

Adult & Community Services

End of Year Review 2020/21



**Cabinet Member for Social Service –
Councillor Paul Cockeram
Head of Service – Chris Humphrey**

Introduction

This is the Adults & Community Services update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 31st March 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
Involvement		The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area, which the body serves.

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Adult & Community Services Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Strategic Recovery 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.

The 2020/21 Service Plan has five objectives that are focused on:

Objective 1 – Early Intervention and Prevention.

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

Objective 2 – Integrated working across health and social care.

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

Objective 3 – Commissioning.

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

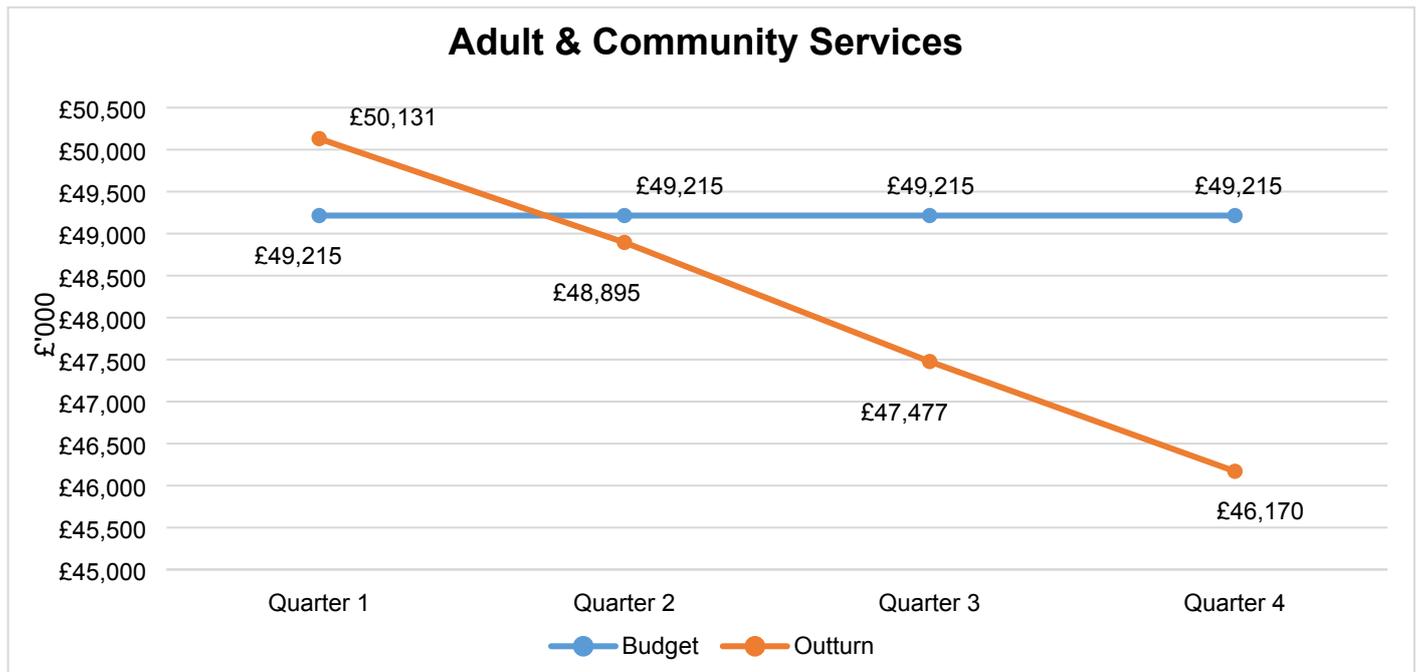
Objective 4 – Carers.

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

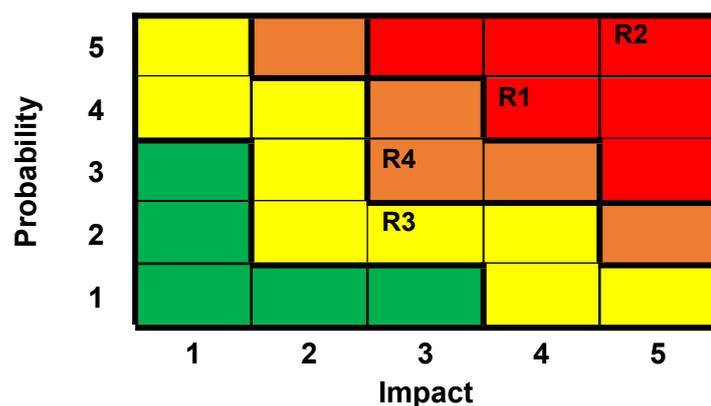
Objective 5 – Safeguarding.

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

2020/21 Budget and End of Year Outturn



Service Risks as at 31st March 2021



Adult Services Risk Heat Map Key (Quarter 4 2020/21)	
R1 – Pressure on Adult & Community Services	R2 – Stability of Social Services Providers
R3 – Safeguarding Risk	R4 – Liberty Protection Safe Guards Legislation

Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21	Target Risk Score
Corporate Risk – Stability of Social Services Providers	25	25	25	25	6
Corporate Risk – Pressure on Adult & Community Services	20	20	20	20	10
Service Risk – Liberty Protection Safe guards Legislation.	12	12	12	9	4
Corporate Risk – Safeguarding Risk	6	6	6	6	4

Executive Summary from the Head of Service

At the beginning of the Pandemic Newport experienced high case numbers. This created unprecedented challenges for social care, further exacerbated by shortages of PPE and high levels of anxiety and sickness for both service users and staff.

Throughout the year and particularly in April, May and December there were significant outbreaks of Covid in Newport care homes resulting in a number of related deaths that represented twice the average when compared to previous years.

At the point of the first lockdown Social Workers made contact with all those receiving a care and support service in the community to discuss how they would manage if their usual carers were unavailable. Some services such as day care and respite were closed, thereby placing pressure on families. This ensured that those identified as most at risk, without family support or with high care needs continued to receive contact from Social Workers. This arrangement continued throughout the year to ensure changing circumstances are monitored.

Where required, community visits by Social Workers, Amhp's, & OT's were undertaken in accordance with Covid guidelines. The hospital teams were present on the wards throughout and in conjunction with Reablement services continued to minimise delayed hospital discharges and to offer the right level of support for people to return home.

Support was offered to internal and externally commissioned services in the provision of additional funding, PPE, fast tracking vaccinations for front line workers and more recently, supplies of lateral flow tests.

Reporting mechanisms were established to monitor the ongoing situation in line with civil contingency oversight and Local Authorities, ABUHB, Public Health Wales and Environmental Health shared information with Local Authorities and offered practical advice and guidance to providers in real time.

Our 3 NCC care homes invested in technology to keep residents connected with families and facilitated visits when possible. A new outreach service was developed to reduce isolation and loneliness and this will become a permanent service offer for the citizens of Newport to offer respite in the absence of the former day service.

Housing Support services continued to operate and worked closely with our internal Housing Needs Department and the regional drug and alcohol service to support homeless people. This work will continue and additional funding has been provided by Welsh Government during 21/22 and on an ongoing basis in acknowledgement of the need to maintain momentum and further develop sustainable provision.

Planned work was impacted by the Pandemic and several strands were subject to delays. These will move forward into the new service plan and will be progressed as the pressures of Covid ease. However, some significant progress was made, particularly around the opening of the Grange Hospital and the work that was required to review existing hospital discharge pathways to incorporate systems on the new site. Home First is now fully operational at the Grange as part of that discharge pathway.

Herbert Road is a new housing scheme offering accommodation to 5 people with learning disabilities. Although delayed, the new residents moved in to their new home in March.

The consequences of the Pandemic are still unknown and will take time to work through. The additional funding made available by the Welsh Government is due to end in September 2021 and this will impact on the long term sustainability of some services. Ongoing financial viability will depend on several issues including the need for Covid measures such as social distancing to remain in place and the preference of service users who may want to change the way their support is delivered.

We are working closely with providers and looking at our own service offer to ensure that, where appropriate, services are modified and opportunities are developed. For example, some services have found that the availability of virtual support and information has worked well and can help to manage demand and encourage engagement. This will translate into new ways of working that we will continue to develop and monitor.

We have seen an increase in the number and complexity of referrals across all aspects of adult services but it is not yet clear how much of that is a temporary consequence of the Pandemic. The successful roll out of vaccinations is driving increased confidence for those wishing to return to services and the removal of restrictions will mean that carers have less availability but we are still unable to predict the longer term impact on demand.

The new performance framework developed by Welsh Government for Social Services is still in the implementation phase and final year figures are not yet available. The WCCIS recording system had to be modified to accommodate the new reporting requirements and this work was delayed across Wales because of Covid but NCC data will be available by the end of June 2021

For 2021/22 the focus will be very much on recovery, to re-establish work streams and identify the new priorities that will emerge as a result of the Pandemic.

Glossary

Actions (Red / Amber / Green)

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

Service Plan Update (31st March 2021)

1. Early Intervention & Prevention

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	<p>To continue to develop First Contact as a multi-agency, multi-disciplinary team effectively managing demand.</p> <p>This includes the integration of the Frailty service into the First Contact Team.</p>	<p>Integration of the Frailty service into the First Contact Team will improve the signposting and access to services by Newport citizens. This will also reduce the number of single points of access and improve the efficiency of the service.</p> <p>The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.</p>	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	Steady progress has been made despite Covid service pressures Workshops have taken place between partner agencies to look at pathways, WCCIS, service design and work flow through the new look team.
2	Implementation of the revised Telecare Service - To further develop the availability of assistive technology as a means of preventing or supporting a care and support plan.	<p>The delivery of this action will help support service users to live independently, stay in control of their health and wellbeing in the long term.</p> <p>This service also provides assurance to service user's family and carers as a means of preventing and/or supporting a care plan.</p>	Not Applicable	1 st April 2020	31 st March 2021	70%	C	<p>The Telecare service is now well established and an active offer for Newport residents</p> <p>The range and type of equipment available following assessment has been expanded, Staff training and awareness have also been provided to encourage the use of the equipment.</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
3	Development of a regional approach for service users to access and use the Direct Payments service.	<p>This supports the delivery of the Direct Payments project and will deliver:</p> <ul style="list-style-type: none"> • Consistent service model adopted across the region; • Improve the future resilience of the service model for Newport citizens; and • Ensure individuals are able to have greater independence and tailored support that meets their needs. 	Not Applicable	1 st April 2020	31 st March 2022	50%	50%	<p>Regional meetings were suspended by the Steering group to Covid pressures</p> <p>They have now been reinstated starting this month to explore the current appetite for a regional approach between Newport, Caerphilly, Monmouthshire and Blaneau Gwent</p>

2. Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To provide integrated health and social care support to Newport citizens.	Adult Services is able to offer Newport citizens the provision of care and support that enables them to be healthy, independent and resilient.	Not Applicable	1 st April 2019	31 st March 2022	25%	C	This action covers many areas already covered in the Service Plan. The Annual Director of Social Services Report will provide an overview of the work that Adult services has delivered in 2020/21.
2	To develop and effectively integrate the Regional Home First initiative into the hospital pathway and to further align patient flow processes within hospital discharge.	Through collaboration with the Health Board and partners we will be able to: <ul style="list-style-type: none"> • Prevent admission • To build further on early planning for discharge to prevent avoidable delays 	Not Applicable	1 st April 2019	31 st March 2022	50%	50%	Home First has realigned back to its original remit within the Royal Gwent Hospital (RGH) and Neville Hall Hospital (NHH) hospital sites following the changes to support COVID 19. In December 2022 the service expanded to cover the new Grange University Hospital (GUH) that opened. The opening of the site six months earlier than originally expected has required a complete review of the hospital pathways as the landscape at RGH and NHH has now changed as a result of services redirecting to the GUH. There is currently ongoing work in collaboration with ABUHB to agree the pathways between sites and the role of Home First. Home First has had a positive impact on the patient flow at the GUH site and is now embedded into the framework for discharge across the site and work will continue across all sites to reaffirm the Home First ethos and ensure it is embedded into all discharge pathways especially as we move out

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								of a primarily COVID status in hospitals.
3	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	<ul style="list-style-type: none"> • Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood. • Enable integration of key Council, health and partners to support young people through the transition process. • Enable early planning and involvement with young people, their families and/or carers to support them throughout the transition process. 	Not Applicable	1 st April 2020	31 st March 2022	60%	70%	Transition planning continues. The work of the OT and assistant social worker for transitions has mainly gone on line due to Covid constrictions and family concerns about the health of those in transition.

3. Commissioning

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	Assess the impact of Covid 19 on the long term future sustainability of service providers ensuring that the market is able to offer sufficient market capacity and diversity.	This will provide an understanding of the impact that Covid 19 has had on the social care sector and service users in Newport. The outcomes of this work will determine the future market offer to ensure service users receive high quality and sustainable care and support packages that enables healthy, independent living.	Strategic Recovery Aim 3	1 st April 2019	31 st March 2022	20%	20%	The long term impact on providers is not yet fully understood - the detail is still being developed and a full picture will not be available until later in the year when the vaccination programme is completed and people are confident to come back into service. New regulations such as social distancing will impact on the sustainability of services in the short to medium term and the gradual removal of WG funding will influence which services will have the opportunity to maintain their position in the market.
2	To monitor the quality of services to ensure they deliver against agreed outcomes and offer value for money.	Service providers are able to provide sustainable services that are meeting the necessary quality standards and requirements stipulated in their agreements.	Not Applicable	1 st April 2019	31 st March 2022	70%	70%	The Pandemic changed the way in which we engage with providers. Lines of communication have been maintained and the team are starting to plan for the reinstatement of site visits when safe.
3	Work with Aneurin Bevan University Health Board and Local Authority partners to develop common contracts and monitoring protocols.	The delivery of this action will ensure that there is a consistent approach in setting up and monitoring contractual arrangements in Newport.	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	As per the previous update, the work around common contracts and monitoring has taken on a new meaning during the Covid crisis. A joint contract between ABUHB and the LA is in place but the experience of monitoring Covid outbreaks has ensured close working with Environmental Health, ABUHB, and Public Health Wales. The practical experience and relationships that

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								have been so crucial to ensuring ongoing oversight are incredibly valuable to all partners and offers the opportunity for further development.
4	<p>To further develop the People Commissioning function to oversee all commissioning and contractual activity within the Directorate.</p> <p>To monitor the People Commissioning Function to maximise opportunities to add value across the whole service area.</p>	The delivery of this action will seek to ensure value for money is provided across Adult and Children's social services ensuring that service users, families and carers receive the necessary care support packages to live healthy, independent and resilient.	Not Applicable	1 st April 2019	31 st March 2022	75%	75%	The People Commissioning Team has maintained ongoing communication with all providers during the Pandemic to ensure guidance and funding has been distributed in accordance with WG requirements
5	Develop a regional Appointeeship service through collaboration with other local authorities and partners.	<p>The outcome(s) of this action will ensure:</p> <ul style="list-style-type: none"> Consistent service model is adopted across the region for all citizens. Improve the access and efficiency of the Appointeeship service for Newport citizens. 	Not Applicable	1 st April 2020	31 st March 2022	10%	10%	This project was put on hold due to the Pandemic. The work has recently re-started and progress towards common processes is in scope.
6	Independent Living Strategy – To facilitate the move on of 5 people with learning disabilities to a new	This action will enable service users with learning disabilities to live healthy,	Not Applicable	1 st April 2020	31 st March 2021	50%	C	Herbert Road was completed by the beginning of March and all five residents were moved in by 29 th March 2021.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	development in Herbert Road.	independent lives within the community.						
7	Continue to provide and develop in house provision	To continue to provide and develop in house provision where appropriate and cost effective.	Not Applicable	1 st April 2019	31 st March 2022	C	C	We provide 3 care homes for older people which are very much in demand and we often have a waiting list. We also provide 15 step down beds for people who need further reablement before returning to their own home and Parklands where these beds are situated has become a Reablement hub which supports people in the unit and in the community.

4. Carers

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide specialist information	The delivery of this action will enable Adult Services to support carers and provide integrated support that will prevent carer breakdown.	Not Applicable	1 st April 2019	31 st March 2022	80%	80%	<p>The Carers Network officer has returned to work following maternity leave.</p> <p>Extra resources are still in place to support this work stream as extremely busy due to pressure felt by carers during this pandemic.</p> <p>Planning in place for Carers week and the reopening of Community Centres so we can provide face to face support again in the near future. Website has been updated and WCCIS changes made to become compliant with the new Carers stats required from April 1st 2021.</p>
2	To develop a revised service offer for adult carers	<ul style="list-style-type: none"> • Ensure adult carers are able to be signposted and access the service(s) they need. • Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, • Enable integrated support for all carers by the Council, health, third sector and charities. 	Not Applicable	1 st April 2019	31 st March 2021	90%	C	<p>This work stream is nearly complete</p> <p>The last part which is being launched is a suite of information Carers can access via the NCC website 24/7 which will send them the pertinent information they want immediately</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
3	To develop a revised service offer for young carers in partnership with Barnardo's	<ul style="list-style-type: none"> • Ensure young carers are able to be signposted and access the service(s) they need. • Involvement of carers to ensure their financial, physical and emotional wellbeing is supported throughout, Enable integrated support for all carers by the Council, health, third sector and charities. 	Not Applicable	1 st April 2020	31 st March 2021	60%	60%	Delayed due to service pressures and Young carers ID card development and launch taking precedence for partner agencies. Meetings are now in place to formulate an offer with partner agencies and young carers.

5. Safeguarding

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To implement new processes for Liberty Protection Safeguards which will be introduced in October 2020.	The Mental Capacity Act requires the Council to implement the deprivation and Liberty Protection Safeguards for Newport citizens. The delivery of this action will ensure the Council's processes meet these new legislative requirements.	Not Applicable	1 st April 2020	30 th September 2021	50%	75%	Implementation is delayed until April 2022. Regional and local training in progress.
2	To continue to support and empower citizens through the adult safeguarding process.	The delivery of this action will ensure all Newport Citizens, Partners, Council Members and Officers are able to raise safeguarding concerns and issues and have confidence that these are investigated in accordance with the Social Services and Wellbeing Act,	Not Applicable	1 st April 2019	31 st March 2021	90%	97%	Continued to improve and is now standard practice for all adult safeguarding referrals. Standard part of training for all practitioners in safeguarding.
2.1	To provide training and raise awareness of the new Liberty Protection Safeguards for all practitioners and officers.	The delivery of this action will ensure practitioners and officers are aware of their role and responsibilities under	Not Applicable	1 st April 2020	31 st November 2020	50%	90%	Legislation implementation delayed until April 2022, continuing with training schedule.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		the new LPS legislation. This will also prevent non-compliance with the new legislation.						
2.2	To provide training and Practitioner access to Welsh Government Safeguarding App through council mobile phones and computers.	The delivery of this action will ensure practitioners are aware of their safeguarding role and responsibilities. The new app will improve the accessibility for staff and to locate the necessary information that they require whilst undertaking their duties.	Not Applicable	1 st April 2020	31 st March 2021	C	C	Staff are now able to access the policies and procedures via an App on their work phones
3	Contribute towards the All Wales Adult Safeguarding Guidance	To contribute towards the new All Wales Adult / children Safeguarding Guidance.	Not Applicable	1 st April 2019	31 st December 2020	C	C	The new guidelines have now been published and we have updated our internal policies and procedures accordingly.
4	Website Development	To further develop website information and access to service users.	Not Applicable			99%	C	Website development has been completed.

Performance Measures 2020/21

In 2020/21, the Welsh Government has introduced a new performance management framework for Adult Services. As there is no previous data and benchmarking data to determine a target, no targets have been introduced for 2020/21. Targets will be implemented for 2021/22.

The new performance framework developed by Welsh Government for Social Services is still in the implementation phase and final year figures are not yet available. The WCCIS recording system had to be modified to accommodate the new reporting requirements and this work was delayed across Wales because of Covid but NCC data will be available by the end of June 2021

Key

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

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
AD/002 – The number where advice and assistance was provided	No Data	No Target	No Data	No Data	No Data	
AD/004 – The number of new assessments completed for adults during the year	No Data	No Target	No Data	No Data	No Data	
AD/006b – The active offer of Welsh was accepted	No Data	No Target	No Data	No Data	No Data	
AD/010 – The total number of packages of reablement completed during the year	No Data	No Target	No Data	No Data	No Data	
AD/011a – The number packages of reablement completed during the year that reduced the need for support	No Data	No Target	No Data	No Data	No Data	
AD/011b – The number of packages of reablement completed during the year that maintained the need for the same level of support.	No Data	No Target	No Data	No Data	No Data	

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
AD/011c – The number of packages of reablement completed during the year that mitigated the need for support.	No Data	No target	No Data	No Data	No Data	
AD/012 – The number of adults with a care and support plan as at 31 st March.	No Data	No target	No Data	No Data	No Data	
AD/013 – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	No Data	No Target	No Data	No Data	No Data	
National (Social Services Performance Measures, SSPM) - The Percentage of adult protection enquiries completed within 7 days.	No Data	90%	100%	100%	100%	