

<b>Council's Priority 2020-24:</b>	<b>PEOPLE – ensure people are independent, healthy and successful</b>
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Commitments	Actions that will support the delivery of the Priority	Responsible Service	Q3 Progress	Additional Information
Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life	Continue to assess and prioritise cases, in accordance with the flexibilities afforded by the Social Services and Wellbeing (Wales) 2014 Act, based on need and risk in a way that safeguards people and involves them and their families in decision making.	Adult Services	<b>Some Progress</b>	<p>Adult Services continues to work within the statutory duties of the Social Services and Wellbeing (Wales) Act 2014, although there continues to be some temporary disruption while we prioritise services and modify care and support offers, based on assessed need and risk.</p> <p>Assessments continue to take a person-centred approach as far as practicable, although our focus will be on those with greatest need. However, under Alert Level 4 restrictions, there has been a need to return to doing more work over the phone – for a lot of people we can do everything we need to do in this way. This will reduce the number of visits to people but, where necessary, we will continue to undertake some critical visits in agreement with the person and, where applicable, their carer. Single Point Access (SPA) and social work duty arrangements will also continue to operate across all our Teams to ensure people can speak to skilled staff about their care and support needs and, where relevant, appropriate action is taken.</p> <p>However, as the pandemic continues, we experience growing pressures as more people need care and support, and workloads across Adult Services remain high and caseloads become increasingly more complex. There remains a waiting list of cases to be allocated across Care and Support and in the ACE (Occupational Therapy) Team. Additional external support continues to be commissioned to address increased levels of assessment and review workloads across Care and Support.</p>
	Continue to work with NHS Partners to ensure people are discharged safely and timely from hospital and supported in the community with appropriate health and social care support.	Adult Services	<b>Progressing as planned</b>	<p>The period since the beginning of December 2020 has continued to be demanding in relation to hospital discharges, although the position is now starting to stabilise. The Council is continuing to work in partnership with Cwm Taf Morgannwg University Health Board (CTMUHB) and our commissioned providers to support individuals, with care and support needs, to discharge safely from hospital.</p> <p>Additional Winter Protection Plan funds for 2020/21, covered in the update to the Health and Well-Being Scrutiny Committee on 8th December 2020, are being used by Adult Services to increase social work assessment and home care capacity across “Discharge to Recover and Assess” pathways, which is impacting positively on discharges and ensuring people are able to return home from hospital as quickly as possible.</p> <p>However, despite care homes supporting the admission of patients from hospital, wherever possible and if they can provide the appropriate care safely, on-going Covid-19 outbreaks and the subsequent Public Health Wales (PHW) Covid free restrictions placed on admissions is limiting care home placements (in particular, nursing and dementia), resulting in some discharges taking longer to complete.</p> <p>From 26th October 2020 to 7th January 2021, Adult Services supported 191 in-patient discharges and 155 Stay Well @ Home discharges. The success of this response is testament to the strength of the established partnership with CTMUHB and our providers.</p>

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Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life	Continue to work in partnership with Linc Cymru to deliver the extra care housing schemes at Pontypridd and Porth and enable more people to live independently in their own home	Adult Services	Progressing as planned	<p>The Cwrt yr Orsaf development in Pontypridd continues to make progress towards completion in Summer 2021, despite the significant challenges faced by Contractors due to Covid-19, for example:</p> <ul style="list-style-type: none"> <li>Externally, alongside the completion of all areas of the roof and the brickwork façade, progress is being made with the cladding to all elevations. Aluminium windows and screens have been installed and glazed throughout.</li> <li>Internally, skim plastering to the walls is ongoing, along with the fitting of kitchens and internal doors to the lower ground floor and upper ground floor apartments. Bathroom and kitchen tiling in these apartments also continues to progress. Mechanical and electrical installations are nearing completion to the top floor, while all three stairwells are now installed.</li> </ul> <p>Proposals to create a new 60-unit extra care housing scheme in Porth in line with the Council's strategy to modernise options for older people and deliver extra care housing as part of the redevelopment of the Dan y Mynydd Care Home were agreed by the Council's Cabinet on 3rd December 2020.</p>
	Continue to work in partnership with housing providers to deliver modern additional supported housing accommodation for vulnerable people, including Crown Avenue, Treorchy and Oxford Street, Mountain Ash	Adult Services	Progressing as planned	<p>Crown Avenue refurbishment complete and people will move in from January 2021 (a slight delay to ensure installation of telecare equipment at the scheme).</p> <p>Refurbishment of the Oxford Street (Mountain Ash) scheme continues to make good progress through the pandemic and is due to complete in spring 2021. Assessments of new tenants will start in the new year.</p> <p>Development of a new housing with care and support strategy for vulnerable adults is progressing well to confirm the Council's approach to ensure that it can adapt and respond to future service demands and requirements.</p>
	Continue to ensure that care homes and other care providers receive appropriate ongoing operational and financial support as the situation continues to evolve in line with Welsh Government guidance.	Adult Services	Progressing as planned	<p>A range of measures remain in place to ensure, as much as possible, the on-going resilience of our commissioned care providers in ensuring safety, capacity and sustainability of provision. This includes continued support to adult social care providers to mitigate the Covid-19 impact through the distribution of the Covid Hardship Fund (where additional costs / income losses have been incurred as a result of pandemic).</p> <p>Feedback from our commissioned care providers continues to be positive and supportive, reinforcing our long-established relationships.</p> <p>The Adults Purchasing and Commissioning Team also continues to work closely with colleagues in Environmental Health, PHW and Health to support providers to manage the stringent requirements on infection control and PPE to keep the people they support safe.</p> <p>As mentioned above, the Council along with its regional Health and local authority partners have recently started to work with the sector to plan and support the roll out of asymptomatic lateral flow testing to frontline social care staff, along with the roll out of the Covid-19 vaccination programme.</p>

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Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life	Work with care homes to implement procedures with them to safely accommodate visits from friends and family in line with Welsh Government guidance.	Adult Services	<b>Some Progress</b>	<p>Since the introduction of the Alert Level 4 restrictions on 20th December 2020, in line with Welsh Government guidance, the position relating to care visiting changed removing the ability to arrange risk assessed internal visiting, except in exceptional circumstances only, including, but not restricted to, end of life, as they have been throughout the pandemic. For compassionate reasons, care home visits are permitted under Alert Level 4 restrictions, but these should be restricted to outdoor visits, or visits within visitor pods or similar enclosed spaces. These outdoor visiting arrangements will be suspended in the event of a Covid-19 outbreak at a care home.</p> <p>The Covid-19 outbreak status at individual care homes changes frequently, and the majority of care homes have been subject to PHW Covid free restrictions since 20th December 2020, resulting in limited opportunity to provide outdoors visits since the start of the new Alert Level 4 restrictions. However, where possible, some outdoor "window visits" have taken place in line with risk assessments and PHW and Welsh Government guidance.</p> <p>The ultimate decision on whether, and in what circumstances care home visits take place, rests with the individual care home provider, which includes the Council for our in-house care homes. In each case, the care home needs to put in place appropriate risk assessments, social distancing and safety measures before allowing visits.</p> <p>The Council, and care home providers, recognise the importance of visiting to residents and their families, and we will continue to review risk assessments and arrangements for visiting in light of the current and any new guidance. In the interim, the Council and care home providers, support opportunities, where possible, with virtual visits and calls through various forms of technology to ensure residents, where possible, remain connected with family members.</p>

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Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life	Continue to review options for phased opening of day and respite services in line with demand and social distancing guidelines.	Adult Services	Progressing as planned	<p>Services continue to offer essential care and support, even during the new Alert Level 4 restrictions:</p> <ul style="list-style-type: none"> <li>•Older People Day Centres - Whilst these centres remain temporarily closed, we have developed a new temporary outreach service to support people, assessed as critical due to their own or carer's needs in their own homes and community.</li> <li>•Older People with Dementia Day Centres - The Council operated Cwmni Dda Day Centre in Trecynon remains open to provide a limited prioritised day service only for those people assessed as critical due to their own needs or crisis situations. The Health run Lewis Merthyr Day Unit in Treorchy and Tonteg Day Unit in Pontypridd have been temporarily closed following the start of the new Alert Level 4 restrictions, which is attributable in part to some staff being realigned to support critical pressures in hospital settings. As a result, we contacted people to ensure that there was alternative care and support at home for those affected by the temporary closures.</li> <li>•Learning Disability Day Centres - Some centres and specialist provision for people with autism remain open to provide prioritised day care and support only for those people assessed as critical due to their own needs or crisis situations, including: Llwynypia Learning Curve, Abercynon Learning Curve, Gadlys (Aberdare) Learning Curve, Dan y Mynydd Autism Centre in Porth and the Autism Life Centre in Trealaw. Treforest, Gilfach Goch and Wattstown Learning Curves and work-based projects have been closed throughout Covid-19.</li> <li>•Learning Disability (accommodation based) Respite - Services continue, but only for people assessed and agreed as essential due to their own needs or crisis situations. All Council learning disability respite homes (excluding Clwyd Wen in Miskin, Pontyclun) and the facility commissioned from DRIVE in Brynsadler, Pontyclun remain open. Clwyd Wen is currently supporting an emergency accommodation placement and cannot be used for additional respite at this time. During the pandemic, we have ensured, where necessary, based on assessed need and risk, that there is alternative care and support at home for people affected by the reduced service offer.</li> </ul>
	Work with regional partners to continue the phased reopening of regional equipment services to full capacity and restarting of windows manufacturing at Vision Products.	Adult Services	Progressing as planned	<p>A range of essential services have continued to operate at Vision Products during the pandemic and will continue during current new Alert Level 4 restrictions, including:</p> <ul style="list-style-type: none"> <li>•Community Equipment Services, focusing on urgent deliveries and collections in Rhondda Cynon Taf and for other regional local authority partners and Health</li> <li>•Telecare installations and equipment servicing</li> <li>•Regional PPE service from 1st December 2020</li> </ul> <p>UPVC window manufacturing recommenced in October 2020 but has temporarily stopped again due to the new Alert Level 4 restrictions, and, where applicable, staff have utilised elsewhere in Vision Products.</p>

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Supporting our residents who are older, vulnerable or who have disabilities, to remain independent and have a good quality of life	Work with partners to restart Stay Well@Home (Phase 2), Assistive Technology and Enhanced Primary Care regional transformation projects from July 2020.	Adult Services	Complete	As lockdown restrictions eased in the early part of summer 2020, the Regional Health and Social Care Transformation Projects restarted in July. Further information of the two Projects managed by Adult Services: Assistive Technology (New Lifeline+ Service) – implementation of the Service began on 20th January 2020; however, full implementation has been delayed due to Covid-19. Whilst, the mobile responder element of the service has continued to operate flexibly throughout this period and provided a level of resilience and reassurance to residents, the proactive calling element has been delayed, but is now progressing. With changes for people in the shielding group changing from 16th August 2020, we have contacted them to offer on-going support through the New Lifeline+ Service, along with wider marketing of the service to all Rhondda Cynon Taf residents. Stay well@ Home 2 - Implementation of the service in Rhondda Cynon Taf began on 20th January 2020 and continued during Covid-19, although demand for support changed and the service offered reduced operationally to reflect this. Rhondda Cynon Taf restarted full operation of the Service (7 days a week, including out of hours) from 6th July 2020 and this was extended to Merthyr Tydfil from 20th July 2020. Adult Services and our partners are working on and delivering winter plans, with the occurrence of Covid-19 representing an unprecedented position for health and social - Stay Well @Home 2 will be key to reducing unnecessary attendance to hospital, in particular by the Welsh Ambulance Service, by supporting people to remain as safety at home.
	Continue support for NHS shielded patients and liaise with Test, Track & Trace colleagues to provide support to residents diagnosed with Covid-19 and required to shield for 2 weeks.	Community Services	Progressing as planned	Significant additional work has taken place to ensure resilience for the remainder of the year, and to support the whole area Testing pilot in Lower Cynon Valley during December 2020.
	Transition towards the co-ordination of Community Resilience Centres including identifying community need and deploy a timely response to ensure households are supported to maintain adequate food provision, obtain medication, dog walking etc.	Community Services	Progressing as planned	Focussed work has been undertaken during the year to date to ensure residents are supported appropriately. From 1st April 2020 to 31st December 2020 a total of 3393 individual residents have been supported, for example, with shopping, picking up prescriptions, friendly phone calls, dog walking, employment and benefits advice etc.
	Consider the future of CRC / Community Hub development post Covid-19.		Progressing as planned	Such have been the changes to National and Local Lockdowns during September to December 2020, the Community Hubs have reopened to ensure residents are supported appropriately.
	Restore 'At Home' library service from Rock Grounds		Complete	The @homelibrary service was suspended on the 23rd October 2020 after the introduction of an all Wales Firebreak. The service was reinstated on the 23rd November and has remained operational since. 17 new members have been added since the 23rd October 2020.
Encouraging residents to lead active and healthy lifestyles and maintain their mental wellbeing	Exploring ways that technology can support more people to exercise at home or minimise face to face contact.	Leisure Services	Progressing as planned	Classes are available via the Leisure For Life APP and are posted on our Facebook pages. These have been in existence since the end of March 2020.
	Introduce some open air classes, utilising our parks, 3G pitches to allow customers to exercise in a safe manner outdoors.		Complete	Classes started on 20th July with sessions taking place at 5 open air locations in RCT. Customers were able to book and pay for classes on line and via the APP. All systems implemented to ensure social distancing, 2 staff members will be present at every class. During the firebreak lockdown in October / November classes were cancelled in line with WG restrictions on meeting people outside of your household.

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Encouraging residents to lead active and healthy lifestyles and maintain their mental wellbeing	Continue to develop and improve our digital communications and services to sports organisations and residents, especially the promotion of "essential exercise" for physical and mental health benefits.	Leisure Services	Some Progress	Independent and small group outdoor activities are promoted on all social media platforms and through the Leisure For Life aAPP, along with key "benefits of regular activity" messages - for example, information to enable local walking, cycling and family activities. Support is also being provided to sports clubs and organisations to access the Sport Wales Be Active Fund. All messages are in line with WG restrictions e.g. exercising alone or with your household during Level 4 restrictions.
	Work with other Council services such as Education and YEPS to deliver safe, socially distanced exercise opportunities where services are being delivered e.g. summer HUB schools.		Complete	Summer activity programmes were run during the summer holidays in the summer Hub schools. Sports Development led on 2 Hubs and provided 12 delivery staff.
	Invest in programmes which enhance wellbeing through engagement with cultural activities and learning opportunities	Community Services	Progressing as planned	An online programme of arts activity and performances has been curated and is available through the Theatres' Facebook pages and RCT Theatres' YouTube page. The Arts & Creative Industries Team continue to deliver the Youth Arts and SONIG Youth Music Industry provision through online sessions for children and young people. Externally funded projects such as Forte also continue to be delivered digitally.
Integrating health and social care and providing support for those with mental health problems and complex needs	Deliver an effective and efficient Contact, Track and Trace Service for Rhondda Cynon Taf County Borough Council (RCTCBC) and the wider region, as part of the Regional Agreement for RCTCBC to host the service as part of the Cwm Taf Morgannwg Regional Response, to control the prevalence of Coronavirus in the community.	Public Protection	Progressing as planned	Performance in tracing cases and their contacts remains very high in spite of the significant surge in cases in December 2020. Additional staffing resources were secured from across all three Local Authorities in December in order to support service delivery and manage changes in demand, with the service coping well during this period and ensured appropriate training and completion of workloads. On-going focus is being afforded to ensuring the quality of data within the CRM system and processes are being developed for different settings e.g. care homes, schools, to assist the staff in decision making on any action required.
	Ensure a sustainable Regional workforce model is developed and deployed to deliver Contact Track and Trace on behalf of the Cwm Taf Morgannwg Region Partners for the duration of the Pandemic.		Progressing as planned	The communicable disease enforcement officers are now in post and working as part of the Joint Enforcement Teams with South Wales Police across RCT and Merthyr. We continue to use redeployed staff in the TTP service from across the 3 LA's full time or as casuals to assist the team, its workload and annual leave requests.
	Ensure robust safeguarding arrangements working with partners in the Cwm Taf Morgannwg Safeguarding Board.	Children's Services	Progressing as planned	The Board operating arrangements remain the same. Capacity and staffing challenges across agencies is beginning to have an impact on progress in some areas of work and in light of the introduction of Tier 4, discussions have taken place at Board level in order to reprioritise the work of the Board.

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Improving services for children and young people and ensuring the needs of children are considered in everything we do	Develop a safe, sustainable service delivery model to provide Children's Services statutory responsibilities that will meet anticipated Welsh Government guidance. This means incrementally increasing the service that can safely be made available to the public with the goal of achieving a return to a full service in line with Welsh Government Guidance. This will commence with the review of child protection conferences and increasing the number of children who we see and whose voices we hear.	Children's Services	Some Progress	<p>Children's Services continues to work to Welsh Government statutory guidance, subject to risk assessment and physical distancing requirements, adapting methods of service delivery as necessary. This guidance was revised in December 2020 to take account of the Alert Level 4 national coronavirus restrictions. Consequently, Children's Services are now once again focusing activity on the four critical areas of work previously identified: access to services and family support, safeguarding duties, children looked after and youth offending.</p> <p>Priority is being given to safely visiting and hearing the voices of children most at risk this includes those on the child protection register, those looked after where there is potential placement breakdown or those where input is critical to maintain them at home. We continue to look after children in both residential and foster care, prioritising children and carers most in need of support.</p> <p>We have commissioned UKICS to increase social work capacity in our Intensive Intervention Services (where there are social worker vacancies); this being identified as a key risk for the Council and service to manage. Child Protection Conferences and CLA reviews are now taking place virtually attended by partners and family members where possible.</p>
	Improving availability of sustainable quality accommodation options for children and young people with complex needs through experiencing trauma. - Development of additional residential placement provision with a model of care which follows the trauma recovery model. Enabling RCT to meet its statutory requirements for placement sufficiency.	Children's Services	Complete	<p>Carn Igli is registered with Care Inspectorate Wales and open. There have been some positive outcomes for the young people who have moved on to lower dependency provisions. An example of a young person experience is : "I feel like this is the first time I can breathe properly in ages, I feel safe here"</p> <p>" before I came here, I didn't do any school or work, I didn't have any friends...now I'm in training for mechanics, got a work placement and really good friends since I joined rugby, it's like my life is completely different"</p>
	YEPS - Continue to offer virtual open access activities and plan for re-introduction of face-to-face provision and provide virtual information, advice and guidance to vulnerable young people utilising wicid tv and YouTube.	Community Well-being and Resilience - YEPS	Progressing as planned	<p>YEPS staff remain in secondary schools and the support for learners pathway is still in place to ensure those young people who are struggling to return to school have the support to do/ re-engage with school and learning. Proactive street based youth work provision was established in October, with all YEPS staff re-directed to providing information, advice, guidance and emotional support to young people in communities 5 nights a week. In the 8 weeks between October and the end of December (excluding the 2 week fire-break period) 2,699 contacts were made with young people within the following areas - Aberdare, Mountain Ash, Abercynon, Pontypridd Town, Glyncoch Church Village, Beddau, Rhydyfelin, Treorchy, Tonypandy, Ferndale, Porth, Pontyclun, Tonyrefail and Llanhari. The Virtual Youth Offer remains available including virtual youth clubs, live Q&amp;A sessions and live chat sessions involving BAROD and Sexual Health Nurses from LHB.</p>