

## Appendix 2

Issue Date	Version	History of Changes	Approval
13.12.2019	1.0	Agreed updates from Internal Challenge held on 13.12.2019.	Sian Lyons-Nicholas
16.12.2019	2.0	Children's Services Edit 16.12.19	AL
23.12.2019	3.0	Lisa Curtis Jones - Checked	LCJ
10.01.2020	4.0	Added definition of judgements to the template (page 3).	Sian Lyons-Nicholas



## Self-Evaluation Report

### Question 2: Provision and Service Delivery

#### Social Services – Master

##### SUMMARY STATEMENT - Overview

**Question 2:**

**Provision and Service Delivery**

2.1	How well does the service engage with corporate support services to help improve service provision and delivery?	< Adequate
2.2	How well does the service understand and take advantage of opportunities for collaboration and partnership working?	< Good >
2.3	How well does the service understand and use the sustainable development principle (the five ways of working)?	< Adequate >
<b>LIVING WELL OVERALL JUDGEMENT</b>		<b>&lt; GOOD &gt;</b>

##### Area Self-Evaluation ratings for Question 2 of the SER

	<b>Children's</b>	<b>Adults</b>
<b>Q2.1</b>	Good	Adequate
<b>Q2.2</b>	Good	Good
<b>Q2.3</b>	Adequate	Good
<b>Overall Area Judgement Question 2</b>	Good	Good

##### Governance (for Performance & Scrutiny use only)

	<b>Date:</b>
Form completed and received:	28/10/2019
Internal challenge - session:	17/12/2019
Corporate Management Team session:	21/01/2020
Reviewed at Scrutiny:	21/01/2020

**Definition of Judgment – Local Indicators:**

In some instances, we are unable to compare an indicator with other local authorities in Wales. When this occurs; local targets set should be considered in conjunction with the judgement definitions listed below to enable officers to assign a judgement

<b>EXCELLENT</b>	Very strong, sustained performance and practice.
<b>GOOD</b>	Strong features, although minor aspects may require improvement
<b>ADEQUATE and needs improvement</b>	Strengths outweigh weaknesses, but important aspects require improvement
<b>UNSATISFACTORY and needs urgent improvement</b>	Important weaknesses outweigh strengths

**REMEMBER:**

When completing your form, please try to be evaluative rather than descriptive and focus on the impact and outcomes for people and the environment. In your evaluation identify what you consider to be strengths and areas for improvement and be brief, referencing the supporting evidence. Responses should consider the requirement to demonstrate the five ways of working; (e.g.) capture the requirements and contributions of collaborative working arrangements etc.

**Please Note:**

Evidence supporting the judgments recorded in response to Question 2.3 can be attached: this should be labelled as **Appendix 1**

**Question 2.1: How well does the service engage with corporate support services to help improve service provision and delivery?**

**JUDGEMENT**

GOOD

**EVALUATION:** When answering the question, consider the following:

- The quality and frequency of contact with support services;
- Whether the support received enabled the service to improve provision and delivery

**Current Position:**

**Children’s Services**

In order to deliver our services, Children’s Services need to continually improve engagement with internal and external partners. In this section, we highlight the areas of business that demonstrate our working across council departments.

- **Legal and democratic Services**

**Children’s Services** – GOOD - The Public Law Outline is central to our work, providing the formal focus for our discussions with parents on the edge of care. We have recently improved the process. We engage regularly with legal advisers for families in care proceedings. Children’s Services provides regular reports to Cabinet, Council and Scrutiny Committee, and responds to Cllr queries and questions.

**Adult’s** MIXED – the relationships between legal and adult services are varied dependent upon the nature of the contact. Examples of where adult services work closely with legal services include application to the court of protection (COP), contractual issues with procurement and individual service user issues. Recently our experience in terms of applications to the COP could have been more effective. This has been due to limited experience within both the social work team and the legal department as this is an emerging area of work. Potentially our working relationship could be improved through greater understanding of the SSWB Act, COP and the practicalities of their applications to social work practice.

- **HR**

**Children’s Services** – MIXED - Policies and procedures are helpful, up to date and in place. Advisers are contactable and always helpful. Workforce development support has been valuable during a period of change. Understanding that capacity is an issue, we have experienced challenges in accessing agency staff when required. Moratorium process is unnecessarily bureaucratic and causes delay – should be a digital process for that. Online application form is a barrier to recruitment.

**Adult Services** – MIXED -In line with the reduced capacity within the HR team over a number of years Managers responsibilities for some of the HR elements have increased. Whilst there are a suite of policies available on the intranet to draw upon for information there are occasions where the interpretation of the guidance can differ dependent on the HR advisor.

The recruitment of staff is an area that creates pressures within the service. This is due to the process in seeking agreement to advertise posts being extremely bureaucratic and the requirement that all posts need to be advertised internally in the first instance even though it is known that there are no staff currently working in the organisation who have the relevant qualifications. An example of this has been the recruitment of Community Occupational Therapy staff where the posts have been advertised internally prior

to external advert even though there are no staff who a qualified other than those currently employed within the service.

The reduction in capacity within the HR service has meant that the response times have increased and an example of this can be the time that it takes to obtain a Job Evaluation of any new posts.

- **Business Change**

**Children's Services** - MIXED - In line with strategic development, children's services seek support and 'critical friend approach'. Whilst there has been support available, it should be acknowledged that corporate priorities mean that capacity for supporting children's services strategic developments has been less available. Also we have noticed that prior arrangements where business change capacity dedicated to the service by officer with intrinsic interest in the service were more effective. Also in case of exploring challenges with WCCIS work was planned without informing or involving us as users.

**Adult Services** – MIXED - Working relationships between adult services and business change are dependent on the allocated officer from their team. We have seen an improvement where there have been dedicated officers to work within the social services arena. Having business change officers sited within corporate services does mean that their priorities can be redirected which can mean that our ability to meet our targets / timescales is affected.

- **Admin**

**Children's Services** – MIXED -our business is highly dependent upon high quality business coordination to maintain safe and reliable processes and systems in management of information and WCCIS, child protection, looked after children systems. This has been challenging, and efficiencies have led to less effective services leading to social workers needing to spend more time at their desk than is desirable given our need to work with families

**Adult Services** – MIXED - We have seen a reduction in administrative support across adult social care. Where support exists it is spread across a number of areas / services and geographical locations supporting individual teams. There is no senior admin post(s) within adult services and management of administration staff is via children's and corporate services.

- **Accountancy and Insurance:**

**Children's Services** – GOOD- the service consumes a significant value of council resources. Close working is required in order to develop the most accurate MTFP possible, to plan well in the shorter term and longer term and highlight areas of in-year risk.

**Adult Services** – Good -There are set monthly meetings between service managers and dedicated members of the accountancy section to review the expenditure to date and monitor the projected impact of this on the end of year spend. Budget challenge is provided throughout the financial year in order to ensure that financial control is managed as effectively as possible.

Effective joint working between social care and the accountancy team has increased in importance in recent years in line with the reduction in budget allocation and the increased need to work within the financial resource available. Areas that will impact on the future funding of areas such as legislative changes are factored into the medium term financial plan as far as is practicable, however it is not always viable to identify some areas of demand that are unknown such as high cost placements stepping down from specialist health placements. In order to attempt to mitigate some of this unknown risk indicative costs of high cost packages of care or placements are included in the medium term financial plan.

The working relationships are well established and are working well with each having a good working knowledge of each other's roles, however there is an overreliance on key individuals which can create difficulties when they are absent from work for any reason.

As a result of the continued reduced settlement for the Local Authority there has been an increased focus on ensuring budgets are kept within the financial envelope and opportunities to reduce costs.

- Print and Design**  
**Children's Services** - GOOD - there has been positive results in our work when colleagues have designed products that are for public readers.  
  
**Adult Service** – GOOD - when we require items to be printed this is done effectively and efficiently. However our use of print is infrequent.
- Corporate Communications**  
**Children's Services** – MIXED-Capacity is the chief issue here. We would like to develop closer working around key days e.g. carers celebration day etc. Response to request for assistance by regional fostering front door have been slower than we'd like. Staff have requested more communication.  
  
**Adult Services** – MIXED -Relationships could be improved with clearer guidance on the role of corporate communications team and their capacity to respond to requests.
- Internal Audit**  
**Children and adult Services** – POOR we recognise that there is work on our part to co-operated with the data base, and we have over relied on our in-service quality assurance process. Work taking place January to get us up to speed.
- Performance Management**  
  
**Children's Services** – MIXED capacity is the issue. Staff in the unit are dedicated and well skilled working well with us. Changes to the lead role have been made with prediction of inefficient outcomes resulting in delays in reporting, exposing children's services at partnership fora.  
  
**Adult Services** – **Good but capacity an issue** - Adult Social Care has key performance indicators set by Welsh Government which are reported annually. For several years there has been a drive to move to a more paperless system of recording information. In recent years the social care services have moved to the WCCIS system, this move has had a significant impact on the work of the performance team and social care services and further development is required in this area.  
 Welsh Government has been consulting on a suite of revised performance measures aligned to the Social Services and Wellbeing Act with a proposed implementation date of April 2020. This will require a considerable amount of development work within the system to capture the required data for reporting. There has been a significant reduction in the number of staff working within the team that supports the WCCIS system over several years which is now reached a critical level and placed greater reliance on a smaller number of key individuals to support they system.  
 The risk to being able to report essential information is considerable and will be exacerbated by the introduction of the new performance framework. Work is currently being undertaken to identify potential options to mitigate this risk however a solution to manage this risk has not yet been finalised.
- Complaints**  
**Adult Services**- Good-Wherever possible complaints are dealt with and resolved at a service level on an informal basis to prevent escalation to formal complaints. There are agreed prescribed timescales for the response to a formal complaint submitted to the Local Authority in respect of social services and the complaints team are proactive in ensuring that managers are supported to adhere to the relevant timescales.  
 There is a good working relationship between adult social care managers and the complaints team who work collaboratively to address any issues raised through the complaints process in order to seek a resolution to the complaint.  
  
**Children's Services** GOOD – well supported with any complaints with update reports provided.

- **Procurement**  
**Adult Services** – **Good** - As the majority of social care services are commissioned rather than directly delivered by the Local Authority there is continued regular contact with the procurement team who provide advice and support through the procurement process and where there are contract issues that require addressing.  
**Children's Services** GOOD - Positive support in tender / contract process. Always responsive to issues.
- **IT**  
**Children and Adult services** GOOD – Forthcoming support and advice with challenges. Effective assistance with mobile working. Good kit, responsive to any new queries.
- **HEALTH and SAFETY**  
**Children and Adult Services** GOOD. Helpful Responses to risks identified.
- **WELSH and EQUALITIES**  
**Children and Adult Services** GOOD - progress made with active offer, 3 welsh speakers in service and a number of learners.

#### Good Practice:

#### Children's Services

- Regular meetings with allocated accountant to monitor budgets
- Regular meetings with legal under Public Law Outline
- Collaboration with Housing in developing new accommodation with support options for care leavers
- Close working with benefits and finance on revised offer to foster carers
- Co-location in unit 5 and regular collaboration with WCCIS staff
- Update reports from complaints on open complaints and outcomes / learning
- Early Help Hub brings together housing, prevention education

#### Adult Services

- Regular meetings with allocated accountant to monitor budgets
- Weekly meetings with procurement as part of the commissioning process
- Complaints team will work collaboratively with adult services and the complainant to reach an agreeable outcome

#### Evidence:

#### Children's Services

- Launch of Early Help Hub
- Publication of Care Leaver's Strategy
- Plan for young people to move into Housing First in January 2019
- Improving performance in PI for 3 or more moves of placement

- SOAP - Living Well
- SOAP – Best Start
- Sub SOAP – Children’s Services
- Scrutiny Reports
- Cabinet Reports
- Full Council Reports
- Case Studies
- Corporate Strategies
- Regional Strategies
- Websites
- Annual Performance Report 2018/19
- Newspaper/Web Articles
- Consultations / qualitative data
- Events delivered
- Cwm Taf Morgannwg UHB reports
- Funding /Grants secured
- Highlight reports

### **Adult Services**

- Financial monitoring reports – Monthly
- Performance reports – Adult Social Care – WCCIS system
- Contracts
- Service Level agreements
- Complaints reports
- SOAP - Living Well
- Sub SOAP – Adults Services
- Scrutiny Reports
- Cabinet Reports
- Full Council Reports
- Case Studies
- Corporate Strategies
- Regional Strategies
- Websites
- Annual Performance Report 2018/19
- Newspaper/Web Articles
- Consultations / qualitative data
- Cwm Taf Morganwg UHB reports
- Funding /Grants secured
- Highlight reports
- Stay Well @ Home service reports

**Question 2.1: How well does the service engage with corporate support services to help improve service provision and delivery?**

**Areas for Development:**

**Children's Services**

- Enhance our partnership with well-being service and collaboration with education services
- Improve understanding and evidence about need for admin support
- Improve our compliance with the audit IT process

**Adult Services**

- Reduction in recruitment bureaucracy to enable recruitment of staff
- Reduce reliance on single point of dependence in other areas
- Enhance capacity within performance (WCCIS) team to improve availability and quality of performance data for social care.

**Priorities for Improvement:**

**Children's Services**

- Contribute to developing revised strategy for Focus on the Future and enhance availability of preventative services where gaps exist
- Consider workshop with education services / schools to improve understanding of roles and identify any gaps / needs to development
- Prepare business case considering evidence base for service needs for business coordination / admin
- Complete the revised Transition Policy
- Respond to new duties to looked after young peoples' education associated with ALN reforms

**Adult Services**

- Enhance WCCIS team to support preparation for the new social services performance measures
- Enhanced support to develop improvement plans within adult services.

**Question 2.2: How well does the service understand and take advantage of opportunities for collaboration and partnership working?**

**JUDGEMENT**

GOOD

**EVALUATION:** When answering the question, consider the following:

- Contribution to existing strategic partnership plans
- Joint outcomes with other services
- Existing regional collaborations
- Partnership with the private or third sectors
- Partnership with public agencies
- Support for school improvement (*2.2a – only Education to consider*)
- Support for vulnerable learners (*2.2b – only Education to consider*)

**Current Position:**

**Children’s Services**

Our commitment in partnership work is to be:

- Present at the interface
- Reliable at the interface
- Lead on initiatives where there is a strategic need in congruence with our service strategy
- Add value to both partnership business and our own service as a result

The service is a member of the following collaborations and strategic partnership plans:

Partnership	Note	Outcome
<b><u>Regional Safeguarding Board</u></b>	<ul style="list-style-type: none"> <li>• Established by Social Services and Well-Being (Wales) Act 2014</li> <li>• Recent footprint change to include Bridgend</li> <li>• RCT Host</li> <li>• Includes governance for MASH</li> </ul>	<ul style="list-style-type: none"> <li>• Improving multi-agency safeguarding</li> <li>• Hold others to account for safeguarding practice and be held to account</li> </ul>
<b><u>Regional Partnership Board (RPB)</u></b> <ul style="list-style-type: none"> <li>• Regional statement of strategic intent</li> <li>• Children’s work stream is gateway to accessing integrated care fund (Emotional well-being of is the priority )</li> </ul>	<ul style="list-style-type: none"> <li>• Established by Social Services and Well-Being (Wales) Act 2014</li> <li>• Recent footprint change to include Bridgend</li> </ul>	<ul style="list-style-type: none"> <li>• Assess population need</li> <li>• Co-produce services for people with care and support needs</li> <li>• Look for opportunities for early intervention and prevention</li> <li>• Access to new funding steams via this forum including ICF</li> </ul>
<b><u>Regional Adoption Collaboration</u></b>	<ul style="list-style-type: none"> <li>• Vale, Cardiff, RCT and Merthyr Tydfil</li> <li>• Shortage of adopters</li> </ul>	<ul style="list-style-type: none"> <li>• Discharge duties to children with a plan for adoption and to assess and support adopters</li> </ul>

<b><u>Regional Front Door for Fostering</u></b>	<ul style="list-style-type: none"> <li>• Linked to National Fostering Framework</li> <li>• Aim to address shortage of MT foster carers</li> <li>• Financial host is RCT; Merthyr Tydfil is the location for the team</li> </ul>	<ul style="list-style-type: none"> <li>• Increase supply of Merthyr Tydfil foster carers</li> </ul>
<b><u>Cwm Taf Youth Offending Service and Management Board</u></b>	<ul style="list-style-type: none"> <li>• RCT Host</li> <li>• Includes Health, Police, Probation, Education and Youth Services</li> </ul>	<ul style="list-style-type: none"> <li>• Provide services under Crime and Disorder Act to young people who have committed crime, identify opportunities to prevent involvement in criminal behaviour. Emphasis on well-being of young people</li> </ul>
<b><u>Cwm Taf and Bridgend Emergency Duty Team</u></b>	<ul style="list-style-type: none"> <li>• RCT Host</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of emergency social work service out of hours</li> </ul>
<b><u>4CS Commissioning Framework</u></b>	<ul style="list-style-type: none"> <li>• RCT Host</li> <li>• Commissioning Framework for placement for looked after children</li> <li>• Support with developing our Placement Commissioning Strategy and Market Position Statement</li> </ul>	<ul style="list-style-type: none"> <li>• Emphasis on outcomes for young people</li> <li>• Market Management and cost reduction</li> <li>• Strategic planning in relation to availability of correct placement type</li> <li>• Support with contract and quality management</li> </ul>

#### **Partnership working across the Authority**

- There are two established inter departmental provisions that the service is well invested in. These are **Corporate Parenting Board** and **Safeguarding Steering Group**. The former includes Councillor and Officer representation from across the Council aimed at ensuring the Council ‘does no less’ than what we would for our own children in relation to services for looked after young people. The second ensures that the Council discharges its duty to safeguarding across all Council departments.
- **Adult Services** - MIXED - a key partner and work is under way on improving our arrangements for **transition planning**. We are making progress and there is further to go.
- **Education and Schools** – MIXED - Our business makes education and schools a key partner given their involvement with all young people and their families. We communicate with designated lead teachers via the Peer Learning Circle. We would like to improve understanding of our services including the Early help Hub and contribute to relevant pieces of work
- **Housing** – GOOD - children’s services has engaged in the work that is under way to improve housing provision, highlighting the needs and duties for vulnerable young people and care leavers.
- **Tackling Poverty** – MIXED the relationship between poverty, compromised parenting and high levels of CLA is well established. Children’s services engage regularly with the relevant fora and commissioning arrangements under the grant schemes with a view to designing services that have maximum impact for vulnerable families. There are some areas we would like develop such as SLA monitoring and reaching a shared understanding about access to preventative service for families with care and support needs who don’t require intensive intervention.

- **Planning** - GOOD as authorities develop their Placement Commissioning Strategies, and develop location assessment, so we are engaged in more discussions with colleagues, one of whom is joining the work with South Wales Police aimed at reducing the impact of missing children. We have been supported well in relationship to challenges linked to residential children's homes
- **Estates** – GOOD location of services and good management of the family centre.
- **Environment Act** – we are being supported to develop our response to duties under this legislation
- **Council Tax, Housing Benefits and Benefits** – GOOD we have worked with colleagues in this Council department to achieves reduction in Council Tax for care leavers; working towards revised offer for foster carers, and developing advice provision for care leavers
- **Public Protection** – GOOD Our work in domestic abuse and community safety (location assessment in criminal exploitation) means that we have important business in common with colleagues in public protection

## Adult Services

Partnership	Note	Outcome
<b><u>Regional Safeguarding Board</u></b>	<ul style="list-style-type: none"> <li>• Established by Social Services and Well-Being (Wales) Act 2014</li> <li>• Recent footprint change to include Bridgend</li> <li>• RCT Host</li> <li>• Includes governance for MASH</li> </ul>	<ul style="list-style-type: none"> <li>• Improving multi-agency safeguarding</li> <li>• Hold others to account for safeguarding practice and be held to account</li> </ul>
<b><u>Regional Partnership Board (RPB)</u></b> <ul style="list-style-type: none"> <li>• Regional statement of strategic intent</li> <li>• Children's work stream is gateway to accessing integrated care fund (Emotional well-being of is the priority )</li> </ul>	<ul style="list-style-type: none"> <li>• Established by Social Services and Well-Being (Wales) Act 2014</li> <li>• Recent footprint change to include Bridgend</li> </ul>	<ul style="list-style-type: none"> <li>• Assess population need</li> <li>• Co-produce services for people with care and support needs</li> <li>• Look for opportunities for early intervention and prevention</li> <li>• Access to new funding steams via this forum including ICF</li> </ul>
<b><u>Joint Equipment Board</u></b>	<ul style="list-style-type: none"> <li>• Covers Cwm Taf Morgannwg footprint</li> <li>• RCT Host</li> </ul>	<ul style="list-style-type: none"> <li>• Improved commissioning position</li> <li>• Resources are maximised (availability and recycle)</li> <li>•</li> </ul>
<b><u>Cwm Taf and Bridgend Emergency Duty Team</u></b>	<ul style="list-style-type: none"> <li>• RCT Host</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of emergency social work service out of hours</li> </ul>
<b><u>Transformation Steering Group</u></b>	<ul style="list-style-type: none"> <li>• Joint Group all partners Cwm Taf Morgannwg Region</li> </ul>	<ul style="list-style-type: none"> <li>• Implement new models of care across CTM region</li> </ul>
<b><u>Joint Learning Disability Commissioning Group</u></b>	<ul style="list-style-type: none"> <li>• Partnership group including LA, Health, Peoples First, Education</li> </ul>	<ul style="list-style-type: none"> <li>• Implement improved services for people with Learning Disability</li> </ul>
<b><u>Social Care Workforce Development</u></b>	<ul style="list-style-type: none"> <li>• Partnership between MT &amp; RCT</li> </ul>	<ul style="list-style-type: none"> <li>• Social Care workforce are appropriately trained.</li> </ul>

In line with the requirements of the Social Services and Wellbeing Act many of the services to support adults are now being planned on a regional basis with the health & social care partners within the Cwm Taf Morgannwg footprint. At this time the governance arrangements between the planning groups, senior managers and Regional Partnership Board are under review due to the revised regional footprint that now incorporates Bridgend. In line with the population needs analysis we have a Regional Statements of Commissioning Intent for Older People, and People with a Learning Disability, and Carers that outline the strategic direction and informs service development planning.

There are a number of joint services and arrangements with RCT that are delivered on a regional basis which includes:

- Emergency duty team – that works across 3 local Authorities to provide emergency social work cover during the times that offices are closed.
- A regional Social Care training arrangement
- A regionally commissioned domiciliary care contract
- A regional Market position statement for care homes for older people and subsequent joint care home contract with Cwm Taf Morgannwg UHB.
- A joint Stay Well @ Home service that supports the assessments of individuals at A&E to determine whether the person can be supported to return home rather than be admitted to hospital through the provision of a community support package.

Work is currently underway through the transformation agenda to enhance community based services to support people to remain in the community. The Stay Well in Your Community initiative focusses on anticipatory care to prevent people moving into crisis with services aligned to the GP community clusters, the flexing of access times for a social care assessment by professionals up until 8 pm during the week and between 8.30am and 8 pm at weekends. This work is currently in the recruitment phase with an anticipated go live date of the end of January 2020. This has required support from both accountancy and HR through the planning phase and this will continue through to the point of evaluation.

The integrated Care fund has provided the opportunity to implement alternative models of care and enhance existing services to improve outcomes for individuals, examples of which are the Stay Well @ Home service and the implementation of the Dementia Care Matters Model of support for people with dementia that is currently being implemented in the Joint Health & Social Care Day Service sited at Keir Hardie Health Park.

Adult Services has also been working collaboratively with colleagues in housing to develop alternative models of community based accommodation that enable people to remain in the community with support and an example of this is the dispersed housing model that supports people with mental health needs to step down from high cost placements.

Work is also ongoing with wellbeing partners to enhance community based services.

**Good Practice:**

**Children's Services**

- Regional Fostering Front Door - developing an attraction campaign for foster carers including the revised offer of council tax relief. This collaboration is different in its location being in MT which has seen us adding value to our service
- Business Case for ICF – the RPB praised MT children's services business preparation for the grant

Example of Good Practice	Long Term	Prevention	Involvement	Collaboration	Integration
<u>Revised Offer to Foster Carers. Working across Housing Benefit, Accountancy, Fostering</u>	Yes	Yes	Yes ( consultation with foster carers)	Yes	Yes
<u>Early Help Hub</u> : working with providers, well-being, education, schools, health housing and VAMT to improve information about early help services and identify opportunities to connect families to preventative services.	Yes	Yes	Yes ( consultation with parents)	Yes	Yes
<u>Housing First and NLC ICF Bid:</u> Working with housing to develop a successful bid for a housing transformation grant for accommodation for vulnerable young people with high support needs. Also developing ICF capital bid for accommodation with co-locations of training and support in line with the Pathway to Work	Yes	Yes	Yes ( care experienced young people)	Yes	Yes
<u>Pathway to Work</u> Developing a corporate approach to early identification of care experienced young people who may be at risk of not being in education, employment and training. Builds on existing education process but develop opportunities for work experienced and	Yes	yes	Yes ( care experienced young people)	Yes	Yes

traineeship within the Council					
Score (see section 2.3)	1.5	1.5	1.5	1.5	1.5

### Adult Services

The dispersed housing scheme has been developed with housing colleagues to support people with mental health support needs to step down from specialist placements into a supported community environment prior to moving to their own tenancy. This scheme has been effective in supporting a number of people to move out of institutionalised care.

Example of Good Practice	Long Term	Prevention	Involvement	Collaboration	Integration
<u>Development of Stay Well @ Home service</u>	Yes	Yes	CTMUHB, MTCBC & RCTCBC	Yes	Yes
<u>Dispersed Housing Scheme</u>	Yes	Yes	Adult Social Care, Housing and Supporting People	Yes	No
<u>Implementation of Dementia Care Matters in Day support for people with Dementia</u>	yes	yes	CTMUHB, & MTCBC	Yes	Yes

### Evidence:

### Children's Services

- Small increase in numbers of enquiries for foster carers
- Improving foster carer retention
- New Services – Supporting Change Team, therapy for looked after young people.
- SOAP - Living Well
- SOAP – Best Start
- Sub SOAP – Children's Services
- Scrutiny Reports
- Cabinet Reports
- Full Council Reports
- Case Studies
- Corporate Strategies
- Regional Strategies
- Websites
- Annual Performance Report 2018/19
- Newspaper/Web Articles
- Consultations / qualitative data
- Cwm Taf Morgannwg UHB reports
- Funding /Grants secured
- Highlight reports

## Adult Services

None

- SOAP - Living Well
- Sub SOAP – Adults Services
- Scrutiny Reports
- Cabinet Reports
- Full Council Reports
- Case Studies
- Corporate Strategies
- Regional Strategies Statement of Intent Older People & LD
- Websites
- Annual Performance Report 2018/19
- Newspaper/Web Articles
- Consultations / qualitative data
- Events delivered
- Cwm Taf Morganwg UHB reports
- Funding /Grants secured
- Highlight reports
- Stay Well @ Home service reports

## QUESTION 2: PROVISION & SERVICE DELIVERY

**Question 2.2: How well does the service understand and take advantage of opportunities for collaboration and partnership working?**

### Areas for Development:

At MASH and beyond we would like to see more integrated response with Police and Health professionals

Opportunities to work collaboratively to achieve improved outcomes are taken as often as possible and this is evidenced in the examples above. A number of these have been outlined in the social services & wellbeing act as legislative requirements such as the pooled care home fund and market position statement whilst others have been in response to the availability of new regional funding opportunities.

Although it is recognised that there is merit in joint working arrangements these continue to focus the legislative requirements and funding opportunities as opposed to all of our core functions.

### Priorities for Improvement:

## Children's Services

- Increase supply of Merthyr Tydfil foster carers and adopters available in the adoption collaboration region
- Improve the access to therapies for looked after young people

## Adult Services

There are a number of key joint developments that are already in progress such as the transformation agenda and the implementation of the Day Service developments that is taking a considerable amount of office time as there are no dedicated officers to implement these. In order to progress any further initiatives further officer resources will be required.

Overall strategic direction will continue through the Regional Partnership Board and aligned to the Merthyr Tydfil priority of living well planning.

**QUESTION 2: PROVISION & SERVICE DELIVERY**

**Question 2.3: How well does the service understand and use the sustainable development principle (the five ways of working)?**

**NB: Only complete the objective relevant to your area- leave the Corporate AREAS BLANK**

Ensure that you place a score in each of the 5 boxes: 0=no evidence; 0.5=some evidence but much to do; 1.0=good evidence but with development needs; 1.5 good evidence and embedded practice; 2.0 evidence of being an exemplar for others in this regard. See the Guidance document for a descriptor for each score.

Objectives and Corporate Areas of Change							
		Best Start to Life	Working Life	Environmental wellbeing	Living Well	Corporate Support Services	Across your corporate areas of change
Ways of Working	Long term				Children's - 1.5 Adults - -1.5		<b>1.5</b>
	Prevention				Children's - 1.5 Adults - -1.5		<b>1.5</b>
	Involvement				Children's - 1.5 Adults - -1.5		<b>1.5</b>
	Collaboration				Children's - 1.5 Adults - -1.5		<b>1.5</b>
	Integration				Children's - 1.5 Adults - -1.5		<b>1.5</b>

**NB: Evidence supporting judgments ascribed to Question 2.3 can be in Appendix 1 (attached)**

**JUDGEMENT:**

Once you have assigned a score for each of the 5 ways of working RELEVANT to the Wellbeing objective that the service is accountable for, use the performance key below to provide a judgement. For example, Long Term is scored 1.5 in the matrix the judgement is GOOD.

Ways of working	Judgement (based on aggregated score)
Long term	GOOD
Prevention	GOOD
Involvement	GOOD
Collaboration	GOOD
Integration	GOOD

SCORE	JUDGEMENT
2	EXCELLENT
1.5	GOOD
1	ADEQUATE and needs improvement
0-0.5	UNSATISFACTORY and needs urgent improvement