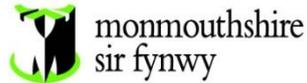


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Neuadd y Sir
Y Rhadyr
Brynbuga
NP15 1GA

County Hall
Rhadyr
Usk
NP15 1GA

Monday, 19 July 2021

Notice of Reports Received following Publication of Agenda.

Adults Select Committee

Tuesday, 27th July, 2021 at 10.00 am,
County Hall, Usk - Remote Attendance

Attached are reports that the committee will consider as part of the original agenda but were submitted to democratic services following publication of the agenda.

Item No	Item	Pages
5.	Annual Report of the Chief Officer for Social Services Scrutiny of the directorate's progress and strategic direction via the Chief Officer's Annual Report.	1 - 18

Paul Matthews
Chief Executive

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Adult Select 27th July

- ▶ Overview of this years SWAY-Directors report –work in progress.
- ▶ Expects of data ,stories and evaluations.
- ▶ Pressures point in delivery .

Directors report 20/21

- ▶ Direction of travel
- ▶ Growing practice- It's all about practice
- ▶ Partnership and collaboration
- ▶ Workforce
- ▶ Data
- ▶ Finance , Governance and planning
- ▶ Summary and next steps



New performance measurement framework

- ▶ Front Door - prevention and partnership.
- ▶ Assessment and care and support plans -people partnership and integration.
- ▶ Preventative services- prevention and wellbeing.
- ▶ Provision of services- people partnership, integration and wellbeing .
- ▶ Safeguarding adults -wellbeing.

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New performance measurement framework

- ▶ How we evidence our progress and performance is guided by the revised code of practice in relation to the performance and improvement of social services in Wales set under the Social Services and Well-being (Wales) Act 2014 which commenced in April 2020. The framework sets quality standards that we need to demonstrate progress against, the main 'quality standard core principle' contributed to by each area has been identified.



Metric Number	Metric	2020/21
Front Door (Adults)		
AD/001	The number of contacts for adults received by statutory Social Services during the year	5787
AD/002	The number of contacts for adults received by statutory Social Services during the year where advice or assistance was provided	3961
Front Door (Carers)		
CA/001	The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year	226
CA/002	The number of contacts by adult carers received by statutory Social Services during the year where advice or assistance was provided	88

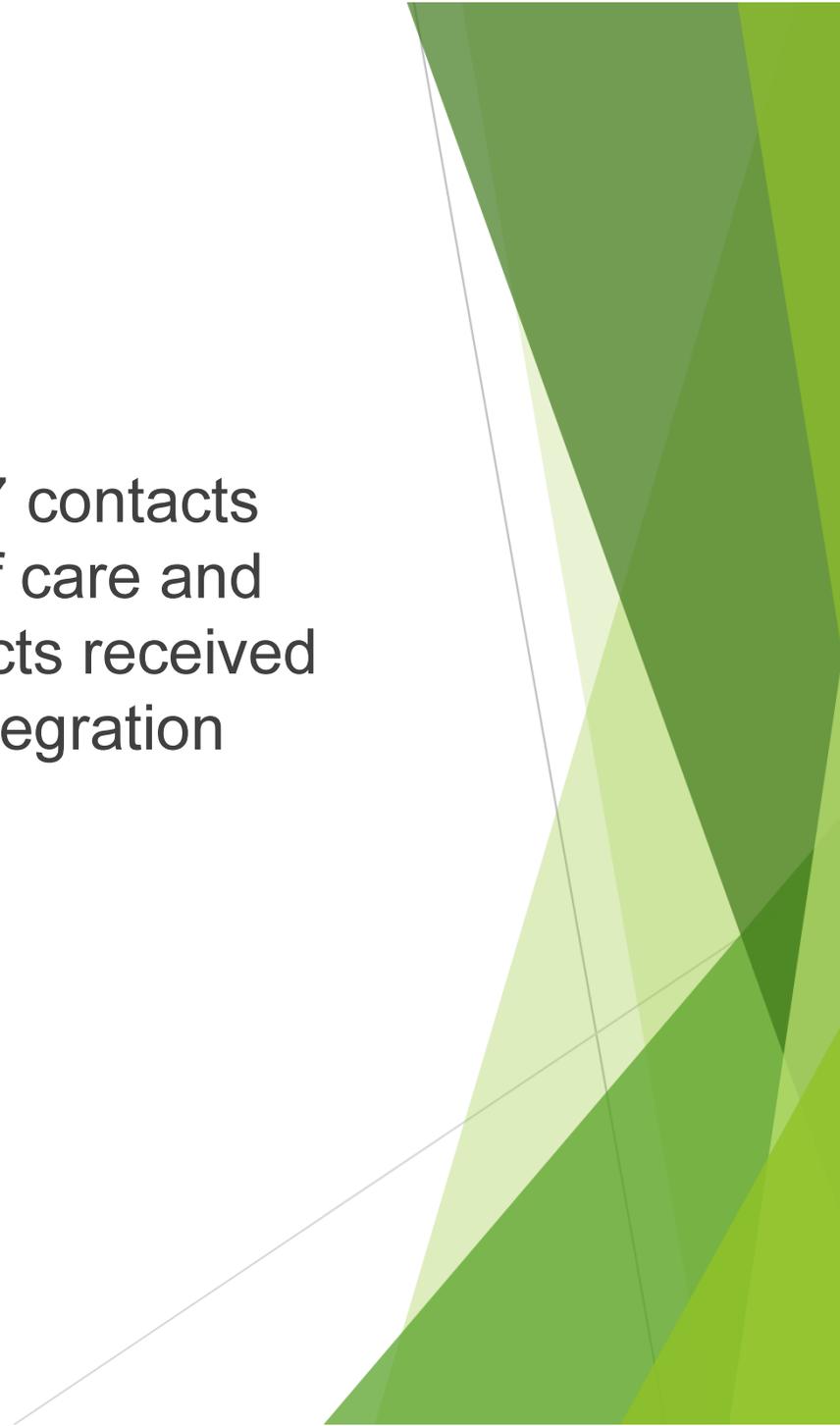
Stories /feedback and inspections.

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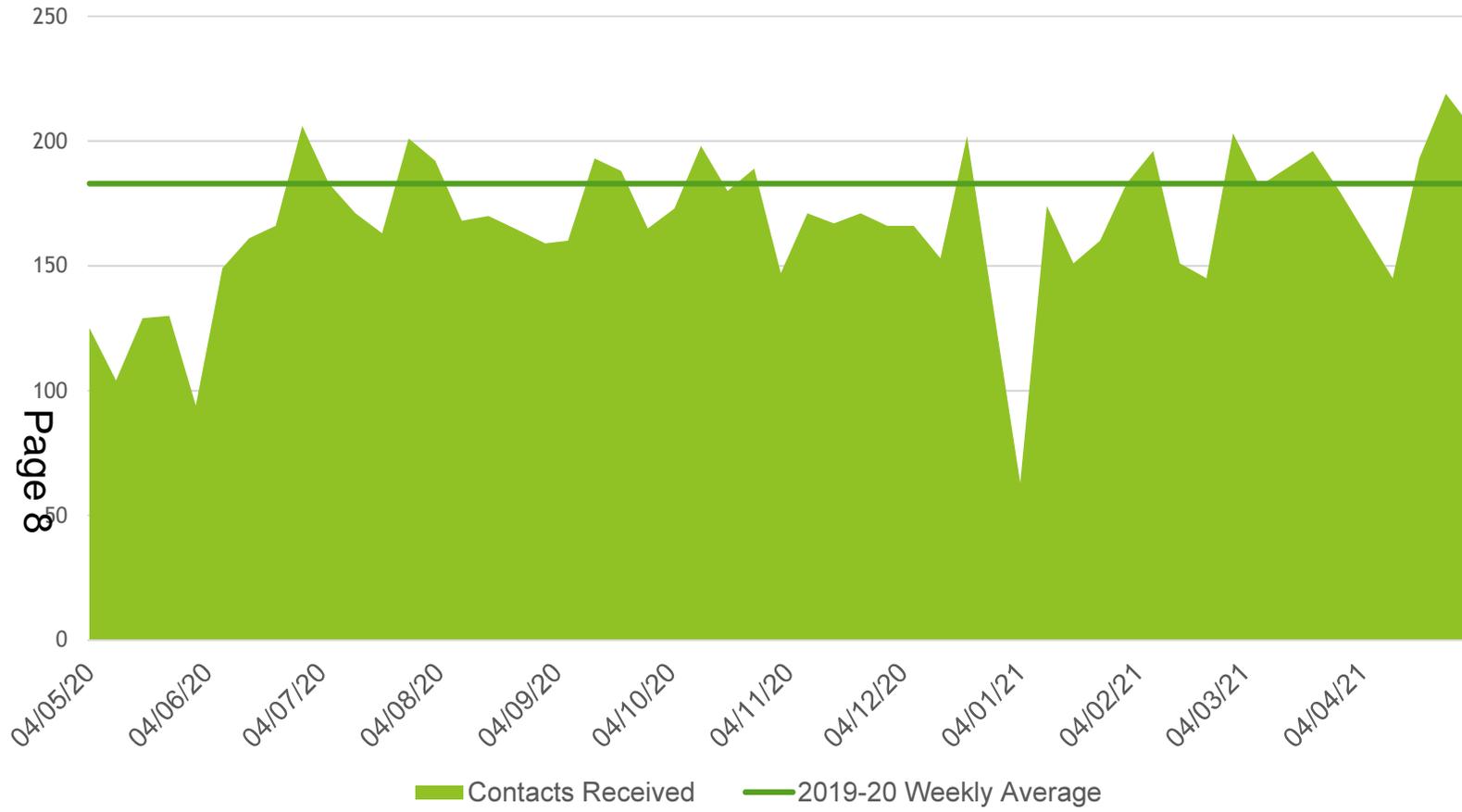


Front Door

- ▶ The front door of adult services received 5,787 contacts from people who were not already in receipt of care and support during 2020-21. The majority of contacts received were from Health colleagues (2,213) where integration continues to be key to our way of working.



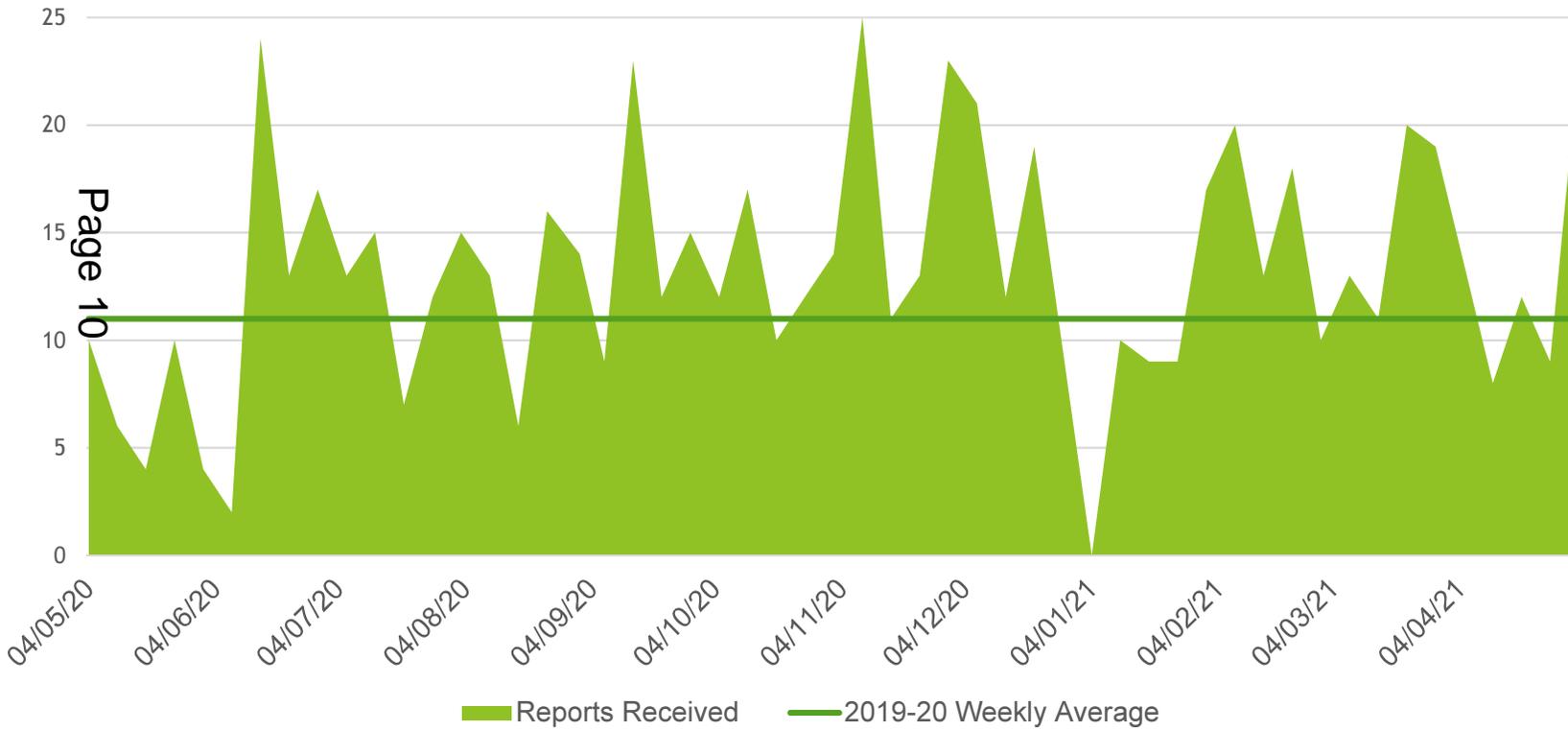
Adult Contacts Received



Safeguarding Adults

- ▶ During 2020-21, 680 safeguarding reports were made concerning 463 adults. The main source of reports during this period were from providers (255) and an independent hospital (126).
- ▶ The most common categories of abuse recorded were physical abuse (260) and neglect (258). (Safeguarding enquires should normally be completed within 7 working days, during 2020-21, 51.5% of enquires were carried out within this timescale).
- ▶ 599 enquiries were completed in the year, enquiries record the alleged perpetrator in 46% of cases (234) this was classified as a professional.
- ▶ Enquiries also record the location of the alleged abuse or neglect, in 40% of enquiries, abuse occurred in people's own home (206). It was determined that additional action should be taken following 336 enquiries.
- ▶ 79% of adults completing our survey responded they felt safe. Where people don't feel safe, they most commonly refer to falling and/or the fear of falling or difficulties with mobility.

Adult Safeguarding Reports Received

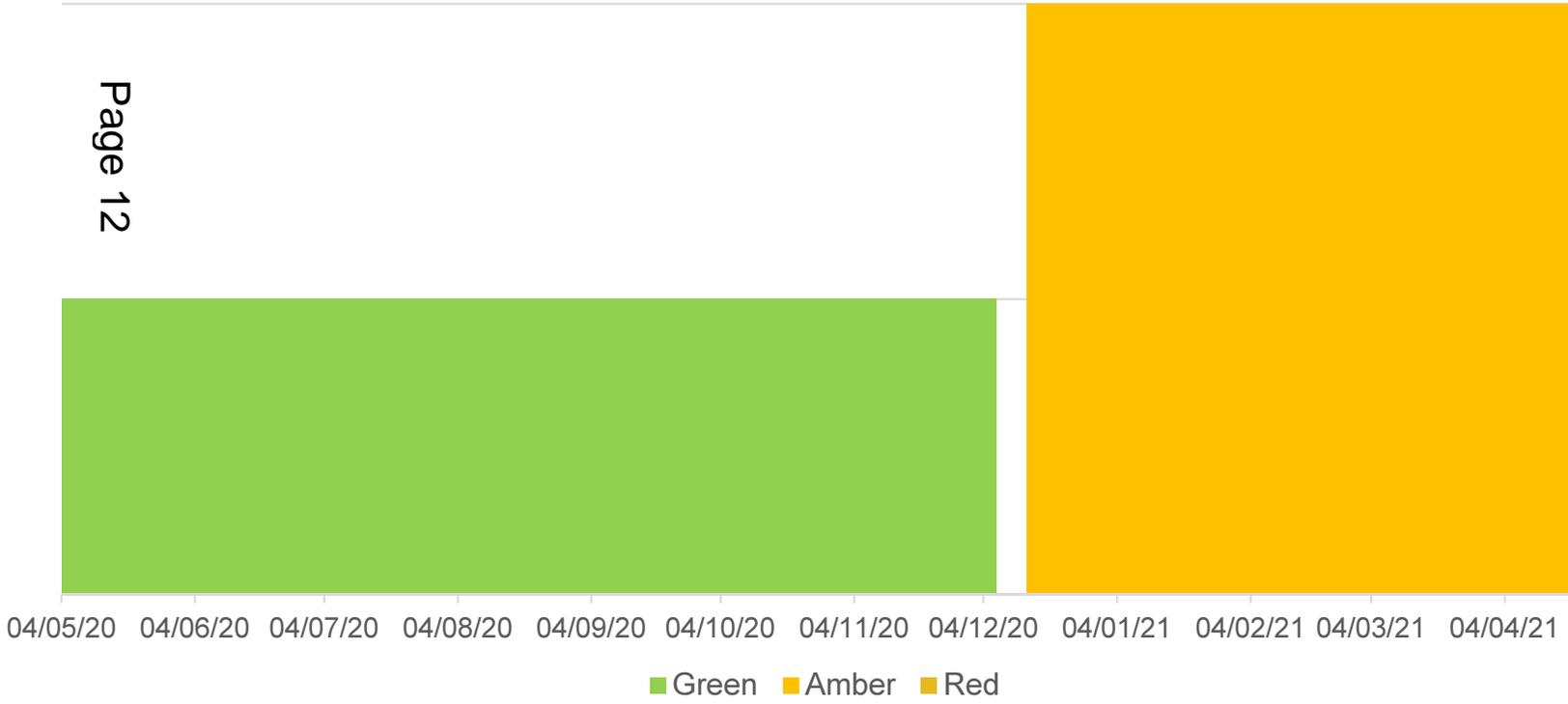


Assessments and Care & Support Plans

- ▶ During 2020-21 2,035 assessments were completed to better understand the needs of people who were not already in receipt of care and support.
- ▶ Of those, 24 assessments were completed with people in the secure estate. (Of the assessments completed, the needs of 35% could only be met through provision of a care and support plan and formal services. In the remaining cases, care could be met by other means, such as sign posting to other agencies, or it was assessed there were no eligible needs to be met.
- ▶ At the end of the year, 1,813 adults had care and support plans detailing the support required.
- ▶ 86% of people surveyed felt they had been listened to and 83% felt had been actively involved in decisions about their care and support.
- ▶ 132 carers assessments were completed in the year, the needs of 30% of which could be met with a carer's support plan or care and support plan. Carers have been given a choice as to how they would like their carers

Capability to Place Adults in the Appropriate Residential Setting

Page 12



Our 'RAG' assessment of our ability to carry out functions

Page 13

Our workforce availability; our ability to provide services; and our ability to assess needs of adults has been RAG rated each week, the results are shown below which show pressure points during the year:

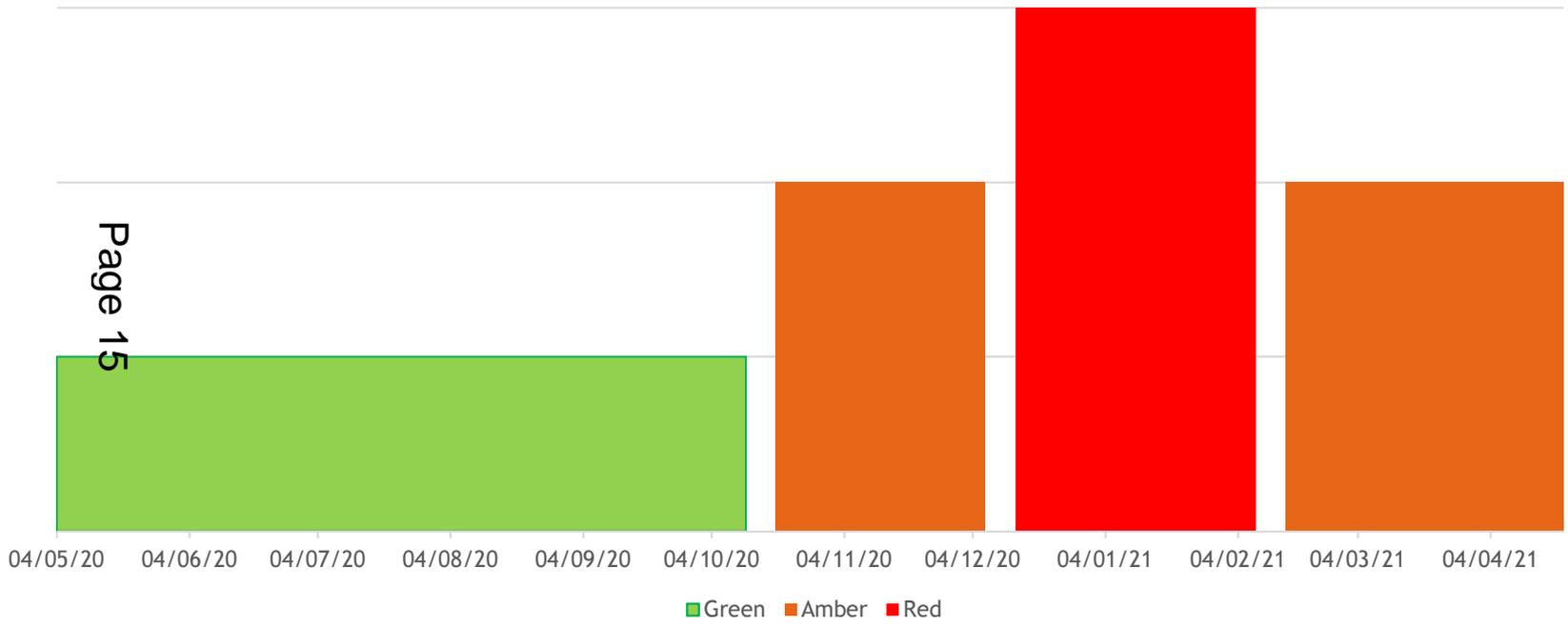
Workforce in adult services remained green until mid-October 2020 as cases began to increase and the likelihood of staff coming into contact with a positive case also increased. The situation worsened at the beginning of December and staffing remained red rated until mid-February 2021:



Requests to Social Care for Services



Adults Workforce Absence and Ability to Operate

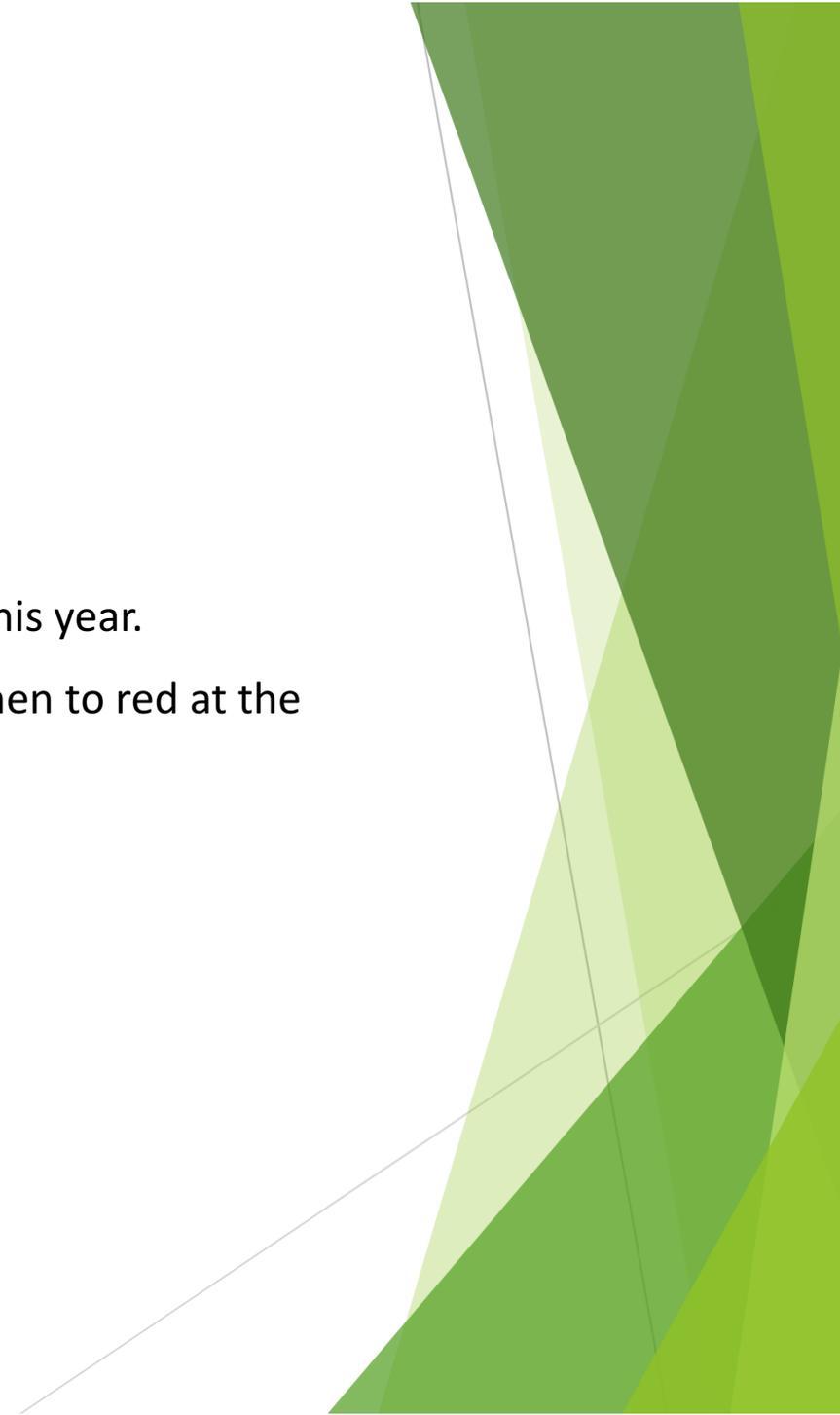


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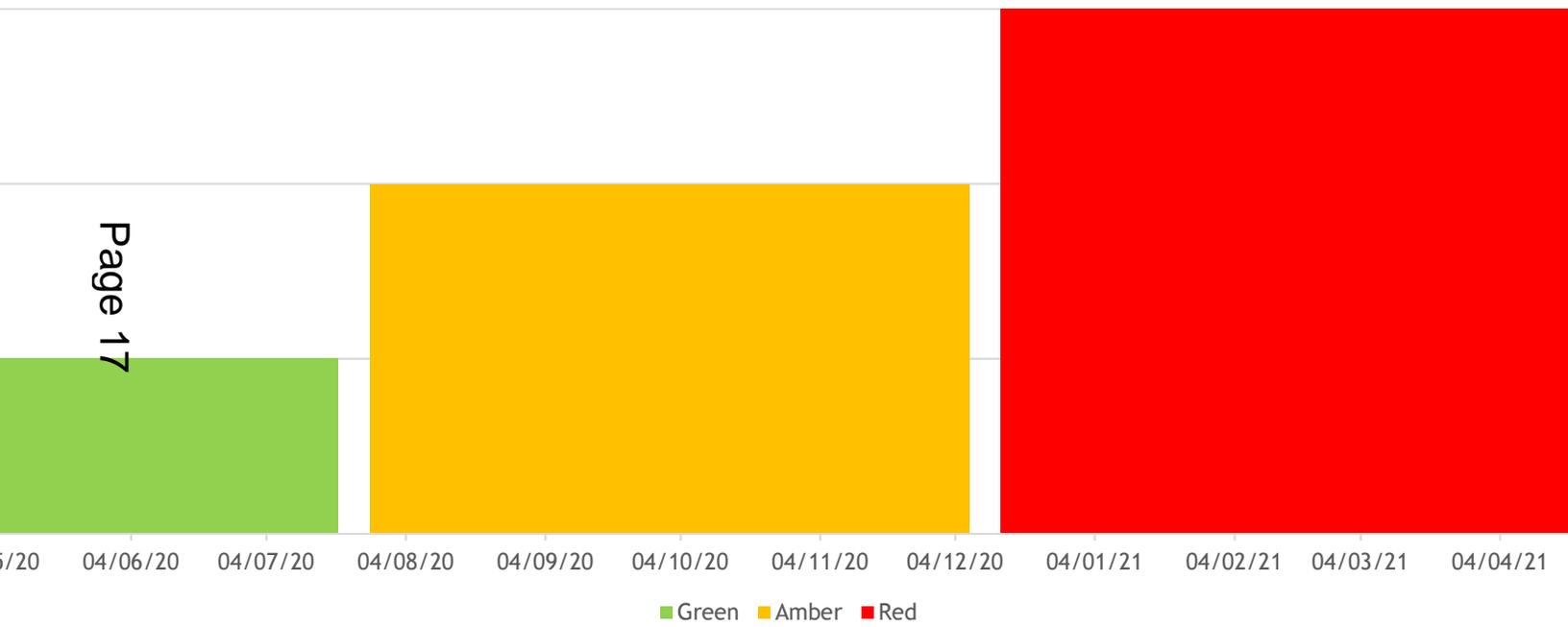


Our ability to provide **reablement** has been under significant pressure this year.

Reablement moved from green to amber status during July 2020 and then to red at the beginning of December and currently the pressures remain.



Capability to capability to Provide Reablement



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Capability to capability to Provide Care at Home

