings target.

The telecare service is now fully operational, the agreement with Caerphilly and Monmouthshire is in place. The arrangement provides NCC with a member of staff from Monmouthshire Care line to undertake equipment installations and a telecare officer is based in the OT team room 1 day per week.

Service Risks



Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
	Green RAG – Action is on course to be completed within timescale
	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

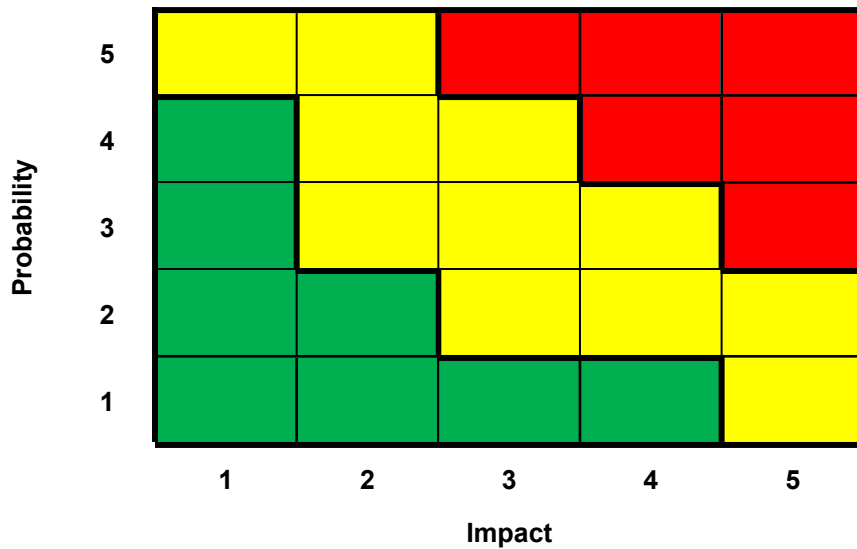
Performance Measures

	Green – Performance is above Target
	Amber RAG – Performance is below Target (0-15%)
	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)

NOTE: It is optional for Managers to provide commentary in relation to actions / performance measures reporting **Green status.**

Risk Table (5x5)

For example: Probability = 5 / Impact = 4 / Total = 20



1. Early Intervention & Prevention

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	Business as Usual (BAU) - Develop First Contact as a Multi-Agency, Multi-Disciplinary Team	Business as Usual - To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand and appropriately triaging referrals.	01-Apr-19	31-Mar-22	80%		
2	BAU - Develop, Consolidate Early Interventions & Preventative Services	Business as Usual - To continue to develop and consolidate a range of early interventions and preventative services to divert or delay the demand for statutory services. To ensure the role of Community Connectors is fully engaged with all information / advice and preventative service options including health initiatives, third sector provision and the Information Advice and Assistance (IAA) function within First Contact.	01-Apr-19	31-Mar-22	80%		
3	BAU - Work with Third Sector Partners to Build Capacity Within Services	BAU - To continue to work with Third Sector partners to build capacity within services that are focussed on prevention and early intervention	01-Apr-19	31-Mar-22	38%		Review ongoing - discussions have taken place with partners to ensure continuity of service. New model not yet finalised
4	Implement Revised Telecare Service	The implementation of a revised telecare service.	01-Apr-19	31-Mar-20	100%	C	Agreement with Monmouthshire and Caerphilly in place. Order placed with specialist equipment provider (DORO). Service started on 1 st August 2019. Approx. 50 staff received training in equipment over 2 workshops

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							(across Multi-Disciplinary Teams local authority and health) Telecare process devised and signed off for staff including QA process. Monmouthshire staff working from Civic centre x1 day a week. Budget transfer started from 1st Contact to COT service. Monthly progress meetings planned.
5	Implement Safe Places Scheme in Newport City Centre	To implement the Safe Places Scheme in Newport City Centre for people with learning disabilities and dementia to support community participation and reduce social isolation.	01-Apr-19	31-Mar-21	0%		Liaising with Regional Lead about how to successfully adopt the existing models (Monmouth & Torfaen) to apply it to Newport City Centre.
6	Work with ABUHB to develop Care Closer to Home to promote Independence	To work closely with Aneurin Bevan University Health board to develop a well-being network across the City (Care Closer to Home Initiative) to encourage well-being, promote independence and develop community resilience.	01-Apr-19	31-Mar-21	30%		The delivery of this action is being led by Aneurin Bevan University Health Board and we are progressing well. In the first 6 months of the year we have been holding regular meetings and contributed towards the virtual ward round development and Ringland Hub development. There is possibility of an extension to this work.

2. Integrated working across Health and Social Care

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	Business as Usual (BAU) - Gwent wide review of Frailty	BAU - Participate in the Gwent wide review of Frailty - considering specialist and generalist roles, referral pathways and workforce development	01-Apr-19	31-Mar-22	35%		The Frailty review is progressing and a workshop was held last week to review the work streams and agree next steps.
2	BAU - Improve DFG performance through timely OT Assessment & Interventions	BAU - To continue to support the improved Disabled Facility Grant (DFG) performance through timely Occupational Therapy (OT) Assessment and Intervention.	01-Apr-19	31-Mar-22	80%		Extra resources provided to Community OT to improve waiting times for assessment. The OT is in post and the waiting time has been reduced to 8 weeks (from 14 weeks). The service has been benchmarked against the National Housing Standards guidelines (where the involvement of an OT is determined along with response times)
3	BAU - Integrate Regional Home First initiative into Hospital Pathway	BAU - To effectively integrate the regional Home First initiative into the hospital pathway to prevent unnecessary admissions.	01-Apr-19	31-Mar-22	50%		
4	BAU - Provide Integrated Care and Support	BAU - To provide integrated care and support for people with health and social care needs	01-Apr-19	31-Mar-22	76%		Integrated work across health and social care teams is being developed in key areas such as Frailty and Mental Health
5	BAU - Review Step /Up Step/ Down Provision	BAU - Review step /up step/ down provision including Community Hospital beds to enhance capacity and ensure people receive support in the right environment	01-Apr-19	31-Mar-22	50%		
6	Implement Stage 3 of the In Reach Project	To implement stage 3 of the In Reach project to include the Community Hospital beds, where the most complex discharges take place.	01-Apr-19	31-Mar-20	50%		

3. Commissioning

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	BAU - Compliance monitoring and review of Commissioned Services	BAU - To ensure commissioned services are subject to ongoing contract management processes that monitor compliance and review quality and cost.	01-Apr-19	31-Mar-22	50%		Monitoring visits are scheduled throughout the year and allocated to Officers. Visits are also undertaken in response to individual issues. On track
2	BAU - Continue to provide and develop in house provision	BAU - To continue to provide and develop in house provision where appropriate and cost effective.	01-Apr-19	31-Mar-22	50%		
3	BAU - Develop Regional and Collaborative Commissioning Initiative	BAU - To develop Regional and collaborative commissioning initiatives to deliver consistency and efficiencies.	01-Apr-19	31-Mar-22	34%		
4	BAU - Development of the People Commissioning function	BAU - To further develop the People Commissioning function to oversee all commissioning and contractual activity within the Directorate.	01-Apr-19	31-Mar-22	40%		Specialism developing - currently involved in the re tender of the school meals contract & oversight of children's / educational placements. Impact assessment will be available for next quarter report
5	BAU - Management of the local market of Social Care contracts	BAU - To manage the local market to ensure sufficient capacity, diversity and skill through provider engagement and consultation around strategic priorities, service principles and fee setting.	01-Apr-19	31-Mar-22	34%		Caerleon House Nursing Home has gone into administration and a new buyer is currently being sourced. The service has now stabilised and new placements are being sourced. Monitoring continues to take place in conjunction with ABUHB to ensure resident's needs are being met and standards of care are maintained.
6	BAU - Undertake Evidence Based Commissioning	BAU - To undertake evidence based commissioning through robust needs analysis and adherence to commissioning strategies to ensure services reflect	01-Apr-19	31-Mar-22	50%		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
		community needs and offer sufficient market capacity.					
7	BAU - Work with partners to develop common contracts and monitoring protocols	BAU - Work with ABUHB and Local Authority partners to develop common contracts and monitoring protocols.	01-Apr-19	31-Mar-22	73%		
8	Develop a Gwent Care Academy	Develop a Gwent Care Academy to offer qualifications for care staff and embed the principles of RISCA where all care staff are required to register.	01-Apr-19	30-Mar-20	82%		This is being progressed with Colleg Gwent as part of the workforce development strategy.

4. Carers

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	BAU - Develop Newport Carers Network	BAU - Continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information.	01-Apr-19	31-Mar-22	50%		Carers Officer has returned from long term sick and additional resources have been allocated to assist with this work stream.
2	BAU - Improve Well-being of Young Adult/Young Carers	BAU - Improve well-being of young carers and young adult carers. To continue to develop services for young carers that offer effective support.	01-Apr-19	31-Mar-22	0%		As above – the provision of additional resources will ensure that this work stream gets back on track. Barnardo's delivers this service.
3	BAU - Provide Accurate Information via our Services	BAU - To ensure the availability of accurate information, advice and assistance via First Contact, Preventative and Commissioned Services and Dewis.	01-Apr-19	31-Mar-22	50%		
4	Publication of a Carers Strategy	Publication of a Carers Strategy	01-Apr-19	30-Apr-20	50%		Regional consultation planned for January 2020 and publication in April 2020

5. Safeguarding

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	Contribute towards the All Wales Adult Safeguarding Guidance	To contribute towards the new All Wales Adult / children Safeguarding Guidance.	01-Apr-19	31-Mar-20	90%		Newport Officers have fully engaged with the revised protocols for Wales National safeguarding legislation and will be part of raising awareness and embedding the training across Newport practitioners in November during safeguarding week.
2	Development of Safeguarding Champions across the Council.	Establish Safeguarding Complete Champions within each service area and roll out a training schedule for Members and Council employees	01-Apr-19	16-Oct-19	100%		The Corporate safeguarding Champion network is established with attendance at corporate meetings to ensure embedded across all service agendas.
3	Empower Citizens Through the Adult Safeguarding Process	To continue to support and empower citizens through the adult safeguarding process.	01-Apr-19	31-Mar-20	67%		Internal Audit completed and a good; rating for adults at risk in Newport.
4	Establish a robust review process for DOLS	To establish a robust review process for Deprivation of Liberty Safeguards (DOLS) assessments for Newport Citizens.	01-Apr-19	31-Mar-20	20%		
5	Evaluate & Refine the Model of Adult Protection.	<p>Continue to evaluate and refine the model of adult protection to include consideration to manage the increasing demands of the service and improve practitioner knowledge under the new legislation (Part 7 Social Services & Well Being Act).</p> <p>Evaluation review of the 6 month Safeguarding Hub. The pilot will be compiling data to evidence if the HUB model has improved processes and increased efficiency.</p>	01-Apr-19	31-Mar-20	75%		Introduction of new Wales's safeguarding procedures to launch in November 2019. review current processes in line with new procedures to ensure fit for purpose and service delivery

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
6	Improve links to information and advocacy to citizens	To improve links to information and advocacy to ensure citizens are fully informed and supported throughout the safeguarding process.	01-Apr-19	31-Mar-20	60%		A continual challenge to ensure all citizen engaged in adult protection processes are aware of the right for advocacy and how to access. Clear processes in place to track that all information provided and support to access advocacy when required
7	Website Development	To further develop website information and access to service users.	01-Apr-19	31-Mar-20	75%		Development within NCC website and external links to Gwent safeguarding website completed.

Performance Measures (to 30th September 2019)

Note: Welsh Government are undertaking a review of all social services performance measures which are anticipated to be implemented in 2020/21. Three performance measures are annual measures which will be reported in the End of Year Performance review.

Performance Measure	Q2 Figure (or latest) 2019/20	Target 2019/20	Performance	Previous Year (Actual) 2018/19	Comments
National - Delayed Transfers of Care (DTC)	2.31	3.5		2.67	
National - Average Age of Adults Entering Residential Homes	76.9	76		85.9	
National - Length of Time (days) Adults are in Care Homes	744 days	868.2 days		727 days	
National - % Adult Protection Enquiries Completed Within 7 Days	99.4%	95%		98.6	