



***BWRDD GWASANAETHAU CYMDEITHASOL, TAI A DIOGELWCH
CYMUNEDOL Y CABINET***

***YN SYTH AR ÔL CYFARFOD PWYLLGOR CRAFFU'R CABINET
DYDD IAU***

***CYFARFOD AML-LEOLIAD - SIAMBR Y CYNGOR PORT TALBOT A
MICROSOFT TEAMS***

**RHAID GOSOD POB FFÔN SYMUDOL AR Y MODD DISTAW AR
GYFER PARHAD Y CYFARFOD**

Rhan 1

Penodi Cadeirydd

Cyhoeddiad(au) y Cadeirydd

Datganiadau o fuddiannau

Cofnodion y Cyfarfod Blaenorol (*Tudalennau 5 - 12*)

Blaenraglen Waith 2022/23 (*Tudalennau 13 - 16*)

Cwestiynau gan y cyhoedd

Mae'n rhaid cyflwyno cwestiynau'n ysgrifenedig i'r Gwasanaethau Democrataidd, democratic.services@npt.gov.uk heb fod yn hwyrach na chanol dydd ar y diwrnod gwaith cyn y cyfarfod. Mae'n rhaid i'r cwestiynau ymwneud ag eitemau ar yr agenda. Ymdrinnir â chwestiynau o fewn cyfnod o 10 munud.

Ar gyfer monitro

Gwasanaethau Plant A Phobl Ifanc A'R Gwasanaethau I Oedolion - Adroddiad Perfformiad Chwarter 2 (Ebrill 2022 - Medi 2022)

(Tudalennau 17 - 62)

Data rheoli perfformiad chwarterol 2022-2023 Perfformiad Chwarter
2 (1 Ebrill 2022 - 30 Medi 2022) *(Tudalennau 63 - 70)*

Er ggybodeath

Adroddiad Blynyddol Y Cyfarwyddwyr *(Tudalennau 71 - 122)*

Polisi Diogelu Corfforaethol *(Tudalennau 123 - 140)*

Ar gyfer penderfyniad

Cynllun Lesio Cymru *(Tudalennau 141 - 150)*

Trefniadau Grant Ar Gyfer Darparu Cyllid Canolfannau Clyd
(Tudalennau 151 - 164)

Llwyfan Gwasanaeth Cwnsela Camddefnyddio Sylweddau
(Tudalennau 165 - 198)

Eitemau brys
Yn eithriedig dan Baragraff

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K Jones
Prif Weithredwr

Canolfan Ddinesig
Port Talbot

Nid yw'r dyddiad wedi'i nodi

Aelodau Bwrdd Gwasanaethau Cymdeithasol, Tai a Diogelwch
Cymunedol y Cabinet:

Y Cynghorwyr. J.Hale, S.Harris ac A.Llewelyn

EXECUTIVE DECISION RECORD

10 NOVEMBER 2022

SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET BOARD

Cabinet Members:

Councillors: S.Harris (Chair) and A.Llewelyn

Officers in Attendance:

A.Jarrett, K.Warren, A.Thomas, C.Howard, J.Hodges, V.Smith, S.Waite, S.McCluskie and C.Plouman

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor S.Harris be appointed Chairperson of the meeting.

2. **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed everyone to the meeting.

3. **DECLARATIONS OF INTEREST**

No declarations of interest were received.

4. **MINUTES OF PREVIOUS MEETING**

The minutes of the 11th October 2022 were approved as an accurate record of the meeting.

5. **FORWARD WORK PROGRAMME 2022/23**

That the Social Services, Housing and Community Safety Forward Work Programme be noted.

6. **PUBLIC QUESTION TIME**

No questions from the public were received.

7. **ESTABLISHING A MANAGED ACCOUNT AND PAYROLL SUPPORT FRAMEWORK**

Decision:

That having given due regard to the Integrated Impact Assessment:

- a) An exercise, including all necessary consultation be undertaken, to enable a Framework to be established for providers who are able to offer Managed Accounts and Payroll Support services to people that receive a Direct Payment.
- b) That the Head of Adult Services be granted delegated authority to add providers that meet the requirements of the Framework. The length of the Framework being four years with the option of extending the period by a period up to a further four years.

Reason for Decision:

To ensure the Council is best placed to execute its statutory duty to support Direct Payment recipients in establishing the framework.

To ensure the Council is consistent with best practice.

Implementation of Decision:

The implementation of decision will end after the three-day call in period, on Monday 14th November 2022.

Consultation:

There is no requirement for an external consultation.

8. **PROCUREMENT OF A SPECIALIST DOMICILIARY CARE FRAMEWORK**

Decision:

That having had due regard to the integrated impact assessment:

- a. That any necessary consultation as part of the commissioning process be undertaken by Officers.
- b. That a procurement exercise be undertaken by Officers in order to establish a multi-supplier Framework for the provision of specialist

domiciliary care, which can be used by the Council and Swansea Bay University Health Board.

- c. That delegated authority be granted to the Head of Adult Services and Head of Children and Young People Services to enter into a Framework agreement with the bidder(s) evaluated as offering the most economically advantageous tender (taking into account the quality and cost of the bids), for the provision of specialist domiciliary care. This agreement being for a period of four years with an option to extend for up to a further four years.
- d. That delegated authority be granted to the Head of Adult Services and the Head of Children and Young People Services to use this Framework, where appropriate, to purchase specialist Domiciliary Care Services and enter into individual service agreements.
- e. That delegated authority be granted for Head of Adult Services and Head of Children and Young People Services to enter into an arrangement with Swansea Bay University Health Board in order for the Council to host the Framework.

Reason for Decision:

To ensure the Council is legally compliant to undertake a procurement exercise in purchasing a specialist domiciliary care service.

To ensure the Council is best placed to meet the needs and demands of those that require the services outlined within the framework.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement for an external consultation

9. **RHODES AVENUE CHANGING ROOMS LEASE TRANSFER**

Decision:

That having had due regard to the integrated impact assessment:

That delegated authority be granted to the Head of Adult Services to enter into an agreement for the occupation by Adult Social Services of Council owned premises known as “Rhodes Avenue, Changing Rooms”.

Reason for Decision:

To ensure Adult Services enter into an agreement to occupy Rhodes Avenue Changing Rooms to provide the community with a disability, physical recreational community hub.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement for an external consultation

10. **UPLIFT TO OLDER PEOPLE CARE HOME FEES**

Decision:

Having had due regard to the Integrated Impact Assessment:

- That the Director of Social Services, Health and Housing be granted delegated authority to:
- Implement an uplift of £30 per person, per week to the current contract price for spot purchased Older People Care Home services within the Neath Port Talbot area for the 2022/2023 financial year;
- That the uplift is backdated to commence from 1st April 2022.

Reason for Decision:

To ensure that fees paid to Older People Care Homes meet the rising costs of delivering it's services, ensuring market stability and compliance with Standard 10 of the Welsh Government's Guidance and Good Practice Commissioning Framework.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement for external consultation

11. **NATIONAL COLLABORATIVE ARRANGEMENTS FOR WELSH (LOCAL AUTHORITY) ADOPTION AND FOSTERING SERVICES**

Decision:

That delegated authority be granted to the Head of Children and Young People Services to sign the Agreement for the establishment of a Joint Committee for the National Adoption Service on behalf of Neath Port Talbot County Borough Council.

Reason for Decision:

To ensure the Council fulfil its responsibility under the Adoption and Children's Act 2002 (Joint Adoption Arrangements) (Wales) 2015.

Implementation of Decision:

The decision is for immediate implementation, as agreed with the Chairperson of the Social Services, Housing and Community Safety Scrutiny Board.

Consultation:

There is no requirement for an external consultation

12. **URGENT ITEMS**

No urgent items were received.

13. **ACCESS TO MEETINGS - EXCLUSION OF THE PUBLIC**

14. **CONTRACTUAL ARRANGEMENTS FOR A RANGE OF CHILDREN AND YOUNG PEOPLE SERVICES**

Decision:

That the report be noted.

15. **DEVELOPMENT OF STEP UP AND STEP DOWN SERVICES**

Decision:

That having given due regard to the Integrated Impact Assessment:

1. That the implementation of a Step Up/Step Down service by the Head of Adult Services for people waiting for a package of domiciliary care be noted.
2. That contracts with Haven Home Care (UK) Limited and Crosshands Home Services Limited have been entered into for the purchase of 86 hours of domiciliary care be noted.

3. That delegated authority be granted to the Head of Adult Services to enter into a management agreement with Coastal Housing Group for the rental of five units of accommodation located in Ysbryb Y More and Ty Twyn Teg.

Reason for Decision:

To ensure appropriate support is provided for individuals, whilst waiting for a domiciliary care package.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement to undertake an external consultation

16. **CONTRACTUAL ARRANGEMENTS FOR AN ADULT PLACEMENT (SHARED LIVES) SUPPORT SERVICE**

Decision:

That having given due regard to the Integrated Impact Assessment:

- The Head of Adult Service enter into a contract with Ategi Shared Lives to deliver an Adult Placement Support Service for a period of 12 months;
- That the proposal being developed for the Council to deliver the Adult Placement Support Service be noted;
- That Officers undertake any necessary consultation as part of developing the proposal to transfer the Service from the Provider to the Council.

Reason for Decision:

To ensure the Council have a legally binding contract with providers and that vital services are uninterrupted in the proposal developments so the service can continue to be delivered by Officers of the Council.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement for an external consultation.

17. **PERMISSION TO CONSIDER A RESTRUCTURE IN HILLSIDE**

Decision:

That Officers explore the viability of a restructure at Hillside and a report be brought back to members at a future point for consideration of those options.

Reason for Decision:

To provide the opportunity to explore different models for Hillside and to consult with partners of the proposed changes.

A further report will be brought back to Members for consideration of the options identified.

Implementation of Decision:

The implementation of decision will begin after the three-day call in period, which ends on Monday 14th November 2022.

Consultation:

There is no requirement for an external consultation

CHAIRPERSON

Mae'r dudalen hon yn fwriadol wag

Eitem yr Agenda5

| Meeting Date 2023 | Agenda Item | Type | Contact Officer |
|------------------------------------|---|-------------------|--------------------------------|
| 26th January | | | |
| | Hillside Secure Home Quarterly Reports | Monitoring | Keri Warren/Sian Coffey |
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| Meeting Date | Agenda Item | Type | Contact Officer |
|-----------------------------|--|--------------------|---|
| 9th March | | | |
| | Directors Annual Report | Information | Andrew Jarrett |
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| | Annual Letter (CSSIW Performance Review of Neath Port Talbot CBC Social Services) | Information | Andrew Jarrett |
| | | | |
| | Hillside Secure Home Fees and Charges | Decision | Keri Warren/ Geoff Powell/ Sian Coffey |
| | Quarter 3 Performance | Monitoring | Shaun Davies |
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| Meeting Date | Agenda Item | Type | Contact Officer |
|------------------------------|--|-------------------|-----------------------|
| 20th April | | | |
| | Complaints and Representation Annual Report | Monitoring | Leighton Jones |
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| | Hillside Secure Home Quarterly Reports | Monitoring | Andrew Jarrett |
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Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health & Well-Being Cabinet Board

15th December 2022

Report of the Heads of Children & Adult Services (Keri Warren & Angela Thomas)

Matter for Monitoring

Wards Affected: All

Report Title: CHILDREN & YOUNG PEOPLE and ADULT SERVICES – 2nd QUARTER (April 2022– September 2022) PERFORMANCE REPORT

Purpose of the Report:

1. The purpose of this report is to provide Members with Performance Information and Complaints & Compliments Data for both Children & Young People Services and Adult Services for the 2nd Quarter Period (April 2022 – September 2022). This will enable the Social Care, Health & Well Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary:

2. Although a new set of Statutory Welsh Government Performance Metrics was introduced for Social Services during 2020-21, they are not included as part of this quarterly performance report, but

will be fully accounted for in the End of Year (Quarter 4) Performance Report. This report specifically relates to a small number of Key Performance Indicators (KPI's), the number of Complaints and Compliments received by the Directorate during the 2nd Quarter Period (April 2022 – September 2022), as well as, a number of key Service specific High Level Measures for both Children & Young People and Adult Services.

Background:

3. Failure to produce a compliant performance monitoring report within timescale could lead to non-compliance within our Constitution and hinder the full and transparent scrutiny of performance across the Directorate. This report enables Members to monitor and challenge performance across Children & Young People and Adult Services, whilst taking into account required reporting obligations.

Financial Impacts:

4. No Implications

Integrated Impact Assessment:

5. There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts:

6. No Implications.

Workforce Impacts:

7. No implications.

Legal Impacts:

8. No implications

Risk Management Impacts:

9. There is little or no risks associated with the information contained in this report.

Crime and Disorder Impacts:

10. Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

11. There is no impact under the Section 17 of the Crime and Disorder Act 1998 through the information contained in this report.

Counter Terrorism Impacts:

12. The information contained in this report is likely to have no impact on the duty to prevent people from being drawn into terrorism.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

13. Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which —

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

14. The information contained in this report is likely to have no impact on the above duty.

Consultation:

15. There is no requirement for external consultation on this item

Recommendations:

16. Not applicable.

Reasons for Proposed Decision:

17. Not applicable.

Implementation of Decision:

18. No decision to be made. For information only.

Appendices:

19. Appendices listed as follows: -

- a. **Appendix 1** – Children & Young People Services 2nd Quarter Performance Report (April 2022 – September 2022).
- b. **Appendix 2** – Adult Services 2nd Quarter Performance Report (April 2022 – September 2022).
- c. **Appendix 3** – Children & Young People Services 2nd Quarter Compliment & Complaints Report (April 2022 – September 2022)
- d. **Appendix 4** – Adult Services 2nd Quarter Compliment & Complaints Report (April 2022 – September 2022)
- e. **Appendix 5** – Children & Young People Services and Adult Services High Level Measures Report
- f. **Appendix 6** – Children & Young People Services Quality Assurance Overview Report

List of Background Papers:

20. None.

Officer Contacts:

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(Children’s Services)

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Performance Indicators





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Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 2 (1st April - 30th September) - 2022/23

Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 1 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- **N/a or blank column** – no comparable data or no target set

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

| PI Title | Qtr. 2 Actual 20/21 | Qtr. 2 Actual 21/22 | Qtr. 2 Actual 22/23 | Qtr. 2 Target 22/23 | Perf. RAG |
|---|---------------------|---------------------|---------------------|---------------------|--|
| 1.2.1 SRP - Wellbeing Objective 1 - Best start in life | | | | | |
| SSHCS - CYPS - PI/241 - % of re-registrations of children on the local authority child protection register | 10.71 | 11.90 | 22.22 | 9.00 |  Red |
| 8 out of 36 in Qtr. 2 2022/23. As noted in Qtr. 1, all re-registrations continue to be reviewed by Team Managers. The decision to re-register is a partnership decision, as is the decision to de-register. | | | | | |
| SSHCS - CYPS - PI/527 - Percentage of Child Protection Visits undertaken within 2 weeks | | 87.50 | 88.66 | 92.00 |  Amber |
| 21 out of 926 in Qtr. 2. We endeavor to complete all Child Protection visits within timescale. When this is not possible, workers are required to inform the Principal Officer of the reasons why a visit went out of timescale. | | | | | |
| SSHCS - CYPS - PI/528 - Percentage of Statutory Visits to Looked After Children that took place in accordance with regulations | | 93.20 | 93.29 | 95.00 |  Amber |
| 1070 out of 1147 in Qtr. 2. This is an area that is very closely monitored, given the statutory requirements. This has dropped slightly and an audit has been arranged to look into this further. | | | | | |
| SSHCS - CYPS - PI/546 - Measure 24 - Percentage of child assessments completed on time | 97.36 | 98.11 | 97.71 | 94.00 |  Green |
| 1323 out of 1354 in Qtr. 2 2022/23. The demand continues to remain uncharacteristically high compared to this time last year and the teams continue to complete the assessments in a timely manner. The Principal officers continue to audit and review cases that go over the 42 days. | | | | | |

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Performance Indicators



Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 2 (1st April - 30th September) - 2022/23

Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 2 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- **N/a or blank column** – no comparable data or no target set

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

| PI Title | Qtr.2 Actual 20/21 | Actual Qtr.2 21/22 | Qtr.2 Actual 22/23 | Qtr.2 Target 22/23 | Perf. RAG |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--|
| 1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable | | | | | |
| SSHCS - PI/521 - AD/004 The number of new assessments completed for adults during the year | | 483 | 974 | | |
| <p>There has been a significant increase in the number of new assessments completed compared to the same period last year. The figure now includes assessments that are proportionate to the needs of those accessing the directorate's Single Point of Contact Service. <i>(It should be noted that this figure excludes double counting).</i></p> <p><i>(New PI from 1/04/21 hence why there is no data shown for 20/21).</i></p> | | | | | |
| SSHCS - PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year | | 38 | 134 | | |
| <p>The Carers Service continue to deliver a support service to carers. The increase in the number of carers assessments undertaken is higher when compared to the same period last year due to the absence of Covid-19 restrictions and the recruitment of additional staff. It is also important to note that all identified carers are provided with information and advice to help them in their caring role and that all identified carers are offered a carers assessment.</p> <p><i>(New PI from 1/04/21 hence why there is no data shown for 20/21).</i></p> | | | | | |
| SSHCS - Housing Options - CP/031 - Percentage of households successfully prevented from becoming homeless | 72.80 | 65.61 | 58.40 | 60.00 |  Amber |
| <p><i>(153 of 262)</i> Prevention work continues to be the focus of the service to reduce the need for temporary accommodation. However the current climate is making prevention increasingly difficult. Many landlords are now selling due to new legislation being implemented on December 1st and do not want to engage with any prevention work. This will have impacted on the target of 60% not being met at this point.</p> | | | | | |
| SSHCS - Housing Options - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant | 317.00 | 344.89 | 295.18 | 230.00 |  Red |
| <p><i>(27,452 days/93 grants delivered).</i></p> <p>The delivery of Disabled Facilities Grants continues to be disrupted by the effects of the Covid pandemic. The availability of contractors and in certain cases the supply of materials has continued to be an issue. There continues to be an improvement in the days taken to deliver the adaptation. The average for 2021/22 being 340 days for the year.</p> | | | | | |



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Performance Indicators

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Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 2 (1st April - 30th September) - 2022/23



Print Date: 09-Nov-2022

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

| PI Title | Actual 20/21 | Actual 21/22 | Actual 22/23 | Target 22/23 | Perf. RAG |
|---|--------------|--------------|--------------|--------------|-----------|
| SOCIAL SERVICES HEALTH & HOUSING | | | | | |
| SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year | 28.57 | 14.29 | 20.00 | | |
| <p>2nd Quarter (1st July – 30th September)</p> <p>5 complaints were closed during this quarter; of which 1 was upheld. Breakdown as follows:-</p> <p>1. Upheld – this complaint related to lack of support and assistance which following investigation resulted in the Social Worker assessing on-going needs.</p> <p>Accumulative (1st April 2022 to 30th September 2022)</p> <p>During the first 6 months of 2022/23, 13 complaints have been closed which compares with 6 complaints closed in the same period in 2021/22.</p> <p>The number of complaints closed during the 2nd quarter, is the same (5) when compared to the same period in 2021/22. The Complaints Team work closely with front-line managers, including providing weekly monitoring reports, along with ‘upheld’ summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.</p> | | | | | |
| SSHCS - CYPS - PI/261 - Children & Young Peoples Services - % of closed complaints at Stage 2 that were upheld in the financial year | | 100.00 | | | |
| There were no Stage 2 complaints closed during the first quarter. | | | | | |
| SSHCS - CYPS - PI/262 -Children & Young People Services - % of closed complaints dealt with by the Public Services Ombudsman that were upheld | | | | | |
| There were no ombudsman investigations during this period. | | | | | |
| SSHCS - CYPS - PI/263 - Children & Young People Services- Number of compliments received from the public | 25.00 | 30.00 | 15.00 | | |
| The number of compliments during the 2nd quarter has seen a decrease when compared to the previous year, from 30 to 15. The Complaints Team continue to raise the profile for the need to report such incidences. | | | | | |



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Neath Port Talbot Council

Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints -
Quarter 2 (1st April - 30th September) - 2022/23



Print Date: 30-Nov-2022

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

| PI Title | Actual 20/21 | Actual 21/22 | Actual 22/23 | Target 22/23 | Perf. RAG |
|---|-----------------|-----------------|-----------------|-----------------|-----------|
| Organisation | | | | | |
| PI/264 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year | 75.00 | 25.00 | 44.44 | | |
| <p>2nd Quarter (1st July – 30th September) 9 complaints were closed during this quarter; of which 3 were upheld and 1 partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – this complaint was in relation to poor communication regarding a service letter sent in error; the Team Manager investigated the complaint and apologised for the oversight. 2. Partially upheld – this complaint related to care provision and delays in placement to the preferred choice of care home; the responsible Team Manager investigated the complaint and apologised for the delay and care provided. 3. Upheld – this complaint was in relation to care provided at a care home; the Commissioning Officers investigated and recommendations were identified and issued to the care home for actioning. 4. Upheld – this corporate complaint related to a Subject Access Request (SAR), which was completed outside the statutory deadline. The Principal Officer acknowledged that timescales had been missed, stating capacity to undertake the necessary redaction the main cause for the minor delay in responding. <p>Accumulative (1st April 2022 to 30th September 2022) During the first 6 months of 2022/23, 17 complaints were closed which compares with 15 complaints for the same period in 2021/22.</p> <p>There was a slight decrease in the number of closed complaints during the 2nd quarter, when compared to the same period 2021/22, 9 compared to 11. The Complaints Team continue to work closely with front-line managers, including providing weekly monitoring reports, along with ‘upheld’ summaries to ensure complaints are managed appropriately. Any required lessons learned are communicated accordingly.</p> | | | | | |
| PI/265 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 2 that were upheld/partially upheld in the financial year | | | | | |
| 2nd Quarter (1st April – 30th September) ONLY (based on closed data) There were no Stage 2 complaints closed during the first quarter. | | | | | |
| PI/266 -Social Services, Health and Housing (excluding CYPS) - % of closed complaints dealt with by the Public Services Ombudsman that were upheld | | | | | |
| There were no ombudsman investigations during this period. | | | | | |
| PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public | 50.00 | 16.00 | 34.00 | | |
| 22 compliments were received during this quarter; the total number received during the first 6 months of 2022/23 is 34, which compares to 16 compliments received for the first six months in 2021/22. | | | | | |



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 5

Children & Young People

And

Adult Services

High Level Measures

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Page 3: High Level Measure 1 (Adult Services) - Average Caseloads as at a date for Social Workers only

Page 4: High Level Measure 2 (Adult Services) - SPOC New & Secondary Contacts received during the month

Page 5: High Level Measure 3 (Adult Services) - Percentage of Supervisions Completed within Timescale

Page 6: High Level Measure 4 (Adult Services) - Number of overdue reviews as at the end of the month

Page 7: High Level Measure 5 (Adult Services) - Number of brand new care home admissions during the month

Page 8: High Level Measure 6 (Children & Young People Services) – Contacts Received into the Service

Pages 9 – 11: High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates

Page 12: High Level Measure 8 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service.

Page 13-14: High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.

Page 15: High Level Measure 10 (Children & Young People Services) – Quality Assurance Overview Report

Page 16 – 18: High Level Measure 11 (Children & Young People Services) – Number of Looked After Children (Quarterly), Children on the Child Protection Register (Quarterly) and Children Receiving Care & Support (Quarterly)

Page 19: High Level Measure 12 (Children & Young People Services) – Looked after Children & Child Protection Admissions and Discharges.

Page 20 – 22: High Level Measure 13 (Children & Young People Services) – Participation & Engagement (Voice of the Child)

HLM1 - Average caseload analysis as @ a date for Adult Services Social Workers

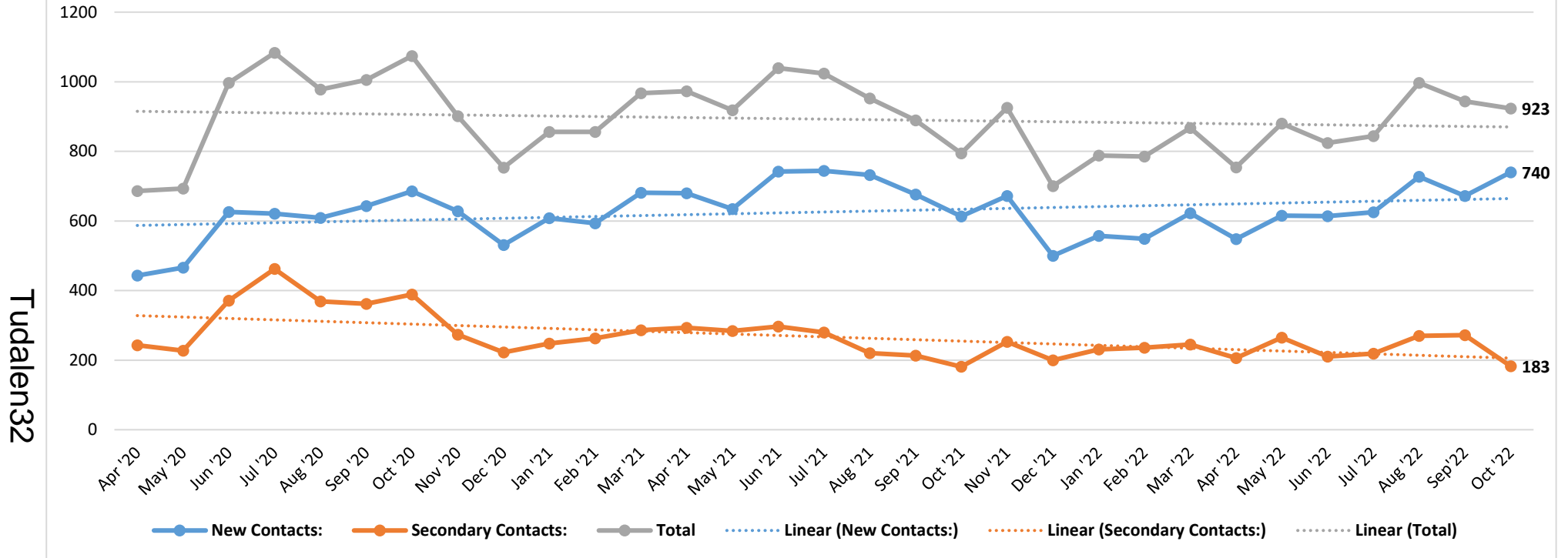
Caseload Analysis as @ 15th November 2022

| Team | Available Hours | Full-time Equivalent (FTE) | Active Cases | Highest Worker Caseload | Average Caseload per Worker |
|-----------------------------|-----------------|----------------------------|--------------|-------------------------|-----------------------------|
| Afan Network | 407 | 11 | 220 | 30 | 20 |
| Neath Network | 659 | 17.81 | 285 | 24 | 15.8 |
| Upper Valleys | 326 | 8.81 | 164 | 25 | 18.2 |
| CMHT Tonna | 207.5 | 5.61 | 76 | 16 | 12.7 |
| CMHT Forge | 185 | 5 | 56 | 13 | 11.2 |
| Complex Disability | 486 | 13.13 | 246 | 35 | 17.6 |
| Totals | 2,270.5 | 61.36 | 1,047 | | |
| Average FTE Caseload | | | | | 17.06 |

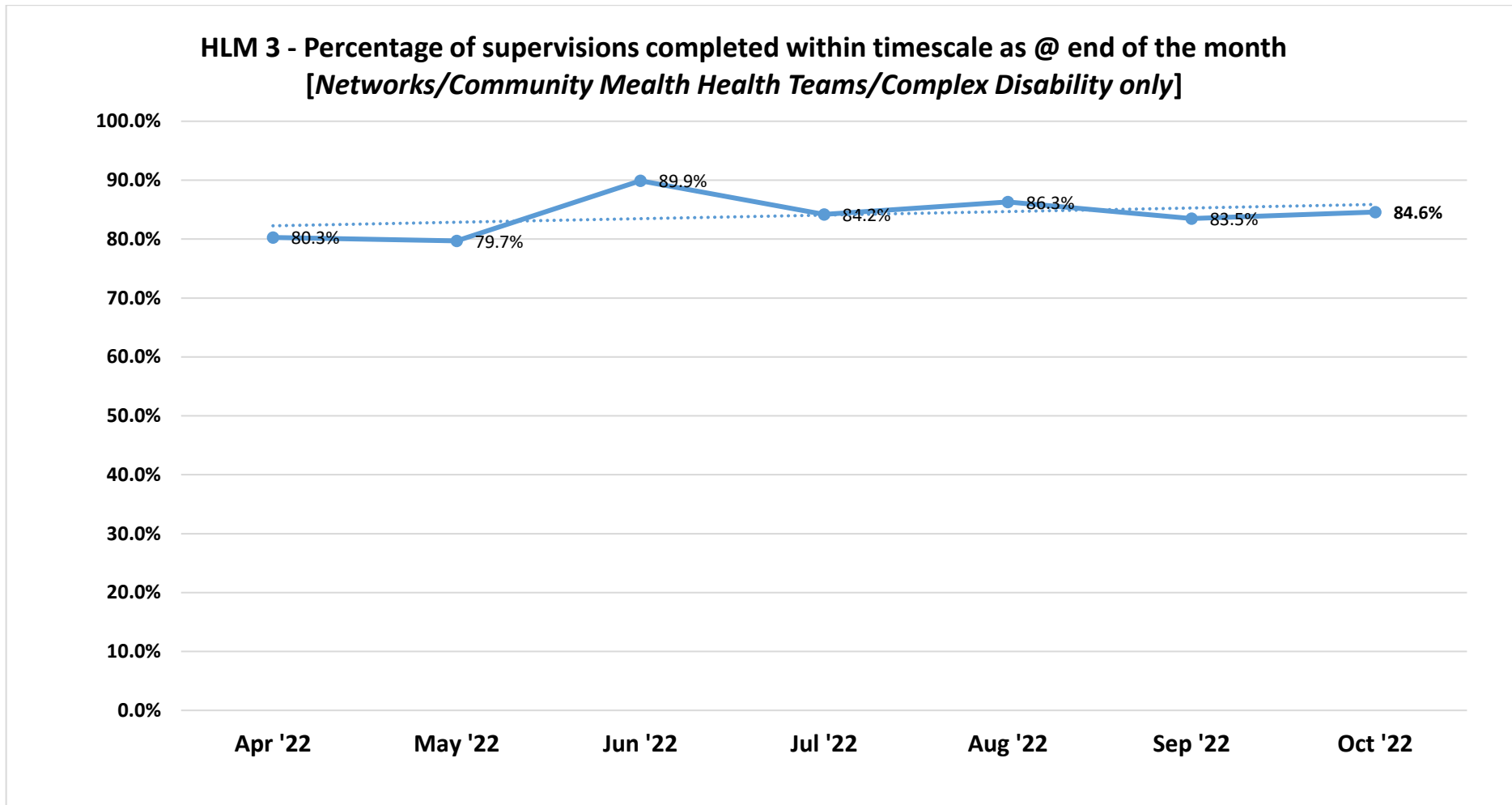
1 udalen31

HLM 1 – Includes Social Workers only and excludes: Consultant Social Workers, Team Managers & Deputy Team Managers. Please note that only staff with service users on their caseloads have been included in the analysis. For example, if a worker is a FTE within a team but has a caseload of 0 (e.g. due to long term sickness etc.), they have been excluded. Also, within each team there will be staff on phased return after a period of sickness, newly qualified staff, staff helping out in Care Homes etc. which will have a reduced caseload compared to other FTE's which will bring the average caseload figures down.

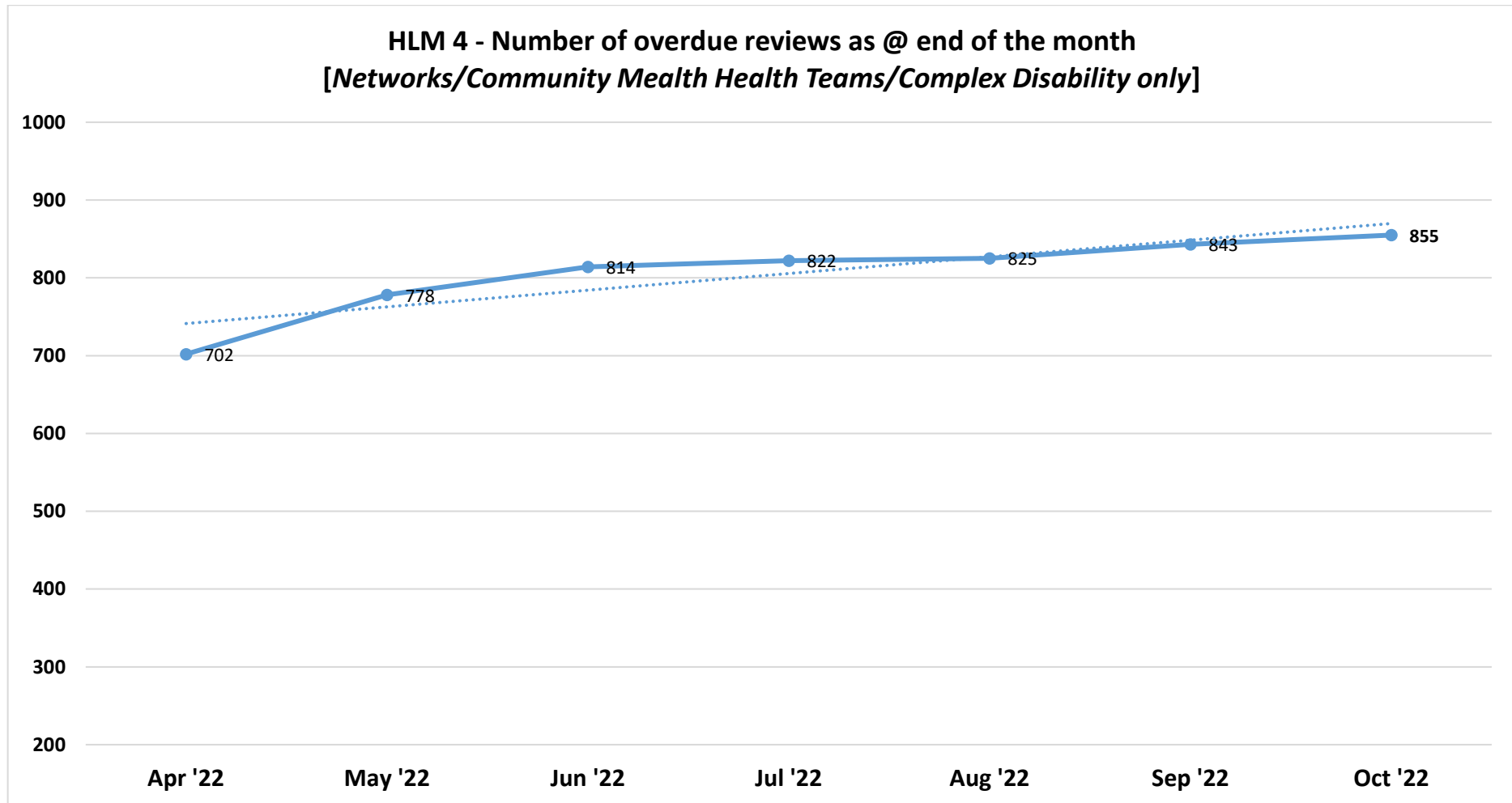
HLM 2 - Adult Services SPOC (Single Point of Contact) New & Secondary Contacts received during the month



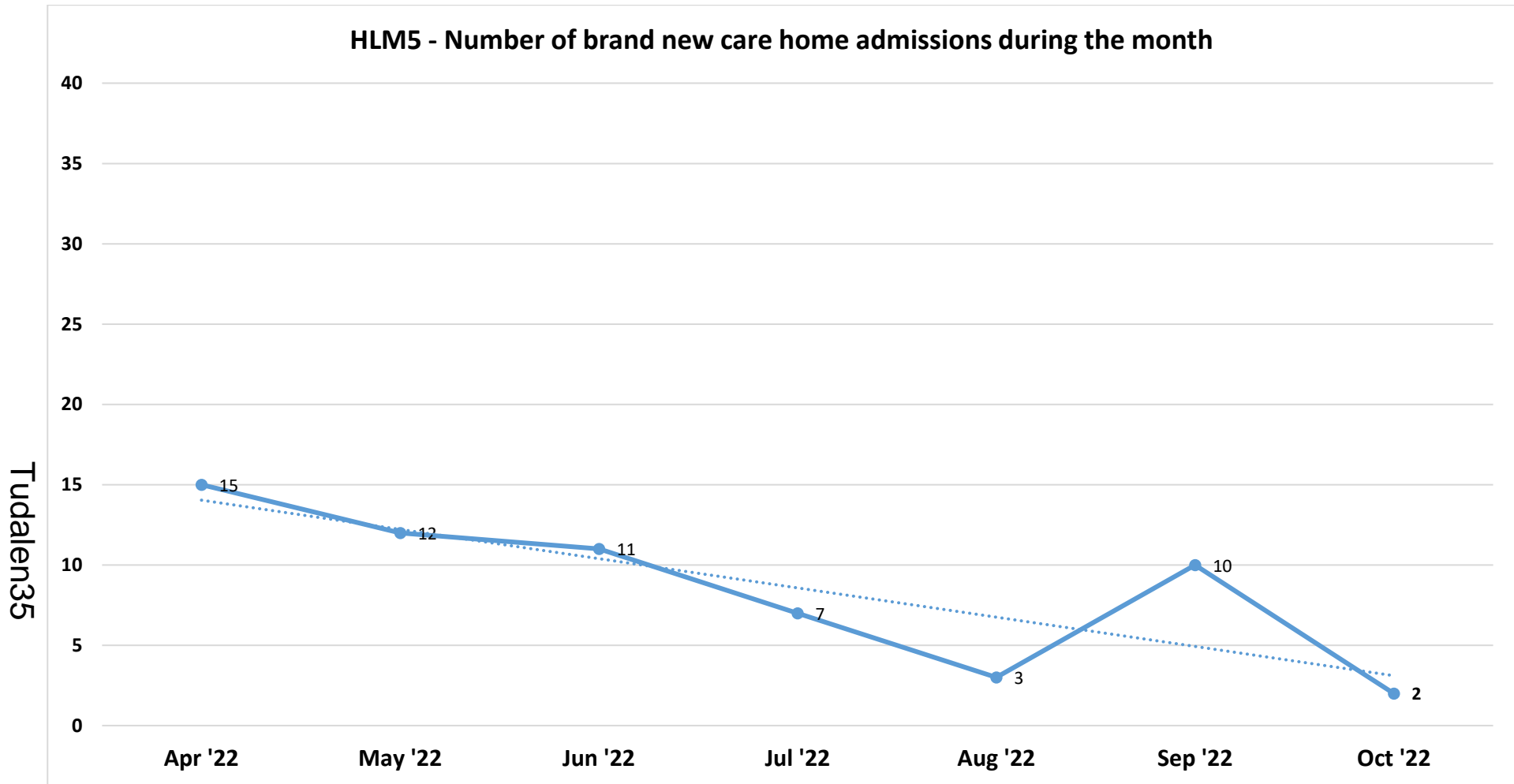
HLM 2 – ‘New Contacts’ are those which are not currently known to the service. **‘Secondary contacts’** are those which are known to the service and are currently open to a team.



HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days as at the end of each month.



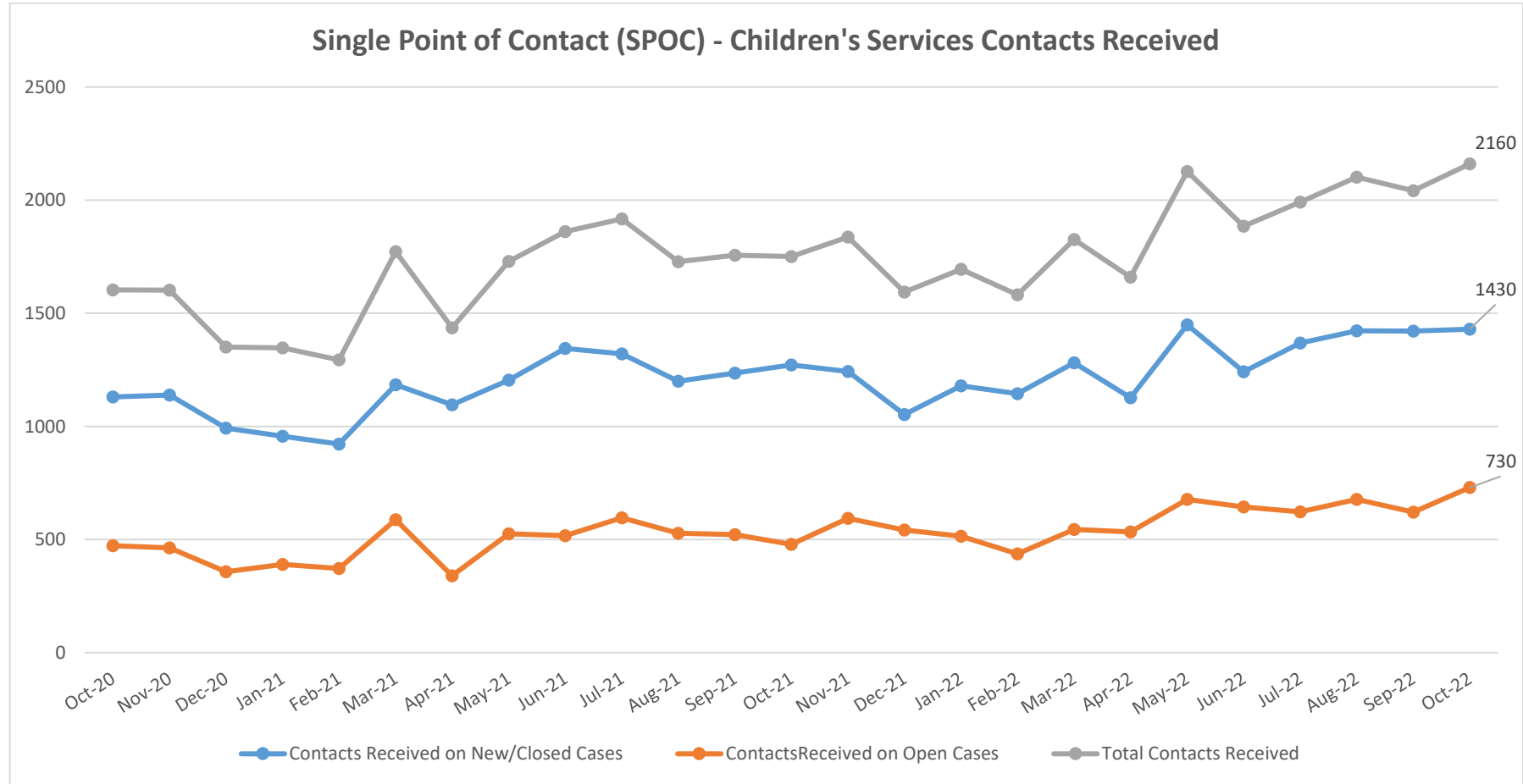
HLM 4 – Includes all reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just for that month. There is a statutory requirement to review a service user's care plan every 12 months.



HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Extra Care, Residential Reablement and Out of County placements).

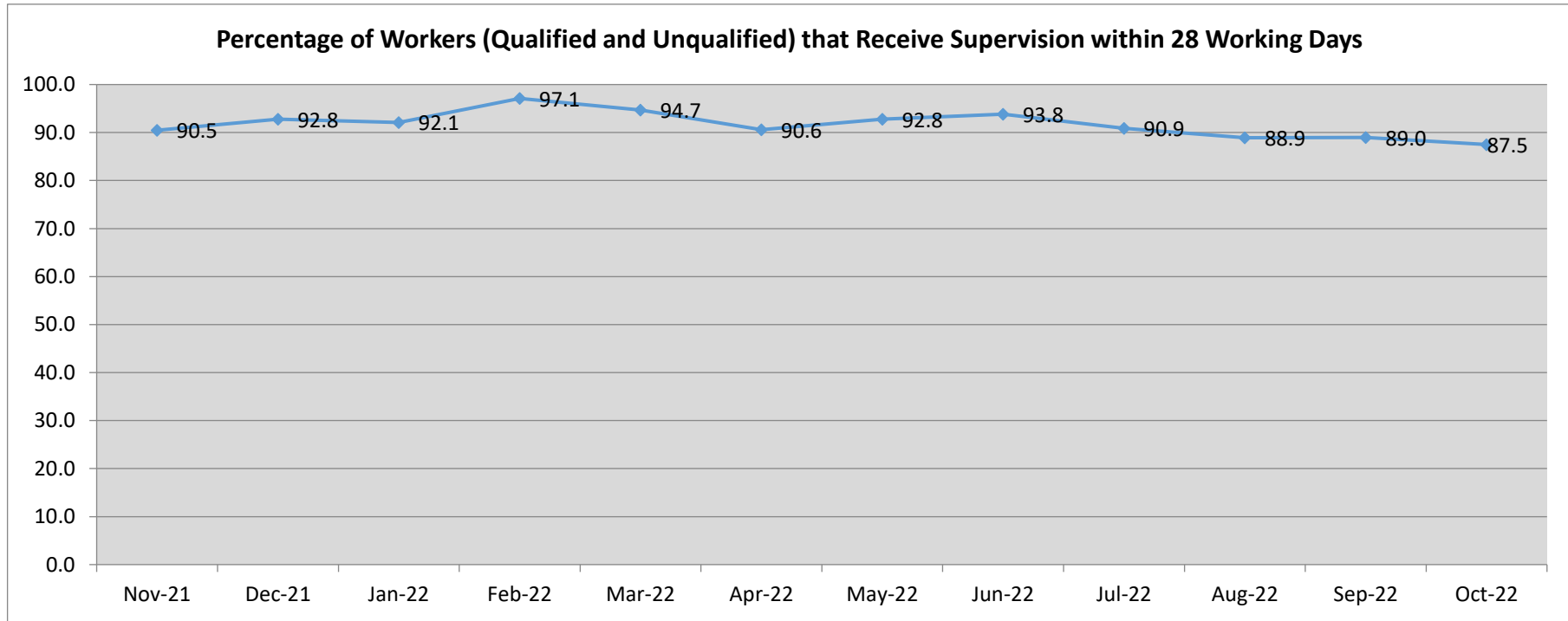
- **High Level Measure 6 (Children & Young People Services) – Number of Contacts Received into the Service**

Tudalen36

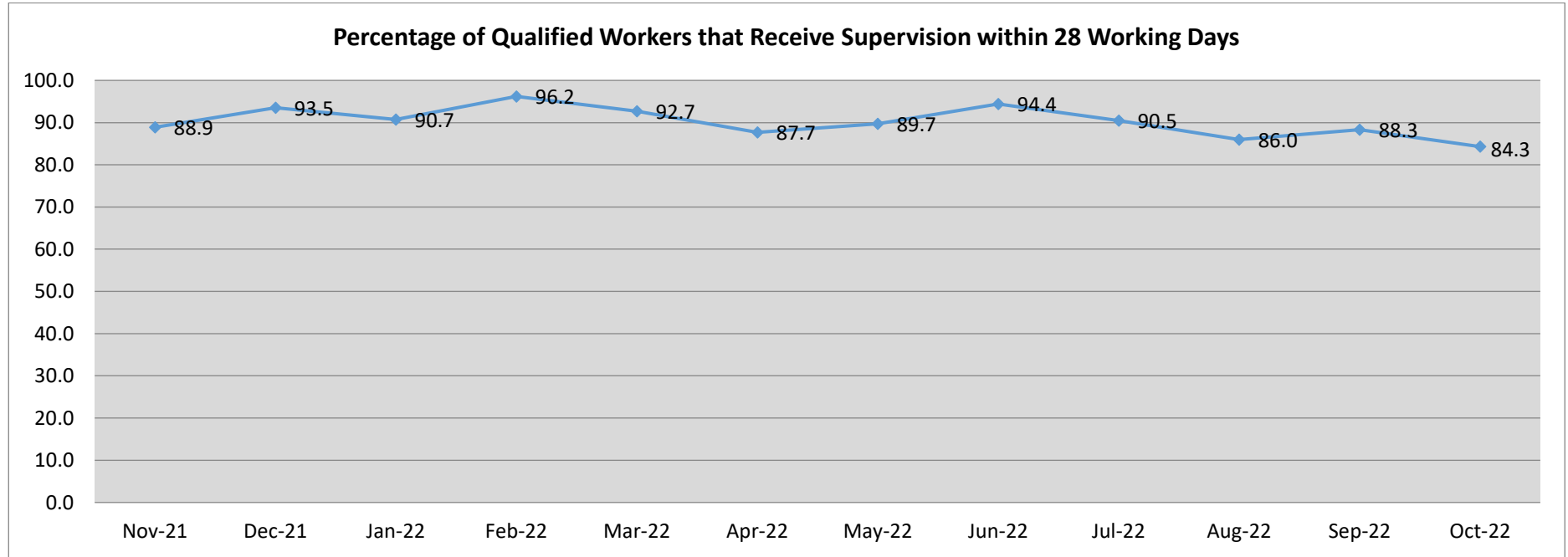


• **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**

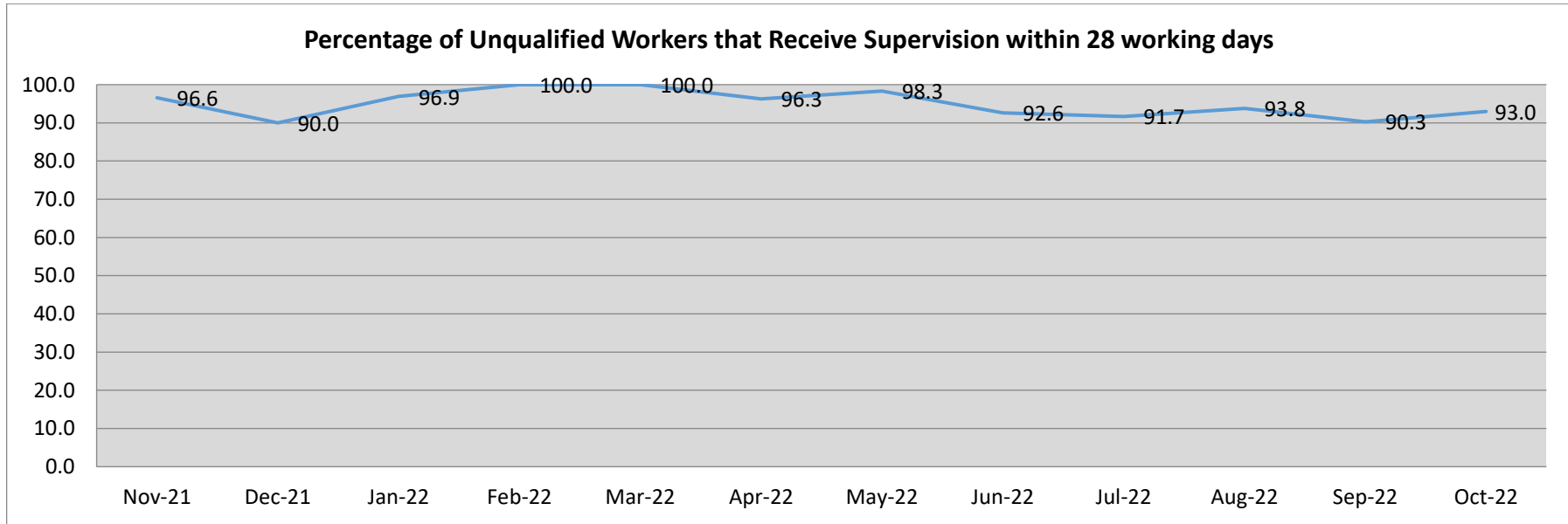
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| | Nov 21 | Dec 21 | Jan 22 | Feb 22 | Mar 22 | Apr 22 | May 22 | Jun 22 | Jul 22 | Aug 22 | Sep 22 | Oct 22 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Performance Indicator/Measure | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual |
| The % of all workers that receive Supervision within 28 working days | 90.5 | 92.8 | 92.1 | 97.1 | 94.7 | 90.6 | 92.8 | 93.8 | 90.9 | 88.9 | 89.0 | 87.5 |
| Number of workers due Supervision | 137 | 138 | 139 | 139 | 150 | 149 | 151 | 147 | 154 | 171 | 179 | 192 |
| Of which, were undertaken in 28 working days | 124 | 128 | 128 | 135 | 142 | 135 | 140 | 138 | 140 | 152 | 161 | 168 |



| | Nov 21 | Dec 21 | Jan 22 | Feb 22 | Mar 22 | Apr 22 | May 22 | Jun 22 | Jul 22 | Aug 22 | Sep 22 | Oct 22 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Performance Indicator/Measure | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual |
| The % of Qualified Workers that receive Supervision within 28 working days | 88.9 | 93.5 | 90.7 | 96.2 | 92.7 | 87.7 | 89.7 | 94.4 | 90.5 | 86.0 | 88.3 | 84.3 |
| Number of workers due Supervision | 108 | 108 | 107 | 104 | 109 | 105 | 106 | 107 | 104 | 107 | 108 | 121 |
| Of which, were undertaken in 28 working days | 96 | 101 | 97 | 100 | 101 | 92 | 95 | 101 | 94 | 92 | 96 | 102 |



| | Nov 21 | Dec 21 | Jan 22 | Feb 22 | Mar 22 | Apr 22 | May 22 | Jun 22 | Jul 22 | Aug 22 | Sep 22 | Oct 22 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Performance Indicator/Measure | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual | Actual |
| The % of Unqualified Workers that receive Supervision within 28 working days | 96.6 | 90.0 | 96.9 | 100.0 | 100.0 | 96.3 | 98.3 | 92.6 | 91.7 | 93.8 | 90.3 | 93.0 |
| Number of workers due Supervision | 29 | 30 | 32 | 35 | 41 | 41 | 45 | 40 | 44 | 64 | 62 | 71 |
| Of which, were undertaken in 28 working days | 28 | 27 | 31 | 35 | 41 | 39 | 45 | 37 | 39 | 60 | 56 | 66 |

- **High Level Measure 8 (Children & Young People Services) – Average Number of Cases held by Qualified Workers across the Service**

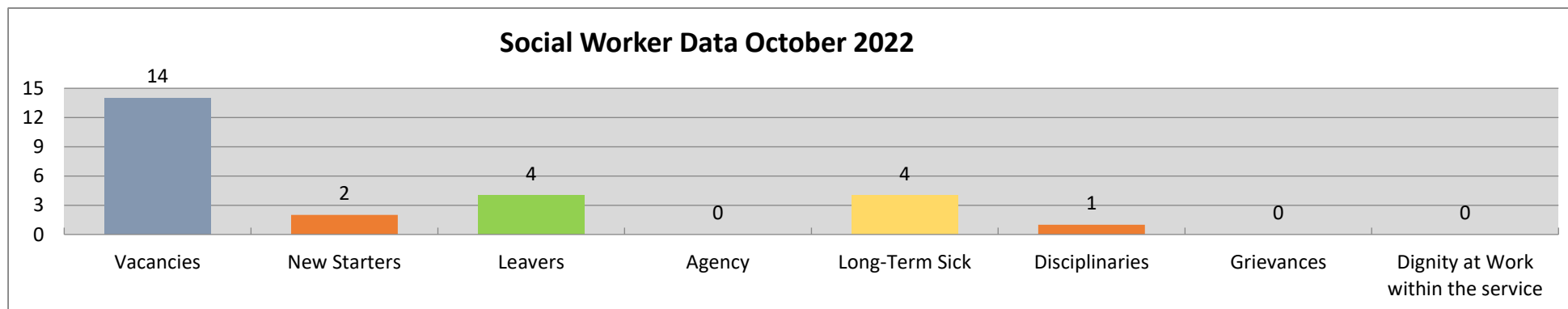
Tudalen40

| As at 31st October 2022 | Caseload Information - Qualified Workers, including Deputy Team Managers | | | | |
|--------------------------------|--|----------------|----------------|-------------------------|-----------------------------|
| Team | Available Hours | FTE Equivalent | Team Caseload | Highest Worker Caseload | Average Caseload per Worker |
| Cwrt Sart | 370.0 | 10.0 | 136 | 18 | 13.6 |
| Disability Team | 440.0 | 11.9 | 179 | 17 | 15.1 |
| LAC Team | 400.5 | 10.8 | 123 | 18 | 11.4 |
| Llangatwg | 370.0 | 10.0 | 134 | 19 | 13.4 |
| Sandfields | 296.0 | 8.0 | 109 | 17 | 13.6 |
| Route 16 | 167.5 | 4.5 | 69 | 14 | 15.2 |
| Dyffryn | 326.0 | 8.8 | 106 | 15 | 12.0 |
| Intake | 518.0 | 14.0 | 253 | 28 | 18.1 |
| Totals | 2,888.0 | 78.1 | 1,109.0 | | |
| Average Caseload - CYPS | | | | 18.3 | 14.2 |

Please Note:

1. Cases held by Deputy Team Managers and Part-Time Workers are included in the above figures.
2. The ‘*Available Hours*’ do not include staff absences e.g. sickness, maternity leave, placement, etc., unless cover has been provided for the post.

- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



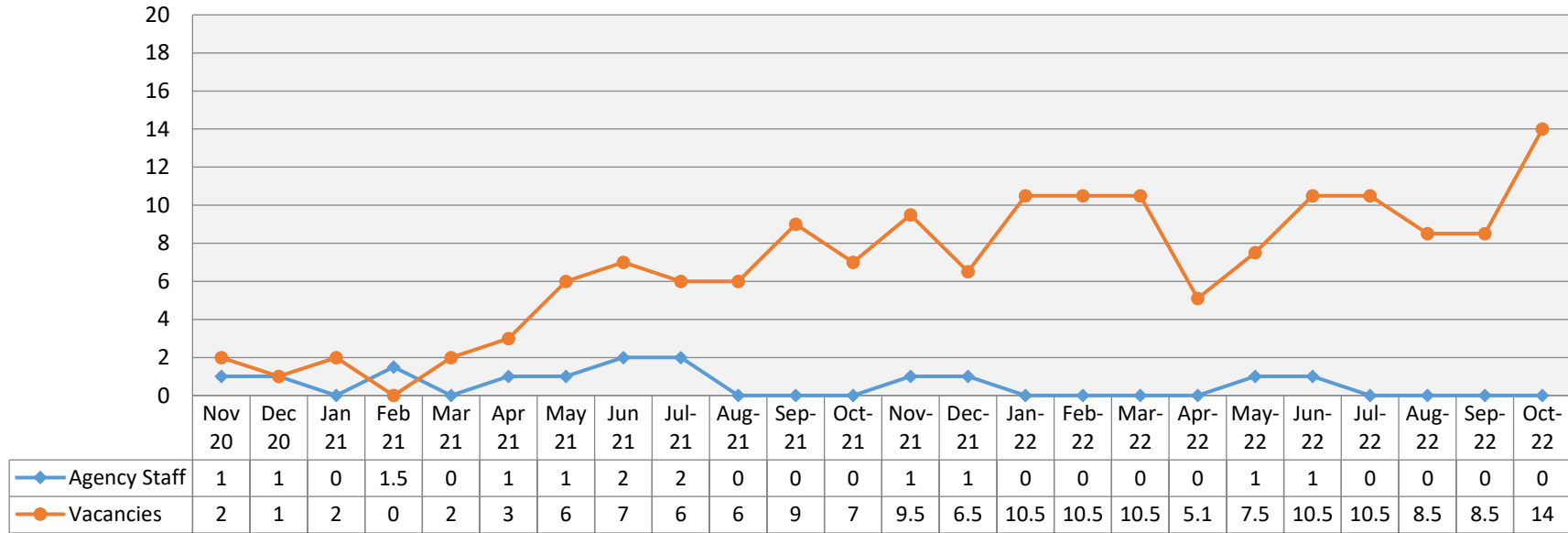
Tudalen41

| | Team Manager (out of 9) | Deputy Manager (out of 16) | Social Worker (out of 63.6) | Peripatetic Social Worker | IRO (out of 11.5) | Consultant Social Worker (out of 9) | Support Worker (out of 21) | Total |
|------------------------------------|-------------------------|----------------------------|-----------------------------|---------------------------|-------------------|-------------------------------------|----------------------------|-------|
| Vacancies | 1 | 2 | 8 | | 1 | 2 | | 14 |
| New Starters | | | 2 | | | | | 2 |
| Leavers | | | 1 | | 1 | 2 | | 4 |
| Agency | | | | | | | | 0 |
| Long-Term Sick | | 1 | 2 | | | 1 | | 4 |
| Disciplinarys | | | | | | | | 1 |
| Grievances | | | | | | | | 0 |
| Dignity at Work within the service | | | | | | | | 0 |

Summary of Agency Staff and Vacancies across the Service

Tudalen42

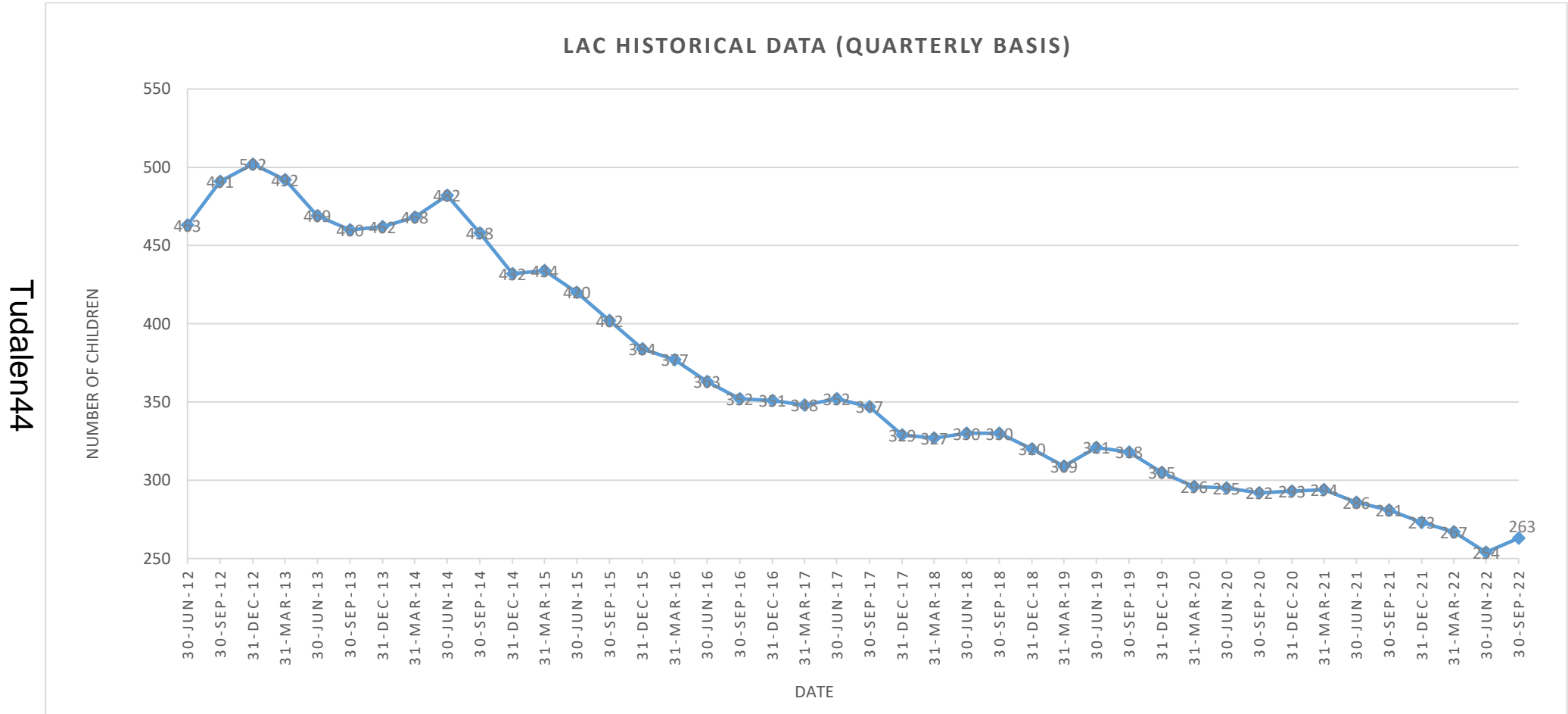
**Summary of Agency Staff and Vacancies Across the Service
(Nov 20 - Oct 22)**



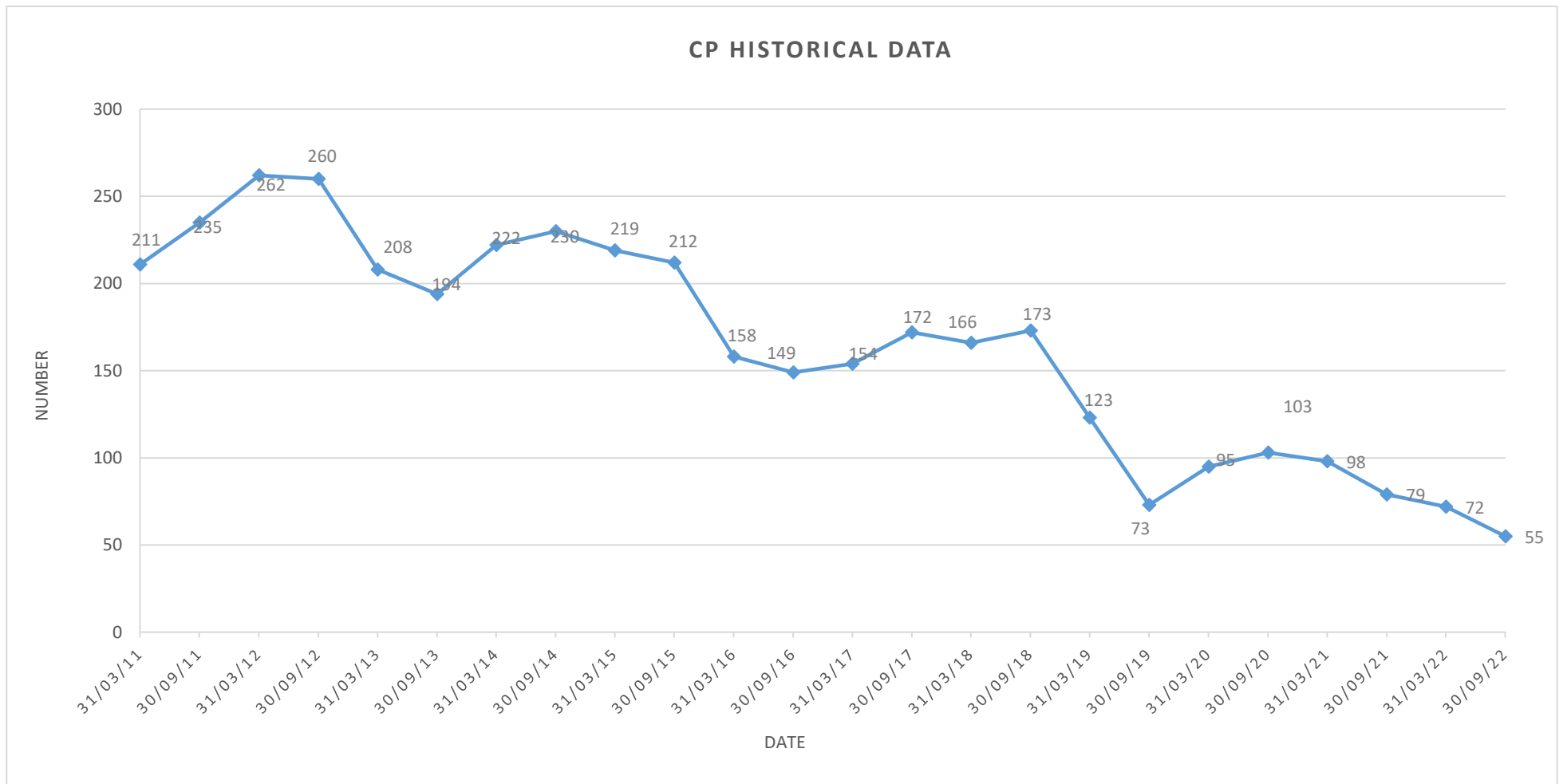
- **High Level Measure 10 (Children & Young People Services) – Quality Assurance Overview Report**

There is a Quality Assurance (QA) Programme in place, which facilitates the scrutiny of various aspects of activity within Children & Young People Services. The findings of the QA activity undertaken during the **2nd Quarter Period (Jul 22 – Sep 22)**, can be seen at **Appendix 6**

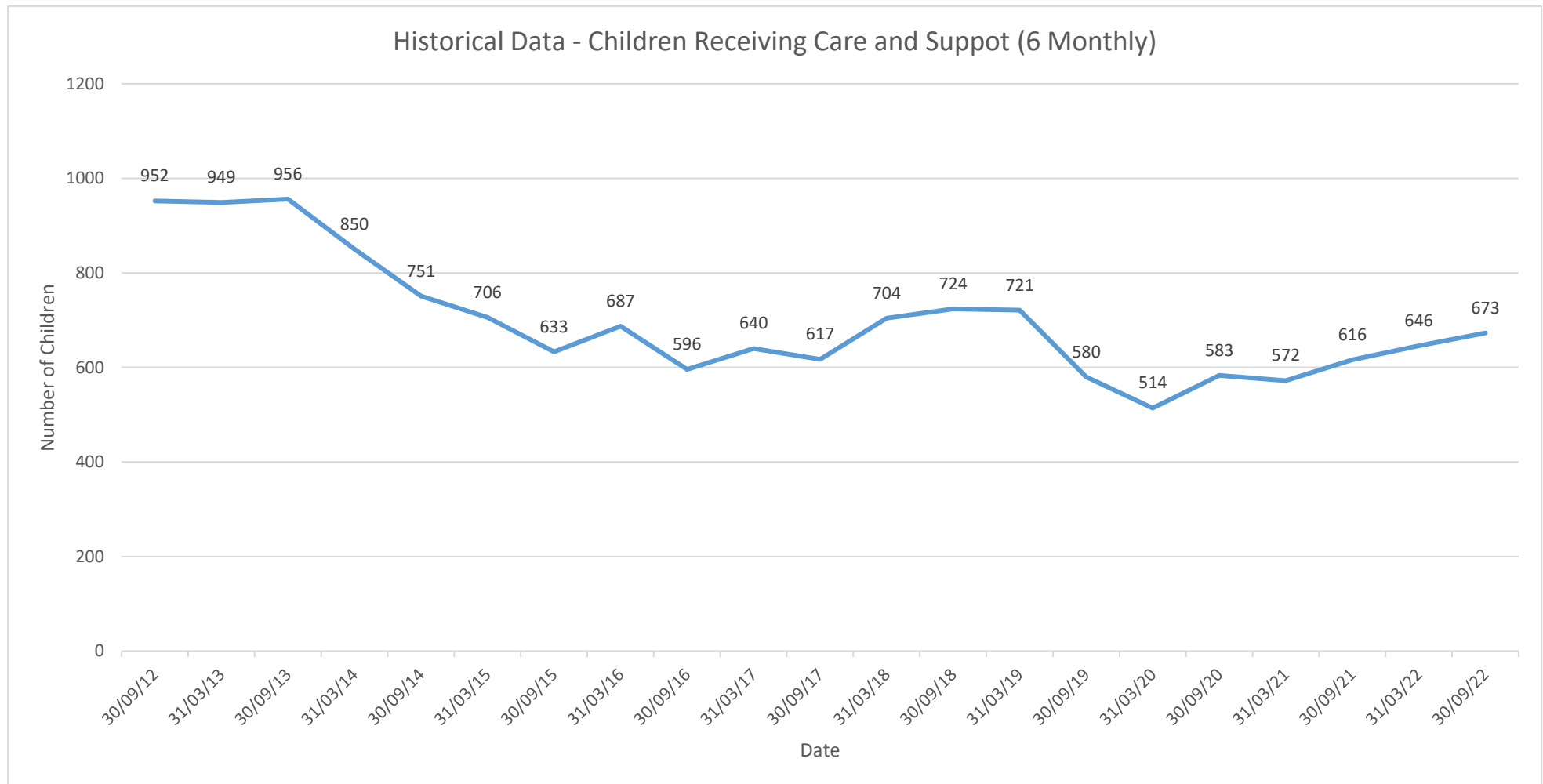
• **High Level Measure 11 (Children & Young People Services) – Number of Looked After Children (Quarterly)**



Please Note: The number of Looked after Children as at 31/10/22 – **271**



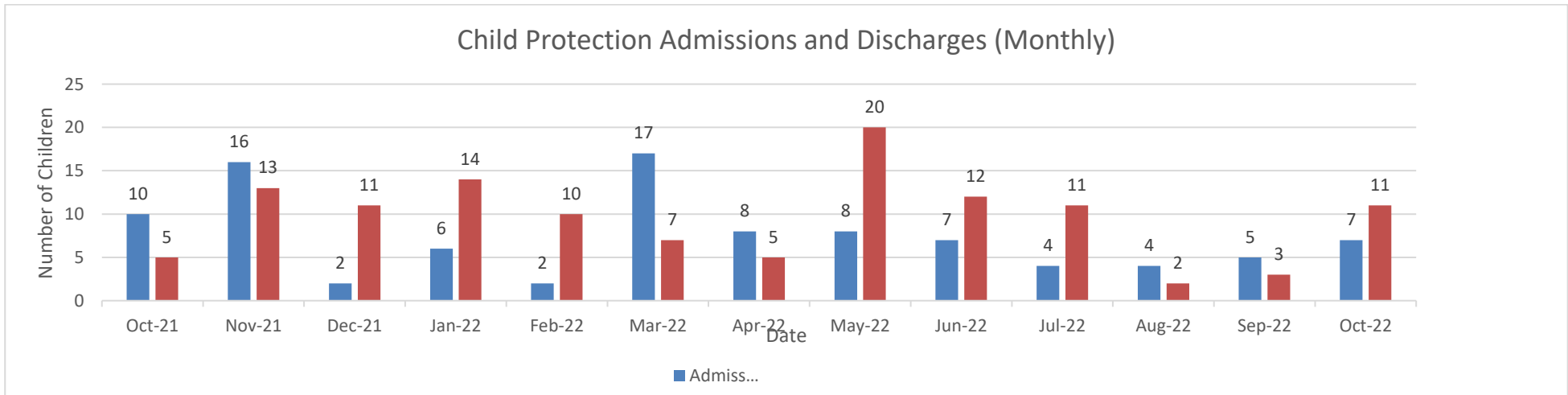
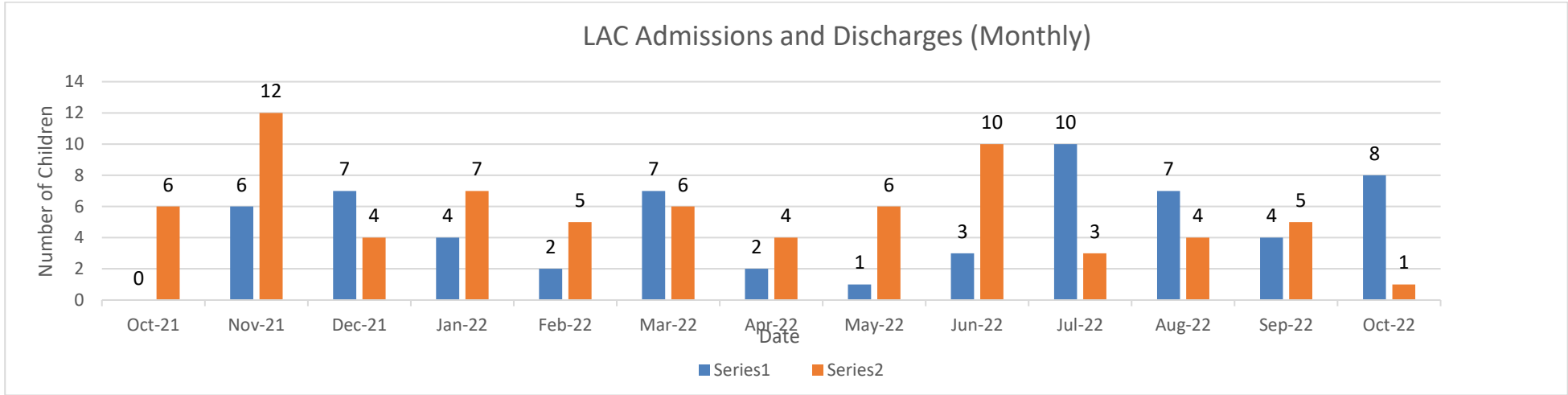
Please Note: The number of children’s names on the Child Protection Register as at 31/10/2022 – 51



Please Note: The number of Children Receiving Care and Support as at 31/10/2022 – **739**

- **High Level Measure 12 (Children & Young People Services) – Looked after Children & Child Protection Admissions and Discharges.**

Tudalen 47



- **High Level Measure 13 (Children & Young People Services) – Participation & Engagement (Voice of the Child)**

The Engagement and Participation (E&P) Officer and the Youth Justice and Early Intervention Service (YJEIS) have continued to deliver the Life Skills programme to support care leavers and the YJEIS service users. Over an 8 week period young people attend every Tuesday 10am to 1pm. The participants successfully learn a range of culinary skills and become competent at cooking healthy, budget meals. Further training around budgeting and laundry are also delivered. It has become evident the project offers more than basic life skills as the participants enjoy the social aspect and improved wellbeing from regular interaction with peers and professionals. The voice of the young people continues to be captured in the Exit Questionnaire conducted when young people no longer need the support of the service.

During July the music production sessions continued in Base 15 in collaboration with Tune Into Your Potential. The charity help young people learn the necessary skills to find employment in the music industry. The young people who engaged in this project helped produce the music for the period dignity animation.

The E&P Officer teamed up with Brecon Beacons National Park and Green Spaces Dark Skies Events to give our children and young people the opportunity to be part of the event. The children and young people became lumenators which entailed a choreographed walk with lanterns to highlight the amazing Craig Y Nos Country Park. The group supported dancers, actors, poets and musicians to promote Green Spaces Dark Skies across the UK and Ireland. They can be seen in the production video.

Our project to improve communication between emergency service personnel and children and young people with complex needs has neared completion. The E&P Officer has co-ordinated meetings between the emergency services, Children's Rights Unit & Ysgol Maes Y Coed to further develop the resource. A training tool to educate front line staff on how to communicate with children and young people with complex needs in an emergency has been developed. The video is awaiting approval by the Children's Senior Management Group (CSMG).

Further training has been undertaken to deliver the Bike Maintenance project. The E&P Officer has completed a Level 2 Bike Maintenance qualification. The project will aim to improve the well-being of our young people whilst learning useful skills.

In June the Beaches 2 Beacons project was launched and continued throughout the summer and November half term. The project, developed by the E&P Officer with Summer of Fun funding, supports our children and young people to visit and enjoy beauty spots in Neath Port Talbot and visit the National Park. The 1st session was held on Aberavon Beach where the children enjoyed SUP Boarding, beach art and a picnic. Further sessions involved walking Pen Y Fan, visiting an Iron Age Fort, Gorge Walking, Hiking in Waterfall Country, visiting Craig Y Nos Country Park to undertake environmental work, Climbing Dinas Rock and more. The projects aim is to improve wellbeing, learn about our environment and how to look after it and experience new places.

Throughout the summer a programme of activities was organised for children and young people receiving support. These included weekly surfing sessions on Aberavon Beach with Surf School Wales, Beaches 2 Beacons Project, Circus Eruption Sessions for children, Animation Workshops, weekly Outdoor Activities with Anturfit included numerous Gorge Walking events, climbing, hiking in the Gower Peninsular, Stand Up Paddle Boarding and Kayaking.

Girls' Rights Group named Hope picked up a High Sheriff of West Glamorgan Award, NPT Children's Services Award and a NPTCVS Award for their outstanding work. They have created an animation video to raise awareness of Period Dignity and improve girls' and young women's health. The video will be launched in due course and has attracted interest from the BBC. The group enjoyed their 1st ever residential. Fifteen girls enjoyed 3 nights in the wilderness and enjoyed numerous team building exercises. Hope have been awarded a £2000 grant and started work on their new project 'Safer Spaces for Girls'.

To provide opportunities for children and young people with disabilities the E&P Officer has continued to support the music group in Ysgol Hendre Felin. The group enjoy fun activities along with singing. Through links developed by the E&P Officer, Circus Eruption attended the group on a fortnightly basis to teach circus skills. Music tuition has been provided giving members the opportunity to learn the piano and enjoy drum sessions. Fifteen children were taken on a trip to the Wales Millennium Centre to watch the theatre show Lion King.

A Young Persons Interview Panel was set up to help appoint a Principal Officer. Four young people designed questions to ask the applicants and feedback their thoughts and opinions to the senior panel. It was pleasing to see the chosen applicant was

also one of the top interviewees selected by the young people. The Young Persons Panel will continue to be involved in future management interviews.

Young people have been supported by the E&P Officer to deliver presentations at events to promote their work. Hope and Yovo presented at the recent Staff Conference at Margam Orangery. They received a standing ovation.

The E&P Officer facilitates the Junior Safeguarding Board (JSB). Covid 19 has restricted the groups work however, it's pleasing to report the first face to face JSB since Covid began took place in Cefn Saeson School recently and was attended by 25 representatives from secondary schools across NPT. The young people set our topics of interest for 2023. During National Safeguarding Week 3 online sessions were delivered to promote LGBTQIA+ issues.

Quality Assurance Overview Quarter 2

This report seeks to provide members with an overview of some of the quality assurance activity that has taken place or been reported during quarter 2 in 2022-23. This report collates activity from across Social Services: Children and Young People Services, Adult Services and Youth Justice Early Intervention Service and the work of the Quality Practice Strategic Group.

Children's Rights Approach Action Plan

The group is responsible for overseeing the Children's Rights Approach Action Plan that was developed following a series of training sessions for a cohort of staff to become Children's Rights Champions. During the sessions, staff from across a diverse section of the service learned about children's rights and a "Children's Rights Approach", with champions providing ideas of how they plan to take this approach in their work. The plan focussed on the five principles of a Children's Rights Approach:

1. Embedding the United Nations Convention on the Rights of a Child (UNCRC) – Putting Children's Rights at the core of planning and service delivery
2. Equality and non-discrimination – Ensuring every child has an equal opportunity to be the best they can be
3. Empowering Children – Giving children the knowledge and confidence to use their rights and hold organisations to account
4. Participation – Listen to children and take their views seriously
5. Accountability – Duty bearers should be held to account for how well they support children to access their rights

This action plan is reviewed on a six monthly basis with the champions with the Quality Practice Strategic Group having oversight of progress, this then feeds into the Children's Services Management Group. The action plan was reviewed in the summer of 2022 with the relevant champions updating and progressing the action plan, over the time the plan has been in existence there has been many work strands that have developed further within Children and Young People Services to ensure that a Children's Rights Approach is promoted throughout the service. A copy of the action plan is provided below for reference (Pages 5 – 10).

Liberty Protection Safeguards (LPS)

During this quarter the strategic group continues to have oversight of the work being undertaken around Liberty Protection Safeguards (LPS), which provides protection for people aged 16 and above who are or who need to be deprived of their liberty in order to enable their care or treatment and lack the mental capacity to consent to their arrangements. Due to the changes in legislation, this has required the department to review all cases that are affected, the Quality Practice Strategic Group has oversight of this work through the Principal Officer for Safeguarding. A dedicated Project Lead for LPS has been identified to take forward this work and the post will sit within the Quality, Practice and Performance Team.

Learning Review

Learning reviews are undertaken on cases where it has been identified that practice could have been different and there is learning to be shared to aid practitioners on similar cases. The aim of the

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learning review is to try to understand the practice on the case against the background of their physical and psychological work environment. If what people did made sense to them at the time (even if it led to a negative outcome), then this may well make sense to others like them as well. If it does, and if we leave in place the conditions that make it so, then we will very likely repeat this. The point of this review is not to assign blame or responsibility, but to learn: to learn to improve. It should, in that sense, not even be seen as a review, but as a learning opportunity.

In this quarter a learning review was reported on a neglect case which was also due to be subject to a child practice review with the Safeguarding Board which is a criteria for a case being automatically referred for an internal review. The internal learning review gave the opportunity for those staff within Social Services to talk through the timeline and identify any learning and reflection points were pertinent in the case. The internal learning review highlighted several areas for reflection, such as:

- The quality and timeliness of information received from the originating local authority
- The transient position of parents in relation to which area they wanted to reside in
- The complexity of the case given the many different dynamics
- The impact of COVID restrictions hindering agency involvement
- The need for a neglect toolkit to aid practitioners when working with neglect cases
- Shared responsibility with other agencies in relation to safeguarding

The report, the findings and actions has been shared within the Quality Practice Strategic Group for learning and further developments. All practitioners involved in the learning review reported the benefits of having the time out to reflect on the case and provide a focus on practice.

Performance Clinic

All teams will run a structured review of quality assurance feedback and data every 6 months, through a "Performance Clinic" meeting with a range of senior leaders for shared learning. Teams will receive:

- Performance Indicators for their team
- Results from audits
- Consultation data
- Key practice issues arising from practice reviews
- Learning from feedback, compliments and complaints
- Feedback from practice observation

A performance clinic was held with managers from the Children with Disabilities Team and their Principal Officer, qualitative and quantitative was provided and analysed by the group which also included the Quality, Practice and Performance Manager and the Specialist Teams & Performance Manager. Following the clinic being held an action plan was developed with the team for them to explore further such as assessments, frequency of supervisions, recording of information, outcome focussed plans, capturing the voice of the child/family and the recording of contacts. This plan will be subject to review on a quarterly basis and a further clinic at the six month point.

Inspection Preparation

During the quarter we were notified by the Care Inspectorate Wales (CIW) of their intention to undertake a national survey and thematic audit around planning for children and young people subject to the Public Law Outline (PLO) pre-proceedings. PLO sets out the duties Local Authorities have when

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thinking about taking a case to court to ask for a Care Order to take a child into care or for a Supervision Order to be made. Usually when PLO is initiated, the child has been subject to a Child Protection Plan, but the service continues to have worries in relation to Safeguarding.

The purpose of the CIW activity is to:

- *Provide external scrutiny, assurance and to promote improvement regarding the quality of practice in relation to the care planning for children and young people subject to the public law outline pre-proceedings*
- *To consider the extent to which practice has progressed since the publication of both the CIW 'National Review of care planning for children and young people subject to public law outline pre proceedings' and the publication of the Public Law Outline working group report 2021 including best practice guidance.*

The review and the subsequent report will be framed against the following four questions.

1. *Is there a systematic approach to ensuring that the threshold for Public Law Outline pre proceedings has been reached?*
2. *Are arrangements in place to support effective communication and collaborative planning with parents/significant others about the PLO including the opportunities for change?*
3. *Do care and support planning arrangements support timely permanence for children and young people to achieve good outcomes?*
4. *Do arrangements promote rights-based practice and the voice of the child?*

As with all local authorities in Wales, the service completed the initial survey which provided data in relation to PLO and children who are looked after numbers, along with a detailed response on different areas of practice in relation to PLO. The findings of the national survey will be made public in 2023 by CIW.

To prepare for the survey and possible inspection numerous focussed activity took place to ensure that senior managers were assured of the standard of work both within the case files and with the advance information that was required to support the focussed activity. These included:

- Meetings to check for data integrity and accuracy of information
- A bespoke audit tool being developed to use for auditing cases
- Audit sessions with social workers and managers in reviewing cases that fit the criteria for the inspection
- Weekly meetings to track the progress and quality of the advance information to be submitted
- Sessions with practitioners of the selected cases for the inspection to provide support and reassurance around the inspection

Neath Port Talbot was then selected at the end of the quarter for the fieldwork element of the review which took place in November 2022 over a series of three days, further details will be provided in the quarter 3 audit report, however initial feedback on the inspection was that it was a positive experience for both the local authority and CIW.

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Audit Activity

Several audits have taken place during the quarter which will be detailed in future quarterly reports following the reports being shared with the relevant management group, these include audits on Mental Capacity, Domestic Abuse, Exploitation and Adult at Risk.

An audit around the journey of cases in Children's Services was reported on in this quarter, the purpose of the audit was that we wanted to understand how cases progress through our system from the beginning of the journey through child protection, Public Law Outline/cases in the court arena. We wanted to better understand how we support families through early intervention/prevention, care and support, child protection as the case escalates though to those cases that reach legal surgery.

The highlight findings from this report was:

What do we currently do well?

- Auditors highlighted that there were clear attempts made on cases to engage with families and support them to remain together where possible
- Most cases evidence the volume of work that the case manager had undertaken at each of the stages of intervention
- Recordings and Assessments were thorough, balanced factual and use plain language
- There was regular supervision and management oversight evident
- Some cases evidenced good outcomes for the child and the family being achieved, significant work being undertaken to help families remain together and effective support services working in place
- Good evidence of multi-agency decision making, safeguarding and analysis with a good standard of evidence based practice and interventions

What will we develop further?

- Ensure all relevant documentation and assessments are stored in the correct area and is referenced in line with the applicable practice guide
- More consistency around the use of chronologies
- Reduce case management changes where possible and avoidable
- Consistency in practice through the development of practice guides more generally

Mel Weaver

Quality, Performance and Practice Manager

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|------|---|-------------------------|-------------------|---------------|--------------|---------|--------------|-----|--|--|
| No | Principle 1 - Embedding the UNCRC | | | | | | | | | |
| 1.1 | Policies and Plans - ensure reference is made to the UNCRC in all policies and plans relating to CYP. | Admin | Cross departments | 1 | All staff | CSMG HS | Ongoing | | Awaiting response from performance management team as to when IT have capacity to add CR articles as a footnote to recordings, plans, assessment, Looked After minutes, Child Protection minutes, S47, C&S and core group paperwork. | This is still ongoing, some elements will need to be included in the new IT system build. Although where possible the current system will have references built in. |
| 1.2 | Safeguarding Board Policy - to include a statement for 'due regard' to the UNCRC. | Admin | | 1 | All staff | CFD | Ongoing | | Mel follow up with CFD | This has been put in the policy - due to be signed off shortly on a Corporate level. Safeguarding Business Support have been notified for other policy revisions |
| 1.3 | Social Work documents - all to include reference to Children's Rights (including LAC review booklet; complaints) | Admin | IT system | 1 | All staff | CSMG DB | Ongoing | | Developing - Looked After Review Booklets have been updated to include children's rights. Further docs to follow. | |
| 1.4 | Child Protection Conferences/LAC reviews - remind professionals to seek the views of CYP and reference relevant articles. (Refer to 1.3) | Admin | Awareness | 1;4 | All staff | JW | Ongoing | | Established practice in CARS, Chair asked about voice of the child and lived experience; regarding LAC the IRO is proactive in establishing the voice of the child in advance of their reviews. | Ongoing |
| 1.5 | Job Descriptions/Person Specifications - include reference to knowledge of Children's Rights and championing Children's Rights as duty bearers. | Admin | Awareness | 1 | All staff | TO | Ongoing | | Wording agreed 31.1.22. | Need confirmation from HR if now being completed (MW to check) |
| 1.6 | Children's Rights Training - for new staff in Children's Services; Children's Rights Champions; Foster Carers. | Admin | Release of staff | 1;2;3;4;5 | CRU | JS | Twice yearly | | Ongoing | Ongoing |
| 1.7 | Audit - ensure that all staff consider the rights of the child as a standard question in all plans and assessments. | Admin | | 1;4 | MW | MW | Ongoing | | For all new audits there will be a question relating to CR included. | |
| 1.8 | Safeguarding Training - Children's Rights to be included in all Safeguarding training. | Admin | External provider | 1;2;3;4;5 | RD | RD | Ongoing | | Ongoing | Ongoing |
| 1.9 | Children's Rights Charter - develop a Children's Rights Charter for Children's Services. | Time HR resource Budget | | 1;2;3;4;5 | DB/CRU | DB/CRU | TBC | | Developing - dates in Jan & Feb set to meet Foster Carers, SW's and C&YP. Charter event planned for Feb 21 st in Climbing Hangar Swansea. | Consultation with foster carers, social workers and CYP is complete. Report provided. Draft Charter content complete. Next steps are to provide a design concept for consultation with stakeholders. |
| 1.10 | Awareness of Children's Rights - ensure all staff have resources and information to share with CYP in their contact. | Admin | Reach/Access | 1;2;3;4;5 | CR Champions | DB/CRU | Ongoing | | Now developing. Resources have been sourced from child com Wales and forwarded to Leigh Batchelor. NPTCBC Website to include page for staff with resources. | Follow up with LB to upload content to intranet. CR info on NPT website. |

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|----------|---|----------------|----------------------|---------------|------------------------------|-------|----------|-----|--|---|
| 1.1 1 | Information - support all services to identify CYP who may need more information (ensure it's accessible and CYP friendly). | Time Budget | Cost Time | 2;3 | All staff Disability team | | Ongoing | | Ongoing | |
| 1.1 2 | Core Group Meetings/Care & Support - ensure issues and concerns are linked to Children's Rights. (Link to 1.3 and 1.4) | Admin | | 1 | All staff | VS/MS | Ongoing | | MS link with VS | Changes to the system and some documents to reference the UNCRC articles - ongoing |
| 1.1 3 | Good Practice Standards (Children's Services) - embed the UNCRC throughout | Admin | | 1;2;3;4;5 | MW | MW | TBC | | Ongoing | As guidance is developed this will be included throughout |
| | Principle 2 - Equality and non-discrimination | | | | | | | | | |
| 2.1 | Commissioning - To involve disabled children and their families in the development of commissioned services. | Admin | Time | 2;4 | VS/GH | VS/GH | Ongoing | | Ongoing | Ongoing |
| 2.2 | Information - consider easy-read/accessible versions for children and young people. | Time Budget | Cost Time | 2 | All staff | LB | Ongoing | | Ongoing | Ongoing |
| 2.3 | Information - consider alternative language provision for children and young people. | Time Budget | Cost Time | 2 | All staff | All | Ongoing | | Ongoing | Ongoing |
| 2.4 | Interpreter requirements - provide access to interpreters where appropriate. | Time Budget | | 2 | All staff | All | Ongoing | | Ongoing | Ongoing |
| 2.5 | Communication skills - To upskill team members in relation to specialised communication skills with children with disabilities. | Time Budget | Appropriate training | 2 | VS | VS | Ongoing | | The team have had PECS training and we have considered the communication passports for children and young people. | MW to check for update |
| 2.6 | Information - to produce Children's Review Booklet in the Welsh Language. | Time Budget | | 2 | All staff | | Ongoing | | We also link in really closely with specialist education provisions in respect of communication | |
| 2.7 | Welsh Language - to converse with children and young people in Welsh if that is their preferred language. | | Staff | 2 | All staff | | Ongoing | | Ongoing | |
| 2.8 | Advocacy Information - ensure this is in an accessible format for all children to understand. | Admin | | 2 | GH | GH | TBC | | Our commissioned advocacy provider NYAS publish their information in various languages to suit individual children and young people. They develop and produce child friendly publications in a coproduced way with children and young people, which are published in a variety of paper and online mediums. This will next be monitored by the Commissioning Team in mid 2022. | Our commissioned children's independent professional advocacy service provides advocacy information bilingually as standard and also access translation services to accommodate any further language needs. Quarterly performance reports track and monitor performance on this matter. |

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|------|--|-------------|----------------------|---------------|------------------|------------------|-------------|-----|--|---|
| 2.9 | Information for children going into care - in an emergency situation share photos electronically (TBC) | Time | IT | 2 | Fostering | KG | | | MW to check with KG | MW to check for update |
| | Principle 3 - Empowering children | | | | | | | | | |
| 3.1 | Board member training - offer board member training for young people. | Time | | 3;4 | CRU | JS | Annually | | Summer 2022 | Dates were agreed and a flyer distributed to all schools for JSB members but there was no take up so the course was postponed to Autumn/Winter. |
| 3.2 | What's App - CYP access to contact staff where appropriate. | N/A | | 3 | All staff | | Ongoing | | Ongoing; training to staff around this MS | Ongoing |
| 3.3 | Interviewing - CYP to be given opportunities to interview Children's Services staff. | Time | Timing of interviews | 3;4 | DB | DB | As and when | | Ongoing | Ongoing |
| 3.4 | Children's Rights - raise awareness of Children's Rights to CYP accessing services. | Time | | 3 | All staff | | Ongoing | | Ongoing | Ongoing |
| 3.5 | YoVo - provide opportunities for children and young people to increase their skills, knowledge and confidence. | Time | | 3 | DB/CRU | DB/CRU | Ongoing | | Fortnightly meetings with young people. | Ongoing |
| 3.6 | Youth Council - opportunity for care experienced young person to be a rep on NPTCBC Youth Council. | Time | | 3;4 | DB/Youth Service | DB/Youth Service | Ongoing | | Opportunity has been shared with young people. | Opportunity has been shared with young people. |
| | Conflict Resolution - ensure CYP are given the opportunity to be part of conflict resolution process. | Time | Time Staff | 3 | Hillside | CL | Ongoing | | Used when appropriate | |
| | Help children create their own storybook of their life to help them understand what has happened to them. | Time Budget | Time | 3;4 | JB | JB | Ongoing | | Ongoing | Ongoing |
| 3.9 | JSB - support young people to have their voices heard on safeguarding issues that matter to them. | Time | Covid | 3;4 | DB/CRU | DB/CRU | Ongoing | | Currently working on LGBTQIA+ Equal-Tea project. Young people will be delivering the workshop to stakeholders and change makers. | LGBTQIA+ resource pack complete and circulated to all secondary schools. Offers have been made to run the session in schools. |
| 3.10 | Record CYP views when you ask them (including informal/verbal discussion). | Time Admin | | 3;4 | All staff | | Ongoing | | Ongoing | Ongoing |
| 3.11 | Plan - ask CYP their views/wishes and include in their plans. Plan - give CYP the opportunity to speak one to one; in different settings to give them the confidence to talk. | Time Admin | Covid Space | 3;4 | All staff | | Ongoing | | Ongoing | Ongoing |
| | Principle 4 - Participation | | | | | | | | | |
| 4.1 | YoVo - continue care experienced CYP group. | Time | | 4 | DB/CRU | | Ongoing | | Fortnightly meetings with young people. | Ongoing |

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|------|---|-----------|-----------------|---------------|-----------|--------|-------------|-----|---|--|
| 4.2 | YoVo - share opportunity with CYP; encourage them to join. | Time | | 4 | All staff | | Ongoing | | Ongoing | Ongoing |
| 4.3 | LOVE group Hillside - set up CYP group. | Time | | 4 | CL | CL | Ongoing | | Monthly meetings | Ongoing |
| 4.4 | JSB @Hillside - set up CYP group | Time | | 4 | SG | SG | TBC | | Ongoing | Refer to 4.3 above - JSB to be considered within the LOVE Group periodically |
| 4.5 | Christmas party/other events - ask CYP for their input and ideas. | Time | Budget Staff | 4 | GD | GD | As and when | | | |
| 4.6 | Commissioning - involve CYP in the development of services. | Time | | 4 | GH | GH | As and when | | Ongoing; see 4.18 | Ongoing; see 4.18 |
| 4.7 | Meetings - CYP to be invited to attend where appropriate. | | Explore further | 4 | All staff | | As and when | | Ongoing | |
| 4.8 | Corporate Parenting Panel - provide opportunities for ALL CYP to raise issues and address the CPP. | Time | Explore further | 4;5 | All staff | | As and when | | Invited to LGBTQIA+ workshop with YP from JSB. | |
| 4.9 | Corporate Parenting Panel - To put children with disabilities on the agenda for CPP. | Time | Explore further | 4;2 | VS | | As and when | | Ongoing | Ongoing |
| 4.10 | YOT Exit interviews - Gain the views of YP on services. | Time | | 4 | YOT | DB | Ongoing | | Still ongoing. | Ongoing |
| 4.11 | Quality Practice Framework Document - seek CYP opinions on customer standards. | Time | | 4 | HS | HS | Annually | | Will review at 12 month stage. | |
| 4.12 | Consultation events eg Big Chat. Seek views from CYP. | Time | | 4 | All staff | DB | As and when | | Consultation events have been taking place. | Consultation events have been taking place. |
| 4.13 | Supervision - include a note to ask staff/foster carers if they have encouraged CYP to join in with activities/participation opportunities. | Time | | 4 | All staff | VS/MS | As and when | | Ongoing - will be considered as part of supervision policy review. | Supervision draft due October 2022 where this will have been considered |
| 4.14 | Pupil Voice at Hillside - ensure CYP continue to be listened to. | Time | | 4 | Hillside | CL | Ongoing | | Ongoing | Ongoing |
| 4.15 | National Participation Standards Charter and Kite Mark - commit to the Charter and undertake self-assessment to work towards the Kite Mark. | Time | | 4 | DB/CR U | DB/CRU | | | Self assessment undertaken and all evidence sent to Children in Wales. Awaiting response from Chris Richards CiW. | Kitemark has been awarded. |
| 4.16 | Girls group - to give them a voice; take part in activities. | Time | | 4 | YPT/DB | DB/CRU | TBC | | Established and meeting fortnightly. | Ongoing |
| 4.17 | JSB - support young people to have their voices heard on safeguarding issues that matter to them. | Time | | 3;4 | DB/CR U | DB/CRU | Ongoing | | Ongoing | In contact with schools to start meeting face to face in the Autumn. |

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|--|--|---------------|----------|---------------|------------|------|-------------|-----|---|--|
| 4.1 8 | Commissioning - contact social workers to involve CYP in the development of services. | Time | | 4 | GH | GH | As and when | | Commenced and under further development. All commissioned contracts require commissioned services to coproduce their service development with CYPs and their families. CYP's are invited to provide their ideas and feedback during contract monitoring visits and commissioned service reviews. Families have been invited to participate more in the shape and design of short break services which has led to a short breaks outcomes framework (a tool which monitors performance of short break services in line with what children and families want from the service) and more involvement in the procurement process. This will be further rolled out to other service areas. | Ongoing |
| 4.1 9 | Audits - ensure voice of families and CYP are listened to. | Time Admin | | 4 | MW | MW | | | Ongoing and will be monitored through the QPSG/PIG groups. | Ongoing |
| TAF 5.1 5.2 5.3 5.4 5.5 | Quality Practice Framework Document - seek CYP opinions on customer standards. (Refer to 4.11) | Time | | 4 | HS | HS | Annually | | Will review at 12 month stage. | |
| | Reviews - include CYP in shaping their plan/outcomes in review meetings. Use play to obtain views where appropriate. Share information with CYP. Principle 5 - Accountability | Time Admin | | 3;4 | All staff | | TBC | | Ongoing | |
| 5.1 | Consultation - feedback to CYP "You said, We did". | Time | Covid | 5 | DB | DB | As and when | | JSB You Said - due March 2022. | Via newsletters throughout the year providing updates on projects eg Stay Safe in Sport; LGBTQIA+ resource. Awaiting feedback on LGBTQIA+ session from schools and issues raised by CYP, these will be collated and presented to the WGSB. |
| 5.2 | Consultation Booklet - feedback what we did with their views. | Time | | 5 | IRO/S W | | As and when | | | |
| 5.3 | CYP views - feedback what we did with their views. | Time | | 5 | All staff | | As and when | | | |
| 5.4 | Complaints procedure Hillside - feedback to CYP after a complaint is received, let them know of the outcome. | Time | | 5 | Hillside | | As and when | | | |
| 5.5 | TAF assessment - introduce section on the form to ascertain the views of CYP. Ensure they are made aware of what has happened to their views. | Time | | 5;4 | TAF | RG | As and when | | MW check with RG | Has been discussed, GD to link with RG and provide update on future plans |

Appendix 6

| | Description | Resources | Barriers | CR Principles | Resp | Lead | Deadline | RAG | Jan-22 | Jul-22 |
|-----|---|------------|----------|---------------|-----------|--------|----------|-----|--|--|
| 5.6 | Closure Forms - when closing a case have an option to contact CYP for feedback to get their views. Social workers to put responses on the system and track any themes through compliments/ comments/ complaints. | Time Admin | | 5 | SW | SW | TBC | | Look at in PIG group | To be discussed in QPSG with DB/JS |
| 5.7 | Comments, compliments and complaints - mechanisms in place for CYP/families to raise comments at staggered intervals. Ensure they are aware of how to do this. Provide options to do this that are easy and accessible to all e.g. paper; online; verbal. | Time Admin | | 5 | All staff | DB/CRU | TBC | | CYP aspect started with DB/CRU. HS to look into family side. | CYP complaints, comments, compliments is complete (flyer; postcard; magnet) HS to look into family side. |

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| Five principles of a Children's Rights Approach | |
|--|--|
| 1 - Embedding the UNCRC Putting Children's Rights at the core of planning and service delivery. | Strategic Plan - link to UNCRC; UNCRC training; Champions; Resources |
| 2 - Equality and non-discrimination Ensuring every child has an equal opportunity to be the best they can be. | Policies; Plans; Training on Equality; Children's Rights Impact Assessment; Accessible info; Data on Service users |
| 3 - Empowering children Giving children the knowledge and confidence to use their rights and hold organisations to account. | Accessible info; Rights knowledge; Opportunities to influence decisions; Training and skills |
| 4 - Participation Listen to children and take their views seriously. | Audit of participation opportunities; Involve in service design; Set target to reach all groups; Recruitment; National Participation Standards |
| 5 - Accountability Duty bearers should be held to account for how well they support children to access their rights. | Include UNCRC in JD; Policies; Annual CR update; Feedback to CYP; Info on how to complain |

as at 15.9.22

| |
|------------|
| Intending |
| Developing |
| Achieving |



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL / CYNGOR BWRDEISTREF SIROL CASTELL-NEDD PORT TALBOT

Social Services, Housing and Community Safety Cabinet Board

15th December 2022

Report of the Head of Education Development

Chris Millis

Matter for Monitoring

Wards Affected: All Wards

Report Title

Quarterly Performance Management Data 2022-2023 –
Quarter 2 Performance (1st April 2022– 30th September 2022)

Purpose of the Report:

To provide members with quarter 2 performance management data, for the period 1st April 2022 to 30th September 2022 for Education, Leisure and Lifelong Learning Directorate relating to Community Safety. This will enable the Social Services, Housing and Community Safety Scrutiny Committee to discharge their functions in relation to performance management.

Executive Summary:

The report provides data relating to 4 KPI's (including 1 Corporate Plan indicator) in respect of the Community Safety Team.

Background:

Members are presented with a full suite of Community Safety KPI's (Corporate Plan and Local KPI's).

A list of quarter 2 key performance KPI's with progress comments on each indicator are attached as appendix 1.

KPI status:

- GREEN (green traffic light) - KPI's that have improved on or achieved target
- AMBER (amber traffic light) - KPI's that have not achieved target but performance is within 5%
- RED (red traffic light) - KPI's that are 5% or more below target

Where available, appendix 1 provides performance data for quarter 2 performance for 2020/21, 2021/22 & 2022/23. The target provided is for the corresponding period.

Financial Impacts:

The performance described in the report is being delivered against a challenging financial backdrop.

Integrated Impact Assessment:

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts:

No implications.

Workforce Impacts:

The Council's workforce continues to contract as financial resources continue to reduce. In recognition of the scale of change affecting the workforce, a new Corporate Workforce Plan has been developed to support the workforce to adapt to the changes that are taking place.

Legal Impacts:

This Report is prepared under:

The Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".

The Well-being of Future Generations (Wales) Act 2015

The Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management Impacts:

Failure to provide a suitable monitoring report within the timescales could lead to non-compliance with our Constitution. Also, failure to have robust performance monitoring arrangements in place could result in poor performance going undetected.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

Consultation:

There is no requirement under the Constitution for external consultation on this item.

Recommendations:

Members monitor performance contained within this report.

Reasons for Proposed Decision:

Matter for monitoring. No decision required.

Implementation of Decision:

Matter for monitoring. No decision required.

Appendices:

Appendix 1: Key Performance Management Data - Quarterly.

List of Background Papers:

The Neath Port Talbot Corporate Improvement Plan - 2019-2022

Monitoring forms/spreadsheets

Welsh Government Statistical Releases

Officer Contact:

Neal Place, Performance Management Officer.

E-mail n.place@npt.gov.uk. Tel. 01639 763619



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Tudor
Stance

Performance Indicators



Neath Port Talbot Council




Appendix 1 - Community Safety Key Performance Indicators - Quarter 2 (1st April - 30th September) - 2022/23



Print Date: 09-Nov-2022

How will we know we are making a difference (01/04/2022 to 30/09/2022)?

| PI Title | Qtr. 2 Actual 20/21 | Qtr. 2 Actual 21/22 | Qtr. 2 Actual 22/23 | Qtr.2 Target 22/23 | Perf. RAG |
|---|---------------------|---------------------|---------------------|--------------------|--|
| 1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable | | | | | |
| ELLL - Community Safety - CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims | 31.62 | 39.60 | 33.54 | 31.00 |  Red |
| <p>The total number of referrals received during Q2 is higher than in Q1. However, the percentage number of repeat referrals remains consistent with Q1.</p> <p>We continue to scrutinise repeat cases in order to identify emerging trends and monitor service provision within these cases. Repeat cases can indicate a greater confidence and reassurance in victims to report domestic abuse and seek support and assistance, however they can also identify areas where the multi-agency responses have been less effective and lessons can be learned in relation to future approaches and responses to identified high risk victims.</p> | | | | | |
| ELLL - Community Safety - PI/154 - Number of new members to Paws on Patrol | 6.00 | 209.00 | 94.00 | |  NA |
| <p>Community conscious dog walkers in NPT are asked to help their local neighbourhood by being the eyes and ears of the community and report issues such as Graffiti, Dog fouling, Faulty Street Lighting, Fly Tipping and Anti-Social Behaviour and Criminal Activity.</p> <p>The Safer NPT Partnership believes that the 1000's of dog walkers within the County Borough can play an important part in keeping neighbourhoods safer and cleaner. Everyone can help in the fight against crime and Anti-social Behaviour, even the smallest action can have an impact. This scheme is run by NPT Community Safety Team and links in with existing community initiatives such as Neighbourhood Watch and South Wales Police Community Support Officers (PCSO'S). At no time are dog walkers expected to intervene in any incidents. Their role is to simply report and help gather evidence.</p> <p>41 new members signed up during Q2, taking this year's new members total to 94. There are now 1,383 total members in the scheme. There is still a steady flow of new members joining the scheme online, as well as at face to face events. Each new member receives a welcome pack containing all the information they need. Regular newsletters are sent via email which includes up to date information on events, crime trends and advice from the Community Safety Partnership.</p> <p>Events that took place during this period were at; Margam Park, Bryncoch, NPT Family Fun Day (Ysgol Bae Baglan) and Glyncorrwg. These were attended by Community Safety and our partners. During these events the team engaged with many current members regarding the scheme and any community safety issues they may have. The events also draw in new members to the scheme.</p> <p>An exclusive safety session for our current Paws members took place on the 22nd of September at St Pauls Centre featuring topics of home security and road safety. We hope to continue these exclusive events as a perk for current members and an incentive for new people to join the scheme.</p> | | | | | |

| | | | | | |
|--|--|--|---------|---------|--|
| ELLL - Community Safety - PI/901 - Number of children receiving age-appropriate Community Safety lessons; domestic abuse, cyber-crime, Crucial Crew etc. | | | 1800.00 | 1677.00 |  Green |
| <p>Lesson delivery in schools has now fully resumed, post pandemic. This has allowed services to go back into schools on a face to face basis and offer age appropriate lessons on healthy relationships to many school age children.</p> <p>This work forms part of our early intervention and prevention programme around Violence Against Women, Domestic Abuse & Sexual Violence. The work is the responsibility of the 'Relationship and Sexuality Education sub group' which is co-chaired by the Principal Officer of Community Safety and the Senior Youth & Community Worker of the Youth Service.</p> <p>Children are taught about the different types of domestic abuse and are encouraged to think of who they would speak to if they had concerns about their own family home, or a friend. Depending on the ages of the children they are also encouraged to think of who to speak to should they have concerns re their own relationship.</p> <p>From research with children and young people, they would prefer these lessons and topics to be delivered by someone other than their teacher which means providers such as Camau, and Hafan Cymru's Spectrum deliver these lessons.</p> <p>Community Safety's flagship event 'Crucial Crew' has also returned during Q1 of this year, celebrating its 25th Year, following a break due to Covid-19 restrictions. This event sees all Year 6 pupils attend the event, taking part in a series of fun workshops on various safety topics delivered by our partner agencies; Road Safety, Police, Fire Service, RNLI, Dogs Trust and many more. This includes a workshop on Healthy Relationships and another on Cyber Crime. The event is designed to equip children with important advice before their transition to secondary school. We will visit the children during their first year at secondary school and offer them a quiz, to see how much information they have retained. This also acts as a refresher on the information we have already provided.</p> | | | | | |
| ELLL - Community Safety - PI/903 - Number of people whose vulnerability is reduced, following discussion at the Street Vulnerability Multi Agency Risk Assessment Conference (MARAC) | | | 5.00 | 4.00 |  Green |
| <p>1 referral during Q1 (April –June) and 4 referrals during Q2 (July – Sept).</p> <p>The increase in referrals this quarter is due to 2 people being re-referred over concerns for their welfare. Also as 2 people had been reported as rough sleeping. This is the first time since pre-covid that reports have been received into the SV MARAC that people are living on the streets. A review will be carried out to check the welfare of people who have previously been discussed in the forum over previous months.</p> <p>Concerns have been raised by partners that some landlords have indicated they will be selling their properties due to the increase in the cost of living and changes to private rented sector legislation. These landlords discussed would be more likely to offer accommodation to the most vulnerable in the area, leading to it being even harder for people to find secure housing.</p> | | | | | |
| ELLL - Community Safety - PI/904 - Number of people whose vulnerability is reduced, following discussion at the Channel Panel | | | 4.00 | 5.00 |  Red |
| <p>The Channel Panel continue to meet on a monthly basis which is working well. There were 4 new referrals during Q1, but no new referrals during Q2. There are no specific trends identified.</p> <p>The panel remains accountable to the Regional CONTEST Board, where highlight reports are shared and discussed on a quarterly basis.</p> <p>All cases are subject to a 6 monthly review upon case closure, which is recognised as best practice.</p> <p>Meetings continue to be held on a virtual basis for the time being.</p> <p>Work continues to raise awareness with partners on the role of Channel and how to refer in those in our communities who may be vulnerable / at risk of being drawn into terrorism.</p> | | | | | |

7 September

Mae'r dudalen hon yn fwiadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNCIL NEATH PORT TALBOT SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET BOARD

15th December 2022

**Report of the Director of Social Services, Health & Housing –
Andrew Jarrett**

SECTION A – MATTER FOR INFORMATION

WARDS AFFECTED: ALL

DIRECTOR'S ANNUAL REPORT 2021-22

Purpose of Report

The purpose of this report is for Members to note the Director's Annual Report 2021-22.

Background

The purpose of the annual report is to set out the local authority's improvement journey in providing services to people in their areas, those who access information, advice and assistance, and those individuals and carers in receipt of care and support. Under the new requirements of the Social Services and Well-being (SSWB) Act, the report needs to demonstrate how local authorities have promoted well-being and accounted for the delivery of well-being standards.

The former reporting requirements for Directors of Social Services in part 6 of the "Statutory Guidance on the Role and Accountabilities of the Director of Social Services" (Welsh Government June 2009) have

been replaced as a consequence of both the SSWB and Regulation and Inspection of Social Care (Wales) Act 2016.

The requirements are that every local authority must produce an annual report on the discharge of its social services functions and the report must include:

- an evaluation of the performance in delivering social services functions for the past year including lessons learned (Part 8 Code on the role of the director);
- how the local authority has achieved the six quality standards for well-being outcomes (in a code about measuring social services performance made under s145 of the SSWB Act 2014);
- qualitative and quantitative data relating to the achievement of well-being outcomes (also set out in the code on measuring performance);
- the extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act as set out in separate codes covering assessing needs and meeting needs;
- objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments under section 14 of the SSWB Act;
- assurances concerning:
 - structural arrangements enabling good governance and strong accountability;
 - effective partnership working via Partnership Boards;
 - safeguarding arrangements;
- the local authority's performance in handling and investigating complaints
- responses to any inspections of its social services functions and an update on Welsh language provision;
- how the local authority has engaged people (including children) in the production of the report.

Financial Impact

Not applicable.

Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as this report is for monitoring / information purposes.

Valleys Communities Impacts

No implications.

Workforce Impacts

No implications.

Legal Impacts

No implications.

Risk Management Impacts

No implications.

Crime and Disorder Impacts

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”

There is no impact under the Section 17 of the Crime and Disorder Act 1998.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all

other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

The proposals contained in this report are likely to have no impact on the above duty.

Consultation

There is no requirement under the constitution for consultation on this item.

Recommendation

This report is for information purposes only.

Reason For Proposed Decision

Not applicable.

Implementation of Decision

Not applicable.

Appendices

Director's Annual Report 2021-22 – Appendix 1

List of Background Papers

No additional papers required.

Officer Contract

Andrew Jarrett, Director of Social Services, Health & Housing, Neath
tel: 01639 763279 E-mail: a.jarrett@npt.gov.uk



Director's Annual Report

2021 / 22

Social Services, Health & Housing



Building Safe and Resilient Communities

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Foreword



Social care, the wider public sector, and the nation have faced one of the biggest health care challenges in a century. The coronavirus (COVID-19) pandemic has led to significant loss of life, tested how we all work together, and pushed our services to their limits. It has added further strain to a stretched social care system, with increased demands on an already tight budget. There will be long-lasting implications for citizens and services.

Our citizens and their carers have often had to face their day-to-day challenges in a way that shows incredible spirit but that can be tiring, challenging and lonely. The pandemic has made already existing inequalities worse, with the greatest health and financial impacts felt by the most disadvantaged, such that inequalities have widened.

Yet, in these times of uncertainty, intense difficulty and grief, our communities have come together. They have shown how resilient and supportive they can be, responding to calls for help and reaching out to vulnerable people across our neighbourhoods. Care workers have displayed their dedication and strength, working throughout the pandemic as the frontline of support to our residents. The voluntary and independent sectors have shown ingenuity, ensuring people were offered the care and support they needed. We have discovered new and better ways of working.

As we look ahead, we embrace the Council's Corporate Plan 2022-27 - *Recover, Reset, Renew* – which sets out how we will approach the post-pandemic recovery in the short, medium and longer term.

Neath Port Talbot has diverse, strong and vibrant communities, which have demonstrated that by working together we can overcome the most difficult situations and achieve so much. We want to continue to use the wealth of knowledge and expertise in our communities to ensure our services meet vulnerable people's needs both now and in the future.

We remain ambitious but realistic. Only by continuing to work together can we ensure that the needs of our most vulnerable residents continue to be met, with people treated with dignity and empathy, accessing services that are person centred, efficient and sustainable.

Andrew Jarrett
Director of Social Services, Health & Housing

Director's Summary of Performance

Last year 2,406 adults had a service and care plan (compared to 2,675 the previous year), while those aged 65+ receiving a service fell to 1,803 (2,037), as the pandemic affected staff availability and the number of people wanting to go into care homes. However, as we have moved out of lockdown these are returning to pre-pandemic levels.

Remodelling Adult Services to bring care and support services closer to communities remains a key priority as we move towards a place-based model of service delivery. To that end, we increased the number of Local Area Coordinators from six to fourteen in the last year and are recruiting for additional staff this year as part of our Early Intervention and Prevention work.

We strongly believe that children's needs are best met by their own families if this can be safely supported. I am pleased to report that the number of Children Looked After continues to fall, standing at 268 at the end of March 2022, down from 294 in the previous year.

More than 99% of children's assessments were completed within the target 42 days from point of referral.

The number of carers assessments undertaken was around 170 – a comparable level to the previous year, but we expect this number to start rising again as more people come forward post-pandemic.

We had a programme of participation and engagement events, aimed at improving the wellbeing of children and young people during this difficult year; as we published a strengths-based model of practice outlining how Children's Services will work with stakeholders to improve individual's outcomes.

We made progress in remodelling Adult Social Care, with three network area teams set up to mirror the Health Board's GP clusters. And our Commissioning Unit provided intense support to care homes, domiciliary care and other service providers, along with 44 focused monitoring visits in the year.

And partnership working remains important to us; working closely with colleagues in Swansea Council and the Health Board we have developed processes to enable people to be assessed outside of hospital, enabling discharges to take place in a more timely way where possible.

How are People Shaping our Services?

This is about how we find out what people think about our services so we can build on good practice.

While we are slowly moving towards the 'new normal', we continued to feel the effects of the pandemic during the last year. As such, although much work continued to be conducted remotely online, we have maintained contact with those who access and provide services using whatever practicable means possible.

Community Engagement

The Planning and Engagement Officer worked on a number of initiatives and supported various groups to promote community engagement so that individuals' voices can be heard, including:

- Delivering training across the directorate on Coproduction, with ongoing training planned to staff and elected members, as well as a Regional group to continue development of coproduction across the region
- Promoted the Let's Talk campaign; over the summer we asked people living and working in Neath Port Talbot what matters to them now and in the future. This helped to shape the Council's Corporate Plan 2022-27, called 'Recover, Reset, Renew'
- Facilitated Q&A session with the Director and members of Your Voice around learning disability developments within the borough
- In partnership with members of Your Voice, helped the group in securing funding to develop a support group running out of St Paul's Community Centre every Friday afternoon and identified training opportunities
- Worked with the Marauders group to secure funding for walking clothing to enable individuals to partake in community walks across the borough
- Supported the Veterans REORG group in securing funding to purchase a unit to enable the group to store and deliver support to HM Forces veterans through Men's Shed activities, and emotional wellbeing through the Veterans support network
- Worked with GROW Training to secure funding to deliver six confidence building courses throughout the borough

As part of NPT Children's Services commitment to children's rights, the Engagement & Participation Officer supported the Children's Rights Unit to deliver training to foster carers. The workshop introduced the UNCRC (United

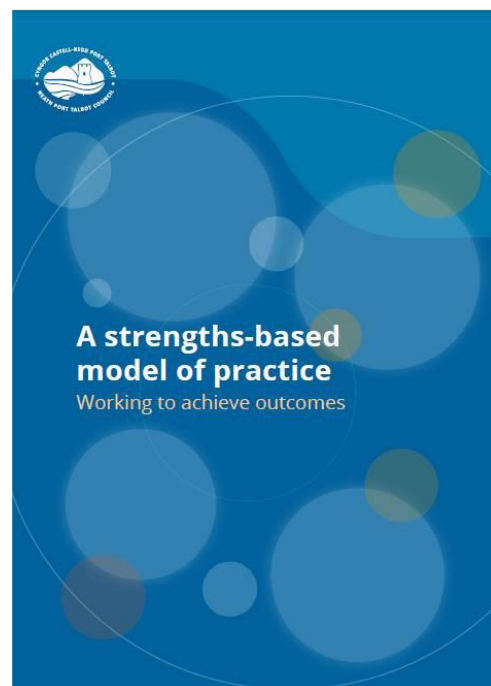
Nations Convention on the Rights of the Child) and the efforts we are making to enable children and young people to access their rights. A working group has been established to incorporate a rights based approach to our services and plan how to embed Children’s Rights in our day to day work.

A number of surveys were also undertaken across adult and children’s service areas with the view to improving service delivery.

Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve

This is about how we work in partnership to help people achieve positive outcomes.

During the year Children’s Services published its strengths-based model of practice¹ that outlines how the service will work together with families, carers, professionals and communities in order to make a difference to people’s wellbeing. The model focuses on building relationships and trust with people, and developing a shared understanding of what a good life can look like. The service has been applying this way of working since 2017 but has recently partnered up with Social Care Wales to produce a document that explains the model, including: its vision, its ten key principles of practice and how the service aims to work collaboratively.



¹ <https://www.npt.gov.uk/33290>

Improvements in this way of working have been highlighted by a recent survey of children and families across Neath Port Talbot regarding the service they are receiving:



The Common Commissioning Unit (CCU) continued to maintain regular contact with our commissioned services to understand the Covid-related and other pressures and impact experienced by them during the year in which the effects of the pandemic were still being felt. Services received ongoing support to continue delivering high quality services whilst facing staff shortages and other challenges.

CCU supported Children's Services to develop and commence new services to support children, young people and their families to achieve a range of personal outcomes, including various wellbeing support programmes. And we progressed the development of new schemes for adults with complex needs.

Our review of commissioned Children's Services contracts is ongoing and included consultation with a range of stakeholders including children, young people and their families. In some instances we identified the need for wider service pathway reviews, such as the youth homelessness pathway, which is currently underway and will be completed during 2022/23 by a multi-disciplinary working group.

We maintained our programme of annual consultations with children and families relating to short breaks services to continue our development and improvement of these service models on an ongoing basis.

Learning from the impact the pandemic has had on the emotional health and wellbeing of our children, young people and their families during the year, Children's Services invested in a number of wellbeing support programmes. These included a range of outdoor activities and practical learning workshops which were designed to create opportunities for young people to socialise, have fun and to develop a range of personal development skills.



In addition we have strengthened our development of outcome focused practice by having a dedicated post, whose role is to work with teams across Adults and Children's Services, to assist with the development drive to deliver outcome focused practice across the service. As part of this we have also rolled out further training to members of teams, which has been well received and has served to reinvigorate outcome focused practice within the service.

Children and young people with complex/additional learning needs have been proactive in helping to shape services and have a voice. To support Commissioning, the Engagement & Participation Officer organised consultations with children and young people and Carers/Parents to give their views on services. Consultations centred round respite care and upcoming contracts put out to tender. With the support of Ysgol Maes Y Coed and Action for Children two coffee mornings were held, questionnaires posted to families and children consulted in school and in Park House residential respite service.

Supporting Carers

The Council entered into an agreement with NPT Carers Service to manage a Carers Creative Short Breaks Service. With Council funding (of more than £140k) and the Carers Service's knowhow, a scheme was set up to provide innovative short breaks for unpaid carers, tailored to their individual circumstances. The scheme was co-produced with carers in order to understand how this funding could be used to make the biggest differences to them and what range of opportunities they would most benefit from. The funding enabled us to offer a range of respite based on individual needs and outcomes of carers. Carers tell us that their role is physically and emotionally draining, which is why we wish to offer a range of creative short breaks to support the health and wellbeing of

carers, enabling them to be partners, parents, sons, daughters, friends and confidants by enabling them to have ‘time off’ from being a carer. Activities and breaks range from overnight hotel break, spa day, coffee shop vouchers, cinema tickets, wellbeing events, art therapy and children’s activities. The scheme has had a successful start, having already supported more than 100 carers in this way between November 2021 and March 2022.

In addition, the service provides support to around 2,500 unpaid carers each year through newsletters, events, sitting service, a volunteer service, and outreach sessions to name a few.

Priorities for 2021-22 - What we said we would do and what we achieved

To deliver the remodelling of Adult Social Care and Health services

- ✓ We have progressed the remodelling of Adult Social Care and Health Services during this year, however the pandemic has delayed certain aspects of the re-modelling. We previously had two Community Network Social Work Teams and a Review Team who undertook reviews of people who lived in care homes, the re-modelling of these teams has now been completed and we now have three Network Social Work Teams whose geographical areas mirror the GP Cluster Areas being implemented across the Health Board footprint. We are in the final stages of re-modelling our Community Resource Team and Community Occupational Therapy Team, to create three Therapy teams, who will be co-located with our Social Work Teams. This will assist with co-ordination and help us to deliver more co-ordinated and seamless services. In addition because the teams will mirror those of the cluster areas, it will help to facilitate closer working with other services, professionals and teams within those geographical areas.

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|---------------------|--|---|---|
| New Measure PI24 | The percentage of assessments completed for children within 42 days from point of referral | 97.70% | 99.20% |

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

This is about how we help people to look after their physical, mental and emotional health.

A range of activities were organised by the Engagement & Participation Officer (EPO) to improve the wellbeing of children and young people during the pandemic, provide opportunities to build relationships with peers and staff, and exercise their children's rights.

Online painting workshops were organised with all resources posted to participants to avoid barriers to them taking part. Gnoll Park was utilised for outdoor scavenger hunts and Easter egg hunts with children who had previously participated in the 'Cost of the School Day' project (to highlight the cost of extra-curricular activities, clubs, transport, food, etc. to families and the effect on enabling participation).

The Junior Safeguarding Board was recognised at the West Glamorgan Safeguarding Board Annual Awards for their commitment to safeguarding and won a community award. As part of our commitment to employing the best staff young people play a key role in the interview process; a young person's interview panel (consisting of one Hillside young person and two care experienced young people) was part of the selection process for the Hillside Manager position in June.

To provide opportunities for children and young people with disabilities the EPO has supported the setting up of a music group in Ysgol Hendrefelin to provide children with disabilities opportunities to enjoy and partake in fun activities and learn to sing. Through links developed by the EPO, *Circus Eruption* (the first integrated youth Circus in the UK which promotes integration, inclusion and participation), attended the group on a fortnightly basis to teach circus skills, with the children performing a show at the end of the term to parents. The group also assists in consultation work when appropriate.

Since first collaborating with Plan UK (the UK's largest Girls' Rights Charity) in November 2020, the Engagement & Participation Officer has established a Girls' Rights Group named 'Hope' to enable care experienced girls aged 11+ to

exercise their rights, improve their wellbeing and have fun. Throughout July and August, the group met weekly and included trips out for afternoon tea, lunch, women's only gym and accessing the new Abbey View Centre. Due to school and college commitments, the group now meet fortnightly, with members focussing on initiatives including Period Dignity and Safe Spaces for girls and women to exercise. The group are presently campaigning



to ensure all foster carers are educated and prepared when a girl or young woman comes to stay in their home. This includes a welcome letter of support for girls from the group and a list of toiletries and other essentials that foster carers could stock. The group environment nurtures honest discussion such as anxieties when going into care and simple ways that these may be eased. Hope have enjoyed wellbeing

sessions in Craig Gwladys Woods (near Cilfrew) with Small Woods Wales Association, trampolining and a Christmas Party. News of the group's great work reached the then Children's Commissioner Sally Holland who attended a group meeting where the girls enjoyed a cheesecake-making masterclass from a chef. The group regularly contribute to the Children's Commissioner for Wales' monthly missions.

To extend opportunities to our children and young people the EPO has forged partnerships with community based organisations. Bulldogs Community Gym have a fun weekly club for care experienced children and young people. Additionally, the EPO has co-ordinated the setting up of a Bike Maintenance Course. A course booklet has been created and approved by Agored Cymru (the awarding body for education and training providers which supports apprenticeships, employability and progression for learners in Wales) to deliver a Level 1 Bike Maintenance Course to our young people and others in the community. The course focusses on basic maintenance and repair of bicycles. Bikes were sourced from the community and tools supplied to ensure young people had all the equipment needed.



A further project has commenced to improve communication between emergency service personnel and children & young people with complex needs. The EPO has co-ordinated initial meetings between the emergency services, Children's Rights Unit and Ysgol

Maes Y Coed and organised a fun 'Community Heroes' day in the school. Over 100 children & young people with complex needs met the Police, Ambulance and Fire staff and taught them essential phrases in British Sign Language. Next steps will be to develop a training tool to educate front line staff on how to communicate with children and young people with complex needs in an emergency.



Throughout the October Half Term a number of fun engagement events were organised along with events for ongoing projects. These included three surfing sessions were held with *Surfability* in Caswell Bay. The sessions catered for children with complex needs and included fully adapted surfboards to meet the needs of children with physical disabilities. A further surfing lesson was organised for able-bodied children and young people with *Surf School Wales* on Aberavon Beach.

Adult Social Work Teams

Adult Social Work Teams have moved to hybrid working, spending a mix of time working from home, the community and from their office base. As the risks associated with the pandemic have reduced, face to face visits with people we work with have increased. Managers are also continuing to work in collaboration with regional partners from Swansea Council and the Health Board to develop pathways and processes to streamline hospital discharge planning. During this year we have also increased the number of social work staff who are based in the hospital to help facilitate hospital discharges for those requiring ongoing social care and support.

Commissioning Unit

Ensuring quality care is provided to vulnerable people when they need it is a key purpose of the Common Commissioning Unit (CCU). We have robust processes in place to monitor all care homes and domiciliary care providers within a planned annual monitoring schedule where we ensure all providers are meeting quality standards of care and contract compliance. If there are any concerns that providers are not delivering a quality safe service through our Contracts, we have a procedure where it can be managed through contract management, performance management or escalating concerns process.

For contract management these are low level concerns/improvements that are addressed via a Quality Improvement Plan (QIP). Our Contract Monitoring Officers work with providers to ensure the agreed actions are completed within the timescales, the provider has met contract compliance, and the QIP completed to our satisfaction. If the QIP is not being adhered to by the provider then they are moved up to a performance management or escalating concerns process if deemed proportionate. These processes are managed via a panel led by the Council, whose members will depend on the concerns being considered, but could include staff from Safeguarding, Environmental Health, Swansea Bay University Health Board, Care Inspectorate Wales, District Nurses etc., which monitors a provider's improvements via a Joint Interagency Monitoring Panel (JIMP).

Those providers that have fallen below acceptable standards receive intense support from the Commissioning Unit and have improved their procedures to achieve a safer quality driven service that meets contract compliance.

The last year has been an exceptional one because of the impact of the pandemic and as a result of this the annual monitoring programme could not be followed. Where usually two homes per month are monitored, during 2021/22 nine care homes received the annual monitoring, while six domiciliary care providers were monitored instead of the usual one per month. In place of physical monitoring visits, the CCU developed a risk assessment process to identify potential risks in commissioned services and worked with other agencies that have close contact with people that use services, such as District Nurses, to identify any potential performance issues.

Although there was a lower than usual number of monitoring visits, the Commissioning Unit has provided intense support to providers and have monitored homes and domiciliary providers in times of crisis including when they were in incident status (such as a Covid outbreak) in order to support them to meet required standards. A total of 44 focussed monitoring visits were undertaken during the year.

Weekly provider forum meetings have been held throughout the year to engage with providers, ensure they are updated on relevant public health guidance, and that we understand the pressures experienced in delivering services in this difficult time.

We also maintained our weekly calls to all providers every Monday to go through how the pandemic was affecting them, looking at statistics around staffing; sickness; Covid positive cases; vaccine take up; providers in incident status etc. We established this at the outset of the pandemic, collating information and sharing with our internal teams and partners, with weekly care home RAG (Red, Amber, Green) meetings held to coordinate any required support from the Council, Health, Environmental Health, CIW (Care Inspectorate Wales) and other colleagues.

Older persons' domiciliary care services are delivered via a Dynamic Purchasing System under a Framework Contract, which allows providers to apply to be added to the Framework through a tender process at any time for the duration of the contract. Once on the Framework providers are able to bid for care packages through a call off system via our dedicated Domiciliary Care Brokerage Team, which operates to match people's needs with an appropriate care package.

Building on the achievement of successful new services launched in 2020/21, Children's Services continued to invest in a wide range of support services available to children, young people and families. The Commissioning Team supported Children's Services with contract arrangements to secure continuity of services with no service disruption during the pandemic.

We also aimed to complete a children's commissioned services 'quality framework' which will be used as a tool to monitor the quality standard of commissioned services. Pressures on staff resources resulted in the commencement but not completion of this tool during the year. The quality framework has been rescheduled to be completed during 2022/23 and is currently on track to meet the timescale.

Mental Health Services

Driving practice in mental health services is the 'Mental Health Concordant'. It applies to people of all ages and its overriding principle is about supporting people when they are at or about to be at a point of mental health crisis. A more detailed longer-term plan for crisis care services will be developed following the publication of the next national mental health strategy in 2022.

A Regional Crisis Care Forum is in place where there is a clear commitment made by organisations to work together to provide better support to people who

experience, or are at risk of experiencing, a mental health crisis or are in a state of emotional dysregulation and require help. The purpose of the Forum is to act as the driving force to deliver local and regional change and improvement. The Forum acts as an implementation group that oversees delivery of actions to implement the National Crisis Care Concordat Action Plan.

Working locally we have been promoting the Sanctuary Service - the availability and use of non-clinical safe places to go when people are in need. The Sanctuary project was launched in September 2020 to help people tackle a range of mental health problems in a safe secure environment. The Mental Health Sanctuary Service is provided through a collaboration of mental health charities, Swansea Bay University Health Board, Local Authorities, Police, and Ambulance Service. The feedback from questionnaires, face to face interviews and case studies are suggesting that it is meeting the recommendation of the Crisis Care Concordat in Wales (2015) for providing mental health sanctuary services operating out of hours and supporting individuals with social/emotional needs who are in crisis.

Crisis intervention - getting the right support at the right time - is a theme of practice within the Crisis Care Concordat. NPT Council have a well-established Approved Mental Health Professionals (AMHP) rota in place, which deliver on a 24 hours AMHP service. We are currently working on a referral checklist for the AMHP service, as it increasingly has become a default position for those individuals whose mental health presentation/distress is a cause of concern, a risk to themselves and others. A Mental Health Act Assessment must be the last resort when all other attempts (least restrictive guiding principles of the MHA) have been ruled out. Good practice of AMHP practice is shared via a well-established AMHP forum.

Following a Health Inspectorate Wales inspection a number of actions were identified, not least the consideration of appropriate assessment and risk assessment tools in keeping with the principles of the Mental Health Measures Wales, Mental Health Act and Mental Capacity Act. To that end we now have in place compliant assessments that include Mental Health Service Secondary Assessment; Care and Treatment Plan (CTP) Review and a Clinical Risk Assessment and Formulation – the assessment tools are in keeping with the ethos of MHM and are strengths-based, recovery-focused and the person's views being central and at the forefront of the assessment process.

To embed quality CTP in practice and to inform service improvement, we needed to re-establish the programme of CTP. Auditing a percentage of CTPs

against the All-Wales MH Part 2 Audit Tool, the outcome feedback of the review (which is health led) will be shared and scrutinised by the Council's Quality of Practice Strategic Group (QPSG). CTP compliance in Neath Port Talbot is at 94% and we are looking at ways of evidencing the quality of the CTPs to further improve practice.

Neurodiversity and the Delivery of Autism Services

We have an Autism and Neurodiversity Lead who provides a consultative role across Adults and Children's Services and acts as a contact for people with learning disabilities and/or neurodevelopmental conditions. Their details are advertised through various forums, with individuals not previously known to statutory services getting in touch, allowing us to signpost them to the right person or organisation. A service delivery action plan is being developed but the post holder focuses on delivering the four principles in the Statutory Code of Practice on the Delivery of Autism Services:

- Arrangements for autism assessment and diagnosis – strengthened links with Integrated Autism Service
- Arrangements for Accessing Social Care Services via established pathways of enquiries/referrals
- Arrangements for Awareness Raising and Training on Autism. Autism Wales training being finalised for delivery.
- Arrangements for Planning and Monitoring Services and Stakeholder Engagement – links across community settings to include Job Centres, Celtic Leisure, local businesses, local colleges.

Complex Needs Day Services

Day services for people with complex needs are delivered across three sites in Neath Port Talbot, (Trem Y Mor, Brynamlwg and Rhodes House), providing high levels of care from day services staff and enabling individuals to receive support from Health colleagues such as nursing staff, therapists and behavioural support. The service also provides valuable respite care to families and carers, enabling them to take a break from their caring role. The day services reopened on a limited and phased return basis in mid-April 2021 but have increased the availability of support to individuals as risks have reduced throughout the year.

Direct Payments

Direct Payments are offered, following an assessment, to people as an alternative to either in house services or commissioned care, allowing them to employ Personal Assistants (PAs) of their choice. Direct Payments enable people to meet their outcomes and exercise choice and control over the care they receive. Approximately 390 people were being supported with a Direct Payment package at the end of March 2022 versus 410 the previous year, mainly accounted for by changes in individual circumstances due to the pandemic. The in-house Direct Payments Support Service (DPSS) sets up new packages, provides employment guidance and supports with the recruitment of PAs as well as providing a range of other services. The DPSS continued to provide a comprehensive service throughout the year supporting employers and Personal Assistants to work as safely as possible and in line with employment law.

In-house Domiciliary Care and Reablement

The Council's Community Wellbeing Team and Reablement Service delivers domiciliary care to people across the borough. The teams focus largely on providing personal care (washing, dressing, toileting) and supporting people with medication and feeding. Offering both short- and long-term support, the teams use a reablement ethos to support individuals in their own homes to enable them to remain as independent as possible. Regulated by Care Inspectorate Wales, the in-house service delivers care to 122 people, which is approximately 20% of the local domiciliary care market, but plans are in place to increase this share. In addition, the Reablement Team provided short term support to 91 people, and during the year supported 632 discharges, including therapy-only and reablement support.

NPT Safe and Well Service

NPT Safe and Well – a service set up to help people connect with a local volunteer, community group or local service – transferred to Social Services during the year. Initially enabling access to support with food shopping, collecting prescription medication, running daily errands, or arranging for someone to check people are okay, it has also been instrumental in setting up various support groups post-pandemic, including:

- **LGBTQ+ Community** - In February 2022 we opened up the LGBTQ+ Café in St Pauls Centre as a support group for adults, called *Molly's House*, with monthly meetings well attended and over 170 people joining the Facebook

group. Various social events have been held as well as link made with many organisations that can support the group, as well as putting members in touch with their Local Area Coordinators as some of the community felt lonely and isolated.

- **Wellbeing at St Theodores** – The community had become very isolated and groups that existed pre-pandemic had not started back up and some had no plans to restart. With the support from three councillors with their members fund and discussions with the local community we have developed a year of wellbeing projects for people to attend.
- **Parkinson's Group** - We have supported the Parkinson's Society to developed a local group in Port Talbot. Meeting in St Theodores the first Monday of the month, this is very well supported with new people coming each month.
- **Spanish class** – this is a fun holiday language course run by a local Spanish lady. The class is made up of people who have lived in Spain and returned home, and some who just want to pick up the language to go on their holiday. Meeting every second Monday of the month, the class members have developed new friendships which now meet up outside this group to practise their new language skills.
- **Empower Wellbeing** – This group is open to all the community to deliver a light chair-based exercise class. Run by a professional dancer, this group was immediately a big success from week one and has now opened up every Friday as a result of the demand.
- Other successes include a walking group attended by people of all ages who wanted light exercise and build new friendships; a weekly exercise class attended by 35-40 people who now run the group themselves; and Young at Heart, a craft group that meet weekly in Glynneath to support local charities by selling their knitted products.

Since the start of the pandemic Safe and Well have supported over 1,500 residents with either prescription collection, shopping or befriending / wellbeing calls. Since joining Social Services in July 2021 over 126 residents have been supported in this way, while 38 residents are currently being supported with befriending calls. One of the goals of the Safe and Well service is to provide short-term support for long-term problems, helping people to re-engage into their communities and support one another. We currently have 68 volunteers available to us to support residents in a number of ways in the community, and

we work closely with other organisations that we refer to if we are not able to support individuals directly.

Looking further afield, we supported local churches and organisations with their collections to go to Ukraine at the start of the conflict. We provide support through our volunteers in donation centres and supported the massive effort in collecting and distributing to various venues. We helped a local businessperson to fill and pack a van to take to the Ukrainian borders and, as a result of the number of donations received and the news that NPTCBC would be accepting a number of Ukrainian families, we opened up a centre whereby families could come and choose for themselves what they needed.



Priorities for 2021-22 - What we said we would do and what we achieved

To develop and embed a Discharge to Recover and Assess Model to support people to return home promptly and safely from hospital

- ✓ We have worked closely with colleagues in Swansea Council and Swansea Bay University Health Board to develop a Discharge to Recover and Assess Model across the region. Processes have been developed to enable people to be assessed outside of hospital, enabling discharges to take place in a more timely way for some people. It is however recognised that further work is required to realise the potential of this model of care and recent challenges with the delivery of services, such as domiciliary care, has impacted on the ability to implement the model.

To undertake a review of Operational provision of day services

- ✓ The review of operational day service provision was established with a view to delivering an individual directed model of adult social care that minimises dependency and enables people to live as independently as possible within their own homes and communities. The provision of care and support is outcome focussed and delivered flexibly, reflecting the views of the individual.

- ✓ Day services will be delivered alongside community assets; becoming a more enabling service and working closely with the community. To increase flexibility and get closer to more communities, some services will move from building bases and be provided in different venues. This will be achieved by meeting the needs of adults requiring care and support in a way that is person centred, cost effective, rights-based approach, of high quality and sustainable.
- ✓ A number of people who live in supported living placements also access in-house day services. As a result of our review we intend to work alongside Supported Living providers to offer people who live in supported living placements opportunities to access community resources. This will enable the Local Authority to maximise the capacity of in-house services and make provision for the number of young people predicted to transfer into Adult Services over the next five years who will require a day service.
- ✓ ICF funding has been granted to enhance the Bspoked service from its current training and employment model and develop it to become an independent living hub by creating two new training flats where people can develop daily living and independence skills, and where assessments can be carried out by practitioners. It is anticipated that this will support people to reach their potential and in some cases reduce their need for statutory care and support. Work to develop the Independent Living hub is currently underway.

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|------------------|---|---|---|
| Measure 20a | The percentage of adults who completed a period of Reablement and who have a reduced package of care after completion | 21.0% | 19.5% |
| Measure 20b | The percentage of adults who completed a period of Reablement needing no further package of care | 28.0% | 63.8% |
| Measure 21 | The average length of time in calendar days adults (aged 65+) are supported in residential care homes | 794 | 798 |
| Measure 22 | Average age of adults entering residential care homes | 83 | 84 |
| New Measure PI30 | The percentage of children seen by a dentist within 3 months of becoming looked after | 25.7% | 48.8% |
| New Measure PI31 | The percentage of Looked After Children at 31 st March registered with a GP within 10 working days of the start of their placement | 96.9% | 91.6% |

Quality Standard 3 - Protecting and safeguarding people from abuse, neglect or harm

This is about helping to protect people who might be at risk of abuse, neglect, harm or exploitation.

We continue to work towards streamlining the Adult Safeguarding Pathway to bring consistency across Children’s and Adult Services. Over the past year we have trialled a Designated Officer for Safeguarding post to respond to, coordinate and strengthen our response to allegations made against professionals and persons in a position of trust. This post will be evaluated in 2022–23.

In 2021 a Joint Inspection of Child Protection Arrangements (JICPA), with a specific focus on exploitation, was carried out across NPT, which included the wider partnership (Police, Health, Education, Probation, Youth Justice). The inspection concluded, *‘There was evidence of effective partnership working where a child was at risk of Child Sexual Exploitation (CSE); systems were well developed to support practitioners across organisations, share information and manage risk to maximise the safety of children.’* (JICPA, 2021 p.3)²

A programme of multi-agency audits stemming from the Safeguarding Board is ongoing following the disruption brought about by the pandemic, as we continue to seek to improve our safeguarding practice.

All staff work to the Wales Safeguarding Procedures (2019), and we will continue to develop our approach to respond to harm outside the family across 2022–23, specifically our response to Criminal Exploitation.



The Junior Safeguarding Board (JSB) attended an event in Port Eynon where the young people put the finishing touches to the *Equali-Tea* Resource Pack. The event included beach art, human hungry hippos, BBQ and consultation. The resource was signed off by JSB members and



sent to print. Equali-Tea, a discussion forum for the LGBTQIA+ community, was launched during National

² <https://careinspectorate.wales/joint-inspectorate-review-child-protection-arrangements-jicpa-neath-port-talbot-2021>

Safeguarding Week via social media platforms and delivered to Secondary Schools and community groups across NPT and Swansea. Feedback from the resource will be collated, presented to young people and used to plan 2022.

Continuing Health Care (CHC)

As part of the work under the Transforming Complex Care Programme, partners including NPT have committed to developing a joint working protocol for the implementation of *Continuing NHS Healthcare – The National Framework for Implementation in Wales* (April 2022). The joint working protocol applies to adults with complex needs who may have continuing healthcare needs as set out in the guidance. The same process will be used to determine if joint funding applies, where CHC is not recommended, or if full social care funding applies. The protocol is for Learning Disability, younger adults, and Mental Health clients where s117 (care and support after leaving hospital) does not apply. Once agreed (expected June 2022) it will be a working protocol that we will keep under review to ensure that it meets the objectives of timely assessment, shared decision pathway based on national guidance, arrangement for assessing eligibility and response to continuing health care through a clear defined pathway with a workable dispute process in place.

Hillside Secure Children's Home

Hillside Secure Children's Home is a unique environment which provides care and support for some of the most vulnerable and complex young people in our society that cannot be met in other settings; as such Hillside is a national resource for Wales. Hillside believes that all children deserve a safe, stable, happy, nurturing environment to grow up in. Its aim is to provide the children with the best care possible for them to feel safe and to give them the childhood they deserve.

Hillside was successful in applying for funding from Welsh Government to start a series of major refurbishments, which commenced in the last year. These changes will modernise the home significantly resulting in an improved environment to nurture the children, and include a complete refurbishment of each home/bedroom as well as the gardens the children have access to.

Recently, priority has been given to training all staff in the Trauma Recovery Model (TRM) ensuring that all employees at Hillside have an understanding of trauma, child development and attachment. It has been very important for all

of the staff in Hillside to be a part of this training, to highlight the vulnerabilities and complexities of the children that are homed here.

Embedding the TRM encourages staff to build relationships within a therapeutic method, mediating the effect of trauma, helping the children grow and develop in a joyful environment. Hillside have made changes to their visiting procedures which will improve the quality of contact the children have with family members such as allowing pets to visit. This change in process has a significant effect on improving outcomes for children due to the valuable relationships children have with their family pets.

Hillside is subject to regular monitoring and review and the latest inspection by the Care Inspectorate Wales (CIW) in February 2022 was very positive, acknowledging the amount of work that had taken place:

- ✓ *“Plans are now very different and are in the voice of the child”*
- ✓ *“The care and support observed in the home was in compliance”*
- ✓ *“Evidence of clear governance structures in place”*
- ✓ *“Clear evidence of the reduction in Interventions and Single Separations”*

The home continues to be overseen by the multi-agency Hillside Development Board whose purpose includes:

- Ensuring the continuous improvement of Hillside
- Challenging the delivery and direction of Hillside
- Ensuring that improvements can be evidenced
- Reporting progress to the Council’s Cabinet Committee for Social Care, Health and Wellbeing
- Engaging with front line staff and young people
- Providing strategic leadership to the development of Hillside

Priorities for 2021-22 - What we said we would do and what we achieved

To ensure a robust, resilient, compassionate and consistent approach to safeguarding practice

- ✓ The Corporate Safeguarding Group has been involved in the development of national best practice guidance for corporate safeguarding practice.
- ✓ As we prepare for the introduction of Liberty Protection Safeguards (LPS) the Local Authority has been working with regional partners to develop a programme of work to ensure we are ready to go live in 2023 – 24.

- ✓ Quality Assurance for Adult Services continues to be overseen by the Quality Practice Strategic Group (Local Authority) and the Safeguarding Board. The audit programme specific to Adult at Risk (AAR) was disrupted as a result of COVID but this is now on track with S126 enquiries and Case conferences next in line to be audited.
- ✓ Practitioners across Children and Adult Services are working closely to develop a seamless transition between services when a child turns 18. Traditional transitional pathways focused on those with complex disabilities, the focus now is to extend these transitional pathways to those who are exploited.
- ✓ Our Quality Assurance (QA) framework and programme of work is now well embedded across Social Care. Our approach to QA will be further strengthened in 2022–23 as we seek to elicit the views of children, adults, parents, survivors, carers and communities through different methods of engagement.
- ✓ We are incredibly proud of the work we have done with parents across NPT and beyond to develop a Parent Advocacy network and model of practice. We are aiming to launch Parent Advocacy in 2022–23.
- ✓ We continue working with partners to review our response to Domestic Violence and Abuse across Children’s and Adult Services in NPT.
- ✓ Family Group Conferencing (FGC) is now well embedded across Children’s Services and has been well received by those families who have accessed this service.
- ✓ We have made it our goal to make *NPT the safest place in Wales to live*.
- ✓ We strive to enhance the learning culture across Social Care in NPT and will continue to influence regional and national agendas in respect of safeguarding practice.

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|------------------|---|---|---|
| New Measure PI27 | The percentage of re-registrations of children on the local authority Child Protection Register | 7.40% | 11.60% |
| New Measure PI28 | The average length of time (in days) for all children who were on the Child Protection Register during the year | 257.7 days | 278.1 days |

Quality Standard 4 - Encouraging and Supporting People to Learn, Develop and Participate in Society

This looks at how we help people to learn and interact with other people so they can be part of their communities.

Growing Together - Feelgood Fridays

Skewen Feelgood Fridays Project brings women together on a weekly basis to alleviate isolation and loneliness, improve health and wellbeing both physical and emotional, create new friendships and provide a natural mutual supportive environment. The project aims to increase individuals' confidence and self-esteem by positive sessions and make the attendees feel good about themselves. A programme of activities focusing on fun and positivity was designed



through feedback and workshops from women living in the area. The ultimate aim of the project is to use natural community support at an early stage preventing individuals needing statutory support services in the future.

The project is being developed and run by local volunteers working alongside the Local Area

Coordinator, delivering weekly session with a rolling programme of activities focusing on health, learning and social opportunities.

Community Connecting Team

The Community Connecting Team (CCT) provide community based opportunities to vulnerable people from the age of 16 years' old living in Neath Port Talbot. During the coronavirus pandemic the services delivered by CCT were paused; several of the staff were redeployed to a new team which was developed to support the in house domiciliary care team (CWT) and supported people to prepare meals, collect shopping and prescriptions etc. Other staff were redeployed to the Test, Trace and Protect Service. As risks reduced, the team started to reinstate local activities for the people they work with to support them to become active members of their community.

Community Independence Service

The Community Independence Service (CIS) provides one to one housing-related support to help vulnerable people aged 16+ to manage and maintain their homes, tenancies and personal circumstances in order to live as independently as possible. CIS aims to build people's confidence and independence by offering support including around budgeting and debt management; planning and preparing healthy meals; weekly shopping; assistance at key medical appointments; ensuring homes are kept safe and clean and in line with tenancy agreements; and encouragement to take part in social activities in the local community. During the pandemic several of the staff were redeployed to support the in house Domiciliary care team (CWT) and supported people to prepare meals, collect shopping and prescriptions etc., while other staff were redeployed to the Test, Trace and Protect Service. During 2021/22 the face to face services provided by CIS which had stopped due to the coronavirus pandemic were reinstated.

Community Occupational Therapy Service (COTS)

The Community Occupational Therapy Service aims to maintain, promote and restore independence for people of all ages, so that they are able to live more productive and enjoyable lives. The service offers an assessment and planning service and aims to enable people to live as independently as possible by providing advice, aids and equipment. The team also undertake manual handling assessments to support the in house and external domiciliary care market. The team work closely with Social Services and Health colleagues to provide a comprehensive service to aid people's independence and to minimise risks. In 2021/22 the team provided a service to 1466 people, a thirteen per cent increase on the previous year.

Bspoked

Bspoked provides work and training opportunities for adults with a range of disabilities, focusing on what each individual is interested in and what they'd like to achieve from the service. The purpose is to create an environment which prepares and provides service users with the skills to develop their potential, and to support their progression to paid or voluntary employment or community based activities. As we slowly emerged from the pandemic, paused services were restarted during 2021/22 on a phased return basis. During the pandemic staff also engaged successfully with people who attend Bspoked in alternative ways, including online quizzes and events.

Plans were made during 2021/22 to develop two independent living flats where people can be supported by staff to develop and build on existing skills. The newly created areas will include the two training flats each with a kitchen, bathroom, living room and bedroom (although these areas will not provide accommodation for people to live in). Funding was sought from the Integrated Care Fund to support this project and consultation events were held to seek peoples' views.

Respite at Trem Y Mor

Overnight respite care for Adults with Learning and Physical Disabilities is provided in the Local Authority's respite unit at Trem Y Mor, a 16 bedded unit located near Aberavon seafront. This facility reopened for respite provision on a phased return in May 2021, although had remained open throughout the pandemic to provide care to a small number of residents who required longer term care whilst waiting for permanent accommodation to be arranged. This service provides valuable respite care for families and carers enabling them to take a break from their caring roles.

Neath Local Area Coordinator (LAC) Cluster Events

To date the Neath LAC Cluster have coordinated two cross cluster engagement events bringing individuals from across the area together, with the aim of making new connections, build new friendships, discuss common issues and gain confidence.

'Time to Talk' Event

The annual Time to Talk Day is the nation's biggest mental health conversation. Run by *Mind* and *Time to Change Wales*, it is a day to bring people together to talk and listen. The event, held this year at The Bloom Inn, Skewen, was a great success creating a safe place for people to chat about their lives and experiences.



'Mix and Mingle' Event



The Mix and Mingle Event took place in Neath Rugby Club and was based on feedback from participants at the initial event. A number of activities took place, people were able to meet, have fun and gain a positive boost from the experience, as well as gather information and advice.

Skewen Community Garden

After identifying the need for a Community Garden through local engagement, a committee was elected to work alongside the Local Area Coordinator to look at land and opportunities. Working with Coedfranc Town Council the group were able to lease a plot of land in Skewen Park. Many meetings took place to have a clear vision and develop a project plan.



The purpose of the garden is to promote social inclusion and encourage many individuals living in and around the Skewen area to be involved. It aims to provide an inclusive and safe area for the community, while promoting education, physical and mental health and positive wellbeing through horticulture, forging new friendships and learning new skills.



This will help to build a more resilient community by connecting people to each other, boosting individual wellbeing and helping to combat loneliness. As the garden develops through the active participation of the community, sharing skills and experiences will strengthen relationships and make individuals feel valued members of the group and the wider community. The group secured funding through NPT Seed Fund and are currently working through Phase 1 of the development. The committee are recruiting volunteers, have 471 members on the Facebook group, held a very positive launch and activity event and are linking with a number of community groups and local schools.

Priorities for 2021-22 - What we said we would do and what we achieved

Development of Early Intervention and Prevention Services

Progress in development of this important service area has included:

- ✓ Recruitment of a Principal Officer for Early Intervention, Prevention and Community Support Services to lead on these services
- ✓ Establishment and administration of seed funding opportunities for new and innovative community projects. 34 new projects were funded via this framework between September 2021 and March 2022
- ✓ Establishment of the Community Falls Service, using digital technology to provide early intervention to people in order to reduce risk of falls whilst increasing independence and wellbeing -
 - ARMED (Advanced Risk Modelling for Early Detection) falls pilot.
 - Falls Response pilot within the Afan Cluster.
- ✓ Increased the establishment of Local Area Coordinators across the borough, in line with the Adult Services redesign to a place-based model of delivery.
- ✓ Establishment and promotion of Safe and Well volunteering provision within Adult Services. The team were key to supporting residents affected by the COVID pandemic
- ✓ Contribution to the Regional Carers Strategy and Volunteering Strategy.

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|---------------------|--|---|---|
| New Measure PI32 | The percentage of children looked after at 31 March who has experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March. | 3.90% | 5.30% |

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

This is about helping people to achieve healthy relationships at home and with the people they are close to.

Our social work teams provide routes to care and support for the most vulnerable children, young people and adults in Neath Port Talbot. Their aim is to ensure that the needs of those with disabilities or at risk of harm are met, that they have the best life possible, and they have as much independence as practicable.

Case Study

“Sarah” had needs for care and support due to her learning disability and history of risk taking behaviours. Upon becoming pregnant, it was recommended by children’s services that she move to a mother and baby placement upon the birth in order to safeguard the baby and support Sarah to develop appropriate parenting skills.

The nearest mother and baby placement was in North Wales, which would have meant little or no contact with her Mum. Recognising the importance of Mum’s involvement for Sarah, the allocated adults and children’s social workers worked together to secure a unique arrangement of an adult placement within NPT that would accommodate both Sarah and baby with wraparound support for baby provided by children’s services.

The placement has been a great success; enabling Sarah to develop a strong bond with her baby and develop her competence as a parent alongside her independent living skills. The involvement of her Mum has been integral to this success as well as the support provided by adult’s and children’s carers.

Transition

The transition of young people to adulthood is a key priority area for improvement. To this end our activities and achievements during the year have included:

- The Regional Transition Group has delivered on a regional multi-agency transition policy for children and young people. The objective is that there is a clear, comprehensive and robust process in place to guide the transition of all young people from Children's to Adults services by all partner agencies within the West Glamorgan Region
- A Transition Policy is currently in its pilot phase with mechanisms to review and identify any issues and challenges in practice
- Standard 6 of the Transition Policy is that transition plans be developed in a timely manner with key milestones. A local operational transition group has been established across Children's and Adults Services to share information between key agencies (including Social Services, Health, Education) on those young people identified as possibly requiring a service post-18 years to ensure smooth transition to adulthood. It is a forum for key agencies to agree responsibilities, informing commissioning strategies (mapping exercise) for future accommodation and support needs. It is also an arena for discussion around those young people who have vulnerability and risk to their presentation, to share good practice and to learn from each other

Priorities for 2021-22 - What we said we would do and what we achieved

To further embed outcome focussed practice within children and adults services

- ✓ In partnership with Social Care Wales we published our strengths-based model of practice³ outlining how we will work with all stakeholders to make a difference to people's wellbeing by on building relationships and trust with people, and developing a shared understanding of what a good life can look like. The document shows how the service aims to work collaboratively, and provides ten key principles of practice:
 - Collaborative conversations: the best conversations happen when people feel really listened to
 - Empowering the voice of the person: we make sure that plans and paperwork are written in children's and people's own words, and are easy to understand and follow

³ <https://www.npt.gov.uk/33290>

- Strengths focused: we build on people’s strengths, not focus on what they can’t do
- Relationship based: we know the best outcomes are achieved when we all work together
- Outcomes focused: we focus on ‘what matters most’ in children’s and people’s lives to develop a shared understanding of personal goals
- Whole family focus: addressing all needs and risks with family members
- Strengths/Priority needs/Risks: we must talk about and recognise what we are most worried about, and aim to protect where possible and help people manage and take considered risks to achieve their outcomes
- Transparent: we are open and honest in our work
- Skills/Knowledge: workers have training to help them develop collaborative communication skills and are supported to put them into practice
- Reflection: it is important that we reflect and are always ready to adapt and reconsider the way we are working

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|-------------------------|---|---|---|
| New Measure PI26 | The percentage of Looked After Children returned home from care during the year | 35% | Reported annually by Welsh Govt. |
| New Measure PI33 | The percentage of children looked after on 31 March who has had three or more placements during the year. | 4.08% | Reported annually by Welsh Govt. |

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

This is about helping people to improve their income, benefit from a social life and have a suitable place to live.

Quality Assurance Framework

The Council is committed to working closely with service users, their families, service providers, partners and others to ensure services are of good quality and meet individuals' assessed needs. Our new Quality Assurance Framework (QAF) for the Provision of Learning Disability and Mental Health Supported Living Services – which underwent public consultation during the year - is one way we can better understand and improve the quality of Learning Disability and Mental Health Services, as well as those services for people with complex needs. In line with the principles of the Social Services and Wellbeing (Wales) Act 2014, the focus is on independence, choice and control, and our emphasis remains on promoting supported living schemes. As such the objectives of the QAF are to:

- benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users
- encourage continuous improvement and best practice in supported living services
- help identify changes that would make it easier for provider to enable service users to achieve their personal outcomes
- to encourage more collaborative working with providers, service users, their family and others so a multifaceted view of 'quality' may be obtained
- to have a clear sense of what quality means in practical terms in operational services

Tools such as this form a 'social contract' through which we strive to maintain and improve service standards for some of the most vulnerable members of our communities.

Supported Living Schemes

A number of schemes have been developed aiming to provide good quality care and support while promoting independence. Some of our schemes include:

Scheme 1, Rhos.

This is the Council's first development of a supported living scheme exclusively for individuals who have a Mental Health diagnosis. The scheme was developed in conjunction with First Choice Housing Association and provides accommodation for three individuals together with staff sleep in provision for M&D care who are the support providers. The development was undertaken following a recognition that Mental Health services often default to Residential Care provision with little or no alternative, so this new supported living scheme provides a further option. All three individuals have settled well into the scheme with their individual outcomes being met.

Scheme 2, Neath

This scheme provides accommodation for three individuals who have a learning disability, together with sleep in provision for the Lifeways support provider's staff. Although the scheme was developed in 2020/21 the last of the two remaining residents are due to move in summer 2022 after their move was delayed by the pandemic. All of the residents have / will be transitioning from their family homes, and families have been involved in the development and planning of the scheme.

Scheme 3, Margam

Opened in December 2021 this is the Council's first development of an Extra Care Scheme for individuals with pan-disabilities. This development has highlighted partnership working with Tai Tarian as the landlord of the property together with the support provider MIRAS who has been contracted to undertake the support which has been developed on a targeted basis. The property was originally a development block of six flats in need of major renovation. Following a successful application for grant monies from Welsh Government the development has created five self-contained one-bedroom flats together with one flat for staff to provide an office and sleep in space. In addition to the flats a communal space was developed to provide a meeting / activity hub for the residents. Following the success of the development it is anticipated that further Extra Care Schemes will be developed.

Future schemes

As part of our ongoing promotion of supported living accommodation, the following schemes are also under development:

- ASD (Autism Spectrum Disorder) scheme – this scheme will provide accommodation for three individuals who have an Autistic Spectrum diagnosis. A property has been identified and will be developed and completed in 2022
- Core and Cluster scheme – this will be the first of its kind for the Local Authority which will provide a supported living unit for two individuals with a physical disability (the ‘Core’) – this will be developed and completed in Autumn 2022, and the ‘Cluster’ which will provide four independent flats of which two will be adapted to meet the needs of those with a physical disability. The support model for the Cluster will be floating support which will be provided by staff from the Core unit
- Specialist Supported Accommodation – this is a development for individuals with a mental health diagnosis that also experience challenges in maintaining tenancies, which will provide independent accommodation on a floating support model. The development is in conjunction with Tai Tarian who own the building and will be the landlord.

Housing Support Grant

The Housing Support Grant (HSG) aims to prevent homelessness and support people to access and/or maintain a stable and suitable home. Neath Port Talbot saw its HSG allocation increase by 32% in 2021/22. This increase allowed the following schemes to be developed:

- Floating Support for individuals on release from custody
- 6 units of supported accommodation for young people to move on from temporary accommodation
- Assertive outreach scheme for homeless individuals with mental health difficulties
- Replaced 3 units of shared accommodation for people with mental health difficulties with 4 units of self-contained accommodation.

Additionally, approximately £200,000 was allocated to support new pilot projects. Local organisations were invited to apply for a one-off grant allocation, for up to 12 months during the period April 2021 to March 2022, with the aim

of preventing or relieving homelessness. Thirteen applications were received and evaluated by a panel consisting of officers from the Commissioning Unit, Housing Options Service, Environmental Health, Community Safety Partnership, Area Planning Board, Neath Port Talbot Youth Service and Neath Port Talbot CVS.

The following proposals were approved and successfully established, with three schemes approved for ongoing funding in 2022/23:

- **Calan DVS Adverse Childhood Experiences (ACE) Recovery Toolkit** - Delivery of the ACE Recovery Toolkit to adults, children and young people who have been affected by domestic violence and abuse (DVA), with the aim of minimising the impact of ACEs and improve their physical and mental wellbeing.
- **Pobl Clarewood Young Persons Outreach Worker** - Early intervention and engagement with young people who are at risk of homelessness through the delivery of an 'outreach service', including attendance at drop-ins, emergency accommodation etc.
- **Salvation Army Life Skills Training Manager** - Delivery of life skills training, including budgeting, cooking and healthy lifestyles to homeless individuals accessing the Salvation Army Homelessness Hub, the majority of whom will be homeless, living in temporary accommodation or rough sleeping.
- **Thrive Women's Aid SWAN Project** - Provision of specialist advocacy and support to women who are sexually exploited.
- **WCADA (Adferiad) Women's Outreach Engagement Service** - Provision of specialist outreach engagement service for women with complex and co-occurring needs, including mental health and substance misuse.
- **Hafan Cymru** – Floating Support to individuals with complex needs who are struggling to manage their tenancy.
- **Platform & Tai Tarian** – Mental Health floating support for Tai Tarian tenants.
- **Thrive Dispersed** – Dispersed Refuge for women where a shared refuge accommodation is unsuitable for their individual needs.

HSG Annual Service User Questionnaire

In September 2021, all service users in HSG funded services were invited to complete the Regional Housing Support Service User Questionnaire which looked at the overall satisfaction with the support provided. 31 questionnaires were completed, with 97% indicating they felt better overall as a result of the

support they received. 90% reported feeling safer, 74% were better able to manage their accommodation, 63% were better able to manage their money, and 75% saw an improvement in their physical or mental health. Feedback comments received include:

"I can access the community and visit places of interest, museums, art galleries, motor shows etc."

Learning Disability – Supported Living

"They are someone to talk to when you are down – I am not sure what would have happened to me if I was on my own without support"

Young Persons Supported Accommodation

"My mental health has improved, made friends and neighbours and feel I am more independent and getting back to my normal self."

Mental Health Supported Accommodation

"It is fantastic to have a support worker to listen, understand and to turn to and not be judged and know you are going to be ok and supported"

Generic Floating Support

Homelessness and Housing

We secured over £10.5 million of grant to build new affordable housing in NPT (including nearly £1.1 million of additional in-year funding claimed against underspend in other areas across Wales) and 115 new grant-funded housing association homes were completed during the year. Affordable housing is however delivered by housing associations both with and without grant, sometimes working with private housing developers when planning conditions require them to make an affordable housing contribution. Therefore, the total number of new housing association homes completed during the year is currently estimated to have been at least 120.

Homelessness support was put in place with funding from the Welsh Government, with third sector providers and stakeholders working together to put in additional specialist support and services for people with more complex needs. The latter part of year saw Welsh Government providing additional funding to increase staff in the service to help to meet the additional demand and to provide more support for service users, with 13 new posts in NPT created to respond to the changing landscape and demands. During the year 60.6% (236 of 389) of households were successfully prevented from becoming homeless. However, 2021-22 saw an increase in the number of people presenting having been threatened with eviction from the private rented sector for a variety of reasons. Covid legislation in April 2020 saw a huge increase in presentations, made worse when the suspension on evictions was lifted - many landlords served notice on their tenants due to the lack of action they were able to take up to that point and the uncertainty within the market. The pending implementation of the Renting Homes Act has also seen landlords deciding to sell up due to the expectations on landlords under the Act.

The Homelessness Prevention Officers work closely with these households to prevent homelessness by assessing their situation including their financial circumstances and any other relevant issues. Working closely with all staff within the Prevention Team, they can identify possible support needs and ways of ensuring tenancy sustainment, with all advice, information and assistance provided by the Prevention Team aimed at preventing homelessness.

In October 2021 Local Authorities were tasked to develop a Rapid Rehousing Transition Plan. Plans would be developed to transition from the current baseline homelessness position, moving away from the use of temporary accommodation to providing more sustainable models of accommodation and support. Rapid Rehousing (RRH) is an intervention designed to help households

quickly exit a homelessness crisis, and to avoid becoming homeless again. It is a housing led solution, but is focused around the needs of the individual – a person centred approach.

The ultimate objective is to offer housing that is safe, affordable, decent, and meets the needs of the individual in terms of location, proximity to family, services, access to transport and facilities such as shops and schools. It does not require people to be “tenancy ready” before they access accommodation, and instead are offered a bespoke package of assistance, tailored to the issues they are facing. In this way people access permanent accommodation, reducing the risk of repeated episodes of homelessness, and the trauma that can cause. This plan outlines Neath Port Talbot County Borough Council’s transition to using the rapid rehousing model to tackle homelessness over the next five years. This follows Welsh Government’s (WG) high level action plan 2021-2026 “**Ending Homelessness in Wales**”⁴ which recognised the significant and increasing pressure on homelessness services, and the urgency of making “a transformational shift required to end homelessness”.

Disabled Facilities Grants

The demand for Disabled Facilities Grants (DFG) has returned and has exceeded the available budget. Due to the pandemic there was an underspend in 2020/21 which was carried over into 2021/22; this was also fully committed during the year. A significant increase in demand is also expected in 2022/23 with the removal of the means test for small and medium works.

The delivery of DFGs continues to feel the effect of the Covid-19 pandemic. Contractors that carry out larger works are still very busy in the private housing market which is causing a significant delay in larger work starting on site, while smaller works such as shower conversions have returned to pre-pandemic levels of delivery. The time taken to deliver a DFG is still a way off the pre-pandemic level of an average of 196 days but is recovering and, at 339 days in 2021/22, is an improvement on 363 days in 2020/21. The number of DFGs completed has improved significantly from 97 in 2020/21 to 202 in 2021/22, albeit slightly less than pre-pandemic (2019/20) figure of 212.

⁴ [Ending homelessness in Wales: a high level action plan 2021 to 2026 \(gov.wales\)](https://gov.wales/ending-homelessness-in-wales-a-high-level-action-plan-2021-to-2026)

Welfare Rights

The Welfare Rights Unit is a specialist section, which deals with helping people to claim the benefits, which they are entitled to. The Unit helps local residents via a self-referral or from Social Services; advice is provided on their benefits entitlement; the Unit offers a public helpline, support with form filling and representation at appeals tribunals, assisted via funding from Communities for Work. The unit has provided a service throughout the COVID pandemic, albeit with its significant challenges due to the lockdown restrictions, with no face-to-face meetings, and appeals tribunals undertaken, in the main, remotely. That said, towards the end of 2021/22 face-to-face appeals had been reinstated and plans are in place to restart the community-based surgeries early in 2022/23.

The Unit works also continues to work in partnership with Macmillan, who provide funding for Macmillan benefit advisors.

Despite the challenges during the year, the Welfare Rights Unit assisted **2,504** people and was successful in obtaining **£6,689,652** in benefits for people within Neath Port Talbot, including over **£266,000** through representation at Appeals. The Unit retains the ***Advice Quality Standard*** through Recognising Excellence Limited; this is a significant achievement for the Unit and means that the people of Neath Port Talbot can be confident in the service and the advice given by the Unit. Of these figures, the Macmillan team opened over **810** cases during 2021/22; this was carried out completely via telephone, given the COVID restrictions and the inability to provide advice clinics at the hospitals bases. Macmillan raised **£2,389,357** in benefits during the period.

Welsh Language

Social Services continued to consolidate arrangements in relation to the Welsh Language throughout the pandemic; Directorate senior officers work with corporate colleagues to promote and support the implementation of the Welsh Language Standards and the development of a Welsh Language Promotion Strategy. Officers attended a Welsh Government Seminar in relation to ***More Than Just Words*** to understand key themes and priorities emerging from recent task group work based on an evaluation of the framework. The Directorate received no Welsh language complaints during the year.

Priorities for 2021-22 - What we said we would do and what we achieved

To support children and young people to live in safe, stable and permanent families and to ensure that only those children who need to be looked after are in care

We recognise that for the majority of children, the right place is to be at home with their families, and Children & Young People's Services continues to deliver and commission a range of early intervention and prevention based support services which can prevent entry into care. For those children who do come into care, the Council takes seriously its responsibility as their Corporate Parent, seeking to ensure that Children Looked After (CLA) are placed in the most appropriate type of placement and to maximise the most appropriate permanence options. The availability of high quality support in local, stable placements is integral to supporting our CLA population (which has been steadily decreasing) to achieve good outcomes.

Despite the challenges posed by the pandemic, our 'business as usual' approach has enabled us to maintain a concerted effort in managing our CLA population, ensuring that the long term care plans for our children and young people continue to be regularly reviewed.

- ✓ A working group has been in place since March 2020 to consider all CLA plans to ensure that only those children who need to be looked after remain so. Fortnightly meetings continued to take place with a core membership. The group analyses all CLA data across the Service. This information has then been put into categories (some of which overlap): Respite/Support Breaks from home; Residential Care; Under 5 year; 5 to 10 years; 11 to 14 years; 15 years plus; Kinship Care; Mainstream Care; Independent Fostering Agency (IFA) placements; Placement Orders; Out of county placements; Section 76 cases; Placement with Parents (PWP) cases. Cases that have been highlighted for a change of care plan are considered together, and this information is then reviewed every three months to ensure that there is no delay.
- ✓ During the year we have seen **77** children discharged from care. This is an increase on the previous year, with all discharged in a planned way. However, where it is deemed appropriate for children and young people to come into care, they will continue to do so. As a result, we have seen **50** admissions during the year, which was a decrease on the previous year. All those

admitted into care were fully considered in our Admissions Panel chaired by the Head of Service, taking into account the best interests and level of vulnerability of each individual young person.

- ✓ The number of Children and Young People Looked After in Neath Port Talbot has continued to decrease year on year since 2012, falling from 472 in March 2012 to 268 in March 2022.

Supportive performance data for this quality standard

| PI Reference | PI Description | Apr – Mar 21 (4th QTR) Cumulative | Apr – Mar 22 (4th QTR) Cumulative |
|-------------------------|---|---|---|
| New Measure PI25 | The percentage of children supported to live with their family | 67.00% | 69.70% |
| New Measure PI34 | The percentage of all care leavers who have completed at least 3 months of education, training or employment in the past 12 months since leaving care | 44% | 63.60% |
| New Measure PI34 | The percentage of all care leavers who have completed at least 3 months of education, training or employment in the past 24 months since leaving care | 42% | 33.30% |
| New Measure PI35 | The percentage of care leavers who have experienced homelessness during the year | 1.90% | 3.51% |

How We Do What We Do

Our Workforce and How We Support Their Professional Roles

During the pandemic we continued to offer a blended training programme across Adults and Children’s Services, which included digital support, sessions to upskill the Home Care workforce, health care related training opportunities such as Stoma and Catheter Care, as well as essential training such as Manual Handling and Safeguarding.

We have supported internal and commissioned services in their response to Covid-19 by continuing the responsive programme to train up volunteers prepared to work in the private care homes as and when necessary and provide training at the right time for agencies recruiting new staff into the sector to ensure they were fit to deliver care and support. This comprised of Manual Handling for Clients (theory and practical), Safeguarding, dementia basic awareness, and Infection Control.

We've continued to deliver essential face to face training for client handling throughout the year alongside e-learning for theory. We also provided expert advice and guidance on Manual Handling issues and concerns and where necessary, provided on-site visits and training in individuals homes.

One Training Officer has worked alongside the Regional Infection, Protection and Control (IP&C) nurse employed across care homes to implement and deliver Infection Control training for care home staff and introduced the IP&C Champions. They have also trained to become a Dementia Care Mapper in supporting commissioned providers with the more complex individuals living with Dementia to avoid placement breakdown.

Wellbeing Workshops have been provided for workers to better understand their mental health by placing an emphasis on developing the mental skills needed to thrive both in work and in life.

The Training Officers have been working regionally to address the implications of the Liberty Protection Safeguards (LPS) and preparing the workforce for its introduction in April 2023. This has involved a whole service upskill in Mental Capacity Act (MCA) awareness for care staff and MCA & Best Interests (BIA) training for Social Workers and those involved with carrying out assessments, to ensure there is a consistent baseline knowledge across all staff in preparation for the training around LPS.

The Training Officers have been working closely with Community Occupational Therapists, Health, CWT and commissioned providers in developing knowledge, skills and practice relating to the implementation of Single Handed Care approaches to explore safe and alternative ways of providing client handling care and support in the community with one staff member, as opposed to having two staff to support with these tasks in a bid to support the ever increasing demands on services to provide care in the community and to encourage more timely discharges from hospital and increase flow for our service.

In Children & Young People's Services (CYPS) there has been an emphasis on core skills and an outcome focused care and support approach. Qualified social workers have been provided with training to support their consolidation including, engaging with children and families when significant harm may result in criminal proceedings, court skills, assessment in child protection, risk analysis, direct work and the trauma recovery model, chronology, case note recording, the Public Law Outline, report writing, court skills, assessment in child

protection, risk analysis, care proceedings, and private law. Practice support workers have received a bespoke core skills programme and particular emphasis on supporting parenting.

We have supported Children's Services to raise awareness of the NPT '*Strength Based Model of Practice: Working to achieve outcomes*' as co-produced with Social Care Wales, and developed a large online launch event. We continue to support consultant social workers to deliver refresher training and provide ongoing mentoring within their teams with regard to personal outcomes. Particular focus has been given to linking in co-production, improving case recordings and working with parents and partners and the development of principles and practice guidance to support a consistent approach to outcome focused case recording.

We sit on Social Care Wales' development group developing a national safeguarding framework and consistent training standards for safeguarding in Wales. We have continued to roll out our *Safeguarding Adults and Children from Exploitation* interactive training pack that raises awareness of county lines, criminal and sexual exploitation, trafficking, radicalisation, and hate crime for both adults and children.

To continue to comply with mandatory Welsh Government National Training Framework, the legislation *Violence against Women, Domestic Abuse and Sexual Violence (Wales) 2016*; priority groups of frontline staff have received Group 2 and Group 3 Champions training for "Ask and Act".

CYPS - 250 learning opportunities with 2,096 attendances.

Adults – 567 learning opportunities with 3,102 attendances.

The Training Section has provided **1,715 one-to-one** sessions in support of **365** learners to meet the qualification requirements for the registration of the Social Care Workforce. Work has started with the national lead for Wales for Community Healthcare to develop an All Wales Medication Passport/training Framework for safe administration. Online Medication Training has been delivered to 316 staff across the health and social care sector.

Our Financial Resources and How We Plan for the Future

Ongoing public sector pressures have seen reduced resources and increasing demand which, combined with the global pandemic, mean that financial planning remains a challenge for the Council.

Senior officers receive monthly reports, and quarterly reports are prepared for Elected Members. These reports monitor expenditure forecasts against the Social Services budget which helps to identify trends, and highlight cost pressures and savings opportunities. Monitoring supports the budget-setting process for the following year and the Council's **Medium Term Financial Plan (MTFP)**. The MTFP sets out the Council's financial management approach, including projections, an assessment of key risks and our medium term approach to achieving the Council's key financial and service priorities.

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

The Social Care, Health & Wellbeing Scrutiny Committee and Cabinet Board continued to hold meetings remotely throughout the pandemic, prioritising the issues, particularly in relation to the COVID response, as required. The Directorate enjoys the advice, support and guidance provided by its Cabinet Members and indeed, the wider Council.

Partnership working is paramount, especially highlighted during the COVID pandemic, ensuring the provision and sustainability of services, and the Directorate continues to enjoy working closely with partners across the health, private and third sectors.

Governance

The Council has adopted the 2016 Delivering Good Governance in Local Government Framework, developed by the Chartered Institute of Public Finance and Accountancy (CIPFA) and the Society of Local Authority Chief Executives (SOLACE). To comply with the Framework, the Council must publish an Annual Governance Statement (AGS), which explains the processes and procedures in place to enable the Council to carry out its functions effectively.

Corporate governance responsibilities and processes remained in place throughout the pandemic.

Complaints & Representations

The Social Services Complaints and Representations Procedure is based upon the good practice guidance issued alongside the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representation Procedure (Wales) Regulations 2014. The procedure is available to ensure that everyone who

makes a complaint about social services in Neath Port Talbot has a right to be listened to properly. Their best interests must be safeguarded and promoted. Their views, wishes and feelings must be heard. Their concerns should be resolved quickly and effectively.

The Complaints Team has continued to work remotely throughout 2021-22 as a result of the pandemic; staff have continued to provide a responsive service in supporting complainants in addressing their complaints and their desired outcomes, where appropriate. Face-to-face meetings have been reinstated where requested, in line with the Council's risk assessments.

The Complaints Team dealt with 42 formal Social Services Stage 1 complaints during 2021-22 across Children's Services, Adult Services and Business Management; with a further four Stage 2 complaints; this is a slight increase from the previous year. There were an additional five corporate complaints, relating to support functions. Activity in dealing with complainants on an 'informal' basis is far greater, with the Team being proactive in supporting Managers to achieve satisfactory outcomes for service users, their families and carers. Activity in supporting Teams in addressing 'informal' complaints is increasing and has resource implications on Officers. The Team also recorded/reported on 99 compliments received across Social Services.

Looking Ahead: Our priorities for 2022/23

After a tumultuous two years, the Directorate has identified the following as our key strategic priorities for the coming year:

- To strengthen opportunities for early offers of help, to ensure vulnerable children, their families, and adults in need of support are having access to community based support services at the earliest opportunity.
- To support children and young people to live in safe, stable and permanent families and to ensure that only those children who need to be looked after are in care.
- To further embed participation and engagement across the Directorate, to ensure the voice of vulnerable children and adults are at the forefront of our services.
- To ensure a robust, resilient, compassionate and consistent approach to safeguarding practice across Social Care.

- Support people to live a fulfilling life at home, connected to the community and resources around them, and provide care and support where needed.
- To enhance the support afforded to unpaid carers of adults and the contribution they make to our communities.
- To further develop the local social care market to improve the range and quality of services.
- To continue the use of technology in supporting people to achieve their personal outcomes.
- To continue to develop a robust social care workforce.

Mae'r dudalen hon yn fwriadol wag

**NEATH PORT TALBOT COUNCIL
SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET
BOARD**

15th December 2022

**Report of the Head of Children and Young People Services
- Keri Warren**

Matter for Information Only

Wards Affected All Wards

**REVISED NEATH & PORT TALBOT COUNTY BOROUGH COUNCIL
(NPTCBC) CORPORATE SAFEGUARDING POLICY**

1. Purpose of Report

The purpose of this report is to share with Committee and Members the recently revised Corporate Safeguarding Policy. It is critical that all those who work for and with the Council are fully cognisant of this document.

2. Background

This Corporate Safeguarding Policy provides a framework for every Directorate and Service area within and across the Council. It sets out responsibilities in relation to safeguarding and protecting children and adults. It lays out the methods by which the Council will be assured that it is fulfilling its duties and that effective practices are in place to support individuals to live their life free from harm, abuse and neglect in a wide range of settings: home, school, learning environments, peer/friendship groups, neighbourhoods, communities and online spaces.

3. Financial Impacts

No Impacts.

4. Integrated Impact assessment

Not applicable.

5. Valleys Communities Impact

This is a cross directorate policy covering NPTCBC in its entirety.

6. Workforce Impacts

No impact beyond ensuring the entire workforce are sufficiently trained to recognise and respond to signs of abuse and neglect across the life-course.

7. Legal impacts

No impacts; NPTCBC is required to have a Corporate Safeguarding Policy.

8. Risk Assessment Impacts

There are no risk management requirements arising from this report.

9. Crime and Disorder Impacts

Section 17 of the Crime and Disorder Act 1998 places a duty on the Council in the exercise of its functions to have “due regard to the likely effect of the exercise of those functions on and the need to do all that it reasonably can to prevent:

- a) Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment);
- b) The misuse of drugs, alcohol and other substances in its area; and
- c) Re-offending the area”.

The Corporate Safeguarding Policy compliments and strengthens the Local Authority’s position under Section 17 of the Crime and Disorder Act 1998.

10. Counter Terrorism Impacts

The Corporate Safeguarding Policy compliments and strengthens the Local Authority’s duty to prevent people from being drawn into terrorism.

11. Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

Section 2(1) of the Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 introduced a general duty where a person exercising relevant functions must have regard (along with all other relevant matters) to the need to remove or minimise any factors which:

- (a) increase the risk of violence against women and girls, or
- (b) exacerbate the impact of such violence on victims.

The Corporate Safeguarding Policy compliments and strengthens the Local Authority’s position in respect of the above duty, for example, a

renewed emphasis on recognising and responding to harm outside the family home e.g. Sexual Exploitation.

12. Consultation

This document is now in step with the Corporate Safeguarding Good Practice Guidance (WLGA, 2021). It has been widely consulted on across all Directorates and drafted by the Corporate Safeguarding Group. There is no requirement for external consultation on this item.

13. Recommendations

It is recommended that Members note this item as information only and thereafter are fully cognisant of it in their roles.

14. Reasons for Proposed Decision

Not applicable.

15. Implementation of Decision

Following the item, being noted by Members the Corporate Safeguarding Policy will be published on the Intranet and will be a public facing document.

16. Appendices

Appendix 1 - Corporate Safeguarding Policy.

17. Background Papers

None.

18. Officer Contact

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Mae'r dudalen hon yn fwriadol wag



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Corporate Safeguarding Policy

September 2022

| Version Control | |
|---------------------|-------------------------------|
| Version Number | 1.5 |
| Author(s) | Chris Frey-Davies & Sam Jones |
| Date Approved | |
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| Date of Next Review | |

Safeguarding is everyone's responsibility.

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Introduction

Safeguarding is everyone's responsibility

Safeguarding and protecting children and adults is a priority for Neath Port Talbot County Borough Council (NPTCBC). For the purpose of this policy, Safeguarding is defined as 'Preventing and protecting children and adults at risk from abuse or neglect and educating those around them to recognise the signs and dangers.'¹

'Corporate Safeguarding' describes the arrangements in place that a Council makes to ensure that all of its employees play their part in safeguarding and promoting the wellbeing of children and adults who may be at risk of harm.

'Everyone – employees, contractors, volunteers and councillors – have a role to play in protecting children and adults from harm, whether this is inside or outside the home. It is the Council's responsibility to ensure that staff, volunteers and contractors are aware of safeguarding in their day-to-day work for the Council and know when and how to raise concerns.'²

This Corporate Safeguarding Policy provides a framework for every Directorate and Service area within and across the Council. It sets out responsibilities in relation to safeguarding and protecting children and adults. It lays out the methods by which the Council will be assured that it is fulfilling its duties and that effective practices are in place to support individuals to live their life free from harm, abuse and neglect in a wide range of settings: home, school, learning environments, peer/friendship groups, neighbourhoods, communities and online spaces.

Objectives of this Policy

- To set out how NPTCBC will meet its obligations towards the safeguarding of children and adults at risk;
- To give assurances to the public, councillors, employees, volunteers and people carrying out work on behalf of the Council that there are robust arrangements in place to safeguard children and adults at risk.

¹ Wales Safeguarding Procedures (2019) <https://www.safeguarding.wales/>

² WLGA (2021) Corporate Safeguarding Good Practice Guidance <https://safeguardingboard.wales/wp-content/uploads/sites/8/2022/05/WG-Corp-Safeguarding-Policy-Guidance.pdf>

Principles

- At NPTCBC 'equality' lies at the heart of everything we do. Equality means understanding individuality and tackling barriers so that everyone has a fair chance to fulfil their potential.
- The Council is committed to practices that protect adults and children from harm regardless of age, sex, disability, racial heritage, religious belief, sexual orientation or any other protected characteristic as covered by the Equality Act 2010.
- Every child and adult has a right to participate in a safe society without any violence, fear, abuse, bullying or discrimination.
- Every child and adult has the right to be protected from harm, neglect, exploitation and abuse.
- All councillors, employees, volunteers and all those who carry out work for or with the Council have a responsibility for protecting children and adults at risk from abuse and neglect and working in a way that promotes and supports their best interests.
- The Council will invest in preventative and early intervention services and endeavour to prevent situations arising where abuse, neglect or harm may occur.

Scope

Whilst the Social Services Directorate lead on dealing with enquires regarding concerns that individuals may be at risk of harm, **everyone** has a responsibility to safeguard the well-being of adults and children who may be at risk whatever their role. This policy covers all functions and services of the Council and applies to all Council employees, elected members, foster carers, individuals undertaking work placements, volunteers and anyone carrying out work on behalf of the Council, including independent contractors.

The Council also has a duty to ensure that other organisations commissioned to provide services on their behalf have regard to the need to safeguard and promote the well-being of adults and children.

The Council will work to safeguard children and adults in line with the Social Services and Wellbeing (Wales) Act 2014 which defines:

- A **child at risk** is a child who is experiencing or at risk of abuse, neglect or other kinds of harm and;
- Has needs for care and support whether or not the authority is meeting any of those needs.
- An **adult at risk** is an adult who is experiencing or is at risk of abuse or neglect and;
- Has needs for care and support whether or not the authority is meeting any of those needs and;
- As a result of those needs is unable to protect him or herself against the abuse or neglect or risk of it.

Safeguarding is everyone's responsibility.

Related Legislation, Policy and Guidance

Legislation which is contained within the various Acts and guidance that are identified below enshrine the right to protection from abuse. The legal starting point in achieving this objective is professionals' duty to report allegations of abuse and neglect. The law also identifies the Local Authority as the lead organisation in making enquiries to identify whether an individual is at risk and in coordinating the response to protect. In practice this is never achieved in isolation or without clear leadership and accountability for the work which is equally set out in law, along with the duty to cooperate and collaborate with others.

The Council recognises that good practice in safeguarding brings together all activity aimed at promoting safe practice and preventing abuse and neglect. For this reason, and because the law, policy, guidance and regulations change from time to time, it is impossible to provide an exhaustive list of relevant documents but the most significant items are below:

- [Social Services and Wellbeing \(Wales\) Act 2014](#)
- Education Act 2002 – plus “Keeping Learners Safe” – The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002
- Children Act 1989 and 2004
- Section 17 of the Crime and Disorder Act 1998
- Mental Capacity Act 2005
- Mental Capacity (Amendment) Act 2019
- Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Housing Act 2004
- Licensing Act 2003
- Human Rights Act 1998
- United Nations Convention on the Rights of the Child (UNCRC)
- UN Principles for Older Persons and Human Rights

The Council will ensure that practice is compliant with the following policies and procedures:

- [Wales Safeguarding Procedures](#)
- [Social Services and Wellbeing \(Wales\) Act 2014 and related Codes of Practice, Guidance and Regulations.](#)
- Working Together to Safeguard People Volume 5 – Handling Individual Cases to Protect Children at Risk³
- Working Together to Safeguard People: Volume 6 – Handling Individual Cases to Protect Adults at Risk⁴
- Corporate Safeguarding Good Practice Guidance⁵

³ <https://gov.wales/sites/default/files/publications/2019-05/working-together-to-safeguard-people-volume-5-handling-individual-cases-to-protect-children-at-risk.pdf>

⁴ <https://gov.wales/sites/default/files/publications/2019-06/volume-6-handling-individual-cases-to-protect-adults-at-risk.pdf>

⁵ <https://safeguardingboard.wales/wp-content/uploads/sites/8/2022/05/WG-Corp-Safeguarding-Policy-Guidance.pdf>

- [NPT's Whistleblowing Policy](#)
- [NPT's Recruitment Policies](#), which includes Safe Recruitment Policies and Safeguarding in Employment Guidance

Employees, and councillors should also act in accordance with the relevant professional Code of Conduct.

The intention is that this Corporate Safeguarding Policy will supplement and not replace any responsibilities already set out in legislation, policy or guidance set out above or elsewhere. And those using this policy must be mindful of changes to legislation, guidance, policy and regulations that may have occurred post-publication of this document.

Strategic Context

At a strategic level, this approach to safeguarding supports the delivery of the Council's three wellbeing objectives as set out within the [Corporate Plan 2019-2022](#)

At an All Wales level, keeping people safe contributes to the Wellbeing goals set out in the Wellbeing of Future Generations Act to **improve the economic, social, environmental and cultural wellbeing of Wales**⁶.

Governance

The Council will discharge its strategic statutory safeguarding responsibilities through Designated Safeguarding Leads (DSL) in each Council Directorate (See Appendix 1). These DSLs will represent their Directorate at the Corporate Safeguarding Group (CSG) and act as a conduit for the dissemination of safeguarding information from the CSG.

The CSG has reporting responsibilities to the Corporate Director's Group, Cabinet Committee and relevant Scrutiny Committees.

In addition, the Council has a role as Lead Partner and member of the West Glamorgan Safeguarding Board (WGSB).

The Board works to protect and safeguard adults and children, is a multi-agency statutory partnership which has responsibility:

- To protect children who are experiencing, or are at risk of abuse, neglect or other kinds of harm and to prevent children from becoming at risk of abuse, neglect or other kinds of harm.
- To protect adults who, have care and support needs (whether the local authority is meeting any of those needs), and are experiencing or at risk of abuse or neglect. To prevent those adults from becoming at risk of abuse or neglect.

⁶ <https://www.futuregenerations.wales/wp-content/uploads/2017/02/150623-guide-to-the-fg-act-en.pdf>

The Board has a statutory duty to develop an Annual Plan on a regional basis and has an overall responsibility for challenging relevant agencies in relation to the measures that are in place to protect children and adults at risk.

Roles and Responsibilities

Under the Social Services and Wellbeing Act (Wales) 2014 **all employees, councillors and volunteers** have the duty to report concerns about abuse and neglect.

Schools across the local authority use a model Safeguarding and Child Protection policy provided by the Education Leisure and Lifelong Learning directorate. All schools personalise the model to make it specific to them. The model is based on legislation specific to schools, Welsh Government guidance and the model policy in [Keeping Learners Safe](#).

Children and Young People Services have the responsibility for **receiving and responding to new concerns about children** and **Adult Services** have the responsibility for **receiving and responding to new concerns about adults at risk**. All safeguarding concerns, for Children, Young People and Adults, including concerns about a professional or persons in a position of trust, should be reported to the Neath Port Talbot Single Point of Contact Team (SPOC)⁷ (See Appendix 2 – Reporting a Concern).

Every manager is responsible for:

- Safely recruiting employees/volunteers/agency workers in accordance with the relevant HR policy, by ensuring all required pre-employment/screening checks, including the appropriate Disclosure and Barring Service check (where relevant), are satisfactorily completed **prior** to commencing in their roles.
- Ensure that safeguarding is always included in every employee/volunteer's/agency workers induction, which includes the mandatory safeguarding e-learning module.
- Identifying employees/volunteers/agency workers who are likely to come into contact with children or adults at risk as part of their role
- Ensuring training is delivered commensurate with role
- Ensuring that all employees/volunteers/agency workers are aware of how to report safeguarding concerns and to whom
- Ensuring that all employees/volunteers/agency workers are aware of the Council's Whistleblowing Policy
- Ensuring that all employees/volunteers/agency workers are aware that they must conduct themselves in a manner which safeguards and promotes the wellbeing of children, and adults at risk

⁷ [Integrated Referral Form \(DOCX 131 KB\)](#)

- Providing employees/volunteers/agency workers with guidance about safeguarding concerns as required

Service Commissioners will be responsible for ensuring that contractual arrangements specify responsibilities in relation to safeguarding in accordance with this Policy and existing Commissioning Policy.

Contractors, sub-contractors or other organisations funded by or on behalf of the Council are responsible for completing the required screening checks which includes Disclosure and Barring Service checks (where required) and for ensuring that their staff comply with regulatory and contractual arrangements relating to safeguarding of children and adults. Contractors are also responsible for informing relevant managers of the Council about any concerns they may have and to refer such safeguarding concerns to the Single Point of Contact (SPOC) Team.

All elected Members will be required to have training in respect of safeguarding children and adults at risk and any additional, identified, safeguarding training needs.

Lead Member for Corporate Safeguarding – the Leader of the Council will have a clear commitment to corporate safeguarding. The Lead Member will work closely with, and take professional advice from, a range of Senior Officers within the Authority, as appropriate. The Lead Member will liaise and consult with other Cabinet Members on individual matters likely to affect their portfolios as set out in the Council's Scheme of Delegation.

Each Service Director, through their Management Teams, will be responsible for ensuring that all the statutory requirements in terms of safeguarding and promoting the welfare of children and adults at risk are addressed.

They are also responsible for putting in place appropriate systems within their service areas that ensure compliance with this policy:

- Ensuring appropriate training is delivered
- Communicating information about who staff need to contact and making sure this information is reviewed regularly so that it is up to date and accurate
- Compiling a report in respect of their Safeguarding arrangements that will be used to inform the Director of Social Services' Annual Report

The Principal Officer for Safeguarding Adults and Children, and the Head of Service for Children and Young People and Adults Services will work with the Council's statutory Director for Social Services to ensure there are effective arrangements to safeguard and protect children and adults at risk across the Council. Specifically to:

- Monitor the implementation of and compliance with this Policy across the Council
- Ensure that there is a corporate safeguarding training programme in place
- Set out clear lines of accountability
- Ensure that there are Designated Safeguarding Leads within each service area
- Ensure that the Council implements the UN Convention on the Rights of the Child
- Ensure that annual service reports are prepared
- Ensure that the annual corporate safeguarding report for Scrutiny is delivered

Safeguarding is every one's responsibility.

The Chief Executive as the 'Safeguarding Champion' will ensure that there are effective safeguarding arrangements in place, including policies and procedures, that those policies and procedures are implemented, that there are effective governance arrangements in place and that all statutory requirements are being met. This is achieved by cascading to a nominated safeguarding lead, the Director of Social Services, Health and Housing.

Statutory Director of Social Services – This role, as defined by the Social Services and Wellbeing Act 2014, is fulfilled by the NPT Director of Social Services who has the final and indivisible accountability to safeguard and promote the welfare of children and adults. The annual service reports will be an opportunity for challenge and used to inform the Director of Social Services – Annual Report.

Recognising and raising concerns about an adult or child where abuse or neglect is suspected.

All employees should be alert to the possibility of abuse. An individual may become concerned about the safety or wellbeing of an individual in a number of ways:

- The person may tell you.
- The person may say something that worries you.
- A third party may voice concerns.
- You may see something – an incident or an injury or other sign.

Staff, volunteers and contractors can be the 'eyes and ears' of the Council, as they go about their day-to-day jobs, because safeguarding is everybody's business. Examples of these are:

- Housing Officers – a number of reviews into children being harmed have identified the importance of Housing Officers, who have a unique insight into the lives of families and can spot signs of abuse, neglect or exploitation
- Waste Management – refuse collectors go to the same houses and communities every week and can notice when a child or adult might be suffering or at risk of abuse
- Parks and Gardens – staff or contractors can be alert to places where children and young people congregate, and identify concerning behaviours that might indicate some form of abuse or exploitation is occurring
- Environmental Health – in the course of their day-to-day work, inspecting premises, officers can consider safeguarding issues they may come across, in licensed premises, hotels or people's homes.

It is not the responsibility of any one individual to determine whether or not abuse has taken place or if an individual is at risk of harm; however they do have a responsibility to act if they have any concerns.

Safeguarding is everyone's responsibility.

Protecting children and adults is not just the job of Councils however. It requires effective multi agency working and the cooperation of the wider community and partner agencies, to develop and implement co-ordinated activity, using local evidence and information, appropriately shared. Councils have a unique local and community leadership and advocacy role, working alongside the community, police and other public bodies, to ensure that children, young people and adults remain safe in the places where they live and meet. Each Council will have a good understanding, through local knowledge, of what actions may be most effective in a given neighbourhood, including who is best placed in the local community to act as ‘community guardians.’

Abuse should not be perceived as occurring solely in the family home. Risk and harm outside the family home also needs to be understood and responded to, to create safe spaces for the people of NPTCBC.⁸

Dealing with a safeguarding concern

- Stay calm and listen carefully, offer reassurance to the child, young person or adult.
- Use reflective listening and ask open non-judgemental questions – (what, who, where, when).
- Do not promise the child or adult confidentiality.
- Record (verbatim).
- Seek further advice from the SPOC team if required.
- *Explain to the parents/individual/carer/family that you are referring your concern and gain consent to do so, unless by doing so you think you will put the child or adult at increased risk of harm.*

Make Safeguarding Personal

LENS (FIRST RESPONSE)

Listen – Don’t be judgmental. Don’t hurry. Listen actively.

Environment – Help the person feel safe. Find somewhere calm to talk. Make sure the conversation is private.

Next Steps – Establish what the person wants. Be transparent about what you will do. Share information only with the right people. Preserve evidence if necessary.

Safer – Check if immediate help is needed. If so contact 101 or 999. Ensure confidence in what happens next. Help the person to be safe and feel safe.

⁸ Contextual Safeguarding contextualsafeguarding.org.uk

Appendix 1

Corporate Safeguarding Group Membership*

Head of Children's Services (Chair)
Head of Education Development (Co-Chair)
Head of Adult Social Services
Senior Manager for Safeguarding Social Services
Designated Safeguarding Leads/Safeguarding Champions from each Council department/ directorate
Human Resources representative
Corporate Services (including Legal)
Representation from Community Safety Partnership & Area Planning Board.

*A terms of reference for the Corporate Safeguarding Group sets out the expectations on members of the group.

Appendix 2

Reporting a Concern

Any employee/volunteer with concerns regarding the safety of a child or adult; the behaviour of a professional or person in a position of trust towards a child or adult⁹; a place or location of concern, such as a park or a street corner etc. or person of interest, such as someone suspected to be exploiting children or adults, should report such matters to SPOC.

To report concerns about children and adults:

Tel: 01639 686803 or Email: spoc@npt.gov.uk

An Integrated Referral form can be found at:

https://www.npt.gov.uk/media/14573/integrated-referral-form-_-14520.docx?v=20201113145701

The Emergency Duty Team operates between: 5.30pm to 1.30am (Weekdays) 9am to 1.30am (Saturday/Sunday/Bank Holidays)
Tel: 01639 895455

If a child, young person or adult at risk is considered to be in immediate danger, the Emergency services (Police, Ambulance, Fire and Rescue) must be contacted immediately.

Other useful resources:

Safeguarding in Employment Guidance for Managers (excluding school based staff) can be found on the intranet (under Safe Recruitment).

Schools have specific guidance for the safe recruitment of paid employees as well as for volunteers.

Further information about the West Glamorgan Safeguarding Board can be found on the West Glamorgan Safeguarding Board website:

<http://www.wgsb.wales/21509>

⁹ <https://www.safeguarding.wales/chi/index.c5.html>

Appendix 3

What Constitutes Abuse?

Social Services and Wellbeing Act 2014 (Section 7)

Section 197(1) of the Act provides definitions of “abuse” and “neglect”:

“**abuse**” means physical, sexual, psychological, emotional or financial abuse (and includes abuse taking place in any setting, whether in a private dwelling, an institution or any other place), and

“**financial abuse**” includes, having money or other property stolen; being defrauded; being put under pressure in relation to money or other property; having money or other property misused;

“**neglect**” means a failure to meet a person’s basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person’s wellbeing (for example, an impairment of the person’s health or, in the case of a child, an impairment of the child’s development)

The following is a non-exhaustive list of examples for each of the categories of abuse and neglect:

- Physical Abuse – hitting, slapping, over or misuse of medicine, undue restraint, or inappropriate sanctions;
- Sexual Abuse – rape and sexual assault or sexual acts to which the person has not or could not consent and/or was pressurised into consenting;
- Psychological Abuse – threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks; coercive control is an act or pattern of acts of assault, threats, humiliation, intimidation or other abuse that is used to harm, punish or frighten the victim;
- Neglect – failure to access medical care or services, negligence in the face of risk-taking, failure to give prescribed medication, failure to assist in personal hygiene or the provision of food, shelter, clothing; emotional neglect;
- Extra-familial harm & risk: Child Sexual Exploitation, Criminal Exploitation & County Lines, Radicalisation & Extremism, Serious Violence and Gang related activity, Human Trafficking and Modern Slavery; Harmful Sexual Behaviour; peer on peer abuse etc.
- Financial Abuse in relation to people who may have needs for care and support:
 - Unexpected change to their will;
 - Sudden sale or transfer of home;
 - Unusual activity in a bank account;
 - Sudden inclusion of additional names on a bank account;
 - Signature does not resemble the person’s normal signature;
 - Reluctance or anxiety by the person when discussing their financial affairs;
 - Giving a substantial gift to a carer or other third party;

Safeguarding is everyone’s responsibility.

- A sudden interest by a relative or other third party in the welfare of the person;
- Bills remaining unpaid;
- Complaints that personal property is missing;
- A decline in personal appearance that may indicate that diet and personal requirements are being ignored.

For more information to support with identification of abuse and the response to abuse the Wales Safeguarding Procedures (2019)¹⁰ should be used in conjunction with this document.

¹⁰ <https://www.safeguarding.wales/>



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing and Community Safety Cabinet Board

15th December 2022

Report of the Head of Adult Services, Angela Thomas

Matter for Decision

Wards Affected: All Wards

Leasing Scheme Wales Proposal

Purpose of the Report:

To seek authority from members to fully implement the Welsh Government's Leasing Scheme Wales (LSW), whereby the Council leases properties from the Private Sector landlords and sub-lets the properties to those with whom the authority has a duty to prevent homelessness.

In addition the scheme will provide an additional intervention to tackle empty properties and poor housing conditions in the private sector that can adversely affect local communities.

Executive Summary:

The proposal is to implement the Leasing Scheme Wales (LSW) to aid the Homelessness service in meeting their duties under Part 2 of the Housing Wales Act 2014 by discharging statutory homelessness duties into the private sector.

Background:

In 2019 Welsh Government asked Local Authorities to express an interest in adopting a pilot of the Welsh Government leasing scheme to ensure that Local Authorities have access to Private Sector Accommodation to discharge their Statutory Duty.

Welsh Government has now developed a new LSW offer for all Local Authorities, this report outlines the current proposal from Welsh Government.

Leasing Scheme Wales – The Proposal

The Purpose of the Scheme is to improve access to longer term affordable and good quality housing in the (Private Rented Sector) PRS.

The Scheme will support those who are at risk of or experiencing homelessness according to the definition in the Housing (Wales) Act 2014. The introduction of Part 2 of the Housing (Wales) Act 2014, homelessness prevention services will be available to all households who are in danger of losing their home within 56 days.

The Scheme will provide tenants with longer term security of accommodation (of between 5 - 20 years) in the private rented sector with a rent level restricted to local housing allowance (LHA) levels.

The Scheme will provide additional tailored support to tenants from both internal and external providers to help them maintain their tenancies; reducing the risk of future homelessness by addressing their challenges quickly and responsibly.

At the end of the lease, the property will be returned to the property owner in its original condition, minus normal wear and tear.

The scheme is intended to complement and act as a resource for Local Authority Homelessness Teams seeking to move households on from temporary accommodation.

The scheme is intended to lease a maximum of 82 properties by the end of March 2027 starting with 4 by March 2023 and increasing each year, (target amounts) with funding for the scheme being in place for an additional 5 years until 2032.

The maximum number of properties to be brought into the scheme for Neath Port Talbot CBC are detailed below (figures are cumulative):

- 4 properties during 2022/23
- 12 properties by 2023/24
- 33 properties by 2024/25
- 49 properties by 2025/26
- 82 properties by 2026/27

All properties will be assessed for their suitability by the Local Authority to ensure they meet the required property standard as outlined in the Scheme Requirement.

Under the Lease Agreement Local Authorities will take on specific obligations in relation to the maintenance of the property, the rent will then be paid to the owner.

Local Authorities are expected to market the scheme in line with the Welsh Government's communication and marketing guidelines.

Local authorities will need to ensure landlords have the required insurance and mortgage arrangements in place to enable them to participate in the scheme

The property owner would be liable for building insurance and to ensure that cover is in place for the term of the lease to mitigate against any risk

Renovation Incentive

A renovation incentive can be offered to landlords where their property does not meet the minimum property standard or to improve the property's Energy Performance Certificate (EPC) rating

The Local Authority will be responsible for drawing up and agreeing specification / scope of works to bring the property up to the required standard

The renovation incentive will be a grant of up to £5,000

Empty properties can be brought into the scheme and will be eligible for higher renovation incentives, empty properties may be eligible for a grant up to a maximum of £25,000.

Grants over £10,000 will require approval from Welsh Government.

The lease term for properties that receive grants over £5,000 will increase in line with the value of the grant offered for periods of up to 20 years.

Renovation incentives will only be offered to landlords who sign up to the scheme.

If a renovation incentive is approved then local authorities can claim the amount of grant from Welsh Government.

Should the property owner activate a break clause within their lease contract then the property owner will be expected to repay the grant, this will be tapered based on the remaining term of the lease.

Model Lease Agreements

Model Lease / Bare Contractual and Incentive agreements have been provided by Welsh Government for use by the Local Authority.

The Local Authority will have no discretion as to the amount of rent payable to the owner which will be the equivalent of the Local Housing Allowance (LHA) rate less a 10% management fee, this will be paid either weekly or monthly by the tenant to the local authority.

Local Authorities will not be able to supplement the LHA rent to owners as an added incentive.

Welsh Government have agreed to subsidise certain costs that the local authority may accrue through the operation of the scheme.

Eligible costs include staffing costs, tenancy support costs, general maintenance costs and repairs / damages, capital and revenue costs.

The 10% management fee retained by the Local Authority is to be used to subsidise the running of the scheme, this will be in addition to the eligible costs payable by WG.

Financial Impacts:

The authority will need to manage the stock appropriately and efficiently to ensure that the most effective use is made from the service. Cooperative work between relevant departments will ensure that there are no adverse financial implications to the authority.

The LSW arrangements will help to reduce the use of temporary accommodation for homeless households.

All claims for costs will be in paid in arrears quarterly. Welsh Government will provide a standard claim form 'pro forma' which must be submitted to the Welsh Government's Project Manager following the end of each quarterly claim.

Should the authority incur a cost eligible for refund as part of the Scheme, the authority is obliged to do all within its power, including setting up a payment plan to recover the funds. If this proves un-

successful then the authority will be entitled to claim that cost back from Welsh Government in the quarterly grant claim process.

Costs eligible for refund

There are four broad categories of costs in relation to which the Welsh Government will reimburse a local authority:

- Staffing costs
- Tenancy support costs
- Capital costs
 - Grant incentives
 - Property repair costs
- Revenue costs
 - Rent costs claims for void periods

The total subsidy for the Authority is dependent on a variety of elements, including the number of properties and associated tenancies engaged in the scheme. An indicative payment profile is provided on the following page.

Costs incurred for void periods, when a property is unoccupied, can be claimed by the local authority from WG as an eligible cost.

The Department of Work and Pensions have confirmed that as the rent charged for this Scheme is below market rate, the property may be treated as Social Rented Sector housing.

The authority will utilise the Universal Credit Alternative Payment Arrangements (APA) wherever possible, an APA is for claimants who cannot manage their finances and where there is a risk of financial harm. An APA allows the housing costs of Universal Credit to be paid as a Managed Payment (MP) direct to the landlord. This will reduce the risk associated with the tenant failing to pay the rent.

Indicative payment profile – Neath Port Talbot CBC

| | Scheme Year | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Total | |
|-------------------|----------------|-------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|-----------|
| | Financial Year | 2021-22 | 2022-23 | 2023-24 | 2024-25 | 2025-26 | 2026-27 | 2027-28 | 2028-29 | 2029-30 | 2030-31 | 2031-32 | | |
| Neath Port Talbot | Capital | Repairs & Damages | 1,225 | 4,900 | 14,700 | 40,425 | 60,025 | 100,450 | 100,450 | 100,450 | 100,450 | 100,450 | 100,450 | 723,975 |
| | | Grant | 20,000 | 20,000 | 40,000 | 105,000 | 80,000 | 165,000 | 0 | 0 | 0 | 0 | 0 | 430,000 |
| | | Subtotal | 21,225 | 24,900 | 54,700 | 145,425 | 140,025 | 265,450 | 100,450 | 100,450 | 100,450 | 100,450 | 100,450 | 1,153,975 |
| | Revenue | Rent Loss Claims | 685 | 2,740 | 8,220 | 22,605 | 33,565 | 56,170 | 56,170 | 56,170 | 56,170 | 56,170 | 56,170 | 404,835 |
| | | Tenancy Support | 8,250 | 8,250 | 13,200 | 54,450 | 80,850 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 100,000 | 765,000 |
| | | Staffing & Admin | 9,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 36,000 | 369,000 |
| | | Subtotal | 17,935 | 46,990 | 57,420 | 113,055 | 150,415 | 192,170 | 192,170 | 192,170 | 192,170 | 192,170 | 192,170 | 1,538,835 |
| | Total | | 39,160 | 71,890 | 112,120 | 258,480 | 290,440 | 457,620 | 292,620 | 292,620 | 292,620 | 292,620 | 292,620 | 2,692,810 |
| | Properties | | 0 | 4 | 8 | 21 | 16 | 33 | 0 | 0 | 0 | 0 | 0 | 82 |

Integrated Impact Assessment:

A first stage impact assessment has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in-depth assessment is not required.

Valleys Communities Impacts:

No Implications

Workforce Impacts:

At this stage there are no direct impacts on Council staff, as the scheme develops and leases additional properties the appointment of an additional officer to assist in managing the scheme may be required, the LSW allows for the recharge of revenue costs associated with delivering the scheme.

Legal Impacts:

There is no Statutory Power placed on a Local Authority to provide a private rented sector landlord / tenant leasing scheme.

Housing Wales Act 2014 Part 1 Outlines the regulation of private rented accommodation.

Housing Wales Act 2014 – Part 2, allows for the statutory discharge into suitable private sector accommodation to alleviate and prevent homelessness.

Housing Wales Act 2014 – Part 2, confirms the duty on statutory and non-statutory services to co-operate and assist the local authority in preventing homelessness.

Risk Management Impacts:

There are financial risks associated with the proposed delivery model particularly with regard to damage to property from tenants above and beyond the amount allowable to be reimbursed from Welsh Government. Arrangements will be put in place by both the Homelessness Service and Housing Renewal & Adaptation Service to mitigate these risks through identifying appropriate tenants for the scheme.

Crime and Disorder Impacts:

The LSW will help tackle empty homes along with the associated risks of anti-social behaviour, fly tipping and other environmental impacts that attract crime and disorder activity.

Consultation:

There is no requirement for external consultation on this item.

Recommendations:

It is recommended that Members approve the implementation of the Leasing Scheme Wales, based upon the proposed offer from Welsh Government to provide and manage up to 82 properties.

In addition, to grant delegated powers to the Head of Adult Services to approve any minor changes to the scheme in the future.

Reasons for Proposed Decision:

The implementation of the LSW will increase the range of housing options available to assist in discharging statutory homelessness duties into the private sector.

The LSW model has been developed to create an additional intervention that will assist in tackling empty properties, poor housing conditions and associated adverse community impacts.

Implementation of Decision:

The decision is proposed for implementation after the three day call in period.

Appendices:

None

List of Background Papers:

First stage impact assessment

Officer Contact:

Angela Thomas, Head of Adult Services
Tel: 01639 763794, email a.j.thomas@npt.gov.uk

Robert Davies, Principal Officer Housing & Homelessness
Tel: 01639 763288, email r.i.davies@npt.gov.uk



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNCIL NEATH PORT TALBOT SOCIAL CARE HEALTH & WELL-BEING CABINET BOARD

15th December 2022

Report of the Head of Adult Services – A. Thomas

Matter for Decision

Wards Affected All Wards

GRANT ARRANGEMENTS FOR THE PROVISION OF WARM SPACES FUNDING

Purpose of the Report

To request that the Head of Adult Services be given delegated authority to award monies comprising the Welsh Government's Warm Hubs Fund and enter into grant agreements with a number of organisations to tackle the cost-of-living crisis through the provision of Warm Hubs/Spaces across the Neath Port Talbot Area.

Executive Summary

Neath Port Talbot Council ("The Council") is committed to supporting local resident in need of help and support during the cost-of-living crisis. One element of the support being offered is the provision of Warm Hubs for which the council has received a £55,905 Warm Hub Funding from Welsh Government.

In order to allow for prompt allocation of the Warm Hubs Funding to successful applicants, permission is requested for the Head of Adult Services to be given delegated authority to enter into grant agreements with those organisations whose applications best meet the Warm Hubs Funding requirements.

Background

The Council have been allocated a significant amount of additional money via the Welsh Governments Warm Hubs Fund. This one-off fund is to support local communities to develop (or expand and enhance existing) Warm Hubs as places where individuals are provided with a welcome, accessible, safe and warm environment.

Warm Hubs are intended as places in local communities where people can find a safe and warm environment during the day to reduce isolation and loneliness, help people facing poverty and to stay as well as possible this winter.

The Warm Hubs Fund gives the Council a unique opportunity to work with partners, (voluntary, faith groups and community organisations) to develop (or expand and enhance existing) Warm Hubs, to ensure that the spaces offer provision based on local need. Where possible and relevant the Warm Hubs will link into/compliment wider community activities, to provide a co-ordinated approach to tackling poverty and the cost of living. The focus of support can include:

- Basic refreshments and snacks (as a minimum).
- Provision of advice and support services, such as health and well-being, digital accessibility and financial support.
- Enrichment activities such as exercise, arts and cultural activities.

The application process is due to be launched in December 2022 and will be open for applications until 31st January 2023. This opportunity will be circulated directly to organisations who have registered their Warm Hub with the Council. A directory of Warm Hubs is currently being compiled and will be available for people to access via the Council's website.

Applications will be evaluated by a panel against the following criterion that links to the application form: <https://forms.office.com/r/EkXCwtpRFG>

- Organisational status / Charitable objectives (Q10 and 11).

- That the funding will address the Funding Criteria (Q13, 15 and 16).
- Number of beneficiaries (Q17 and 18).
- Accessibility and equal opportunities (Q19).
- Full financial breakdown of the funding requested (Q21 and Q22).

The panel will consist of representatives from across the Council, including Social Services, and the Education Directorate and external strategic partners including NPT Council for Voluntary Services (CVS), and a service user representative.

For an organisation to be successful in being awarded Warm Hubs Funding their application will need to evidence how the money will directly support Warm Hubs and the people who attend them. Examples of eligible spend includes but is not limited to:

- Provision of refreshments, snacks and if relevant to the location more substantive meals.
- Additional expenses associated with extending the opening hours of existing facilities or contributions to heat and light if facilities are opened specifically.
- Additional costs relating to cleaning costs, refuse removal (for example, community halls).
- Equipment to support adaptation of spaces, chairs, tables.
- Contribution to internet costs (particularly to support advice service provision in community areas / centres) - it is not anticipated that this will include costs relating to hardware.
- Facilities for charging mobile phones / IT equipment.
- Small items such as kettles, cups, plates etc.
- Enrichment items / activities.
- Transport to / from Warm Hubs - depending on local need.
- Volunteer costs.
- Raising awareness / promotion of Warm Hubs.

Successful applicants will be issued with a grant agreement. It will be a condition of the grant for organisation to submit proportionate data and update reports for Officers to report back to Welsh Government on a monthly basis.

The Warm Hubs Fund needs to be fully allocated by the end of the 22/23 financial year. Taking into consideration the number of applications anticipated, it is suggested that applications are for up to £1200. Each application will be assessed on its merits and in context of provision across Neath Port Talbot.

It is requested that the Head of Adult Services be granted delegated authority to award funding to, and enter into agreements with, those organisations that the panel have evaluated as best meets the requirements of the Warm Hub Fund and local provision.

Financial Impacts

Approval of these proposals will not have an adverse impact on the Councils base budget, as the successful bids will be allocated monies from the Welsh Government Warm Hubs Fund.

Integrated Impact Assessment

A first stage impact assessment (Appendix 2) has been undertaken to assist the Council in discharging its legislative duties (under the Equality Act 2010, the Welsh Language Standards (No.1) Regulations 2015, the Well-being of Future Generations (Wales) Act 2015 and the Environment (Wales) Act 2016.

The first stage assessment has indicated that a more in-depth assessment is not required. A summary is included below:

- The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.

- The Warm Hubs initiative is designed to support people to address many of the challenges experienced by groups referred to within the equality legislation.
- Warm Hubs are required to be inclusive and accessible to all people regardless of disability and care and support needs. Bidders will need to demonstrate how they will ensure this.
- Biodiversity not applicable to this proposal.
- The proposal is in line with the 5 ways of working.

Valleys Communities Impacts

No impact – the proposed bids have no spatial impact on our valleys communities and does not link to the impacts identified in the Cabinet's response to the Council's Task and Finish Group's recommendations on the Valleys.

Although, this proposal is not linked to the above policy, it will give valley communities the opportunity to submit applications for activities that will strengthen community assets and local people.

Workforce Impacts

No implications.

Legal Impacts

The Warm Hubs Funding is subject to Welsh Government grant conditions, with which the Council is obliged to comply. The process of the award of the funding by the Council via the Warm Hubs Fund will be in line with the grant conditions. The allocation of the funding will require a grant agreement, which will oblige the recipient to comply with the grant conditions. The grant agreement will entail the recipient only being permitted to use the grant monies for the specific purposes for which they are made available by the Council. The Council will have the right to claw back monies, if they are not used or if misused.

Grants are outside of the procurement regime and are excluded from the Council's Contract Procedure Rules under rule 7.1.21.

Risk Management Impacts

No risk management impacts.

Other Impacts

Organisations may submit applications for projects that could have a positive impact on the Council meeting its wider general duties such as, Section 17 of the Crime and Disorder Act 1998 and Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015.

Consultation

There is no requirement for external consultation on this item.

Recommendations

For the Head of Adult Services to be provided delegated authority to award monies comprising the Welsh Government's Warm Hubs Fund and enter into grant agreements with organisations whose applications for Warm Hub Funding has been evaluated as best meeting the Warm Hub application requirements.

Reasons for Proposed Decision

To maximise the benefits of the Warm Hubs Fund to the residents of Neath Port Talbot by awarding Warm Hubs Funding in a timely way to the successful applicants.

Implementation of Decision

The decision is proposed for immediate implementation.

Appendices

Appendix 1: First Stage Integrated Impact Assessment.

Background Documents

The application form can be found at:

<https://forms.office.com/r/EkXCwtpRFG>

Officer Contact

Angela Thomas, Head of Adult Services Phone: 01639 683328

Email: a.j.thomas@npt.gov.uk

Sarah Waite, Principal Officer for Prevention and Early Intervention

Phone: 01639 685221 Email: s.waite@npt.gov.uk

Mae'r dudalen hon yn fwriadol wag

Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: AGREEMENT OF ESTABLISHING A WARM HUB FUNDING PROCESS

To seek approval from members to establish a process for allocating Warm Hub Funding to help support community, voluntary and third sector organisations tackle the cost-of-living crisis through the provision of Warm Hubs/Spaces across Neath Port Talbot.

Service Area: Prevention, Early Intervention and Community Support

Directorate: Social Services Health and Housing

2. Does the initiative affect:

| | Yes | No |
|--------------------------------------|-----|----|
| Service users | x | |
| Staff | | x |
| Wider community | x | |
| Internal administrative process only | | x |

3. Does the initiative impact on people because of their:

| | Yes | No | None/ Negligible | Don't Know | Impact H/M/L | Reasons for your decision (including evidence)/How might it impact? |
|-----|-----|----|---------------------|---------------|-----------------|--|
| Age | x | | | | | The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation. |

| | | | | | | |
|----------------------------|---|--|--|--|--|---|
| | | | | | | <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> <p>Bidders need to demonstrate how they will ensure that the service/activity is accessible and inclusive of all people including those who may have a disability and/or a care and support need.</p> |
| Disability | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> <p>Bidders need to demonstrate how they will ensure that the service/activity is accessible and inclusive of all people including those who may have a disability and/or a care and support need.</p> |
| Gender Reassignment | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |
| Marriage/Civil Partnership | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |

| | | | | | | |
|---------------------|---|--|--|--|--|---|
| Pregnancy/Maternity | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |
| Race | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |
| Religion/Belief | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |
| Sex | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> |
| Sexual orientation | x | | | | | <p>The Warm Hubs and associated activities are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> |

| | | | | | | |
|--|--|--|--|--|--|--|
| | | | | | | The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided. |
|--|--|--|--|--|--|--|

4. Does the initiative impact on:

| | Yes | No | None/ Negligible | Don't know | Impact H/M/L | Reasons for your decision (including evidence used) / How might it impact? |
|---|-----|----|---------------------|---------------|-----------------|--|
| People's opportunities to use the Welsh language | | | x | | | Bidders will be assessed against how their proposal will impact on opportunities for people to use the Welsh language and its equal treatment with English |
| Treating the Welsh language no less favourably than English | | | x | | | Bidders will be assessed against how their proposal will impact on opportunities for people to use the Welsh language and its equal treatment with English |

5. Does the initiative impact on biodiversity:

| | Yes | No | None/ Negligible | Don't know | Impact H/M/L | Reasons for your decision (including evidence) / How might it impact? |
|--|-----|----|---------------------|---------------|-----------------|--|
| To maintain and enhance biodiversity | | x | | | | N/A |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc. | | x | | | | N/A |

Tudalen 160

6. Does the initiative embrace the sustainable development principle (5 ways of working):

| | Yes | No | Details |
|--|-----|----|--|
| Long term - how the initiative supports the long term well-being of people | | | Warm hubs support the long term well-being of people by helping to delay, prevent and/or reduce care needs. The hubs and the initiatives linked to the delivery of the Warm hubs are designed to help keep people healthier and maintain maximum levels of wellbeing for longer. |
| Integration - how the initiative impacts upon our wellbeing objectives | | | The delivery and provision of Warm Hubs is underpinned by the values and principles of the Well-Being of Future Generations Act 2015 and the Council's wellbeing objectives. |
| Involvement - how people have been involved in developing the initiative | | | The application process is due to be launched in December 2022 and will be open for applications until March 2023. This opportunity will be circulated directly to organisations who have registered their Warm Hub with the Council. A directory of Warm Hubs is currently being compiled and will be available for people to access via the Council's website. Applications will be evaluated by a panel against a set criterion that links to the application form (Appendix 1). The panel will consist of representatives from across the Council, including Social Services, and the Education Directorate and external strategic partners including NPT Council for Voluntary Services (CVS), and a service user representative. For an organisation to be successful in being awarded Warm Hubs Funding their application will need to evidence how the money will directly support Warm Hubs and the people who attend them. |
| Collaboration - how we have worked with other services/organisations to find shared sustainable solutions | | | The proposal is to work in partnership with organisations to support people in the local community to tackle and address issues raised due to the cost-of living crisis. |
| Prevention - how the initiative will prevent problems occurring or getting worse | | | For an organisation to be successful in being awarded Warm Hubs Funding their application will need to evidence how the money will directly support Warm Hubs and the people who attend them. |

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7. Declaration - based on above assessment (tick as appropriate):

| | |
|--|---|
| A full impact assessment (second stage) is not required | x |
| Reasons for this conclusion | |
| <p>The Warm Hubs are designed to support individuals to address many of the challenges experienced by groups referred to within the equality legislation.</p> <p>The proposal brings additional resources to support vulnerable people and there will be no reduction in services already provided.</p> <p>Applicants need to demonstrate how they will ensure that the service/activity is accessible and inclusive of people with disabilities and care and support needs</p> <p>Applicants will be assessed against how their proposal will impact on opportunities for people to use the Welsh language and its equal treatment with English</p> <p>Biodiversity not applicable to this proposal.</p> <p>The proposal is in line with the 5 ways of working.</p> | |

| | |
|--|--|
| A full impact assessment (second stage) is required | |
| Reasons for this conclusion | |
| | |

| | Name | Position | Signature | Date |
|---------------|---------------|---|-----------|----------|
| Completed by | Sarah Waite | PO Prevention, Early Intervention and Community Support | S.Waite | 05/12/22 |
| Signed off by | Angela Thomas | Head of Service | A.Thomas | 05/12/22 |

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET
BOARD

15TH DECEMBER

Report of Mr Chris Millis, Head of Education Development

Matter for Decision

Wards Affected:

All wards.

Substance Misuse Counselling Service - Western Bay
Area Planning Board

Purpose of the Report

1. To seek delegated authority to enter into a new contract with Platform for the delivery of a Substance Misuse Counselling Service ("Counselling Service") within the Western Bay region.
2. For information in accordance with Contract Procedure Rule 7.2 as to excluding the requirement for competitive tendering and directly award a contract to Platform for the delivery of a Counselling Service.

Executive Summary

Neath Port Talbot County Borough Council ("the Council") acts as the banker for the Western Bay Area Planning Board ("APB"), in respect of

Welsh Government Substance Misuse Action Fund money ("SMAF") and partner contributions from Swansea and the Council.

The Area Planning Board was set up in 2010, but is not a legal entity in its own right, so is not able to enter into contractual arrangements with Service Providers. Therefore, when this Counselling Service was procured through a competitive tender exercise in 2015, the Council became the lead for the contract, by default, as it is the banker. The contract with Platform arising out of the tender exercise was for a term of one year and was subsequently rolled over, yearly, outside of contract. A further formal contract has been drawn up as between the Council and Platform, following Cabinet approval that formalised the arrangement and this was from 1 January 2021 to 31 March 2022 with an option to extend of 12 months.

The Counselling Service, funded through SMAF, has been evaluated, and the conclusion reached by the APB is that the service is needed, and that it is a valued service that meets the needs of the people who used it. There provision of the Counselling Service is of a specialised nature and is only carried out by Platform and there is no competition in the market, A direct award is necessary for continuity of the Counselling Service and achieves value for money as set out in this report.

This report seeks delegated authority to enter into a new contract with Platform and is for information in accordance with Contract Procedure Rule 7.2 as to excluding the requirement for competitive tendering and directly award a contract to Platform for the delivery of a Counselling Service.

Background

In 2015, Neath Port Talbot County Borough Council ("the Council") carried out a competitive tender exercise, on behalf of the Area Planning Board, for a Counselling service, using ring fenced SMAF (Substance Misuse Action Fund). The then named service provider, 'DASH' were the only provider to submit a bid. This bid was assessed and met the requirements and DASH were subsequently awarded the tender. Due to a series of mergers, Platform now provide this service.

The specialist substance misuse Counselling Service takes a trauma informed approach towards helping people to work through the underlying and complex emotional issues that may have led to their use of

substances. The service supports up to 20 people at one time. This counselling, increases the likelihood that the service users will maintain abstinence and not need to come back into services.

The Counselling Service is provided across the Western Bay Region and is funded via the Substance Misuse Action Fund provided to the Western Bay Area Planning Board (APB) by Welsh Government.

Following the tender exercise, the contract was awarded to Platform for 1 year, but has been rolling over since then and no formal contract drawn up.

The APB has evaluated this service and concluded that it is a valued service that meets the needs of the people that used it and there was no alternative, like for like, provision available in the area. The APB want the Counselling Service to continue, as without it, there would not be any trauma informed counselling services for people with substance use issues, which is inconsistent with the aim of reducing drug related deaths.

The Council then formalised the arrangement and entered into a contract for the Counselling Services from 1 January 2022 and is presently in the 12 month extension period of the contract and the term is to end on 31 March 2023.

For reasons that are outside of this report, but are detailed in the options appraisal, Platform could no longer perform the contract, redundancies were made at Platform and the Council made no payment for the service as a result of unavailability of counsellors.

A further options appraisal was undertaken by the APB this year which resulted in a recommendation to the APB to continue with the arrangement with Platform but to increase the value of the contract each year and also increase once again, the term of the contract.

The APB agreed to the recommendation and the new service commenced on the 6th June 2022, which was when the new Counsellor commenced in post.

The Area Planning Board is currently embarking on a Transformation Project, which will deliver a new fully integrated public health model for substance use services across the region, to include counselling provision. The contract detailed above and content of previous reports to Cabinet covered extensions in the arrangement with Platform on the

basis the tendering for the new model would be completed by the 31st March 2022. The tendering for a new model which relies upon actions being taking by the APB, has not been completed and as such we need to extend the arrangements with Platform once again.

Agreeing to extend the arrangement with Platform and to direct award it a new contract will allow the APB team to continue to regularise the arrangement and to benefit from experiencing the service running for a period of time (insofar as continuous improvement and knowledge building); this can be utilised in the future tender exercise, It would also allow for a specialist and key service to continue to be delivered. The level of risk to the Council has been assessed as being manageable.

Insofar as competition, in 2020, when an in depth Strategic Evaluation was carried out of the service, examining in detail the extent to which it was meeting needs, this included a level of market analysis. There were no other providers identified during this Evaluation, in the Western Bay Region and across to the Cwm Taff region, who could deliver this service. Platform deliver the service through experienced Counsellors, who are trained in specialist trauma based therapy for people with substance use and co-occurring mental health issues. Platform are a specialist mental health service provider, who have counselling provision and experience incorporated in their organisation, which operates across Wales.

The Council continues to receive SMAF money with an element of ring fenced money that has to be spent on Counselling provision, as prescribed by Welsh Government. The funding has remained relatively constant for the past 7 years and, in the main, services are rolled over on an annual basis.

Financial Impact

The proposal contained in this report includes an increase in the contract value of £16,340. However this will continue to be SMAF money, and so will not be from Council budget. The operational lead for the APB will continue to liaise closely with colleagues in finance to ensure that the contract is affordable within budgetary constraints of the SMAF grant.

Integrated Impact Assessment

A full Integrated Impact Assessment was carried out on the potential option to decommission this service in 2020. The conclusion of that

Assessment was that the decommissioning of this service would have a negative impact on a range of people with protected characteristics. The decommissioning of this service was not recommended, in favour of the level of provision being maintained. This remains the case, and is relied on here. The further options appraisal has highlighted that this is valued service, that meets people's needs, and to not recommission would leave people at risk, and be inconsistent with the aim of reducing drug related deaths. Therefore extending the service would have positive impacts.

Workforce Impacts

The proposals contained in this report have no Council workforce implications.

Legal Impacts

The Council pay Platform for the delivery of this Counselling service, by virtue of it being the banker for the SMAF money on behalf of the Western Bay Area Planning Board and bears the risk on behalf of the APB. An APB Partnership agreement has been drawn up that, amongst others matters, provides a right of recovery by the Council in order to protect such risk however this partnership agreement has not yet been completed.

The new contract proposed to be entered into with Platform is for a period of 21 months and so up to 31 March 2024 plus two optional 12 month extension periods.

The contract value for the proposed new contract is £154,500.00 net of VAT, broken down as £34,500.00 net of VAT for the first 9 months, followed by £40,000.00 net of VAT per year/12 months.

There is a risk that the proposed new contract will be determined to be an extension of the arrangements as between the Council and Platform, which have been in place since 2015. Should this be the case, the total value since 2015 to Platform will be roughly £327,481.

The proposed new contract with Platform, even assuming it is an extension of the previous arrangement, does not exceed the UK Procurement thresholds under the Public Contract Regulations 2015 for a tender to be advertised.

The Counselling Services will fall under the light touch regime threshold of £663,540 net of VAT as set out at Regulation 5(1) (d) of the Public Contracts Regulations (2015) as a health, social or related service (CPV code 85312320)

The Council is still caught by the general and EU based principles of transparency, equal treatment, non-discrimination and proportionality, where an agreement is of 'certain cross border interest'. What these principles imply, in practice, is that the contract should be transparently awarded in a non-discriminatory way. The simplest way to demonstrate compliance would be by going through a procurement exercise compliant with the principles outlined above.

However, it is considered that the subject matter of this contract is unlikely to have 'cross border interest' on the basis that the Counselling Services are in person.

In addition, the Council must comply with its internal Contract Procurement Rules (CPRs), which provides that the Council must usually put a contract of this value out to open tender.

Rule 11 of the CPR require a competitive tender process for contracts which exceed £75,000 in value. This requirement involves an obligation to publish a notice on Sell2Wales (and in such advertising medium as the Authorised Officer has considered desirable).

Nevertheless CPR rule 7 allows for exclusions as to the requirement to competitively tender a contract and a direct award to a proposed provider can be made where, the execution of Works or the Provision of Services of a specialised nature which are carried out by only one Contractor (CPR 7.1.4).

Platform is the only provider in the market that provides specialist trauma informed counselling services for people with substance use issues, which can help people work through the complex emotional issues that lead to their substance misuse, thereby reducing the harms caused by this, as covered in the APB's options appraisal, attached. Continuation of this service is therefore consistent with the aim of reducing drug related deaths. Value for money would be obtained in awarding a new contract to Platform on the basis that the hourly rate has been assessed as being £6.00 per hour, which is below the usual rate for a counsellor. As such, the services are of a specialised nature and are carried out by Platform only and so this exclusion can be relied upon.

1 This report seeks the necessary delegated to enter into a new contract with Platform for the delivery of a Substance Misuse Counselling Service ("Counselling Service") within the Western Bay region, and is for information in accordance with Contract Procedure Rule 7.2 as to excluding the requirement for competitive tendering and directly award a contract to Platform for the delivery of a Counselling Service.

Risk Management

The Council could potentially be exposed to challenge from aggrieved providers who have not had an opportunity to bid for a contract such as this. They may wish to challenge this by Judicial Review of the Council's decision.

Any challenge could involve both the cancellation of current contractual arrangements and/or the threat of a financial penalty determined by the Courts.

It would be contended that the risk of this is considered to be low and in any case deemed to be outweighed by the need to continue to provide support to the Individuals, as they have specific needs that have to be met.

The Council's defence of any such challenge would be strong as the constitution allows for the action proposed.

Consultation

There is no requirement under the Constitution for external consultation on this item.

Recommendations

1. To be granted delegated authority to enter into a new contract with Platform for the delivery of a Substance Misuse Counselling Service within the Western Bay region for the time and cost set out in this report.
2. For information in accordance with Contract Procedure Rule 7.2 as to excluding the requirement for competitive tendering and directly award a contract to Platform for the delivery of a Counselling Service

Reasons for Proposed Decision

To ensure the necessary arrangements can continue to be put in place for the provision of specialist, trauma informed, Counselling, for Individuals with substance use issues, in the Swansea Bay region and so as to ensure continuity of care.

Implementation of Decision

The decision is proposed for implementation after the three day call in period.

Appendices

None

List of Background Papers

None

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Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

Version Control

| Version | Author | Job title | Date |
|-----------|---|---|----------------------------|
| Version 2 | Claire Jones Julia Jenkins, & Erica Barret | Strategic Manager Partnerships and Community Cohesion Commissioning and Development Manager Contract Monitoring and Performance Officer | 29 th July 2020 |
| | | | |
| | | | |

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1. Details of the initiative

| | |
|-----------|--|
| | Title of the Initiative: Possible Decommissioning of Substance Misuse Counselling Service |
| | Service Area: partnerships & Community Cohesion/APB commsioning & Support Team (regional) |
| 1b | Directorate: Assistant Chief Executive & Chief Digital Officer |
| 1c | Summary of the initiative: |

| | |
|-----------|--|
| | <p>Substance misuse service: provision of counselling by contracted service provider for people who have substance use issue and need to access counselling to work through the complex emotional issues that lead to their misuse of substances. It is a highly specialist area, and the only like provision in the region.</p> <p>Contract Monitoring identified issues with the low number of people being supported by the Platform (formerly known as Newlink) Counselling Service as described above, and as such the strategic relevance, need and value for money of this service was brought into question..</p> <p>Consequently, at the request of the APB, a more detailed strategic evaluation was carried out of this Counselling Service, to ascertain if it was inter alia strategically relevant, offered value for money, and met local needs.</p> <p>.</p> <p>A report highlighting the findings of this evaluation is due to be presented to the CFP on the 6th August. The CFP will make a decision to recommend in respect of the future commissioning, or decommissioning of this service, or the future remodeling of the service. It is assumed that any decision to decommission would need to be confirmed within the lead organisation's (banker) governance arrangements.</p> <p>One of the options is to consider the decommissioning of this Counselling service. This Impact Assessment is based on the potential impact of decommissioning this service, to help inform the decision making process, the other options remodelling or leave as is, would have a neutral to positive impact.</p> |
| 1d | <p>Who will be directly affected by this initiative?</p> <p>Any person who use illegal substances and require counselling to work through the complex emotional issues that led to their misuse of substances. We recognise that people may use substance regardless of their age, race, religion, sexual orientation, gender and marital status.</p> |
| 1e | <p>When and how were people consulted?</p> <p>Counselling is part of our model for service delivery in respect of substance misuse services.</p> <p>On a wider note the APB (in January 2019) commissioned HSR to undertake a review of substance misuse services in the region and to propose a suitable model for the delivery of services to meet needs. This review was subject to wide-ranging</p> |

consultation, including partners, stakeholders, service providers and service users. There is a substantial document produced by HSR with details of this work.

On a service specific nature, as part of a strategic evaluation of this service, stakeholders and current service users (to the service) were consulted; there is no waiting list so wider consultation was not possible for people who would access the service. It was not within the remit of the strategic evaluation to undertake wider public consultation, or to consult with service users more generally.

The below provides information about the feedback given by both Service Users and staff (via calls and an online survey) who have referred people into the service, as well as outcomes of discussions with funding bodies, achieved via video conference. The consultation with all the following occurred between 13th and 24th July 2020.

Service User Feedback

Out of the 13 active service users, all of whom were invited to participate, via the Service Manager, 4 Service Users responded to the consultation:

- 2 via telephone calls
- 1 via the on-line survey
- 1 via responding to the questions in the word document.

Referring Organisations

Referring organisations were asked for feedback on the service and its delivery. These were consulted via telephone calls.

Barod Choices,

- 7 of the open cases have been referred by the Choices Service.
- 2 staff spoken to.

City and County of Swansea: Children's Services

- 1 service Manager responded to consultation request

PSALT

- Two members of staff responded to the consultation.

WCADA

2 staff responded

| | |
|----|--|
| | <p>Others</p> <p>Cwm Taff APB team were also consulted, but only in respect of the funding split, and how they commission the service.</p> <p>Welsh Government, were also consulted as funders regarding how the ring fenced funding for this service can be utilised. They were not consulted on the options per se, rather on the principle of the funding.</p> <p>CFP Subgroup</p> <p>On 17th Feb 2020 the APB Commissioning Finance & performance Group was presented with a contract monitoring report that highlighted a possible issues with the service. Membership of the CFP Sub Group is made up from South Wales Police, The Police and Crime Commissioner, SBUHB, Swansea Council (Commissioning and Social Services), Neath Port Talbot Council (Social Services), National Probation Service and Mid and West Wales Fire Service. Future discussion have occurred during May and July of 2020.</p> <p>Service Provider</p> <p>The initial findings of the evaluation were presented to the Service Provider on 20th July 2020 to allow feedback and an opportunity to challenge anything included in the report.</p> |
| 1f | <p>What were the outcomes of the consultation?</p> <ul style="list-style-type: none"> • The feedback from people who are currently using the service (4 people), as well as staff from partner agencies who are joint working with existing service users (2 agencies), has been very positive about the service and the impact that this has had on the lives of people who have used it. • Some commented that they had not known about the service <p>Service user feedback</p> <ul style="list-style-type: none"> • The feedback given by the person who completed the on-line survey for service users was positive about aspects of the service included in the survey. The responder said that they have been using the service for between 3-6 months and will need to continue to use the service for over 12 months more. • The 2 Service Users spoken to over the phone were extremely positive about their experience of using this service, which they said was life changing and compared favourably to other services they have tried in the past. Both have been using the service for over 12 months. One said that she only uses the service when she needs to now, but that |

it is good to know that it is there when she does need it. One said that she is doing much better now than when she started and knows that the next step will be to stop having Counselling, but does not feel quite ready yet.

- The one person who completed the word document was also very positive about the service they had received and compared this favourably to other experiences of counselling that they had in the past. They have been using the service for a couple of months, having telephone counselling once a week for about an hour. They were unsure of how long they would need to continue to receive the service.
- Some feedback, which Service Users had sent via phone messages or Facebook, was also provided by the Service Provider. This feedback is very positive about the service and the impact that this had on their lives.

Partner Agencies

WCADA

- indicated that they had not utilised the Counselling service following the sudden death of one of the Counsellors as they were not made aware of the alternative arrangements for provision in NPT.

Barod

- 1 member of staff, who has worked with young people for several years, said that:
 - Values Counselling services as they can help people address issues that Key Workers are not qualified to do, such as eating disorders or self-harm/suicide.
 - Experienced barriers accessing mental health services for people who have chaotic substance use issues, though believes this is currently being looked at with a view to addressing.
 - They were unaware of the service until February / March this year, until they had a case they were concerned about and on speaking to a colleagues they suggested they try a referral for counselling.
 - The reason they use this service is because of how responsive it is, i.e. that it will start working with young people with a day or two of referral.
 - One of their cases is of a young lady in University who does not meet the criteria for the Exchange Counselling Service.
 - The University offer Counselling, but there is a waiting list for this.
 - The Exchange service, commissioned by City and County of Swansea, work with young people up to the age of 18, is time limited to 6 sessions (which can be extended if needed).
 - As there is a time limit, the Exchange Service cannot work with young people who have a high level of needs due to the complexity of their issues. These young people have to be referred to CAMHS through their GP or Social Services.

- There is an approximate 2 year waiting list to access counselling services through the GP (for people aged 18 and over).
- Barod have a volunteer working with them who is a qualified Counsellor and provides this service one day a week. There is a waiting list for this service.
- Swansea City Council have recently employed someone as an Emotional Health and Well-Being Worker (for young people?), but they have only just started in post so not sure how this service will work.
- 2 of the people that they have referred would have struggled to access alternative provision to meet their needs.
- 1 of the people they have referred is likely to need to access Counselling over a prolonged period of time. The rest are likely to be short term.
- 1 member of staff, who has worked with young people for 15 years (6 of these with Barod):
 - They have 4 people currently being supported by the service.
 - 1 has been with the service for 7 months
 - 1 for 2 months
 - 2 are very recent
 - They have 1 more in the contemplative stage who they may refer soon.
 - Counselling needs to be weekly, as it can be quite risky to start working with someone through past traumas if they are not seen regularly.
 - Reason use this service:
 - No waiting list:
 - Referrals are responded to within one day.
 - Good understanding of what approach will work best for individual young people and the issues that they have (e.g. past trauma, suicidal thoughts, eating disorders)
 - No restrictions on the number of sessions that the young person can have:
 - It can take time for young people to develop trust and open up about their issues and past traumas.
 - Good communication:
 - Counsellors will discuss cases and the approach that they will use during the referral process, so that the support worker can advise the young person of this and they can make an informed decision about whether or not this is something that they want to do.
 - Advice is be given, at the point of referral, about the potential likelihood that the individual would benefit from counselling.
 - Contact is maintained if a young person does not turn up for their appointment.
 - Understanding of substance misuse:

- Some mental health services can be difficult for young people to access if they are misusing substances, but that taking coping mechanism away from someone who has experienced trauma can be dangerous.
- Young people can feel judged about their substance misuse if they go to other services.

PSALT

- Two members of staff responded to the consultation.
- 1 provided the following feedback:
 - I have got two patients that are currently receiving counselling and the impact on their quality of life has improved tremendously.
 - I have one patient that since working with Claire they have been able to focus on their recovery in treatment, requested reductions in their Buprenorphine and has managed to secure part time work in substance misuse.
 - My other patient had been struggling to get any support from her GP for a number of years, she has suffered a great deal of trauma as both ex partners died as a result of a drug overdose and whilst she has remained stable in treatment and not used drugs over the years she has also developed OCD tendencies and agoraphobia. With my patient continuing to work with Claire their quality of life has improved as a direct result, is looking into go back into college and attending NA groups for additional social support, which would not have been an option before counselling.
 - I do have another patient on my caseload that has had multiple counselling episodes with Claire but has had to stop many times as they have found it difficult to sustain stability in treatment whilst working on PTSD. This patient now feels that they have sustained a long enough period of abstinence and has a strong family support network, so they have requested another referral for counselling as they feel it is paramount in their recovery and be able to give them the confidence to start making progress in treatment with an end goal of living drug free.
- Another provided the following feedback:
 - I can confirm that I have one patient currently attending counselling with Claire @ Newlink. This young man has found this to be this to be an absolute life line in being able to move forward in his life and looks forward to progressing with the support.
 - One of my patients following his counselling through Newlink and victim support was able to attend a conference where he was recorded speaking in front of 100 people on his experience of PTSD and encouraging others to come forward and seek help.
 - I also have two people who are waiting to be referred but unfortunately on hold at the moment due to Covid 19 restrictions.

Findings of the consultation carried out by HSR as part of their Substance Misuse Service Review in Western Bay

The HSR Report identified that there is a need for specialist, trauma informed, counselling, but did not include any information on how many people needed to access this type of provision. It was noted that the Newlink service was not as well-known as it should be.

The CFP Sub Group

They felt that there were issues that warranted further investigation and were minded to decommission the service. This was fed up to the full APB who decided that a strategic evaluation and EIA would be required to support any decision made.

Welsh Government

Advised what scope there was to move the ring fenced funding around. They provided supporting documentation to help any decisions that are made regarding the funding of the counselling service.

Cwm Taf APB

Information was shared on service usage across the region. They were advised that the weighting of service provision in Bridgend did not correlate with the amount of funding being provided and that Western Bay are subsidising their service. Further work will be required within their own APB structures alongside any decision that is taken in Western Bay.

Service Provider

They confirmed that the report was accurate and there were some challenges to the information presented in the report and appropriate amendments were made. The service manager did offer some verbal insights into certain aspects of the evaluation that were taken into consideration in the final report.

2. Evidence

What evidence was used in assessing the initiative?

In undertaking the evaluation the following evidence was used.

Reference is made to PARIS – this is the data management system used by substance misuse services

| AREA TO CONSIDER | SOURCE OF DATA |
|--|--|
| APB Priorities | |
| Reduction number drug related deaths | Provider Stakeholders |
| Parity of provision | Provider Stakeholders |
| Meeting needs | |
| 1. Number of individuals supported (snap shot on given date) | Paris Provider |
| 2. Number of individuals supported (over 12 month period) | Paris Provider |
| 3. Geographical location of people being supported | Paris Provider |
| 4. Needs of individuals being supported | Care/Support Plan Paris Provider |
| 5. Length of time individual in receipt of service (for each individual) | Paris Provider |
| 6. Average length of time individuals in receipt of service | Paris Provider |
| 7. If individual has left the service: reason for leaving | Paris Provider |
| 8. Number of counselling sessions provided to each individual | Paris Provider |

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| 9. Outcomes achieved for each individual | Paris Provider |
| 10. What would be the impact if individual unable to receive service | Provider Stakeholders |
| 11. Stakeholder Engagement: | |
| a. Service Users | Telephone call / Survey Provider service user feedback forms (track progress / measure how feel session went) |
| b. AADAS (referral agency) | Survey |
| c. CDAT (delivery partner) | |
| d. PSALT (referral agency) | Survey |
| e. WCADA (referral agency and delivery partner) | Survey |
| f. Barod (referral agency) | Survey |
| g. City and County of Swansea, Children's Services (delivery partner) | Survey |
| h. Cwm Taff APB (funding body: neighbouring APB) | Telephone call / email |
| i. Welsh Government (funding body: ring fenced funding) | Telephone call / email |
| j. Any other referral agencies or delivery partners | |
| Value for money | |
| 1. Overall cost | WBAPB Expenditure Plan |
| 2. Staffing hours | Provider Quarterly Monitoring Returns |
| 3. Cost per hour | Taken from item 1 |
| 4. Cost per individual supported | Taken from item 1 |
| Market analysis | |
| 1. What other services exist that provide counselling to the client base | Provider Stakeholder engagement |

| | |
|--|------------------------------------|
| 2. Where does this service fit into the wider system? | |
| a. How do people access this service | Provider |
| b. What services refer in to this service | Provider Stakeholder engagement |
| c. What services joint work with the individuals being supported | Provider Stakeholder engagement |
| d. What services do people move on to | Provider Stakeholder engagement |
| | |

i. HSR Service review and model
ii. Welsh Government Revised Guidance for Commissioning Substance Misuse Services October 2015
iii. Welsh Government Substance misuse delivery plan: 2019 to 2022
iv. Welsh Government substance misuse treatment framework 'Guidance for Evidence Based Psychosocial Interventions in the Treatment of Substance Misuse'
v. APB Evaluation report

3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

| Protected Characteristic | + | - | +/- | Why will it have this impact? |
|--------------------------|---|---|-----|--|
| Age | | | X | Access to the service is not limited by age, access is determined by need, and the motivation to seek help to address the complex issues that led to someone using illegal substances. |

| | | | | | | | | | | | | | | | | | | | | | | | |
|--|----|--|--|--|--|--------------|--|-------------|----|----------|----|--------|----|-----------------------------------|--|--------------|--|-------------|----|----------|----|--------|----|
| | | | <p>Data on age is however recorded.</p> <p>The tables below, are taken from the strategic evaluation and the numbers relate to that report. It shows the average age in respect of open and closed cases during the evaluation period (1st April 2029 to 14th July 2020).</p> <table border="1" data-bbox="842 344 2040 742"> <tr> <td colspan="2">Table 3: Open cases (Total: 13) to the service</td> </tr> <tr> <td colspan="2">Demographics</td> </tr> <tr> <td>Average Age</td> <td>28</td> </tr> <tr> <td>Youngest</td> <td>15</td> </tr> <tr> <td>Oldest</td> <td>50</td> </tr> <tr> <td colspan="2">Table 4: Closed cases (Total: 19)</td> </tr> <tr> <td colspan="2">Demographics</td> </tr> <tr> <td>Average Age</td> <td>40</td> </tr> <tr> <td>Youngest</td> <td>28</td> </tr> <tr> <td>Oldest</td> <td>69</td> </tr> </table> <p>The data above highlights that the spread of age profile does not particularly impact on a single age group. Young people and old people are represented within the service profile. Referral routes into the service for all age groups are equal.</p> <p>This initiative will have an impact on specific age groups as if the service is no longer being provided it may affect their ability to access this kind of speciality counselling. However, this service is not solely for people with this protected characteristic and may affect all people of all ages. The affect will not be disproportionate to any other group of people.</p> | Table 3: Open cases (Total: 13) to the service | | Demographics | | Average Age | 28 | Youngest | 15 | Oldest | 50 | Table 4: Closed cases (Total: 19) | | Demographics | | Average Age | 40 | Youngest | 28 | Oldest | 69 |
| Table 3: Open cases (Total: 13) to the service | | | | | | | | | | | | | | | | | | | | | | | |
| Demographics | | | | | | | | | | | | | | | | | | | | | | | |
| Average Age | 28 | | | | | | | | | | | | | | | | | | | | | | |
| Youngest | 15 | | | | | | | | | | | | | | | | | | | | | | |
| Oldest | 50 | | | | | | | | | | | | | | | | | | | | | | |
| Table 4: Closed cases (Total: 19) | | | | | | | | | | | | | | | | | | | | | | | |
| Demographics | | | | | | | | | | | | | | | | | | | | | | | |
| Average Age | 40 | | | | | | | | | | | | | | | | | | | | | | |
| Youngest | 28 | | | | | | | | | | | | | | | | | | | | | | |
| Oldest | 69 | | | | | | | | | | | | | | | | | | | | | | |
| Disability | | | <p>Access to service is not limited to or by persons with disability. Access is determined by needs, but the following information is gathered in respect of disability:</p> | | | | | | | | | | | | | | | | | | | | |

| | | | |
|---------------------|--|---|--|
| | | | <p><u>All Open Cases to the counselling service</u></p> <p>Disability (Y)- 1</p> <p>Disability (N)- 3</p> <p>Left Blank- 9</p> <p><u>All cases 19/20</u></p> <p>Disability (Y)- 1</p> <p>Disability (N)- 3</p> <p>Left Blank- 28</p> <p>Analysis of the impact of the decommissioning of this service on those with a disability cannot be effectively determined because the data available is not reliable due to the high % of blanks. We are unsure of the number of clients using the service who have a disability. However, the number of people reported are low.</p> <p>This initiative may have an impact on this protected characteristic as if the service is no longer being provided it may affect their ability to access this kind of speciality counselling. However, this service is not solely for people with this protected characteristic and may affect all people of all ages. The affect will not be disproportionate to any other group of people.</p> |
| Gender reassignment | | X | <p>The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this, and there is therefore currently limited insight into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> |

| | | | | |
|------------------------------|--|--|----------|--|
| | | | | The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service. |
| Marriage & civil partnership | | | X | <p>The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this and there is therefore currently limited insight into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> <p>The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service.</p> |
| Pregnancy and maternity | | | X | <p>The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this and there is therefore currently limited insight into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> <p>The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service.</p> |
| Race | | | X | <p>The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this and there is therefore currently limited insight into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> <p>The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service.</p> |
| Religion or belief | | | X | The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this and there is therefore currently limited insight |

| | | | | | | | | | | | |
|---------------------|----|---|--|--|--|---------------------|--|------|----|--------|----|
| | | | <p>into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> <p>The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service.</p> | | | | | | | | |
| Sex | | X | <p>This data is captured, and the table below shows the split in relation to this service.</p> <table border="1"> <tr> <td colspan="2"></td> </tr> <tr> <td colspan="2">Demographics</td> </tr> <tr> <td>Male</td> <td>14</td> </tr> <tr> <td>Female</td> <td>18</td> </tr> </table> <p>From the data available the gender split is relatively even. This initiative will not affect either gender disproportionately.</p> | | | Demographics | | Male | 14 | Female | 18 |
| | | | | | | | | | | | |
| Demographics | | | | | | | | | | | |
| Male | 14 | | | | | | | | | | |
| Female | 18 | | | | | | | | | | |
| Sexual orientation | | X | <p>The service is not specifically for this group, but people in this group may be using it. Data is not available in relation to this and there is therefore currently limited insight into the potential impact on this group. This will need to be addressed by a data task and finish group.</p> <p>The decision to decommission may affect people with this characteristic, but this would not be disproportionate to other groups of people who use, or need to use, this type of service.</p> | | | | | | | | |

What action will be taken to improve positive or mitigate negative impacts?

If the decision is made to decommission the service, an exit strategy will be developed, with the Service Provider, for each of the Service Users currently in service, which will be determined by their individual needs. Options will include completing treatment or referring to another counselling service.

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

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| Public Sector Equality Duty (PSED) | + | - | +/- | Why will it have this impact? |
|---|---|---|-----|---|
| To eliminate discrimination, harassment and victimisation | | | X | Substance misuse and underlying trauma may have a range of consequences including homelessness, mental health, child protection issues, and physical injury and offending behaviour. We recognise that substance misuse affects people regardless of their age, race, religion, sexual orientation, gender and marital status. This initiative relates to the potential decision to decommission a counselling service. The ethos of services is to respond to need. That service does not have a specific role in relation to meeting Public Sector Equality Duties. |
| To advance equality of opportunity between different groups | | | X | This initiative relates to the potential decision to decommission a counselling service. That service does not have a specific role in relation to meeting Public Sector Equality Duties. |
| To foster good relations between different groups | | | X | This initiative relates to the potential decision to decommission a counselling service. That service does not have a specific role in relation to meeting Public Sector Equality Duties. |

What action will be taken to improve positive or mitigate negative impacts?

Depending on the decision (to recommend) taken, a risk based action plan will be developed to mitigate any risks to current service users. The APB is developing in partnership a new integrated model, and this will take a whole life approach, and therefore have positive over-all impact. Within this model, the provision of counselling will be considered.

4. Community Cohesion/Social Exclusion/Poverty

| | + | - | +/- | Why will it have this impact? |
|--------------------|---|---|-----|--|
| Community Cohesion | | X | | The service aim is to help people to address the underlying emotional issues that lead to their substance misuse. The decommissioning of this service is therefore likely to have a negative impact on community cohesion, as people may continue with their misuse of substances, which could have an impact on them causing anti-social behaviour problems and being either victims or perpetrators of crime. They could also find it difficult to maintain accommodation and may as a result end up homeless. |
| Social Exclusion | | X | | The service aim is to help people to address the underlying emotional issues that lead to their substance misuse. The decommissioning of this service is therefore likely to have a negative impact on social exclusion. If people are unable to address their underlying issues and stop their misuse of substances, then they are likely to become more socially excluded. |

| | | | | |
|---------|--|---|--|---|
| Poverty | | X | | The service aim is to help people to address the underlying emotional issues that lead to their substance misuse. The decommissioning of this service is therefore likely to have a negative impact on poverty, as people whose substance misuse out of control are less likely to be able to gain and/or retain employment. They also might find it more difficult to manage their finances. |
|---------|--|---|--|---|

What action will be taken to improve positive or mitigate negative impacts?

If we decommission, we have a responsibility to those who are currently in treatment to source alternatives if treatment cannot be complete within the notice period. We will also need to ensure that partner agencies are aware of the change, so that alternative provision can be put in place for these individuals as well as prospective Service Users.

The APB is developing in partnership a new integrated model, and this will take a whole life approach, and therefore have positive over-all impact. Within this model, the provision of counselling will be considered.

5. Welsh

| | + | - | +/- | Why will it have this effect? |
|--|---|---|-----|--|
| What effect does the initiative have on: – people's opportunities to use the Welsh language | | | x | The proposal to decommission would not impact on people's opportunities to use the Welsh Language. There have been no Welsh Language users using the service, to date. |
| – treating the Welsh and English languages equally | | | x | As above. |

What action will be taken to improve positive or mitigate negative impacts?

N/A

6. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

| Biodiversity Duty | + | - | +/- | Why will it have this impact? |
|--|----------|----------|------------|---|
| To maintain and enhance biodiversity | | | x | This relates to decommissioning a Counselling service, which has no impact on biodiversity. |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc. | | | x | As above. |

What action will be taken to improve positive or mitigate negative impacts?

N/A

7. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

| Ways of Working | Details |
|--|--|
| i. Long term – looking at least 10 years (and up to 25 years) ahead | In line with the requirements of the Well-Being of Future Generations (Wales) Act 2015, the development of substance misuse services will be developed to meet the 5 ways of working which will help us to work together better, avoid repeating any past mistakes and tackle some of the long term challenges we are facing. This initiative to decommission the counselling service will form part of the development of a new service model for the long term. It is recognised that changes made to service delivery now will take time to effect and maintain change. |
| ii. Prevention – preventing problems occurring or getting worse | Counselling provision can help people to manage their addictions and thus have a preventative effect of the addiction progressing further. If this service were to be decommissioned the preventive element it provides could be diluted as there could be a gap in the market. But there are other services available that could plug the gap. |
| iii. Collaboration – working with other services internal or external | Collaboration with existing wrap around services to ensure that a holistic treatment is provided to people based on need. All partners are integral to the development and delivery of services for people who have substance use issues. This initiative to decommission the counselling service will form part of the development of a new service model for the long term. The new |

| | |
|--|--|
| | service model will take a collaborative approach towards commissioning, developing and delivering substance misuse services across sectors and service areas. |
| iv. Involvement – involving people, ensuring they reflect the diversity of the population | All partners will be involved in the decision regarding the future of the counselling service of this and will continue to be involved in all developments of substance misuse service provision going forward, this will ensure our service delivery is person centred To ensure the voices of people affected by substance misuse are heard and that more opportunity is created to develop services that are evidence based and include service user engagement, all services will be involved in the development of this our substance misuse service profile and will continue to be involved in its delivery. |
| v. Integration – making connections to maximise contribution to: | This initiative will be developed within the well-established and strengthened Area Planning Board structure and by the nature we will be taking a holistic approach and promoting that this is everyone’s business. No-one agency has the solutions and therefore we all need to work together to achieve the best outcomes. |
| Council’s well-being objectives | The proposal will not directly help but could release funding that would better meet the Council’s Wellbeing objectives and complement the anticipated priorities and steps in the revised Corporate Plan 2020-2023 Obj 1: improve well-being of children and young people - “All of our children and young people have the best start in life, so they can be the best they can be” Obj 2: To improve the well-being of all adults who live in the county borough - “Everyone participates fully in community life – socially and economically” |
| Other public bodies objectives | This is a shared duty with the agencies across Swansea Bay, but is an issue that requires all public bodies to play their role, including Police, Probation, Housing, Health, Fire, etc. The NPT Public Service Board identified key objectives to improve the well-being of the people who live in the Neath Port Talbot area and specifically to improve the situation around drug related deaths and crime. Swansea and NPT PSBs have jointly tackled this subject by creating a CIG and having joint meetings to discuss progress on this work. The work to develop the substance misuse service model to better impact on these issues will contribute to achieving the following objectives: Objective 1: Support children in their early years, especially children at risk of adverse childhood experiences Objective 2: Create safe, confident and resilient communities, focusing on vulnerable people |

| | |
|--|--|
| | Objective 3: Put more life into our later years - Ageing Well Objective 4: Promote well-being through work and in the workplace |
|--|--|

8. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

The existing monitoring framework will be used to monitor the ability of other services to meet the demands placed on them as a result of this decommissioning. Any unmet needs can be identified and information used to inform the future commissioning of substance misuse services across the region.

The strengthened partnership arrangements that have been created in the APB will enable partners to highlight any unintended negative consequence of the initiative, which will then be considered as part of the overall recommissioning process.

The CFP Sub Group will continue to monitor the effectiveness of all services and the reports it receives informs service development going forward by making decisions in relation to funding as the decommissioning of this service will lead to resources being available that could be used for different provision. The CFP Sub Group will make recommendations regarding any changes to provision, which will also be monitored. The overall budget is monitored by the CFP Sub Group on a quarterly basis.

Welsh Government also require quarterly monitoring highlight reports to enable a claim for funding to be made. This enables the Welsh Government to have oversight of any changes.

9. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

| | Conclusion |
|--|-------------------|
|--|-------------------|

| | |
|---|--|
| Equalities | Neither negative or positive. The affect is neutral as the service is not specifically for any group, but people with protected characteristics may be using it. The decision to decommission may affect people with these characteristics, but this would not be disproportionate to any groups of people who use, or need to use, this type of service. |
| Community Cohesion/ Social Exclusion/Poverty | This initiative would have a negative effect. The service aim is to help people to address the underlying emotional issues that lead to their substance misuse. The decommissioning of this service is therefore likely to have a negative impact on community cohesion, as people may continue with their misuse of substances, which could have an impact on them causing anti-social behaviour problems and being either victims or perpetrators of crime. They could also find it difficult to maintain accommodation and may as a result end up homeless. If people are unable to address their underlying issues and stop their misuse of substances, then they are likely to become more socially excluded. People whose substance misuse out of control are less likely to be able to gain and/or retain employment. They also might find it more difficult to manage their finances |
| Welsh | Neither negative or positive. The affect is neutral as the proposal to decommission would not impact on people's opportunities to use the Welsh Language. There have been no Welsh Language users using the service, to date. |
| Biodiversity | Neither negative or positive. This relates to decommissioning a Counselling service, which has no impact on biodiversity. |
| Well-being of Future Generations | This initiative is part of a longer-term plan to improve substance misuse service provision that will be developed in line with the 5 ways of working. The decommissioning of this service will release resources that can be used for new services that can better meet the needs of residents and future proof services for the region. |

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions

- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

Make adjustments

The recommendation of the proposed initiative will change the profile of service provision. However, there will be a plan in place to mitigate any negative impacts of the decision. These will include:

- Exit plans for existing service users to be developed to ensure that treatment is completed.
- Monitor the impact that the change will have on the ability of other services to fill the gap created.
- Use the information to inform future commissioning decisions.
- The decommissioning of this service will release resources that can be used to fund other provision which may better suit the needs of the population.

10. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

| Action | Who will be responsible for seeing it is done? | When will it be done by? | How will we know we have achieved our objective? |
|---|---|--|---|
| To work with service provider to develop an appropriate exit plan | APB Contract Monitoring and Performance Officer | This will be dependent on when notice is given to provider and will be within 3 months of this date. | All service users will have completed their treatment plans without any negative effect on their wellbeing. |
| To develop a list of alternative services and ensure that they are well promoted with all SM Service Providers. The usage of the alternative provider will be monitored via the established quarterly | APB Contract Monitoring and Performance Officer | Ongoing | Quarterly monitoring reports will highlight no issues with the alternative service provision. |

| | | | |
|---|-------------------|--|--|
| monitoring system and reported to the CFP Sub Group. | | | |
| Ensure that the future commissioning arrangements takes into account any intelligence on unmet need. | CFP Sub Group/APB | This will be dependent on the progress of the commissioning cycle. | The revised service model will reflect information that was gathered as part of this initiative. |
| Ensure that the money that is freed up by this initiative is used appropriately based on need and the priorities of the area. | CFP Sub Group/APB | This will be dependent on when the provider is issued with notice. | New services will be able to be funded. |

11. Sign off

| | Name | Position | Signature | Date |
|---------------|---|--|-----------|----------------------------|
| Completed by | Claire Jones, Julia Jenkins and Erica Barrett | Strategic Manager Partnerships and Community Cohesion Commissioning and Development Manager Contract Monitoring and Performance Officer | | 30 th July 2020 |
| Signed off by | Karen Jones | Head of Service/Director | | |

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Mae'r dudalen hon yn fwiadol wag