



Prevention and Inclusion Service Plan 2022-24

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Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission '**To be provided**' 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 five year service plan. The Prevention and Inclusion Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

The Prevention and Inclusion service area is part of the Council's Social Services directorate, responsible for delivering a range of early intervention and preventative services. Embracing Prevention - one of the core principles of the Social Service and Wellbeing Act (Wales) 2014 and Wellbeing of Future Generations (Wales) Act 2015, the service area is structured to offer early help to families and individuals and strive to prevent escalation of support needs to statutory services. All teams work closely with a range of partners to deliver effective and timely support, working with individuals and families on what matters to them and will improve their lives.

Building on families own strengths and resources, interventions are tailored to develop and strengthen individual skills and coping strategies to manage their own lives and families. Support on parenting, mental health and educational attainment are some examples of the type of work undertaken.

Flying Start and Early Years services

Flying Start and Early Years services provide quality part time childcare for young children. The programme helps children with their communication development and offers an enhanced health visiting service. Support is also available for parents and carers of young children where tips and strategies on managing behavior, feelings and relationships are also offered.

Youth and Play services

Youth and Play services offer a range of provision for children and young people including Youth clubs and play groups. They provide and facilitate an environment which young people can relax, have fun whilst feeling secure, supported and valued. Young people can also access opportunities to gain national accreditations such as the Duke of Edinburgh award.

Preventions / Resilient Communities (new name to be decided)

The merging of these two established teams will create an enhanced resource available to support individuals and families with a whole range of issues. Strategies for positive parenting, emotional regulation managing budgets and support building positive relationships are some areas of work undertaken.

Disabled Facilities Grant (new team name to be decided)

Disabled Facilities Grants are available for disabled owner-occupiers, or tenants, that rent from private landlords to adapt their property. Discretionary grant funding is available for smaller adaptations which are not available under a Disabled Facilities Grant. The grants are utilised to prevent hospital admission and allow individuals to live in their home independently. The team work closely with Occupational Therapists to ensure all needs are adequately assessed and any adaptation work will bring improvement to the quality of individuals lives.

Substance Misuse

Hosted by Newport, the regional team supports the work of the Area Planning Board (APB) and oversees all the contracting and monitoring of substance misuse services commissioned.

The APBs exist to provide a regional framework, to strengthen partnership working and strategic leadership in the delivery of Welsh Government substance misuse strategy (Working Together to Reduce Harm); and enhance and improve the key functions of planning, commissioning and performance management.

Prevention and Inclusion Objectives

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

Objective 1 - Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.

Objective 2 - Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.

Objective 3 - Support families to lead emotionally healthy and happy lives in their communities.

Objective 4 - Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches.

Transformation Plan / Service Area Projects

To support the successful delivery of the Council's Corporate Plan, NCC will have a Transformation Plan that will deliver the strategic programmes and projects that will contribute towards the delivery of the Corporate Plan. Service areas will also be delivering smaller scale projects that will contribute towards continuous improvement in the delivery of services as well as contributing towards the strategic priorities of the Council's Corporate Plan.

Programme / Project Title	Project Overview	Well-being Objective(s) supported (TBC)	Supports Council's Transformation Plan	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
CEMP / WCCIS	The CEMP system is no longer fit for purpose and WCCIS has been identified to as a suitable replacement. This will improve information sharing between across service areas. The data in the CEMP system needs to be merged into WCCIS which will require ICT and SRS support.	Well-being Objective 3 Well-being Objective 4	No	Prevention & Inclusion Service Manager (MS)	Quarter 3 2023/24

Workforce Development

To support workforce development across the Social Services Directorate and the Prevention and Inclusion 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	Retain staff in Newport and increase the pool of qualified social work staff	Service Manager (LJ), Adult Services	1 st October 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 Service (NP), Children Services.	1 st October 2022	31 st March 2024
Prevention & Inclusion - In addition to routine supervision and team meetings, all teams to provide regular sessions for wellbeing and support.	Support staff in their own well-being and ensure staff are motivated and enabled to carry out their roles	Head of Service (CRP)	1 st October 2022	31 st March 2024

Service Area Objectives and Action Plan 2022-24

Objective 1		Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.				
Objective Outcome(s)		Enable individuals to remain safe and independent in their own environment, reducing the need for statutory services.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 (WBO3) – Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO3 / Strategic Priority 1 – Create a sustainable adult, children's and prevention service 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. WBO3 / 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 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives				
Objective Owner(s)		Head of Service				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Improve use of smart technology to assist with safe and independent living	Individuals supported to remain in their own homes and communities	WBO3 / Strategic Priority 3	Adaptations Manager (DS)	1 st October 2022	31 st March 2024
2	Explore effective models for early intervention and preventative support, offering timely and meaningful interventions	Improved outcomes for individuals and families, whilst reducing the need for statutory services	WBO3 / Strategic Priority 3	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2024
3	Develop an effective communication strategy for Prevention and Inclusion	Use of social media and intranet to promote available support, having greater reach into communities	WBO 3 / Strategic Priority 1	Prevention and Inclusion Service Manager (MS)	1 st October 2022	31 st March 2024
4	To deliver a strong and consistent safe network of open access Youth & Play clubs within local communities across the City of Newport	Children will have greater access to community support, advice and guidance, with improved safeguarding oversight	WBO 3 / Strategic Priority 4	Team Manager Youth & Play Services (BA)	1 st October 2022	31 st March 2024

Objective 2		Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.				
Objective Outcome(s)		Ensure that services evolve and are designed and developed in response to local service gaps and pressures. Services are inclusive and accessible.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 - A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. 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 2 / Strategic Priority 1 - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. WBO3 / Strategic Priority 1 – Create a sustainable adult, children's and prevention service 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 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives				
Objective Owner(s)		Head of Service				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Develop a range of services that sit within Prevention and Inclusion service area	Appropriate services established to respond and support families and children with their multi- faceted needs	WBO 3 / Strategic Priority 1	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2024
2	Undertake Children and Young Persons Substance Misuse needs assessment.	Inform future substance misuse commissioning, ensuring children and young have access to appropriate and meaningful support.	WBO 3 / Strategic Priority 4	Substance Misuse Team Manager (LM)	1 st October 2022	31 st March 2024
3	Invest in programmes aligned to whole system change as part of the vision for the Prevention and Inclusion service area.	Services commissioned are informed by comprehensive evidence base, local need and service gaps – better placed to respond to individual and community needs	WBO 3 / Strategic Priority 1	Prevention and Inclusion Service Manager (MS)	1 st October 2022	31 st March 2024

4	Develop a high-quality city-wide Youth Service provision.	Children will have access to out of hours youth provision for emotional support and activities.	WBO 3 – Strategic Priority 4	Team Manager Youth and Play (BA)	1 st October 2022	31 st March 2024
5	Improve participation of children and young people ensuring their voices are heard and contribute to inclusive service-design.	Inclusive services are developed in partnership with users – including Welsh medium provision, those with disabilities, and special interest groups.	WBO 3 – Strategic Priority 1	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2024
6	To support families to reduce the carbon reduction of their homes where Adaptations are provided.	Collaborating with the Council's Carbon Reduction Team and other Housing Services to explore opportunities for the Adaptations team to consider providing information and guidance to help households improve the efficiency of their homes and reduce their carbon emissions.	WBO 2 / Strategic Priority 1	Adaptations Manager (DS)	1 st October 2022	31 st March 2023
7	Merger of Prevention and Resilient Communities teams.	Families will have access to a wider resource offering a range of evidence-based interventions	Not applicable	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2023

Objective 3		Support families to lead emotionally healthy and happy lives in their communities				
Objective Outcome(s)		Support families to recognise their own strengths and resources. Assist them to manage and navigate existing economic climates to minimise growth in poverty and child deprivation				
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		WBO3 / 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)		Service Manager (MS)				
Communication Support / Promotion (Yes / No)		Yes				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Consider widening scope for utilising discretionary grant funding.	Increased offer of adaptations to support poor mental health affecting individuals.	WBO 3 / Strategic Priority 3	Adaptations Manager (DS)	1 st October 2022	31 st March 2024
2	Commission services that are well placed to respond to issues impacting on residents – such as poverty and cost of living crisis.	Services are responsive, flexible, and promote longer term positive outcomes for families faced with challenges	WBO 3 / Strategic Priority 3	Prevention and Inclusion Service Manager (MS)	1 st October 2022	31 st March 2024
3	Establish formal collaboration with health and third sector to maximise support for emotional health and wellbeing.	All individuals receive holistic and trauma informed responses utilising psychological approaches.	WBO 3 / Strategic Priority 3	Prevention and Inclusion Service Manager (MS)	1 st October 2022	31 st March 2024
4	Recommissioning of Families First Grant from Welsh Government.	Families and individuals have access to relevant support services to meet their needs	WBO 3 / Strategic Priority 3	Prevention and Inclusion Service Manager (MS)	1 st October 2022	31 st March 2023
5	Obtain bronze quality standards of Youth Service	Children and young people will receive a qualitative youth provision with clearly defined standards	Not Applicable	Team Manager Youth and Play (BA)	1 st October 2022	31 st March 2023

Objective 4		Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches				
Objective Outcome(s)		All services to enhance and support opportunities for individuals to aspire and achieve potential.				
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		WBO3 / Strategic Priority 1 – Create a sustainable adult, children's and prevention service 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 4 – Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives.				
Objective Owner(s)		Service Manager (MS)				
Communication Support / Promotion (Yes / No)		No				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Explore and utilise evidence-based interventions that are goal and family focussed.	Smarter use of resources whilst improving outcomes for individuals.	WBO 3 / Strategic Priority 1	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2024
2	Implement robust service performance management processes.	High quality and effective services are available to support individuals and are responsive and flexible.	WBO 3 / Strategic Priority 1	Prevention and Inclusion Service Manager (RW)	1 st October 2022	31 st March 2024
3	Improved offer of opportunities and activities supporting children and young people to develop, grow, and learn new skills through formal and informal education.	Children and young people are inspired to achieve, supported by a trained trauma informed workforce.	WBO 3 / Strategic Priority 4	Youth & Play Services Team Manager (BA)	1 st October 2022	31 st March 2024

Performance Measures

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Target 22/23
Number of Disabled Facility Grants completed yearly	No	Annual	Prevention and Inclusion Service Manager (RW)	Adaptations Manager (DS)	90
Number of Information, Advice and Assistance (IAA) contacts made with children and young people.	No	Annual	Prevention and Inclusion Service Manager (MS)	Finance & Administrative Officer (MT)	No target
Number of children and young people achieving national and local accreditation with Youth Service.	Yes	Annual	Youth and Play Team Manager (BA)	Finance & Administrative Officer (MT)	150
Number of Youth Service Projects delivered.	No	Annual	Prevention and Inclusion Service Manager (MS)	Finance & Administrative Officer (MT)	6
Number of childcare spaces (Flying Start): <ul style="list-style-type: none"> Medium of Welsh Medium of English 	No	Annual	Prevention and Inclusion Service Manager (MS)	Quality and Performance Manager (RN)	Welsh 28 English 662 Total - 690
Attendance figures at childcare provisions (Flying Start).	No	Annual	Prevention and Inclusion Service Manager (MS)	Quality and Performance Manager (RN)	60%
Number of places taken up in parenting groups resulting in positive distance travelled.	No	Annual	Prevention and Inclusion Service Manager (MS)	Quality and Performance Manager (RN)	60%
Number of places taken up on community speech and language group provision.	No	Annual	Prevention and Inclusion Service Manager (MS)	Quality and Performance Manager (RN)	200
Number of newly eligible children requesting childcare in Welsh medium (Flying Start)	No	Annual	Prevention and Inclusion Service Manager (MS)	Quality and Performance Manager (RN)	2%
Number and percentage of participants with improved emotional/mental wellbeing.	Yes	Annual	Prevention and Inclusion Service Manager (RW)	Quality and Performance Manager (RN)	100 100%
Percentage of participants whose financial situation has stabilised or improved.	Yes	Annual	Prevention and Inclusion Service Manager (RW)	Quality and Performance Manager (RN)	40%
Quality of life for substance users is improved or unchanged between start and most recent review /exit.	Yes	Annual	Substance Misuse Team Manager (LM)	Area Planning Board Data and Process Improvement Officer (PT)	82%

Performance Measure Title / Description	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Target 22/23
Number of individuals who engage with substance misuse services between assessment and planned ending of treatment,	No	Annual	Substance Misuse Team Manager (LM)	Area Planning Board Data and Process Improvement Officer (PT)	75%

Service Area Risk Register

Below is a copy of the service area risks that are currently captured on the Council's Mi Hub (InPhase). Please review these risks and amend any details as necessary. Finally, please confirm if the risk is to stay or if it should be closed.

Risk Title	Risk Description	Risk Owner (Service Manager)	Inherent Risk Score	Target Risk Score
Prevention & Inclusion service area grants	Losing grant funding and/or significant grant reduction to deliver Preventative & Inclusion services impacting on vulnerable and disadvantaged communities in Newport.	Service Manager (MS)	12	6
Removal of Disabled Facility Grants means testing	Proposed removal of means testing to medium adaptations recommended by Welsh Government. This will mean adaptations would be available to a wider span of residents in Newport (private homeowners and private tenants), with financial impact and risk to the council	Integrated Family Support Service Manager (RW)	12	4