

# Adult & Community Services

## End of year Review 21/22



**Names of Cabinet Member(s)- Councillor Jason Hughes and Councillor Stephen Marshall**

**Director of Social Services- Sally Ann Jenkins**

**Head of Service- Mary Ryan**

# Introduction

This is the **Adult & Community Service** update on the progress being made against the objectives, actions, performance and risk for the period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2022. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). 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.

The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council's Self-Assessment and will be integrated into the Council's Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council's Scrutiny Committee(s) and service area will be considered as part of the Council's assessment.

## Adult and Community Services [Service Plan 2021/22](#)

The **Adult & Community** service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan 2017-22:

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

The 2021/22 Service Plan has 5 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 service contracts that deliver high quality, cost effective and sustainable services based on evidenced community need and market intelligence.

**Objective 4- Care**

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.

## **NCC Restructure**

From 2022/23 Newport City Council has implemented a new structure that will support the Council’s new Corporate Plan 2022-27 and deliver the manifesto aims of the Council’s Cabinet. The below provides an overview of the teams and functions that will be moving to and from Adult Services:

<b>Service Area Team / Function</b>	<b>Moving To / From</b>
Supporting People	Moving to Housing and Community Service
Substance Misuse Service	Moving to Prevention and Inclusion Service

## Cabinet Member(s) / Head of Service Executive Summary

Another challenging 12 months for adult services during the 2<sup>nd</sup> year of the Pandemic. The headline performance figures show that levels of demand are very slightly raised in 21/22 with 5,681 contacts against 5,597 in 20/21. Similarly, the main source of referrals are Health, the Police and family members. The number of adults with a care and support plan at the end of the year was 1,940, slightly up on the 1,861 figure of 20/21.

Out of 1,444 new assessments completed during the year, only 169 were as a result of a request due to changing circumstances where an assessment had been completed within the previous 12 month period. This is a strong indication that where people are identified as eligible for services, they are getting the support that is appropriate to their needs.

The number of Reablement packages completed during the year was slightly increased from 584 in 20/21 to 601 in 21/22. Out of the 601, 484 mitigated the need for support and 24 resulted in a reduction.

There was a significant improvement in the number of carers assessments completed the figure of 281 represents a 97 increase on the previous year.

The number of adults at risk of abuse or neglect increased by 80 during the period with a total of 753 at year end. Providers continue to be the main source of referral. The response times remain high with 745 of the 753 being completed within 7 working days of the initial report.

Although the figures do not indicate a substantial increase in demand by way of volume the pressures of Covid and staff shortages combined with increased complexity of need have created new pressures. The workforce issues in social care are not new but they are worsening. There are staff vacancies across adult services at levels not previously experienced and external providers are finding it difficult to recruit and consistently report that staff are moving to other roles in retail and hospitality. This makes it difficult to maintain service consistency and to manage costs.

Generally there are not high vacancy rates within homes but some, including our in house service, are finding it difficult to take new placements as a result of staffing shortages so people are waiting longer for admission. The positive news for residential care is that there are high levels of vaccination, incidents are significantly reduced but when they occur they are being managed proactively and effectively. Restrictions are easing but infection control measures such as mask wearing and visitor testing remain as standard practice.

The end of year figures evidence that waiting times for new residential placements and domiciliary care packages have doubled. The data shows that although admissions are taking longer the number of new placements through the year is in line with previous activity (207 in 21/22 and 203 in 20/21). However, the number of new domiciliary care packages reduced by 132 (497 in 21/22 and 629 in 20/21). This reflects the reality of reduced capacity in the domiciliary care sector that is failing to meet demand.

Throughout the year, our in house outreach service provided support for 67 sets of carers and cared for in the community. The team were able to provide a range of activities for the cared for person, enabling the carer to have time to themselves. These activities take place in the cared for person's home or local community – as requested by the individual. Plans have been put in place for a new Short Break service which will offer more flexibility by combining a facility base with the outreach service. The facility base is scheduled to open at Spring Gardens in the second quarter of 2022/23.

Planning has been undertaken to establish an enhanced dementia care service for people who would benefit from a focussed reablement programme either following a stay in hospital or to prevent a hospital stay. The service will combine the Frailty, Spring Gardens and Short Break service to provide reablement support for an agreed number of weeks. A 12 month pilot study is planned and will commence subject to the outcome of funding bid.

The implementation of Liberty Protection Safeguards legislation has been delayed due to Covid and whilst the new date is currently unknown, the delay has enabled NCC to substantially reduce the best interest assessment (BIA) waiting list and prepare staff for the changes to ensure full compliance.

Twenty four children with learning disabilities transitioned into adult services with all the planning and consultation required to ensure their needs are met in a way that promotes choice and independence.

Home First continued to develop and to contribute to the integrated hospital discharge pathway. The success of this regional service has led to further plans for expansion, working with the Ambulance service (WAST) to prevent the need for people to go to the hospital, by offering the right support

Some really good work in relation to carers as demonstrated by the increase in the number of carers assessments offered. Unpaid carers can be a hard to reach group but the carers network has been effective in communicating the Newport offer to those who need it. There are grants and funding available for carers, an example of this is the provision of money from Welsh Government to assist with driving lessons. The young carers offer was launched in January 2022 in partnership with Barnardo's.

The availability and use of assistive technology continues to improve and expand. We are working with partner agencies such as Mind and Pobl to publicise availability and equipment is being made available to support independence and keep people safe in the community.

Some work streams have been delayed such as the development of a regional appointee service. Whilst this work has not progressed as a true regional project, Newport continues to work collaboratively with Caerphilly to streamline processes and managed increased demand.

The regional work around Direct Payments has progressed in that Torfaen has agreed to be a regional lead and the project to develop common policies and practice will progress through 22/23.

Adult services continues to review processes to improve productivity and to future proof the service offer. An example is the completion of care aims training for the first contact team that has improved the initial assessment and triage process. The intention to bring frailty into a newly established IAA hub will reduce points of access and improve efficiency and resilience. This work will continue during 2022/23.

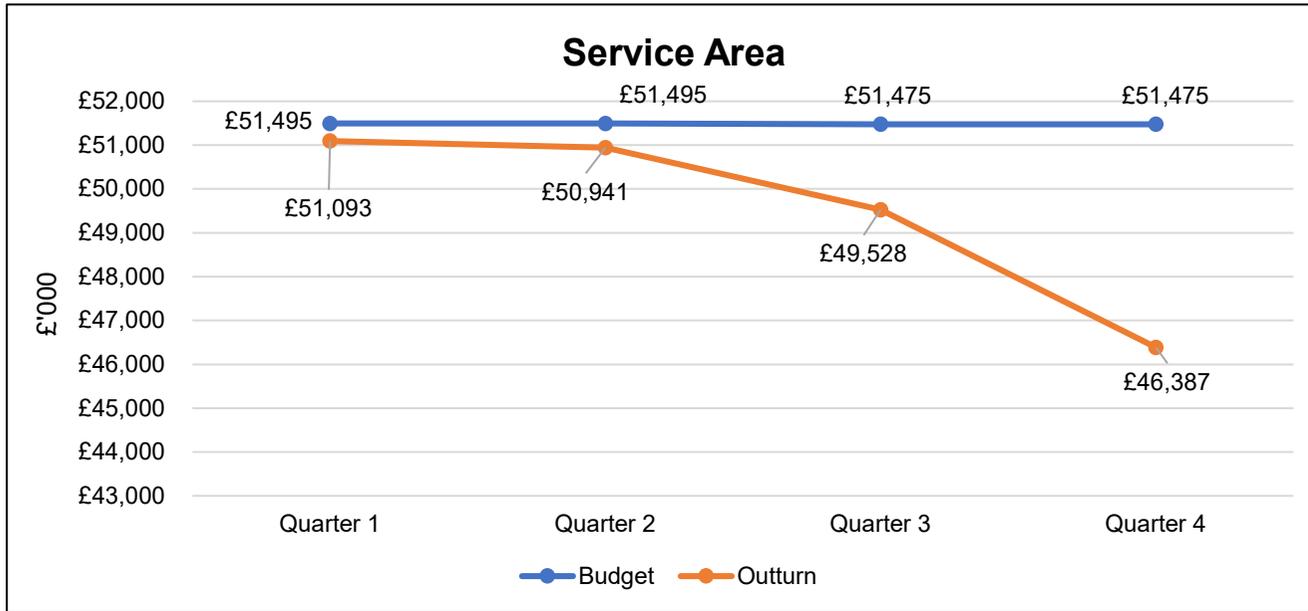
Looking forward, the main issues of concern are workforce deficiencies and service cost. Welsh Government hardship funding and pandemic related additional payments for providers have ceased and we are reliant upon our negotiated fee levels to sustain our delivery partners. The fee negotiations this year resulted in higher than usual percentage increases in recognition of the need to protect financial sustainability. However, the ongoing impact of inflation and the high price of energy, fuel and other essential commodities will continue to stress the system and we continue to work closely with providers and with our regional commissioning partners to identify and manage the risks.

The dedication, professionalism and commitment of the staff across adult services and external social care provision must be acknowledged as the gaps in the workforce continue to create pressure in the system. Despite this, critical services have remained in place, people have been kept safe and new provision continues to be developed to meet changing needs.

In order to ensure we have sufficient resource to continue to meet our statutory obligations we are investing in the staff to obtain professional qualifications. There are currently 2 people undertaking the Social Work degree with another 5 places available during 2022/23. An Occupational Therapist training opportunity is also available.

There are challenges to face in 2022/23 but also opportunities as the recent restructure and new senior management team undertake a review of current arrangements to ensure services remain sustainable and effective.

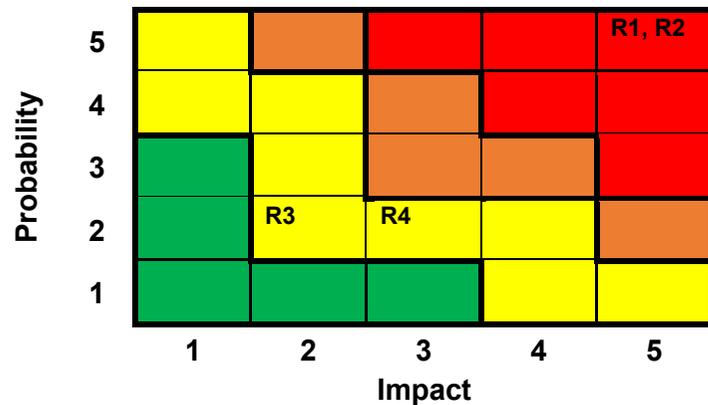
# Adult and Community Services Revenue Outturn 2021/22



This provides an overview of the service area outturn revenue position at the end of the financial year.

Revenue and Capital Finance reporting can also be found in Cabinet reports for 2021/22 using the link [here](#).

## Service Area Risks at 31<sup>st</sup> March 2022



Service Area Risk Heat Map Key (Quarter 4 2021/22)	
R1 – Stability of Social Services (Corporate Risk)	R3 – Safeguarding
R2 – Pressure on Adult and Community Services	R4 – Liberty Protection Safeguards Legislation

Corporate and Service Risks are reported to the Council's [Governance and Audit Committee](#) and [Cabinet](#) every quarter.

## 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)

## Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1<sup>st</sup> April to 31<sup>st</sup> March 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
Home first	<p>The objective of this project is to further align patient flow processes within hospital discharge. Through collaboration with our health and social care partners the outcomes will be to:</p> <ul style="list-style-type: none"> <li>• Prevent future admissions into hospital by ensuring tailored care packages are in place.</li> <li>• Implement early planning for discharge to prevent avoidable delays for patients returning home or to appropriate accommodation.</li> <li>• During the COVID 19 crisis, Home First has continued to provide in line with regional arrangements a critical frontline service to support hospital discharge.</li> </ul>	Quarter 4 2021/22	70%	C	Home First continues to support admission avoidance across the three hospital sites. Further work is being looked at to support in the flow centre/ WAST (Welsh Ambulance Service NHS Trust) new staff come on board to support the Home First Team. Work is also being undertaken as part of the project in relation to the sustainability of the team post March 22.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
	Home First has extended operation to cover the Grange University Hospital which was opened in November 2020				
<b>Integration of Frailty team into First Contact.</b>	<p>The objective of this project is to integrate the Frailty team into the First Contact team. The outcomes of this work will:</p> <ul style="list-style-type: none"> <li>• Reduce the number of entry points for Newport citizens to contact and engage with the Council.</li> <li>• Improve the efficiency and consistency of the First Contact service to signpost Newport citizens to the correct team(s) and ensure that they receive necessary information and support for their needs.</li> </ul>	Quarter 4 2021/22	60%	70%	<p>Progress has been slower than expected due to immense pressure on services and staff shortages.</p> <p>Project support is suggested to add momentum to this work stream.</p> <p>The pilot of Teams Telephony will help as the telephony system was a hurdle to overcome.</p>
<b>Direct Payments Regional Service</b>	<p>To develop a regional approach for service users to access and use the Direct Payments service that will ensure:</p> <ul style="list-style-type: none"> <li>• Consistent service model adopted across the region;</li> <li>• Improve the future resilience of the service model for Newport citizens</li> </ul> <p>Ensure individuals are able to have greater independence and tailored support that meets their needs.</p>	Quarter 4 2021/22	75%	C	<p>There are been agreement by Head of Services regarding the Lead Local Authority to take this work forward. Torfaen will take this work stream forward and are currently recruiting a Lead worker for this project to gain momentum.</p> <p>Once the Lead is in place the project will start on the areas agreed for regional development.</p>
<b>Appointeeship Regional Service</b>	<p>To develop a regional approach for Newport citizens to access the Appointeeship service. The outcome(s) of this project will ensure:</p> <p>Consistent service model is adopted across the region for all citizens.</p>	Quarter 4 2022/23	10%	10%	<p>There has been no progress on regional development NCC continue to work with Caerphilly County Borough Council (CCBC) to transfer cases but insufficient capacity has caused delays - currently recruiting.</p>

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
	Improve the access and efficiency of the Appointeeship service for Newport citizens.				
<b>Day Opportunities Development of Outreach service</b>	A community based outreach model of support will be developed as a reconfiguration and expansion of the previous buildings based service	Quarter 1 22/23	75%	75%	<p>We are progressing the development of a short break service. Responsibility for PPE storage and distribution will be transferred by 31<sup>st</sup> March and notice on the home to school contract has been given and will cease at the end of the academic year.</p> <p>We are due to move out of Brynglas day centre by end of financial year. We continue to work with managed care team to identify service users that are in scope for the service.</p>
<b>Enhanced Dementia Project</b>	To develop a new specialist Reablement service for those suffering from dementia	Quarter 4 2022/23	25%	75%	We have submitted a bid for ICF funding to cover the cost of a 12 month pilot. We are wiring the outcome of that before further progressing.
<b>Liberty Protection/Safeguards</b>	To prepare for the implementation of new legislation	Quarter 4 2022/23	65%	65%	Liberty Protection Safeguards were due to be implemented in October 2020, but were delayed due to COVID-19. On 17th March 2022, the Code of Practice was issued for a 4 month consultation, as yet the implementation date is still unknown. The delay has given the opportunity to reduce / manage the waiting list, train staff to be BIA's (Best Interest Assessors) and raise awareness of the Mental Capacity Act so that the Authority, with continued work, will be better prepared for implementation.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed 21/22	Commentary
Implementation of the new WG performance framework	To fully implement the procedures and protocols to ensure full compliance with the Welsh Government Performance Framework that is a statutory reporting requirement	Quarter 4 2021/22	25%	C	The system is now stable and all end of year performance figures are available. System performance continues to be monitored locally, regionally and nationally.

## Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Create a working group to review key Job Descriptions across Adult & Community Services	Ensure consistency across key roles and responsibilities in Adult Services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	20%	This work is being completed as vacancies arise. There is currently insufficient capacity to undertake this task on a service wide basis.
Identify partners and deliver training to key staff members and social services as a whole on new DOLS legislation.	Improve the knowledge and understanding to ensure compliance with new legislation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	65%	The regional MCA LA and the ABUHB leads have been providing awareness training to carers, health & social care staff and provider & third sector services. Funding from Welsh Government has given 2 leads within the social work teams to provide a practice educator service to staff. This has been to raise awareness of MCA and provide practical support to complete capacity and Best Interest assessments. On 17 March, the draft code of practice was issued with a 4 month consultation period, so the emphasis now is to enable as many groups

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
					as possible to understand and comment on this code.
Examine career pathways and structures throughout Adult and Community Services.	Improve resilience and provide career pathways across Adult Services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	15%	No change at the end of the financial year but a new management team will require a review of resource and structure during 2022/23.

## Objectives and Action Update (31<sup>st</sup> March 2022)

This is an update on the progress against service objectives and actions to the end of quarter 4 (31<sup>st</sup> March 2022). The tables below also include the RAG status and % completion reported at the Mid-Year Review point. A link to the report can be found [here](#).

Objective 1 – Early Intervention and Prevention							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Contact as a multi-agency, multi-disciplinary team effectively managing demand. This includes the integration of the Frailty service into the First Contact Team.	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. The service will also improve its resilience to service demand pressures and ensure an integrated approach is provided to citizens.	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2023	80%	80%	Two day Care Aims training has been completed by all staff and model to be implemented. Information Advice and Assistance HUB has been re-established at the Civic centre for Adult services following an extended period of working from home. Many new staff members have been recruited and completing robust Inductions Referral processing officers have been piloted and to be made a permanent role in the Service.
2	Development of a regional approach for service users to access and use the Direct Payments service.	This supports the delivery of the Direct Payments project and will deliver: 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.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	75%	C	There are been agreement by Head of Services regarding the Lead Local Authority to take this work forward. Torfaen will take this work stream forward and are currently recruiting a Lead worker for this project to gain momentum.  Once the Lead is in place the project will start on the areas agreed for regional development.

## Objective 2 – Integrated working across Health and Social Care

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	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: Prevent admission. To build further on early planning for discharge to prevent avoidable delays. Manage patients through the pathways more effectively. The opening of the new Grange University Hospital has impacted existing processes and ongoing review and development is required to ensure full integration	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2023	50%	C	Home First has effectively integrated within the hospital discharge process across the three key sites within the Gwent Region. The service has become embedded within the Grange University Hospital and provides a critical service to support discharge at the earliest opportunity. Due to the complexities and continuous challenges within the hospital discharge pathways, Home First continues to be part of ongoing discussions with key stakeholders to develop and expand the service. It continues to focus on improving the patient experience and ensuring that the outcome for an individual is at the centre of the discharge process.
2	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	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.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2023	70%	70%	The collaborative work between the NCN and Childrens Services was evidenced in setting up a small group for young people to attend sessions at Able Radio, a specialist service which enables young people with learning disabilities to develop their skills in the use of media. The group has gelled really well, and plans are underway for the young people to move together into a new supported living service in Q1 2022-23.

Objective 3- Commissioning							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Develop a regional Appointeeship service through collaboration with other local authorities and partners.	<p>The outcome(s) of this action will ensure: Consistent service model is adopted across the region for all citizens.</p> <p>Improve the access and efficiency of the Appointeeship service for Newport citizens.</p>	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	10%	10%	There has been no progress on regional development NCC continue to work with CCBC to transfer cases, but insufficient capacity has caused delays - currently recruiting.
2	To improve the support available for young people with learning disabilities to transition from Children Services into Adults Services.	<p>Ensure young people are able to have tailored support that will maximise their opportunities to achieve independence into adulthood.</p> <p>Enable integration of key Council, health and partners to support young people through the transition process.</p> <p>Enable early planning and involvement with young people, their families and/or carers to support them</p>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2023	50%	60%	A cornerstone of the Independent Living Strategy is to improve the diversity and range of services available to adults with learning disabilities. During Q4 2021-22, Adult Services re-tendered the framework for providers of community opportunities for adults with learning disabilities. Social Work Teams were engaged with this process and are represented on the evaluation panel. The panel arranged a number of provider events to inform providers about the process. This also enabled us to encourage providers to reflect on their experience of operating during the COVID-19 pandemic and to think about how their services may need to be re-modelled for the future.

**Objective 3- Commissioning**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		throughout the transition process.					<p>Meetings between Social Workers and the Commissioning Team were held during Q4 to discuss the current and future accommodation needs of adults with learning disabilities. As well as sharing information on short-term placement requirements, we are working on long-term developments. ICF funding has been secured to develop bespoke accommodation on Pobl development at Loftus Garden Village. The NCN teams have a list of individuals with learning disabilities who are potential referrals to the service which will support 7 people. Childrens Services are represented at these planning meetings, which helps promote a smooth transition to Adult Services. Another important aspect of this strand of work is that it not only identifies what type of services are required, it also helps to identify what types of services are not required. Providers often make unsolicited or speculative approaches to the teams on services that they can offer, which makes it very important that we continue to discuss service needs in the proper forum.</p>

### Objective 3- Commissioning

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
3	Day opportunities- Development if outreach service	To ensure flexibility in the offer of community based support across client groups.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	75%	75%	We are progressing the development of a short break service. Responsibility for PPE storage and distribution will be transferred by 31 march and notice on the home to school contract has been given and will cease at the end of the academic year. We are due to move out of Brynglas day centre by end of financial year. We continue to work with managed care team to identify service users that are in scope for the service.
4	Development of Reablement Dementia Services	To ensure those with Dementia have access to a specialist service to maintain and improve independence after a hospital stay	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	25%	75%	We have submitted a bid for ICF funding to cover the cost of a 12 month pilot. We are wiring the outcome of that before further progressing.
5	Implementation of the new Welsh Government performance Framework.	To ensure NCC can fulfil its statutory requirement to report to Welsh Government on activity across adults and children's services.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	N/A	The work on this is now completed. There may be some changes required as we monitor recording processes.

**Objective 3- Commissioning**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
6	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.	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.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2023	20%	20%	The staffing issues caused by short and long term Covid related absences have improved but the ongoing recruitment and retention issues affecting the whole of the social care workforce predate Covid and whilst universally recognised, remain unresolved. The national economic position is a further risk to service sustainability.

**Objective 4- Carers**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	To continue to develop the Newport Carers Network to facilitate engagement and opportunities to provide special information.	The delivery of this action will enable Adult Services to support carers and provide integrated support that will prevent carer breakdown.	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022	90%	C	Carer friendly accreditation submission completed and ready to be assessed at panel in May Carers week preparation nearing completion and ready to launch Carers figures have increased. Additional resources given to address the timely contact for people requesting Carers Assessment.

Objective 4- Carers							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
2	To develop a revised service offer for young carers in partnership with Barnardo's.	<p>Ensure young carers are able to be signposted and access the service(s) they need.</p> <p>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.</p>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	75%	C	<p>Young Carers offer co-produced with Young carers and Barnardos.</p> <p>Offer completed and launched January 2022.</p>

**Objective 5- Safeguarding**

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	To implement the change in Mental Capacity Legislation specifically in relation to Deprivation of Liberty Safeguards (DOLS) to the new legislation of Liberty Protection Safeguards (LPS) Implementation rescheduled from Oct 2020, to April 2022 due to pandemic pressures.	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.	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022	65%	65%	<p>The ongoing delays with the consultation of the Code of Practice for LPS are still on-going and no firm date for implementation decided.</p> <p>Workforce have attended required training to embed the Mental Capacity Act across both adult and children services.</p> <p>Next steps will be the internal, regional and National processes to be agreed once the Code of practice is agreed.</p> <p>Latest provisional date to go live is April 2023.</p>
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.	1 <sup>st</sup> April 2019	30 <sup>th</sup> June 2021	C	N/A	Continued to improve and is now standard practice for all adult safeguarding referrals. Standard part of training for all practitioners in safeguarding.

Objective 5- Safeguarding							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
2.1	To provide training and liaise 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 the new LPS legislation. This will also prevent non-compliance with the new legislation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	C	N/A	The training is available across the council and will be part of the ongoing training portfolio for adult and children services .
3	Preparation for the implementation of the Liberty Protection Safeguards in April 2022.	Ensure Adult Services, NCC and partners are prepared and ready to implement the new legislation from April 2022.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022	80%	80%	<p>The ongoing delays with the consultation of the Code of Practice for LPS are still on-going and no firm date for implementation decided.</p> <p>Workforce have attended required training to embed the Mental Capacity Act across both adult and children services.</p> <p>Next steps will be the internal, regional and National processes to be agreed once the Code of practice is agreed.</p> <p>Latest provisional date to go live is April 2023.</p>

## Performance Measures (31<sup>st</sup> March 2022)

This is an update on the quarterly, half-yearly and annual performance measures for the service area to 31<sup>st</sup> March 2022. The Performance reported in the table below is also compared to the last four years (where data is available). Commentary is provided for all red and amber measures and discretionary for Green measures.

The performance measures used in Adult Services are based upon the Welsh Government '*Performance and Improvement Framework for Social Services*' guidance which was introduced in 2020/21. As there is new methodology and requirements under the Framework, performance comparisons have not been provided between 2017/18 and 2019/20.

For the performance measures reported in the table below, targets have not been set against them as the Council does not have any control over the people presented to them throughout the year. Previous years performance data is provided to enable comparison against previous financial year's performance.

Performance Measure	2021/22 Actual Performance	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance
<b>National (AD/002)</b> – The number of contacts received by Adult Services where advice and assistance was provided during the year	5,681	1,718	No Data	No Data	No Data
<b>National (AD/004)</b> – The number of new assessments completed for adults during the year	1,444	1,538	No Data	No Data	No Data
<b>National (AD/006b)</b> – The active offer of Welsh was accepted	1	0	No Data	No Data	No Data
<b>National (AD/010)</b> – The total number of packages of reablement completed during the year	601	583	No Data	No Data	No Data
<b>National (AD/011a)</b> – The number packages of reablement completed during the year that reduced the need for support	24	43	No Data	No Data	No Data
<b>National (AD/011b)</b> – The number of packages of reablement completed during the year that maintained the need for the same level of support.	62	95	No Data	No Data	No Data
<b>National (AD/011c)</b> – The number of packages of reablement completed during the year that mitigated the need for support.	484	409	No Data	No Data	No Data
<b>National (AD/011d)</b> – The number of packages of reablement completed during the year that increased the need for support	31	43	No Data	No Data	No Data
<b>National (AD/012)</b> – The number of adults with a care and support plan as at 31 <sup>st</sup> March.	1,940	1,861	No Data	No Data	No Data
<b>National (AD/013)</b> – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	94	93	No Data	No Data	No Data

<b>Performance Measure</b>	<b>2021/22 Actual Performance</b>	<b>2020/21 Actual Performance</b>	<b>2019/20 Actual Performance</b>	<b>2018/19 Actual Performance</b>	<b>2017/18 Actual Performance</b>
<b>National (AD/022)</b> – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	<b>783</b>	<b>648</b>	No Data	No Data	No Data
<b>National (AD/023)</b> - The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	<b>745</b>	<b>636</b>	No Data	No Data	No Data