



# Adult Services

## 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 'insert Mission Statement here' 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, 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

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	Programme / Project Manager	Well-being Objective(s) Objective Supported	Supports Council's Transformation Plan	Anticipated Completion Date
<b>Redesign Adult Services</b>	<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>	Head of Adult Services	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	TBC	Quarter 4 2023/24
<b>Integration of Frailty service Information, Advice and Assistance (IAA) hub.</b>	<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"> <li>• Reduce the number of entry points for Newport citizens to contact and engage with the Council.</li> <li>• 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.</li> <li>• Newport citizens to access health services, under reablement care including therapies and falls clinics.</li> </ul>	Service Manager (DP)	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	TBC	Quarter 4 2022/23
<b>Hospital Service</b>	<p>Supports Adult Services Redesign</p> <p>Develop smarter pathways in partnership with key stakeholders for citizens in hospital.</p>	Service Manager (JA)	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	TBC	Quarter 4 2022/23
<b>Dementia Hwb in Newport</b>	Supports Adult Services Redesign	Service Manager (DP)	Well-being Objective 3	TBC	Quarter 4 2022/23

Programme / Project Title	Project Overview	Programme / Project Manager	Well-being Objective(s) Objective Supported	Supports Council's Transformation Plan	Anticipated Completion Date
	Provide a community single point of access for citizens pre or post diagnosis. In partnership with 3 <sup>rd</sup> sector and health.		Well-being Objective 4		
<b>Appointeeship Service</b>	Supports Adult Services Redesign  To develop a business case and options analysis on how NCC can develop a sustainable model for an Appointeeship service for citizens in Newport. 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.	Service Manager (Commissioning & Performance)	Well-being Objective 3  Well-being Objective 4	TBC	Quarter 4 2023/24
<b>Day Opportunities Development of Outreach service</b>	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Service Manager (Commissioning & Performance)	Well-being Objective 3	TBC	Quarter 4 2022/23
<b>Enhanced Dementia Project</b>	To develop a new specialist Reablement service for citizens with dementia	Service Manager (LJ)	Well-being Objective 3	TBC	Quarter 4 2022/23
<b>Learning Disability Accommodation</b>	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.	Service Manager (Commissioning & Performance)	Well-being Objective 3	TBC	Quarter 2 2024/25
<b>Direct Payments (regional service)</b>	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.	Service Manager (DP)	Well-being Objective 3	TBC	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 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
Access appropriate regional and National workforce development groups to increase capacity and support the whole social care workforce.	Increase the number of applications of staff to posts in Newport and retain staff within the social care workforce.	Head of Children Services	1 <sup>st</sup> April 2022	31 <sup>st</sup> 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 <sup>st</sup> April 2022	31 <sup>st</sup> 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)	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024

# Service Area Objectives and Action Plan 2022-24

<b>Objective 1</b>		<b>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</b>				
<b>Objective Outcome(s)</b>		Adult Services outcome(s) through the delivery of this objective is to: <ul style="list-style-type: none"> <li>• Support residents to remain independent living at home to support their communities.</li> <li>• Where residents need support, provide early intervention and prevention support, directing them to the most appropriate services for their needs.</li> <li>• Improve the accessibility of early intervention and prevention services for disadvantaged and vulnerable groups.</li> </ul>				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		<b>Corporate Plan 2022-27</b>				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objective 3</b> - Newport is a supportive city where communities and care are at the heart of what we do.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 3 / Strategic Priority 3</b> - 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.				
<b>Objective Owner(s)</b>		<b>Head of Adult Services</b>				
<b>Communication Support / Promotion (Yes / No)</b>		<b>Yes</b>				
<b>Reference</b>	<b>Action</b>	<b>Action Outcome(s)</b>	<b>Strategic Priority Strategy / Self-Assessment / Continuous Improvement</b>	<b>Action Owner (Service or Team Manager)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>
1	Improve engagement with city's LGBTQ+ and traveller / Roma communities to access adult services.	<p>Through the Council's Community Connector team's we will engage and improve services available for the city's LGBTQ+ and traveller communities.</p> <p>This will include reviewing existing arrangements available, improving communication channels, and barriers preventing communities accessing services.</p> <p>We will implement an action plan to improve areas of weakness for specific</p>	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 <sup>st</sup> December 2022	31 <sup>st</sup> December 2023

		communities in partnership with council services.				
2	Ensure the implementation of the National Carers Strategy is fully embedded across the City to support the City's unpaid carers.	<p>Review the implementation of the National Carers Strategy that will support the City's Carer's.</p> <p>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.</p>	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
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 (DP)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
4	Continue to innovate and expand the offer of assistive technology to support early intervention and prevention.	<p>To compliment and support existing early intervention and prevention services with assistive technology.</p> <p>Using existing technology and new, innovative technology that will enable citizens to live independently at home.</p>	WBO 3 / Strategic Priority 3	Service Manager (DP)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024



<b>Objective 2</b>		<b>Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.</b>				
<b>Objective Outcome(s)</b>		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.				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		<b>Corporate Plan 2022-27 Safeguarding Annual Report Safeguarding Risk</b>				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objective 3</b> - Newport is a supportive city where communities and care are at the heart of what we do.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 3 / Strategic Priority 2</b> - Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.				
<b>Objective Owner(s)</b>		<b>Safeguarding Manager (FM)</b>				
<b>Communication Support / Promotion (Yes / No)</b>		<b>Yes</b>				
<b>Reference</b>	<b>Action</b>	<b>Action Outcome(s)</b>	<b>Strategic Priority Strategy / Self-Assessment / Continuous Improvement</b>	<b>Action Owner (Service or Team Manager)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>
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 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
2	Improve the external communication of safeguarding information to ensure they know who and	Collaborate with the Council's Communication team to ensure the Council's website and other communication	WBO 3 / Strategic Priority 2  Safeguarding Risk.	Safeguarding Manager (FM)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023

	how they can access the information, advice and/or assistance they need.	<p>methods such as social media. Newport matters etc has all of the necessary safeguarding information required.</p> <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>				
3	Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.	<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>	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
4	Develop processes to improve how professionals can report and escalate adult safeguarding concerns.	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.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	Safeguarding Manager (FM)	1 <sup>st</sup> April 2023	31 <sup>st</sup> March 2024
5	Continue to prepare and implement the Liberty Safeguards arrangements in Adult Social Care	In preparation of the Liberty Safeguards legislation, Adult Social Care and supporting partners need to be aware of and implement the new requirements.	WBO 3 / Strategic Priority 2 Liberty Safeguarding Risk	Service Manager (HL)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

		This has been delayed due to Covid and is expected to be implemented in 2023/24.				
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<b>Objective 3</b>	<b>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.</b>
<b>Objective Outcome(s)</b>	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.
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>	<b>Corporate Plan 2022-27 Gwent Regional Partnership Board</b>
<b>Well-being Objective Supported (If Applicable)</b>	<b>Well-being Objective 3</b> - Newport is a supportive city where communities and care are at the heart of what we do.
<b>Well-being Strategic Priorities Supported</b>	<b>WBO 3 / Strategic Priority 1</b> - 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. <b>WBO 3 / Strategic Priority 3</b> - 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. <b>WBO 3 / Strategic Priority 5</b> - 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
<b>Objective Owner(s)</b>	<b>Head of Adult Services</b>
<b>Communication Support / Promotion (Yes / No)</b>	<b>Yes</b>

<b>Reference</b>	<b>Action</b>	<b>Action Outcome(s)</b>	<b>Strategic Priority Strategy / Self-Assessment / Continuous Improvement</b>	<b>Action Owner (Service or Team Manager)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>
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.	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.  Services are commissioned based upon the risk and demand of services needed by Newport's population	WBO 3 / Strategic Priority 1  Sustainability of Adult Social Care Risk	Service Manager (Commissioning & Performance)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

		<p>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>				
2	<p>Increase the provision of accommodation for adults with learning disabilities.</p> <p>Learning Disability Accommodation Strategy</p>	<p>This action is delivered as part of the Council's 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>WBO 3 / Strategic Priority 1 WBO 3 / Strategic Priority 3 WBO 3 / Strategic Priority 5</p> <p>Sustainability of Adult Social Care Risk</p>	Service Manager (Commissioning & Performance)	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

# 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	KPI for Corporate Plan (Yes/No)	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22
<b>National (AD/002)</b> – The number of contacts received by Adult Services where advice and assistance was provided during the year	Yes	Annual	Service Manager (Commissioning & Performance)	Performance Information Manager	1,718	<b>1,718</b>
<b>National (AD/004)</b> – The number of new assessments completed for adults during the year	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,538	1,444
<b>National (AD/006b)</b> – The active offer of Welsh was accepted	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	0	1
<b>National (AD/010)</b> – The total number of packages of reablement completed during the year	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	583	601
<b>National (AD/011a)</b> – The number packages of reablement completed during the year that reduced the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	24
<b>National (AD/011b)</b> – The number of packages of reablement completed during the year that maintained the need for the same level of support.	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	95	62
<b>National (AD/011c)</b> – The number of packages of reablement completed during the year that mitigated the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	409	484
<b>National (AD/011d)</b> – The number of packages of reablement completed during the year that increased the need for support	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	43	31
<b>National (AD/012)</b> – The number of adults with a care and support plan as at 31 <sup>st</sup> March.	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	1,861	1,940

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	Actual 20/21	Actual 21/22
<b>National (AD/013)</b> – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	No	Quarterly	Service Manager (Commissioning & Performance)	Performance Information Manager	93	94
<b>National (AD/022)</b> – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	648	783
<b>National (AD/024)</b> - No. of Adult Protection Enquiries Completed Within Timescale	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	745
<b>National (AD/020)</b> - The total number of reports of an adult suspected of being at risk received during the year.	No	Quarterly	Safeguarding Manager (FM)	Performance Information Manager	Not Available	Not Available
<b>(NEW) AD/L001</b> - Number of Adult Professional Safeguarding Concerns raised in the year.	No	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	10	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 (JJ)	20	6	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 Services	Mental Health Services	Service Manager (HL)	TBC	TBC	Service Risk