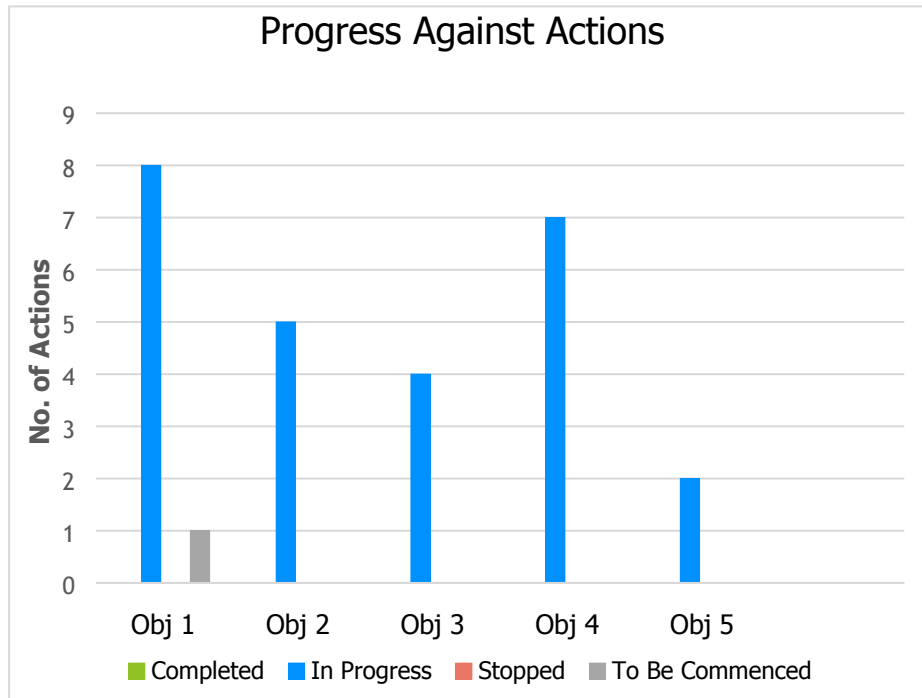
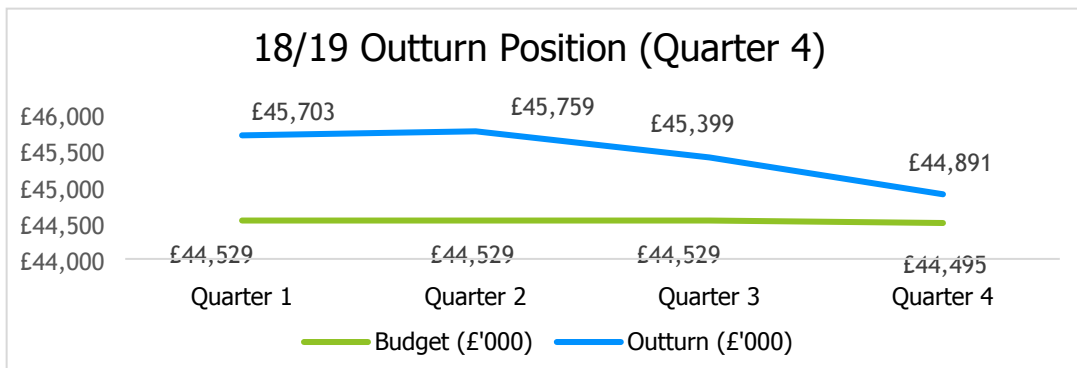


# Adult and Community Services End of Year Review 2018/19





During 2018/19 the numbers of delayed transfers of care has risen and at year end Newport is 3.5 days short of the target. This reflects greater activity in the hospitals and it should be noted that initiatives such as the development of In Reach and improvements to the Reablement service are facilitating faster turnaround times on the wards. This, in turn contributes to higher numbers of hospital discharges that creates additional pressure on another part of the system. In order to mitigate this, constant oversight is applied to the discharge process. The individual's journey through the hospital system is closely monitored, daily reports are provided and whilst communication processes are well established it must be noted that many people have complex issues to resolve before they can be considered safe to return home.

Home First is a new regional service, resourced from the Transformation fund to target unnecessary admissions. Social care staff identify those who have arrived in hospital but could safely return home with Information Advice and/or low level assistance such as equipment or with Reablement support. This is a further joint initiative that will contribute to a more efficient hospital pathway and maximise the opportunity for people to maintain their independence by fast tracking social care assessment and provision. It is too soon to measure the impact but evaluation is ongoing and the service has been welcomed by health professionals in the Acute Hospitals.

Reablement is the only other area of performance that indicates concern but if closer scrutiny is applied to the figures then the picture is positive. The targets of 50% are no longer realistic as the way we are required to count the activity has been changed by Welsh Government. The 1 cohort was previously required to have an existing care and support plan but this is no longer the case. However, the intention of Reablement and the reason for measuring activity is to measure the impact on people who experience improvements in their quality of life through a reduction or cessation of care services.

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The combined total for those who are discharged from the service with no care and support plan or a reduction in their care is 84.5%, representing a high level of success. In addition, Newport is moving towards having a fully operational Intake model of Reablement whereby people who have not had a previous care package are always given Reablement first to ensure that their independence is maximised.

The Welsh Government are currently consulting on a new set of performance measures due to be implemented in April 2020. Although not yet agreed, indications are that the reporting requirements on both adults and children services will be significantly increased. Elements of the WCCIS system will have to be re-designed to accommodate the new reporting framework and Social Workers will require further case recording training. NCC are fully engaged in the consultation process and performance leads are monitoring the resource implications.

The headline priorities of the service plan for 2019/20 will remain the same: Early intervention and prevention is a requirement of the Social Services and Well Being Act and an opportunity to delay or divert the need for citizens to become reliant on higher end provision.

The figure of 79% for adults who have received information and advice with no repeat contact is indicative of successful signposting at the front door and is a reflection of the range of expertise and specialism in the First Contact Team. The availability of Community Connectors, Occupational Therapists, Housing Officers, Safeguarding and Social Workers to offer immediate advice and support continues to effectively manage demand.

The further development of Community Well Being Networks in partnership with Health will improve opportunities for citizens to access low level support as a way to prevent or delay future reliance on statutory services. ABUHB Transformation funding has been utilised to appoint a Community Well Being Co-ordinator for 12 months who is required to pull all of the strands together. The post-holder started on the 1st May 2019 and is based in Adult Services. The new oversight will bring together Health, Local Authority and Third Sector prevention and early intervention services.

Alongside this we have a savings target of £250k against our Third Sector budget for 2019/20. This represents a 50% reduction in our current consortium contractual costs so work will commence to review the Newport Support Partnership and recommission in 2020. Whilst it is timely and appropriate to review this provision that has been in place for 3 years it will be a challenging piece of work and careful consideration will need to be applied to the need to further refine and target services in order to reduce costs. Integrated working across health and social care is ongoing with new initiatives such as Home First and the ongoing development of the Community Well Being Network work stream. New ICF money has been made available to expand the step up step down bed facility at Parklands Care Home from 10 to 15 and successful bids have secured funds to support the transition between children and adults services and to conduct a review of people currently receiving support from our Consortium Third Sector partner to inform the recommissioning process and ensure new services are appropriately targeted. We have also been successful in securing the funding to expand the Frailty service to support people with a dementia. Commissioning led the transfer of Extracare services to Radis during 2018. The new arrangements are in place and the contract will continue to be monitored to maintain quality and deliver the required savings target of £300k.

The Independent Living Strategy was signed off by Council in 2018 and clearly identifies direction of travel to increase the availability of sustainable independent accommodation options for adults with learning disabilities. A further 8 flats are planned in 2019/20 on the Kings Hotel site and the commissioning of support services is underway. Fee negotiations for 2019/20 have been successful in that they are mostly concluded and rates agreed. This early approach enables improved financial planning and ensures ongoing positive relationships with providers. The Commissioning Team continues to monitor quality and work with providers to maintain and develop services

Internally delivered services have been subject to significant change during the year with the transfer of Extracare to Radis and the planned moves of 13 Supported Living tenants leading to the closure of the NCC service in 4 houses. This change, whilst challenging, has been identified as necessary to protect and improve provision. NCC are engaged in regional initiatives with Health and with the Gwent partner Authorities. The pooled budget work has delivered a health and social care contract that is being sent to providers this week. A joint monitoring protocol is also being developed to enable commissioning partners to share resource and intelligence. Regional projects for 2019/20 include Telecare, Appointeeships and the ongoing collaborative work to develop WCCIS. Carers continues to be an area of priority development, the Carers Network is in place and opportunities to communicate with this hard to reach group have improved. The following year will focus on establishing a clear carers pathway and service offer as we need to improve our understanding of how to target services more effectively and how they impact on the carer and the cared for person i.e. respite options.

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## Adult and Community Services, Analysis of Performance

<b>Objective 1</b>		<b>Early Intervention and Prevention</b>				
<b>Description</b>		We will direct and signpost effectively and when support is required we intervene early to prevent escalation and dependence				
<b>Corporate Plan Objective(s)</b>		<b>Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities</b>				
<b>Mid-Year Action Status</b>		<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
1.01	To continue to develop and consolidate a range of early interventions and preventative services to divert or delay the demand for statutory services.  To continue to develop the role of the Community Connectors to ensure the service is fully integrated with Health initiatives, Third Sector provision and the Information, Advice and Assistance (IAA) function within First Contact	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The Community Connector team has been moved to the First Contact service area from 1st April 2019 following a minor re-structure of the Service Managers areas of responsibilities. The Community & Strategy Partnership Manager who oversees the team now reports directly to the Service Manager First Contact who has overall responsibility for the development of preventative services in line with the First Contact Information, Advice and Assistance (IAA) function.
1.02	To promote the use of DEWIS and ASK Sara as a way to direct citizens to source information and develop a comprehensive local directory of support.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The Community Connectors continue to update the DEWIS website and citizens are directed to it via the NCC website. Following the success of ASK Sara in Newport, the service will now be rolled out across the region.

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<b>Mid-Year Action Status</b>			<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
1.03	To establish a joint health and social care IAA Provider Forum to share information and good practice.	<b>To be Commenced</b>	<b>To be Commenced</b>	01/04/2019	31/03/2022	This has not yet been established as there will be a review of preventative services in 2019 to ensure the current configuration is meeting the needs of citizens and to deliver a £250k saving.
1.04	To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand and appropriately triaging referrals.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The First Contact Team continue to develop their skills and knowledge in the delivery of IAA. This now needs to be refreshed in the context of a wider preventative services review. The learning gained by amalgamating the skills and knowledge of a diverse range of professionals into the First Contact Team has offered substantial improvement in the ability to signpost citizens and offer earlier targeted support to prevent crisis. A project team is being established in May to identify how services can work better together, to reduce duplication, deliver efficiencies and improve outcomes.
1.05	The implementation of a revised telecare service.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Discussions have taken place with Monmouth Council and Caerphilly Council to develop a new telecare service following the award of Integrated Care Fund monies to purchase new digital equipment, thus offering the opportunity to consolidate service models.
1.06	To continue to work with Third Sector partners to build capacity within services that are focussed on prevention and early intervention	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The Third Sector Consortiums are both due to be re-tendered. Annerin Bevan University Health Board (ABUHB) are re-commissioning their mental health consortium and the Newport Support Partnership consortium is due to end in September 2020, therefore, offering an opportunity to review effectiveness and capitalise on the success of the existing arrangements for a further 5 years. A project team will oversee the development of a new specification.
1.07	To work closely with statutory partners, i.e Welsh Government, ABUHB, Local Authorities to develop	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2021	The appointment of a new Well Being Co-Ordinator resourced by Transformation funding will oversee the development and co-ordination of a network of services that will address low level community needs. The Co-ordinator will be based in Newport Council to ensure existing knowledge and services are fully

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<b>Mid-Year Action Status</b>			<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/9 - Complete</b>	<b>8/9 – In Progress</b>	<b>0/9 - Stopped</b>	<b>1/9 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	a network of support to encourage well-being and to promote independence.					integrated into future plans. The Co-ordinator will form part of the Preventative Services Project Review Team. The service area also participated in a regional initiative, <i>My Mates</i> which is fully operational and receiving referrals.
1.08	Regional roll out of the My Mates project that offers bespoke low level community based support for adults with learning disabilities	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/21	Adult Services continue to engage with the Care Closer to Home work streams to establish Community Hubs. Please see above update – appointment of Community Well Being Co-ordinator will ensure the planning and development of Care Closer to Home continues to be inclusive and builds on the established success of the delivery of IAA within Adult Services.
1.09	To collaborate with Health on the development of the Care Closer to Home initiative to establish Community Hubs offering information and advice	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	Additional ICF funding has been awarded this financial year (2019/20) for the following projects: 1. Transitions – for people with Learning Disabilities to assist in the transition from Children’s Services to Adults Service and into independent living (£120k); 2. To further develop the step up step down facility at Parklands Residential Home (£200k); and 3. To resource the review of preventions services – to assess the impact of current services and ensure new commissioning arrangements are appropriately targeted (£86k).

<b>Objective 2</b>		<b>Integrated working across Health and Social Care</b>				
<b>Description</b>		The development of an integrated approach to the provision of care and support for people in Newport through the establishment of Neighbourhood Care Networks.				
<b>Corporate Plan Objective(s)</b>		<b>Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities</b>				
<b>Mid-Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
2.01	To provide integrated care and support for people with health and social care needs: Review and maximise reablement capacity;  To establish an intake model of Reablement in Newport;  Increase skills of the Reablement Teams to work in an outcome focussed way and ensure a person's independence is maximised including if they need to move into long term care;  Up skill the workforce and create cross functional teams.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The Reablement team is now fully integrated and working effectively with Community Resource Team Occupational Therapists (CRT OT's). The inability to recruit Reablement Assistants means that the team is unable to function at full capacity. Recruitment is ongoing.
2.02	To implement stage 2 of the In Reach project to include the Community Hospital beds, Reablement services	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	In Reach is fully operational within Royal Gwent Hospital (RGH) & St Woolos to support hospital discharge. An additional element of managing the hospital pathway is the <i>Home First</i> initiative that prevents admission by identifying people in the assessment wards that could be sent home with an additional support. It is a Regional project funded for one year to assess the impact on admissions. The service commenced on 5th October 2018 and on

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<b>Mid-Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	To work with teams to ensure discharge pathways are clearly defined and people are supported in a proportionate way to leave hospital as soon as possible					1st November 2018 at RGH.
2.03	Review step /up step/ down provision including Community Hospital beds to enhance capacity and ensure people receive support in the right environment	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	Step Up / Step Down beds had 70 admissions in 2018/19. Out of the 70, 54 were able to return home with appropriate support. In recognition of the way in which the service operates and the high success rates additional resource has been allocated from the ICF to expand the number of step up step down beds in Parklands from 10 to 15 and to employ more specialist staff.
2.04	To work with colleagues in health to support the development of alternatives to acute hospital admission for people with Mental Health problems.  Explore different service and funding models such as crisis house and sanctuary provision	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The feasibility study was completed. Crisis House and Sanctuary provision is now dependent upon the development of a viable service model and the identification of a suitable site.
2.05	To ensure that Newport Citizens	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The Integrated Community Occupational Therapists (ICOT) service continues to operate from the First Contact Team,



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<b>Corporate Plan Objective(s)</b>		<b>Well-being Objective 3</b> – To enable people to be healthy, independent and resilient. <b>Resilient Communities</b>				
<b>Mid-Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	<p>receive assessment from the OT who is best-placed to support them through establishment of an integrated response to OT referrals at First Contact.</p> <p>To continue to support the improved Disabled Facility Grant (DFG) performance through timely OT assessment and intervention.</p>					ensuring a fast track service for those citizens who present with identified Occupational Therapy needs.

<b>Objective 3</b>		<b>Commissioning</b>				
<b>Description</b>		The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.				
<b>Corporate Plan Objective</b>		<b>Well-being Objective 3</b> – To enable people to be healthy, independent and resilient. <b>Resilient Communities</b>				
<b>Mid-Year Action Status</b>		<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
3.01	To undertake evidence based commissioning to ensure services reflect community needs and offer sufficient market capacity  To publish strategic commissioning plans for adults and children's services.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The Independent Living Strategy has been approved by Cabinet and is ready for publication. The Children's Commissioning Strategy is awaiting Cabinet sign off. The Older Persons Strategy is in 2nd draft stage.
3.02	To commission sustainable services that deliver quality, enable choice and promote independence  To continue to develop in house provision where appropriate and cost effective.  Develop leadership and management capabilities within Adult & Community Services to help maintain and increase service performance.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	All of our internal services are registered under the new Registration & Inspection of Social Care Act (RISCA). Newport continues to have a healthy domiciliary care market with sufficient capacity to meet demand. The Extracare Service has been successfully transferred to Radis from 1st April 2019 and will work towards achieving the identified efficiency savings.

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<b>Mid-Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	To proactively encourage new providers to enter into the Newport care market.  To adopt new commissioning approaches towards services that deliver and evidence individual outcomes.					
3.03	To ensure the market is able to respond to citizens needs through the principles of ethical and sustainable commissioning and contract management practices that deliver a range of high quality services and a skilled and responsive workforce.  Fee setting – to support the market, ensuring service stability and compliance with National Living Wage requirements.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Fees are agreed for 2019/20 as a result of early planning and communication with providers who responded well to the opportunity to achieve resolution before the beginning for the new financial year. In terms of the recruitment issues within social care a "Career College Consortium" has been established that brings together representatives from Coleg Gwent, Social Care Workforce Development, regional partnership team leads on workforce and commissioning, Health and Social Care representatives and Providers. This consortium is committed to developing sustainable solutions to workforce attraction and recruitment with the region in the shorter and longer term.

<b>Objective 3</b>			<b>Commissioning</b>			
<b>Description</b>			The procurement and management of service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.			
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<b>Mid-Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	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.  Continued engagement with providers through contract monitoring processes to oversee performance and quality, ensure compliance, and encourage service flexibility.					
3.04	To develop Regional and collaborative commissioning initiatives to deliver consistency and efficiencies. To work collaboratively with commissioning partners to capitalise on regional initiatives. Work with ABUHB and Local Authority partners to develop	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Commissioning priorities across the Region include the development of a joint residential care contract, a fee methodology, monitoring protocols and the establishment of a pooled budget. The agreement is now signed and the common contract and monitoring tool is nearing completion. The People Commissioning function is now evolving with 3 new full time members of the team and a part time presence from Education. The team are now responsible for commissioning all of the children’s services residential placements and to oversee fee setting, negotiations and contract monitoring in partnership with Education. All of the brokering and financial responsibilities also sit within the team. Major pieces of work in 19/20 are the re-commissioning of Third Sector Preventative Services and the school meals service.

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<b>Mid-Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/4 - Complete</b>	<b>4/4 – In Progress</b>	<b>0/4 - Stopped</b>	<b>0/4 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	common contracts and monitoring protocols. To develop a People Commissioning function that oversees all commissioning and contractual activity within the Directorate.					

<b>Objective 4</b>			<b>Carers</b>			
<b>Description</b>			To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities</b>			
<b>Mid-Year Action Status</b>			<b>1/7 - Complete</b>	<b>6/7 – In Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – In Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
4.01	Support carers to care through flexible respite, access to accurate information, peer to peer support and effective care planning  To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	The Carers Network is now established and attracts approximately 5 new carers a month. Carer flexible grants continue to be awarded. Examples of grants – laptop for a young adult carer to continue college alongside caring role. An additional £4,000 was given to Carers Trust from the Gwent Regional Partnership Board for carer grants in December 18, with one section of the grant entirely for carer time out/respite (up to £500). This has been communicated through the network to ensure carers and direct workers are aware of the grant. Gwent wide Carers Rights Day 2019 in collaboration with the Gwent Regional Partnership Board held in the Riverfront, with over 70 carers in attendance. 19 organisations attended to give carers information, advice and assistance with disabled facilities grant, advocacy giving talks and dementia friends and mindfulness workshops also on offer.
4.02	Develop Carer Awareness training in partnership with the Gwent Regional Carers Group.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	Carer e-awareness learning has now been completed and is live on the NHS portal (this was developed by Social Care Wales and Carers Wales) and will be available for NCC staff to complete.
4.03	To ensure the availability of accurate information, advice and assistance via First Contact, Preventative and Commissioned Services and Dewis.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	NCC website carer page amended with updated carer group information. New community services, changes to community services and any other relevant information is shared with social work teams, commissioned services and partners Community connectors and carers officer continue to review and upload local carer information on Dewis Cymru Carer development officer attends individual carer groups to give information, advice and assistance. Groups attended in this quarter include Newport Carers Forum, Parents for Change, Newport Autism Support Group and Carers in the County.
4.04	To engage with the Care Closer to Home Strategy that improves	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/21	Carers are represented on the ABUHB hub planning group for the care closer to home strategy. These meetings are attended by the community strategy and partnership manager. Work in






<b>Objective 4</b>		<b>Carers</b>				
<b>Description</b>		To fulfil NCC's responsibility to carers as required by the Social Services & well-being Act providing support and reducing carer breakdown.				
<b>Corporate Plan Objective</b>		<b>Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities</b>				
<b>Mid-Year Action Status</b>		<b>1/7 - Complete</b>	<b>6/7 – In Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>	
<b>End of Year Action Status</b>		<b>0/7 - Complete</b>	<b>7/7 – In Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>	
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	support for carers through the development of community hubs.					progress with Gwent Partnership Board and Newport Carers Forum looking at GP practices and the improvement of identification of carers in primary care.
4.05	To ensure respite options are flexible and delivered to a high standard.	<b>Complete</b>	<b>In Progress</b>	01/04/2018	31/03/2022	At the Mid-year review point we confirmed that the building work was completed and Centrica Lodge is re-open, contact is being made with partner Authorities to maximise take up of the service and generate revenue where possible. But new opportunities were identified to trial new assistive technology for people to try out. This could lead to greater opportunities for independence.
4.06	Publication of a Carers Strategy	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/20	The Carers Strategy has been circulated for comment and is currently being amended. The final draft will be circulated in May.
4.07	Improve well-being of young carers and young adult carers To continue to develop services for young carers that offer effective support	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2022	Carers Trust continue to roll out investors for carers in secondary schools across Gwent as funded by the Gwent Regional Partnership Board. Young carers and young adult carers from Newport are part of the reviewing team for in investor's award. Barnardo's hold drop in sessions every fortnight in all secondary schools in Newport to offer support to young carers who can book 30 minute appointments. Barnardo's provide sports sessions every 3 weeks and regular trips and activities to give young carers time out from their caring role.










<b>Objective 5</b>			<b>Safeguarding</b>			
<b>Description</b>			To improve safeguarding arrangements that protect children and adults within all aspects of Council services functions and duties.			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 3 – To enable people to be healthy, independent and resilient. Resilient Communities</b>			
<b>Mid-Year Action Status</b>			<b>0/2 - Complete</b>	<b>2/2 – In Progress</b>	<b>0/2 - Stopped</b>	<b>0/2 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/2 - Complete</b>	<b>2/2 – In Progress</b>	<b>0/2 - Stopped</b>	<b>0/2 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
5.01	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) Evaluation of the 6 month Safeguarding Hub. The pilot will be compiling data to evidence if the HUB model has improved processes and increased efficiency. To establish a review/scrutiny process for Deprivation of Liberty Safeguards (DOLS) assessments for Newport citizens. Establish safeguarding champions within each service area and roll out a training schedule for members and council employees.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The service continues to manage increasing demand by improving business and reporting processes For Example – Work is currently focussing on streamlining the referral process – currently there are 2 points of access that will be reduced to 1. Adults safeguarding has been enhanced by the co-location of IDVA's (Independent Domestic Violence Advocates) in First Contact. The 12 month review has now been completed and further evidences the benefits of joint practice for adults & children in the delivery of better responses due to information sharing protocols. A scrutiny process for the authorisation of DoLs applications has been established. Safeguarding Champions have been identified across the Local Authority and have attended a meeting to introduce them to the role. Meetings arranged in July to progress. All Champions are at Team Manager level with the expectation that they will cascade learning within teams. The Annual Safeguarding Report identifies the responsibilities of all senior staff and members. NCC staff continue to be engaged in the development of the All Wales Safeguarding Guidance








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	To contribute to the new All Wales Adult Safeguarding Guidance					
5.02	To continue to support and empower citizens through the adult safeguarding process.  Improve links to information and advocacy to ensure citizens are fully informed and supported throughout the safeguarding process.  Website development.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	All citizens within the safeguarding process are offered independent advocacy, the 'active offer' is a requirement of the Social Services & Well Being Act. The Gwent Safeguarding website was launched in May 2019 – plans are in place to link it to the NCC website. Newport safeguarding policies and procedures have been updated and are available on the intranet.

# Adults Performance Measures 2018/19

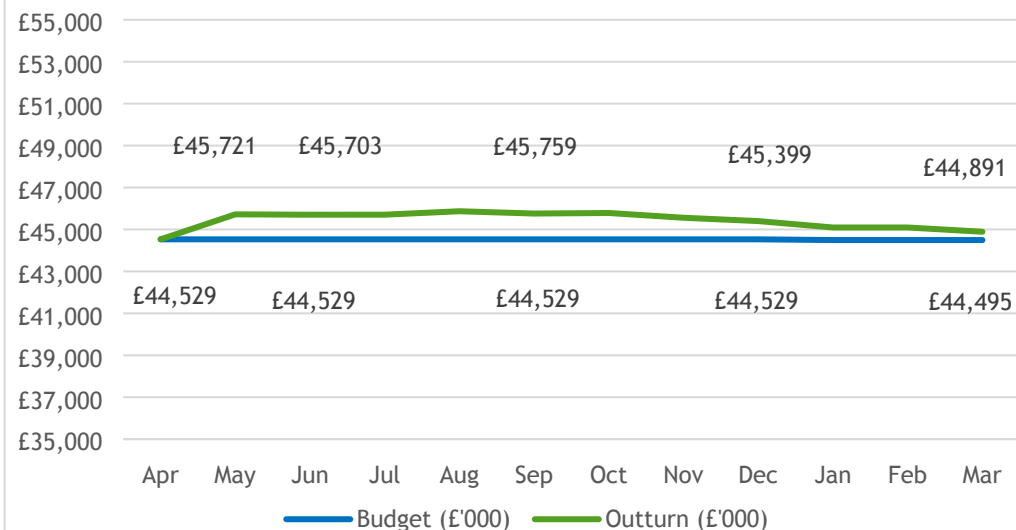
PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
<b>National (PAM/024)</b> – Percentage of adults satisfied with their care and support  Annual	<b>Objective 1</b>	<b>N/A</b>	<b>80.9%</b>	<b>N/A</b>	<b>N/A</b>	This measure will no longer be collected for 2019/20 onwards.
<b>National (PAM/025)</b> – Delayed Transfers of Care (DToC)  Monthly	<b>Objective 2</b>	<b>2.67 days</b>	<b>6.18 days</b>	 <b>3.5 days</b>	 <b>6.02 Days</b>	<p>DToC remains a challenging area of work. Although performance has declined, the ongoing close management of Social Services and Health is responsible for keeping the figure relatively low in the face of increasing service demands. The three established services that continue to compliment the management of this complex set of issues are:</p> <ul style="list-style-type: none"> <li>a) In Reach – early discharge planning from the ward, now fully operational in the Royal Gwent and St Woolos</li> <li>b) Reablement - targeted to support and facilitate timely discharge</li> <li>c) Step up step down beds continue to operate effectively with 54 out of 70 people successfully returning home.</li> </ul> <p>Home First is a new health and social care regional initiative that seeks to prevent hospital admission. It is too soon to measure the impact of this new service on hospital discharge figures but evaluation is ongoing.</p>

PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
<b>National (PAM/026)</b> – Percentage of carers that feel supported.  Annual	Objective 4	N/A	51.1%	N/A	N/A	This measure will no longer be collected for 2019/20 onwards
<b>National (Social Services Performance Measures, SSPM)</b> – The Percentage of adult protection enquiries completed within 7 days.  Monthly	Objective 5	97.9%	98.9%	 90%	 98.9%	
<b>National (SSPM)</b> – Length of time (days) adults are in care homes.  Monthly	Objective 3	727.4 days	789.2 days	 1,100 days	 868.2 days	
<b>National (SSPM)</b> - Average age of adults entering residential homes.  Monthly	Objective 3	85.9 years	84.8 years	 75 years	 79.2 Years	
<b>National (SSPM)</b> – Reablement reduced package of care and support.  Annual	Objective 3	N/A	3.1%	50%	N/A	WG Guidance changed in 2018/19 and therefore we are unable to compare this figure with last year’s data because the denominators were different. Therefore, it must be noted that the target of 50% is now irrelevant.  However, the purpose of this measure is to identify how many people have benefited from the Reablement service and have been helped to maintain their independence.

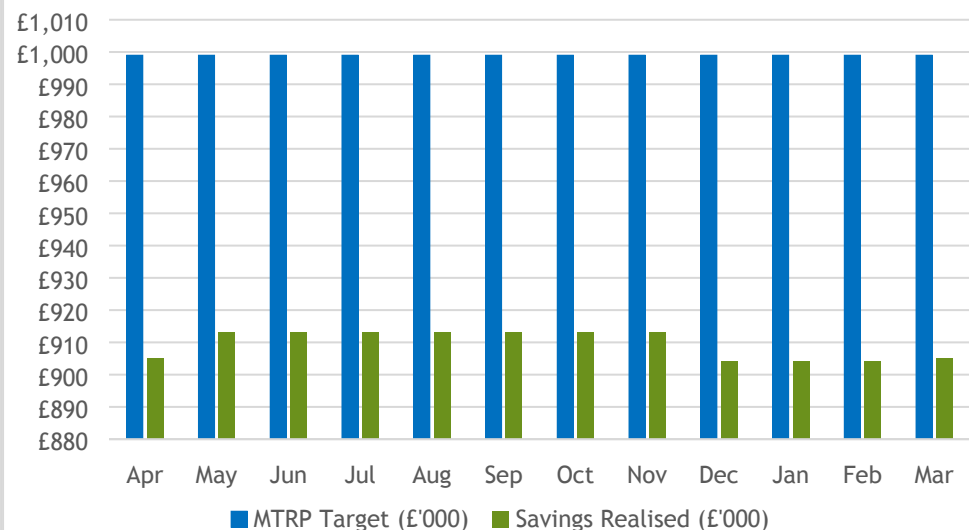
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						If we combine the two figures – 81.4% for no package of care after Reablement and 3.1% for a reduced package of care after Reablement it shows a total of 84.5% of clients achieving a positive outcome.
National (SSPM) – Reablement no package of care and support. Annual	Objective 3	N/A	81.4%	50%	 76%	
National (SSPM) – Adults who have received advice and assistance no repeat contact. Annual	Objective 1	N/A	79%	40%	 41.9%	

## Adults & Community Services Finance Analysis

### 2018/19 Overall Net Position



### 2018/19 Delivery of MTRP Savings



Service Area Team	Deficit / (Underspend) £'000
Service Dev & Commissioning	(208)
Integrated OT	(53)
Frailty	(201)
Mental health	(31)
Managed care	1,244
First contact	(227)
Care & support	(44)
Other adult services	(136)
Adult safeguarding	51