

**Bridgend County Borough Council**  
**Cyngor Bwrdeistref Sirol Pen-y-bont ar Ogwr**



[www.bridgend.gov.uk](http://www.bridgend.gov.uk)



# **DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2016-17**


17<sup>th</sup> July 2017

<b>INDEX</b>	<b>Page</b>
<b>1. Introduction</b>	<b>3</b>
<b>2. Director’s Summary of Performance</b>	<b>4</b>
<b>3. How Are People Shaping Our Services?</b>	<b>9</b>
<b>4. Promoting and Improving the Wellbeing of Those We Help</b>	
(1) Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve	<b>12</b>
(2) Working with people and partners to protect and promote people’s physical and mental health and emotional wellbeing	<b>15</b>
(3) Taking steps to protect and safeguard people from abuse, neglect or harm	<b>17</b>
(4) Encouraging and supporting people to learn, develop and participate in society	<b>19</b>
(5) Supporting people to safely develop and maintain healthy domestic, family and personal relationships	<b>21</b>
(6) Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs	<b>23</b>
<b>5. How We Do What We Do</b>	
Our Workforce and How We Support their Professional Roles	<b>25</b>
Our Financial Resources and How We Plan For the Future	<b>26</b>
Our Partnership Working, Political and Corporate Leadership, Governance and Accountability	<b>27</b>
<b>6. Accessing Further Information and Key Documents</b>	<b>28</b>
<b>7. Glossary</b>	<b>31</b>

## 1. Introduction

This is the 2016-17 Annual Report about how the Council's Social Services are delivered for people across the County Borough of Bridgend. Social Services have a huge impact on people's lives and it is important that we review the way we do things to make sure that we get it right. It is also crucial that we listen to the children, young people and adults that we support to make sure that we are working properly together and that the things we do make a positive difference to people's lives. We can't do this on our own and so need to work closely with partners.

The challenges we have to face are great as demand continues to grow but we have fewer resources to use. We need to think and act differently and we must work more closely with individuals, families and partner agencies.



I need support  
to do the things  
I need and  
want to do

New legislation called the 'Social Services and Wellbeing Act' (this will be referred to as 'The Act') is about how Social Services and our partners should operate. This Act was introduced in April 2016 and has been the main driver of change, the importance of wellbeing is at the centre of what it says. The Act has meant a difference to the way we deliver support and services to the people of the County Borough of Bridgend and the last year has been a time of transition. The main changes are;

- Making sure that we provide good quality advice, information and assistance to the people of Bridgend
- Supporting and enabling people to make their own choices and to be more independent
- Making sure that people are given voice and control to achieve what they want in life and that they are able to express the outcomes that they want for themselves
- Recognising that carers also have support needs and that these should be given equal importance
- Finding different ways to support people that will involve local communities

We have to make sure that we can do all of the above whilst also keeping children, young people and adults safe from harm.

The Council has made a good start in making the Act work in Bridgend however we also recognise that there is a lot to do and that we are on a journey of improvement. Bridgend Social Services is also part of the Western Bay Health and Social Care Regional Collaboration. The Collaboration is committed to providing high quality services that protect children, young people and adults from harm, that promote independence and deliver positive outcomes for people. Bridgend is working closely with Neath Port Talbot, City and Council of Swansea and Abertawe Bro Morgannwg University Health Board (ABMU) as statutory partners across the region.

Find out more about Western Bay here: <https://www.youtube.com/watch?v=y5KLiulqwKE>

[Western Bay Health and Social Care Programme Annual Report 2016/2017](#)

This report describes what we have done in the last year, how effective this was and what is still left to do. It also sets out the big priorities for 2017-18. The report cannot

evidence everything that has happened or cover everything that needs to happen so it focusses on the bigger areas and includes links within the report to help you find out more.

The report has been set out to cover six wellbeing quality standards which Welsh Government has asked us to cover. Some of the areas we are working on are featured more than once in this report and this is because they relate to several quality standards and are important priorities for us. It has been written in a way that can be read and easily understood by a range of audiences but most importantly by the people who are affected by the support and services that we provide.

## **2. Director's Summary of Performance**

At the end of the financial year, every Council in Wales has to publish a report about its performance in order to evidence how the Council has met its priorities. This has to include a range of different information and includes financial details. Below is a short summary of some of the achievements from Social Services and some information about our performance. The last section covers the big priorities we have identified are important for 2017-18.

### **ACHIEVEMENTS**

Cross Directorate:

- In 2015-16, we set up a project team to prepare for and oversee the introduction of the Social Services and Wellbeing Act. During 2016-17, over 1000 staff (from within the Directorate, from across the Council and from partner organisations e.g. ABMU) attended a number of training events as part of the preparation for new ways of working;
- We introduced a new national Welsh Community Care Information System to enable health and social care services to work more closely together to better support people. As part of this, a significant number of new forms and business processes were introduced. We were the first Council across the whole of Wales to do this. You could read the cabinet report [here](#).

Children's Social Care

- We have been working with our partners, especially the South Wales Police, to develop a Multi- Agency Safeguarding Hub (MASH) and this will be the first point of contact for referrals into the service and will also provide the Information, Advice and Assistance service as set out in the Act. There is still more work to do and so this remains a priority for 2017-18. The MASH Project Initiation Document is linked [here](#) for further information.
- We approved our first household as part of the establishment of a parent and child fostering service;
- We finalised the review of our short breaks service for children with disabilities, agreeing a new model of service delivery.

## Adult Social Care

- We appointed two more Local Community Coordinators and a Community Hub development officer who are supporting people who are vulnerable through disability, age, ill health or adverse life events to live as independently as possible in their communities. This approach helps people to draw support from their communities by working to increase both the capacity of individuals and of communities. Local Community Co-ordination (LCC) works as a single, local point of contact supporting people in their community;
- We opened a second 'closer to home' supported living home which has enabled four young people to move back to Bridgend from out of area placements;
- As part of a regional approach with ABMU Health Board, over the last year we have rolled out anticipatory care planning in our three network areas, as well as our teams for dementia, learning disabilities and people with complex conditions. This enables the multidisciplinary teams to develop co-produced plans with people and their family and carers, which in the event of urgent or unexpected situations, enable a contingency plan to be put in place to avoid unnecessary admission to hospital or long-term care. This work has been developed on a multiagency basis and has included collaboration with the third sector, Welsh Ambulance Service Trust, 111 and out-of-hours services;
- We have extended the range of community groups to include social groups, special interest groups, skill development and healthy living groups. There are also five new groups for people with Autistic Spectrum Disorder (ASD) and their families and various activities are developing at the community hubs including adult community learning and information and advice sessions;
- We supported 420 people at home through the Better at Home service which enables people to be discharged from hospital and not wait in hospital for a package of care;
- We developed the Later Life physical activity programme for older people (inclusive of those attending day care and in residential care settings) which is intended to build the physical capabilities of older people, reduce frailty and prevent falls within a fun group setting.

## PERFORMANCE

### Children's Social Care

- The number of children and families that we were involved with increased from 2500 in 2015-16 to 3546 in 2016-17. This means that we were involved with 1046 more people (or an extra 42% in demand). A big part of this increase is because of the way we now have to do assessments as a result of the Act. We recognise that this is still early on in the implementation stage and processes may change.

My social worker gives us all the information that we need

- We received 6134 new contacts during the year
- There were 689 children that needed a child protection intervention and this is 75 less than the previous year
- The number of children on the child protection register at the end of the year was 175
- The number of looked after children as at the end of March 2017 was 390. The safe reduction of children looked after remains a priority for the Council

Adult Social Care

- Demand for services in Adult Social Care has continued to increase during 2016-17. The service has received 7,623 referrals, an increase of 136 (1.8%) in referrals on the previous year.
- During 2016-17 in Adult Social Care, 4923 people were supported; of these, 30% were between 18 and 64 and 70% were over 65.
- Local Community Co-ordinators have supported 167 people to access opportunities in their local communities, for example, the development of a community cinema and a rambling club.

Mum is no longer capable of doing anything for herself

People have told us that they want to stay independently in their own homes for as long as possible. Some key indicators that we use to measure success in this area include:

	2015-16	2016-17
The number of people who received a reablement service (includes reablement at home and residential reablement)	388	394
The number of people who received a Telecare package during the year	2643	2921
Number of people were supported in long term care (residential)	700	683

My mother lives in her own home and wishes to remain there

He lives with his twin brother who also has a learning disability and both are trying with help from others to live independently. So far - so good

What did we say we do in 2016-17? How did we perform?

The following key priorities were identified for Social Services for 2016-17:

- Develop appropriate mechanisms to enable the Council to provide good information, advice and assistance to the public;  
*Work has been completed in both Children's and Adult Social Care to make sure that there is one point of contact for people who require our help. This initial point of contact involves a number of different professionals. As a result of this new "model" we are able to provide better advice and information and we can more quickly guide people into the right service to meet their needs. It is still early on in this new way of working and there is more to do to make sure the new model is working.*
- Involve service users, carers and communities in developing and commissioning services;  
*In response to the Social Services and Wellbeing Act, we undertook a wide-reaching consultation exercise in order to collect a range of information about people who use our social care services. This has been used to inform the development of a Population Assessment, published in April 2017. This Population Assessment will now form the foundation of a Social Services and Wellbeing Commissioning Plan, being developed in 2017-18;  
These are the links to the [Population Assessment summary](#) and the Social Services and Wellbeing [Commissioning tool](#).  
In Children's Social Care, we engaged with families, carers and young people themselves to help shape the new model for overnight Short Breaks for disabled children;  
In Adult Social Care, families were involved in the selection process for a provider to deliver a housing support scheme for people with a learning disability.*
- Work with partners and schools to support carers by providing the right information, advice and assistance where relevant;  
*We work with Bridgend Carers centre to provide information, advice and assistance to Carers through a variety of ways. There is ongoing work with schools in Bridgend to raise awareness of Young Carers and we have developed resources specifically for Young Carers to provide them with information and support.*
- Enable community groups and the Third Sector to have more voice and control over community assets;  
*We have been working closely with the Third Sector so we can produce a joint plan about our joint priorities for working together in the future. This work has been slower than expected because it is important that all partners are involved. It will remain a priority for 2017-18.*
- Implement the planned budget reductions identified in the 2016-17 budget;  
*In 2016-17, Adult Social Care ended the financial year with a balanced budget and the service was also subject to £1.9m savings required by the Council. Children's Social Care established the infrastructure required in order to effectively manage future budget reductions.*
- Develop the culture and skills required to meet the changing agenda.  
*We established a Change the Culture Board to promote and monitor the shift in front line practice in terms of outcome based practice and assessment and*

*reinvigorating social work in line with the Act. Outcome based practice is about making sure that what we do and the actions that we take clearly demonstrate a benefit to the person involved. Some of the key actions are below:*

- we are developing a Train the Trainer package for our assistant managers and senior practitioners;*
- we are training all staff in effective communication skills (based on the collaborative conversations work) and we will be offering further training for social work staff on delivering inspirational conversations;*
- we have trained all our team managers, assistant managers and senior practitioners in action learning so that they can lead and own the changes in practice, commissioning and evidence, across the service;*
- To ensure quality, we have developed a quality framework and guidelines; staff will be supported to receive training on this;*

*Changing the culture is an ongoing process but the service has made a good start in shifting the way staff think and work. We now need to make sure that front line staff are also supported and this will remain a priority for 2017-18.*

- Reduce demand by investing in targeted early help and intervention programmes;  
*We produced a joint strategy across the teams involved in this work and we have an action plan which focuses on the work to safely reduce the numbers of looked after children.*
- Develop a multi- agency safeguarding hub (MASH) to provide effective multi agency responses to safeguarding issues;  
*Work has progressed well and a multi-disciplinary team is coming together and will work through an integrated approach. It has taken longer than hoped to find suitable accommodation but this has now happened and the new integrated team will be launched in October-November 2017. Details about the model can be found [here](#)*
- Review and consider new models of service delivery for respite and residential care and to ensure a flexible support and service to people when they need it;  
*A new model for short breaks for children with disabilities has started. Building work on a new 52 week provision has also started. This will mean that up to three children with complex needs will be able to stay within the borough rather than moving to a high-cost placement far away from their family. The Project Plan is linked [here](#).*
- Develop an appropriate service model for children in transition from childhood to adulthood including children with disabilities and children leaving care;  
*We now have an agreed model and will be appointing transition support workers to work with children and families through the transition period. Further work is being done in 2017-18.*
- Ensure appropriate services are available to children at risk from child sexual exploitation;  
*A multi-agency Child Sexual Exploitation (CSE) Task Force has been developed. This group monitors information about children and young people known to be at risk or likely to be at risk of sexual exploitation across the borough. This makes sure that there is an effective joint approach to managing the risks associated with CSE and that there is timely and effective support and intervention. Attached*



is a report to [Corporate Parenting Committee](#) which provides some more information.

## **What we want to do in 2017-18**

- Improve the way we provide information, advice and assistance to the public and we also want to increase the support available to people by increasing community based support that will support people without them having to come into statutory social services;
- Work more closely with people who use our services, carers and the wider population and communities to make sure that they have a say in the type of services that we develop;
- Develop our advocacy services for both children and adults so that they have the independent support and advice they need to make their voice heard;
- Consult on a new strategy for Direct Payments so that more people will be able to access a direct payment and therefore will be able to access more flexible support to help them be more independent;
- Open a new 52 week residential provision for disabled children and young people so that they can remain living close to their families within the County Borough of Bridgend;
- Put systems in place so that we can better meet the needs of young people in transition from childhood into adulthood;
- Consult with children, young people and their families on a new model for residential care provision;
- Work with our partners and with schools to better support carers and young carers;
- Recruit more foster carers by undertaking a range of different advertising campaigns;
- Complete the work required to fully implement the MASH.

### **3. How Are People Shaping Our Services?**

We know that it is essential to involve people in the way our services are run and also in how we shape and deliver new service developments. As part of this, we look for feedback about what we are currently doing and we also consult and engage with children, young people, adults and carers in areas that we need to change and modernise.

Bridgend Social Services is committed to making sure that people are able to make their voice heard, whether this is about how services will be developed and delivered in the future or whether it is about a service that they are receiving now. Some examples of how we do this are by issuing surveys, inspections, contract monitoring processes, elected members rota visits, complaints and compliments and consultation events. We know that there is more that we can do to engage and consult with people and this is an area that we want to do more during 2017-18.

In September 2017, we asked 487 children and young people and 1272 adults what they thought about the support and services that they were receiving from Bridgend. These were called surveys and they were developed by Welsh Government as part of the new Act. Below is a selection of some of the replies that we received:

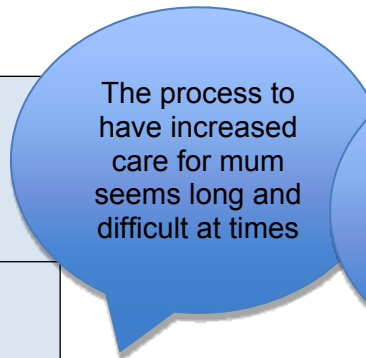
**Adults:** A total of 1,272 questionnaires were despatched to adults (over 18 years), 465 were returned, a response rate of 37%. Some of the comments received include:

“Sometimes I have needed more support especially when I'm ill.”
“Would prefer more continuity of care - but have had excellent carers. New carers come and you have to instruct them and then they leave.”
“I am quite satisfied and I am excited that I can have support when I need it.”



**Carers:** A total of 41 questionnaires were despatched to adults (over 18 years), 13 were returned, a response rate of 32%. Some of the comments received include:

“Prior to my wife going into hospital we both had a week of very little sleep. I feel I could not continue like that.”
“Have had a carer assessment done. I await the result of that assessment”



**Children:** A total of 487 questionnaires were despatched to children (age 7-17 years), 77 were returned, a response rate of 16%. Some of the comments received include:



“I struggle because I feel like we don't have a life to lead because it is led for us”
“I like living here but would prefer to live nearer my friends.”
“My foster carer gives brilliant advice.”

As well as the response to this survey, Bridgend also receives complaints and compliments about our service. Swift and effective complaints handling is encouraged with an expectation that the majority of complaints and concerns should be resolved as early as possible. The table below shows the number of complaints and compliments received during 2016-17.

	Early Resolution	Stage 1	Stage 2	Ombudsman	Compliments
--	------------------	---------	---------	-----------	-------------

	(within 2 working days)	(Formal process)	(Formal process)		
<b>Adults</b>	56	11	1	4	245
<b>Children's</b>	130	7	1	7	17
<b>Total</b>	186	18	2	11	262

During 2016-17, 11 complaints were received by the Public Services Ombudsman's Office. Four complaints related to Adult Social Care and, having considered information provided by the Council, the Ombudsman decided not to investigate these cases. The remaining seven cases related to Children's Social Care-Child Protection. Four of these were reviewed by the Ombudsman and did not proceed to investigation. The remaining three complaints were investigated by the Ombudsman and upheld. The recommendations made by the Ombudsman were accepted by the Council and implemented accordingly. The 2016/17 Representations and Complaints Annual Report is linked [here](#):

In 2016-17, the Care and Social Services Inspectorate for Wales (CSSIW) completed an annual inspection report of in-house regulated services; these include the Care Homes for older people, the Supported Living settings and the Children's Homes. We receive reports on each visit and respond accordingly.

As part of the CSSIW annual review of our performance for 2016-17, they held quarterly review meetings with the Director of Social Services and the two Heads of Service. They also visited several service areas and joined specific meetings. CSSIW completed short reviews on adult safeguarding and carers and carried out a significant inspection in Children's Services. They also met with Cabinet Members as part of this review. The outcome is set out in the [CSSIW annual performance letter](#) .

CSSIW commented on the Bridgend 'Valuing Carers' Strategy and commented that there was excellent joint working with partner agencies with the Carers Centre providing a crucial service for both carers and young carers. They said that they had seen evidence of 'consultation and hearing the voice of carers that had shaped services, however there was a mixed response to reviews of assessments and transitions'. The development of transitional services for children and young people is a priority for Bridgend in 2017-18.

As part of the Children's Services inspection in January-February 2017, the Inspectors looked closely at the quality of outcomes achieved for children in need of help, care and support or protection. The findings showed that Bridgend were working hard to implement the Act and that we had achieved a lot during a time of significant change. They also reported that some of the practice they had seen varied and that we needed to do more in the areas of decision making, risk assessment, quality assurance and multi-agency engagement.

Bridgend has put together an action plan to make sure that the recommendations are followed through and to make sure that improvement will happen as a result as described in [The CSSIW Report](#), the [Council's Action Plan](#) and the [Vision into Action Strategy](#) .


#### **4. Promoting and Improving the Wellbeing of Those We Help**

## Quality Standard 1 – Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve


Last year we set out a number of areas that we wanted to concentrate on in order to meet Quality Standard 1. We have tried to focus our work on making sure that children, young people and adults reach the outcomes they want to achieve. Outcomes reflect what matters to people and the things that people want to achieve, these are personalised and relate to a person's individual circumstances. Outcomes relate to the impact or the difference a person wants to see on their life.

### What were the main things we said we would do in 2016-17?

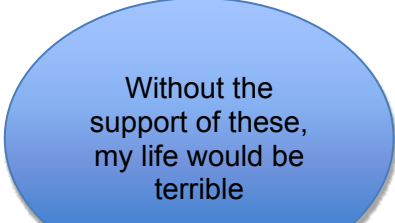
- Develop ways that the Council could provide good information, advice and assistance to the public.
- Involve service users, carers and communities in how we develop and deliver services.
- Develop an appropriate service model for children in transition from childhood to make sure that we have better systems and models of care and support in place to help children move into adulthood.
- Work with partners in order to better support carers.
- Update the paperwork and systems so that they continue to meet what is required for the new Act.
- Commission two new organisations from outside of the Council to provide independent advocacy, advice and support.
- Sign-up to be part of the roll out of the national citizen's wellbeing information database called DEWIS.
- Develop and commission an organisation to manage an information brokerage service to commence from April 2017.
- Develop new ways of working so that children, young people and adults will have a stronger voice in what matters to them.
- Make sure that we give a greater focus on support and services that promote prevention and support the general wellbeing of people.
- Continue to safely reduce the numbers of children becoming looked after.
- Continue joint working with hospital teams to support transition from hospital to the community.



I have found it hard to get advice and help. The systems seem so complicated.



I am pleased with the care I receive



Without the support of these, my life would be terrible



## How far did we succeed and what difference did we make?

- We progressed the implementation of a new national citizen's wellbeing database called DEWIS so that people can access information directly from our website rather than having to wait for somebody from social services to speak to them. This system is a single point of access for citizens and professionals and contains information about organisations, services, community groups, companies and events – both local and national. We know that people have been able to access it already which has meant that they have been more independent than if they relied on us. We now want to build on this so that it also includes even more information in the future. The link to the national site is here: <https://www.DEWIS.wales/>
- We started a review of the front door services in both Adult Social Care and for children. In Adult Social Care, we are developing an integrated common point of access, with health, that will enable citizens, carers and professionals to access information, advice and support via one contact telephone number. In Children's Social Care, the front door service will be part of the MASH. We have been trying a new approach to fit in with the Act but we are currently reviewing this as the first few months of implementation have shown that there has been too great an increase in assessments and the team has found meeting the demand challenging.
- The Information Brokerage Service commenced in April 2017 and is a key element of the Council's ongoing strategy of helping people become more self-reliant so they may live as independently as they are able. The Service promotes early intervention and prevention, which includes signposting to community based support, activities, facilities and opportunities, inform how the care and support system operates in Bridgend, the types of care and support available, how to access the care and support that is available, and how to raise concerns about the wellbeing of a person who appears to have needs for care and support. The Service will ensure that the people of Bridgend are better supported to achieve wellbeing through achieving their personal outcomes linked to what matters to them. It is still too early to report on how well this new service is doing.
- We have made sure that our practice focuses on what matters to people and that the care planning documents will reflect this. We monitor and review the plans to make sure that this approach is making a difference to people's lives.
- We have done some work to make sure that we can provide greater options for accommodation for people with mental health issues.
- We are working more closely with primary care in the community networks so that older people who remain living in their community instead of being admitted into

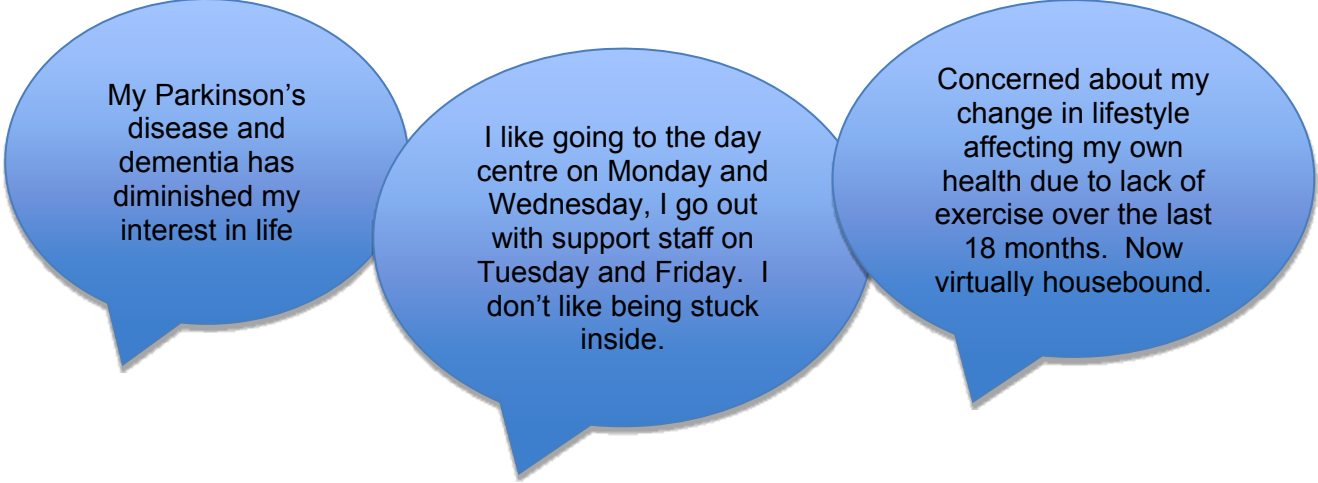
hospital or a care home have the support that they need from both health and social care.

- People are telling us that they want to stay in their own homes for as long as possible and so we have continued to develop our homecare support services to provide flexible support for people at home. We know that there are fewer people going into residential care as shown in the chart on page 6 of this report.

### **What are our priorities for next year and why?**

- We want to improve the options for accommodation for looked after children both for short and long term situations and we will be progressing the review of our residential services. We will be talking directly with children and young people so that they can tell us what they think is important for a young person in care.
- We will continue to safely reduce the number of looked after children by making sure that we provide effective help as early as possible and that we work with children, young people and their families to review their situation.
- We will actively recruit new foster carers so that we can promote local solutions to families in need.
- We want to increase the number of local community co-ordinators so that we can support the development of local communities which will give people more choice and control of how they manage their own independence.
- We will develop Extra Care housing, which will allow residents to continue living independently in a self-contained flat, while benefiting from personal care and support, where those needs have been identified. The new Extra Care Housing schemes will also contain a residential wing, allowing a seamless pathway into a residential-care home setting, where individuals' care and support needs have increased to that required level.
- We will further develop, with health, the integrated Common Access Point (CAP) for the provision of information and advice for adults.
- We will develop the DEWIS wellbeing information database further and launch this to the public of Bridgend in 2017.
- We will roll out the quality assurance framework across Social Services and make sure that all staff are working to an agreed and recognised standard.

## Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing



My Parkinson's disease and dementia has diminished my interest in life

I like going to the day centre on Monday and Wednesday, I go out with support staff on Tuesday and Friday. I don't like being stuck inside.

Concerned about my change in lifestyle affecting my own health due to lack of exercise over the last 18 months. Now virtually housebound.


Bridgend recognises the importance of working with people and our partners and this will continue to be a priority for us in 2017-18. We have established a prevention and wellbeing team to further develop opportunities for people to maintain their independence and also to make sure that we can make a positive difference to the quality of people's lives. Promoting a person's health and wellbeing is a priority for the Council, we have made a very good start in developing new approaches to achieve this and we recognise that there is more to do in 2017-18.

### What were the main things we said we would do in 2016-17?

- Review our existing model of respite and residential care to see whether we were still able to meet people's needs.
- Bring a multi-disciplinary team together to be the first point of contact and assessment for referrals. This team will be called the Multi Agency Safeguarding Hub ( MASH).
- Bring together a new team to focus on prevention and wellbeing responsibilities.
- Develop new ways of supporting carers in line with the Act and improve the number of carer's assessments completed by working more closely with the carers centre.
- Expand the number of independent domiciliary care providers so that we have the resilience we need to manage the increasing demand and therefore continue to support more people to remain independent and living in their own home.
- Work in partnership with Linc Cymru, residents and their carers, and staff to develop two new Extra Care Schemes.
- Work with partners to make sure that all agencies are working effectively together to safeguard children, young people and adults including the capacity to manage the number of Deprivation of Liberty Safeguards (DoLS).
- Develop a provision which can provide 52 weeks a year accommodation and support for children with complex needs so that they can stay with the Borough of Bridgend.

## How far did we succeed and what difference did we make?

- We have appointed a new Principal Officer who will take responsibility for the new MASH team. Although we have been working closely with the police to identify accommodation for the new integrated team, we have not been able to meet the target date of April 2017 and have therefore set a new timescale of autumn 2017.
- In 2016-17, we increased the Better at Home Service so that we could better support people being discharged from hospital so that they didn't have to wait in hospital for a package of care. As a result, were able to support 420 people at home. This is an increase compared with last year.
- The land transfer and all the highways and planning preparation for the extra care developments have been finalised. Building work will now commence in April 2017 and everything is on target for the works to be completed by Autumn 2018; *Please find attached a link to a video [here](#).*
- We increased the capacity to support people in their health and wellbeing by increasing the local community co-ordinators from one to three. The co-ordinators have supported 167 number of people to access community opportunities and have successfully been able to divert them from coming into statutory services.
- We have developed a wellbeing and prevention team that has supported 130 older and disabled people to take part in an Olympage Games programme and event, *you can view a DVD [Here](#)*. The same team have also supported a group of 14 young people on the Get On Track programme; the film is [Here](#) this group included three looked after children. The programme aims to give young people improved skills and confidence to link with education, employment or training.
- Together with our partners, we opened a specialist substance misuse service with a grant from Welsh Government.



My overall health is much improved now I am no longer alcohol dependent

## What are our priorities for next year and why?

- To work with the Third Sector in order to develop a strategy which will set out how the Council and Third Sector will work together to promote and support prevention and wellbeing approaches.
- We will make sure we have better information about our looked after children population so that we can better plan the early help services needed to prevent children becoming looked after.
- We will implement the planned MASH with our partners in the police, probation and the health board.
- We will invest in carers support and use every opportunity for funding to make sure that the right services are available to them.
- We will support the residents and their families in our existing Care Homes to prepare for the transition into the new Extra care Schemes.



- We will progress the plans for a new model for residential care for children and young people and will make sure that we consult with children and young people themselves so that we can better understand what support they feel is most needed.
- We will open the new 52 week residential facility so that children with complex needs who need such support do not have to go out of county and away from their family in order to receive the appropriate help they need.

### **Quality Standard 3 - Taking steps to protect and safeguard people from abuse, neglect or harm**

Safeguarding is a theme that runs throughout the Act and it is key to everything that we do.

Safeguarding is everybody's business and is about protecting children and adults from abuse or neglect and educating those around them to recognise the signs and dangers. (*Welsh Government*).

Bridgend is part of the Western Bay Regional Safeguarding Adult and Children's Boards.

You can link to the site here: [www.wbsb.co.uk](http://www.wbsb.co.uk) and to the [Adults](#) and [Children's](#) Western Bay Safeguarding Business Plans.



### **What were the main things we said we would do in 2016-17?**

- We intended to raise awareness and promote safeguarding across the Council and with our partners.
- Under the Act, we needed to set up a team to work in Parc Prison which is known as the secure estate.
- We wanted to develop independent advocacy services for children, young people and adults.
- We wanted to bring one social services safeguarding team under the same management rather than having separate teams in Adults and Children's Social Care.
- We planned to develop a quality standard framework so that we can make sure that our staff are all working to an agreed standard and that people who are receiving support and services from us know that they are receiving a quality service.

### **How far did we succeed and what difference did we make?**

- Under the Act, we now have responsibilities within the secure estate. For Bridgend, this means those people who are currently residing in Parc Prison and also have social care needs. During 2016-17, we established a small team to work within the secure estate. As a result 121 referrals were received; 25 people has an assessment of need for care and support, of which, 21 led to a care and support plan.

- We approached a number of providers to deliver an independent professional advocacy service for adults. We are now working with Age Cymru and are part of the Golden Thread Advocacy Programme. This means that people have a stronger voice in terms of what matters to them.
- We worked with regional partners in Swansea and Neath Port Talbot to commission a new children’s advocacy service which will make sure that we can offer every child and young person receiving services from the council the opportunity to have their voice heard.
- In 2016-17, we undertook training as follows:-

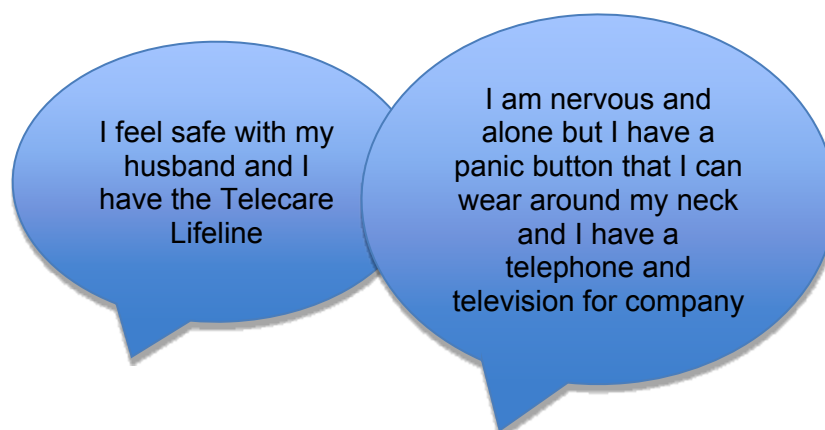
<b>Description:</b>	<b>No. People Trained:</b>
Adult Safeguarding	161
Safeguarding Children	157
Safeguarding Children (school staff)	688
Safeguarding Children (foster carers)	35
Managing and handling personal data	71
Joint Safeguarding Adults and Children	100
Domestic Violence	47
Safeguarding Awareness for Elected Members	3 sessions held

- Bridgend was also part of the regional conference which was held as part of safeguarding week to raise awareness of the importance of safeguarding children, young people and adults.
- We have processes in place with our partners in the police and in health to make sure we are effectively monitoring child sexual exploitation (CSE) and people who are subject to a ‘deprivation of liberty safeguard (DoLS). The data for the last two years is shown below:

	2015-16	2016-17
Number of children subject to CSE protocol	37	36
Requests for DoLS assessments	443	410

- We also track the number of missing children – in 2016-17, there were 672 occurrences of children reported missing to the police.
- In keeping with the Act, we have developed our [advocacy services](#) for both children and young people and adults.
- We have a well-established Bridgend multi-disciplinary operational safeguarding group so that there is a forum to discuss, review and monitor Bridgend specific safeguarding issues. We also developed a Corporate Safeguarding Policy and have identified safeguarding champions in every directorate.

- We are still working towards one cross-directorate safeguarding team. Whilst closer links have been made it has not been possible to complete due to staff absences. This will be taken into 2017-18.



### **What are our priorities for next year and why?**

- We will implement the new advocacy services in both adult and children's services so that children, young people and adults are able to have a stronger voice in terms of what matters to them and therefore become more independent.
- We will complete the review of the secure estate to make sure that our resources are targeted at the right people.
- We will progress the review of residential care in Children's Social Care so that we can offer more effective support to those children who need it. This will include developing our in-house foster care service.
- We will finalise the accommodation needs of the MASH so that the service can 'go live'.
- We will implement the recommendations set out in the CSSIW Children's Services Inspection.
- We will prioritise the work required to better understand the looked after children population so that we can more effectively manage the numbers of children who become looked after we will use the information gathered from the population assessment to inform how we do things in the future.

### **Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society**

One of our corporate priorities is 'to help people to be more self-reliant' and we want to encourage people to be as independent as possible for as long as possible. The Act says that people need to have more voice and control in their lives and it is important that we are able to provide help and support as early as possible before a person becomes dependent on social services. In order for people to be more active at home and in their own community we are focusing our efforts on developing support and services which focus on a person's strengths and we call this the 'what matters to me

model'. The approaches that we have developed come under the prevention and wellbeing umbrella and this is a key priority for us and is set out under the Act.



### **What were the main things we said we would do in 2016-17?**

- Increase the number of community co-ordinators who work directly with people in the community which helps people to remain independent for as long as possible and helps prevent them from relying on statutory services.
- Further develop our relationships and work within existing community networks by making sure that we have stronger links with GP practices and other primary care resources.
- Work with our partners to make sure that we are able to focus on the people that we are most concerned about and those that are frequently in and out of our services. This is referred to as 'anticipatory care' and is described in more detail on page 5 of this report.
- Develop more effective support and responses to the needs of carers.
- Make sure that we listen to carers, including young carers, so that we can better meet their needs, this includes raising awareness of young carers in the school system.
- Recruit more foster carers including carers who can offer a placement for new parent(s) and their baby.
- Develop a transition service so that young people who are moving from children's services into adulthood have a seamless and positive experience.
- Develop DEWIS which is a web based information sharing data base for the public to access and find out information about social services and community support and services.
- Continue to develop our prevention and wellbeing approaches and alternative models of service to give people greater choice and independence.

### **How far did we succeed and what difference did we make?**

- We now have three community co-ordinators who have supported 167 people to find support



from within their own local community and, therefore, have prevented them from relying on statutory services.

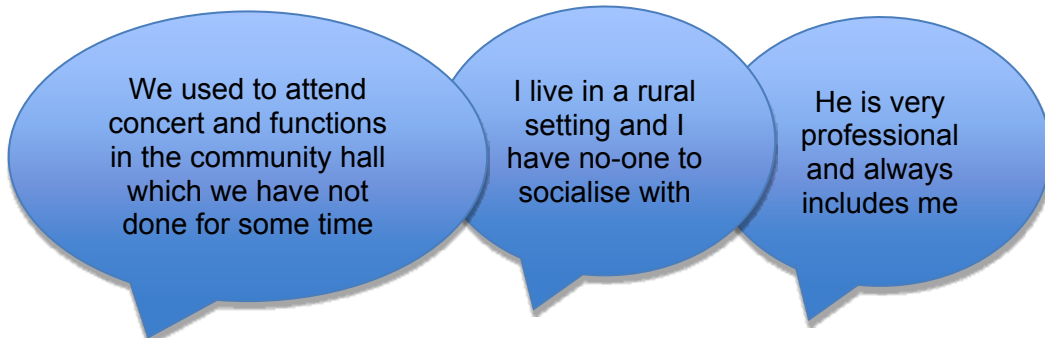
- We have set up a number of new groups in the community which focus on a variety of different areas like, skills development and specialist interest groups like photography. This has helped people feel less socially isolated and lonely.
- We have held a number of events for carers across the region so that we listen to what is important to them.
- We are now in the middle of a recruitment drive for more foster carers. We have one new parent and baby foster family and are in the process of approving another family.
- We have supported 43 adults in our residential reablement unit during 2016-17, of which 29 returned home to live, seven people were admitted to hospital and seven people went into residential care.

### **What are our priorities for next year and why?**

- Train more staff in new ways of working so that they can focus on what matters to people, we call this outcome focussed assessment and care planning;
- Open a new 52 week provision for children so that they can stay in the area close to their families rather than moving far away;
- Continue to develop our prevention and wellbeing approaches so that we can support people to live more fulfilled lives in their own homes and communities and prevent the need for them to come into a care environment;
- Work with people who currently live in a Council run residential care home to prepare them for the change into an extra care setting;
- Consult with families about the transition of children into Adult Social Care and develop a wider network of social work and health input through the 'Facing the Challenge' team. Following this, put in place governance arrangements and ensure the appropriate networks and relationships are in place to support the process.

### **Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships**

An important part of daily living is to feel fulfilled and happy. This standard is about helping people to achieve healthy relationships at home, in their own communities and with the people they are close to. We want to support children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and keep themselves safe as well as making a contribution to others and to the community in which they live.



### **What were the main things we said we would do in 2016-17?**

- We wanted to invest in and further develop our early help and intervention services so that less people come into statutory services.
- We wanted to give young people in foster care the opportunity to stay with their foster family after they have reached the age of 18 years until they are ready to be more independent. This is called 'When I Am Ready' and were outlined in the [report](#) and Appendices [1](#) and [2](#) to Corporate Parenting Committee
- Continue to develop our community services so that we can provide the right support at the right time and in the right place to help people remain independent and at home for longer.
- Review the way we provide respite care for children and young people with disabilities so that they can receive more flexible support.

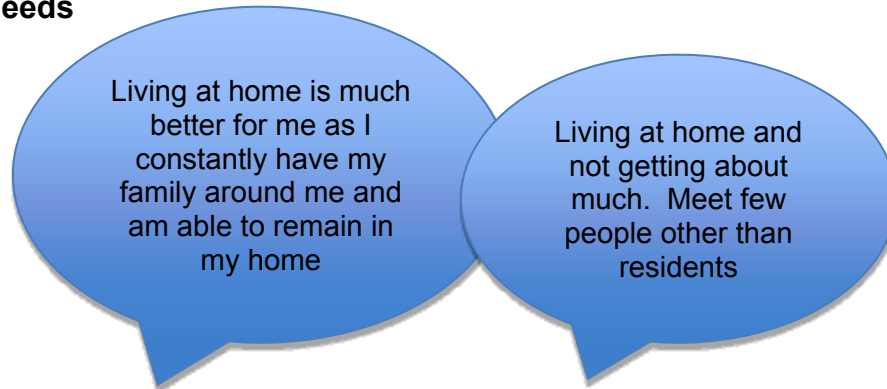
### **How far did we succeed and what difference did we make?**

- We registered existing foster carers onto the When I Am Ready scheme and so far 11 young people have been able to remain with their foster family while in transition to adulthood.
- We have completed an extensive review and consultation exercise with children, young people, parents and carers and front line staff on respite and have remodelled the respite service to provide a more flexible and effective service.

### **What are our priorities for next year and why?**

- Be more pro-active in recruiting new foster families so that we can support children to remain living locally and have a healthy, happy and stable family relationship;
- Further develop support services within local communities and work with the Third sector to develop a range of community support options.

**Quality Standard 6 - Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs**



As well as helping people have a social life and a suitable place to live we want them to improve their income. Bridgend is committed to helping people improve their income and one of our corporate priorities is 'supporting a successful economy'

**What were the main things we said we would do in 2016-17?**

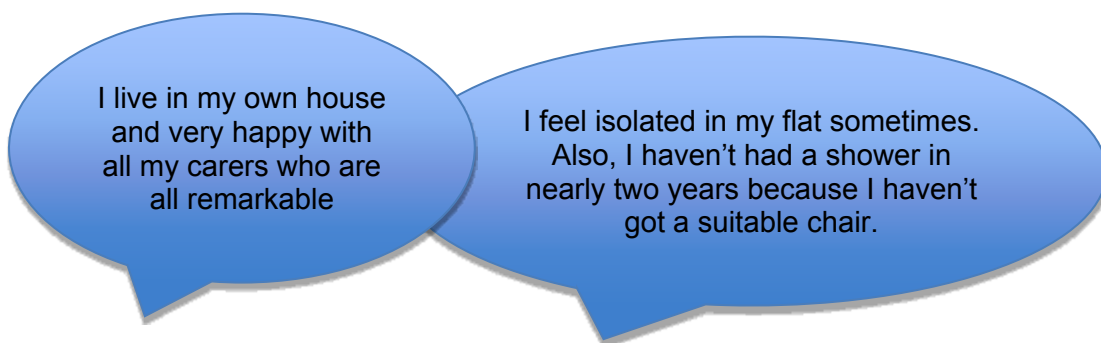
- We progressed our plans to work with Linc Cymru in order to develop 2 new extra care schemes.
- We planned to further develop the 'When I am ready' scheme so that it was part of Bridgend Foster Care.
- We started a review of our children's residential accommodation and placement scheme so that we can respond to the needs of children in a better way.
- We have worked with a greater number of independent homecare providers so that we can offer people support at home which will prevent them from going into residential care.
- We wanted to develop local parent and child placements to support families to have a better chance of staying together and preventing high cost out of area placements.
- We started the planning process to create a 52 week provision for children with complex needs.
- We planned to work with our partners in Health to develop suitable accommodation locally for adults with complex learning disabilities. This scheme is called Closer To Home.



**How far did we succeed and what difference did we make?**

- Two Closer to Home supported living houses has been completed and this means that four people with complex disabilities have been able to move back to Bridgend and access the support they need to live a more fulfilled life in their local area. In addition, another four people have avoided having to move out of county.

- Work has commenced on a 52 week provision for children with complex needs. Although this work was delayed it will now be completed for September 2017 and it will give up to three young people the support they need locally rather than them being accommodated outside Bridgend.
- In partnership with ABMU, BAVO and the Alzheimer's Society we have continued to progress our ambition to be a dementia friendly county borough:
  - Maesteg is a dementia friendly community and work is now being progressed to ensure sustainability by recruiting dementia champions to continue this work;
  - 13 GP surgeries are now trained as dementia friendly;
  - Dementia Friendly training in schools has commenced.
- We have been able to support 457 people to stay at home with appropriate help from our Acute Clinical Team thus preventing them from going into hospital.



### **What are our priorities for next year and why?**

- We will finalise a new Direct Payment Strategy which will offer greater choice and control to more people and, therefore, help them to be more independent.
- We will work more closely with colleagues in housing so that we can create more housing options and solutions for people in need.
- We will make sure that we create pre-apprenticeship schemes for young care leavers so that they will have the support they need to get ready to join an apprenticeship scheme.
- We will continue the implementation of the revised respite service for children with disabilities so that children and their families can still receive the respite they need as well as Bridgend being able to offer more flexible support to a greater number of families.
- We will continue to develop dementia friendly communities - there is a plan in place to make Kenfig Hill, Porthcawl Town and Bridgend town dementia friendly communities this year and increase the number of dementia friends across the county borough by training staff, elected Members, schools and colleges and other partner organisations.



## 5. How We Do What We Do

### Our Workforce and How We Support their Professional Roles

Bridgend receives funding from Welsh Government via the Social Care Workforce Development Grant which has been used to support the implementation of the Act, and regional priorities to support improvement of care and support across all providers and organisations. The grant for 2016-17 was £321,786 to which the Local Authority added a contribution of £211,555.

In addition, the Western Bay region received a grant to support training specifically related to the Act. This grant was allocated to Western Bay and Bridgend County Borough Council claimed £5,800 from this. A significant amount of training has taken place for health and social care staff across the region.

Western Bay has published a Workforce Development Plan. As part of what was needed for the Act we have also worked across the region to pull together a lot of information about the population of Bridgend, Neath Port Talbot and Swansea. This is referred to as the population assessment (as described on page 7) and it can be accessed [here](#)

There have been 5,712 attendances days at learning and development events during the period April 2016 to March 2017. A sample of some of the training activity across the sector is given below:

- Training that supports the implementation of the Social Services and Wellbeing (Wales) Act 2014;
- Dementia Care – working in partnership with ABMU Dementia Care Team, this programme has 11 modules and we have delivered it to 199 staff from the residential and domiciliary care sector;
- Deprivation of Liberty (DoLS) Best Interest Assessor – Bridgend now has 30 staff able to undertake DoLS assessments;
- Attachment and secure base training for staff and foster carers working with children and young people;
- Child sexual exploitation – awareness level training for staff and foster carers;
- We work with local training providers for delivery of Health and Social Care Qualifications and Credit Framework (QCF) awards. 36 staff and 15 foster carers registered for qualifications during 16-17;
- Social Work qualifying training - Bridgend hosted 35 social work students; these included a seconded member of staff and a social work trainee;
- Bridgend has supported 19 newly qualified social workers through their first year in practice. 14 social workers have completed the Continuing Professional Education & Learning (CPEL) consolidation Programme. Six social workers are currently undertaking CPEL modules at Cardiff University;

- Robust workforce information will continue to be a priority as it will inform areas such as succession planning, new legislation, new ways of working and specific service challenges. Workforce issues also feature in the Social Services Business Plan.

## **Our Financial Resources and How We Plan For the Future**

Across the UK, councils are facing enormous challenges due to reduced Government funding and increased demands on essential services. The difficult financial position is set to continue for a number of years to come and the Council's Medium Term Financial Strategy (MTFS) estimates that between 2017-18 and 2021-22 the Council could have to make further savings of up to £42 million.

The net cost of services provided by the Council in 2016-17 was £255 million. To achieve a balanced budget, the Council's budget strategy includes savings proposals of £7.5m million for 2016-17. Of this, £2.7m was related to Social Services. One of the Council's key principles in developing its Medium Term Financial Strategy is to meet its statutory obligations and make sure that we still meet our improvement priorities.

The MTFS identified savings for Social Services is £2.7 million in 2016-17. The authority has also allocated additional revenue funding for priority areas within social services as below:

- £50k to support advocacy services
- £30k to fund carers development officer
- £250k to fund demographic growth in relation to older person population
- £500k to meet national living wage cost pressures

The net base budget for Social Services in 2016-17 was £59m. The services have worked very hard toward achieving MTFS savings and to keep expenditure within budget at the end of the year. Adult Social Care showed a breakeven position. However, Childrens Social Care was £1.192m overspent. It should be noted that Childrens Social Care has been subject to over £1m MTFS budget reductions over past two years (2015-16 to 2016-17) whilst the demand on services has remained high.

The Council has robust monitoring and review processes in place to ensure that the MTFS is delivering. Regular reports come into the corporate management board (CMB) and the monthly joint meeting between the Cabinet and CMB. There is a quarterly corporate performance assessment (CPA) which is attended by cabinet, CMB and heads of service. At this meeting the Directors have to present their performance for the quarter which includes the budget position and progress against the MTFS and this is open to challenge from members of the board.

The service also has the necessary checks and balances in place and group managers, service managers and finance managers work closely to ensure that budgets are effectively managed and monitored. Monthly updates are provided to the director, heads of service and group managers on the budget position and regular finance updates are provided to the two re-modelling boards where progress on the change programme is matched against the savings targets.

Whilst social services has made significant progress in 2016-17 in meeting its savings targets and implementing change, it is recognised that this will be harder in the future and 2017-18 will bring more challenges. The directorate budget reductions for 2017/18 have been categorised into four main areas as below:

<b>Budget Reductions</b>	<b>2017/18 £'000</b>
Remodel Service Delivery	974
Service Efficiencies	120
Income Generation	73
Prevention & Wellbeing	668
	<b>1,835</b>

## **Our Partnership Working, Political and Corporate Leadership, Governance and Accountability**

Bridgend continues to be a key partner within the Western Bay Collaboration which has now been a well-established programme since 2012. There is a clear governance structure in place which oversees the transformation of health and social care services to meet the changing needs of our whole population across the Western Bay region. The Programme has received funding of £481,843 from Welsh Government called the Delivering Transformation Grant (DTG) in order to support the work.

In 2016-17, a revised regional [Partnership Board](#) was set up as required by the Act.

In Bridgend, Cabinet and the corporate management board (CMB) meet informally on a monthly basis which provides the opportunity to oversee the business of the Council, share the overall direction for the Council and make sure that we are promoting the One Council approach so that important issues such as the MTFS, safeguarding and transformation are on the agenda.

We have a simple vision for Bridgend County Borough Council, to ‘always act as one Council working together to improve lives.’ The corporate plan was consulted on during 2015-16 and ‘Working Together to Improve Lives’ sets out the new corporate priorities which were effective from 1st April 2016:

- Supporting a successful economy;
- Helping people be more self- reliant;
- Smarter use of resources.

There is a clear link to the [Social Services and Wellbeing Directorate’s Business plan](#) which set out the directorate’s priorities for 2016-17.

For social services, ‘helping people be more self-reliant’ means that we will continue to develop our approaches and practice so that we can appropriately take early steps to reduce and prevent people from becoming vulnerable or dependent on us and our services.

Bridgend County Borough Council takes its role as corporate parents seriously and the Corporate Parenting Committee meets quarterly. There are also Overview and Scrutiny committees.



Links to all of the 2016-17 Cabinet, Council, Corporate Parenting and Overview and Scrutiny Committee reports and minutes that relate to social care can be accessed *Please find attached the [link to all council reports](#):*










As mentioned, there is a quarterly corporate performance assessment (CPA) meeting which is attended by Cabinet, CMB and heads of service. At this meeting, the Directors have to present their performance for the quarter which includes the budget position, performance against business plan actions and targets, sickness and progress against the MTFs and this is open to challenge from members of the board. Specifically, the CPA monitors:






- the Council’s improvement priorities and its commitments which are set out in the corporate plan, which can be accessed through the Council’s [Website](#)
- key success indicators-measures and service actions that are linked to national and directorate performance indicators and progress against directorate priorities;
- the budget allocated to each directorate and the progress against savings-targets;
- corporate risks.

The Corporate Director of Social Services and Wellbeing, with the two heads of service continue to meet with all of the social services and wellbeing managers plus representatives from Legal, Human Resources and Finance. This ensures open communication and updates on national, regional and local matters. It is important that staff feel part of this process and are able to contribute to the ongoing development of the service and also to recognise the hard work and achievements collectively and as individuals. The Director also meets regularly with front line staff and carries out a number of service visits throughout the year.

## 6. Accessing Further Information and Key Documents

Page Reference	Description	Evidence Link
Page 3	Western Bay DVD	<a href="https://www.youtube.com/watch?v=y5KLiulqwKE">https://www.youtube.com/watch?v=y5KLiulqwKE</a>
Page 3	Western Bay Annual Plan	 Western Bay Programme - Annual I <a href="#">Document Link</a>
Page 4	Welsh Community Care Information System (WCCIS) - Cabinet report Item 660 and Appendices	<a href="#">Document Links</a>
Page 4	Multi- Agency Safeguarding Hub (MASH) Project Initiation Document	 MASH PID 0.9.doc <a href="#">Document Link</a>

Page Reference	Description	Evidence Link
Page 7	Population Assessment	<a href="http://www.westernbay.org.uk/">http://www.westernbay.org.uk/</a>  Population assessment summary <a href="#">Document Link</a>
Page 7	Commissioning Tool	 Bridgend Commissioning Tool <a href="#">Document Link</a>
Page 8	Multi- Agency Safeguarding Hub (MASH) model	 Presentation 20.06.16 rev (2).pptb <a href="#">Document Link</a>
Page 9	Children With Disabilities (CWD) Project Plan	 CWD - Project and Consultation Plan.doc <a href="#">Document Link</a>
Page 9	Child Sexual Exploitation (CSE) Report to Corporate Parenting Committee	 20.07.16 Safeguarding.doc <a href="#">Document Link</a>
Page 11	Representations and Complaints Annual Report 2016/17	 25.07.17 - Cabinet Report complaints 2016/17 <a href="#">Document Link</a>
Page 12	CSSIW letter	 CSSIW Performance Review of Bridgend Co <a href="#">Document Link</a>
Page 12	CSSIW Inspection Report and Inspection Action Plan	 20.07.17 Action plan following inspection for <a href="#">Document Link</a>  19.07.17 - CSSIW Bridgend Children's In <a href="#">Document Link</a>

Page Reference	Description	Evidence Link
Page 12	Children's Vision into Action Document	 1.6 a Bridgend Childrens Social Care <a href="#">Document Link</a>
Page 14	DEWIS website	<a href="https://www.DEWIS.wales/">https://www.DEWIS.wales/</a>
Page 17	Extra Care	<a href="https://youtu.be/HGzDLci_HUA">https://youtu.be/HGzDLci_HUA</a>
Page 17	Olympage Games DVD	<a href="https://www.youtube.com/watch?v=bnWSSmhKres">https://www.youtube.com/watch?v=bnWSSmhKres</a>
Page 17	Get On Track film link	<a href="https://www.damekellyholmestrust.org/jodies-story">https://www.damekellyholmestrust.org/jodies-story</a>
Page 18	Western Bay safeguarding website	<a href="http://www.wbsb.co.uk">www.wbsb.co.uk</a>
Page 18	Adults and Children's Western Bay Safeguarding Business plans	 WBSAB_Business_Plan_2017_18.pdf <a href="#">Document Link</a>   Business Plan priorities and improve <a href="#">Document Link</a>
Page 19	Advocacy report	 IPAdvocacy Pilot - Progress Report June <a href="#">Document Link</a>
Page 23	When I am Ready' Corporate Parenting Report	 20.07.16 - When i am ready.doc  20.07.16 - When I am ready - Appendix   20.07.16 - When I am Ready - Appendix <a href="#">'When I Am Ready' report and links to Appendices 1 and 2</a>
Page 29	Social Services and Wellbeing Directorate's Business Plan 2016-17	 Social Services and Wellbeing Directorate

Page Reference	Description	Evidence Link
		<a href="#">Document Link</a>
Page 29	All Council Reports Link	<a href="https://democratic.bridgend.gov.uk/uucoverpage.aspx?LLL=0">https://democratic.bridgend.gov.uk/uucoverpage.aspx?LLL=0</a>
Page 29	Corporate Plan	<a href="http://www.bridgend.gov.uk/services/council-priorities-and-performance.aspx">http://www.bridgend.gov.uk/services/council-priorities-and-performance.aspx</a>

## 7. Glossary

- **ABMU** – Abertawe BroMorgannwg University Health Board
- **Adult Safeguarding** – Protection of vulnerable adults (POVA) which can involve action taken to prevent or minimise the risk of harm and also includes intervention to investigate situations where harm and/or abuse has been experienced by a vulnerable person. POVA is a multi-agency framework in place to safeguard vulnerable adults from abuse. A vulnerable adult is someone aged 18 or over who is, or may be, in need of community care services because of mental or other disability, age or illness and be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation. Bridgend adheres to the Wales Interim Policy and Procedures for the Protection of Vulnerable Adults from Abuse. This policy is signed up to by all statutory agencies. This means that the Authority has a firm agreement where all organisations work closely together to protect the person who may be being abused or be at risk of significant harm. Adult Services lead and co-ordinate the actions taken alongside our partner agencies, amongst which are ABM Health Board and South Wales Police.
- **Advocacy** - Section 181(2) of the Social Services and Wellbeing (Wales) Act 2014 defines “advocacy services” as: services which provide assistance (by way of representation or otherwise) to persons for purposes relating to their care and support. Part 10 of the 2014 Act sets out the requirements for local authorities in relation to advocacy, which are to:
  - Ensure that access to advocacy services and support is available to enable individuals to engage and participate when local authorities are exercising their statutory duties in relation to them; and
  - To arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.
  - An advocate is defined as an ‘appropriate individual’ who can speak on behalf of someone who is facing barriers to communicating or understanding, weighing-up, or deciding on information related to services that they receive. Advocacy services come in a variety of forms, and range from informal, peer and voluntary advocacy through to the provision of paid and professional advocates.
- **Anticipatory Care Planning (ACP)** - is an approach to proactive planning with individuals, who have been identified as being at risk of losing their independence due to illness, increasing frailty or disability; it gives them the opportunity to participate in a co-produced planning process that will help them to make decisions about future care and support. This approach helps to improve the quality of the experience for people by minimising the need for crisis intervention through proactive planning.

- **BAVO** – Bridgend Association for Voluntary Organisations
- **Better at Home service** – see **Reablement below**
- **Child Protection** - All public and voluntary organisations in Bridgend County Borough are committed to safeguarding the welfare of children and young people and rely on members of the public to report concerns to them. Any concerns raised about a child being abused are reported to the on-duty social worker.
- **Child Sexual Exploitation (CSE)** - this is the coercion or manipulation of children and young people into taking part in sexual activities. It is a form of sexual abuse involving an exchange of some form of payment which can include money, mobile phones and other items, drugs, alcohol, a place to stay, “protection” or affection. The vulnerability of the young person and grooming process employed by perpetrators renders them powerless to recognise the exploitative nature of relationships and unable to give informed consent. (All Wales Protocol CSE 2008)
- **Common Access Point** - an integrated team within the Community Resource Team. Citizens carers and professionals can access Information advice and support via one contact telephone number. A Multidisciplinary Team makes decisions about the most appropriate priority and pathway required to deliver the best outcomes for individuals and will liaise with the appropriate service to facilitate access to enabling short term assessment and acute clinical services.
- **Community Network (Hub)** - A system of empowered localities in the form of Locality Networks which will be developed around natural communities as a key platform for local service planning and delivery. They will be built around Primary Care, Community and Social Care teams, working together across agreed populations to plan and deliver integrated, core, out-of-hospital services.
- **Community Resource Team** - A joint ABMUL HB and BCBC resource team serving the Bridgend community networks. The Community Resource Service is a multi-disciplinary, multi-agency team established to respond to the individual needs of people who are frail or have physical disabilities or long term chronic conditions to avoid inappropriate hospital admissions and facilitate earlier hospital discharge. The team provides community support ranging from just a few days to up to six weeks. The focus is on short term interventions to support people to remain at home outside long-term hospital settings.
- **CSSIW** - Care and Social Services Inspectorate for Wales (CSSIW) - CSSIW are part of the Welsh Assembly Government. They are responsible for regulating, inspecting and reviewing the social care services and standards we provide.
- **Dementia Friendly Communities** – this is a city, town or village where people with dementia are understood, respected, supported, and confident they can contribute to community life.
- **Deprivation of Liberty Safeguards (DoLS)** - The Deprivation of Liberty Safeguards were introduced in April 2009 to meet the requirements of the Mental Capacity Act , 2005. They provide protection for individuals who lack capacity and are therefore unable to consent to necessary care or treatment regimes, which may necessitate depriving them of their liberty to protect them from harm.
- **DEWIS** - this is the national citizen portal for wellbeing information in Wales and it is the place to go if practitioners or a member of the public want information and advice about wellbeing or want to know how you can help someone else. It provides a single point of information for citizens and for professionals, everyone can contribute information about resources in their area. As this develops across Bridgend, DEWIS will hold both national and local information that can be easily accessed and will assist in provision of advice and information for all.



- **Direct Payments** - Social Services can provide a cash payment directly to people whose needs have been assessed by Social Services as being eligible to receive services, so they can arrange and purchase their own support. They might use the money to:
  - employ someone directly to help with their care (a Personal Assistant)
  - buy care from a private registered care agency
  - make their own arrangements instead of using Social Services day care or respite care
- **Extracare Housing** - is one of a number of options for an older person who needs personal care or other type of support, but who wants to retain a degree of independence and is able to live safely on their own. An Extra Care Housing Scheme is usually a group of flats built on the same site (some providers offer bungalows), providing specialised accommodation and support services 24 hours a day. The accommodation can be rented or bought, both by an individual and by a couple. Older people living in them enjoy the freedom of having their own front door and the peace of mind from knowing staff are available if they are needed.
- **Information Advice and Assistance service** – As part of the Social Services and Well-being (Wales) Act 2014, which provides the legislative basis for social services in Wales from 6th April 2016, there is a requirement for the provision of information, advice and assistance - local authorities, with the assistance of Local Health Board partners, must secure the provision of a service for providing people with information and advice relating to well-being, care and support in their area, and (where appropriate) assistance in accessing these.
- **Local Community Co-ordination (LCC)** - LCC is an approach to supporting people who are vulnerable through disability, age, ill health or adverse life events to live good lives in their communities. It helps people to draw support from their communities by working to increase both the capacity of individuals and of communities. LCC works as a single, local point of contact supporting people in their community.
- **MASH** - Multi Agency Safeguarding Hub. This is an integrated approach where a number of agencies work together in one place, sharing information and making collaborative decisions. Interventions are put in place at the earliest opportunity across the MASH partnership. A MASH focuses on vulnerability for the purpose of Safeguarding children and vulnerable adults. It does this by receiving referrals from professionals and from the public. The outcomes of this process inform the level of risk to the vulnerable person and can escalate or de-escalate the concern so that appropriate action is taken. A MASH is a confidential environment, which means that all material, sensitive or not, can be revealed to another agency to decide what approach is needed by frontline staff. A MASH provides the opportunity for agencies to do this better by providing all professionals with more information on which to make better decisions.
- **Reablement** – This is critical to supporting timely discharge from hospital (Also known as Step Down support). The Western Bay model is based on supporting effective safe discharge from hospital either into a residential or community based reablement service. Timely discharge is supported within Bridgend with the service known as Better at Home. This provides a short term bridging care service that supports people with levels of care whilst they wait for either the initiation of a reablement service or the restart of a current package of care; this can be usually up to 5 days, depending on the complexity of the discharge. Although, if someone has only been in hospital a short time their existing care package can usually be re-instated within 3 days. Step up reablement provides a therapy led

service that aims to address deterioration in the person's condition, putting an individual's independence and ability to remain at home at risk.

- **Rota visiting** - It is important that Members contribute to the safeguarding of our vulnerable adults, children and young people and help to ensure that the quality of care provided is appropriate. It is essential that opportunities are presented for Members to meet with people who receive services from us to listen to their views. There is a programme of rota visits to the children's and adults' social care establishments and that the programme includes independent sector adult and children's establishments. Members undertake visits in pairs and written reports are submitted by them for noting or action.
- **Social Services and Wellbeing (Wales) Act 2014** - The Social Services and Wellbeing (Wales) Act 2014 received Royal Assent in May 2014. It provides a legal framework for the policy aims of the Welsh Government in relation to social services, bringing together Local Authorities' duties and functions. The Act has two key policy objectives:
  - To improve the well-being outcomes for people who need care and support and
  - To reform social services law.

It seeks to:

- Transform the way in which social services are delivered, primarily through promoting people's independence and giving them a stronger voice and control;
  - Promote partnership working in social care;
  - Enhance the preventative role of social care and health, setting out overarching wellbeing duties to reduce or delay the need for care and support.
- **Telecare** – Our vision for Telecare services in Bridgend County Borough: *'A person is able to access and use Telecare as the part of a care plan or a preventative measure which enables them to continue to live in and perform daily tasks within their home irrespective of the limitations imposed by their frailty or disability'*. Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. As well as responding to an immediate need, Telecare can work in a preventative mode, with services programmed to monitor an individual's health or well-being. Often known as lifestyle monitoring, this can provide early warning of deterioration, prompting a response from family or professionals. The same technology can be used to provide safety and security through bogus caller and burglar alarms.
  - **Third Sector** – in contrast to the public sector and the private sector, the Third Sector can be defined as the "not for profit" sector or the voluntary sector. The Third Sector is identified as a key partner in the delivery of preventative services; able to work effectively in the community supporting people in social settings and with creative and enterprising activities, maintaining their independence and delaying or reducing escalation to higher levels of managed care and support.
  - **Transition** – Definition: "Transition may be defined as the life changes, adjustments, and cumulative experiences that occur in the lives of young adults as they move from school environments to independent and living environments" (Wehman, 2006). The National Service Framework for Children, Young People and Maternity Services in Wales 2005 states "Young people who require continuing services, such as those who are disabled or chronically ill, young people with persistent mental illness or disorders, vulnerable young people and

their families and carers, and care leavers, are offered a range of coordinated multi agency services, according to assessed need, in order to make effective transition from childhood to adulthood”

- **Western Bay Health and Social Care Regional Collaboration** - This is a collaborative programme between Bridgend, Swansea, and Neath/Port Talbot Local Authorities together with the ABMU Health Board.
- **When I am Ready** - this is a scheme which came into force on the 6th April 2016 through the Social Services and Well-Being (Wales) Act 2014(SSWBA). The scheme was developed by the Welsh Government in partnership with local government and key third sector partners to enable eligible care leavers to have the option of continuing to live with their foster carers once they attain 18 years of age.