



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

END OF YEAR REVIEW

ADULT SERVICES

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 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

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.

Head of Service Executive Summary

Newport Adult services has continued to work with significant pressure across all service areas throughout the year. There are several factors that continue to present pressure on services. Newport residents emerging from the pandemic without any early intervention or prevention support are presenting with complex issues for their health and social care, that require multi-faceted professional assessments. Workforce pressures and inability to recruit to specifically professional qualified posts to manage referrals in a timely manner, has meant waiting lists for assessment and service provision. Additional management tasks to review the waiting lists and ensure the most vulnerable residents are receiving the correct support and intervention, is a daily pressure.

The challenges with reduced workforce and lack of management oversight has required Adult services to be redesigned to ensure key statutory services are available and managed. Partnership working to ensure citizens receive the right service at the right time by the appropriate profession continues to require intense investment in time and communication. The continued pressure from health colleagues with regard to hospital discharges and the many pathways that are available requires review, clarity and adult services with a clear vision of what we can and cannot do.

Routinely Adult services receive communication and requests from Member's and Senedd regarding enquiries for citizen's and their families, is resource intensive to investigate, answer and comply with GDPR. We started the year with approximately 300 referrals a month into Adult services and end it with over 500 a month. This we know is not the accurate number of referrals and interactions with citizens and we need to improve our recording through WCCIS, specifically Hospital and Reablement services. Budget challenges and the transformation of service areas requires some key investments in the structure to enable transformation. Adult services management of over £77 million (core and grants) requires clear oversight and monitoring with a structure that provides assurance to the Council. The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and how best we can meet statutory requirements is at the centre of all decisions. Completed Adult assessments have increased from 120 to on average 210 per month, the priority has focussed on the most vulnerable and providing services to ensure safety, this has impacted on reviews for residents and will be addressed during the year.

Domiciliary care provided by commissioned services is now starting to recover but remains vulnerable due to workforce issues of recruitment and retention. Currently we are providing 815 packages of care in peoples own homes which is a return to last year's figures, after a very difficult year for provider services when we have seen up to 1,200 hours not commissioned for one week. Currently, we have 9 hours waiting to be commissioned. The voice of the Adults and carers that we work with has been pivotal to the challenges within the budget setting for the Council and how we deliver services going forward for our most vulnerable residents and Carers.

What we have achieved

Considering the challenges across the social care sector, including the work-force internally and externally through commissioned services, we have delivered statutory services and engaged in preventative services to ensure residents are supported to live independently and have their care and support needs met for over 2,000 residents. The rise in the number of adults with care and support plans has risen during the year, this is also indicative of the complexity that adults require allied professional intervention alongside adult services.

Our offer to Carers has gone from strength to strength with over 600 carers receiving regular electronic communication, re-starting the 'chatty café' has proved a real support for carers. This was recognised within the social care accolades. The work with carers is firmly embedded within adult services, however, since April 2023 the service for Community Connectors and Carers service are under the Early Intervention and Prevention services structure. The introduction of the Smart Hub in the Market was launched and offers residents and families the opportunities to view and see what is on offer to maintain their independence at home.

In partnership with health and the third sector, we are establishing a Dementia Hub in the centre of town, which requires further development.

The 'Step up-step down beds' for residents that are in the community and require additional social care support to prevent a hospital admission or are medically ready to leave hospital but require reablement or social care input are available through our in-house Parklands service and we also have two beds in Spring Gardens that provide specialist 'step up/down' for residents with dementia.

We have also secured Welsh Government funding to develop the Older People World Health Organisation accreditation, which will enable the Council internally and externally to meet the requirements for accreditation.

Newport have successfully commissioned a short break service for carers on behalf of the region, it will enable carers to have a newly commissioned service for them to self-identify their own support needs and how they would like them met. The service is called 'Bridging the Gap' and is funded through a Welsh Government grant for the region. Reablement services continue to work to capacity and have had an excellent Care Inspectorate Wales inspection, the first since pre pandemic. Staff and those that have used their services spoke highly of the support and focus by staff to support and re-able residents in a timely manner.

Plans for 23/24

- 1. Redesign of Adult service:** The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and how best we can meet statutory requirements to ensure a quality assessment/ review pathway that eliminates hand offs between teams and services is the core of the redesign. Ensuring staff have access to supervision, support through peer mentoring and development of their practice is essential going forward. Some of the activities include:
 - Information Advice and Assistance (Front door service) for hospital and community.
 - Newport continues to manage and develop the regional Home First service.
 - Develop the Home First enhanced service for Newport residents specifically in the Royal Gwent Hospital.
 - WCCIS recording to be introduced to improve data for planning of future needs and WG requirements.
 - Develop emergency care at home to prevent hospital admission alongside Reablement services.
 - Welsh Government potential funding for additional reablement services
- 2. Integrated Reablement:** services to be introduced to community front doors for early assessment and prevention. WCCIS recording to be introduced to improve data for planning current and future needs and formal reporting.
- 3. Streamline Managed Care with review function:** All residents with eligible care needs to receive assessments through managed care services. Managed care to be strengthened with the team managers building in resilience to ensure all specialist areas of practice are covered. Peer mentoring and learning to support the workforce and personal development will be key.
- 4. Financial services:** A review of services required for residents, will enable opportunities to develop a number of areas:
 - 4.1 Direct Payments:** to move to less reliance on commissioned domiciliary services, the NCC Direct Payment offer needs to be developed. We have started regional work, and this will continue.
 - 4.2 Appointeeship:** to review all external services and bring in house, will require investment in the Appointeeship team, to grow and return an income for the service.
 - 4.3 Deputyships:** review the commissioned service.
- 5. Short Breaks:**
 - 5.1** Continue the redesign to place based provision, (resulting from budget proposals 22/23)
 - 5.2** Centrica Lodge: consider the in-house opportunity for the care provision for residents with a learning disability.
 - 5.3** Our short breaks offer to Newport residents for those with care needs and their carers also offers a short break service with NEWCIS, 'Bridging the Gap' a newly commissioned service to enable Carers and the cared for to identify their own support needs and how they would like them met.

Continuing the journey...

The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and ensuring the voice of the resident is central alongside how we can meet our statutory requirements is at the centre of all decisions. Completed Adult assessments have increased from 120 to on average 210 per month, the priority has focussed on the most vulnerable and providing services to ensure safety, this has impacted on reviews for residents and will be addressed during the year.

Domiciliary care provided by commissioned services is now starting to recover but remains vulnerable due to workforce issues of recruitment and retention. Currently we are providing 815 packages of care in peoples own homes which is a return to last year's figures, after a very difficult year for provider services when we have seen up to 1200 hours not commissioned for one week. Currently, we have 09 hours waiting to be commissioned.

The voice of the Adults and carers that we work with has been pivotal to the challenges within the budget setting for the Council and how we deliver services going forward for our most vulnerable residents and Carers.

Adult Services 2022/23 Overview

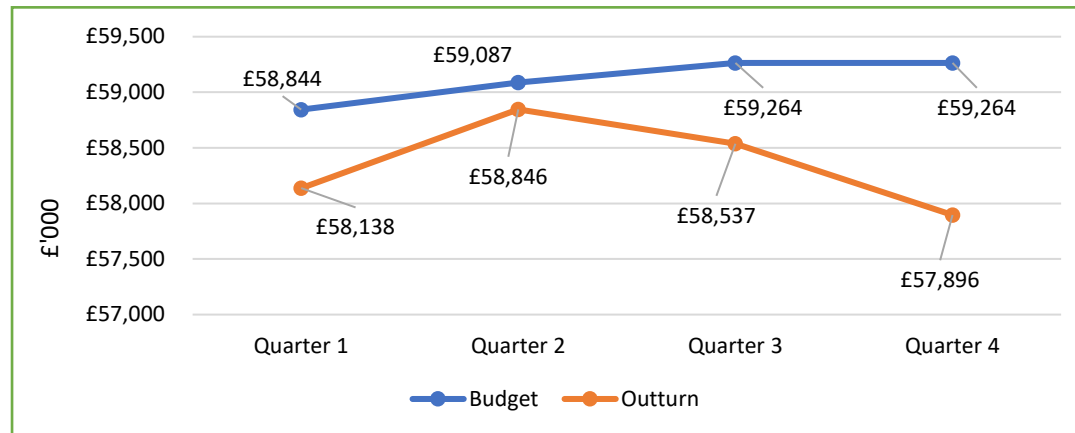
Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
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.	Green
Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.	Amber
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.	Green

Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Pressure on Adult and Community Services	Corporate Risk	20	12	25	25	25	20
Stability of Social Services Providers	Corporate Risk	20	12	25	25	25	20
Liberty Protection Safeguards Legislation	Service Risk	10	4	6	6	6	6
New Statutory Mental Health Service.	Service Risk	16	12	-	-	16	16

Service Area Revenue Outturn



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
Appointeeship Service	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.	Well-being Objective 3	Quarter 4 2023/24	15%	The early research stages within Adult Services has identified the need to improve the offer for residents and develop a cohesive service. This will require internal investment to develop the service, but the long term outcome will enable NCC Appointeeship service to grow and establish an income to support the service expansion. We are in the process of recruiting to a Service Manager vacancy and this will be a priority for 23/24 to develop.
Day Opportunities Development of short breaks	A community based short breaks model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Well-being Objective 3	Quarter 4 2022/23	C	Following review as part of the 2023/24 budget setting process, the service has a reduced budget and there will be further planned budget the reduction in 2024/25. A project team has now been established to look again at delivering the service in a way that has most impact.
Enhanced Dementia Project	To develop a new specialist Reablement service for citizens with dementia	Well-being Objective 3	Quarter 4 2024/25	C	Two step down beds are now in operation at Spring Gardens, where close working with the community reablement team provides support for people with dementia after leaving hospital so they can be as independent as possible when they return home.
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	Well-being Objective 3	Quarter 2 2024/25	70%	The Commissioning Team and Social Workers continue to meet with providers of accommodation services in Newport and South Wales to review services and to discuss our accommodation needs. Newport now provides learning disability services for adults aged 18 to 80 so it is important that the services meet

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
Learning Disability Accommodation	utilising of capital and revenue funding options.				their current needs and to ensure that there is sufficiency of market provision.
Direct Payments (regional service)	<p>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.</p> <p>This will provide greater independence and equitable access for service users to commission their own care and support.</p>	Well-being Objective 3	Quarter 3 2023/24	20%	The Regional Paper is still being considered across Gwent local authorities to progress the option of a Regional Direct Payments Service and how that is delivered at a local and regional level.
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. 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>	Quarter 4 2023/24	30%	<p>We have agreed a management structure for Adult Services and both Service Manager and Team Manager vacancies are out to recruitment.</p> <p>Adult service continue to work closely with prevention services, Community Connectors and Carer services now sit within Early Intervention and Prevention services for reporting, and continue to be part of the Information Advice and Assistance offer for all adult referrals and enquiries.</p>
Integration of Frailty service Information, Advice and Assistance (IAA) hub.	<p>Supports Adult Services Redesign. 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. 	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	70%	The phased approach to integrating the service is now moving forward. The Frailty Team are starting to work with the systems but currently within their own locations. Co-Location is still the outcome and this will progress as the challenges within the management structure are resolved.

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
Integration of Frailty service Information, Advice and Assistance (IAA) hub.	<ul style="list-style-type: none"> 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. <p>Newport citizens to access health services, under reablement care including therapies and falls clinics.</p>	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	70%	A key outcome is the appointment of a new Service Manager to oversee First Contact and the progression to advertise for a new Team Manager for First Contact. The appointments will be critical in supporting and developing the integration and its success going forward.
Hospital Service	Supports Adult Services Redesign Develop smarter pathways in partnership with key stakeholders for citizens in hospital.	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	60%	The Hospital Discharge Service continues to align itself with Home First to support a Discharge Hub in the RG. Alignment of resources on a more dedicated footprint is in process which will allow for the hub to formalise and standardise its approach to hospital discharge. There are future opportunities for the Hub to develop to become a key feature in the hospital discharge process for Newport, ABUHB and the Gwent Region.
Dementia Hwb in Newport	Supports Adult Services Redesign <ul style="list-style-type: none"> Provide a community single point of access for citizens pre or post diagnosis. In partnership with 3rd sector and health. 	<p>Well-being Objective 3</p> <p>Well-being Objective 4</p>	Quarter 4 2022/23	30%	The development of the Hwb is still being worked through in partnership with Health and Third Sector Colleagues. Accommodation which continues to be sourced is a key factor in the progression.

Workforce Development

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

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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.	1 st April 2022	31 st March 2024	C	We currently are supporting 11 people through the Open University (OU) degree programme to become qualified as social workers. Regular workforce meetings are taking place at which we consider how we can prepare people for the application process, how we develop our programme for newly qualified social workers and support for consolidation of practice. We continue to provide placements for students from Cardiff University and University of South Wales. In order to do this we ensure we have adequate numbers of experienced social workers who are able to support the learners during their placements.
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.	1 st April 2022	31 st March 2024	70%	We continue to represent Newport at a regional and national level to develop strategies to create opportunities to build workforce sufficiency.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
In addition to routine supervision and team meetings and for all teams 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.	1 st April 2022	31 st March 2024	90%	We have clear processes in place to support all workers within Adult services. Team, service, whole Adult service meetings are in place, a mixture of in person and team's meetings. Whole social service meetings have specifically looked at staff well-being and addressed strategies and ensured support is available to all.
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.	1 st April 2022	31 st March 2024	70%	Social workers meet regularly with the commissioning team to highlight future needs and report on feedback from people who need services. In the next 18 months there will be 18 new supported living flats in Newport. Following feedback from younger adults with a learning disability and their carers, this year NCC will be reviewing the range of day services in the city.

Objectives and Action Plan Update

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 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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	1 st December 2022	31 st December 2024	60%	There is ongoing engagement with Community Connectors and a wider Council Approach to support and improve the interface with these key groups. From April 2023, the Prevention & Inclusion service will be overseeing the delivery of Community Connectors.
2	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	1 st October 2022	31 st March 2024	C	Continued development of a Carer Council perspective has included commissioning a new service 'Bridging the Gap' for Carers to determine own care needs from a variety of services. Newport are hosting the Carer service on behalf of the region.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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	1 st October 2022	31 st March 2023	75%	We are working towards a council wide Employee Accreditation, working with HR to build a portfolio of evidence for the application stage in 2023/24.
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	1 st October 2022	31 st March 2024	99%	The Occupational Therapy Service continue to take a lead in achieving the objective through various communication methods. Most notably is the SMART House that has been set up and opened in Newport Market which provides training opportunities for staff to attend and keep updated on the technology available and for the citizens of Newport to visit to enable them to access services they not have been aware of.

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 2 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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.	Collaborative working with Human Resources team to ensure new and existing staff have completed their training. 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. Also to undertake regular monitoring and reporting across service areas. Managers to provided regular reports on who has / has not completed their training.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	30%	Gathering data and coordinating how this is best moved forward with wider HR workstreams.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	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. Also ensure regular communications are released during the year to continue the messaging. Communication is available in Welsh, English and other languages used by citizens in Newport.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	50%	Work in progress. Delayed due to vacant post being on hold.
3	Improve the robustness of the Safeguarding Self-Assessment tool used by Newport Council.	Through the Safeguarding Regional group and Safeguarding board, collaborate with other Gwent local authorities to improve the Council's self-assessment arrangements. This will ensure consistent approach is adopted across Gwent authorities and benchmarking.	WBO 3 / Strategic Priority 2 Safeguarding Risk.	1 st October 2022	31 st March 2024	40%	Work in progress but at early stages.
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.	1 st April 2023	31 st March 2024	N/A	Updates to provided in 23/24.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Continue to prepare and implement the Liberty Safeguards arrangements in Adult Social Care	<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>	1 st October 2022	31 st March 2024	85%	<p>The implementation of Liberty Protection Safeguards (LPS) legislation has been postponed until further notice by WG.</p> <p>NCC will continue to prepare for LPS. We plan more training of Best Interests Assessments (BIA's), furthering provider knowledge of Mental Capacity Act and are working to reduce the DoLS assessment waiting list.</p>

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 3 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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 based upon Newport Population Needs assessment. Raising and escalating as necessary internally and externally (regional / national) financial pressures and sustainability of services.	WBO 3 / Strategic Priority 1 Sustainability of Adult Social Care Risk	1 st October 2022	31 st March 2024	75%	During the 4th quarter of 22/23 the position with our domiciliary care providers has improved considerably. This is due to the constant attention and support by our commission team to providers. The workforce remain vulnerable but we are in a position where we are able to broker packages of care for domiciliary and residential care when required. The on-going issues with Social Work recruitment however does pose blockages to brokerage that cannot be ignored

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
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</p> <p>WBO 3 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 5</p> <p>Sustainability of Adult Social Care Risk</p>	1 st October 2022	31 st March 2024	70%	<p>Working with Registered Social Landlords (RSL) and care providers there will be an increase of 10 new placements in the next 12 months. One scheme is a new build of 7 supported living flats the other is a conversion of an existing building to provide 3 new supported living flats.</p> <p>Within the next 18 months there will be a change of use to provide a further 8 supported living flats and development of Centrica lodge / short breaks.</p> <p>The new provision will meet the changing needs of people with a learning disability.</p>

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 / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23
National (AD/002) – The number of contacts received by Adult Services where advice and assistance was provided during the year.	Annual	1,718	1,725	1,571
National (AD/004) – The number of new assessments completed for adults during the year.	Quarterly	1,538	1,444	1,306
National (AD/006b) – The active offer of Welsh was accepted.	Quarterly	0	1	0
National (AD/010) – The total number of packages of reablement completed during the year	Quarterly	583	601	439
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	Quarterly	43	24	32
National (AD/011b) – The number of packages of reablement completed during the year that maintained the need for the same level of support.	Quarterly	95	62	64
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support	Quarterly	409	484	314
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	Quarterly	43	31	29
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	Quarterly	1,861	1,940	2,249
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	Quarterly	93	94	101
National (AD/023) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	Quarterly	648	783	730
National (AD/024) - No. of Adult Protection Enquiries Completed Within Timescale	Quarterly	Not Available	745	671
National (AD/020) - The total number of reports of an adult suspected of being at risk received during the year.	Quarterly	Not Available	Not Available	957
(NEW) AD/L001 - Number of Adult Professional Safeguarding Concerns raised in the year.	Quarterly	Not Available	Not Available	39

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation		Description
IAA		Information Advice and Assistance
OT		Occupational Therapists