



**SOCIAL SERVICES, HOUSING AND
COMMUNITY SAFETY CABINET BOARD**

**IMMEDIATELY FOLLOWING CABINET SCRUTINY COMMITTEE
TUESDAY, 11th October 2022**

**MULTI-LOCATION MEETING – COUNCIL CHAMBER PORT TALBOT
AND MICROSOFT TEAMS**

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DURATION OF THE MEETING**

Webcasting/Hybrid Meetings:

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Part 1

1. Appointment of Chairperson
2. Chairpersons Announcement/s
3. Declarations of Interest
4. Minutes of Previous Meeting (*Pages 5 - 8*)
5. Forward Work Programme 2022/23 (*Pages 9 - 10*)
6. Public Question Time
Questions must be submitted in writing to Democratic Services, democratic.services@npt.gov.uk no later than noon on the working day prior to the meeting. Questions must relate to items on the agenda. Questions will be dealt with in a 10 minute period.

For Decision

7. NPT Youth Justice and Early Intervention Plan 2022-2023 (*Pages 11 - 60*)
8. Delegation under Local Government Legislation to Briton Ferry Town Council regarding the provision of a day service (*Pages 61 - 72*)
9. Delegation under Local Government Legislation to Neath Town Council regarding the provision of a day service (*Pages 73 - 84*)
10. Distribution of Welsh Government Grant to Support Domiciliary Care Services (*Pages 85 - 102*)
11. Rapid Re-Housing Report (*Pages 103 - 206*)
12. Approval and Publication of Neath Port Talbot Housing Support Programme Strategy (*Pages 207 - 268*)
13. Local and Regional Market Stability Report (*Pages 269 - 414*)
14. Future of Tremy Glyn (*Pages 415 - 530*)

For Monitoring

15. Quarter 1 Performance Indicators (*Pages 531 - 592*)
16. Quarter 1 Performance (1st April 2022- 30th June 2022) (*Pages 593 - 600*)
17. Urgent Items
Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Statutory Instrument 2001 No. 2290 (as amended).
18. Access to Meetings - Exclusion of the Public (*Pages 601 - 606*)
To resolve to exclude the public for the following items pursuant to Regulation 4 (3) and (5) of Statutory Instrument 2001 No. 2290 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the Local Government Act 1972.

Part 2

For Decision

19. Contractual Arrangement for a Supported Lodgings Management and Delivery Service (*Pages 607 - 662*)
20. Contractual Arrangements for Temporary Accommodation for Homeless Young People (*Pages 663 - 718*)
21. Future of TremyGlyn (*Pages 719 - 722*)

For Information

22. Hillside Secure Home Quarterly Reports (*Pages 723 - 736*)

K.Jones
Chief Executive

Civic Centre
Port Talbot

Wednesday, 5th October 2022

Social Services, Housing and Community Safety Cabinet Board
Members:

Councillors. J.Hale, S.Harris and A.Llewelyn

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EXECUTIVE DECISION RECORD

27 JUNE 2022

SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET BOARD

Cabinet Members:

Councillors: J.Hale, S.Harris and A.Llewelyn

Officers in Attendance:

A.Thomas, C.John and T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor A.Llewelyn be appointed as Chair for the meeting.

2. **CHAIRPERSONS ANNOUNCEMENT/S**

The Chair welcomed everyone to the meeting.

3. **DECLARATIONS OF INTEREST**

None were received.

4. **PUBLIC QUESTION TIME**

No questions were received.

5. **COMMISSIONING OF CARE AND SUPPORT SERVICES IN A 'STEP UP TO STEP DOWN' SCHEME**

Decisions:

1. That having had due regard to the integrated impact assessment, the undertaking of a procurement exercise to commission care and support services for a 'Step Up to Step Down' Scheme, be approved.

2. That following the procurement process, the Head Adult Services to be granted delegated authority to enter into a contract with the bidder evaluated as offering the most economically advantageous tender (taking into account the quality and cost of the bids), for the provision of care and support for a 'Step Up to Step Down' Scheme.

Reason for Decisions:

To ensure that the Council is legally compliant when purchasing these services. In addition, the establishment of this Scheme will ensure that the Council is best placed to continue meeting the needs and demands of those that require support to develop their independent living skills, so that they are able move into less institutionalised accommodation.

Implementation of Decisions:

The decisions were for immediate implementation, with the agreement of the Scrutiny Committee chair. There was no call in of this item.

6. **ARRANGEMENTS FOR THE PROVISION OF DOMICILIARY CARE SERVICES**

Decisions:

1. That having had due regard to the integrated impact assessment, the intention to implement a pilot (as detailed within the circulated report) within the Upper Valley Network area, be endorsed.
2. That Rule 11 of the Council's Contract Procedural Rules, be suspended.
3. That permission be given for the Head of Adult Services to extend the current Dynamic Purchasing System for a period of 12 months, with an option to extend for a further 12 months, this period being subject to the Council being able to terminate the Dynamic Purchasing System early by providing three months' notice to the providers.
4. That the proposals to rebalance the domiciliary care market through the recruitment of additional Community Wellbeing Team members, be approved.

Reason for Decisions:

To ensure that there is a legally binding contract enabling the continuation of essential services, whilst Officers undertake a pilot and develop recommendations for a new service model that ensures the Council is best placed to meet its statutory duties and that the Council has a more resilient domiciliary care market.

Implementation of Decisions:

The decisions were for immediate implementation, with the agreement of the Scrutiny Committee chair. There was no call in of this item.

7. **URGENT ITEMS**

None were received.

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

Decision:

That the public be excluded from the meeting during consideration of the following item of business on the grounds that it involves the likely disclosure of exempt information as set out in Paragraph 14 of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 subject to the Public Interest Test (where appropriate) being applied.

9. **CONTRACTUAL ARRANGEMENTS FOR THE PREVENTION AND WELLBEING SERVICE (EXEMPT UNDER PARAGRAPH 14)**

Decisions:

1. That having had due regard to the integrated impact assessment, Rule 11 of the Council's Contract Procedural Rules be suspended.
2. That the Head of Adult Services be granted permission to enter into a new contract with The Provider detailed in the private, circulated report, for the provision of a Prevention and Wellbeing Service for a period of 12 months, with an option to extend for a further 6 months, this period being subject to the Council being able to terminate the service early by providing three months' notice to The Provider.

Reason for Decisions:

To ensure that there is a legally binding contract enabling the continuation of these essential services, whilst Officers undertake a review of homelessness services and develop a new service model that enables delivery against the Rapid Rehousing Transition Plan.

Implementation of Decisions:

The decisions were for immediate implementation, with the agreement of the Scrutiny Committee chair. There was no call in of this item.

CHAIRPERSON

Agenda Item 5

Meeting Date	Agenda Item	Type	Contact Officer
10th November			
	Contractual Arrangements for a Range of Children and Young People Services	Information	Chele Howard
	Contractual Arrangements for an Adult Placement (Shared Lives) Support Service	Decision	Chele Howard
	Establishing a Managed Account and Payroll Support Framework	Decision	Chele Howard
	Procurement of a Specialist Domiciliary Care Framework	Decision	Chele Howard
	Moto Neuron Disease (MND) Charter	Info	Angela Thomas/ Lisa Morris

Meeting Date	Agenda Item	Type	Contact Officer
15th December			
	Quarter 2 Performance	Monitoring	Shaun Davies

Meeting Date 2023	Agenda Item	Type	Contact Officer
26 th January			
	Hillside Secure Home Quarterly Reports	Monitoring	Andrew Jarrett

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

11th October 2022

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

Matter for Decision

Wards Affected All

**NEATH PORT TALBOT YOUTH JUSTICE AND EARLY INTERVENTION
DRAFT YOUTH JUSTICE PLAN 2022-2023**

Purpose of the Report

The report presents the background and summary of the content of the Neath Port Talbot Youth Justice Service Early Intervention and Prevention Service draft Annual Youth Justice Plan 2022-2023 (Appendix 1).

The report is seeking Member approval for the Neath Port Talbot Youth Justice and Early Intervention draft annual Youth Justice Plan 2022-2023 to be commended to Council. After approval, the Neath Port Talbot Youth Justice Service (Early Intervention and Prevention) Management Board will submit the final version to the Youth Justice Board.

Executive Summary

Background

Local authorities have a statutory duty to submit an Annual Youth Justice (YJ) Plan relating to their provision of youth justice services. Section 40 of the Crime and Disorder Act 1998 sets out the youth Justice Partnership's responsibilities in producing a plan. It states that it is the duty of each local authority, after consultation with the partner agencies, to formulate and implement an annual youth justice plan, setting out:

Contents:

1. Introduction, Vision and Strategy

1 (a) The expectations of the YJB

- 2. Our Vision.**
- 3. Strategy**
- 4. Local Context**
- 5. Child First**
- 6. The child's voice**
- 7 . Governance, leadership and partnership arrangements**
- 8. Resources and Services**
- 8. (a) Interventions**
- 9. Education, Employment and Training: 2021/2022**
- 10. Restorative justice:**
- 11. Progress against the last Youth Justice plan**
- 12. Performance and priorities.**
- 13 . National Standards**
- 14. Service improvement plan**
- 15 . Challenges, risks and issues**
- 16. Evidence based practice.**
- 17. Looking forward.**
- 18. Priorities going forward**
- 19. Conclusion and sign off**

Financial Impact

There is no financial impact on the local authority resulting from this year's plan.

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 impact assessment has indicated that a more in-depth assessment is not required.

Valleys Communities Impacts

No impact.

Workforce Impacts

There are no workforce impacts associated with this report.

Legal Impacts

There are no legal impacts associated with this report. The production of a youth justice plan is a statutory duty of the local authority under Part 3, Section 40 of the Crime and Disorder Act 1998.

Risk Management

There are no risk management issues associated with this report.

Other Impacts

Crime and Disorder Impacts:

The recommendation should have a positive effect on the below Crime and Disorder Impacts:

- 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 in the area

This is due to the services supporting achievement of the WG outcome measure of 'promoting personal and community safety'. In particular the

WCADA (Adferiad) Women's Outreach Engagement Service, will support women with complex and co-occurring needs, including mental health and substance misuse.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts:

The recommendation should have a positive effect on the below 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.

This is because the Thrive WA-SWAN Project relates to the provision of domestic abuse support.

Consultation

There is no requirement for public consultation on the Youth Justice Plan; however, the plan has been circulated to partners through the management board and the community safety partnerships for comment.

Recommendations

Having given due regard to the Integrated Impact Assessment Members are asked to support the Neath Port Talbot Youth Justice and Early Intervention Draft Youth Justice Plan 2022 – 23 for commending to Council for approval.

Reasons for Proposed Decision

To enable the Neath Port Talbot Youth Justice Service (Early Intervention and Prevention) on behalf of Neath Port Talbot Council to undertake its duties to deliver youth justice services in line with the Crime and Disorder Act 1998.

Implementation of Decision

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

Appendices

Appendix 1 - Draft Youth Justice Plan 2022-23.

Appendix 2 - First Stage Impact Assessment.

Youth Justice Report appendices are contained at the end of the Youth Justice Plan

List of Background Papers

None.

Officer Contact

Andrew Jarrett, Director of Social Services Health and Housing

Email: a.jarrett@npt.gov.uk

Keri Warren, Head of Children's Services, email: k.warren@npt.gov.uk

Alison Davies, PO Children's Services, email: a.davies8@npt.gov.uk

Table of Abbreviations used in the Report and in the world of Youth Justice.

CSE = Child sexual exploitation

SERAF = Sexual Exploitation Risk Assessment Framework

LA = Local authority

SBUHB = Swansea Bay University Health Board

SWP = South Wales Police

SCB = Children Safeguarding Board

GDPR = General Data Protection Regulation

CAMHS = Child and Adolescent Mental Health Services

PPU = Public protection unit

LAC = Looked after children

HSB = Harmful sexual behaviour

NPT= Neath Port Talbot

YOS = The Youth Offending Service

YJS = The Youth Justice Service

YJB = The Youth Justice Board.

HMIP Her Majesty's Inspectorate of Probation.

JICPA- Joint Inspection of Child protection arrangements.

TRM=Trauma Recovery Model

NPT Youth Justice Service (Early Intervention and Prevention) Annual plan 2022-2023

Service	NPT Youth Justice Service Early Intervention and Prevention
Service Manager/ Lead	Ali Davies
Chair of YJS Board	Andrew Jarrett

Foreword by Andrew Jarrett:

I write as chair NPT YJS management board. I am pleased to ratify the 2022/23 Youth Justice plan and present it to the YJB as the road map for the service out of the pandemic and for the next year. You will be aware that the NPT YJS disaggregated from the Western Bay Youth Justice service in 2019. Since then we have been in the throes of a two year global pandemic and have been following a post inspection action plan (2018).

A new multi-agency management board has been re-convened and oversees the governance of the YJS. A new resource centre has been funded and refurbished and the YJS are very proud to have a community resource for young people called BASE 15. The YJS has demonstrated resilience, consistent and continued improvement, high quality interventions, excellent organisational delivery, good quality out of court disposal work and outstanding governance and leadership. This of course means improved outcomes for children and young people, the communities of NPT and the victims of crime.

As a result of the dedicated work of our young people, the management board, senior managers, the team and our multi-agency partners, two inspectorates: HMIP and the JICPA have recognised that significant progress has been made to

move Neath Port Talbot YJS from the lowest rating in its last inspection to the good rating where it sits now.

In effect, the service has moved through two of the inspectorate's ratings boundaries in a short space of time (and through a pandemic) and that is to be commended. It is clear the YJS have taken the findings from the last inspection seriously and have prioritised setting up a new and child focused Youth Justice Service (Early Intervention and Prevention). Thus, securing the relevant resources required for children known to the service, and have developed robust performance management and quality assurance systems. This has been achieved with the engagement of staff and young people, and is testament to the effective governance and leadership arrangements that are in place for the YJS, which were recognised and graded as 'outstanding' by the inspectorate.

COVID 19 proved challenging for everyone The YJS has worked closely with Education and Children Services, professionals from South Wales Police, Probation and Health, to ensure that children and their families continue to be supported during the Covid-19 pandemic and beyond. As chair of the management board, and director of social services, I am very proud of the improvements made and sustained, and look forward to building on the identified strengths, which will further enhance our NPT YJS.



Andrew Jarrett

15th July 2022

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-
- 1. Introduction, Vision and Strategy**

Local authorities have a statutory duty to submit an annual youth justice (YJ) plan relating to their provision of youth justice services. Section 40 of the Crime and Disorder Act 1998 sets out the youth offending partnership's responsibilities in producing a plan. It states that it is the duty of each local authority, after consultation with the partner agencies, to formulate and implement an annual youth justice plan. A Youth Justice Strategic Plan is required under the provisions of the Crime & Disorder act 1998. Standard requirements are outlined annually and the Plan should be approved locally by the Youth Justice Management Board prior to submission to the Youth Justice Board. The new Youth Justice Strategic Plan will run from 2021-2024 and will be refreshed annually. It links with and contributes to the principles and priorities of the strategic Service plans of key partner agencies.

The principle aim of the Youth Justice Service is to prevent offending and re-offending by Children and young people who are under 18 years of age. Section 39 (1) and Section 38 (1,2) of the Crime and Disorder Act requires that statutory partners which includes the Local Authority, Police, National Probation Service and Health co-operate to provide multi-agency Youth offending services to prevent offending by children and young people.

1 (a) The expectations of the YJB

This Youth Justice Plan will equally address the functions assigned to the NPT youth justice service, including how services will prevent offending behaviour and reduce reoffending. It will reflect on how our service takes a strength based approach towards delivering a Child First justice system.

It is positive to note that the Youth Justice Board (YJB) recognises the remarkable response of the sector to the effects of the pandemic on delivery and the support that has been provided to children and young people. The YJB advocates that the importance of partners working together to put plans in place to mitigate the impacts of the pandemic are more crucial than ever.

These annual youth justice plans provide an opportunity to review performance and developments over a single year period and plan for the next year. This allows services to be able to respond to any changes that have taken place in the previous year, including new legislation, demographic changes, delivery of key performance indicators, and developments in service delivery. The planning and production of a youth justice plan is beneficial to partnership working and service delivery to ensure the best outcomes for children.

2) Our Vision.

Our aim at NPT YJS (EIP) Youth Justice Service is to support young people and their families who are involved in, or on the fringe of, offending or anti-social behaviour. Integral to this is their safety and well-being, ensuring they remain protected from harm and exploitation, whilst balancing their risks with the impact on victims of crime and their communities. It is our objective to improve outcomes for our young people in all areas of their lives in order to achieve their potential and to make a successful transition to adulthood.

3) Strategy

The strategies used to make our vision a reality include:

- A commitment to providing a multi-agency and fully integrated services
- To complete holistic and timely assessments which are child focused and view the young person as child first and a child or young person involved in offending behaviour second.
- To make children and young people central to everything we do and ensure that their voice is heard. The child first approach will also consider the rights under the UN convention, and their agency in decision making processes and meetings about them.
- The Youth Justice Service (EIP) are well placed to identify and work with young people who are exploited or at risk of exploitation including our multi-agency staff; YJS (Youth Justice Service) police officer, substance misuse worker, probation, and education worker. This year we have extra support via a regional CAMHS nurse, stronger links with the third sector, and housing re youth homelessness. There are also more intervention workers and sessional support staff. This ensures close working relationships with their respective agencies, professional and constructive challenge and creates a healthy learning environment.
- The fully embedded safeguarding work stream in the NPT YJS acknowledges that our young people often engage in behaviours that involve taking risk, and that they are sometimes best placed to manage those risks alongside us. Therefore, we promote a culture of risk awareness, risk assessment management, balancing risk versus danger, and using language with and about young people that is non- blaming or judgemental.

- Thematic internal audits on topics, which we feel need scrutiny in the service are, and will continue to be embedded into our service. To date we have completed a CSE (Child Sexual Exploitation) and girls and boys audits. Completion of assets within timescales are audited weekly as our visits to our young people.
- We form part of, are included in the audit cycle across children services, and are well sighted on any audits that we need to be involved in or contribute to.
- Criminal exploitation, contextualised risk, triangulation meetings with children services will be developed further to manage risk of extra familial harm in the community, focusing on the behaviours and risks presented by perpetrators and not the socially constructed behaviours of children and young people. These work streams and interventions are being developed further including maintaining the consultation clinics with Better Futures, further training and Community risk profiling and mapping. We have very close links with the safeguarding lead for NPT and are fully integrated in all safeguarding work streams across the council
- We are embracing and developing the learning culture of child and adult practice reviews and internal learning reviews following scrutiny of cases. There are three trained practice reviewers within the Youth Justice Service and some of the youth Justice cases are now presented to the Safeguarding board for scrutiny and constructive review. This process celebrates positive practice and highlights areas that need development.
- We have now completed the development of a fully functional Young people's resource centre in NPT. This has been integral to moving out of the pandemic, developing safe spaces for young people and creating and applying interventions which support our service delivery to ensure the best outcomes for children and to prevent offending and re-offending by Children and young people who are under 18 years of age (Section 39 (1) and Section 38 (1,2) of the Crime and Disorder Act)
- We are a person centred service and therefore the views and participation of our young people are integral to everything we do. Participation is encouraged and young people and their families' voice choice and control is included as a primary consideration. There is a participation officer who works

very closely with the Youth Justice Service and a named participation lead in the YJS. This will be discussed further later in the report

4) Local Context

In Neath Port Talbot, the Youth Justice Service (Early Intervention and Prevention) are incorporated within the Children's Services directorate of the council.

Our Youth Justice Service is a statutory multidisciplinary partnership, equipped to deal with the needs of the whole child. Youth Justice Work is governed and shaped by a range of legislation and guidance specific to the youth justice sector (such as the National Standards for Youth Justice) or else applicable across the criminal justice sector (for example, Multi-Agency Public Protection Arrangements guidance MAPPA). The Youth Justice Board for England and Wales (YJB) provides some funding to YOTs. It also monitors our performance and issues guidance regarding how things are to be done.

Neath Port Talbot is geographically situated in South Wales and includes two towns: Port Talbot, which is on the coast and industrialised, and Neath, which is inland and a Welsh valleys community. The population consists of approximately 140,300 people. Those who identify as white equate to 138,500 people and those who identify as black, Asian and minority ethnic equate to 1,600, which is 1.1 per cent of the population. The proportion of people who can speak Welsh is 22 per cent, according to the 2021 annual population survey. The most recent published figure shows that the number of first-time entrants in Neath Port Talbot reduced during 2019. The service has calculated this for the 12-month period covering 2020/2021 and it shows that the number of first-time entrants was consistent with previous years. This means that Neath Port Talbot is below the average for Wales. Although the percentage of the YJS cohort who reoffend has remained steady since 2019, it is still above the Welsh average for the same time period. During 2020/2021 Neath Port Talbot had three custodial sentences, which due to the small number of cases nationally was above the average for Wales. The performance reports presented to the management board have led to specific requests for themed audits. These have included child sexual exploitation, gender data regarding boys and girls, violence against the person, accommodation and homelessness.

Our early intervention and prevention model deployed within Children Services means that support can now be delivered at the earliest prevention stages, or

equally, sustained beyond the young person's Court Order, with the overarching aim to support young people to achieve their potential and to prepare them to make a successful transition to adult and working life.

Neath Port Talbot Youth Justice Service is further required to meet the statutory requirements for Youth Justice including National Standards and National inspection regimes, overseen by the Youth Justice Board and Ministry of Justice. It must continually seek to balance the risks and vulnerabilities of young people with the risk that this poses to the public and wider communities, while managing the overall ambition of improving outcomes for young offenders, their families, victims of crime and communities.

5) Child First

The Youth Justice Board's (YJB) vision is of a Child First youth justice system, is to prioritise the best interests of children, recognising their particular needs, capacities, rights and potential. The YJB is actively working with other organisations across the sector to develop a shared understanding of the benefits of the Child First approach. However, there is much that can be done within the existing system within our local NPT arrangements and this plan reflects our activity in working to achieve this

Therefore:

- NPT YJS will ensure that all work is child-focused, developmentally informed, acknowledges structural barriers and meets responsibilities towards children.
- NPT YJS will promote children's individual strengths and capacities to develop their pro-social identity for sustainable desistance, leading to safer communities and fewer victims.
- NPT YJS will ensure that all work is constructive and future-focused, built on supportive relationships that empower children to fulfil their potential and make positive contributions to society.
- We encourage children's active participation, engagement and wider social inclusion via collaboration with parents' carers and multiagency partners.
- We are part of Children services prioritising outcome focused interventions giving children and their families agency in the key decision made with them.

- This outcomes focused approach involves a process of 'doing with, not doing to' young people, hearing their voices, and giving them voice, choice, and control of areas of their lives alongside structure and support within the realms of the Youth Justice Service.
- This service will always view the child as a child/ young person first and a young person involved in offending behaviour second.

6) The child's voice.

In Youth Justice and indeed in social work generally, the challenge of establishing the 'voice of the child or young person' is often present when considering multi-agency working because of competing organisational agendas and priorities. Thematic evidence regarding young people's voices (Smeaton, 2013, Gilligan, 2016, and Hallett, 2017) advocated that when hearing the voice of young people and acknowledging their agentic position, communication with young people should be pivotal to multi-agency or multi-disciplinary practitioners. In NPT, young people's voices are integral to everything we do and set out to achieve.

This is achieved and will be further developed further by:

- Our local authority participation officer has regular access to the resource centre (Base 15) and works alongside the YJS lead for participation.
- Children/young people attend or make representation at every management board meeting, and they were involved in a consultation exercise with the engagement and participation officer to rename the resource centre.
- YJS children are involved in the majority of participation programmes and a participation presentation has been given to the management board.
- As part of the HMIP recent inspection process, children were invited to participate in a text survey, and offered the opportunity to speak to a HMIP inspector to give their feedback.
- Four children returned the text survey, with three rating the YJS as eight or more out of 10 (with 10 being 'fantastic').
- Inspectors spoke to seven children and one parent.

- They all felt that their workers had the right skills to do the work and had been able to access the right services and support to help them stay out of trouble.
- When asked what was one thing that they liked best about the YJS, one young person said:

"Their kindness and they try to get you involved in things."

Another young person said:

"It's helped having someone to talk to and they have helped me stay out of trouble. I have listened to the advice they have given me."

Participation for NPT YJS means involving and engaging our young person as a partner in the youth justice and Safeguarding process, thereby reducing the risk of further offending behaviours, promoting young people being removed from the justice system, using pre-emptive prevention, diversion and minimal intervention. All work minimises criminogenic stigma from contact with the system. It is fair to say that, young people often feel that professionals cannot always balance their need for protection and guidance with their right to a voice and make agentic choices about their live, and there will be variance and potential tension between hearing young people and previous risk-based approaches. Talking to our young people, the following themes have emerged over the last 12 months via case work, our participation officer's work, meetings, the inspection survey and simply walking and talking with them through the pandemic.

- Our young people do not want to be talked at or about; they want to be seen, heard, believed, and respected.
- When blamed, held responsible, criminalised, or judged negatively by their behaviours, their relationships with multi-agency professionals are jeopardised evoking mistrust, and creating barriers to being heard.
- Conversely, when young people feel that that they have some agency in decision-making and participated in decisions about their lives, they considered this as essential to a successful safeguarding or risk management plan as multi-agency collaboration.

Trauma informed Practice.

Attempting to address children's offending behaviour without understanding the context of trauma can result in unsuccessful and sometimes detrimental interventions. We know that adversity affects children's brain development and that experiencing trauma in a child's early years or in utero is linked to antisocial behaviour and offending. Additionally, the impairment of neuro-cognitive development may make it difficult for these children to understand and comply with criminal justice interventions and to comprehend the consequences of breach for example. Failure to take account of experiences of trauma and its impact upon child development and emotional well-being will limit the potential benefits of the Youth Justice Service's intervention (Beyond Youth Custody, 2016).

Neath Port Talbot YJS is committed to the development of a Trauma Informed Approach across the service and investment in training is key to supporting this. Over the last few years, the service has taken forward Relationship Based Practice that is underpinned by the Trauma Recovery Model, which assists practitioners to guide young people through change. The workforce has undertaken the three day Trauma Recovery Model training and embedded the principles of this model within our everyday practice, ensuring that assessments put young people's behaviour in context identifying and recognising the impact of trauma and ACEs as well as stress reactions. Successful intervention planning hinges on understanding the underlying reasons why the young person offended in order to consider how best to support the development of a range of skills, bolster or establish protective factors and address their needs and risks; such planning considers how to increase safety and how to avoid reinforcing trauma. The way we work is sequenced and structured and this is central to trauma-informed approaches as is the young person's active participation and acceptance of support; ensuring the support offered is not beyond their skills and developmental capacity and that the right person(s) are involved in supporting the young person. Ensuring the workforce have access to support systems and management oversight to minimise the risks and effects of vicarious trauma is also central in our work to support young people.

In supporting trauma-informed practice, NPT YJS has signed up to the Enhanced Case Management Approach (ECM), which is a psychology led, multi-

agency approach for young people with complex needs and risks, enabling effective tailoring and sequencing of interventions, recognising the trauma and adverse events children have experienced. In order to support this, NPT YJS have identified a number of trauma champions in the team that will support the facilitation of the case management formulations. Over the last 6 months, they have been attending YJB workshops that will support them in ensuring that moving forward over the next year, that as a service we continue to respond and develop by fully integrating knowledge about trauma into policies, procedures and practice.

7) Governance, leadership and partnership arrangements

Overview:

The YJS (EIP) is an integral part of children services and as such is accountable to the head of Children Services Keri Warren and the Director of Social Services and Housing Andrew Jarrett. It is also accountable to the YJB and the NPT YJS Management board also chaired by Andrew Jarrett.

- NPT YJS has an effective local vision and strategy for the delivery of a high quality, personalised and responsive service for all children as set out earlier in the plan.
- Our NPT Youth Justice Service has effectively moved through two of the HMIP inspectorate's ratings boundaries within a short space of time and in a pandemic, this has been recognised and commended.
- This evidenced that the chair of the management board, the wider directorate and our multiagency partners have taken the findings from the last inspection seriously and prioritised setting up a new Neath Port Talbot Youth justice service, securing the relevant resources required for children known to the service, and have developed effective and sustainable performance management systems.
- This has been achieved with the engagement of staff and is testament to the effective governance and leadership arrangements that are now in place for the YJS. Neath Port Talbot Youth Justice Service
- The management board is chaired by the Neath Port Talbot Director of Social Services, Health and Housing, Andrew Jarrett who has been the chair since its inception in April 2019.

- Representatives with the right level of seniority attend the board and board members are fully immersed in the work of the YJS.
- The management board includes all statutory partners, as well as some non-statutory partners, such as the cabinet member for children's services and a representative from the Office of the Police and Crime Commissioner.
- A representative from court is a board member but due to court commitments, it is difficult for them to attend board meetings. Therefore, the YJS principal officer and the operational manager meet with court representatives on a regular basis and a service level agreement is in place.
- New board members receive an induction into their role from the principal officer along with an induction pack, which includes an outline of the function of the board and an explanation of the data sets used.
- The YJB National Practice Guidance for England and Wales, (published December 2021) contains the government pathway written by the operational manager for NPT. This notes that the service's management board governance pathway and its induction pack are good practice guides, which are accessed by all Youth Justice Services across the UK.
- There has been a focus on developing the board so that all members understand their role and responsibilities. This has included several board development days, which have helped to establish working links with the staff team and supported board
- This has increased the board members knowledge of the work of the YJS. As the board has developed, the development days now focus on scrutinising specific areas of practice.
- There will be a focus on tackling disproportionality and promoting diversity in all of the work we do in 22/23 and beyond, and on a wider directorate and multi-agency basis.
- The principal officer provides and will continue to provide a management board briefing paper at each board meeting. This includes updates on service and action plans and service area updates, for example; staffing, courts, Covid-19 responses and actions arising from the last board.

- A safeguarding report is produced for the board on a quarterly basis and includes information on a range of safeguarding data, including referrals to social services, information regarding contextual risk and triangulation meetings, Multi-Agency Public Protection Arrangements, Multi-Agency Risk Assessment Conferences, Prevent (Channel), and complaints and compliments.
- Performance reports are presented at board meetings at different points throughout the year, including six-monthly reports, a yearly profile of the YJS cohort and year-on-year comparisons.
- The number of looked after children on an out-of-court disposal or a court order is in line with the number of looked after children generally in the Neath Port Talbot area. Work is ongoing nationally to reduce the criminalisation of young people in the looked after system.
- As you are no doubt aware, in March 2022, WG published an All Wales Protocol on reducing the criminalisation of care experienced children and young adults. The Protocol sets out best practice for avoiding criminalisation of this over-represented group whenever possible and is intended to provide a common framework for all professionals working with and supporting care experienced children and young adults (up to the age of 25 years).
- In order to support the implementation of the Protocol, the Welsh Government's Steering Group for Reducing the Criminalisation of Care Experienced Children and Young Adults has commissioned a team to develop a practical multi-agency Toolkit and Training Pack for practitioners. In NPT and with our Swansea Colleagues in YJS we are also working alongside Dr Helen Hodges of Cardiff University who is undertaking research to further understand this area of work.
- There are a number of residential homes locally and the service does regularly manage children from other local authorities who have been placed in the area. This has an impact on local resources and is and will continue to be continuously monitored.
- The looked after children protocol has recently been reviewed and the YJS is promoting it to ensure that the arrangements with children's homes and the police do not result in children being unnecessarily criminalised.

- There management board continues to promote constructive professional challenge and in the last 12 month achieved positive improvements and resulted in an improved offer of provision for CAMHS Probations services for the YJS.
- The Chair has also escalated to members of the judiciary the board's concerns about the delays in court procedures for children, highlighting the impact delays can have on the child's emotional and mental health and wellbeing.
- There are robust processes in place for the board to hear the views of children. This has been achieved via multi-modal means including through the children attending board meetings or through video recordings, and WhatsApp messages, which are shared at board meetings.
- There has been a children's rep at the board meetings previously, but he has now moved through our service so further reps need to be identified.
- Wider issues that impact on offending behaviour and young people on the periphery of offending are prominent on the wider agendas of other key strategic groups within Neath Port Talbot. The Youth Justice profile has been raised across the directorate, and throughout the strategic partnership boards.
- These include the Children and Adult regional Safeguarding Boards, The Corporate Safeguarding board, The Community safety partnership, Channel Panel Better Futures Partnership, and the Integrated Offender Management group. The YJS principal officer has held various senior management roles within Neath Port Talbot, and Welsh Government and over 20 years of senior management and leadership experience and led the disaggregation of the YJS in April 2019. The operational manager has worked for the YJS since 2008 as a social worker and then as a senior practitioner before becoming the Operational Manager.

- There is a leadership team within the YJS comprising the Principal Officer , Operational manager, Senior practitioners, Consultant social worker, Information manager, and Business manager. The leadership team are all knowledgeable about youth justice and work well together to support the team.
- The principal officer and the operational manager attend the management board, and other staff members attend to present on specific pieces of work. There is a two-way relationship between the board and the YJS staff.
- Communication from the board is shared at management and team meetings and board members attend team Inspection of youth offending services: Neath Port Talbot YJS meetings.
- The operational manager also writes a very successful and acclaimed newsletter for the board so that members are kept updated on YJS issues. There is also a junior newsletter aimed at, and contributed to by young people who use the service.
- It important that the staff are updated about the strategic intent of the board and that the board is updated about the operational matters in Youth Justice. Work is ongoing to facilitate this.
- Leadership and Governance was rated as outstanding in the recent HMIP inspection and we will strive to maintain and build on this excellent standard.

8) Resources and Services

The Covid-19 pandemic has meant that the YJS has now entered the phase of hybrid working between home and office working. There is now extensive face to face working at the centre and in the community. All staff have been offered the Covid-19 vaccine, and lateral flow testing is a regular occurrence for most staff. Assessments, interventions and visits to children have been completed creatively and all vulnerable children continue to be monitored in collaboration with education and children's services.

The resource centre, repurposed and refurbished in 2021 is an excellent facility. It has now been renamed following consultation with our young people and participation officer as Base 15. It is purposely designed for our young people, and has facilities that we have never had in NPT before including, outside gym equipment, a

hairdressing salon, (with vocational course being run) and a new bike maintenance container. There is enough room to develop an allotment, flower and vegetable beds and a working shed. There is a kitchen, laundry, and shower room facilities. Alongside these facilities, there is a well-equipped IT suite, a well-being room, conference facilities, training and sessional and intervention room, administration facilities, and a train carriage (an actual train carriage) to be renovated for repair projects, for which monies have been approved and allocated. Young people in the participation groups have undertaken graffiti projects, and a music studio for recording and mixing is being developed following funding from SWP. This is very much a centre for young people involving young people. It is also used by young people and officers in the wider directorate and as such has become a collective resource for NPT.

We have purchased other resources to support interventions including I- pads for remote working with young people, and we will be restarting female focused offending behaviour programmes to continue supporting young females involved in or on the cusp of offending or antisocial behaviours. The K9 project which focusses on exploitation continues to go from strength to strength and is accredited and includes sessions on knife crime, county lines and basic first aid. We are still collaborating with Dr Helen Hodges and CASCADE at Cardiff University where we are partners in developing a digital emotional well-being tool/ game which supports exploration of the impact of lifestyle choices and options.

8. a. Interventions

On setting up the new Youth Justice Service, the partnership completed a gap analysis to review the resources. As a result, partners developed a better understanding of local youth justice issues and the specific needs of the children known to the service. This included developing exploitation clinics with Better Futures, who provide consultation to practitioners for cases involving exploitation and harmful sexual behaviour.

The YJS has a strong partnership with children's services, and there are three trained child practice reviewers within the service. A YJS multi-agency risk review meeting is convened if a child is assessed as high risk for safety and wellbeing and/or risk of harm to others. The meeting is chaired by a senior practitioner and all staff involved with the case will attend, including any partner agencies working with the child.

There is also a strategic contextual risk panel and an operational multi-agency mapping and community risk profiling meeting. These focus on mapping children in communities and looking at potential areas where exploitation may be happening, the type of exploitation and how it can be disrupted. In addition, the YJS has set up monthly exploitation clinics with Better Futures (a project run by Barnardo's), which provides individual consultation slots for practitioners with any of their cases involving child exploitation, child sexual exploitation, harmful sexual behaviour and child sexual abuse. More recently we have been approached by Professor Carlene Firmin university of Bedfordshire to be one of the pilots in the UK to evaluate how the contextualised risk approach is being adapted by Youth Justice Services.

NPT YJS has access to a wide range of group work and one-to-one programmes to meet the diverse needs of young people accessing our service. Over the last two years, (like everyone) we have had to modify our approach and responses because of COVID 19. We are currently working in a risk assessed COVID compliant environment, but as restrictions are lifted it is wonderful to see staff and young people accessing and utilising the centre and our interventions on a daily basis. We will build on this as we progress through the year.

Over the next year, the continuing analysis of the needs of young people accessing NPT YJS alongside the recording of unmet need within the Pathways and planning section of Asset Plus, will support the service in ensuring we have access to the right interventions to support young people to make better choices and behavioural changes. We are now running or developing the following interventions.

1. The K9 project (South Wales Police)
2. Beats not Blades project (Music programme)
3. Hairdressing and Barbering (vocational qualification)
4. Bike maintenance
5. Independent living skills
6. Cookery
7. *English and Maths tuition and a full education strategy is being developed for young people who are NEET (**Not in Education Employment or Training**) or young people excluded from their current provision (Hillside Secure Unit, Cefn*

Saeson and the YJS, Neath College and Ysgol Hendrefelin and the Youth service.)

8. The YJS Principal Officer is also leading on Youth homelessness and going forward we are linking in with housing and adult services and our homelessness provision in NPT to find sustainable solutions to homelessness for some of our most vulnerable YJS young people.
9. To support sustainable solutions going forward, we have applied and had monies agreed for a life skills pod to be situated in the grounds of the resource centre to begin specific programmes regarding independent living, budgeting and transitioning into adulthood. This will be a project aimed at Care leavers and YJS young people to also focus on the national agenda of reducing the criminalisation of care leavers.
10. NPT YJS have commissioned Vibe (3 programmes) to address issues related to serious violence and associated vulnerabilities through the delivery of support services for our vulnerable young people. This will be valued and consideration given to more programmes.
11. Vibe workshops create safe spaces to provide emotional wellbeing support, this support will identify and explore emotional responses and give young people the confidence and resilience in order to make positive informed decisions and divert away from negative activities.
12. Vibe is directed at young people young people who are on the cusp of criminal justice involvement. It is relevant to young people who reside in communities in which there are high levels of deprivation which can lead to negative choices being made and young people who exhibit low confidence, resilience, self-worth and support with improvement so positive decision making can take place.

Alongside this, we can access St Giles Trust for County Lines intervention and Fearless (run group work around county-lines, knife crime, consequences etc.) St Giles Trust has its own staff trained to deliver the Non-Violent Resistance programme.

13. The NPT YJS have also commissioned and trained our own equine assisted trainer for equine assisted learning. This is a specific area of interest for our senior practitioner who has developed this service within the YJS.

14. This is a first for any YJS in Wales and we are tremendously excited about this resource. This programme has seen fantastic results and was highlighted alongside K9 as excellent examples of innovative practice by the HMIP inspectorate.
15. This provision began in July 2021, and consists of 3x8 week programmes where young people will work with horses and trainers to address issues like trust, emotional response and emotional intelligence.
16. **Equine Assisted Learning (EAL)** is a form of experiential learning that includes horses and a facilitator working together with a person to create positive change. EAL often includes a number of beneficial equine activities such as observing, handling, grooming, groundwork, and structured challenging exercises focused on the young person's needs and goals. EFL provides unique non-verbal opportunities for young people to enhance self-awareness recognize maladaptive behaviours and identify negative feelings.
17. Published Research including Stock (2016) and Wilson (2020) highlight that this approach has had positive results for people with social difficulties and mental health needs that can result in significant changes in cognition, mood, judgment, insight, perception, social skills, communication, behaviour, and learning

9) Education, Employment and Training: 2022/23

There is need to point out that the YJS recognises that there is work to be done to drive our education work forward, reduce exclusions and to build on the existing links that we have with schools colleges and further education. Unfortunately being hampered by both the pandemic and staff shortage in 2020 and 2021, this has been identified as the deficit that needs urgent remedial action.

In NPT we have one Youth Justice ETE post which is aimed to provide ongoing support for these young people. The principal Officer will be linking in with NAASH (Neath and Afan Secondary Heads), the local College and Swansea University. Our ETE (**Education Training and Employment**) practitioner will engage with the Engagement and Progression Co-ordinator, the NEETS Multi Agency Group and the Engagement Provider Support group, ASD (**Autistic Spectrum Disorder**) Steering Group. The operational manager attends the Youth Engagement Strategy Group and has had to pick up all of the ETE work in the absence of a practitioner for the past two years alongside all the roles of the operational manager. Hopefully

we will be able to remedy this deficit soon, but the YJS recognise and share the concerns raised by the inspectorate. This has been escalated to our Chair of the management board, Head of Children services, and HR. They acknowledge the concerns and are seeking a resolution. The ops manager meet with Pupil Parent support and the Senior Wellbeing Manager every two months to discuss individual cases.

We recognise that there is work to be done to drive our education work forward, reduce exclusions and to build on the existing links that we have with schools colleges and further education. Unfortunately being hampered by both the pandemic and staff shortage in 2020 and 2021, this has been identified as the deficit that needs urgent remedial action.

The YJS has strong links with Hillside Secure Children's Home and Cefn Saeson to try and develop an education resource facility as part of the planned resource centre. This will mean programmes of education with accreditation can be offered as an alternative to exclusion for specific periods of time, alongside educational staff for our young people as we move out of the pandemic.

10) Restorative justice:

Restorative justice approaches and opportunities for victims of youth crime will continue to be a focus in 2018/19. Our victim worker is now placed within an educational team for two days per week developing and delivering the Restorative Justice programme and training, this is a relatively new and innovative development and enhances our links with the well-being and education teams. This has been agreed with both the director and assistant director of education with whom we have very good links

All victims of youth crime are invited to participate in the criminal justice process in accordance with the Victim Code. This includes:

- 1) A letter of apology or explanation from the young person
- 2) Attending a Referral Order Panel Meeting where the victim can meet the young person and explain the impact their offending has had on them
- 3) A Restorative Justice Conference where the victim can meet the young person and explain the impact their offending has had on them

- 4) The victim of the offence having a say in what type of reparation they would like the young person to complete and can be indirect to benefit the local community and/or direct to the victim of the offence

There are enhanced entitlements as sent out in the Victims Code of Practice for victims in the following categories because they are more likely to require enhanced support and services through the criminal justice process. In the Neath Port Talbot YJS, the victim liaison officer will continue to liaise with the Youth Justice Service Police Officer to ascertain whether a victim should be considered under one of the following categories and has established links locally to fulfil these duties.

- 1) Victims of the most serious crime
- 2) Persistently targeted victims
- 3) Vulnerable or intimidated victims

NPT has a portfolio of reparation projects that are developed locally with partner agencies including housing providers, parks, schools, the environmental department, charities and local churches.

NPT has one Youth Justice Victim Liaison officer who facilitates restorative meetings and conferences and ensures the impact on victims is considered in young people's offending behaviour programmes. All victims of crime are consulted in relation to restorative options; however, engagement is voluntary and not all victims chose to engage in this process following initial consultation. The service has good links with Victim Support including signposting and liaising with provision for supporting young victims.

Restorative principles are applied in Referral Order Panels. Referral Order Panel volunteers are recruited from local communities and receive restorative justice training as part of the programme.

NPT offers all young people engaging in restorative justice the opportunity to complete an Agored Cymru unit called Restorative Justice (EC61CY002) Level 1 (credit value 1).

11) Progress against the last Youth Justice plan

The HMIPP inspection report was published on 12 May 2022, it followed the JICPA inspection report September 2022 and the Governance Pathway for good practice in the YJB national guidance December 2021.

These three publications are testament to the progress NPT YJS has made in relation to their Youth Justice plan and within the disaggregated service generally.

We have worked to a post inspection action plan since the last 2018 inspection and this will now be replaced with the post inspection action plan 2022.

All actions and objectives were completed in the previous action plan and any rolling actions will be carried over into the new action plan for 2022.



NPT YJEIS Action and
Improvement Plan up



NPT YJS Action Plan
May 2022 - Draft.doc

The Chief Inspector of Probation Justin Russell commented on the progress of NPT YJS at the conclusion of the inspection.

'NPT Youth Justice Service have obtained an overall rating of good. It takes considerable effort to make such significant progress over the past few years. Especially through the pandemic, but Neath Port Talbot YJS has achieved it. In real terms this means reducing the likelihood of a child returning to crime, and better the lives of children under their supervision are working.'

The inspectorate concluded that:

'We have inspected and rated Neath Port Talbot Youth Justice Service (YJS) across three broad areas: the arrangements for organisational delivery of the service, the quality of work done with children sentenced by the courts, and the quality of out-of-court disposal work. Overall, Neath Port Talbot YJS was rated as 'Good'.

The inspection recognises that significant progress has been made to move Neath Port Talbot YJS from the lowest rating in its last inspection to where it is now. In effect the service has moved through two of the inspectorate's ratings boundaries in a short space of time and that is to be commended. It is clear the council and its partners have taken the findings from the last inspection seriously and have prioritised setting up a new youth justice service, securing the relevant resources required for children known to the service, and developed performance management

systems. This has been achieved with the engagement of staff and is testament to the effective governance and leadership arrangements that are in place for the YJS.'

The inspection found an effective service, with strengths apparent across assessment and service delivery for court orders. Assessing and planning for desistance and safety and wellbeing in out-of-court disposals were also strong areas of practice. The YJS's arrangements for governance and leadership are rated 'Outstanding' and its staffing, partnerships, and information and facilities are 'Good'.

12) Performance and priorities.

1. 21/22 Young People Offending

2019/20	2020/21	2021/22
40	35	20

2. During the last financial year the number of young people receiving a substantive outcome for offending reduced and continued the trend over the last few years.

3. Offences

2019/20	2020/21	2021/22
76	88	82

4. Although the number of individual young people offending has seen a large reduction the number of offences has remained relatively stable. 1 young person was responsible for 18 offences.

5. First Time Entrants

6. The YOT Data Summary now includes figures for Neath Port Talbot. In previous years the figures were only available for Western Bay.

Oct 18–Sept 19	Oct 19–Sept 20	Oct 20–Sept 21
18	13	18

7. The most recent published figure shows Neath Port Talbot FTE figure increasing following a reduction in the previous 12 month period. A local calculation has been done for the 12 month period covering 21/22 and shows the number of FTE

as being 13. This confirms the fairly consistent figure of FTE's that has been reported for Neath Port Talbot as the number for several 12 month rolling time periods all report less than 20.

8. The latest published figure puts Neath Port Talbot above the average rate per 100,000 for Wales. However, the YJEIS is lower when compared with the YJB YOT family rate for the same time period.

9. Custody

	2019	2020	2021
Number	1	4	0
Rate per 1000 NPT	0.08	0.32	0
Rate per 1000 Wales	0.18	0.08	0.07

10. During 2021 there were no young people from Neath Port Talbot receiving a custodial sentence.

11. Referral Orders

2019/20	2020/21	2021/22
22	14	9

12. The number of Referral Orders saw a 36% decrease when compared with the previous year. This follows on from the same percentage decrease noted in the previous year.

13. Youth Rehabilitation Orders

2019/20	2020/21	2021/22
1	5	4

14. Following an increase during the previous 12 months, there was a reduction this year in Youth Rehabilitation Orders.
15. The court outcomes during 2021/22 saw a reduction in both community penalties and custody.

16. Reoffending

17. As with First Time Entrants, Neath Port Talbot now has our own figures published on the YDS.

April 17-March 18					
Cohort	Reoffenders	Reoffences	Reoffences/Reoffender	Reoffences/Offender	%Reoffending

29	15	82	5.47	2.83	51.7%
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April 18-March 19					
Cohort	Reoffender s	Reoffence s	Reoffences/Reoffend er	Reoffences/Offend er	%Reoffending
45	23	107	4.65	2.38	51.1%

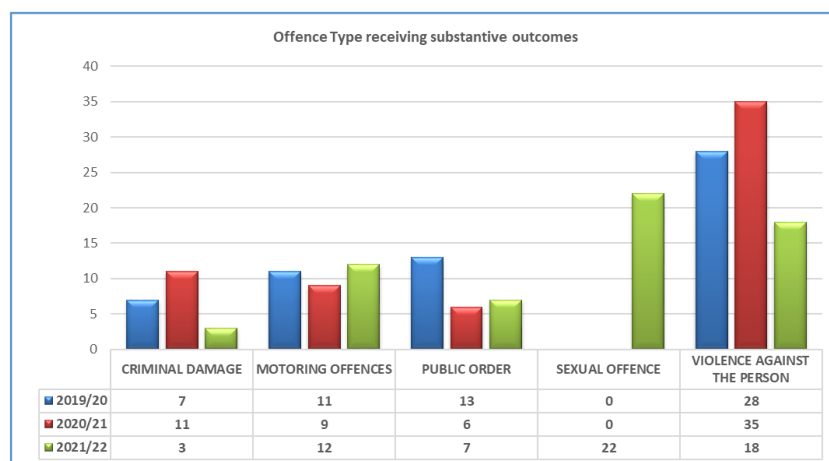
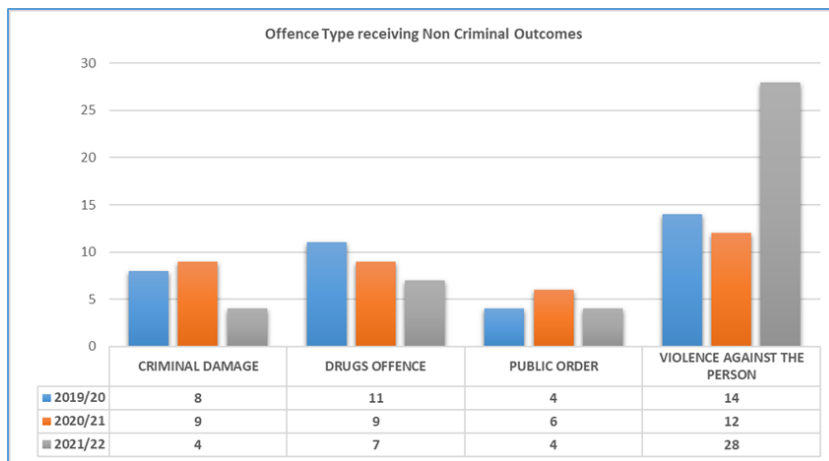
April 19-March 20					
Cohort	Reoffender s	Reoffence s	Reoffences/Reoffend er	Reoffences/Offend er	%Reoffending
48	26	94	3.62	1.96	54.2%

18. Both the number in the cohort and the percentage of the cohort reoffending has increased in the latest reported 12 month period.

19. The percentage of reoffending at around 54% was the highest in Wales and the highest of the YOT family.

Out of Court Disposal data for YJS

We have been asked to scrutinise the Out of Court Disposal data and process as part of the Inspection feedback in May 22. This will form part of our post improvement action plan. Therefore to take this forward the next section highlights our initial findings to date. We will build on the suite of data going forward, and drill down for the action plan and for performance for the service going forward, this will include a breakdown and analysis of the profile of young people within our service.



Violence against the person has consistently been highest offence type over the last 3 years. This is the case regardless of whether a young person receives a non-criminal disposal via Bureau (YRD) or whether they receive a substantive outcome (YC & YCC at Bureau or a Court outcome). Reduction in number of young people receiving a substantive outcome and increase in those receiving a non-substantive outcome.

The through put of Bureau referrals from the police has remained stable when drawing comparisons of the same 12 month period over the last few years. However, the outcomes given at the Bureau have fluctuated, with more young people receiving a non-criminal disposal as opposed to a formal outcome. This can be seen in the following breakdown of disposals between 1st April and 31st March across the last three years:

- 2019/20 - 26 Out of Court Disposals delivered (**33YRD & 11 YC/YCC = 44OCDs**)

- 2020/21 – 27 Out of Court Disposals delivered (**41YRD & 9 YC/YCC = 50 OCCDs**)
- 2021/22 – 23 Out of Court Disposals delivered (**38YRD & 7 YC/YCC =45 OCCDs**)

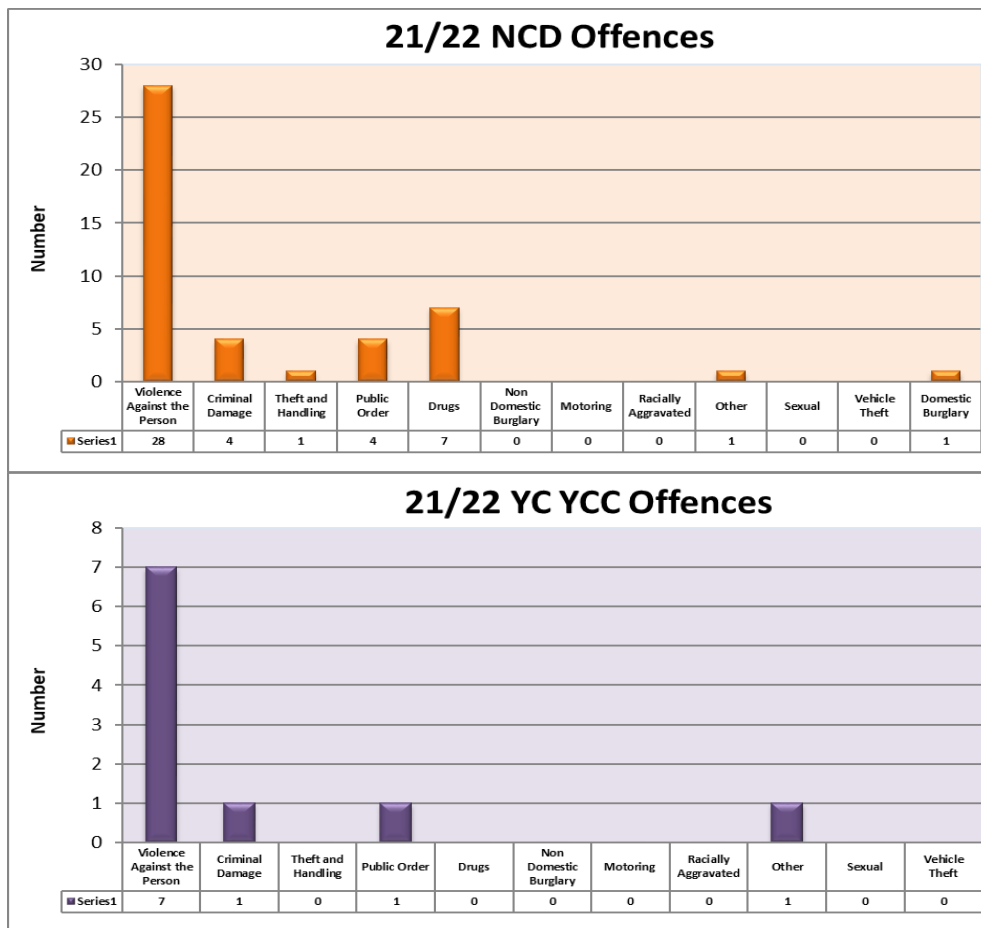


Number of young people engaged via Bureau in the last 12 months:

Over the last 12 months, there have been 45 young people that have attended and received an outcome via the Bureau process. The following table provides a breakdown of the disposals received:-

Disposal Type:	Number:
Youth Restorative Disposal (non-criminal)	17 (Quarter 2) + 21 (Quarter 4) = 38
Youth Caution	5 (Quarter 2) + 1 (Quarter 4) = 6
Youth Conditional Caution	1 (Quarter 2) + 0 (Quarter 4) = 1

These 45 young people are responsible for 56 offences and the nature of these offences



During the last 12 months, a total of 69 children and young people have continued to be engaged via interventions that have been borne out of a Bureau disposal; broken down this is made up of the 45 Bureau outcomes in this 12month period as well as 24 interventions that were ongoing having received a Bureau outcome in the previous period.

13) National Standards

Standards for Children in the Youth Justice System – self assessment of baseline year

In 2021, we submitted our self-assessment of Standards for Children in the Youth Justice

System. Because of the Covid situation it was recognised by the YJB that this was a complex task at that time.

The self-assessments provided to the Youth Justice Board (YJB) support them in monitoring our adherence to national standards in line with our statutory responsibilities. The Standards, are set by the Secretary of State for Justice, and aim to:

- Provide a framework for youth justice practice and ensure that quality is maintained
- Encourage and support innovation and good practice to improve outcomes for children who commit crime
- Ensure that every child lives a safe and crime-free life, and makes a positive contribution to society
- Align with the YJB's child first principle
- Assist the YJB and inspectorates when they assess whether youth justice services are meeting their statutory requirements.
- The YJB concluded the moderation of all the self-assessment submissions received from the sector.
- This exercise was undertaken using a team of internal and external senior managers.
- Our NPT moderation results concluded that our self-assessment of our national standards offers an evidenced reflection of the judgements against service standards. Therefore the YJB did not carry out a validation visit to NPT.

As the year progressed we monitored our progress against our standards, this will continue through this year and will be reflected in our QA work when auditing against the standards going forward.

14) Service improvement plan



Service Recovery
plan 2022-25.docx

15) Challenges, risks and issues

- Continued increase in work demands not accompanied by increased revenue, leading to non-delivery of performance, reduced staff morale, lack of confidence by stakeholders.
- Lack of continued funding to renew temporary intervention worker posts within the team past the end of the financial year.
- Lack of career progression opportunities within the team and potential for staff turnover.
- Increased austerity could place greater demand on the need for a Youth Justice response.
- Covid-19, cost of living crisis, other world or environmental events that impacts on offending rates and requires a youth justice response.
- Lack of permanency across the intervention worker staff group.
- A requirement to provide a number of Intensive Supervision and Surveillance packages at any one time as this will divert resources from elsewhere in the service and potentially impact on service delivery.
- Greater demand and duties not being accompanied by additional funding placing further strain on existing staff and services they provide.
- Inconsistencies with bespoke IT system to support effective practice; YJS uses a standalone database that does not link up with the systems used by children's services.
- Workloads and demands are increasing but resources are diminishing.
- Education provision for young people could be improved to prevent exclusions and support reintegration back into mainstream provisions - School is a protective factor for young people in terms of preventing offending/re-offending and permanent exclusion has been identified as a critical event that can lead to young people becoming vulnerable to criminal exploitation.
- Victim engagement feedback could be improved to ensure that it effective informs and drives improvement in service delivery
- YJS is not able to consistently reducing re-offending rates amongst a small cohort of young people.

- Continued increase in work demands not accompanied by increased revenue, leading to non-delivery of performance, reduced staff morale, lack of confidence by stakeholders.
- Lack of continued funding to renew temporary intervention worker posts within the team past the end of the financial year.
- Lack of career progression opportunities within the team and potential for staff turnover.
- Increased austerity could place greater demand on the need for a Youth Justice response.
- Covid-19, cost of living crisis, and other world or environmental events that impacts on offending rates and requires a youth justice response.
- Lack of permanency across the intervention worker staff group.
- The service could offer more to volunteers to support the youth justice service, and help them integrate into the team. Thus, further training should be considered so that they remain up to date with youth justice developments and practice.

16) Evidence based practice.

- NPT YJS has a clear understanding of implementing evidence-based programmes, embedding best practice, and successfully introducing multi-agency programmes within our public services.
- The principal officer sits on HWB DOETH, which is the academic arm of the YJB bringing research and practice together.
- Empirically tested evidence-based interventions and evidence base practice are central to positive outcomes for young people. NPT is an outcomes- focused children's service which means that empirical evidence is core to all social work practice with children and young people.
- Evidence based interventions are being used consistently within our services and will be built on going forward.
- These were recognised and commented on in the JICPA and HMIP INSPECTIONS

- The Operational manager has contributed to the national YJB good practice guidance re governance pathways published dec 2021.
- NPT YJS are aware of the merits of testing and verifying empirical evidence via academia and practitioners, within this, we employ a consultant social worker whose focus is to develop research-based initiatives in the team and as part of the wider service directorate.
- It is important to remember that every team member has an area of expertise and positive ability, whatever their rank or role. The YJS is a multi-disciplinary service, subsequently the role of the Principal Officer and operational manager is to elicit those strengths. Those on the ground will often be far more valuable to our children and families than the high-level strategic players, so we adopt a 'what works approach' (Anastas, 2014). Evidence base interventions in the YJS include speech and Language provision, and the support services provide by our substance misuse workers, and the work undertaken by our CAMHS nurse, who utilise evidence base programmed. Within this we have developed two exceptional and creative interventions which are in the process of being empirically evaluated.

These are:

The K9 project, which focuses on exploitation, knife crime and county lines. This is run jointly by South Wales Police and the YJS and happens over three days. It involves police school liaison workers delivering a session on knife crime, sessions on drug awareness and basic first aid, and input from a victim of a knife crime attack. It ends with a visit to the dog and horses unit at Police Headquarters and a presentation, which can lead to a stage one qualification in communication skills. The programme is subject to ongoing evaluation; however, early indications show a reduction in reoffending by those who have completed the course. Feedback has shown that children are building trust with professionals, and especially the police, and feeling safe in the environment away from peer pressures.

The second 'inspiring and unique intervention' (HMIP 2022) was devised and developed by a YJS staff member based on their love of horses, and is the Equine Facilitated Learning programme. This is a form of experiential learning that involves horses and a facilitator working together with a child to create positive change. It includes equine activities such as observing,

handling, grooming and groundwork, and structured exercises focused on the child's needs and goals. The evaluation is ongoing and includes capturing the outcomes for children using a tool that reviews their confidence and relaxation and the way they relate to others, as well as other areas of their emotional wellbeing. The YJS is currently working in partnership with local pony clubs, farriers and a 'racing for schools' charity to offer children opportunities to find out more about employment and training in the equine industry, which will form part of their exit plan.

The NPT YJS is also involved in the 'Snakes and Ladders' collaboration with Cardiff University, where they are developing a digital emotional wellbeing tool/game that supports children in exploring the impact of lifestyle choices and options. This too will be evaluated and hopefully produced as an aide for Youth Justice Services across Wales.

17) Looking forward.

We have had an exceptional year in the NPT Youth Justice Service , navigating through the second year of the pandemic and all that entailed, developing and opening our Base fifteen resource centre, and delivering two rigorous inspection's to multiagency inspectorates (the JICPA and HMIP).

Our results speak for themselves and is testament to the commitment of all the staff involved but more specifically to the resilience and commitment of our young people who want better outcomes and who are often the ones best placed to tell us as professionals what will help them the most, within this is also hearing the voice of the victims of crime and the voices of our multi- agency partners.

Therefore giving young people agency and a voice in this plan and in all of our work going forward will be integral to our practice. Saying that, we have achieved a great deal, but now is not the time to rest on our laurels but to build on the recommendations made by the inspectorates and capitalise on the identified strengths, yet simultaneously ensure that we improve the areas identified as needing development.

18) Priorities going forward

18a Vulnerability management safeguarding and wellbeing.

As with risk management, safeguarding relies on robust and accurate assessment and listening to what the child or young person is saying. This is a priority area that alongside risk management is a primary focus of the service. The service needs to address the gap in evidencing wellbeing outcomes. This work will be enhanced this year by the appointment of a regional CAMHS nurse, and more intervention staff. Hopefully the joint work with CASCASDE and Cardiff university will also ensure our workstream around emotional well-being, will develop further.

18b Strategic safeguarding

The Chair of the NPT YJS Management Board Service is the Chair of the **West Glamorgan Safeguarding Children Board (WGSCB)** giving a robust strategic link to the safeguarding needs of children and young people known to the service.

Safety and wellbeing cannot be seen in isolation of the services we provide to victims and their need to feel safe. We are very much part of NPT children services and regularly attend all identified safeguarding meetings professional strategy meetings and so on. As a previous safeguarding lead for three Welsh authorities, the PO is chair and vice chair of many of the safeguarding board and LA subgroups including Barnardos, Better Futures and Channel panel. We have also provided contributed to the West Glamorgan Safeguarding board annual plan with a specific report regarding safeguarding in NPT Youth Justice and early intervention service, which strategically links the plans of the safeguarding board and the Youth Justice board. The principal officer has also completed two child practice reviews and adult practice reviews as review this year both in the process of being published. The operational manager has also been a panel member on a child practice review involving a child from Youth justice, which means that our cohort of children are given consideration within this strategic arena.

18 (c) Workforce development

In addition to areas of training and management oversight already covered the drive this year is to ensure everyone has a clear role, good supervision and quality appraisals. The JICPA recently identified good quality supervision and training in their inspection. We consistently achieve 95 % or more supervision rates. Everyone has supervision in line with the NPT supervision policy and appraisals will form a part of that process going forward. We also are committed to the health and well-being of our staff, and this is covered in our development days and will form part of everyone's appraisal. Staff well-being will be kept a priority. The building of staff morale

has been essential to maintain staff commitment reduce sickness and maintain staff continuity.

18 (d) Participation

Engaging young people in decision making and accepting responsibilities for their actions and future is critical to developing skills as constructive members of their community; Article 12 of the UNCRC (**United Nations Convention for the rights of the Child**) establishes the right of young people to participate where decisions are being made that affect their future. Young people attend or make representation at every management board. The LA participation officer has very strong links with the YJS, and brings most of his groups from the LA to access the facilities at the resource centre. The participation officer includes the YJS cohort in the invitations for activities and participation events, independent living skills and our young people are involved in the majority of participation programmes. Eventually we will want our young people (with the help of the participation officer and YJS participation lead) to represent the whole area of service delivery .i.e. Pre-court, post court and exit planning.

As with previous years year victim feedback gathered by volunteers over the phone evidenced an overall satisfaction with the service and a growing positive view of restorative approaches however the numbers giving feedback in the new NPT team have not been measured as yet, We will be collating these going forward as the service and our communities re- open. We would like to be able to develop feedback by use of a phone app which we are looking into.

Parenting groups have been re- established in NPT. There was hugely positive feedback about the NVR parenting course when we were a regional service so we will be revisiting this going forward. There is also a lot of work being done with the parent advocacy network, and this is something which we would like to see developed in the Youth Justice cohort of parents. The previous key messages were around the need for consistency of messages given by the parenting worker, case manager, childcare social workers and schools. One of the aims of the parenting group for NPT YJS is to reduce the mixed messages that the parents can receive from professionals and improve consistency per se. There are four workers at NPT YJS trained in providing the NVR course.

Staff retention in NPT YJS is not problematic, we are a long standing and established service with experienced and committed practitioners. Therefore the levels of distribution of youth justice expertise across the service and the close collaboration with

Children services are a firm base on which to develop the NPT YJS service. Long standing temporary appointments have been made permanent and we have now got a consultant social worker in the team commensurate with the rest of Children services. The staffing structure meets the needs of the service with additional business support and administration providing crucial support for the service. Sickness has been problematic over the last year but this too is now being resolved.

Probation, Education South Wales Police and our intervention workers, including Speech and Language therapist, substance misuse workers Bail support, volunteer coordinator victim support and reparation and transition officers are all key players in the multi-agency team approach and we will keep developing these services to meet the complex needs of our young people. A CAMHS regional nurse is joining shortly and we will focus on emotional health and wellbeing of our young people going forward.

Training, monitoring and support are provided by the senior management team and in local authority training department to ensure required standards are met. A training plan has been developed for the service.

18 (e) Staff recruitment and retention in NPT YJS

Retention of qualified social work staff in NPT YJEIS and the impact of this for maintaining effective Youth Justice Practice do not appear to be a risk to delivery at this juncture, although it is important to recognise that resources must be allocated to meet the additional training and necessary management support needs of new and/or inexperienced staff within NPT YJS.

The NPT HR and the senior management team are fully engaged with supporting the teams including delivering induction and training and development days, guidance, gatekeeping, alongside quality assurance and management reports to track progress. The strategic lead is full engaged with the LSCB, CSP and sub-groups to ensure that the YJS are fully represented in all external and partnership arenas.

19) In conclusion

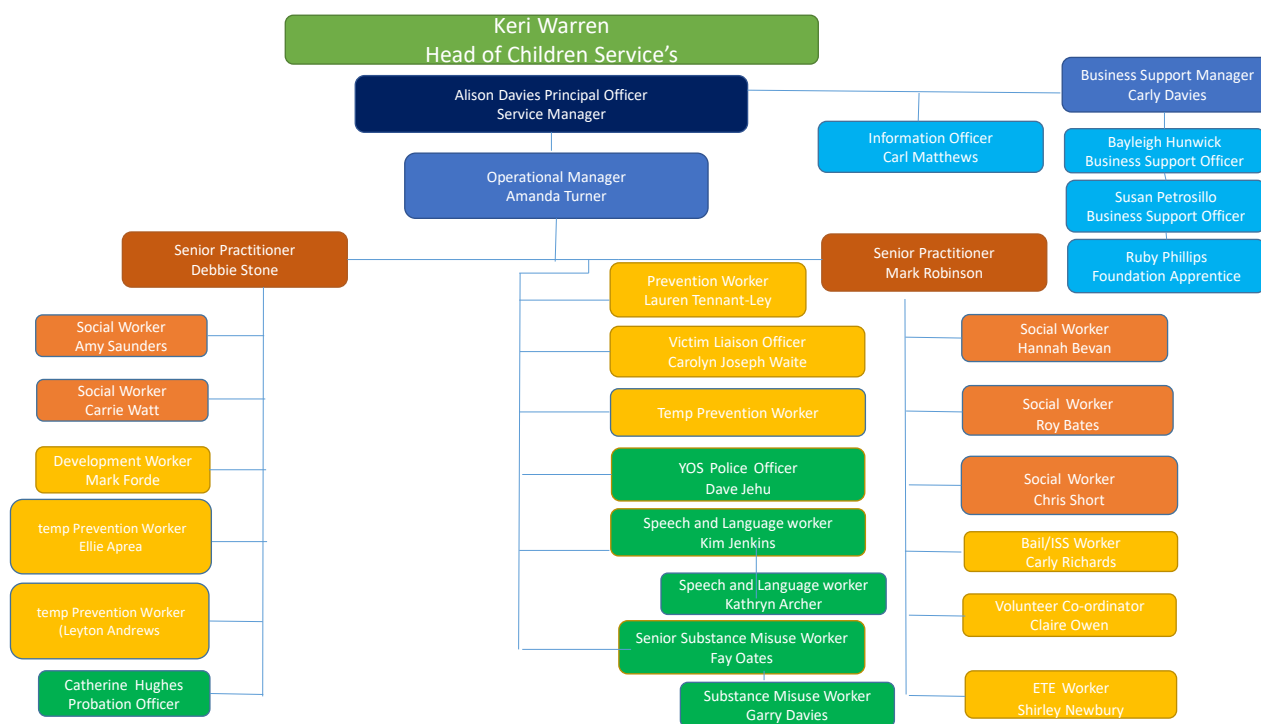
This plan has been developed alongside board members and partners, who attended a development day and produced the gap analysis in 2021. It will also be shared with children's services CSMG and social service scrutiny committee. Once ratified it will then be placed before the YJB as per statutory requirement, and to receive YJB funding for the service. It will be refreshed and resubmitted annually.

The principal officer intends to produce a young person easy read version collaboration with the Participation lead in social services, and this will also be placed before the YJB

Sign off, submission and approval

Signature	
Chair of Board : Andrew Jarrett	
Date	15 th July 2022

Appendix 2



Information officer: Carl Matthews c.a.matthews@npt.gov.uk

Ethnicity	Managers Strategic		Managers Operational		Practitioners		Administrative		Sessional		Student		Referral Order Panel		Other Volunteer		Total		
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
Asian	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Black	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mixed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
White	0	1	0	1	6	11	1	2	0	0	0	0	2	11	1	0	10	26	
Any other ethnic group	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Not known	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	0	1	6	13	1	2	0	0	0	0	2	11	1	0	10	28	
Welsh Speakers	0	0	0	0	0	0	2	0	0	0	0	0	1	1	0	0	1	3	

Type of Contract	Strategic Manager (PT)	Strategic Manager (FT)	Operational Manager (PT)	Operational Manager (FT)	Practitioners (PT)	Practitioners (FT)	Administration (PT)	Administration (FT)	Sessional	Students/trainees	Referral Order Panel Volunteer	Other Volunteer	Total
Disabled (self-classified)	0	0	0	0	1	0	0	0	0	0	0	0	1

Common youth justice terms, please add any locally used terminology

ACE	Adverse childhood experience. Events in the child's life that can have negative, long lasting impact on the child's health, and life choices
AIM 2 and 3	Assessment, intervention and moving on, an assessment tool and framework for children who have instigated harmful sexual behaviour
ASB	Antisocial behaviour
AssetPlus	Assessment tool to be used for children who have been involved in offending behaviour
CAMHS	Child and adolescent mental health services
CCE	Child Criminal exploitation, where a child is forced, through threats of violence, or manipulated to take part in criminal activity
Children	We define a child as anyone who has not yet reached their 18th birthday. This is in line with the United Nations Convention on the Rights of the Child and civil legislation in England and Wales. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.
Child First	A system wide approach to working with children in the youth justice system. There are four tenants to this approach, it should be: developmentally informed, strength based, promote participation, and encourage diversion
Child looked-after	Child looked-after, where a child is looked after by the local authority
CMET	Criminal, Missing , Exploitation , Trafficking.

Constructive resettlement	The principle of encouraging and supporting a child's positive identity development from pro-offending to pro-social
Contextual safeguarding	An approach to safeguarding children which considers the wider community and peer influences on a child's safety
Community resolution	Community resolution, an informal disposal, administered by the police, for low level offending where there has been an admission of guilt
EHCP	Education and health care plan, a plan outlining the education, health and social care needs of a child with additional needs
ETE	Education, training or employment
EHE	Electively home educated, children who are formally recorded as being educated at home and do not attend school
EOTAS	Education other than at school, children who receive their education away from a mainstream school setting
FTE	First Time Entrant. A child who receives a statutory criminal justice outcome for the first time (youth caution, youth conditional caution, or court disposal)
HMIP	Her Majesty Inspectorate of Probation. An independent arms-length body who inspect Youth Justice services and probation services
HSB	Harmful sexual behaviour, developmentally inappropriate sexual behaviour by children, which is harmful to another child or adult, or themselves
JAC	Junior Attendance Centre
MAPP	Multi agency public protection arrangements
MFH	Missing from Home
NRM	National Referral Mechanism. The national framework for identifying and referring potential victims of modern slavery in order to gain help to support and protect them
OOCD	Out-of-court disposal. All recorded disposals where a crime is recorded, an outcome delivered but the matter is not sent to court
Outcome 22/21	An informal disposal, available where the child does not admit the offence, but they undertake intervention to build

	strengths to minimise the possibility of further offending
Over-represented children	Appearing in higher numbers than the local or national average
RHI	Return home Interviews. These are interviews completed after a child has been reported missing
SLCN	Speech, Language and communication needs
STC	Secure training centre
SCH	Secure children's home
Young adult	We define a young adult as someone who is 18 or over. For example, when a young adult is transferring to the adult probation service.
YJS	Youth justice service. This is now the preferred title for services working with children in the youth justice system. This reflects the move to a Child First approach
YOI	Young offender institution

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Management Board Structure
Andrew Jarret (Chair) Director of Social Services, Health & Housing
NPTCBC

NPT Local Authority Services

Keri Warren
 Head of Children & young people services
 NPT CBC

Elmor Wellington
 CS
 NPTCBC
(Sarah Williams rep)

Robert Davies
 PO
 Housing and Homelessness Service
 NPTCBC

Sian Coffey
 Manager
 Hillside Secure Home
 NPTCBC

Police/PCC

SI Mark Brier
 Western BCU- South Wales Police

Sian Rees
 for and on behalf of the
 Police & Crime Commissioner for South Wales

Probation

Deanne Martin
 Assistant Chief Executive
 National Probation Service-

Careers

Wendy Williams
 Development Manager
 Careers Wales

Education

Chris Millis
 Assistant Director of Education
(Jonathan Roberts rep)

Dave Tiddy
 Hillside

Sian Jones
 Assistant Principal
 Students - NPTC Group of Colleges

Liz Dennis
 Senior Wellbeing Manager

Local Authority Councillors

Cllr Alan Lockyer
 Cabinet Member for Children & social services
 NPT CBC

Swansea Bay University Health Board

Joanne Abbott-Davies
 Assistant Director of Strategy
 Swansea Bay University Health Board

Third Sector

Sharron Wareham
 Better Futures

Magistrates Court

Julie Thomas
 Legal Advisor
 Swansea Magistrates

NPT-YJS

Ali Davies
 Principal Officer.
 YJS

Amanda Turner
 Operational Manager
 YJS

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing and Community Safety Board
11th October 2022

Joint Report of the Head of Adult Services - Angela Thomas and the Head of Legal and Democratic Services – Craig Griffiths

Matter for Decision

Wards Affected: Briton Ferry East and West

**Delegation under Local Government Legislation to Briton Ferry Town Council
regarding the provision of a day service**

Purpose of the Report

1. To grant a one year delegation to Briton Ferry Town Council pursuant to section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000 to operate a community meals service at Liberty Hall, Briton Ferry in accordance with the Health and Social Services and Social Security Adjudications Act 1983

Executive Summary

2. Neath Port Talbot Council (“NPT”) received a request on the 9th February 2022 from Briton Ferry Town Council (“the Town Council”) for a formal delegation under section 101 of the Local Government Act 1972 in relation to the provision of a community meals service at Liberty Hall Day Centre.
3. The Town Council are currently providing a subsidised meal service to both the elderly and disabled people of Briton Ferry that they provide from the Liberty Hall Day Centre, Briton Ferry. The Town Council currently meets the salary costs of the members of staff (2 full time and one part time) at the facility (a contribution of £52,000 per year) and meets the cost of food provision (in the sum of £25,000 per year) along with other ancillary expenditure (i.e. utility bills, cleaning materials, equipment).

4. In the circumstances it would appear that at this present time, from a legal perspective, the Town Council cannot continue to run the day centre unless it can arrange for NPT to delegate the power to it.

Background

5. NPT received a request on the 9th February 2022 from the Town Council for a formal delegation under section 101 of the Local Government Act 1972 in relation to the provision of a community meals service at Liberty Hall Day Centre.
6. The Town Council are currently providing a subsidised meal service to both the elderly and disabled people of Briton Ferry that they provide from the Liberty Hall Day Centre, Briton Ferry. The Town Council currently meets the salary costs of the members of staff (2 full time and one part time) at the facility (a contribution of £52,000 per year) and meets the cost of food provision (in the sum of £25,000 per year) along with other ancillary expenditure (i.e. utility bills, cleaning materials, equipment).
7. Usually, the ability to undertake this activity, from a legal perspective would be covered by the power of well-being under section 2 of the Local Government Act 2000 or section 137 of the Local Government Act 1972. However, there is an annual financial limit to spending under section 137 and the view of the Welsh Government is that spending under the power of well-being is part of that section 137 limit and it would appear the cost of running the day centre is about twice the Town Council's annual limit under these sections. In those circumstances the Town Council is not able to provide the current service under either of these powers.
8. The General Power of Competence (GPC) is now available to eligible Community Councils but a criteria must be fulfilled to enable Briton Ferry Town Council to utilise the same. If the Town Council has the GPC at some stage then it could run the day centre under that power.
9. The Health and Social Services and Social Security Adjudications Act 1983 provides that a County Borough Council such as NPT shall have power to make such arrangements as they may from time to time determine for providing meals and recreation for old people in their homes or elsewhere and may employ as their agent for the purpose of this paragraph any voluntary organisation whose activities consist in or include the provision of meals or recreation for old people.
10. As a result, NPT has the power to run this day centre and it could delegate that power in respect of the day centre to the Town Council under section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000. In that case the Town Council would be exercising the power of NPT and

any spending would be under that power which has no financial limit. This does, of course, require NPT to agree to delegate the power and there is no requirement for NPT to provide funds for the service.

11. In the circumstances it would appear that at this present time, the Town Council cannot continue to run the day centre unless it can arrange for NPT to delegate the power to it.
12. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension. This will enable the Town Council to continue providing the service initially whilst a review is undertaken of additional ways they could continue to provide the service without the need for such a delegation. This could be by exploring ways under the GPC mentioned above or looking at ways to address its expenditure of the subsidy. NPT will work with the Town Council to see what avenues could potentially be open to them in this regard but the provision of this delegation, will in the first instance, allow the service to continue operating pending more detailed consideration.
13. A suitable delegation agreement will be entered into, on terms agreed by the Head of Adult Services and Head of Legal and Democratic Services which will stipulate that the provision of this delegation is dependent on the Town Council meeting all costs of NPT in the provision of the service and providing a suitable indemnity to NPT against any financial risks that it may incur as a result of the delegation.
14. Any delegation however will be strictly for the provision of meals to the elderly and disabled and is not capable of being utilised for the purpose of trading more generally and NPT will monitor compliance of the Town Council with this arrangement to ensure that this takes place.
15. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the service at Liberty Hall. In the event that the Town Council determines to cease provision of the service at Liberty Hall, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.

Financial Implications

16. All costs associated with the provision of the community meal service at Liberty Hall will be met by the Town Council. NPT will also receive a suitable indemnity

to warrant against any additional charges it might face as a result of this delegation being granted.

Integrated Impact Assessment

17. 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, attached at Appendix 1, has indicated that a more in-depth assessment is not required

Legal Impacts

18. The legal impacts are as set out in paragraphs 7 to 10 of this report.

Risk Management

19. Failure to grant a delegation would mean the provision of a community meal service at Liberty Hall Briton Ferry would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Liberty Hall, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.

Consultation

20. There is no requirement for external consultation on this report

Recommendation

21. It is recommended that, having due regard to the integrated impact screening assessment that Neath Port Talbot County Borough Council grant a one year delegation to Briton Ferry Town Council pursuant to section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000 to operate a community meals service at Liberty Hall, Briton Ferry in accordance with the Health and Social Services and Social Security Adjudications Act 1983 and that delegated authority be granted to the Head of Adult Services in

consultation with the Head of Legal and Democratic Services to enter into a suitable agreement to document this delegation.

Reason for Decision

22. Failure to grant a delegation would mean the provision of a community meal service at Liberty Hall Briton Ferry would come to an end.

Implementation of Decision

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

Appendices

24. Appendix 1 - Integrated Impact Assessment Screening

List of Background Papers

25. None

Officer Contact

Angela Thomas
Head of Adult Services
Tel (01639) 763794
Email a.j.thomas@npt.gov.uk

Craig Griffiths
Head of Legal and Democratic Services
Tel (01639) 763767
Email c.griffiths2@npt.gov.uk

Appendix 1 – Integrated Impact Assessment Screening

1. Details of the initiative

Initiative description and summary: Delegation under Local Government Legislation to Briton Ferry Town Council regarding the provision of a day service
Service Area: Adult Services
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 granting of a delegation to Briton Ferry Town Council will enable them to continue providing a day meal service to elderly and disabled users. The purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Disability	x					The granting of a delegation to Briton Ferry Town Council will enable them to continue providing a day meal service to elderly and disabled users. The purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Gender Reassignment		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Marriage/Civil Partnership		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to

						grant a delegation to Briton Ferry Town Council to provide a service.
Pregnancy/Maternity		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Race		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Religion/Belief		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
Sex		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.

Sexual orientation		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service.
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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				There is no impact on the opportunity to use the Welsh Language
Treating the Welsh language no less favourably than English		x				There is no impact on treating the Welsh language less favourable than 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				There is no impact on the maintenance and enhancement of biodiversity
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		x				There is no impact on the promotion of the resilience of ecosystems

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	x		Failure to grant a delegation would mean the provision of a community meal service at Liberty Hall Briton Ferry would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Liberty Hall, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.
Integration - how the initiative impacts upon our wellbeing objectives	x		Briton Ferry Town Council are currently providing a subsidised meal service to both the elderly and disabled people of Briton Ferry that they provide from the Liberty Hall Day Centre, Briton Ferry. The Town Council currently meets the salary costs of the members of staff (2 full time and one

			<p>part time) at the facility (a contribution of £52,000 per year) and meets the cost of food provision (in the sum of £25,000 per year) along with other ancillary expenditure (i.e. utility bills, cleaning materials, equipment).</p> <p>This will contribute to all wellbeing objectives held by Neath Port Talbot Council</p>
Involvement - how people have been involved in developing the initiative	x		<p>A formal request has been made from Briton Ferry Town Council and discussions have been had with them to identify a solution. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension.</p>
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		<p>A formal request has been made from Briton Ferry Town Council and discussions have been had with them to identify a solution. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension. This will enable the Town Council to continue providing the service initially whilst a review is undertaken of additional ways they could continue to provide the service without the need for such a delegation. This could be by exploring ways under the GPC mentioned above or looking at ways to address its expenditure of the subsidy. NPT will work with the Town Council to see what avenues could potentially be open to them in this regard but the provision of this delegation, will in the first instance, allow the service to continue operating pending more detailed consideration</p>
Prevention - how the initiative will prevent problems occurring or getting worse	x		<p>Failure to grant a delegation would mean the provision of a community meal service at Liberty Hall Briton Ferry would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does</p>

			so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Liberty Hall, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.
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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	
There would be no impact on particular characteristics as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Briton Ferry Town Council to provide a service. Failure to grant a delegation would mean the provision of a community meal service at Liberty Hall Briton Ferry would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Liberty Hall, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.	

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing and Community Safety Board 11th October 2022

Joint Report of the Head of Adult Services - Angela Thomas and the Head of Legal and Democratic Services – Craig Griffiths

Matter for Decision

Wards Affected: Neath East, North and South

Delegation under Local Government Legislation to Neath Town Council regarding the provision of a day service

Purpose of the Report

1. To grant a one year delegation to Neath Town Council pursuant to section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000 to operate a community meals service at Neath Town Cafe in accordance with the Health and Social Services and Social Security Adjudications Act 1983

Executive Summary

2. Neath Port Talbot Council (“NPT”) received a request on the 16th August 2022 from Neath Town Council (“the Town Council”) for a formal delegation under section 101 of the Local Government Act 1972 in relation to the provision of a community meals service at Neath Town Café.
3. The café has been awarded the ‘Best Community Café in Wales’ from One Voice Wales due to its location, subsidised prices and customer network and feedback as a place to socialise and bring people together to create and encourage friendships. The majority of the customers who come into the Café on a daily basis are known to staff and each other and there is a strong sense of attachment among the customers. The café also supports community groups and youth clubs which use the Community Centre which adjoins and connects to the Cafe. This has proved to create an inclusive environment by providing hot food for vulnerable and low mobility groups such as Deaf and Blind Clubs, Pensioners and post Cancer groups and allows these groups to

access a Café environment but not leave familiar surroundings. The Café supports the Town Council's wellbeing goals, in particular supporting a resilient and healthier Wales and encouraging community cohesiveness.

4. In the circumstances it would appear that at this present time, from a legal perspective, the Town Council cannot continue to run the day centre unless it can arrange for NPT to delegate the power to it.

Background

5. NPT received a request on the 16th August 2022 from the Town Council for a formal delegation under section 101 of the Local Government Act 1972 in relation to the provision of a community meals service at Neath Town Café.
6. The café has been awarded the 'Best Community Café in Wales' from One Voice Wales due to its location, subsidised prices and customer network and feedback as a place to socialise and bring people together to create and encourage friendships. The majority of the customers who come into the Café on a daily basis are known to staff and each other and there is a strong sense of attachment among the customers. The café also supports community groups and youth clubs which use the Community Centre which adjoins and connects to the Café. This has proved to create an inclusive environment by providing hot food for vulnerable and low mobility groups such as Deaf and Blind Clubs, Pensioners and post Cancer groups and allows these groups to access a Café environment but not leave familiar surroundings. The Café supports the Town Council's wellbeing goals, in particular supporting a resilient and healthier Wales and encouraging community cohesiveness.
7. Usually, the ability to undertake this activity, from a legal perspective would be covered by the power of well-being under section 2 of the Local Government Act 2000 or section 137 of the Local Government Act 1972. However, there is an annual financial limit to spending under section 137 and the view of the Welsh Government is that spending under the power of well-being is part of that section 137 limit and it would appear the cost of running the day centre is about twice the Town Council's annual limit under these sections. In those circumstances the Town Council is not able to provide the current service under either of these powers.
8. The General Power of Competence (GPC) is now available to eligible Community Councils but a criteria must be fulfilled to enable Town Council to utilise the same. If the Town Council has the GPC at some stage then it could run the day centre under that power.
9. The Health and Social Services and Social Security Adjudications Act 1983 provides that a County Borough Council such as NPT shall have power to make such arrangements as they may from time to time determine for providing

meals and recreation for old people in their homes or elsewhere and may employ as their agent for the purpose of this paragraph any voluntary organisation whose activities consist in or include the provision of meals or recreation for old people.

10. As a result, NPT has the power to run this day centre and it could delegate that power in respect of the day centre to the Town Council under section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000. In that case the Town Council would be exercising the power of NPT and any spending would be under that power which has no financial limit. This does, of course, require NPT to agree to delegate the power and there is no requirement for NPT to provide funds for the service.
11. In the circumstances it would appear that at this present time, the Town Council cannot continue to run the day centre unless it can arrange for NPT to delegate the power to it.
12. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension. This will enable the Town Council to continue providing the service initially whilst a review is undertaken of additional ways they could continue to provide the service without the need for such a delegation. This could be by exploring ways under the GPC mentioned above or looking at ways to address its expenditure of the subsidy. NPT will work with the Town Council to see what avenues could potentially be open to them in this regard but the provision of this delegation, will in the first instance, allow the service to continue operating pending more detailed consideration.
13. A suitable delegation agreement will be entered into, on terms agreed by the Head of Adult Services and Head of Legal and Democratic Services which will stipulate that the provision of this delegation is dependent on the Town Council meeting all costs of NPT in the provision of the service and providing a suitable indemnity to NPT against any financial risks that it may incur as a result of the delegation.
14. Any delegation however will be strictly for the provision of meals to the elderly and disabled and is not capable of being utilised for the purpose of trading more generally and NPT will monitor compliance of the Town Council with this arrangement to ensure that this takes place.
15. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the service at Neath Town Cafe. In the event that the Town Council determines to cease provision of the service at Neath Town Cafe, the

delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.

Financial Implications

16. All costs associated with the provision of the community meal service at Neath Town Café will be met by the Town Council. NPT will also receive a suitable indemnity to warrant against any additional charges it might face as a result of this delegation being granted.

Integrated Impact Assessment

17. 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, attached at Appendix 1, has indicated that a more in-depth assessment is not required

Legal Impacts

18. The legal impacts are as set out in paragraphs 7 to 10 of this report.

Risk Management

19. Failure to grant a delegation would mean the provision of a community meal service at Neath Town Cafe would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Neath Town Cafe, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.

Consultation

20. There is no requirement for external consultation on this report

Recommendation

21. It is recommended that, having due regard to the integrated impact screening assessment that Neath Port Talbot County Borough Council grant a one year delegation to Neath Town Council pursuant to section 101 of the Local Government Act 1972 and section 19 of the Local Government Act 2000 to

operate a community meals service at Neath Town Cafe in accordance with the Health and Social Services and Social Security Adjudications Act 1983 and that delegated authority be granted to the Head of Adult Services in consultation with the Head of Legal and Democratic Services to enter into a suitable agreement to document this delegation.

Reason for Decision

22. Failure to grant a delegation would mean the provision of a community meal service at Neath Town Cafe would come to an end.

Implementation of Decision

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

Appendices

24. Appendix 1 - Integrated Impact Assessment Screening

List of Background Papers

25. None

Officer Contact

Angela Thomas
Head of Adult Services
Tel (01639) 763794
Email a.j.thomas@npt.gov.uk

Craig Griffiths
Head of Legal and Democratic Services
Tel (01639) 763767
Email c.griffiths2@npt.gov.uk

Appendix 1 – Integrated Impact Assessment Screening

1. Details of the initiative

Initiative description and summary: Delegation under Local Government Legislation to Neath Town Council regarding the provision of a day service
Service Area: Adult Services
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 granting of a delegation to Neath Town Council will enable them to continue providing a day meal service to elderly and disabled users. The purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Disability	x					The granting of a delegation to Neath Town Council will enable them to continue providing a day meal service to elderly and disabled users. The purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Gender Reassignment		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Marriage/Civil Partnership		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to

						grant a delegation to Neath Town Council to provide a service.
Pregnancy/Maternity		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Race		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Religion/Belief		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
Sex		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.

Sexual orientation		x				There would be no impact on this particular characteristic as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service.
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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				There is no impact on the opportunity to use the Welsh Language
Treating the Welsh language no less favourably than English		x				There is no impact on treating the Welsh language less favourable than 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				There is no impact on the maintenance and enhancement of biodiversity
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.		x				There is no impact on the promotion of the resilience of ecosystems

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	x		Failure to grant a delegation would mean the provision of a community meal service at Neath Town Cafe would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Neath Town Cafe, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.
Integration - how the initiative impacts upon our wellbeing objectives	x		Neath Town Council are currently providing a subsidised meal service to both the elderly and disabled people of Neath that they provide from the

			Neath Town Cafe. This will contribute to all wellbeing objectives held by Neath Port Talbot Council
Involvement - how people have been involved in developing the initiative	x		A formal request has been made from Neath Town Council and discussions have been had with them to identify a solution. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		A formal request has been made from Neath Town Council and discussions have been had with them to identify a solution. Consideration to this request has now been made by officers and it is suggested that to enable the Town Council to continue to run this facility, NPT formally grant a delegation to the Town Council for the duration of one calendar year initially, to be subject to further possible extension. This will enable the Town Council to continue providing the service initially whilst a review is undertaken of additional ways they could continue to provide the service without the need for such a delegation. This could be by exploring ways under the GPC mentioned above or looking at ways to address its expenditure of the subsidy. NPT will work with the Town Council to see what avenues could potentially be open to them in this regard but the provision of this delegation, will in the first instance, allow the service to continue operating pending more detailed consideration
Prevention - how the initiative will prevent problems occurring or getting worse	x		Failure to grant a delegation would mean the provision of a community meal service at Neath Town Cafe would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Neath Town Cafe, the delegation will come to an end and the

			service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.
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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>There would be no impact on particular characteristics as the current service provision focusses on the provision of community meals to the elderly and disabled and the purpose of this report is not to change any service provision on the part of NPT Council but to grant a delegation to Neath Town Council to provide a service. Failure to grant a delegation would mean the provision of a community meal service at Neath Town Cafe would come to an end. It should be noted that NPT have no legal obligation to provide this delegation, but does so on the basis that it will enable the Town Council to continue providing the same. In the event that the Town Council determines to cease provision of the service at Neath Town Cafe, the delegation will come to an end and the service will conclude. NPT will not be obliged to step in and continue providing the service. Such provisions will be considered as part of any formal delegation granted.</p>	



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

11th October 2022

Report of the Head of Adult Services – A. Thomas

Matter for Decision

Wards Affected: All Wards

DISTRIBUTION OF WELSH GOVERNMENT GRANT TO SUPPORT DOMICILIARY CARE SERVICES

Purpose of the Report

To request:

- Delegated authority for the Head of Adult Services to allocate funding provided by a specified Welsh Government (“WG”) grant to commissioned domiciliary care providers (“Providers”), in order to support their workforce with increased fuel costs.
- Delegated authority for the Head of Adult Services to utilise funding from this grant to purchase electric cars, electric charge points and electric charge point installation for the pooled use of the Council’s Community Wellbeing Team (CWT),

Executive Summary:

At the beginning of the 2022/23 financial year, WG made available a £10 million grant to help grow capacity within the domiciliary care sector.

WG have requested that Local Authorities distribute this grant on their behalf. Neath Port Talbot Council (“the Council”) has received £450,000 of the available funding to allocate across Neath Port Talbot.

In order to distribute this grant in line with WG requirements, the Head of Adult Services is requesting delegated authority for the allocation of this grant to Providers in order to support their workforce with the rising costs of fuel.

The Head of Adult Services is also requesting delegated authority to use the available grant for the purposes of purchasing and operating a fleet of electric cars for the pooled use of the CWT.

Background

It is acknowledged that across Wales, domiciliary care providers are facing challenges in recruiting sufficient numbers of staff to meet the current demand for domiciliary care.

To support the sector, Welsh Government has allocated £10 million across Wales, of which the share for Neath Port Talbot is £450,000. This money is to enable Providers to purchase driving lessons for staff that do not drive, electric fleet vehicles for the use of domiciliary care workers and to help the domiciliary care workforce with rising mileage costs.

Meetings between Officers from the Common Commissioning Unit (CCU) and Providers to discuss issues within the market frequently take place. Whilst costs of driving lessons and access to electric cars are not seen as a significant area of concern for the local market, Providers have been unanimous in their concern of how rising fuel costs are impacting on their workforce.

Providers explained that their workforce were refusing overtime and seeking alternative professions due to the impact of rising fuel costs, which was then impacting on their operational viability. In response to

these concerns, Officers from the CCU undertook an exercise to understand the current mileage rates paid by Providers to their staff and the cost to the Council if they allocated additional funding to Providers so that their workforce could receive an increase in their mileage rates. An increase to 45p a mile was agreed as the ideal rate, as this is the maximum HMRC approved rate for the first 10,000 miles undertaken for business purposes in the tax year.

From this work, it was established that the cost to the Council would be £20,000 per month, which equates to £240,000 per annum. Due to the significant pressures facing the Council both in terms of demand for new packages of domiciliary care and in existing packages of care being terminated by Providers due to staff leaving their posts, it was agreed to support Providers in increasing their mileage rates to 45p from 1st April 2022. In order to claim this money, providers have to submit monthly mileage reports in order to evidence the total number of miles undertaken to deliver care. As part of their first submission, Providers also had to submit evidence of their mileage payments to staff as at 1st January 2022.

It is proposed that the remaining £210,000 of the available grant is used to purchase a fleet of electric cars, along with the necessary purchase and installation of electric charging points, for the pooled use of the Councils CWT. This proposal will support the Council in meeting its biodiversity obligations, as it will reduce the workforce's reliance on petrol and diesel cars.

The purchase of the required electric cars, electric charging points and installation of electric charging points will be managed by the Environment Directorate in line with their framework for such items. A follow-up report will be presented to members on completion of this procurement for information purposes.

Financial Impacts

This grant will have a positive impact on the Directorate's budget, as

it will enable:

- The Council to offer additional funding totalling £240,000 to Providers, so that they can support their workforce with rising mileage costs without negatively impacting on the Directorate's base budget.
- CWT to purchase electric fleet cars for the use of their workforce at a total cost of £210,000, without negatively impacting on the Directorate's capital budget. The ongoing operating costs will be absorbed into the Directorate's budget and should be more cost effective than traditional cars and offer a cheaper alternative to staff mileage claims.

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, attached at Appendix 1, has indicated that a more in-depth assessment is not required. A summary is included below:

- The grants use is for a purpose specified by Welsh Government (WG) and is being distributed by Neath Port Talbot Council (NPTC) on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.
- Positive impact on people with a protected characteristic of age and sex.
- No impact on people with other protected characteristics.
- No impact on Welsh Language opportunities.
- Neutral impact on biodiversity.
- Supports the five ways of working.

Valleys Communities Impacts

Domiciliary Care services operate across Neath Port Talbot. Although this grant is not directly aimed at supporting valley communities, it may have an indirect positive impact by enabling more domiciliary care workers to be able to travel to these further to reach locations, thereby increasing service capacity in these areas.

Workforce Impacts

The electric fleet cars will be made available to members of CWT, as such this proposal will have a positive workforce impact as it will enable staff to access pooled cars for the undertaking of their duties.

Legal Impacts

The Welsh Government grant monies will be subject to terms and conditions which must be complied with by the Council and the domiciliary care providers as the recipients of the monies.

The purchase of the electric cars, charge points and charge point installation will need to be compliant with both the Public Contract Regulations 2015 and also the requirements of the Council's Contract Procedure Rules. This process will be undertaken by the Environment Directorate in line with their scheme of delegations.

Risk Management Impacts

Risks with not undertaking the proposal

- If delegated authority is not provided for the allocation of funding to Providers to support an increase to their mileage rates, then the additional cost incurred by the Council to support Providers will need to be met from the Directorates base budget. In addition, it is anticipated that there would be a significant amount of the grant unallocated as the demand for monies to purchase driving lessons and electric fleet cars will be low.

- If delegated authority is not provided to fund the purchase electric cars, this will present a missed opportunity for the Council to move towards more environmentally friendly and cost-effective ways of operating services.

Risks with undertaking the proposal

- No further risk management impacts other than those already highlighted in the report.

Consultation

There is no requirement for external consultation on this item.

Recommendations

Having had due regard to the integrated impact assessment it is recommended that:

- The Head of Adult Services receives delegated authority to allocate £240,000 of funding provided through the Welsh Government grant in order to support commissioned domiciliary care providers to increase mileage rates for their workforce.
- The Head of Adult Services receives delegated authority to utilise £210,000 of the available Welsh Government grant for the purchase of electric cars, electric charge points and electric charge point installation for the pooled use of the Councils Community Wellbeing Team.

Reasons for Proposed Decision

So that the Council is able to distribute the available grant in a way that best supports the domiciliary care market.

Implementation of Decision

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

period.

Appendices

Appendix 1: First Stage Impact Assessment

List of Background Papers

None

Officer Contact

Angela Thomas, Head of Adult Services Phone: 01639 68 3328

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

Chelé Zandra Howard, Principle Officer for Commissioning Phone:
01639 685221 Email: c.howard@npt.gov.uk

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Impact Assessment - First Stage

1. Details of the initiative

Initiative description and summary: Distribution of Welsh Government Grant to Support Domiciliary Care Services
Service Area: Adult Services
Directorate: Social Services, Housing and Community Safety

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				M	<p>Those that will benefit from the aims of the grant will be adults of working age.</p> <p><u>General</u> The grants use is for a purpose specified by Welsh Government (WG) and is being distributed by Neath Port Talbot County Borough Council (NPT CBC) on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p>

					<p><u>Commissioned Providers</u> It will have a positive impact on this group, as it will mitigate impact of rising fuel costs on staff working for commissioned providers.</p> <p><u>Community Wellbeing Team</u> Not having access to a car limits where a member of staff can work, which in turn may limit the number of hours that person can work each week. In addition, not having access to a car can be a barrier to being employed as a domiciliary care worker, as such this proposal may help increase the number of people able to work for the Community Wellbeing Team.</p>
Disability		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>

Gender Reassignment		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>
Marriage/Civil Partnership		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p>

					<p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>
Pregnancy/Maternity		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>
Race		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p>

					<p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>
Religion/Belief		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>

Sex	x				<p>M</p> <p>The majority of the domiciliary care workforce is female.</p> <p>The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> It will have a positive impact on this group, as it will mitigate impact of rising fuel costs on staff working for commissioned providers.</p> <p><u>Community Wellbeing Team</u> Not having access to a car limits where a member of staff can work, which in turn may limit the number of hours that person can work each week. In addition, not having access to a car can be a barrier to being employed as a domiciliary care worker, as such this proposal may help increase the number of people able to work for the Community Wellbeing Team.</p>
Sexual orientation		x			<p><u>General</u> The grants use is for a purpose specified by WG and is being distributed by NPT CBC on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas.</p> <p><u>Commissioned Providers</u> All staff that claim mileage as a result of delivering domiciliary care will receive this additional money and a staff members personal characteristics will not have an impact on them being provided with this financial</p>

						<p>support. In addition, NPT CBC contracts with providers include clauses around compliance with this legislation.</p> <p><u>Community Wellbeing Team</u> The Council is bound by equality and HR legislation and as such, will allocate available resources from this funding in a way that is consistent with such requirements.</p>
--	--	--	--	--	--	---

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				Not relevant to the purposes of NPT CBC allocating grant funding on behalf of WG.
Treating the Welsh language no less favourably than English		x				Not relevant to the purposes of NPT CBC allocating grant funding on behalf of WG.

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		M	<p>The purchase of electric fleet vehicles for the Community Wellbeing Team is more environmentally friendly than petrol/diesel cars.</p> <p>It needs to be acknowledged that domiciliary care requires frequent car travel and that the majority of the workforce will use petrol/diesel cars. Providers look to minimise the amount of time staff travel between care calls through effective planning of the staff rota.</p>
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x		M	<p>The purchase of electric fleet vehicles for the Community Wellbeing Team is more environmentally friendly than petrol/diesel cars.</p> <p>It needs to be acknowledged that domiciliary care requires frequent car travel and that the majority of the workforce will use petrol/diesel cars. Providers look to minimise the amount of time staff travel between care calls through effective planning of the staff rota.</p>

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

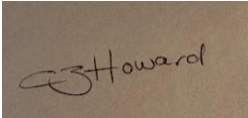
	Yes	No	Details
Long term - how the initiative supports the long term well-being of people	x		Supports the commissioned domiciliary workforce by ensuring they receive mileage rates that are in line with increased fuel costs, which will help them to retain employment and as such enable providers to deliver long term sustainable services. Electric cars are more environmentally friendly and support long term improvement of the environment.
Integration - how the initiative impacts upon our wellbeing objectives	x		Supports the wellbeing objective of <i>improve the well-being of all adults who live in the county borough</i> , as initiatives to increase and sustain the domiciliary care workforce will help improve availability of domiciliary care to those assessed as needing this type of service. Also helps achievement of the Recover, Reset and Renew objective of <i>local people are skilled and can access high quality, green jobs</i> by giving the Community Wellbeing Team access to electric fleet vehicles.
Involvement - how people have been involved in developing the initiative	x		The decision to utilise this funding to support commissioned providers was directly influenced by commissioned providers who have highlighted their concern of how rising fuel costs is impacting on their workforce. WG have made this grant available as a result of engaging with domiciliary care providers on barriers they are facing in regards to recruitment of staff.
Collaboration - how we have worked with other services/organisations to find shared sustainable solutions	x		NPT CBC are distributing this grant on behalf of WG in line with the purpose set out by WG to providers of domiciliary care.
Prevention - how the initiative will prevent problems occurring or getting worse	x		Helps to prevent issues that domiciliary care providers are currently facing due to the increasing costs of fuel and prevents the destabilisation of services arising from issues around recruitment and retention of staff.

			Electric cars are more environmentally friendly.
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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	
<ul style="list-style-type: none"> • The grants use is for a purpose specified by Welsh Government (WG) and is being distributed by Neath Port Talbot County Borough Council (NPT CBC) on behalf of WG. The allocation of this funding does not result in funding being redirected from other areas. • Positive impact on people with a protected characteristic of age and sex. • No impact on people with other protected characteristics. • No impact on Welsh Language opportunities. • Neutral impact on biodiversity. • Supports the five ways of working. 	

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

	Name	Position	Signature	Date
Completed by	Chelé Zandra Howard	PO Commissioning		22.07.22
Signed off by	Angela Thomas	Head of Service/Director	A.Thomas	22.07.22



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

**Social Services, Housing and Community Safety Scrutiny
Committee
11th October 2022**

Report of the Head of Adult Services – Ms A. Thomas

Matter for Decision

Wards Affected: All Wards

APPROVAL AND PUBLICATION OF THE RAPID REHOUSING TRANSITION PLAN 2022-2027

Purpose of the Report:

To seek approval of the draft Neath Port Talbot County Borough Council Rapid Rehousing Plan (“RRP”) (Appendix 1) and to request publication of this strategic document.

Executive Summary:

Welsh Government’, (“WG”) “*Ending Homelessness – High Level Action Plan 2021-26*” places a requirement on Local Authorities to develop and publish a Rapid Rehousing Plan

The RRH sets out the steps required by Neath Port Talbot County Borough Council (“the Council”) to transform the homelessness services in line with WG’s expectations of all Local Authorities. It is a whole system transformation, and the plan covers a transition period of five years to enable to desired outcomes to be achieved.

Background:

WG published their *Ending Homelessness in Wales* strategy in 2021, which sets out their expectation that homelessness should be “rare, brief and unrepeated”. They have seen that the impact of the pandemic has resulted in a crisis in homelessness which requires radical change and a shift towards early preventative actions and a rapid rehousing model.

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 maintaining a tenancy. In this way people access permanent accommodation, reducing the risk of repeated episodes of homelessness, and the trauma that can cause.

It requires strong partnership working with housing associations, health and third sector providers in order to deliver a holistic approach to providing a home and the support each person will need to sustain their tenancy.

The RRP has been developed by looking at the current position of homelessness in the County Borough, and mapping how the current services can be transformed over the five year transition period. WG have provided a template for the report, and a spreadsheet for predicting the support needs, temporary accommodation and resources required to achieve the RRH model.

A first draft RRP was submitted to WG in June 2022 for review and comment. Feedback from WG has been incorporated into the final draft RRP located at Appendix 1. WG require the final version to be published by September 2022, with an agreed delay following the death of the Queen.

Financial Impacts:

The RRP includes a resources plan, which estimates the costs of staffing, capital expenditure and support costs required to deliver the transformation. At this stage, the figures are high level and will change over time as the details of the actions are developed.

Delivering a Rapid Rehousing approach to homelessness will require significant capital and revenue resources in relation to increasing housing supply, developing alternative models for temporary accommodation, increasing the input of specialist services and increasing the in-house preventative and rapid rehousing staff resources.

Some of this funding will come from reallocating monies from existing funding streams by decommissioning current services that do not align with the RRP, e.g., Social Housing Grant. More detailed plans around reallocating existing funding will be brought back to Members for approval once the detail has been scoped.

There will also be opportunities to redeploy of existing resources, again the detail of these plans will be brought back to Members for approval.

At this stage it is anticipated that the full costs of implementing the RRP cannot be met from current budgets and will require additional funding from WG. WG have indicated that additional investment will be made available to Local Authorities the details of which are yet to be announced.

Over the medium term, it is anticipated that implementing the RRP will result in savings for some areas of the existing homelessness budget, as the preventative nature of the RRP will result in a reduction in the use of temporary accommodation.

Integrated Impact Assessment:

An 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 and presented to Cabinet as appendix 2 to the circulated report.

Valleys Communities Impacts:

The RRP is a high level document intended to meet the needs of the whole county borough including the valleys communities.

As the actions within the plan are developed, consideration of the impact on supporting valley communities will be given as part of the individual impact assessments.'

Workforce Impacts:

This is a whole system change to the way homelessness services are delivered, and will have an impact on the housing options team.

Many of the changes will be positive as the new ways of working will reflect the pressures they have had to manage during the Pandemic, with the proposed introduction of supervision in a social work model, to support staff who work on the front line to better cope with the challenges of working with vulnerable people in crisis.

Where elements of the RRP are identified as having an impact on the Council's workforce, managers will work with HR and the recognised Trade Unions to ensure that these changes are in line with employment legislation and internal policies.

Legal Impacts:

This plan will help the Local Authority to meet the legal requirements around homelessness, as this Transition Plan is a requirement of Welsh Government and relates to the LA's statutory duties to alleviate homelessness.

Risk Management Impacts:

There are related risks:

- Failure to comply with WG's requirements;
- Failure to deliver the plan will mean that NPT's homeless applicants will be adversely affected;
- The use of temporary accommodation is expensive, and resources are being wasted;

- Activity outlined in the plan should have a positive impact on crime and disorder issues such as anti-social behaviour, and will provide an opportunity to support people with very complex needs.

Consultation:

Legal advice has indicated that there is no requirement for public consultation

Recommendations:

Having given due regard to the IIA. Members are asked to approve the Neath Port Talbot County Borough Council Rapid Rehousing Plan as detailed in Appendix 2, to the circulated report.

Reasons for Proposed Decision:

- To comply with Welsh Government requirements;
- To improve our response to homelessness, providing a more effective service to ensure that homelessness is “rare, brief, and unrepeated”;
- To support staff who are working in challenging circumstances; and
- To ensure all people presenting as homeless have both the accommodation and support they need to lead positive lives in our communities.

Implementation of Decision:

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

Appendices:

Appendix One: Draft Rapid Rehousing Plan

Appendix Two: Integrated Impact Assessment

List of Background Papers:

None

Officer Contact:

Angela Thomas, Head of Adult Services, Phone: 01639 683328

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

Robert Davies, PO Housing and Homelessness Services

Email: r.i.davies@npt.gov.uk

Ann Cornelius, Strategic Housing Officer

Email: a.cornelius@npt.gov.uk

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Rapid Rehousing Transition Plan

2022-27

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Section One: Introduction

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**"¹ which recognised the significant and increasing pressure on homelessness services, and the urgency of making "a transformational shift required to end homelessness".

The approach the strategy takes is that we will work towards a Wales where homelessness is rare, and where it occurs it will be brief and unrepeatable.

In October 2021 Local Authorities were tasked to develop a Rapid Rehousing Transition Plan². Plans would be developed to transition from the current baseline homelessness position, to providing more sustainable models of accommodation and support, moving away from the use of temporary accommodation.

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.

Context

Our plan to transition to a Rapid Rehousing model will involve a range of actions so everyone in crisis can be housed and supported quickly. Our starting point is an acknowledgement of the increased numbers of households presenting as homeless during the Covid 19 pandemic, with a significant increase in the number of units of temporary accommodation acquired, to accommodate everyone who was homeless or inadequately housed so they could be safe. The Welsh Government amended the legislation relating to our duties to people applying for homelessness support by removing the requirement that a household is in priority need. This has more than doubled the demand for emergency housing in recent years.

¹ [Ending homelessness in Wales: a high level action plan 2021 to 2026 \(gov.wales\)](https://gov.wales/sites/default/files/publications/2021-10/rapid-rehousing-transition-plans-guidance_0.pdf)

² https://gov.wales/sites/default/files/publications/2021-10/rapid-rehousing-transition-plans-guidance_0.pdf

Our starting point June 2022:

- We need to procure more housing to offer good quality temporary accommodation to quickly accommodate people who are experiencing homeless, and to facilitate the increased supply of permanent, affordable homes to move on to.
- We need to ensure our support model is fit for purpose, and can deliver tailored and appropriate support to everyone, including those with complex needs.
- We will build on our relationships with our partner housing associations, health services, Police, landlords and support agencies to co-create a housing pathway that works for our community, because we know we cannot end homelessness on our own.
- We will develop services to a personalised response to each person which considers their experience and the underlying causes of their crisis.
- We will build on the success of our preventative work. We have exceeded our target with performance of 61% of all homeless cases successfully prevented during 2021-22.

This plan cannot be delivered in isolation, rather it requires significant partnership working by the entire Council with colleagues in housing associations, health, Police, third sector support providers, private landlords, regional partners and our wider community stakeholders. The plan will have close links with other strategies, and our capital investment plans which support the development of new homes and supported housing schemes. Therefore underpinning this plan is a number of groups and task forces, working together to deliver the aim of ending homelessness which will continue to be enhanced and developed over the early part of this plan.

Strategic Objectives

This plan sits within NPT's wider strategic planning framework for the delivery of housing and tackling homelessness, and supports our overall vision of the Housing and Homelessness Strategy. It will feed into our strategic housing plans, Social Housing Grant, Housing Support Grant and other capital programme decision making. It will also influence the work we do with our Regional and National partners, and our Health and Social Care partnerships.

The plan will be corporately owned by the Corporate Director's Group, who will be the accountable body for the implementation of the plan, with task groups feeding into the monitoring, review and development of the plan going forward.

Corporate Objectives

Neath Port Talbot's Corporate Plan 2022-2027³ describes the objective to ***“help Neath Port Talbot residents live good lives”*** where ***“all communities are thriving and sustainable”***.

The vision for housing, as outlined in the Housing Strategy is that ***“Housing in Neath Port Talbot will be appropriate, affordable, of good quality, in sustainable communities, offering people choice and support if they need it”***.

Through partnership working with other agencies such as Registered Social Landlords, the private sector, the third sector and health and community organisations we will aim to prevent homelessness, and where it cannot be prevented, ensure it is “rare, brief and unrepeated” (Welsh Government). To do this we will aim to tackle the root cause of homelessness, to ensure ***“Neath Port Talbot is a place where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life”***.

The **Neath Port Talbot Homelessness Strategy**⁴ aims to strengthen existing practices to focus on the continued development of preventative responses to homelessness, and specialist support for those who have complex needs and a history of repeat homelessness, therefore reducing the number of people experiencing crisis and needing emergency responses.

The plan has taken account of our **Local Housing Market Assessment**, the **Social Housing Grant Prospectus** and the **Local Development Plan**. As these are reviewed, any changes and new intelligence will be fed into the assumptions in this plan.

Governance

The rapid rehousing transition planning is led by an **NPT RRH Project Group** – a “core” group of representatives of a range of relevant teams in the council – planning, strategy, housing options, commissioning, and is led by a project manager. There are plans to include colleagues from Health into this group as the work progresses.

This group is accountable to the **Corporate Directors Group**, who have the high level sign off and monitoring of the plan over the five year transition period. This group comprises the Chief Executive, the Directors of Environment and Regeneration; Education, Leisure and Lifelong Learning; Social Services, Health and Housing; and the Chief Finance Officer.

The NPT Project Group consults with a number of partners. Key stakeholders are the local housing associations, and an **NPT & RSL Task Force** has been set up to:

³ <https://www.npt.gov.uk/media/17199/corporate-plan-2022-27-recover-reset-renew.pdf?v=20220422124059>

⁴ https://www.npt.gov.uk/media/10632/homelessness_strategy_2018_22.pdf?v=20190807153853

- Track progress, monitor outcomes and advise on changes in the light of changes to our operating environment;
- Share best practice, pool ideas and innovation;
- Develop shared policies and protocols;
- Work collaboratively with a shared purpose and values to end homelessness.

Homeless Cell Group

During the height of the Covid-19 pandemic Welsh Government directed local authorities to establish a Regional Homeless Cell to discuss Covid-19 related issues regarding current themes and trends. A Neath Port Talbot Homeless Cell was subsequently established, attended by Local Authority, Welsh Government, South Wales Police, Probation and a range of other partners and service providers.

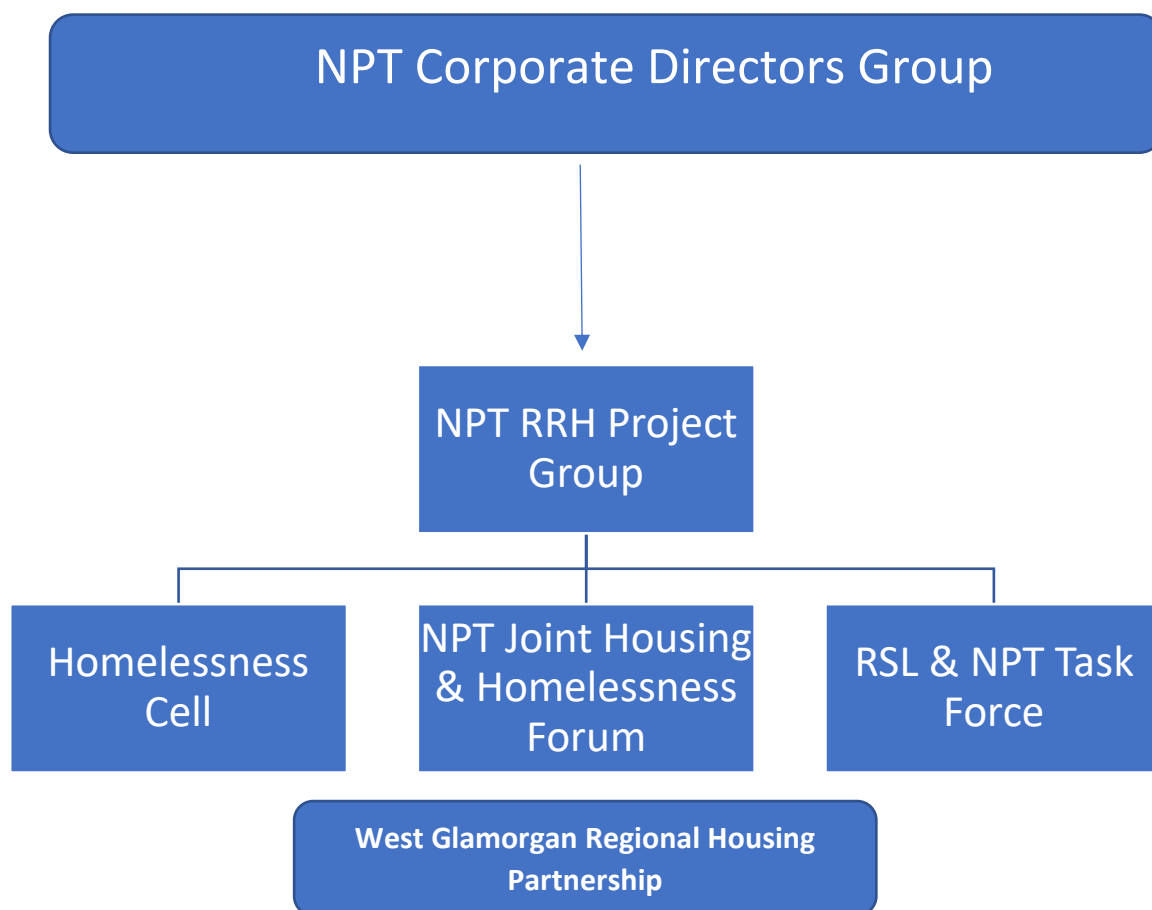
Neath Port Talbot Joint Housing Support and Homeless Forum

The Neath Port Talbot Housing Support and Homeless Forum brings together services in Neath Port Talbot who provide housing support or homelessness services, or actively work towards preventing homelessness within Neath Port Talbot. The Forum allows for information sharing between services, lobbying for housing and homeless issues and engagement in strategy and policy development.

West Glamorgan Regional Housing Partnership (RHP)

The Regional Housing Partnership provides strategic direction for the Housing Work stream of the Regional Partnership Board through meetings to define regional strategy, develop regional action plans commission regional activities. Its primary purpose is to co-produce a 5 year Regional Housing, Health and Social Care Strategy and instigate the work to implement the strategy across the West Glamorgan regions.

As the plan is launched, work will continue to increase the involvement of key partners including Health, Police, Probation and the Prison Service through briefings and workshops to explain and discuss the plan's priority actions, and to encourage their active participation in the working groups.



NPT’s Rapid Rehousing Transition Plan

Our Rapid Rehousing Transition Plan will be a whole system, transformative change programme to reposition our services and build on our successes, whilst ensuring that we end homelessness.

Welsh Government defines Rapid Rehousing as “taking a housing led approach to rehousing people that are experiencing homelessness, making sure they reach settled housing as quickly as possible rather than staying in temporary accommodation for too long”⁵

This involves a focus on helping people into permanent accommodation at the same time as, rather than after, addressing any other support needs. The expectation is that:

- There will be no requirement to be assessed for ‘housing readiness’ in order to access accommodation;
- A package of assistance and multi-agency support will be offered specially tailored to individual needs where this is required; and

⁵ [Rapid rehousing transition plans: guidance for local authorities and partners \(gov.wales\)](https://gov.wales/government/welsh-government/rapid-rehousing-transition-plans-guidance-for-local-authorities-and-partners)

- Help people experiencing homelessness or at risk of homelessness with lower or no support needs, and in doing so preventing complex needs or chronic problems from occurring or escalating.⁶

Our aim is that wherever possible homelessness should be prevented with compassionate, person-centred solutions. Temporary housing will be used only as a short term measure in an emergency, to enable people to have some support and an assessment to develop a package of advice and support, and to understand what their housing needs are. There will be a need to increase the supply of general needs and supported housing units, as the County Borough repositions its services to achieve the rapid rehousing objectives.

To achieve this vision over the period to March 2027 we aim to do the following:

- We will continue to improve the quality and integration of our homelessness, social care, health and other support services to maximise tenancy sustainment, optimise housing options, and prevent homelessness occurring wherever possible;
- We will work with housing association partners to increase the supply of housing, keeping the needs of homeless people at the heart of our strategic housing planning;
- We will develop a pathway of accommodation options for homeless households to reflect their support needs, the opportunity to move on from temporary housing or supported housing, their choice of where they want to live, and to offer settled accommodation as soon as possible;
- When homelessness cannot be prevented, time spent in temporary accommodation will aim to:
 - Reduce the number of days homeless people wait to receive an offer of accommodation;
 - Increase the number of lets to homeless people in the County Borough.
- We aim to eliminate the use of B&Bs in the long term: it is acknowledged that this will take some time so it is a Priority Action for NPT to reduce B&B use over the five year transition period.
- We will seek to develop and implement a Housing First model that meets the needs of people with multiple and complex needs in NPT.

⁶ [Ending homelessness in Wales: a high level action plan 2021 to 2026 \(gov.wales\)](#) page 12

Section 2: Homelessness data and analysing need

1. Background: Neath Port Talbot Housing Market

Neath Port Talbot (NPT) is a unitary authority with three main towns – Neath, Port Talbot and Pontardawe. The county borough is a mix of rural areas with small villages, and towns near the coast which are still recovering from the loss of traditional heavy industries. The notable exception is the Tata Steelworks in Port Talbot, employing around 3,000 people.

Most of the land is upland, with the lower lying flat land on the coast around Port Talbot, where the majority of the population live. The upland areas have five valleys - Vale of Neath, Dulais, Afan, Swansea and the Amman Valley.

According to the 2011 Census NPT has a population of approximately 140,000, and has the eleventh highest population density of the 22 local authorities across Wales.

The Welsh Index of Multiple Deprivation 2019 identified that 15.4% of local super output areas in NPT (areas with a population of 1,000) are in the top 10% of the most deprived in Wales.

The 2011 Census also showed a high level of people with chronic health conditions such as heart disease, diabetes and respiratory disorders, with 28% having a long term limiting illness compared to 22.7% across Wales.

As with the rest of the country, it is predicted that the over 65s will increase from 30,035 in 2020 to 37,412 in 2040. The under 60 population is expected to reduce over 2018-33 mostly because of outward migration.

There are some key trends which will affect this plan:

- **Household sizes are getting smaller:** in 1991, the average household size was 2.5 people. By 2001 it was around 2.3 people. It is predicted that by 2033 it will be an average of 2.2.
- **Changes in Housing Tenure:** In the 2011 Census, 68.9% of the 66,000 homes in NPT were owner occupied, 12% were private rented and 19.1% were social rent. The number of social rented housing has declined dramatically from 37% in 1981, and the proportion of private rented homes has increased from 4.8% in 1981. This has therefore had a direct impact on the availability of affordable homes for rent.
- **House prices:** House prices in NPT have been consistently lower than the Welsh average, with average house prices around £81,000 since 2015. However, the affordability of market homes in relation to average earnings is positive, with property becoming steadily more affordable since 2008. Despite this, there is still a significant demand for homes to rent.

Cost of renting & buying

Table 1 Weekly Rents 2018

Weekly Rents 2018				
	Private Rent		Maximum LHA	
Weekly rent	Median	Lower quartile	NPT Broad Rental Market Area	Social Rent (ave)
Room only	-	-	£54.13	-
1 bedroom	£83.71	£78.19	£75.00	£72.69
2 bedrooms	£100.04	£91.99	£91.81	£80.40
3 bedrooms	£109.70	£103.49	£101.11	£89.65
4+ bedrooms	£137.99	£117.29	£121.20	£97.64

There are a substantial number of private renters in NPT, and their rent levels are generally higher than the Local Housing Allowance rates. This is making accommodation very difficult to secure in the private sector, delaying move-on and causing financial hardship.

Average Salaries

The average salary in NPT in 2021 is £31,500, significantly below the UK average of £38,100. This relates to gross average salary for full time employees. The average salary for females in the same period was £28,300 against a UK average of £33,200. The average UK salary for males was £41,500.

Unemployment

The unemployment rate in 2021 in NPT was 3.8%, lower than the national rate of 4.8%.

House prices

House prices are relatively low in NPT, requiring an NPT resident on a middle income to have 4.5 times their gross salary to afford a market property. A resident in Swansea will need 5.6 times their salary, and in England and Wales overall the ratio was 7.69 in 2020.

The average house price in West Glamorgan (2021-22) was £187,000 which had risen by 8% over the previous twelve months. The price of an established property is £186,000 and a new build is £349,000. This average will be inflated by the costs of houses in the desirable Gower peninsular, where prices would on average sell for £300k or more. In the SA13 postcode area of NPT the estimated residential property values, based on historical transactions and adjusted for inflation, range from £71,438 to £248,827 with an average of £138,231. This compares to an England and Wales average of £337,000 during the same period.

Overall housing need

The Local Housing Market Assessment for NPT in 2019 (under review at the time of writing) indicated that 1,037 new affordable homes were required in the County Borough to meet the projected housing need by 2033. At the same time, there were over 4,000 households (February 2022) on the Shared Housing Register list held by Tai Tarian for their housing stock

(NPT does not have a common housing register)⁷. The other RSLs, with the exception of Caredig, do not hold waiting lists for NPT. Instead they open waiting lists for new schemes as they are available and advertise relets on their websites.

There has been a consistent increase in owner occupation over recent decades and a shift away from social rented housing to the private rented sector, as the number of homes in the social rented housing sector has declined because of the right to buy. The population is not predicted to rise dramatically, but where there is an increase, it is in the older age groups (65+ years).

The number of households is predicted to increase by 2,641 households between 2018-2033, the increase relating to single person households forming. The analysis also indicated that there will be changes in the types of dwellings required across all tenures, notably an increase in the number of two- and three-bedroomed properties in the market tenure, and one and two bedroom properties in the affordable tenures.

Table 2: Future unmet housing needs

Future unmet need projected in the LHMA		
LDP Area	Total	%
Port Talbot	351	33.80%
Neath	346	33.40%
Swansea Valley	154	14.90%
Pontardawe	136	13.10%
Dulais Valley	31	3.00%
Neath Valley	29	2.80%
Amman Valley	17	1.60%
Afan Valley	0	0%
Total	1,037	100%

Housing Supply

During 2018-21, a total of 434 additional affordable homes were delivered. Therefore to remain on target according to the LHMA, an additional 603 affordable homes are needed between 2021-33. However, the Waiting List for housing held by Tai Tarian (see Table 14) shows that there are approximately 4000 households on the list, which may indicate the LHMA projections to be an underestimate. The LHMA is currently under review (due Autumn 2022) and it is hoped that a more accurate assessment of housing need is produced to enable NPT to refine its projections.

The current draft SHG allocation 2022-25 currently makes provision for approximately 850 homes. This is because of an increase in the level of capital funding provided by WG, and the strong development strategies of our partner RSLs (Registered Social Landlords). Not is actively working with RSLs through the Rapid Rehousing task force to target specific housing schemes and projects to ensure the SHG funded developments supports the RRH transition plan, i.e., smaller homes and triage centres in key locations,

⁷ The Council has transferred to Tai Tarian the administrative functions and operation of a housing register which is used to allocate their homes.

LDP projections and outcomes

The Local Development Plan⁸ (LDP) was adopted in 2016, with the target of 1,200 affordable homes to be built in NPT over the plan period, 2011-26. Delivery has been below target for a number of years, influenced by the low levels of market housing being built largely because of viability relating to low land values.

Table 3: 2022-23 Development Scheme Priorities

2022-23 Scheme Priorities: Ranking by volume required

Ranking	LDP Area	Need	Size	Homes required
1	Neath	Homeless households	1-bed	16.5%
2	Port Talbot			13.5%
3	Neath		2-bed	8.6%
4	Pontardawe		1-bed	7.8%
5	Port Talbot		2-bed	7.0%
6	Neath		3-bed+	6.9%
7	Neath	Older person (i)	1-bed	5.9%
8	Port Talbot	Homeless households	3-bed+	5.7%
9	Port Talbot	Older persons (i)	1-bed	4.9%
10	Pontardawe	Homelessness	3-bed+	3.3%
11	Neath	Older person (i)	2-bed	3.1%
12	Pontardawe		1-bed	2.8%
13	Neath		3-bed+	2.5%
14	Pontardawe	Homeless households	2-bed	1.7%
15		Older persons (i)		1.5%
16				3-bed+
17	Neath	Supported housing (i)	1-bed	0.0%
	Pontardawe			
	Port Talbot			
	Neath			
	Pontardawe		2-bed	
	Port Talbot			
	Neath			
	Pontardawe			
Port Talbot	3-bed+			

This table sets out the strategic housing priorities for NPT when assessing the relative merit of housing developments put forward by RSLs for social housing grant funding. The lead priority is to provide housing for homeless people, with a focus on smaller units in the three key towns.

Housing Market: Conclusion

The County Borough faces both challenges and opportunities. NPT has a relatively deprived population, an older population and a high proportion of people living with life limiting conditions. House prices are low for market sale, but there is a reducing proportion of affordable social rented homes available for the poorest in the community. With over 4,000

⁸ https://www.npt.gov.uk/media/7321/ldp_written_statement_jan16.pdf?v=20170727124344

households on the waiting list, and only 833 lettings in NPT during 2021-22, the pressure on meeting housing needs continues.

The increase in capital funding for Social Housing Grant is a significant opportunity to increase housing supply, and NPT is working with our RSL partners to ensure that the properties built meet the needs of the people on the waiting list and of people presenting as homeless. A key focus of developments over the next five years in line with the transition plan will be to build appropriate temporary accommodation, supported housing to meet identified needs, and to build general needs homes for move on and for permanent lettings.

2. Homelessness

Presentations

As the Covid pandemic hit, the Welsh Government instructed all councils to ensure all homeless people were housed immediately, and the priority need restrictions were removed. As a consequence, the demand for emergency interim accommodation rose from the average 40 bedspaces to 140 almost overnight. To meet this demand a large number of additional temporary accommodation bedspaces were required. Ninety five bedspaces were acquired in a very short space of time, with the Ambassador Hotel and the L&A Outdoor Centre agreeing to accommodate the homeless. Support was put in place with funding from the Welsh Government, with third sector providers and stakeholders such as the Police working together to put in additional specialist support and services for people with more complex needs.

The pandemic saw additional demand from relationship breakdowns and elderly people shielding and asking other family members to leave. The latter part of the year saw Welsh Government providing additional funding to increase staff in the service to help to meet the additional demand and to also provide more support for service users, and 13 new posts in NPT were created to respond to the changing landscape and demands.

During 2021-22 60.6% (236 of 389) and during 2020-21, 64.7% (226 of 349) households were successfully prevented from becoming homeless (Corporate Plan Key Performance Indicator target: 60%), compared to 51.5% for the same period of 2019-20.

Table 4: Homeless Presentations 2018-22

Homeless Presentations				
	2018-19	2019-20	2020-21	2021-22
Total presentations	2225	2299	2079	2406
Advice only	608	936	1253	1469
Proceeded to s62 assistance⁹	1617	1363	826	937

The above figures show an increase for a variety of reasons. Covid saw an increase in digital communication to local residents on services available, including Housing Options. As a result

⁹ **Homeless legislation and duties:**

S60 – duty to provide advice and assistance;

S62 – duty to carry out an assessment;

S66 – duty to prevent homelessness;

S68 – duty to provide temporary accommodation;

S73 – duty to help secure suitable accommodation; and

S75 – duty to provide settled accommodation.

an increased number of residents contacted the service for advice, particularly in relation to the temporary changes to notice periods in both the private rented sector (PRS) and social housing sector.

This was also as a result of an already developing and improving prevention service which would work with applicants prior to the s66 prevention duty being owed, therefore would not reach a s62 assessment unless prevention was unsuccessful.

With lockdown restrictions lifted, these numbers have not reduced and in fact have reached the highest levels ever seen in, with 175 households in temporary accommodation in late June 2022.

Household type

Table 5: Homeless Presentation Demographics 2021-22

Homeless Presentations Demographics 2021-22 (s62)								
	Female applicant			Male applicant				
	Age 16-17	Age 18-24	Age 25+	Age 16-17	Age 18-24	Age 25+	Total	Of which single persons
Total applications for assistance which resulted in a s62 assessment	4	108	367	7	81	370	937	586

The number of presentations where an assessment was made was relatively evenly split between male and females. 2020-21 saw a split of 396 females and 430 men, 2019-20 split was not available due to year end reporting being limited due to Covid, and 2018-19 saw a split of 885 females and 732 men.

Single people make up the majority of the applicants, with most of those over the age of 25 years.

The reasons people became homeless have remained reasonably consistent over the last few years, with the following being the most common:

- Parents can't accommodate;
- Other family can't accommodate;
- Violent relationship breakdown; and

- Non violent relationship breakdown.

However 2021-22 saw an increase in the number of people presenting having been threatened with eviction from the private rented sector.

This is for a variety of reasons. Covid legislation in April 2020 initially saw a reduction in presentations, however as soon as 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 Renting Homes Act has also seen landlords deciding to sell up due to the expectations on landlords under the Act.

Prior to Covid it was evident that Local Housing Allowance¹⁰ rates were not meeting the rent levels locally so presentations were being made based on arrears and/or unaffordability. Again Covid legislation slowed that down as landlords were unable to take action for a period of time, but now restrictions are lifted an increase in presentations is being seen again and the need for cheaper, more affordable accommodation is evident in many cases.

Table 6: Reasons for Homelessness 2021-22

Reasons for homelessness 2021/22					
	S66 accepted	S73 accepted	S75 accepted	Total 2021- 22	Total 2020-21
Parents can't accommodate	67	64	24	155	185
Other family can't accommodate	50	86	34	170	186
Violent relationship breakdown	34	82	18	134	172
Non-violent relationship breakdown	58	73	17	148	156
Other violence	3	7	2	12	24
Loss of rented accommodation	101	54	19	174	80
Unaffordable	8	3	1	12	6
Unsuitable	37	11	8	56	68
Prison release	0	49	21	70	88
Mortgage arrears	0	3	0	3	5
Private Rented Sector arrears	8	12	1	21	26
Other reasons	8	23	11	42	95*
RSL arrears	8	1	1	10	16
Left institution or care	1	0	0	1	7
(*high as it included Skewen floods where 42 households were accommodated in one day)	383	468	157	1008	1114

¹⁰ Local Housing Allowance (LHA) is a means tested benefit paid to those who live in private rented accommodation and who are claiming housing benefit. This is the maximum that can be paid.

Rough sleepers

Prior to Covid, NPT did not have a significant issue with rough sleeping. November 2019 was the last count, when there were three people sleeping rough. At the moment there is no-one sleeping rough.

Repeat presentations

During 20221-22 there were 2,406 homeless presentations (Table 8). A repeat presentation is defined as people who present as homeless more than once in a six month period. The level of repeat presentations remains relatively low, although the number in 2021-22 did increase significantly (see Table 7). Repeat presentations represented 7% of the total, and whilst this is a small number, it represents a group of people with multiple and complex needs.

The majority of these were people on licence called back into prison for a period, i.e., recalled if they are in breach terms of their licences for lower level offenders, only to be released back and to present as homeless. The short time spent back in prison makes it difficult to engage and work with the person to provide support and assistance. There is an agreed accommodation pathway agreed with HMPPS Prison and Probation services but the resettlement teams within the prisons have not been as effective as they would hope, and this is currently under review with the aim of providing information on expected releases in good time to prevent homelessness.

It is acknowledged that people released from prison are not an homogenous group. All have different needs and come from different backgrounds. A range of pathways to reflect these needs will need to be considered in conjunction with relevant partners if the “revolving door” of homelessness for people released from prison is to be ended.

Covid related changes to assistance provided by Housing Options has also contributed to repeat presentations increasing. An unintended consequence of the changes has been that many are seeing homelessness as a way into social housing. It has been widely communicated that Priority Need did not and still does not apply so there has been an increase in presentations of individuals applying as homeless and wanting temporary housing, then returning home and re-presenting at a later date where alternative housing has not been sourced in the meantime.

Table 7: Repeat Presentations 2020-22

Repeat Presentations	
2020-21	2021-22
111	173

The number and type of repeat presentations will be monitored over the life of the plan to understand both the totality of the numbers presenting, but also to understand the specific support needs of each household, as a way of monitoring the effectiveness of our support interventions, e.g., people with high needs receiving Housing First support: do they come back into the system.

Tenure prior to presentation

Table 8: Previous tenure 2021-22

Previous tenure of presentation 2021/22	Totals
Unknown	143
Bed and Breakfast	3
Direct with Private Sector Landlord	726
Family/Friends	739
Flat	1
Homeless at Home	111
Hostel	16
NFA	90
Other	58
Owner Occupier	107
Prison	71
Private Sector Accommodation Leased by Local Authority	31
Private Sector Accommodation Leased by RSL	112
RSL on Assured Shorthold Tenancy	160
Women's Aid Refuge	38
Grand Total	2406

The two main tenures prior to presenting as homeless were the private rented sector and living with family and friends. This has remained consistent with previous years.

Prevention Team – Housing Options NPTCBC

The Prevention Team was set up to focus on early intervention with the aim to reduce homelessness presentations resulting in statutory duties.

A great deal of work has been done in the Housing Options Team to review their service offer, and additional posts have been appointed to focus on prevention. During 2020-11 and 2021-22 the prevention rate exceeded the target of 60% (see Table 9), which was a significant achievement considering the changes to homelessness guidance and the resulting increase in demand.

The team consists of:

- 2 x Prevention Officers
- 1 x Private Sector Officer
- 1 x Financial Inclusion Officer
- 1 x Tenancy Ready Officer
- 1 x Social Worker – Children and Young People

At present referrals are made to the Prevention Officers by the Housing Option Officers. These referrals relate to households who are experiencing housing difficulties or have been served notice or are threatened with notice, but do not meet the eligibility for a Statutory Duty (prior to being threatened with homelessness within 56 days).

The Prevention Officers will work closely with these households to prevent homelessness by assessing their situation including their financial situation, and what the issues may be. They will also work closely with all staff within the Prevention Team. Together they can identify possible support needs and ways of ensuring tenancy sustainment moving forward. All advice, information and assistance provided by the Prevention Team is aimed at preventing homelessness.

There are a number avenues that may be considered:

- Signposting to relevant support agencies;
- Liaison/negotiation/mediation with the Landlord;
- Private Sector Officer can source alternative/more affordable accommodation;
- The Financial Inclusion Officer can assess eligibility to provide financial assistance;
- Ensure maximisation of benefits/income; and
- Liaison with the Tenancy Ready Officer to request/discuss a tenancy sustainment course.

To further strengthen the prevention work, a **Social Worker** will soon be recruited to work with people with mental ill health, and to offer specialist advice and support to the team who are not mental health professionals, but encounter people with complex needs every day. This model is based on the success of placing a specialist Children's And Young People's Social Worker in the team.

As the team is developed further the longer term aim is to work directly with all local RSLs and private sector landlords to identify tenants that may be at risk of homelessness at a much earlier stage, particularly due to rent arrears. Referrals would then be made directly to the Prevention Team. This could be prior to any notice being served in order to provide support and troubleshoot where possible.

Table 9: Prevention Trends 2015-22

Prevention of homelessness (s66)	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22
Number of households found at threat of homelessness	384	360	351	654	633	348	389
Number of these successfully prevented	201	195	195	348	327	225	236
% of households prevented at this stage	52%	55%	56%	53%	52%	65%	61%
Average % across Wales at this stage	65%	62%	66%	68%	67%	65%	TBC

Additional prevention work

NPT has commissioned a third party provider, The Wallich, to provide a generic homeless prevention service, Prevention and Wellbeing Service (PAWS), for people aged 16 years and over. They have capacity for 340 cases, with 17 workers. People are self-referred or referred by Housing Options where there is an eviction notice, or serious arrears leading to their tenancy being at risk, to offer mediation, befriending and general housing related support. They hold a drop in service at the Ambassador Hotel, which is in use as temporary accommodation.

They have found that cases are becoming increasingly complex and people are more vulnerable. The contract ended in June 2022 but the contract was extended for another 12-18 months to enable all of the homeless related support commissioned services to be reviewed.

Trends in assessment decisions

There are new emerging trends with people presenting as homeless, even after the huge increase in demand since the pandemic. These are:

- The number of young people being asked to leave home has increased;
- An increase in people stating disrepair in properties – landlords were not repairing and contractors not visiting during Covid, but this is hoped to level out;
- The eviction suspension been lifted so now evictions are increasing in the private rented sector (PRS), and in some RSLs;
- The introduction of the Renting Homes Act – landlords are saying that this is resulting in making their rental less economically valuable, and they are selling up. This is expected to increase;
- It is anticipated that financial hardships will lead to a greater number of evictions; and

- Homeless case duration is also expected to increase as there is limited access to both temporary and permanent housing in the PRS and low numbers of lettings to homeless people from RSLs.

At the time of writing these are anecdotal, but the trends are being recorded and monitored, so that effective prevention support can be put in place.

Use of temporary accommodation

Table 10 (below) clearly shows that there was a significant reliance on hotels and bed and breakfast to manage the demand for temporary accommodation during 2021-22. This is not suitable or sustainable, and is the focus of the first few years of this transition plan as we source a range of alternative temporary and housing solutions, including increasing the number of lettings to homeless people by RSLs.

Table 10: Temporary Accommodation Use 31.03.22

Homeless households in Temporary Accommodation at 31.03.22	
Directly with Private Sector Landlord	0
Private Sector Accommodation leased by LA	0
Private Sector Accommodation leased by RSLs	0
Within own stock (leased units with RSLs and Social Lets)	26
RSL Stock	0
Hostels	22
Women's refuge	15
Bed & breakfast	103
Other	0
Total	166

Table 11: Time in temporary accommodation by household type 31.03.22

Time in temporary accommodation 31.03.22								
	Couple with dependent child(ren)	Single parent with dependent children		Single person household		All other household groups	Total	Of which families with children
		Male applicant	Female applicant	Male applicant	Female applicant			
Under 6 months	2	0	6	66	37	6	117	8
6 to 12 months	2	0	0	21	5	0	28	2
Over 1 year	0	1	0	15	5	0	21	1
Total	4	1	6	102	47	6	166	11

The majority of the households presenting as homeless were single people, with only eleven being families with children. However, one of those families lived in temporary accommodation for over a year, and two for 6-12 months. This was because the household had historical arrears and also required a specific area of high demand.

The service is also seeing an increase in larger families and the social housing stock of 4 and 5 bedroom houses is low and in some areas doesn't exist.

Twenty single people have been in temporary accommodation for over a year. Most of these are people with complex needs, who have been placed in the Ambassador Hotel, where security is provided on a 24/7 basis and support is provided for individuals by a number of third sector providers. This will be the cohort of people who most likely require a Housing First solution, or specialist supported housing to help them live independently.

Homelessness Outcomes

Table 12 illustrates the outcomes achieved during 2020-21.

S66 prevention duty – 349 households were accepted under the s66 prevention duty. Of those 349, 226 were successfully prevented from becoming homeless due to various interventions such as financial assistance, mediation or sourcing alternative accommodation. Of the 123 unsuccessful prevention cases, 76 would have proceeded to a s73 relief duty with the remainder being withdrawn applications.

S73 relief duty – 618 households were accepted under a s73 duty and of those 618, 174 had their homelessness relieved by means of sourcing alternative accommodation and the remaining 168 remained homeless at the end of the 56 day timeframe of a s73 duty. Anyone

still homeless at this point is offered temporary accommodation and acceptance of the temporary accommodation determines acceptance of the final s75 duty.

S75 final duty – 141 households were accepted and positively discharged by means of sourcing alternative accommodation.

Table 12: Outcomes by household type 2020-21

Households for which assistance has been provided by outcome and household type 2020-21			
	Total	Single person Household	%
Eligible but not homeless	504	315	
Number of outcomes: prevention assistance provided (s66)			
Successful prevention	225	102	
Unsuccessful prevention	76	48	
Non-cooperation/refused	1	0	
Application withdrawn	24	15	
Loss of contact	22	18	
Other reasons	0	0	
TOTAL s66	348	186	65%
Number of outcomes: eligible, homeless subject to duty to help secure (s73)			
Successfully relieved	174	105	
Unsuccessfully relieved	342	297	
Assistance refused	0	0	
Non-cooperation	3	3	
Application withdrawn	69	57	
Loss of contact	30	30	
Other reasons	0	0	
TOTAL s73	618	492	28%
Eligible but not in priority need	51	51	
Eligible, homeless and in a priority need but intentionally so	0	0	
Eligible, unintentionally homeless and in priority need (s75)			
Positively discharged	141	120	
Assistance refused	0	0	
Non-cooperation	0	0	
Application withdrawn	0	0	
Loss of contact	0	0	
TOTAL s75	141	120	100%
Total Successful Outcomes	540	327	

Other accommodation pathways

There are a number of accommodation, support and prevention pathways in place in NPT which all work to prevent homelessness.

Prison releases

An accommodation pathway is in place with local authorities and HMPPS to ensure anyone without an address on release from prison is referred to their home local authority, and all relevant risk assessments, exclusion areas and other information is provided in advance to avoid a presentation on the day with little or no information.

Youth homelessness

An NPT Youth Homeless group meets 6 weekly and has representation from social services, Housing Options, Youth Offending Service, and the Youth Service. This group has established a pathway into accommodation and services for young people.

Domestic Abuse

Independent Domestic Violence Advisors (IDVAs) are based in Community Safety services, and other referrals go through the Housing Support Gateway. Referrals to refuges go direct to the domestic abuse (DA) support providers through their helpdesks. There are currently three refuges for each of the towns. There are no specific accommodation services for men. The current model is more traditional with three refuges, operated by two different providers.

Over the last few years a number of different models such as move on and dispersed units have also been commissioned. There is currently a review of domestic abuse accommodation based services to look at how the Council can ensure they are best placed to meet future demands, including meeting accommodation needs across all genders.

Young People

There is a well developed early intervention and prevention pathway service funded by WG. There is a Youth Homelessness coordinator aimed at ensuring young people at risk of becoming homeless are identified and preventive action is put in place for people aged 11-18yrs, focusing on under 16s. They have developed an early identification system in schools, for children who are at risk of becoming NEET (not in employment, education or training), and putting referral pathways in place working with other stakeholders including education and housing.

This service identifies the young person at risk, then to refer into Housing Options for a network of support to be put in place. Their measure of success is people who were at risk received support and then did not present as homeless. The approach is about early intervention and prevention rather than a crisis model.

There are early intervention and prevention projects in place which undertakes awareness raising in schools and youth settings to help them understand what living independently is really like, and the support and help available. Where a young person is identified as being at risk from the sessions a meeting is held with the school and these go forward for one to one and group work.

They also work with young people who are at higher risk of isolation and loneliness which includes young parents, LGBTQ+, care leavers, home schooled, young carers.

There is also a Youth Homelessness Group led by NPT teams, and they are aiming to do a What Matters consultation with young people who have experienced homelessness and can provide insight which will provide helpful information on how to review our services.

Low Income Family Tracker (LIFT)

NPT has an internal poverty group which has access to a system which captures data from all local authority systems to identify households who may be in a difficult financial situation and can do a deeper dive on each to understand the core issues. It is used as an early intervention tool to contact people to review benefits, education, looked after children etc. There is an internal group to review issues arising which is led by NPT's Chief Executive.

3. Housing association partners in NPT

NPT's housing stock was transferred to Tai Tarian in 2011. NPT still owns a small number of housing units, including Beaufort House and Rhodes House, and runs a private rented Social Lettings Agency. All other stock is owned, let and managed by the following RSLs:

- Tai Tarian
- Pobl
- Coastal
- Linc Cymru
- Newydd
- Caredig
- First Choice
- Aelwyd

There are 13,259 affordable homes in management:

Table 13: RSL Housing Stock 2022

RSL Housing Stock by LDP Area 2022					
	1 bed	2 bed	3 bed	4 bed	Total
Afan Valley	52	308	428	6	794
Amman Valley	58	151	122	6	337
Dulais Valley	89	157	187	7	440
Neath	1,327	1,722	1,720	59	4,828
Neath Valley	144	104	279	13	540
Pontardawe	308	305	257	42	912
Port Talbot	850	1,314	2,025	59	4,248
Swansea Valley	126	376	232	3	737
Totals excluding Linc because properties not disaggregated by LDP area	2,954	4,437	5,250	195	12,836
Totals including Linc properties not disaggregated by LDP area	3,190	4,531	5,340	198	13,259

NPT does not have any plans at the time of writing to begin the development and management of housing stock.

Housing Allocations

Only two RSLs hold housing registers in NPT, and there is no Common Housing Register. At the time of stock transfer to Tai Tarian an agreement was reached whereby a Shared Lettings Policy was put in place, with the administration and management of the list outsourced to Tai Tarian. This was last reviewed in April 2022.

During 2021-22 in order to help manage NPT’s response to the increasing number of homelessness presentations we had agreement from the RSLs that they would offer 75% of all lettings to homeless people. At the year end, only 37% of lettings was achieved.

This is partly because the size of homes needed for homeless referrals are one bedroomed, and most of the relets are family homes (see Table 13), and the majority of the stock in NPT is family sized homes. The Waiting List (Feb 2022; Table 14 below) also shows that over half of the demand is for one bedroomed homes. This means that we will need to ensure that these needs are factored into NPT’s development pipeline, and we will need to review the current arrangements so that NPT can discharge its legal duties to our homeless service users. This will be a Priority Action for the RRH Plan.

Table 14: Applicants for housing 2022

Live applicants on housing register - February 2022					
	1 bed	2 bed	3 bed	4 bed	Total
Afan Valley	97	54	37	7	195
Amman Valley	89	51	41	8	189
Dulais Valley	100	52	42	8	202
Neath	744	333	206	40	1323
Neath Valley	148	73	61	11	293
Pontardawe	248	129	89	9	475
Port Talbot	623	374	250	48	1295
Swansea Valley	100	52	42	8	202
Totals	2149	1118	768	139	4174

Housing demand remains high, with over 4,000 people on the two waiting lists. Covid meant that people were not moving house and lettings were not being made, which compounded an already pressurised housing market. With all restrictions lifted, it is hoped that the usual market conditions will reapply themselves, and the turnover of housing will generate capacity to support lettings to homeless people.

4. Conclusion

The pressure to meet the increasing demands from homeless applicants is set against the very challenging local landscape in terms of availability of and access to affordable social rented

homes, the large number of households in unsuitable temporary accommodation who need suitable homes and support, and a shortage of smaller houses and flats to move people on from temporary accommodation.

This has increased the demand for private rented housing, which is pushing up rents and we are seeing the prevalence of houses being let in poor condition. Landlords are beginning to sell their homes as they are economically unviable in the current market, and have concerns about the impact of the Renting Homes legislation. Welfare reform has already created financial challenges for households, and we are anticipating an increase in homeless presentations because of the macro economic situation relating to financial hardship, arrears and debt, as well as family breakdowns because of the impact of this on wellbeing and mental health.

This will bring specific challenges to homelessness services, and there will be an increasing emphasis on developing a range of new homes to meet these needs, as well as securing more lettings from RSLs and the private sector.

Section 3: Assessing Support Needs

A critical part of rapid rehousing is that there is no expectation that people should be “tenancy ready”. That said, there will be a number of people who have support needs at some level, ranging from temporary help to move into a new home, to people with complex and enduring needs including substance misuse, mental health and trauma.

The evidence is that a significant number of people experiencing homelessness have low support needs and can move into mainstream housing with just day to day housing management advice and assistance. A key part of our transition plan will be to ensure that there is a comprehensive assessment of each person’s support needs, and the provision of an appropriate level of support. This could include:

- A Housing First response for people with complex needs and facing multiple disadvantages;
- Specialised supported housing for people who are unable to live independently, with the aim of supporting them to move into independence;
- Floating support to provide practical or emotional support within general needs tenancies with specific outcomes agreed and reviewed for each individual.

Our initial analysis of support needs of homeless people in temporary accommodation is as follows:

Table 15: Support Needs 01.04.22

Support Group	Recommended Housing	Recommended Support	Current cases (01.04.22) (%)	Current cases (01.04.22) (n)
Low/None	Mainstream housing	Individualised support	40%	64
Medium	Mainstream housing	Individualised support, likely to include multi-agency support	34%	53
High	Mainstream housing	Housing First/intensive floating support including multi-agency support	20%	31
Intensive needs (24/7)	Supported Housing	Residential support	6%	10
Totals				158

Current supported services – homeless prevention

NPT currently commissions a range of supported housing and floating support services for homeless people. Fourteen organisations provide a range of housing support services which contribute to the prevention of homelessness. These include supported accommodation, floating support, refuge accommodation, and outreach services. In addition to general homeless support, support is also provided to specific client groups, including those experiencing domestic abuse, mental health, young people, rough sleepers and those with substance misuse issues.

Floating support

Floating support is available to those who are homeless, threatened with homelessness, or just struggling to manage their tenancy. With the exception of VAWDASV Floating Support Services, access is via the Housing Support Gateway, which is a multi-agency referral panel.

Both services are in addition to the temporary accommodation and floating support provided through the council's Housing Options Service, for those who are owed a statutory homeless duty.

Table 16: NPT Commissioned Floating Support Services 2022-23

Provider/Scheme	Client Category	Type of Support	Units
Dyffodol	Ex-Offenders	Support for individuals homeless/ threatened with homelessness and have either been released from custody, or are on licence.	8
Wallich PAWS	Homeless prevention	Floating support for individuals who are homeless, threatened with homeless or struggling to manage a tenancy, regardless of tenure.	340
Platform	Mental health	Support for individuals with mental health difficulties	19
NPTCBC	Pan Disability	Long term floating support for care managed individuals	142
Adferiad	Substance misuse	Support for individuals with substance misuse / alcohol issues and either homeless or inappropriately housed	16
Hafan Cymru	VAWDASV ¹¹ (men)	Floating support for men experiencing Domestic Abuse	5
Calan DVS	VAWDASV(women)	Floating support for women experiencing Domestic Abuse	20
Hafan Cymru	VAWDASV(women)	Floating support for women experiencing Domestic Abuse	1
Thrive	VAWDASV(women)	Floating support for women experiencing Domestic Abuse	10

¹¹ Violence against Women, Domestic Abuse and Sexual Violence.

Access to The Wallich’s PAWS floating support scheme is via the Housing Support Gateway. During 2020-21, 573 families/individuals were supported, with 335 referrals being received for the service, of which 126 (38%) came via Housing Options. 399 individuals started to receive support with 386 ending support.

Of the 386 who ceased receiving support during the year, approximately 51% received support for up to 6 months, a further 47% received support for up to 2 years, and 2% for over 2 years.

In both these services the majority of needs identified was mental health support. The support provided included managing accommodation, managing money and their mental health.

Outreach

The following services work alongside the Housing Options Team to deliver support to individuals who are homeless, rough sleeping or in temporary accommodation:

Table 17: NPT Commissioned Outreach Support Services 2022-23

Provider/Scheme	Client Category	Type of Support
Housing Justice Cymru – Citadel Project	Rough sleepers	Low level support and mentoring for homeless individuals
Salvation Army	Homelessness	Provision of life skills training for homeless individuals
Abertawe Medical Centre	Rough Sleepers	Homelessness Nurse
Thrive	VAWDASV(women)	Specialist advocacy and support, to women who are sexually exploited
Pobl	Young people (16-24)	Outreach to young people who are threatened with homelessness
Adferiad	Rough sleepers	Assertive Outreach service for homeless individuals experiencing mental health issues

Supported Accommodation

The following organisations provide a range of supported accommodation with homeless individuals prioritised for allocation. Access is via the Housing Support Gateway (except for refuge provision):

Table 18: Supported Accommodation schemes and providers

Provider/Scheme	Client Category	Type of Support	Units
Calan DVS	VAWDASV(women)	Direct Access refuge provision for women fleeing Domestic Abuse	13
Thrive	VAWDASV(women)	Direct Access refuge provision for women fleeing Domestic Abuse	6
Thrive	VAWDASV(women)	Self contained supported Accommodation for women who have experienced domestic violence	5
Goleudy	Homeless prevention	Shared accommodation for single homeless individuals	9
Hafan Cymru	VAWDASV(women)	Self contained supported Accommodation for families who have experienced domestic violence	14
Llamau	Young people (16-24)	Self-Contained / shared supported accommodation for young people with low – medium support needs	35
NPTCBC	Young People (16-24)	Self-Contained accommodation for young people with low – medium support needs	6
Pobl (Clarewood)	Young people (16-24)	Self-Contained bedsits with 24/7 support for young people with medium to high support needs	10
Caredig	Mental health	Self contained flats for people who are homeless and have a mental health issue	4
Caredig	Mental health / Complex needs	Self contained flats for people who are homeless and have a complex mental health and / or substance use issue	6

Outcomes of supported housing services

In the reporting period April to September 2021, 1,612 individuals were reported on who received services funded by Housing Support Grant, with 1,331 accessing short term services and 281 accessing long term services.

Between the 1,612 individuals reported on, there were 5,957 outcomes recorded as relevant to their needs. The average number of relevant outcomes varies between short term services – 3 and long term services – 5.

Overall, the outcome areas that are most identified are:

- managing accommodation (94%),
- managing money (57%) and
- mental health (50%)

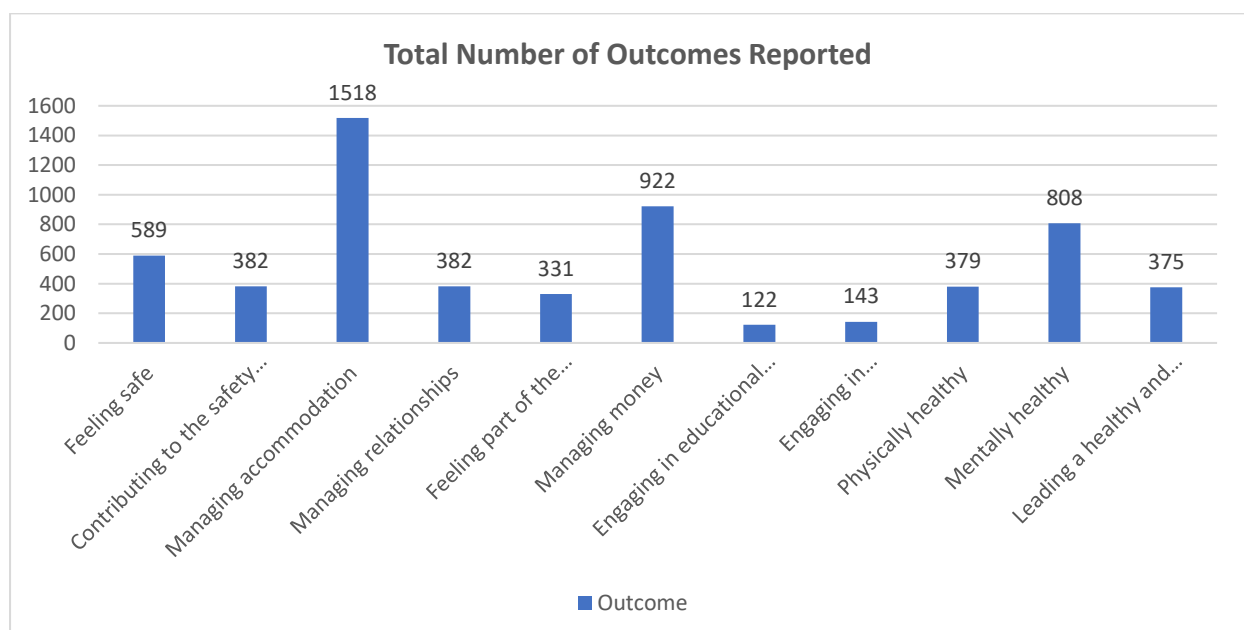
Within long term services, the most identified outcome areas are:

- feeling safe (78%),
- managing accommodation (76%), and
- managing money (58%)

Within short term services the most identified outcome areas are:

- managing accommodation (98%),
- managing money (57%) and
- mentally healthy (49%).

Table 19: HSG outcomes April - Sept 2021



Examples of outcomes achieved / what works (either on an individual basis or project level)

- High number of those moving out of supported accommodation were successful in securing and maintaining their own properties;
- Support from staff with service users joining local groups such as football and church classes, which has allowed service users to become more independent and feel part of the community;
- Staff have supported clients with building relationships with and accessing support from professionals e.g. with YPAs, Adoption Workers, Probation Services, Social Workers/CSE staff and financial appointees;
- Door step and in-house visits have made it easier to identify how individuals are managing their accommodation, especially in relation to hoarding and maintaining general cleanliness. This has also made it more possible to check on well-being and to offer advice, support and to address concerns;
- Targeted work with tenants to ensure they understand the importance of setting up payment plans and to enable them to address historic rent arrears. Helps to address any issues that could hinder them from being moved on such as historic rent arrears;
- Partnership working in order to, when appropriate, support individuals when they leave HMS prisons, and more generally achieve their desired outcomes;
- Working in a Psychologically Informed way so that support is adapted to the individual and their needs and is bespoke to them and their experiences;
- Development of budgeting plans, support to liaise with debtors and setting up agreements for payment of debt within the individual's budget. This helps to reduce stress and anxiety leading to improved mental health and well-being;
- Providers liaised with local pharmacies and GPs during Covid regarding medication ordering and collection processes. Tenants are more independent in that they now collect their weekly medication from pharmacy independently with only a reminder from staff;
- Introduction of anxiety reducing tools in one scheme;
- Joint working with CMHT's/MIND/WCADAs to ensure there is a holistic form of approach for the service user;
- Counselling style services through MAMS has helped promote wellbeing and given clients techniques to help deal with low-level mental health.

Issues identified by providers

- Lack of appropriate move-on accommodation;
- Service charge arrears: Clients often require help budgeting their money, so that they can afford their daily living needs as well as their service charge, to prevent them from falling into arrears;
- The Local Housing Allowance for single people in the Neath Port Talbot area does not cover the cost of any accommodation on the private rented market. The average top-up for a client being £50 pcm, for many this is not affordable on their current income. Also people under 35 years are not entitled to full housing benefit in private

- rented accommodation;
- During Covid, many service users have found the strain of the restrictions and guidelines to have a negative effect upon their relationships. Breakdowns in family and social groups continued to occur due to arguments, deterioration in individual's mental health and possible increase in drug/alcohol dependency as well as concerns about finances;
 - Also during Covid the closure/reduction of some specialist services (i.e. Citizens Advice Bureau; the Welfare Rights Unit or Debt Management Services such as Step Change and Christians Against Poverty) has impacted on outcome achievements in this area.

Future provision

NPT’s **Housing Support Grant Strategy 2022-26** places a great deal of focus on ending homelessness. The key objectives relate to reviewing existing support services so that they align with the rapid rehousing model, and ensuring that all contracts provide a seamless support service along the homelessness pathway:

Priority 1— Strengthening approaches to early intervention and prevention: *We will review existing services, how people access them, and ensure all staff are appropriately trained.*

Priority 2—Working in partnership: *We will work with partners to increase the supply of suitable affordable accommodation, and with stakeholders to inform service development.*

Priority 3—Rapid Rehousing: *We will work with stakeholders to develop our Rapid Rehousing Transition Plan outlining our approach over the next five years.*

Priority 4—Strengthening or improving access to support services: *We will look at how IT could be better used to help deliver, information, advice and assistance.*

Priority 5—Joint commissioning: *We will establish Service Area Reviews to identify further opportunities for joint commissioning or funding, and update our monitoring arrangements to ensure services are of high quality and deliver value for money.*

Many of the currently commissioned services were conceived years before Covid, and independently of each other. Whilst each service has positive outcomes, the review will enable us to consider any gaps and duplications, and to consider the increase in numbers and service user complexity which has emerged during Covid.

The transition plan template estimates the following needs over five years:

Table 20: Predicted Support Needs 2027

Support Group	Recommended Housing	Recommended Support	Current cases (01.04.22)	Estimate for five year transition period
Low/None	Mainstream housing	Individualised support	40%	50%
Medium	Mainstream housing	Individualised support, likely to include multi-agency support	34%	35%
High	Mainstream housing	Housing First/intensive floating support including multi-agency support	20%	5%
Intensive needs (24/7)	Supported Housing	Residential support	6%	10%

The assumptions used are:

- **Low needs/none:** we are currently seeing an increase in the number of young people presenting as homeless. Many of these will be moving away from home for the first time, and in addition to routine housing management, it is likely that they will need floating support to set up home and learn independent living skills. We are also seeing people being made homeless from the private sector, where they have no support needs other than needing a home. Therefore we have assumed that this percentage will move to 50% over the life of the plan;
- **Medium needs:** we anticipate that as the number of people with high needs reduces as the Housing First project grows, this is where the bulk of the commissioned support services will be targeted.
- **High needs:** we have assumed that we will need approximately 50 units for Housing First service users over five years, rather than calculating that the same number of units being needed each year. This is because there is a core group of people with complex needs who will need Housing First places in the first couple of years. Once this backlog of demand is dealt with, there will be capacity for new applications and for repeat presentations.
- **Intensive Needs:** The review of commissioned support services is likely to highlight an emerging need for people who require practical and specialist support to help overcome trauma, to manage physical and mental health problems and addictions. The supported housing may be for the medium term as they stabilise and gain skills for independence, or may need long term or permanent supported housing.

Housing First

Table 16 shows that there are currently 31 people with severe and multiple disadvantages or complex support needs who would benefit from a Housing First¹² approach to rehousing. At present, these people are largely housed in the Ambassador Hotel in Neath. There is no Housing First provision in NPT, and accordingly we will be seeking to develop this model in partnership with our RSL partners and third sector providers over the life of the plan.

Many of the people presenting with these needs are known to the Housing Options Team, and have often made repeat applications for housing, and have a chaotic housing history which makes tenancy sustainment very difficult. The transition plan has a priority action to develop this model in partnership with local RSLs and the private rented sector to provide homes and the intensive support required. The numbers of units in the project are projected to grow over time, with the first four or five units acting as a pilot to test the supply of accommodation, the effectiveness of the support model, the outcomes achieved and the funding assumptions.

¹² [About Housing First | Housing First England \(homeless.org.uk\)](https://homeless.org.uk/about-housing-first/)

Once the pilot has begun, the partnership group of RSLs and NPT will keep this under review, and plan to add additional units into the project. This will be a key means of ending the use of B&Bs in the area, and re-using the funds to invest in a more effective and positive service.

The numbers required are likely to be in the order of 50 units of accommodation over the life of the plan, to initially house the current cohort, and then to allow for new applicants and returning customers who may have ended their tenancy and then come back.

The plan to introduce Housing First will start during 2023, as we will need to commission the support service, employ the staff, agree the contract terms and – very importantly – secure units from our partners to rehouse the service users.

Tenancy Sustainment

When RSLs rehouse a homeless household, the Housing Options team provide information on the housing history of the referral, so that there can be a risk and support assessment of the person before they move into their new home. The team will have already undertaken an assessment of support needs whilst they are in temporary accommodation, and this feeds into the information provided. We will continue work with our RSL partners to support their tenancy sustainment policies, and by developing a new eviction protocol to enable us to assist them when the tenancy is at risk.

Supported housing

This report highlights that there are a number of supported housing units provided for young people, people with learning disabilities and mental ill-health. Not all of these are directly accessible for people who are homeless. The planned review of commissioned support will consider the demand for specialist low to medium supported accommodation for homeless people. It will also look at the support and accommodation pathway for young people at risk of homelessness, to ensure they can be referred into suitable accommodation by the Housing Options team.

Our aim is that wherever possible people with low to medium support needs will move into mainstream accommodation as soon as possible so that their support enables them to live independently in the community.

Key challenges

- Securing sufficient units for a Housing First solution from RSLs partners to meet the anticipated need;
- Securing funding and suitably qualified staff or provider for support workers to deliver a Housing First solution;

- Undertaking a comprehensive review of all housing related support, including remodelling existing services,
- Engaging with RSLs to support their tenancy sustainment work, aiming to prevent homelessness and to agree eviction protocols to enable homelessness prevention to begin as soon as a risk becomes apparent.

Section 4: Local Temporary Accommodation Supply

Baseline

This section of the plan describes the baseline position of temporary accommodation during 2022. The descriptions of the types of temporary accommodation are the same as used in the RRH guidance:

Triage Centre – enhanced forms of temporary accommodation where people are supported on a short-term basis while an assessment is undertaken in relation to the appropriate accommodation and support requirements.

Temporary Accommodation – term to include all accommodation that is provided upon first presentation to homelessness services, which may or may not under a license agreement, and which is not intended to be longer-term provision. Floor space is not considered suitable under any circumstances.

Supported Accommodation for homeless people – the provision of accommodation alongside support to help people live as independently as possible, but is not intended to be settled accommodation.

Refuges – specialist accommodation and support for people requiring emergency housing and support when escaping domestic abuse.

Hotels and B&Bs – temporary use of a room and en-suite or shared facilities in a commercial hotel. Typically there is no access to cooking or laundry facilities, and support can vary according to the provision.

Pandemic Response

Prior to Covid the service had 34 units of temporary accommodation and utilised Swansea B&Bs for the additional needs over capacity. Pre Covid the number of households in temporary accommodation was approximately 50 on average at any time.

The 34 units were made up of the accommodation below: -

Table 21: Pre pandemic temporary accommodation

Accommodation	Type	Number of units
Beaufort house (NPT owned)	Hostel, shared facilities	15
Tai Tarian units	Self-contained flats	7
POBL leased units	Self-contained units with communal area and office	9
Rhodes House (NPT owned)	Self-contained units	3
Total		34

At the start of the pandemic an additional 95 units were acquired as no permanent lettings were being made by RSLs, and WG had instituted a change to homelessness duties so that we now owed a duty to everyone and we did not consider intentionality. These units were made up of the accommodation below: -

Table 22: Emergency temporary accommodation secured during the pandemic

Accommodation	Number of units
Tai Tarian units	15
NPT Social lets	2
POBL unit	1
Ambassador Hotel	39
L&A Centre, Goytre	22 (until 31.03.2022)
Ibis Hotel	14
New Swan Hotel, Ystalyfera	2
Total	95

Swansea B&Bs were in continuous use through the pandemic with numbers varying between 5 and 25 rooms being used at any one time. The numbers of presentations have continued to grow, so that at 01.04.22 the current number of rooms in use is 87, across several hotels and B&Bs in outside of NPT, in Swansea, Llanelli and even in Bristol.

Baseline position – current temporary accommodation

At 1 April 2022 there were 218 bedspaces of temporary accommodation available. These units were largely concentrated in the three main towns:

Table 23: Temporary Accommodation 01.04.22

Accommodation type	Number of bedspaces	Percentage
Triage Centre	0	0%
Temporary accommodation	36	14%
Supported Housing	46	41%
Other including Hotels, B&Bs	123	37%
Refuges	13	8%
Total	218	100%

The current capacity for temporary accommodation placements is 218 bedspaces. In March 2022 there were 166 households using temporary accommodation, with 918 placements during the year.

The type of households in temporary accommodation are shown in *Table 11*, with the majority being single men.

Table 24: Level of support provided

Level of support provided

None/low, without on-site support	24
None/low, with on-site support	0
Medium - no on-site support, but visiting housing support	195
Medium - on-site support, plus visiting housing support, or other professional support	59
High - intense wrap-around support for individuals (inc Housing First)	0
Intensive support (residential, 24/7)	8
Other	0
Mixed	0

Table 25: Average length of stay in each setting

Average length of stay within each setting

Average length of stay in Temporary Accommodation (weeks)	Most recent financial year
Social - LA	0
Social - RSL	0
Temporary - direct access/triage centre - LA managed	0
Temporary - direct access/triage centre - RSL/third sector managed	0
Temporary - direct access/triage centre - other	0
Temporary - Housing Support Grant - LA managed	42
Temporary - Housing Support Grant - RSL/third sector managed	200
Temporary - Housing Support Grant - other	0
Bed and breakfast/hotel	42
Domestic abuse refuge	43
Private sector lease (on short-term contract)	0
Other	1

The cost to NPT of the temporary housing portfolio is **£4.6m** for 2021-22, mainly because of the large numbers of hotel rooms in use.

The emergency response to the pandemic has resulted in an over reliance on bed & breakfast accommodation. When numbers of applications have increased, the team have had to secure

additional units of B&Bs to take the strain. During Covid we also secured 17 self contained flats on a lease for an agreed period of time, with the intention that these properties would be handed back to the RSL as the Covid pressures relaxed.

NPT owned homelessness units

NPT owns and manages two schemes for homeless people:

- Rhodes House, Neath – three self contained units;
- Beaufort House, Neath – 15 bedrooms with shared facilities.

Beaufort House is temporary accommodation owned and managed by the LA. It is staffed Monday to Friday 9am to 5pm and has a security presence over evenings, weekends and bank holidays. All residents are supported by the in-house support team.

Beaufort House ordinarily tends to be low to medium level support needs as it is shared, but due to the current demand there are individuals placed there with higher needs. It is currently only being used for single people whereas during periods of lower demand it would be used for smaller families as well but this is no longer suitable due to the mix of needs with current residents.

The property is in a good location on NPT owned land. It provided 63 placements during 2021-22. However, it is in need of refurbishment and remodelling. There is an opportunity to decommission, demolish and replace with a Triage Centre to include a hub for support services, such as Housing First teams, to be deployed into the community.

Rhodes House is also temporary accommodation owned and managed by the LA. There is no staff onsite but all residents are supported by the in-house support team. The three units are self-contained so can be used for all levels of support needs and risk. During 2021-22 it provided 26 placements of temporary accommodation.

NPT also manages a Pobl owned scheme in **Lewis Road**, which has five self contained flats with some security presence. This offered placements to 22 individuals during 2021-22.

NPT's Social Lettings Agency

NPT has a Social Lettings Agency which manages approximately 50 units of private rented housing for landlords. They have a management agreement with the landlord, homes are let at LHA rates, and all nominations come from Housing Options. Landlords are responsible for the repairs. At the time of writing, only one property is let as temporary accommodation, as under the service level agreements with the landlords the units are allocated under assured shorthold tenancies with the landlord having the final say on allocations.

The team will advise Housing Options when a property is ready to let, and they will provide a completed pro forma with all the applicants details to enable them to check affordability.

There are a number of challenges that make accessing these houses for homeless people problematic. Universal Credit has made collecting the rent more challenging and impacts on affordability assessments. Covid has had an impact as landlords are re-evaluating what they want to do with their properties. They are also seeing that the incoming tenants are more vulnerable, and landlords are concerned about how this will impact on their properties and their neighbourhood. The Housing Options team therefore has to make several referrals before an applicant will be accepted.

There is an opportunity for increasing the number of private rented homes available to Housing Options, with the Welsh Government funding for a **Private Sector Leasing Scheme**. The funding provides for a portfolio of 82 homes over four years, and the initial response from landlords has been very positive. This scheme effectively hands over the property to NPT for the period, and enables Housing Options to allocate these directly.

Empty homes

There are currently approximately 1500 empty homes in NPT. During Covid, staff were redeployed onto Covid 19 work, and the target of 4.3% of empty homes being brought back into use was not achieved. Whilst it is traditionally difficult and resource intensive to turn these properties around, accessing just 5% of these properties would make a contribution to sourcing accommodation for homeless people. Our partnership with housing associations could also be key as they can facilitate the refurbishment or redevelopment of empty homes using their development capacity. This will be a Priority Action to review the Empty Homes Policy to understand how it can support the addition of homes for letting to homeless households.

RSL lettings

RSLs have described a concern over housing homeless people as they are seen as a high risk group and there is an apparent reluctance to work with them. Whilst many of the people requiring temporary accommodation had low or medium support needs, some of the RSLs in the past had experienced a number of failed tenancies with damage to property and rent arrears following allocations to homeless referrals. The feedback received was that the support provided was insufficient or unsuitable, and this will need to be a key part of the review of the housing related commissioned support which is a Priority Action in this plan.

These concerns were exacerbated during Covid as there were a series of anti-social behaviour incidents in Neath and Port Talbot town centres, where a number of homeless people had been housed in town centre hotels in the immediate aftermath of the “everyone in” initiative. They were predominantly single men, with a range of complex needs such as mental health issues, substance misuse and with a chaotic housing history.

Table 15 shows the support needs of people in temporary accommodations identified at 1 April 2022. 74% had low to medium support needs, whilst 20% had high needs, with complex issues and a probable difficulty in managing a tenancy without intensive support. As described elsewhere in this report, Covid and the WG requirements to house everyone virtually overnight meant that there was a scramble to find accommodation and move people in as soon as possible to keep them safe. In those circumstances, an initial standard package of support was provided rather than a bespoke package which would have been ideal. Consequently there were a number of incidents of anti-social behaviour. In the weeks following the initial rehousing, levels of support were increased, and dedicated staff teams were deployed to meet the needs of the residents.

In addition, a number of activities in the town centres involving Police and Crime and Safety Partnership teams were put in place which were very effective, but the communities are now very sensitive to the presence of homeless men. This is a key consideration in future development plans, as we need to understand a community's capacity and sensitivities, whilst all partners need to work together to ensure we do all we can to make every tenancy successful and sustainable. We will want to work closely with RSLs over their tenancy sustainment approaches, to make sure they are robust, and support them in providing sufficient information for their pre tenancy assessments and to agree early action to prevent eviction.

In addition, the current Shared Letting Policy is not compliant with rapid rehousing approaches, as it has a number of clauses which assess the applicant's housing history as a way of assessing tenancy readiness. This will need to be reviewed. At the same time, we are aware that the current housing application process is not customer friendly, and having to apply to all the housing associations in the county borough, understand their different policies and keep in touch with eight organisations to track their progress is unsatisfactory for applicants.

Therefore NPT will lead on a review of the whole allocation and application situation in the county borough to ensure that all partners can agree a rapid rehousing compliant policy which covers all RSLs and is user friendly for applicants. This is a Priority Action for this plan.

Number of households using temporary accommodation 2021-22

During 2021/2022 there were 699 households who accessed temporary accommodation and 655 people left accommodation, with the net flows in and out being 918 households.

Type of households

During 2021/2022 approximately 93% of these households were households without children. The majority of multiple placements were made by households without children.

Length of placements

The average length of stay in temporary accommodation placements between 2020/2022 was 247 days. The 400 days average in the RSL or third sector temporary housing was usually for longer term supported housing placements, with people being supported to live independently or overcoming other issues such as mental health.

Table 26: Average length of stay in TA

Type of provision	Average length of stay between 01.04.2020 and 31.03.2022 (days)
Bed & Breakfast/hotel	83
Domestic Abuse refuge	85
Other	3
Temporary – HSG – LA managed	83
Temporary HSG – RSL/Third sector managed	400
Grand total average	247 days

Table 27: Time in TA by household type

Length of time in TA x household type 2021-22								
	Couple with dependent child(ren)	Single parent household with dependent children		Single person household		All other household groups	Total	Of which are: Families with children
		Male applicant	Female applicant	Male applicant	Female applicant			
Under 6 months	2	0	6	66	30	6	110	8
6 to 12 months	2	0	0	21	5	0	28	2
Over 1 year	0	1	0	15	5	0	21	1
Total	4	1	6	102	40	6	159	11

Rehousing outcomes for homeless households

Of 547 individuals requiring Housing Options temporary accommodation during 2021-22, NPT rehoused 308 homeless households into social rented accommodation and 115 homeless households into the private rented sector.

When using the calculations within the Transition Tool these 423 lets to homeless households represent 77% of the numbers of people placed in temporary accommodation during the year, showing a gap of 124 lettings required for the year. However, this

calculation removes the 51 households which lost contact. We have recognised that the high level of households losing contact needs to be addressed and we aim to reduce this over the 5 year period within an ongoing service redesign of our homelessness services. This will have an impact on the demand for temporary accommodation, as well as on the permanent lettings required for homeless households.

Section 5: Plan the Temporary Accommodation Transformation

Objectives

A key aspect of our plan is to reduce the reliance on bed and breakfast type accommodation and move towards a temporary accommodation (TA) model which has greater reliance on interim temporary accommodation where on-site support is provided, and the occupant provided with self-contained fully furnished accommodation. It is intended that these units will be secured from new housing supply from SHG funded new build developments, private rented lettings and NPT's Private Sector Leasing scheme.

There will be no test of readiness for a tenancy in any of the units of accommodation. Any placement in temporary accommodation will be for as short a time as possible until settled accommodation is available.

Housing First will be provided for people with complex needs and facing multiple disadvantages where assertive, intensive housing support will be provided.

There is an acknowledgment that a supply of emergency accommodation will be required to provide for the immediate needs for temporary accommodation. This accommodation will be intended for very short stays to alleviate rooflessness. The aim is to eradicate the regular use of emergency accommodation over time.

Currently the average length of stay in temporary accommodation is 88 days. We aim to reduce this over the life of the plan and will be a key performance indicator.

A full assessment of support and accommodation needs will be required in each individual case to identify the most appropriate sustainable accommodation. Where households are allocated permanent supported accommodation, management of this accommodation should be included as part of the main Adult Social Care Service which already commissions this type of accommodation.

The transformation challenge in numbers

Table 28: TA Transformation in numbers

Issue	Statistics	Date
TA placements	918	2021-22
Number of presentations per month	c180	As at June 2022
Number of households prevented from becoming homeless	236 61%	2021-22
RSL lettings to homeless	308	2021-22
PRS lettings to homeless	115	2021-22
Number of households currently in TA	175	As at June 2022
Number of TA units available	218	As at April 2022
Number of people in High Support Needs (Housing First demand)	31	As at 01.04.22
Annual projection of TA need	679	Estimate for 2022-23
Annual shortfall of TA accommodation	256	Estimate for 2022-23

Predicting future demand

The WG Transition Tool indicates that during 2021-22, 679 households required temporary accommodation. It calculates that there is an annual shortfall of accommodation of 256 bedspaces per annum. We have assumed that the requirement to offer a duty to all who apply will remain. We also can see that the current economic pressures is already resulting in an increase of tenancy failure, rent arrears and evictions. Therefore we are expecting that the current demand will remain stable, and very high, for at least three years. The transition plan therefore needs to bridge the gap of the 256 bedspace shortfall, and to manage the reduction of approximately 100 hotel rooms.

This is a significant challenge, and will require cooperation from RSL partners, third sector providers, releasing council owned land for development, as well as building on our prevention work.

RSL Lettings

We will need to ensure that we can increase the number of homeless lettings into RSL accommodation. Assuming that there will be approximately 850 RSL lettings in 2022-23, achieving the quota of 60% of these will provide an additional 510 properties for homeless people. However, much of the RSL stock is family homes, and the predominant demand for homelessness is for one bedroom flats. This will need to feature in future housing strategy feeding into RSLs' development plans and is a Priority Action for this plan.

New developments

At the time of writing we are finalising our Social Housing Grant programme for 2022-25. The indicative amounts for NPT are as follows:

SHG allocations are:

- '22/23 - £12.8m;
- '23/24 - £14.1m; and
- '24/25 - £13.9m.

This level of grant funding is predicting to deliver an additional approximately 850 units in the county borough. Therefore, assuming that approximately 60% of these will be let to homeless people, it could provide an additional 510 homes in the period up to 2026. However, not all of these units will be suitable for people moving from temporary accommodation as they have a need for one bed units predominantly.

The SHG funded programme aims to provide a range of much needed housing, but there will be a strong strategic focus on working with RSLs to increase the number of smaller homes in their schemes.

Some of the new units will be specialist supported housing schemes, triage centres and specific schemes for homeless people, and the need for these, locations and support models will be developed in partnership with the wider RRH partnership.

Temporary accommodation planning

Table 29 below sets out a range of actions that we have identified as key transformations, and critical to our plan. It is acknowledged that this is likely to change as timings may alter and new opportunities emerge, but this is our current starting point.

Table 29: Temporary Accommodation Planning

Accommodation	Current single night capacity	Target capacity by 2027	Work required	Approx costs	Funding Source
Beaufort House	15 bedspaces	20 bedspaces	Demolition and replacement with a Triage Centre and support hub. Plans to be reviewed and drawn up during 2023.	Estimated £3m	SHG
Triage Centre Port Talbot	0	15 bedspaces	Construction of a new triage centre. Start 2024	Estimated £3m	SHG
Bed and breakfast & hotels	87 rooms	5 rooms	Replacement with 50 units of Housing First accommodation, Triage Centre and furnished units leased from RSLs. B&Bs used for emergencies only. Begin 2023 as a pilot.	£814k	HSG
Leased self-contained flats	26 units	31 units	Aim to continue to lease existing portfolio, and add another 5 units during 2022-23	Additional c£48k pa for five units	Housing Options
Refuges	19 bedspaces	19 bedspaces	Decommissioning of Thrive Refuge 2023; Addition of Calan project - replacement with a "places of safety /dispersed model"	Existing funding	HSG
Supported Housing	46 bedspaces	TBC	Review of current commissioned support services to be undertaken during 2022-23. This information will feed into accommodation, support and prevention service planning.	To be confirmed following the service design and review.	HSG
New developments – settled accommodation	35 homes	510 homes over 2022-25	Ensure SHG funded schemes provide additional provision to replace temporary accommodation, as well as providing move on. This to be an ongoing	Already funded.	SHG

Accommodation	Current single night capacity	Target capacity by 2027	Work required	Approx costs	Funding Source
			expectation of all appropriate new developments, aiming at 60% minimum of all lettings.		
Housing First	0 units	50 units total	Agreed with all RSL partners and supported by NPT commissioned support team 2023- ongoing	£814k	HSG
RSL lettings – relets into existing stock	308	468 homes pa	Assuming a target of 55% of c850 lettings each year	Cost of assessing and providing appropriate support	HSG
PSL lettings	0	82 units	WG government funded scheme to secure private rented units for homeless people and families	Already funded	PSL project funding
Empty Homes	0	6	Estimate of 6 units to enable the re-start of the work, and acknowledging the time taken to bring the properties back into use.		Existing resource
PRS lettings – Social Lettings Agency	50	60	Some landlords may move their houses into the new PSL project, so this growth is an estimate at this time.		Existing resource

Partnerships

Critical to the implementation of this plan is the need to work closely with key partners. Some key objectives for partnership working with the RSLs will be:

- Discussions on allocations of existing homes and new homes to homeless people, agreeing a target and monitoring this;
- The development of new homes has to take account of the numbers and type of homes needed, in particular one bedroomed flats. Particular care has to be taken in each scheme to build homes that are affordable, manageable and do not overwhelm a community who may be sensitive to the stigma around homeless people;
- The review of housing related support in NPT will need feedback from RSL partners who have experienced tenancy failure with homeless people, where the support needed was not available. Any new services being commissioned needs to take this into account;
- The review of how the current waiting list is managed will also need to be explored with all RSLs, and with Tai Tarian in particular, so a system can be developed that meets the needs of all partners and supports NPT in meeting its legal obligations;
- There needs to be a pre-eviction protocol agreed with RSLs so that NPT can assist and engage early with a household threatened with homelessness;
- Tenancy sustainment – we will want to work with RSLs to minimise the risk of tenancy failure, providing information and support to their customers as they sign up for tenancies;
- Housing First will be challenging as we will need to secure a significant number of flats to deliver this project. RSLs may be cautious as the people in the project will be very vulnerable and will have a number of challenges to overcome to sustain a tenancy. Critical to this will be the selection of an experienced provider who can demonstrate capability and effective management of a similar project elsewhere; and
- Agreeing targets and outcomes for the rapid rehousing transition period needs to happen early on so that everyone can track progress, e.g. on RSL lettings, and agree remedial actions as necessary.

Section 6: Development of the Plan

Vision

Neath Port Talbot aims to end homelessness. We will do all we can to prevent homelessness from happening, and if it does, that there is an appropriate and compassionate response to enabling all households to obtain secure and safe accommodation.

To do this we need to work differently.

- We need to procure more housing to offer good quality temporary accommodation, and facilitate the supply of permanent, affordable homes.
- We will transition to the development of a Rapid Rehousing model, so everyone in crisis can be housed and supported very quickly.
- We need to ensure our support model is fit for purpose, and can deliver tailored, appropriate support.
- We will build on our relationships with our partners to co-create a housing pathway that works for our community, because we know we cannot end homelessness on our own.
- We will provide a personalised response to each person which considers their experience and the underlying causes of their crisis.

Key challenges

- NPT has a heavy reliance on B&B and hotels for placements, often out of County, following the significant increase in demand for temporary placements during Covid;
- There is no triage centre with direct access or a sufficient number of temporary accommodation units of a good standard;
- NPT has no common housing register so access to RSL lettings can be problematic, and there is limited transparency on data during the year to track progress;
- Supply of general needs housing has been difficult to access so there is a backlog in supported housing as there are insufficient lets to enable people to move on;
- NPT's social housing grant funded development pipeline predicts a strong pipeline of new developments but these will take a while to deliver;
- We do not have Housing First options to offer suitable accommodation and support to the most vulnerable people, and they continue to live in bed and breakfast with minimal support;
- Anti-social behaviour in town centres makes local communities sensitive to developments for single people; and

- RSLs are reluctant to rehouse homeless people who may present a high risk of anti-social behaviour or tenancy failure. Their cooperation to increase the proportion of lettings to homeless people, offering units for the Housing First initiative and making more units available for leasing will take negotiation and a strong partnership based on shared values and objectives.

Priority Actions over the Five Year Plan

The five year plan will involve a number of priority actions each year, which will be subject to monitoring and review. The targets and projects will be subject to amendment and possible changes as the environment changes and new opportunities emerge. The key actions will be developed into annual plans, set out in Appendix One. The priority actions are that:

- We will continue to review the quality of Temporary Accommodation in use, to ensure it meets a minimum standard and to eliminate the use of B&Bs by an agreed date.
- With RSL partners, develop a range of accommodation schemes to support the RRH model, including good quality TA (including the Triage Centre model), as well as supported housing schemes to meet the identified support needs. This will include an increase in general needs accommodation supply for move on, and for lettings directly into settled accommodation where there are no support needs.
- Our housing strategy will reflect the need to develop more one bedroomed apartments to meet the significant demand for homeless people and for move on from temporary or specialist accommodation. This will be done in agreement with our RSL partners as part of our Social Housing Grant discussions.
- We will review how NPT can increase housing supply for homeless people by for example, increasing the numbers of empty homes being brought back into use, developing schemes using private sector lettings, and leading a buy-back scheme for ex LA homes.
- To pilot and then introduce a Housing First service as a response to meeting the needs of people with complex needs.

- To work with RSL partners to review the need for a common allocation policy and register so that there is a NPT wide approach to prioritisation of lettings to homeless people. The policy will need to reflect rapid rehousing principles with no expectation of tenancy readiness.
- To carry out a full audit of all support commissioned by NPT to ensure the current providers are delivering their services to an agreed model, which aligns to our RRH transition plan. The services need to reflect the homelessness pathway and the needs of the various household, including young people, prisoners, survivors of domestic abuse, veterans, people with drug & alcohol issues and people with mental health diagnoses.
- We will undertake a system wide review of the way we deliver our service to ensure we deliver a compassionate and effective service to people who are in crisis. We will also do this to understand the needs of our staff, as they are working with an increased number of people with complex and challenging conditions. Therefore we will develop a detailed training programme for staff and undertake whole system review to move to trauma informed working. In addition we will introduce specialist supervision and support for staff who are working on the front line. The aim is to empower frontline staff with high quality training, a redesign of systems and service delivery (including more flexible means of undertaking homelessness assessments), and an emphasis on personal housing and support planning.
- Review the impact and effectiveness of our homelessness prevention work to ensure we have the right training and tools in place to try wherever possible to prevent homelessness. This could link to the review of housing allocation in NPT, and the agreement of protocols on letting with RSLs, i.e., if eviction is being considered. There are links to RSLs' tenancy sustainment work – people who are most at risk of eviction are identified and supported at allocation stage.
- We will review the software platform for service users, creating or improving online options portals, devising self-assessment and/ or self-service and diagnostic options tools. Also to enable access to the service through our website.
- To work with the local RRH taskforce to include relevant stakeholders including police, health, and other NPT departments to inform and gain wider support for the plan. This will enable us to consult and co-create our plans, and then to track and monitor the delivery of objectives, review our plans in the light of changes to our operating

environment, and to work on key joint plans such as housing delivery, support outcomes, allocation protocols. We may also want to offer briefing sessions to a wider group of stakeholders.

- Consider how service users can be consulted so that their lived experience and experience of our service can shape our plans and review of our service.
- Ensure that elected members and local politicians are recognised as key stakeholders and are appropriately communicated with in a timely way, so that local intelligence informs our strategic planning and that there is a unified NPT approach to housing and homelessness.

Section 7: Resource Planning

The first draft of this plan will of necessity provide outline figures based on assumptions and current costings. However, this review has identified some projects which are essential to the delivery of the transformation, and these will be kept under review and amended as necessary.

Some of the funding streams identified are already in place such as Social Housing Grant and Housing Support Grant. Other elements could be funded by existing resources, including savings made, e.g. by the reduction in the use of highly expensive temporary placements in hotels.

IT – monitoring and recording and reporting module for HOT

NPT is reviewing its IT platforms and is currently in consultation with users to identify the solutions each team needs. The Housing Options Team (HOT) has identified a need for a module to enable managers to produce monitoring reports, to enable them to analyse data in the moment. A provision has been made in the plan for the capital to pay for such a module.

Improved website and more accessible platform for Service Users

NPT has begun to improve its digital platforms for service users, and this needs to continue and to make the website accessible for people in emergency situations to present as homeless. Again, a provision figure for capital investment has been included.

Housing First

The rapid rehousing model requires an accommodation and support solution to help people with the most complex needs move successfully into settled accommodation. A Housing First project will need to be set up to support 50 service users over the five year period. An assumption has been made on the costings of employing a team leader and 7 support workers who will each manage a caseload of seven SUs. It will also include on-costs for specialist training, support and accreditation.

Employment of RRH Co-ordinator

In order to manage this project and the inherent consultation and partnership working, it is proposed that a Co-ordinator is employed. There will be a significant amount of developmental work to achieve the transformation across all the partner agencies, and to ensure key projects like Housing First are kept on track. There has been a recent announcement that Welsh Government is providing funding for these roles for three years.

Development of Triage Centres

Key to replacing the number of hotels currently in use will be the development of triage centres. It is planned that an existing provision in Beaufort House is either re-modelled or rebuilt to provide an estimated 20 units of self-contained accommodation. This will be developed in partnership with an RSL and would attract SHG funding.

We would also wish to develop a second triage centre in Port Talbot. This would be estimated to provide 15 units, and would also attract SHG.

Both of these are in the plan for commencement in 2023-24.

Temporary furnished flats

During Covid we were able to secure leases on flats as temporary accommodation. There are 26 in operation, and it is hoped that these will continue and an additional five units could be secured this year. This will be the subject of negotiation with the RSLs.

Staff training and support

Section 6 of this report refers to the need to review how we support and develop our staff in the context of the rapid rehousing plan, but also to recognise that the service users are more vulnerable and challenging post Covid. The impact on the staff team has been considerable as they now have to work in a far more intensive way with individuals, and this is in addition to the relentless nature of increasing demand.

Consequently we need to train and support the team to work in the new world, to help them develop skills and resources to work effectively and in a way that respects their wellbeing. This will be a significant transformation for the team.

There are a few reports that have been written which support the WG's Rapid Rehousing guidance, and provide clarity on the expectations of how local authorities work with people presenting as homeless in Wales.

Overall, the expectation is that there is a person centred approach to each service user, recognising that each of them will have experienced some level of trauma which has led them to homelessness.

The WG Housing Support Grant guidance sets out their expectation of how the service should be delivered:

"The Housing Support Grant needs to have a sustainable impact on the root causes of homelessness, such as the effects of adverse childhood experiences or other forms of trauma. Services should be commissioned and delivered using a psychologically informed approach that recognises and responds appropriately to the impact of trauma. Local authority commissioners and service providers should ensure that service delivery is shaped by the five key components of psychologically informed environments:

- *Psychological Framework: Service design, development, and evaluation should be informed by an evidence-based, trauma informed model and the organisation's culture is reflective and person centred.*
- *Relationships: High quality support relationships are recognised as the principal tool in effective service delivery and staff have the time to develop trusting relationships with people using services. Psychologically informed approaches are used regardless of whether details of the individual's experiences of trauma are known.*

• *Physical and social environment: Assessment and support environments are safe, welcoming and flexible, enabling positive, trauma-informed interaction between staff and people using services.*

• *Staff training and support: Staff receive training and support to increase their understanding of trauma and how this can impact on people’s engagement and relationship with services. Reflective practice, continuous learning, professional supervision and therapeutic support ensure that staff feel confident to work in a psychologically informed way.*

• *Evidence and learning: Evidence is gathered to demonstrate the impact of psychologically informed approaches and this is used to support continuous learning and improve the effectiveness of services.”*

A psychologically informed environment¹³ approach to correspondence should be adopted, and all staff should have trauma informed training¹⁴. This recommendation is to support a change to seeing all presentations as the result of a trauma, and working in such a way that reflects the impacts of that trauma on their lives. This moves away from a process driven response to a more compassionate and bespoke response.

Furniture packages

A provision will be made to purchase furniture for people leaving temporary accommodation to move into Housing First or other accommodation.

Planned Resources

The table below shows a summary of the estimated costs of the elements of the plan already discussed. The grand total is the investment required over the five year transition period, and includes £6 million of SHG funding for two triage centres.

It should be noted that during 2021-22 a total of **£4,608,513** was spent on temporary accommodation provision. Most of this was in hotels and Bed and Breakfast accommodation, which is unsatisfactory. The planned investment in the rapid rehousing model will provide a better range of solutions for homeless households at a lower cost.

¹³ A ‘psychologically informed environment’ should improve the development, delivery and evaluation of a service by taking the client’s psychological and emotional needs into account. This will ultimately improve the client’s experience and allow them to feel that they are in a safe environment.

¹⁴ A ‘trauma informed’ process recognises the signs and symptoms of trauma in clients. It recognises and understands the widespread impact of trauma and that many behaviours and symptoms are the result of adapting to traumatic experiences.

Table 30: Resource projections 2022-27

Name of project	Total level of funding 2022-27	Type of funding	Source	Timescales	Totals £
Housing First	£814,500	Revenue	HSG	From 2023	814,500
Software and website development	£40,000	Capital	LA	From 2023	40,000
Rapid Rehousing Development Officer	£283,840 (£54k pa incl 35% oncosts)	Revenue	Welsh Government (for three years)	From 2022	283,840
Staff training and support	£65,000	Revenue	LA	From 2022	65,000
Beaufort House	£3,000,000	Capital	SHG	From 2023-24	3,000,000
Triage Centre Port Talbot	£3,000,000	Capital	SHG	From 2023-24	3,000,000
Furniture Packages	£50,000 (£10k pa)	Both	Year One Welsh Government DHP funding; thereafter LA Spend to Save budget.	From 2023	50,000
Temporary Furnished Flats	£65,000	Revenue	LA	From 2023	65,000
Total 2022-27					£7,399,840

Appendix One: Rapid Rehousing Implementation Plan

Priority Action	Dependencies	Target date	Responsibility	Indicators	Current baseline	2027 target/outcome	Resources required
1. Increase the number of lettings to homeless people	<ul style="list-style-type: none"> Agreement with NPT Housing Strategic Partners; Negotiation with Tai Tarian. Increase quota of lets of new build units to homeless people 	June 2023	Head of Housing; Housing Options Manager	Number of lettings excluding transfers and successions	308	468	Existing Resources
		From Q2 2022		Percentage of lets in new developments	None agreed	60%	
2. Introduce a Housing First service	<ul style="list-style-type: none"> Create a multi-agency working group to develop and implement the service; Identify housing schemes/units to offer the Housing First service users; Procure suitably experienced provider 	Begin setting up project team December 2022	Head of Housing; Rapid Rehousing Project Officer; Principal Officer Commissioning.	Agreed implementation targets monitored by NPT & RSL taskforce	0	50 units	HSG funding

Priority Action	Dependencies	Target date	Responsibility	Indicators	Current baseline	2027 target/outcome	Resources required
Housing Allocations	<ul style="list-style-type: none"> Open discussions with RSLs; Agree terms of reference to review the current allocations systems 	Open discussions Q4 2022-23	Head of Housing; Rapid Rehousing Project Officer.	None specifically other than project deadlines.	Shared Allocation Policy	Delivery of a system which provides access for all RSLs, and provides great access and control for NPT	Existing LA resources
Review of support commissioned for homeless services	<ul style="list-style-type: none"> NPT Commissioning Team to undertake full review; Consultation with RSLs 	2022-23	Principal Officer Commissioning; Rapid Rehousing Project Officer.			A range of support services which fit with the Rapid Rehousing Transformation Plan.	Existing LA resources
Review of service delivery and staff support and training	<ul style="list-style-type: none"> Working with HR to consult team members on re-design of service and what they need; Procurement of suitable training provider; Provision of external support; 	2022-23	Head of Housing; Housing Options Manager; Head of HR	Ongoing provision of support and refresher training for team and managers		Working in a trauma informed way with a team supported and able to access skills and resources to manage their workloads and wellbeing.	Training costs

Priority Action	Dependencies	Target date	Responsibility	Indicators	Current baseline	2027 target/outcome	Resources required
	<ul style="list-style-type: none"> Agreement on a training and development plan. 						
Review Housing Prevention Services	<ul style="list-style-type: none"> Ongoing review of the service to add new initiatives and incorporate best practice; Working with RSLs to develop a pre-eviction protocol and to support tenancy sustainment. 	2022-27	Housing Options Manager; Rapid Rehousing Project Officer	% prevention rate	61%	Over 60%	Existing resources
Review software platform for service users to improve access; Homelessness monitoring and reporting software package	<ul style="list-style-type: none"> Working with NPT IT implementation team, design a monitoring and reporting tool suitable for the service; Undertake a review of the website so that it is accessible for service users. 	2022 onwards	Housing Options Manager; Rapid Rehousing Project Officer; IT project team	Service user satisfaction	None	To be established and measured	Capital costs

Priority Action	Dependencies	Target date	Responsibility	Indicators	Current baseline	2027 target/outcome	Resources required
Housing development	<ul style="list-style-type: none"> Reviewing development plans with RSLs to ensure units are delivered of the type (one bedroom) and location required; Negotiation of a 60% target of lettings to homeless households 	2022 onwards	Head of Housing; Housing Options Manager; Rapid Rehousing Project Officer; RSLs.	<p>Number of lettings to homeless people;</p> <p>Increase in number of one bedroomed homes developed</p>	0 No measure	60% Measure to be agreed in PDP discussions.	Existing Resources
Empty homes	<ul style="list-style-type: none"> Re-commence the work to bring empty homes back into use 	2022 onwards	Head of Housing; Head of Planning and Public Protection	Number of homes brought back into use and let to homeless people	4.3% pa	5% pa	Existing Resources
Private Sector Leasing scheme	<ul style="list-style-type: none"> Mobilise the Private Sector Leasing Scheme 	2022 onwards	Head of Housing; Housing Options Manager; Rapid Rehousing Project Officer.	Number of units brought into the scheme and let to homeless people	0	82 homes by 2027	Existing resources

Appendix Two: Temporary Accommodation Plan

Year	Close	Open	Comments
Start	291 units of temporary Accommodation. Target – 242 units by 2027		
One	10 units of B&B	9 units in PSL 4 units of Housing First Lease 5 units (furnished flats from RSLs/PRS)	
Total units	242		
Two	15 units of B&B Beaufort House	10 units of housing first 18 units in PSL Develop 20 units Triage Centre 2 empty homes back into use	Close Beaufort House for refurbishment
Total Units	262		
Three	21 units of B&B	12 units of Housing First Develop 20 units Triage Centre Port Talbot Develop 3 units supported housing (YP – shared) 2 empty homes back into use 18 units in PSL	
Total Units	296		
Four	20 units of B&B	12 units Housing First Develop 6 units supported housing 18 units in PSL 2 empty homes back into use	
Total Units	314		
Five	24 units B&B	12 units Housing First	
Total Units	302	Plus RSL lettings estimated at 468 pa (relets) and 510 new build units between 2022-25.	

Appendix Three: Housing First Analysis

The Housing First project will take time to set up and get underway, so this table illustrates an assumed start date of 2023:

Housing First Analysis 2023-28					
	Year One	Year Two	Year Three	Year Four	Year Five
New clients	4	10	12	12	12
Existing Clients	0	4	14	26	38
Clients off project	0	0	0	10	10
Cumulative units pa	4	14	26	28	40
Total HF clients	4	14	26	38	50
Cumulative Costs	£ 65,000.00	£ 115,000.00	£ 175,000.00	£ 185,000.00	£ 245,000.00
Additional Costs	£ 5,000.00	£ 5,000.00	£ 6,500.00	£ 6,500.00	£ 6,500.00
Total costs	£ 70,000.00	£ 120,000.00	£ 181,500.00	£ 191,500.00	£ 251,500.00
Cumulative costs	£ 70,000.00	£ 190,000.00	£ 371,500.00	£ 563,000.00	£ 814,500.00

Housing First assumptions	
Caseloads	7 people per support worker
Cost	£5k per service user
Salaries: <ul style="list-style-type: none"> £33,750 Support worker £45,000 team leader 	Includes 35% oncosts Excludes salary increases
Additional costs: <ul style="list-style-type: none"> External supervision Housing First accreditation Specialist Training Furniture packages 	
Average time on project	Assumes 3 years, but service users can remain as long as is needed.

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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 1	Ann Cornelius	Strategic Housing Officer	September 2022

1. Details of the initiative

	Title of the Initiative: Neath Port Talbot Rapid Rehousing Transition Plan
1a	Service Area: Housing & Homelessness
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: This report sets out the Rapid Rehousing Plan for Neath Port Talbot required by Welsh Government to comply with their “Ending Homelessness – High Level Action Plan 2021-26”.
1d	Who will be directly affected by this initiative? People who present as homeless, or are threatened with homelessness.
1e	When and how were people consulted? Key stakeholders were consulted during the development of the plan – housing associations, third sector support providers, and NPT’s Youth Homelessness Group will be consulted on their lived experience of homelessness. The consultation process will continue throughout the life of this plan with the aim of developing effective operational relationships e.g., with Health, Police and Regional partners to ensure the transition plan continues to deliver its objectives.

1f

What were the outcomes of the consultation?

Task groups have been set up to continue with this engagement throughout the life of the plan. These will provide information, feedback and expertise in order to deliver the Priority Actions of the plan.

2. Evidence**What evidence was used in assessing the initiative?**

Section 1a - Homelessness prevention	Most recent financial year
Total number of open section 66 cases as at 31 March 2021	0
Total number of section 66 outcomes between April 2021 and end of March 2022	389
Total number of open section 66 cases as at 1 April 2022	0
Total prevention caseload 2021/22	389
Total number of successful cases discharged between April 2021 and end of March 2022.	236
prevention rate (%)	60.67
able to remain in home	40
re-housed in social - LA	0
re-housed in social - RSL	130
re-housed in PRS	58
Total number of negative discharged cases between April 2021 and end of March 2022.	57
Total number of neutral discharges between April 2021 and end of March 2022 (and move to section 73)	96
Average length a section 66 case is open in number of days	88
successful case	138
negative	117
unsuccessful	135

Section 1b - Homelessness relief	Most recent financial year
Total number of open section 73 cases as at 31 March 2021	95
Total number of section 73 outcomes between April 2021 and end of March 2022	467
Total number of open section 73 cases as at 1 April 2022	112
Total relief caseload 2020/21	450
Total number of successful cases discharged between April 2021 and end of March 2022.	178
success rate	39.56
re-housed in social - LA	0
re-housed in social - RSL	102
re-housed in PRS	37
Total number of negative discharged cases between April 2021 and end of March 2022.	80
Total number of neutral discharges between April 2021 and end of March 2022 (ie, assessed for section 75 duty).	209
Average length a section 73 case is open (in number of days)	86
successful case	80
negative	62
unsuccessful	171
Total number of open section 75 cases as at 31 March 2021	138
Total number of section 75 outcomes between April 2021 and end of March 2022.	157
Total number of open section 75 cases as at 1 April 2022	110
Total final duty caseload 2021/22	185
Total number of successful section 75 cases discharged between April 2021 and end of March 2022.	76
success rate	41.08
re-housed in social - LA	0

re-housed in social - RSL	56
re-housed in PRS	20
Total number of negative discharged section 75 cases between April 2021 and end of March 2022.	81
Number of unique individuals placed in temporary accommodation between April 2021 and end of March 2022:	
Single people	410
Couples	15
Households with dependents	63
Total	488
Annual estimated demand (calculated from 3 randomly selected months during 2021/22)	388
Annual number of unique individuals who either left voluntarily or were evicted from temporary accommodation between April 2021 and end of March 2022	68
Total number of rough sleepers as at 1 April 2022	0
Total number of unique rough sleepers between April 2021 and end of March 2022.	3

Section 1c - Rehousing	Most recent financial year
Total number of lets to people receiving support under the Housing (Wales) Act 2014 (2021/22):	
Section 66 - social sector - LA	0
Section 66 - social sector - RSL	130
Section 66 - PRS	58
Section 73 - social sector - LA	0
Section 73 - social sector - RSL	102
Section 73 - PRS	37
Section 75 - social sector - LA	0
Section 75 - social sector - RSL	56

Section 75 - PRS	20
Other lets - social sector - LA	0
Other lets - social sector - RSL	20
Other lets - PRS	0
Total	423
Total of all lets from social sector - LA (21/22)	0
Proportion of all social lets that are let people receiving support under the Housing (Wales) Act 2014 - LA	#DIV/0!
Total of all lets from social sector - RSL (21/22)	833
Proportion of all social lets that are let people receiving support under the Housing (Wales) Act 2014 - RSL	37%
Supply (all current lets to people being supported under the Housing (Wales) Act 2014)	423
Average length of stay in Temporary Accommodation (weeks)	Most recent financial year
Social - LA	0
Social - RSL	0
Temporary - direct access/triage centre - LA managed	0
Temporary - direct access/triage centre - RSL/third sector managed	0
Temporary - direct access/triage centre - other	0
Temporary - Housing Support Grant - LA managed	42
Temporary - Housing Support Grant - RSL/third sector managed	200
Temporary - Housing Support Grant - other	0
Bed and breakfast/hotel	42
Domestic abuse refuge	43
Private sector lease (on short-term contract)	0
Other	1

Section 3 - Estimated current and future support needs	% of current homeless cases (within temporary accommodation as at 1 April 2022) following needs assessment exercise	Number of current homeless cases (in temporary accommodation as at 1st April 2022) following needs assessment exercise
Low needs - proportion of current homeless cases with no/low support requirements who will easily move into mainstream, settled housing with little to no need for specific support other than sign-posting and low level support.	40%	64
Medium needs - proportion of current homeless cases with medium support needs, who can be supported into settled accommodation, but may include professional services where appropriate.	34%	53
High needs - proportion of current homeless cases with persistent complex needs and/or a history of repeat rough sleeping and who would should be offered, by default, a form of intensive housing-led support such as Housing First.	20%	31
Intensive Needs - proportion of current homeless cases who are unable to live independently, perhaps due to concerns around risk to self or other or even choice.	6%	10
Total %	100%	158

Homeless Presentations Demographics 2021-22 (s62)

	Female applicant			Male applicant			Total	Of which single persons
	Age 16-17	Age 18-24	Age 25+	Age 16-17	Age 18-24	Age 25+		
Total applications for assistance which resulted in a s62 assessment	4	108	367	7	81	370	937	586

Length of time in TA x household type 2021-22

	Couple with dependent child(ren)	Single parent household with dependent children		Single person household		All other household groups	Total	Of which are: Families with children
		Male applicant	Female applicant	Male applicant	Female applicant			
Under 6 months	2	0	6	66	30	6	110	8
6 to 12 months	2	0	0	21	5	0	28	2
Over 1 year	0	1	0	15	5	0	21	1
Total	4	1	6	102	40	6	159	11

Ethnicity data:

Asian/Asian British	8	0.3%
Black/African/Caribbean/Black British	2	0.1%
Ethnic Origin Not Known	74	3.1%
Mixed/Multiple Ethnic Group	4	0.2%
Other Ethnic Group	47	2.0%
White	2271	94.4%
	2406	100%

Physical and Mental health as priority need
reason (out of 2406):

Physical 70

Mental Health and Learning Disabilities 141

2011 Census information (2021 information not yet published in full) <https://www.nomisweb.co.uk/>

National Social Care Data for Wales <https://www.socialcaredata.wales/>

Welsh Government Statistics <https://gov.wales/sexual-orientation-2019>

Neath Port Talbot County Borough Councils Homelessness Strategy 2018-2022 <http://moderngov.neath-porttalbot.gov.uk/documents/s42835/Appendix%201%20-%20NPT%20Homelessness%20Strategy%202018-22%20-%2016.11.18.pdf>

Neath Port Talbot County Borough Councils Homelessness Review <http://moderngov.neath-porttalbot.gov.uk/documents/s42838/Appendix%202%20-%20NPT%20Homelessness%20Review%202018%20-%2016.11.18.pdf>

Neath Port Talbot County Borough Council Homeless Strategy 2018-2022 Consultation Report <http://moderngov.neath-porttalbot.gov.uk/documents/s42840/Appendix%204%20-%20NPT%20Homelessness%20Strategy%20Consultation%20Report%20-%2016.11.18.pdf>

Western Bay Area Planning Board Commissioning Plan 2014-2019
<https://democracy.swansea.gov.uk/documents/s17766/12%20b%203%20of%205%20-%20Appendix%202%20-%20Development%20of%20the%20Regional%20Western%20Bay%20Arrangements%20for%20the%20Substance%20.pdf>

Western Bay Population Needs Assessment <http://www.westernbaypopulationassessment.org/en/home/>

Neath Port Talbot Housing Support Programme Strategy April 2022 – March 2026
<http://modgov.npt.gov.uk/documents/s77433/App%201%20-%20Neath%20Port%20Talbot%20Housing%20Support%20Programme%20Strategy.pdf>

Neath Port Talbot Supporting People Local Commissioning Plan Annual Update 2021
<http://modgov.npt.gov.uk/documents/s68688/App%201%20-%20Annual%20Update%20on%20the%20Supporting%20People%20Local%20Commissioning%20Plan.pdf>

Neath Port Talbot Social Housing Grant Prospectus 2021 [App 1 - Social Housing Grant Prospectus 2021.pdf \(npt.gov.uk\)](#)

Summary of Local Housing Market for Neath Port Talbot 2019 [Summary of Local Housing Market for Neath Port Talbot 2019 \(npt.gov.uk\)](#)

Stats Wales Homelessness and lettings data <https://statswales.gov.wales/Catalogue/Housing/Homelessness>

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			<p>Data shows that people over the age of 25 are more likely to present as homeless, although current trends post Covid are indicating that a greater number of younger people are presenting as homeless.</p> <p>There is a well developed early intervention and prevention pathway service funded by WG. A Youth Homelessness coordinator is aimed at ensuring young people at risk of becoming homeless are identified and preventive action is put in place for people aged 11-18yrs, focusing on under 16s. There is also a Youth Homelessness Group led by NPT teams.</p> <p>Both the prevention service and the accommodation service are delivered to adults from a wide range of age groups. Some services are age specific groups, such as young people supported accommodation and extra care for people aged over 55, and others are universal, such as the Prevention and Wellbeing Service.</p> <p>The Plan is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Council's approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Plan are progressed, individual impact assessments will be undertaken.</p>

Disability	x		<p>Data shows that of the 2,406 people accessing the service, 9% reported that they had some form of disability. This is a comparatively low number, as the 2011 Census indicated that 28% of the population reported as having a long term limiting illness. In addition to specific Housing Support Grant funded support services, people with a disability will have equal access to universal services such as the Prevention and Wellbeing Service.</p> <p>The Plan is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Council's approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Plan are progressed, individual impact assessments will be undertaken</p>
Gender reassignment		x	<p>The Council has no data detailing how many people accessing homelessness services may have a gender that is different to that ascribed at birth.</p> <p>There are no services specifically for people that have gender reassignment. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>
Marriage & civil partnership		x	<p>The Council has no data detailing how many people accessing the Housing Options Team are married or in a civil partnership.</p> <p>There are no services specifically for people that are married or in a civil partnership. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>
Pregnancy and maternity		x	<p>The Council has no data detailing how many people accessing Housing Options Team have a protected characteristic due to their pregnancy/maternity status.</p>

			There are no services specifically for people that have a protected characteristic due to their pregnancy/maternity status. However having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.
Race	x		<p>94% of people that accessed homelessness services whose race is known described themselves as White British. This is lower than the 2011 census, where it was reported the population in Neath Port Talbot is predominantly white (98.0%), with non-white minorities representing the remaining 2.0% of the population. Asian people were the largest minority group in Neath Port Talbot accounting for 1.0% of the population.</p> <p>We do not fund services specifically for other groups of people that have a protected characteristic due to their race. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>
Religion or belief		x	<p>The Council has no data detailing the religion and beliefs of people accessing homelessness services.</p> <p>There are no services specifically for people that have a protected characteristic due to their religion/belief. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>
Sex	x		<p>According to mid-year population estimates published by the ONS in 2019, males account for 49.3% of Neath Port Talbot's 144,386 population, while females made up 50.7% of the total. The gender split of people presenting as homeless is consistent with this, with 49% being male, and 51% being female.</p> <p>Some services funded by the Housing Support Grant are delivered to specific genders such as our male domestic abuse outreach worker and the work Thrive undertake to support women who are sex working. Other services are accessible to all genders, such as the Community Independence Service.</p>

Sexual orientation			x	<p>The Council has no data detailing the sexual orientation of people accessing homelessness services.</p> <p>There are no services specifically for people that have a protected characteristic due to their sexuality. However having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>

What action will be taken to improve positive or mitigate negative impacts?
<p>The Corporate Directors Group will monitor the implementation of this plan, and this should help to identify if the implementation is having a negative impact on people due to their protected characteristics. Furthermore, the Rapid Rehousing Group are required to implement monitoring systems, which should also help to identify if the implementation of this Plan is having a negative impact on people due to their protected characteristics.</p> <p>The Plan will be reviewed every year, which will involve feedback and consultation with stakeholders, and this should help to identify if the implementation of this Plan is having a negative impact on people due to their protected characteristics.</p>

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	x			The Plan is aimed at ensuring that everyone has safe and secure accommodation, and that the stigma of being homeless is avoided. The Plan aims to ensure that everyone who is homeless has a package of support to prevent homelessness from reoccurring, with specialist agencies working in partnership with the Council to develop and offer “ <i>robust responses for those threatened with, or experiencing</i> ”

			<i>homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs” (Housing Support Grant) and the Priority Action to “Increase the number of lettings to homeless people” supports this.</i>
To advance equality of opportunity between different groups	x		Supporting people to overcome challenges in keeping their tenancies and help prevent homelessness, one of the key outcome areas for the Housing Options Service and Housing Support Grant. This ensures that there is equality of opportunity for people to have their own home. The Housing Support Grant is also used to provide specific support to groups of people that can be marginalised such as women who undertake sex work and members of the Gypsy & Traveller communities. The priorities within the plan such as ‘ <i>We will ensure all staff are appropriately trained to deliver a high quality trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients’</i> supports this objective.
To foster good relations between different groups	x		Services funded through the Housing Support Grant will be used to support homeless people to overcome challenges in keeping their tenancies (for example help reduce a person’s ASB) and help prevent homelessness. One of the key outcome areas for HSG funded services is reducing social exclusion and reducing isolation. The Priority Action “ <i>Review of support commissioned for homeless services”</i> supports this objective.

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

The Corporate Directors Group will monitor the implementation of this plan on PSED, and this should help to identify if the implementation is having a negative impact on people due to their protected characteristics. Furthermore, the Rapid Rehousing Group are required to implement monitoring systems, which should also help to identify if the implementation of this Plan is having a negative impact on PSED.

The Plan will be reviewed every year, which will involve feedback and consultation with stakeholders, and this should help to identify if the implementation of this Plan is having a negative impact on PSED.

4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			Priorities within the plan such as “ <i>We will continue to improve the quality and integration of our homelessness, social care, health and other support services to maximise tenancy sustainment, optimise housing options, and prevent homelessness occurring wherever possible</i> ” will support this objective.
Social Exclusion	X			A key element of the plan will be to develop a service which by housing vulnerable people, we will reduce social exclusion and isolation. “ <i>We will develop a pathway of accommodation options for homeless households to reflect their support needs, the opportunity to move on from temporary housing or supported housing, their choice of where they want to live, and to offer settled accommodation as soon as possible</i> ” supports this objective.

Poverty	x			A key related outcome of the plan will help tackle poverty and deprivation that is associated with poor housing. <i>“We will work with housing association partners to increase the supply of housing, keeping the needs of homeless people at the heart of our strategic housing planning”</i> will support this objective.
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What action will be taken to improve positive or mitigate negative impacts?

The Corporate Directors Group will monitor the implementation of this plan, and this should help to identify if the implementation is having a negative impact on people due to their protected characteristics. Furthermore, the Rapid Rehousing Group are required to implement monitoring systems, which should also help to identify if the implementation of this Plan is having a negative impact on people due to their protected characteristics.

The Plan will be reviewed every year, which will involve feedback and consultation with stakeholders, and this should help to identify if the implementation of this Plan is having a negative impact on people due to their protected characteristics

5. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people’s opportunities to use the Welsh language				The Plan will be available in Welsh, and services will be delivered in both Welsh and English.

<p>- treating the Welsh and English languages equally</p>				<p>The Plan will be available in Welsh, and services will be delivered in both Welsh and English.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>
<p>The Corporate Directors Group will monitor the implementation of this plan, and this should help to identify if the implementation is having a negative impact on the Welsh Language. Furthermore, the Rapid Rehousing Group is required to implement monitoring systems, which should also help to identify if the implementation of this Plan is having a negative impact on the Welsh Language.</p> <p>The Plan will be reviewed every year, which will involve feedback and consultation with stakeholders, and this should help to identify if the implementation of this Plan is having a negative impact on the Welsh Language.</p>

6. Biodiversity

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

Biodiversity Duty	+	-	+/-	Why will it have this impact?
<p>To maintain and enhance biodiversity</p>			<p>x</p>	<p>NA - It is not expected that the strategy will have any adverse effect on biodiversity or ecosystem resilience</p>

To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	NA - It is not expected that the strategy will have any adverse effect on biodiversity or ecosystem resilience
--	--	--	---	--

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	A key aim of the Plan is to ensure that people to have long term sustainable housing and to reduce repeat episodes of homelessness. The Rapid Rehousing Plan will help this wellbeing objective as it intends to provide stable housing with multi-agency support to prevent repeat episodes of homelessness and reduce the need for temporary accommodation. The reduction of the use of temporary accommodation will have positive impacts on the individuals concerned.

ii. Prevention – preventing problems occurring or getting worse	The wellbeing objective of prevention underpins the Plan. The intention of the strategy is to prevent homelessness wherever possible. A key priority within the strategy is strengthening approaches to early intervention and prevention, which includes the targeting of preventative services to high risk groups and shifting resources from crisis interventions to prevention.
iii. Collaboration – working with other services internal or external	Working in partnership is a key priority within the Plan, including building on the Council’s strategic partnerships and developing new task groups to implement robust responses for those threatened with or experiencing homelessness.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	An action within the plan is for the Council to work with service users and stakeholders to implement mechanisms for co-production and engagement to inform the development of services.
v. Integration – making connections to maximise contribution to:	These services are underpinned by the values and principles of the Housing Support Grant, strategic housing objectives, the Well-Being of Future Generations Act 2015 and the Council’s wellbeing objectives.
Council’s well-being objectives	To improve the well-being of all adults who live in the county borough by delivering services that prevent homelessness, improve independence and help those experiencing homelessness.
Other public bodies objectives	Street Vulnerable Multi Agency Risk Assessment Committee, Area Planning Board, Community Safety Partnership, Homelessness review & strategy, VAWDASV strategy and leadership group.

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 Corporate Directors Group will monitor the delivery of the services, with the NPT Rapid Rehousing Group (comprising NPT staff) reporting outcomes against agreed targets and deliverables. This should help to identify if the implementation of this Plan is having a negative impact on the five ways of working. There is an expectation that this Plan will be fully reviewed annually with a progress report and any recommendations for changes to objectives or targets highlighted for agreement.

9. Assessment Conclusions

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

	Conclusion
Equalities	The indication is that the Plan will have a positive impact; however, processes are in place to review whether the Plan is delivering the intended outcomes and is not creating any unintended negative consequences for people with a protected characteristic.
Community Cohesion/ Social Exclusion/Poverty	The indication is that the Plan will have a positive impact, however processes are in place to review whether the Plan is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to social economic disadvantages, community cohesion, social exclusion and/or poverty.
Welsh	The indication is that the Plan will have a positive impact, however processes are in place to review whether the Plan is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to their use of the Welsh Language.
Biodiversity	N/A

Well-being of Future Generations	The indication is that the Plan will have a positive impact, however processes are in place to review whether the Plan is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to the five ways of working.
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Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised x
- **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

No negative impacts identified at this stage and the indication is that the impact will be positive.

Processes are in place to monitor the impact for any unintended negative consequences.

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?
Increase the number of lettings to homeless people	Head of Housing; Housing Options Manager	June 2023	Monitoring Reports
Introduce a Housing First service	Head of Housing; Rapid Rehousing Project Officer; Principal Officer Commissioning.	Begin setting up project team December 2022	Project management timescales and budget; commissioning contract; monitoring reports
Housing Allocations – ensure policy reflects Rapid Rehousing principles	Head of Housing; Rapid Rehousing Project Officer.	Open discussions Q4 2022-23	Review of current policy completed
Review of support commissioned for homeless services	Principal Officer Commissioning; Rapid Rehousing Project Officer.	2022-23	Contracts in place
Review of service delivery and staff support and training	Head of Housing; Housing Options Manager; Head of HR	2022-23	Staff satisfaction monitoring; line management to assess effectiveness of training and support
Review Housing Prevention Services	Housing Options Manager; Rapid Rehousing Project Officer	2022-27	Monitoring and target setting
Review software platform for service users to improve access; Homelessness monitoring and reporting software package	Housing Options Manager; Rapid Rehousing Project Officer; IT project team	2022 onwards	Software in place with user satisfaction signed off
Housing development - Reviewing development plans with RSLs to ensure units are delivered of the type (one bedroom) and location required	Head of Housing; Housing Options Manager; Rapid Rehousing Project Officer; RSLs.	2022 onwards	PDP monitoring
Empty homes - Re-commence the work to bring empty homes back into use	Head of Housing; Head of Planning and Public Protection	2022 onwards	Monitoring reports

Private Sector Leasing scheme - Mobilise the Private Sector Leasing Scheme	Head of Housing; Housing Options Manager; Rapid Rehousing Project Officer.	2022 onwards	
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11. Sign off

	Name	Position	Signature	Date
Completed by	Ann Cornelius	Strategic Housing Officer		
Signed off by	Angela Thomas	Head of Service/Director		

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

11th October 2022

REPORT OF THE HEAD OF ADULT SERVICES – A. THOMAS

Matter for Decision

Wards Affected All wards

APPROVAL AND PUBLICATION OF NEATH PORT TALBOT HOUSING SUPPORT PROGRAMME STRATEGY

Purpose of the Report

To inform members of the outcome of the 90 day public consultation of the draft Neath Port Talbot Housing Support Programme Strategy and seek approval to implement and publish the final Strategy.

Executive Summary

This Strategy sets out how Neath Port Talbot Council ('the Council') and its partners can work together towards the aim of ending homelessness.

Background

The Housing Support Grant ("HSG") was established in 2019 and brought together three previous grants; Supporting People Programme Grant, Homelessness Prevention Funding and Rent Smart Wales Enforcement Grant. The funding is a non-statutory early intervention grant programme, focussing on preventing homelessness and

avoiding the escalation of other housing related support needs in order to avoid institutionalisation.

Local Authorities are required to develop a Housing Support Programme Strategy every four years, with a mid-point review every two years. The purpose of this Strategy is to outline the strategic direction of the Local Authority for housing support services and provide a single strategic view of the Local Authority's approach to homelessness prevention and housing support services, including both statutory homelessness functions funded through the revenue settlement and non-statutory preventative services funded through the HSG.

The Neath Port Talbot Strategy was developed following a comprehensive needs assessment, a review of the existing Neath Port Talbot Homelessness Strategy 2018-22, and feedback from stakeholders and clients. A first draft was submitted to Welsh Government (“WG”) in January with feedback from them subsequently incorporated into the public consultation draft Strategy.

On 3rd March 2022, Members approved a 90 day consultation on the first draft. In light of the public consultation responses, it is proposed that no significant amendments are required.

It should be noted that the essence of the original Strategy remains intact, i.e. it sets out the Council's strategic direction for housing support services and provides a single strategic view of our approach to homelessness prevention and housing support services. Furthermore, it will be subject to regular review to ensure it maintains relevance.

A copy of the Final Strategy is attached at Appendix 1.

Financial Impacts

At the time of writing this report, WG have confirmed the Council's HSG settlement for 2022/23 as being £6,496,185.63, with no change against

the 2021/22 allocation. The indicative amount of Housing Support Grant funding awarded to the Council has been agreed by WG until the end of March 2025 at the 2022/23 level (£6,496,185.63). Taking forward the priorities within the Strategy will be undertaken in line with the available budget.

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 impact assessment has indicated that a more in-depth assessment was required.

An overview of the Integrated Impact Assessment has been included below in summary form only and it is essential that Members read the Integrated Impact Assessment, which is attached to the report at Appendix 3, for the purposes of the meeting.

- No negative impacts identified at this stage and the indication is that the impact will be positive. Processes are in place to monitor the impact for any unintended negative consequences.

Valleys Communities Impacts

The consultation undertaken did not identify any negative impact on Valleys Communities.

The Strategy is a high level document intended to meet the needs of the whole county borough including the Valleys Communities. As actions to take forward the priorities within the Strategy are developed, consideration of the impact on supporting Valley Communities will be given as part of the individual impact assessments.

Workforce Impacts

The contents of this report do not have any impact on the Council's workforce.

Legal Impacts

The publication of this Strategy is a requirement of Part 2 of the Housing (Wales) Act 2014.

Risk Management Impacts

There are no known risks associated with this item; however, services commissioned via the Housing Support Grant will have the following positive impacts:

Crime and Disorder Impacts

Activity outlined in the Plan should have a positive effect on the below Crime and Disorder Impacts:

- 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

This is due to the Strategy supporting achievement of the WG outcome measure of 'promoting personal and community safety'.

Violence Against Women, Domestic Abuse and Sexual Violence Impacts

Activity outlined in the Plan should have a positive effect on the below 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.

This is because a number of services purchased with HSG relate to the provision of domestic abuse support.

Consultation

On 3rd March 2022, Members approved a 90 day public consultation in respect of the Strategy. During this period, 30th May to 28th August 2022, on-line surveys were made available via the Council's consultation portal. In addition, officers attended various forums to reach as many stakeholders as possible.

A consultation document, an easy read version of the Strategy, and plan on a page were all developed prior to the consultation. In addition, all materials were available in Welsh.

The outcome of the activity is detailed in Appendix 4, and has helped confirm the content of the final draft of the Strategy which is the subject of this report.

Recommendations

Having had due regard to the Integrated Impact Assessment it is recommended that Members grant permission for Officers to implement and publish the Housing Support Programme Strategy attached as Appendix 1 to this report.

Reasons for Proposed Decision

To ensure a range of good quality housing related support is available to meet the needs of residents of Neath Port Talbot and that the Council is compliant with Part 2 of the Housing (Wales) Act 2014.

Implementation of Decision

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

Appendices

Appendix 1: Housing Support Programme Strategy

Appendix 2: Housing Support Programme Strategy – Plan on a Page
Appendix 3: Integrated Impact Assessment
Appendix 4: HSG Strategy Consultation Report

List of Background Papers

None

Officer Contact

Angela Thomas, Head of Adult Services Phone: 01639 68 3328

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

Chelé Zandra Howard, Principal Officer for Commissioning Phone:
01639 685221 Email: c.howard@npt.gov.uk



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Strategaeth Rhaglen Cefnogi Tai Housing Support Programme Strategy 2022-26

Gwasanaethau Cymdeithasol, Iechyd a Thai
Social Services, Health & Housing

www.npt.gov.uk

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1. Introduction

Local authorities are required to develop a Housing Support Programme Strategy every four years, with a mid-point review every two years. The purpose of this document is to outline the strategic direction of the local authority for housing support services and provide a single strategic view of Neath Port Talbot's approach to homelessness prevention and housing support services, including both statutory homelessness functions funded through the revenue settlement and non-statutory preventative services funded through the Housing Support Grant (HSG). In addition to this, the strategy will also take into account what we as a local authority will do to support the delivery of Welsh Government's visions and aims in the prevention of homelessness and further the transformational shift required in order to move to the new rapid re-housing approach.

The Housing Support Grant is an amalgamation of three existing grants, namely; Supporting People Programme, Homelessness Prevention Grant and Rent Smart Wales Enforcement, which merged in April 2019 following the Welsh Government funding flexibilities pathfinder project. The HSG is an early intervention grant programme, aimed at supporting activity which prevents people from becoming homeless, stabilising individuals housing situations or helping those at risk of homelessness find suitable accommodation with the aim to support them in their own homes. The person-centred approach which supports vulnerable people with addressing the often-multiple problems they face, including poor mental health, debt, substance misuse and domestic violence, helps individuals to help improve their well-being and to acquire and progress with the skills they need in order to maintain suitable housing.

This strategy is based on:

- A comprehensive needs assessment, with key areas highlighted in the Statement of Needs
- A review of the Neath Port Talbot Homeless Strategy 2018-22, with priorities and action points carried over
- Feedback from stakeholders and clients.

2. Neath Port Talbot's Vision

Neath Port Talbot's vision is to create ***a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous.***

The vision for housing, as outlined in the Housing Strategy is ***Housing in Neath Port Talbot will be appropriate, affordable, of good quality, in sustainable communities, offering people choice and support if they need it.***

Through partnership working with other agencies such as Registered Social Landlords, the private sector, the third sector, health and community organisations we will aim to prevent homelessness, and where it cannot be prevented, ensure it is rare, brief and unrelated. To do this we will aim to tackle the root cause of homelessness, to ensure ***Neath Port Talbot is a place where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life.***

3. What shapes our thinking

There is a wide range of law and national guidance influencing the planning and delivery of homelessness and housing support services.

3.1. National Legislation and Guidance

Housing (Wales) Act 2014

The Housing (Wales) Act looks to improve the supply, quality and standards of housing in Wales. It also imposes new legal duties on local authorities to ensure greater emphasis is placed on the prevention of homelessness.

Through the provision of preventative services, the Housing Support Grant makes a significant contribution to the implementation of Part 2 of the Act, which is focussed on homeless prevention. It also reduces or prevents the need for other costly interventions by public services, including health, social care or the criminal justice system.

Section 50 of the Act also places a duty on Local Authorities to carry out a review of homeless services within the county, and formulate a strategy based on those findings.

Wellbeing of Future Generations (Wales) Act 2015

The main aim of the Wellbeing of Future Generations Act is to improve the social, economic, environmental and cultural well-being of Wales. The Act “requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other and to prevent persistent problems, such as poverty, health inequalities and climate change”.

To make sure we are all working towards the same purpose, the Act puts in place seven well-being goals, and makes it clear that public bodies must work to achieve all of the goals. In addition to this, the act also sets out ‘five ways of working’ of which will help achieve the seven goals, these being; long term, integration, involvement, collaboration and prevention.

The Social Services and Well-Being (Wales) Act 2014

The Act aims to improve the wellbeing of people who need care and support, and carers who need support. It places individuals' wellbeing at the center of care, promoting choice and control, and requires Local Authorities and relevant partners to work in partnerships and co-operatively produce services for adults with care and support needs.

The Act required Local Authorities and health boards to undertake a joint population needs assessment for adults, children and carers. More information on the West Glamorgan Population Needs Assessment can be found [here](#).

Renting Homes (Wales) Act 2016

The Act replaces an abundance of existing legislation and consolidates them into one clear framework, with the aim of make renting a home simpler and easier for individuals.

The main aim of the Act is to allow for greater security amongst those who rent properties, particularly those in the Private Rented Sector in Wales.

Housing Support Grant Guidance (HSG)

The Housing Support Grant Guidance was published in April 2020, and subsequently updated in March 2021. It sets out the governance framework in which Local Authorities should operate and administer the grant. Compliance with the guidance is monitored by Welsh Government through the grant terms and conditions and reporting requirements.

Ending Homelessness in Wales: A High Level Action Plan

The Ending Homelessness High Level Action Plan builds on Welsh Government's 2019 Strategy to End Homelessness and the work and recommendations of the Homelessness Task and Finish Group. It sets the direction for the work of the Welsh Government and its partners to end homelessness in Wales over the next five years.

Welsh Government Rapid Rehousing Transition Plan Guidance

A key aspect of Welsh Government's strategy to end homelessness, and the recommendations of the Homelessness Action Group is a move to a rapid rehousing approach across Wales. In response to the pandemic, all Local Authorities have begun the journey of moving towards Rapid Rehousing. The Rapid Rehousing Transition Plan Guidance provides advice on how to approach the task of transforming services over the five year transition period.

3.2. Local and Regional Context

The Neath Port Talbot Corporate Plan 2021-23

The Neath Port Talbot Corporate Plan 2021-23 includes three well-being objectives to improve the wellbeing of people living in Neath Port Talbot.

- **To improve the 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'
- **To improve the well-being of all adults who live in the county borough**

‘Everyone participates fully in community life – socially and economically’

- **To develop the local economy and environment so that the well-being of people can be improved**

‘The whole of Neath Port Talbot County Borough Council will be a vibrant and healthy place to live, work and enjoy recreational time’

Neath Port Talbot Homeless Strategy 2018-22

The Neath Port Talbot Homeless Strategy aims to strengthen existing practices to focus on the continued development of preventative responses to homelessness and accommodation and specialist support for those who have complex needs and a history of repeat homelessness, therefore reducing the number of people experiencing crisis and needing emergency responses.

NPT Healthy Relationships for Stronger Communities Strategy 2020-23

This strategy provides a local plan for implementing the Violence against Women, Domestic Abuse and Sexual Violence Act 2015, which looks to improve prevention, protection and support for people affected by violence against women, domestic abuse and sexual violence. The Act places a duty on Local Authorities and Local Health Boards to jointly prepare and publish a Local Strategy to meet local needs and to prevent all forms of Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV). The strategy aims to ensure consistent consideration of preventative, protective and supportive mechanisms in the delivery of services. A copy of the Neath Port Talbot Strategy is available [here](#).

Homeless Cell Group

During the height of the Covid-19 pandemic Welsh Government directed local authorities to establish a Regional Homeless Cell to discuss Covid-19 related issues regarding current themes and trends. A Neath Port Talbot Homeless Cell was subsequently established, attended by Local Authority, Welsh

Government, South Wales Police, Probation and a range of other partners and service providers.

Neath Port Talbot Joint Housing Support and Homeless Forum

The Neath Port Talbot Housing Support and Homeless Forum brings together services in Neath Port Talbot who provide housing support or homelessness services, or actively work towards preventing homelessness within Neath Port Talbot. The Forum allows for information sharing between services, lobbying for housing and homeless issues and engagement in strategy and policy development.

West Glamorgan Regional Housing Partnership (RHP)

The Regional Housing Partnership provides strategic direction for the Housing Work stream of the Regional Partnership Board through meetings to define regional strategy, develop regional action plans commission regional activities. Its primary purpose is to co-produce a 5 year Regional Housing, Health and Social Care Strategy and instigate the work to implement the strategy across the West Glamorgan regions.

4. What do we want to achieve

Neath Port Talbot aims to end homelessness. Whilst this is a challenging ambition, it is our intention that we will focus our energies and resources to do all we can to prevent homelessness from happening, and if it does, that there is an appropriate and compassionate response to enabling all households to obtain secure and safe accommodation.

This strategy is being written using our experience of the impact of the Covid Pandemic. In March 2020, we secured an additional 95 units of temporary accommodation, to accommodate everyone who was homeless or inadequately housed so they could be safe. The Welsh Government amended the legislation relating to our duties to people applying for homelessness support by removing the requirement that a household is in Priority need. This has more than doubled the demand for emergency housing. We are assuming

that this will remain in place, so our strategy is based around planning for this increased demand.

To do this we need to work differently.

- We need to procure more housing to offer good quality temporary accommodation to quickly accommodate people who are literally homeless, and to facilitate the supply of permanent, affordable homes to move on to.
- We will transition to the development of a Rapid Rehousing model, so everyone in crisis can be housed and supported very quickly.
- We need to ensure our support model is fit for purpose, and can deliver tailored and appropriate support to everyone, including those with complex needs.
- We will build on our relationships with our partner housing associations, landlords and support agencies to co-create a housing pathway that works for our community, because we know we cannot end homelessness on our own.
- We will provide a personalised response to each person which considers their experience and the underlying causes of their crisis.

5. Statement of Need

We have utilised local and national information and data sets to inform our Statement of Need which addresses current and future service demands and how statutory needs will be met.

The Housing Support Grant Annual Update provides comprehensive information on referrals, service mapping and demand, clients' outcomes, service user surveys, funding streams and expenditure, commissioning activities and service developments. The Annual Update is available on request.

Key messages include:

The number of homelessness presentations has increased by about 15.7% between 2020/21 and 2021/22. Projections for 2022/23 indicate that there will be a 16% increase against 2021/22 figures.

There is currently no-one sleeping rough in Neath Port Talbot

Emerging trends include:

- The number of young people asked to leave home is increasing
- More properties reported as being in disrepair
- Evictions are increasing in the Private Rented Sector
- Financial hardship will likely lead to more evictions

Overall, the outcome areas that are most identified are:

- Managing accommodation (94%)
- Managing money (57%)
- Mental health (50%)

We will need an extra 600 affordable homes over the next 10 years to meet demand

The number of presentations where an assessment was made is relatively evenly split between males and females

The main reasons for homelessness are parents/family can't accommodate, or breakdowns in relationships

3,360 periods of support were provided to 2,107 individuals and families during 2020/21

Within long term services, the most identified outcome areas are:

- Feeling safe (78%)
- Managing accommodation (76%)
- Managing money (58%)

Within short term services, the most identified outcome areas are:

- Managing accommodation (98%)
- Managing money (57%)
- Mentally healthy (49%)

Nearly half (44%) of young people accessing accommodation cited mental health as an additional need

6. What is our focus?

The following section outlines the priority areas that we are planning to take forward over the next four years. A detailed delivery plan, co-produced with key stakeholders will be developed over the coming months outlining how we intend to implement these priorities.

6.1. Priority 1 - Strengthening approaches to early intervention and prevention

We will work with other agencies, including landlords, South Wales Police, (SWP) Social Services, Department of Works and Pensions (DWP), Her Majesty's Prison and Probation Service (HMPPS), Swansea Bay University Health Board (SBUHB) and our local communities to ensure that we can identify issues at an early stage. This partnership working will ensure that those who are having difficulties managing their accommodation, or at risk of homelessness get the right support at the right time, and in the right place.

An increase in the Housing Support Grant has enabled the Housing Options Service to increase its capacity for both prevention and support work, to meet the increased demand as a result of the change in Covid-19 legislation.

There are a range of services in Neath Port Talbot that assist Housing Options to meet their statutory duties through the provision of support to those who are experiencing difficulties managing their accommodation, or at risk of homelessness. These include generic and specialist support services for those experiencing mental health issues, substance misuse or domestic abuse, and assertive outreach. The increase in Housing Support Grant in 2021-22 has seen additional services developed to support offenders on release from custody, women who are experiencing sexual exploitation and young people.

The Housing Support Gateway provides a single referral pathway for all externally commissioned floating support and supported accommodation, with the exception of Domestic Abuse Services. The comprehensive referral, assessment and allocation process ensures that individuals can access the support that best meets their housing and support needs.

What we will do

- We will review existing services to ensure that we are making best use of our available resources to deliver preventative interventions through the delivery of trauma informed support
- We will ensure services are available to deliver targeted prevention for high risk clients, including young people, ex-offenders, those with mental health issues and other complex needs.
- We will also look at how people currently access these services and explore the potential to shift more resources from crisis interventions to prevention.
- We will ensure all staff are appropriately trained to deliver a high quality trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients.
- We will look to strengthen our current partnership working arrangements with key agencies to ensure a collective approach to homeless prevention.

6.2. Priority 2 – Working in Partnership

Homelessness is everyone's problem, and a collective approach is required to ensure these efforts are aligned to address the problem. To achieve this a multi-agency strategic board will be established involving statutory agencies, housing providers, support providers and people with lived experience to develop housing, advice and support solutions to work towards the goal of eradicating homelessness in Neath Port Talbot.

What we will do

- We will work in collaboration with Registered Social Landlord partners to continue to increase the supply of suitable and affordable accommodation.
- We will work with Private Sector Landlords, social housing landlords and other partners to implement the Council's Rapid Rehousing Transition Plan to provide more sustainable models of accommodation and support.

- We will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs.
- We will work with service users and stakeholders to implement mechanisms for co-production and engagement to inform the development of services.

6.3. Priority 3 – Rapid Rehousing

Wherever possible homelessness should be prevented and person-centred, timely solutions make this feasible. If homelessness cannot be prevented, it should be rare, brief and un-repeated. Rapid Rehousing approaches, within a housing-led system, are critical in making this happen. A housing-led system provides stable, appropriate housing and any necessary multi-agency support should be provided as quickly as possible to people who are homeless or at risk of it. This housing-led approach, when properly applied, means the need for many forms of temporary accommodation will diminish.

What we will do

- In line with Welsh Government’s policy direction, we will work with stakeholders to develop and take forward our Rapid Rehousing Transition Plan outlining how we will move to a Rapid Rehousing approach over the next five years.

6.4. Priority 4 – Strengthening or improving access to support services

Increased and improved use of IT can help ensure that people and agencies have quick access to the right support, information and advice. In addition, improved systems support commissioners in data-gathering to inform planning.

What we will do

- We will explore how IT could be better used to help deliver information, advice, and assistance.

- We will continue to develop the HSG Gateway to facilitate equitable access to support services.
- We will explore the development of online referrals to increase the ways in which people can access support.
- We will continue to improve the way we use data on clients and services to make sure we have the best support available.

6.5. Priority 5 – Commissioning

The Housing Support Grant is an amalgamation of three existing grants, namely; Supporting People Programme Grant, Homelessness Prevention Grant and Rent Smart Wales Enforcement, which merged from April 2019 following the Welsh Government funding flexibilities pathfinder project.

Additional funding to support the delivery of homelessness services in Neath Port Talbot include the Welsh Government's Homeless Prevention Grant (HPG), paid directly to a range of third sector organisations to deliver services. From April 2022, funding and oversight of a number of 'Main Programme' projects will be transferred to the Housing Support Grant, and ring fenced for a transitional period of 2 years. During this time we will work closely with the project providers to gain a deeper understanding of how the projects operate and how they complement our existing HSG-commissioned services. The HPG funded Bond Scheme is not expected to transfer to HSG in 2022-23, pending further work by Welsh Government.

Funding for the Youth Innovation Project will not transfer to the HSG until at least 2023-24, subject to a Welsh Government formal evaluation.

A number of externally commissioned services are jointly funded by Housing Support Grant and either Children's Services, Adult Services or the Western Bay Substance Misuse Area Planning Board.

The existing framework for monitoring HSG funded services allows us to understand the impact of the services we commission, and will be further enhanced by Welsh Government's HSG Outcomes Framework.

What we will do

- We will look to strengthen our current partnership working arrangements with those agencies that can help support our planning, commissioning and delivery of support.
- We will establish a robust programme of Service Area Reviews, working with Children and Adult's Social Services, and other key funders to identify further opportunities for joint commissioning or funding.
- We will update our current monitoring arrangements for HSG to ensure the services we deliver are of high quality and provide value for money.
- We will work with all support providers to implement the outcomes framework to ensure we are effectively deploying resources.
- We will review all services using an evidence-based approach to ensure they meet the ambitions of the Rapid Rehousing Transition Plan, and realign funding as necessary to better meet identified needs.
- We will work with our regional partners to develop and take forward a regional strategy that sets out areas for regional working, regional commissioning and regional approaches.

7. Stakeholder Engagement

The Regional Housing Forum provides a channel for strategic engagement through regular meetings, communications and stakeholder engagement events. The Forum brings together stakeholders, organisations, citizens, service users and carers from across West Glamorgan and allows for open and honest conversations about housing, health and social care transformation, to inform the development of the Regional Housing, Health and Social Care Strategy.

Stakeholder events and surveys during 2021 identified the following as key themes for housing and housing related support:

- Rapid Rehousing / Housing First
- Collaborative working
- Co-production
- Funding
- Housing Provision and standards

- Evidence based commissioning
- Timely, appropriate and adequate support

8. Impact Assessments

An Integrated Impact Assessment was undertaken to identify any potential inequalities arising from the development and delivery of this Strategy and is available to view [here](#).

9. How will we know how well we are doing?

This is a four year strategy which will be subject to a mid-point review. It will be supported by a detailed delivery plan which sets out how we will achieve our priorities.

The delivery plan is intended to be a live document, with progress being reported annually to the Social Care, Health & Wellbeing Cabinet Board.

10. References

Housing (Wales) Act 2014

- <http://gov.wales/topics/housing-and-regeneration/legislation/housing-act/?lang=en>

Neath Port Talbot CBC Corporate Plan 2021-23

- [Corporate Plan 2021-2023 \(npt.gov.uk\)](http://npt.gov.uk/corporate-plan-2021-2023)

The Social Services and Wellbeing (Wales) Act 2014

- <http://gov.wales/topics/health/socialcare/act/?lang=en>

Western Bay Population Needs Assessment 2016 - 2017

- <http://www.westernbaypopulationassessment.org/en/home/>

Housing Support Grant Practice Guidance 2020

- <https://gov.wales/sites/default/files/publications/2021-04/housing-support-grant-practice-guidance.pdf>

Well-Being of Future Generations Act 2015

- <https://www.legislation.gov.uk/anaw/2015/2/contents/enacted>

Renting Homes (Wales) Act 2016

- <https://www.legislation.gov.uk/anaw/2016/1/contents/enacted>

Violence Against Women Domestic Abuse and Sexual Violence Act 2015

- <national-strategy-2016-to-2021.pdf> (gov.wales)

NPTCBC Corporate Plan 2021-2023

- <https://www.npt.gov.uk/media/15783/corporate-plan-2021-23.pdf?v=20210818155043>

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What do we want to achieve?

Our vision is to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous.

To help achieve this we aim to tackle the root cause of homelessness, to ensure that Neath Port Talbot is a place where nobody is homeless and everyone has a safe home where they can flourish and live a fulfilled, active and independent life.

How will we do it ?

Neath Port Talbot aims to end homelessness. We will do all we can to prevent homelessness from happening, and if it does, that there is an appropriate and compassionate response to enabling all households to obtain secure and safe accommodation.

To do this we need to work differently.

- We need to procure more housing to offer good quality temporary accommodation, and facilitate the supply of permanent, affordable homes.
- We will transition to the development of a Rapid Rehousing model, so everyone in crisis can be housed and supported very quickly.
- We need to ensure our support model is fit for purpose, and can deliver tailored, appropriate support.
- We will build on our relationships with our partners to co-create a housing pathway that works for our community, because we know we cannot end homelessness on our own.
- We will provide a personalised response to each person which considers their experience and the underlying causes of their crisis.

What are we going to focus on?

- **Priority 1— Strengthening approaches to early intervention and prevention:** We will review existing services, how people access them, and ensure all staff are appropriately trained.
- **Priority 2—Working in partnership:** We will work with partners to increase the supply of suitable affordable accommodation, and with stakeholders to inform service development.
- **Priority 3—Rapid rehousing:** We will work with stakeholders to develop our Rapid Rehousing Transition Plan outlining our approach over the next five years.
- **Priority 4—Strengthening or improving access to support services:** We will look at how IT could be better used to help deliver, information, advice and assistance.
- **Priority 5—Joint commissioning:** We will establish Service Area Reviews to identify further opportunities for joint commissioning or funding, and update our monitoring arrangements to ensure services are of high quality and deliver value for money.

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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 1	Andrew Potts	Commissioning Officer	25.08.22

1. Details of the initiative

	Title of the Initiative: Neath Port Talbot Housing Support Programme Strategy
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: To inform Members of the outcome of a 90 day public consultation on the draft Neath Port Talbot Housing Support Programme Strategy and to seek approval to implement and publish this Strategy.
1d	Is this a 'strategic decision'? Yes
1e	Who will be directly affected by this initiative? People that need support with homelessness prevention, improvement of housing standards or homelessness interventions
1f	When and how were people consulted? The public consultation ran for 90 days from 30 th May to 28 th August 2022.

	All documents, including the draft strategy and easy read versions in both English and Welsh were made available via the consultation portal on the Council's website. In addition, the consultation was advertised via the Council's various social media platforms such as Facebook, as well as being an agenda item in provider forums.
1g	What were the outcomes of the consultation? Full details of the consultation can be found at Appendix 4.

2. Evidence

What evidence was used in assessing the initiative?

Equalities Data of people accessing Housing Support Grant funded services in 2021/22

There was a total of 2138 individuals supported, and 3215 periods of support, i.e. some people may have accessed more than one service, so totals below may not tally.

Breakdown by Age / Gender

Age Group	Female	Male	Other / Not stated	Total
16-17	5	9		14
18-24	142	102		244
24-29	221	140	4	365
30-39	312	251		563
40-49	219	192	3	414
50-59	132	137	1	270
60-69	51	62	1	114
70-74	18	25		43
75-85	45	25		70
86+	29	9		38
Not Known	2	2		4
Total	1176	954	9	2139

Breakdown of Ethnicity

Asian	4
Black	1
Black Caribbean	1
Gypsy & Traveller Communities	29
Indian	1
Mixed: British	1
Mixed: White & Black	1
Mixed: White & Asian	5
Mixed: White & Black Caribbean	1
Not Known	95
Other	39
Pakistani	2
Prefer not to say	3
White British	1992
White Irish	3
Total	2138

Breakdown of Religion

Agnostic	5
Atheist	26
Buddhist	1
Christian (all denominations)	236
Jehovah Witness	1
Muslim	6
None	552
Not known	1530
Other	10
Pagan	1

Prefer not to say	13
Sikh	1
Spiritualist	1
Total	2383

Breakdown of Sexuality

Bisexual	15
Gay	7
Heterosexual	882
Homosexual	2
Lesbian	3
Not known	1463
Other	1
Prefer not to say	14
Total	2387

Breakdown of Disability

No	1069
Not Known	539
Yes	805
Total	2413

2011 Census information (2021 information not yet published in full) <https://www.nomisweb.co.uk/>

2021 Census information <https://www.ons.gov.uk/releases/initialfindingsfromthe2021censusinenglandandwales>

National Social Care Data for Wales <https://www.socialcaredata.wales/>

Welsh Government Statistics <https://gov.wales/sexual-orientation-2019>

Neath Port Talbot County Borough Councils Homelessness Strategy 2018-2022 <http://moderngov.neath-porttalbot.gov.uk/documents/s42835/Appendix%201%20-%20NPT%20Homelessness%20Strategy%202018-22%20-%2016.11.18.pdf>

Neath Port Talbot County Borough Councils Homelessness Review <http://moderngov.neath-porttalbot.gov.uk/documents/s42838/Appendix%202%20-%20NPT%20Homelessness%20Review%202018%20-%2016.11.18.pdf>

Neath Port Talbot County Borough Council Homeless Strategy 2018-2022 Consultation Report <http://moderngov.neath-porttalbot.gov.uk/documents/s42840/Appendix%204%20-%20NPT%20Homelessness%20Strategy%20Consultation%20Report%20-%2016.11.18.pdf>

Western Bay Area Planning Board Commissioning Plan 2014-2019
<https://democracy.swansea.gov.uk/documents/s17766/12%20b%203%20of%205%20-%20Appendix%202%20-%20Development%20of%20the%20Regional%20Western%20Bay%20Arrangements%20for%20the%20Substance%20.pdf>

Western Bay Population Needs Assessment <http://www.westernbaypopulationassessment.org/en/home/>

Neath Port Talbot Housing Support Programme Strategy April 2022 – March 2026
<http://modgov.npt.gov.uk/documents/s77433/App%201%20-%20Neath%20Port%20Talbot%20Housing%20Support%20Programme%20Strategy.pdf>

Neath Port Talbot Supporting People Local Commissioning Plan Annual Update 2021
<http://modgov.npt.gov.uk/documents/s68688/App%201%20-%20Annual%20Update%20on%20the%20Supporting%20People%20Local%20Commissioning%20Plan.pdf>

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			<p>Data shows that the age 30-39 age group are more likely to access Housing Support Grant funded services, with 26% of people accessing a service being in this age range.</p> <p>Interventions funded through the Housing Support Grant are delivered to adults from a wide range of age groups. Some services are age specific groups, such as young people supported accommodation and Extra Care for people aged over 55, and others are universal, such as the Prevention and Wellbeing Service.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their age.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Disability	x			<p>Data shows that of those people accessing Housing Support Grant funded services whose disability status is known, 43% report as having a disability. This high figure is likely to be connected to the fact that the Housing Support Grant is used to purchase a number of services specifically to support people with a disability, such as learning disability supported living and mental health floating support.</p> <p>In addition to specific services, people with a disability will have equal access to universal services such as the Prevention and Wellbeing Service.</p>

			<p>The consultation did not identify that this strategy would result in negative impacts for people due to their disability.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Council's approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Gender reassignment	x		<p>The Council has no data detailing how many people accessing Housing Support Services may have a gender that is different to that ascribed at birth.</p> <p>There are no services specifically for people whose gender is different to that which was ascribed at birth. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their gender reassignment status.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Marriage & civil partnership	x		<p>The Council has no data detailing how many people accessing Housing Support Services are married or in a civil partnership.</p>

			<p>There are no services specifically for people that are married or in a civil partnership. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their marriage or civil partnership status.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
<p>Pregnancy and maternity</p>	<p>x</p>		<p>The Council has no data detailing how many people accessing Housing Support Services have a protected characteristic due to their pregnancy/maternity status.</p> <p>There are no services specifically for people that have a protected characteristic due to their pregnancy/maternity status. However having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their pregnancy/maternity status.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>

Race	x		<p>97% of people that accessed Housing Support Grant funded services whose race is known described themselves as white British. The second largest ethnic group are those from the Gypsy & Traveller community. There is a higher % of people that do not identify as white British that access the services funded through the Housing Support Grant than the population average of NPT according to the 2011 Census.</p> <p>Whilst we fund workers to specifically work with Gypsy & Traveller communities, we do not fund services specifically for other groups of people that have a protected characteristic due to their race. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their race.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Religion or belief	x		<p>The religion and belief status of 65% of people that accessed Housing Support Grant funded services is unknown. As such, it is hard to make any useful conclusions based on this data.</p> <p>There are no services specifically for people that have a protected characteristic due to their religion/belief. However, having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their religion or belief.</p>

			<p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Sex	x		<p>Of those whose gender is known, 55% are male, so there is a relatively even split between males and females.</p> <p>Some services funded by the Housing Support Grant are delivered to specific genders such as our male domestic abuse outreach worker and the work Thrive undertake to support women who are sex working. Other services are accessible to all genders, such as the Community Independence Service.</p> <p>The consultation did not identify that this strategy would result in negative impacts for people due to their sex.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
Sexual orientation	x		<p>The sexuality of 61% of people that accessed Housing Support Grant funded services is unknown. As such, it is hard to make any useful conclusions based on this data.</p> <p>There are no services specifically for people that have a protected characteristic due to their sexuality. However having this protected characteristic does not prevent a person from having equal access to the services they are assessed as requiring.</p>

			<p>The consultation did not identify that this strategy would result in negative impacts for people due to their sexuality.</p> <p>The strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention. As actions to take forward the priorities within the Strategy are progressed, individual impact assessments will be undertaken.</p>
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What action will be taken to improve positive or mitigate negative impacts?
<p>The Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative impact on people due to their protected characteristics. Furthermore, providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is having a negative impact on people due to their protected characteristics.</p> <p>The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is having a negative impact on people due to their protected characteristics.</p> <p>There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is having a negative impact on people due to their protected characteristics.</p>

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	x			The Strategy supports this duty as one of the key outcome areas for the Housing Support Grant is reducing crime and disorder. The priorities in the plan, such as <i>'We will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs'</i> supports this PSED duty.
To advance equality of opportunity between different groups	x			The strategy supports this duty as one of its key outcomes is to support people to overcome challenges in keeping their tenancies and help prevent homelessness. This ensures that there is equality of opportunity for people to have secure and safe accommodation. The Housing Support Grant is also used to provide specific support to groups of people that can be marginalised such as women who undertake sex work and members of the Gypsy & Traveller communities. The priorities within the plan such as <i>'We will ensure all staff are appropriately trained to deliver a high quality trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients'</i> supports this PSED duty.
To foster good relations between different groups	x			The strategy supports this duty as the Housing Support Grant helps people to overcome challenges in keeping their tenancies (for example help reduce a person's ASB) and helps prevent homelessness. One of the key outcome areas for Housing Support Grant funded services is reducing social exclusion and reducing isolation. The Housing Support Grant is also used to provide specific support to groups of people that can be marginalised such as women who undertake sex work and members of the Gypsy & Traveller communities. The priorities within the plan such as <i>'We will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-</i>

				<i>offenders, those with mental health issues and other complex needs</i> supports this PSED duty.
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What action will be taken to improve positive or mitigate negative impacts?

The Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative impact on PSED. Furthermore providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is having a negative impact on PSED.

The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is having a negative impact on PSED.

There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is having a negative impact on PSED.

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	<p>This strategy will have a positive impact on the Council meeting its socio-economic duty, as the strategy is designed to ensure that the Council and its strategic partners are best placed to support individuals with housing related support needs and provides high level priorities in order to further strengthen the Councils approaches to homelessness and homelessness prevention.</p> <p>Priorities such as the below helps to improve the impacts of inequality of outcomes of those who are considered to have a socio-economic disadvantage:</p>

	<ul style="list-style-type: none"> • We will ensure services available to deliver targeted prevention for high risk clients, including young people, ex-offenders, those with mental health issues and other complex needs. • We will look at how people currently access services and explore the potential to shift more resources from crisis interventions to prevention. • We will ensure all staff are appropriately trained to deliver a high quality trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients. • We will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs.
Negative/Disadvantage	
Neutral	

What action will be taken to reduce inequality of outcome

The Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative socio-economic impact on people. Furthermore providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is improving the impacts of inequality of outcomes of those who are considered to have a socio-economic disadvantage:

The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is improving the impacts of inequality of outcomes of those who are considered to have a socio-economic disadvantage:

There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is improving the impacts of inequality of outcomes of those who are considered to have a socio-economic disadvantage.

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	x			Priorities within the strategy such as <i>'we will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs'</i> , will support this objective.
Social Exclusion	x			A key outcome area for Housing Support Grant funded services includes reducing social exclusion and reducing isolation. Priorities within the Strategy, such as <i>'we will build on, and further develop strategic partnerships with agencies to help us develop and implement robust responses for those threatened with, or experiencing homelessness, including high risk clients, such as young people, ex-offenders, those with mental health issues and other complex needs'</i> , will support this objective.
Poverty	x			A key outcome area for Housing Support Grant funded services includes tackling poverty. Priorities within the Strategy, such as <i>'we will work with RSL partners and Private Sector Landlords to continue to increase the supply of suitable and affordable accommodation'</i> , will support this objective

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

The Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative impact on these objectives. Furthermore providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is having a negative impact on these objectives.

The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is having a negative impact on these objectives.

There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is having a negative impact on these objectives.

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people’s opportunities to use the Welsh language	x			The strategy will be available in Welsh. Services funded by the Housing Support Grant will be delivered in both Welsh and English.
– treating the Welsh and English languages equally	x			The strategy will be available in Welsh. Services funded by the Housing Support Grant will be delivered in both Welsh and English.

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

The Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative impact on the Welsh Language. Furthermore providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is having a negative impact on the Welsh Language.

The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is having a negative impact on the Welsh Language.

There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is having a negative impact on the Welsh Language.

7. 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	NA - It is not expected that the strategy will have any adverse effect on biodiversity or ecosystem resilience.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	NA - It is not expected that the strategy will have any adverse effect on biodiversity or ecosystem resilience.

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

N/A

8. 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	A key aim of the Strategy is to ensure that people have access to long term sustainable housing and to reduce repeat episodes of homelessness. Priorities within the strategy, such as taking forward the Rapid Rehousing Plan, will help this wellbeing objective as it intends to provide stable housing with multi-agency support to prevent repeat episodes of homelessness and reduce the need for temporary accommodation, which will have a long term positive impact.
ii. Prevention – preventing problems occurring or getting worse	The wellbeing objective of prevention underpins the Strategy. The intention of the strategy is to prevent homelessness wherever possible. A key priority within the strategy is strengthening approaches to early intervention and prevention, which includes the targeting of preventative services to high risk groups and shifting resources from crisis interventions to prevention.
iii. Collaboration – working with other services internal or external	Working in partnership is a key priority within the strategy, including building on the Council’s strategic partnerships to implement robust responses for those threatened with or experiencing homelessness.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	The strategy was subject to 90 day consultation. An action within the plan is for the Council to work with service users and stakeholders to implement mechanisms for co-production and engagement to inform the development of services.

v. Integration – making connections to maximise contribution to:	These services are underpinned by the values and principles of the Housing Support Grant and the Well-Being of Future Generations Act 2015 and the Council’s wellbeing objectives.
Council’s well-being objectives	To improve the well-being of all adults who live in the county borough by delivering services that prevent homelessness, improve independence and help those experiencing homelessness.
Other public bodies objectives	Street Vulnerable Multi Agency Risk Assessment Committee, Area Planning Board, Community Safety Partnership, Homelessness review & strategy, VAWDASV strategy and leadership group.

9. 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 Common Commissioning Unit monitor all services they commission, this should help to identify if the implementation of this Strategy is having a negative impact on the five ways of working. Furthermore providers of services are required to implement monitoring systems, which should also help to identify if the implementation of this Strategy is having a negative impact on the five ways of working.

The Common Commissioning Unit collect and analyse outcome data for the services funded through the Housing Support Grant, this should help to identify if the implementation of this Strategy is having a negative impact on the five ways of working.

There is a requirement to undertake a two year review of the strategy, which will involve feedback and consultation with stakeholders, this should help to identify if the implementation of this Strategy is having a negative impact on the five ways of working.

10. Assessment Conclusions

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

	Conclusion
Equalities	The indication is that the Strategy will have a positive impact; however, processes are in place to review whether the Strategy is delivering the intended outcomes and is not creating any unintended negative consequences for people with a protected characteristic.
Socio Economic Disadvantage	The indication is that the Strategy will have a positive impact, however processes are in place to review whether the Strategy is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to social economic disadvantages.
Community Cohesion/ Social Exclusion/Poverty	The indication is that the Strategy will have a positive impact, however processes are in place to review whether the Strategy is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to community cohesion, social exclusion and/or poverty.
Welsh	The indication is that the Strategy will have a positive impact, however processes are in place to review whether the Strategy is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to their use of the Welsh Language.
Biodiversity	N/A
Well-being of Future Generations	The indication is that the Strategy will have a positive impact, however processes are in place to review whether the Strategy is delivering the intended outcomes and not creating any unintended negative consequences for people in regards to the five ways of working.

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised x
- **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

No negative impacts identified at this stage and the indication is that the impact will be positive.

Processes are in place to monitor the impact for any unintended negative consequences.

The consultation did not identify that the Strategy would lead to negative impacts.

11. 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?
The Common Commissioning Unit to monitor all services they commission	PO Commissioning	Annually	Monitoring Report
Providers of services to implement monitoring systems	Provider	In line with Welsh Government timetable	Monitoring and outcome reports
Undertake two year review of the strategy	PO Commissioning	2024	Strategy review document
Analyse outcome data for the services funded through the Housing Support Grant	PO Commissioning	In line with Welsh Government timetable	Outcome reports

12. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer	A. Potts	25.08.22
Signed off by	Angela Thomas	Head of Service/Director	A. Thomas	25.08.22

CONSULTATION REPORT

Housing Support Programme Strategy

1.0 Background

- 1.1 On 3rd March 2022, the Social Care, Health and Well-being Cabinet Board authorised officers to consult members of the public and other stakeholders for 90 days on the draft Housing Support Programme Strategy.
- 1.2 Local authorities are required to produce a Housing Support Programme Strategy every four years.
- 1.3 The purpose of this strategy is to outline the strategic direction of the local authority for housing support services and provide a single strategic view of the local authority's approach to homelessness prevention and housing support services, including both statutory homelessness functions funded through the revenue settlement and non-statutory preventative services funded through the Housing Support Grant (HSG).
- 1.4 The strategy also takes into account what we as a local authority will do to support the delivery of the Welsh Government's (WG) visions and aims to the overall prevention of homelessness and further the transformational shift that is required in order to move to the new rapid re-housing approach.

2.0 Introduction

- 2.1 A range of engagement and consultation activities have taken place in order to help inform the Strategy, including:
 - Overarching public consultation
 - Stakeholder consultation
 - Formal written responses

3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this

- To provide a mechanism for people to make comments and suggestions
- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many stakeholders as possible
- To ensure that the consultation was available in a format so people could understand

4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views by three mechanisms:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Strategy. The questionnaire was live from 30th May to 28th August 2022.
- **Email** - The email address ccu@npt.gov.uk was promoted for people who wanted to respond via this mechanism.
- **Corporate social media accounts** – the Council's corporate Facebook and Twitter accounts were also monitored for feedback.

4.2 **The consultation was promoted via:**

- The Council website homepage and a dedicated web page - Have your say <https://www.npt.gov.uk/33271>
- The Council's corporate social media accounts on Facebook and Twitter
- The Council's corporate staff newsletter 'In the Loop'. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough
- At stakeholder forums, such as meetings with providers of services

5.0 Overarching Public Consultation – Responses

A total of 12 completed questionnaires were received during the consultation period. All were completed in English with no responses in Welsh. All of the responses were submitted online.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questions as not all respondents completed all questions.

5.1 About the respondents

Of the responses:

- 12 (100%) stated they live in Neath Port Talbot
- 1 (8%) stated that they are an unpaid carer
- 1 (8%) stated they work for the council
- 0 (0%) stated that they are service users
- 0 (0%) stated they are related to a service user
- 0 (0%) stated that they are a member of staff at a service

Note that for the above question respondents were asked to complete all that applied. Therefore some percentages are greater than 100%.

5.2 Age

Age range (years)	Number	% of respondents
16 - 24		
25 – 29		
30 - 39		
40 - 49		
50 – 59		
60 – 69		
70 – 74	1	100%
75 – 86		
86+		
Prefer not to say / not stated		
Total		

5.3 Gender

6 (60%) respondents stated they were female, 1 (10%) male, 1 (10%) transgender, and 2 (20%) preferred not to say.

5.4 Nationality

8 (73%) respondents described their nationality as Welsh, 2 (18%) as British and 1 (9%) preferred not to say.

5.5 Ethnic origin

10 (83%) respondents described their ethnicity as White British and 2 (17%) preferred not to say.

5.6 Sexual orientation

9 (82%) respondents described themselves as heterosexual, and 2 (18%) preferred not to say.

5.7 Disability

1 (9%) respondents reported having a disability with 7 (64%) stating that they did not have a disability and 3 (27%) preferring not to say.

5.8 Religion

5 (46%) respondents reported as being Christian, 2 (18%) preferred not to say and 4 (36%) respondents reported as having no religion/beliefs.

5.9 How did you hear about this consultation?

4 (36%) reported hearing of the consultation via the Council's website, 4 (36%) via Facebook, 1 (9%) via a local town, community or county borough councillor, and 2 (18%) by other means.

6.0 What respondents thought about the consultation.

6.1 Was it easy to understand?

8 respondents (80%) stated it was easy to understand, while 2 (20%) stated it was not. Although the numbers are small the majority of respondents found the consultation easy to understand.

6.2 Was the content informative?

7 respondents (78%) stated that the content was informative, while 2 (22%) stated that it was not. Again, the numbers are small but a majority found it informative.

6.3 Having read the information we have published about our proposal, do you feel more informed about these?

5 respondents (52%) stated yes, 1 respondent (8%) stated no, while 6 (50%) stated partly.

6.4 Please indicate how you feel about the Strategy aims and proposals in general.

5 respondents (42%) agreed with the aims, 3 (25%) disagreed with the aims, and 4 respondents (33%) neither agreed nor disagreed.

Comments received regarding the strategy's aims and proposals can be found under section 11 below with the Council's responses where necessary.

7.0 Social Media and Email Responses

7.1 During the consultation a number of posts were published on the Council's corporate Twitter (@NPTCouncil and @CyngorCnPT) and Facebook (Neath Port Talbot CBC and Cyngor Castell-nedd Port Talbot) accounts to raise awareness of the consultation and encourage people to respond. These posts were monitored for comments on the draft policy proposals.

7.2 Of the comments made on posts about the draft strategy consultation, the following issues were raised via Facebook:

- "Please consider the relationship you have with your current housing provider who aren't interested in the safety of a child with a disability living in one of their unsafe properties."
- "Why is it the Council's responsibility to provide housing? Surely people should be able to look after themselves! There are so many in social housing that don't need it. You need to free up the stock you have."

- “So why are all the new houses being built on Princess Margaret Way all private? No social housing whatsoever.”
- “I hope to have a place of my own, this is positive news for me.”
- “Website needs to be more user friendly like Cornwall Homechoice. I’m not useless at computers but I’ve not been bidding because don’t understand the site.”
- “Delighted to hear of an active strategy to eliminate homelessness!”

8.0 Formal / Written Responses

- 8.1 One formal response was received from Welsh Government on an early draft of the strategy:

Generally the priorities are too broad and need to be more action focused to demonstrate the gaps/issues you are aiming to address and the cohorts/areas that you need to focus on.

The strategic priorities don’t seem to reflect the issues that we know that exist in the authority and have been raised in conversations with the Relationship Manager e.g. the lack of temporary accommodation, people with complex issues etc. The authority’s multi-discipline approach is also not clearly reflected in the strategic priorities.

Specifically:

- SP1 – There is a lot of detail underneath the priority but it needs to be made clearer the needs/gaps/issues that you are trying to address i.e. why is it a priority, and actions required to deliver the priority. Under ‘where we are going’ – it would be useful to explain the types of ‘services’ you are referring to.
- SP2 – This priority currently reads as a business as usual activity/a principle and not a strategic priority. The priority needs to be more action focused as it’s currently too broad (e.g. to strengthen, to enhance, to increase, to expand...). It seems to combine a number of needs/issues (multi-agency approach, Rapid Rehousing, working in partnership), therefore you may wish to have separate standalone priorities. The Strategy needs to include a specific priority around adopting a Rapid Rehousing Approach.

- SP3 – This priority currently reads as a business as usual/operational activity. Is this priority about strengthening access to support services through digital improvements? If so, we would suggest re-phrasing to ‘*Strengthening or improving access to support services...*’ We would question how the Homelessness Outcomes Framework and the HSG Outcomes data fits under this priority.
- SP4 – This priority reads as a business as usual/operational activity. We would expect effective commissioning to be part of the authority’s role and question if the needs assessment has identified this as an issue that needs to be addressed? The priority needs to be clearer about what the gaps/issues in service provision are and therefore where and why commissioning needs to be improved. What is not operating effectively?
- One of the priorities must be around your approach to targeted prevention as set out in the Housing (Wales) Act 2014.
- We note that there are no references to any regional priorities.

Council’s response:

As a result of the feedback we have:

- Tightened our priorities making them more specific.
- Changed the ‘where we are going’ sections to ‘What we will do’ to make clear our intentions and actions to achieve the aims of the strategy.
- Added additional information into the ‘Statement of Need’ section and made available the technical document on request.
- Added a specific priority in relation to the Rapid Rehousing Approach and have tied actions more closely to our Rapid Rehousing Transition Plan currently being developed.
- Changed a priority to “Strengthening or improving access to support services” and bolstered the actions under it.
- Included that we will continually review the services we commission to ensure quality standards are maintained and value for money is achieved.
- Included an aim to ensure that targeted homelessness prevention for high risk clients is available.
- Included an action in relation to the development and implementation of a regional strategy.

9.0 Petitions

9.1 The Council received no petitions relating to the Draft Strategy.

10.0 Council Response to the Consultation

10.1 The Council response to comments received is summarised below.

Comments or questions raised on SNAP Survey and formal responses		
Please indicate the main reasons why you agree with the strategy aims and proposals:		
Number	Comment:	Council response:
1	People need support to help themselves before it becomes a crisis.	One of the key objectives of the strategy will be to ensure services are available to deliver targeted prevention for high risk clients, including young people, ex-offenders, those with mental health issues and other complex needs.
2	Everyone should have a safe place to live including those that are currently housed in unsafe or inappropriate housing	One of the key objectives of the strategy will be to work with Private Sector Landlords, Social Housing Landlords and other partners to implement the Council's Rapid Rehousing Transition Plan to provide more sustainable models of accommodation and support.
3	Homelessness in Neath Port Talbot is high at present and I agree that this strategy will benefit the community. Everyone should have a safe place to live, and removing homelessness will decrease the crime rate in Neath Port Talbot. I think it would benefit male victims of domestic abuse as a personal male family member is a	References in the strategy to "violence against women, domestic abuse and sexual violence" or "violence and abuse" intends to be read to capture all forms of gender-based violence, domestic abuse and sexual violence.

	high risk victim of domestic abuse and has been homeless since 5th March this year as there is no support for male victims. I hope you include this in your strategy that men are victims as well	
4	We need more houses for homeless and support	A key aim of the strategy is to work in collaboration with Registered Social Landlord partners to continue to increase the supply of suitable and affordable accommodation.
5	We need lots of different services to help people with their accommodation and other things like mental health, drug use and domestic abuse. These services need to be easy to access and provide support as long as needed.	A key priority for the Strategy is to strengthen or improve access to support services and that we will review all services using an evidence-based approach to ensure they meet the ambitions of the Rapid Rehousing Transition Plan, and realign funding as necessary to better meet identified needs.
Please indicate the main reasons why you neither agree nor disagree with the strategy aims and proposals:		
Number	Comment:	Council response:
6	I would like more information on evicting antisocial tenants who abuse the house they have, when many people, families can't get appropriate housing, due to a shortage	Processes regarding anti-social behaviour and evictions is outside the scope of this strategy.
7	Empty commercial premises throughout Neath and Port Talbot that should be refurbished to provide homes, bearing in mind that services are in place. It would surely be cheaper to add	Opportunities to explore bringing empty properties back into use will form part of the Rapid Rehousing Plan.

	these properties to the housing stock by either compulsory purchase or grant aiding owners to bring properties up to the required standard. The added bonus would be that local businesses would benefit and that communities would not appear so "run down".	
8	What about young people, we need support.	The Strategy aims to support people aged 16 and over. One of the aims of the Strategy is to ensure services are available to deliver targeted prevention for high risk clients, including young people.
9	What I'm reading are very strong positive proposals and I'm sure there are people benefiting, however there are a growing number of people that are now becoming a nuisance within the community. They don't appear to be monitored, their complex needs don't appear to be attended to.	One of the aims of the Strategy is to ensure services are available to deliver targeted prevention for high risk clients, including young people, ex-offenders, those with mental health issues and other complex needs.
Please indicate the main reasons why you disagree with the strategy aims and proposals:		
Number	Comment:	Council response:
10	Because it's more of the same tedious bureaucratic nonsense.	The publication of this strategy is a requirement of Part 2 of the Housing (Wales) Act 2014.
11	Building affordable housing should have been a priority years ago. Instead of selling off land to	One of the key aims of the strategy is to work in collaboration with Registered Social

	the likes of persimmon, house/flats should have been built by the council for the people who are unable to get on the property market.	Landlord partners to continue to increase the supply of suitable and affordable accommodation.
Any further comments about this consultation?		
Number	Comment:	Council response:
12	Please revisit your relationship with your current housing provider who are not interested in providing safe accommodation to families with disabled children	One of the key aims of the strategy is to work with service users and stakeholders to implement mechanisms for co-production and engagement to inform the development of services.
13	The more you get involved, the more things go wrong.	The publication of this strategy is a requirement of Part 2 of the Housing (Wales) Act 2014.
14	£4.3 million pounds to be spent tarting up Neath Port Talbot Council area. Quite remarkable really as the presentation of the borough should be the authority's responsibility. Sadly this issues is the consequence of not what the council does do but the result of what it does not do! For Example no proper schedule for grass cutting, no supervision of cleansing crews, Areas left to fall into disrepair eg car park in Gnoll Bank (never used) Grass cutting outside of Tarian Housing property, Bowling Green in Dyfed road, Water gullies not cleaned out, and so the list goes on.	The wider regeneration plan for Neath Port Talbot is outside the scope of this strategy.

15	Please consider offering more support for male victims of domestic abuse	The Housing Support Grant currently funds a male domestic abuse outreach worker. One of the objectives of the strategy is to review all services using an evidence-based approach to ensure they meet the ambitions of the Rapid Rehousing Transition Plan, and realign funding as necessary to better meet identified needs.
16	No	No response required.
17	All I have been able to read are proposals and plans, there are no results, budget and cost information provided. I cannot say if this is a successful strategy or not. All I can go on is what we see homeless housed in hotels, increased homeless population now spending their days around the town drinking heavily and littering our town. There are so many job opportunities available now what about education, what if we organised college classes to help them? How do they get their lives back on track, find a permanent address so they can apply for jobs?	<p>The document is a high level strategy outlining the aims and objectives of the Council and its partners. The Housing Support Grant Annual Update provides comprehensive information on referrals, service mapping and demand, clients' outcomes, service user surveys, funding streams and expenditure, commissioning activities and service developments, and is available on request. There will be a review in year two of the Strategy to assess progress and its impact.</p> <p>We will also look to ensure all staff are appropriately trained to deliver a high quality</p>

		trauma informed service that that is person centred and takes into account the specific needs and strengths of the clients.
18	It will be good to see what services are developed.	There will be a review in year two of the Strategy to assess progress and its impact.



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

11th October 2022

Report of the Director of Social Services Health and Housing

Matter for Decision

Wards Affected All Wards

APPROVAL AND PUBLICATION OF THE LOCAL AND REGIONAL MARKET STABILITY REPORTS

Purpose of the Report

To seek approval of the Neath Port Talbot Council Market Stability Report (“Local MSR”) and the West Glamorgan Regional Partnership Market Stability Report (“Regional MSR”) and to request publication of these strategic documents.

Executive Summary

In response to the provisions of Section 144B of the Social Services and Wellbeing (Wales) Act 2014 (“Act”) and the Partnership Arrangements (Amendment) and Regulated Services (Market Stability Reports) (Wales) Regulations 2021 (“Regulations”), Officers have developed a Local MSR (Appendix 1).

In addition to the Local MSR, Officers have worked with the West Glamorgan Regional Partnership to support the development of a Regional MSR (Appendix 2), as required by the Act and Regulations.

The Act stipulates that the Regional MSR must be approved by the relevant Local Authorities executive or board and that the document is published on the Local Authority website.

Alongside the request to agree and publish the Regional MSR, is a request to endorse and publish the Local MSR.

Background

Section 144B of the Act requires Local Authorities to prepare and publish MSRs. The Regulations set out the form and content of the MSR, as well as the prescribed period these documents must cover.

These Regulations also provide that MSRs are to be undertaken on a regional footprint, with the relevant Local Authorities and Local Health Boards working in partnership through the Regional Partnership Board.

Through the provision of high level assessments of the overall sufficiency of regulated services and of the stability of this market, Local Authorities and Health Boards will be better placed to plan and commission social care services for their local and regional populations.

MSRs are also helpful tools for providers of regulated social care services, as they offer essential information that can be used by providers of services to appropriately develop and invest in line with the identified needs of the population.

People that use services, their families and unpaid carers will also have an interest in the published MSRs, as they demonstrate how services are planned and offers transparency in relation to service provision.

From these MSRs, Officers will take forward the development of local and regional Market Position Statements (MPSs), which are documents that set out what types of services are required to meet population need now and in the future. Both the MSRs and MPSs will then be used to inform the creation of local and regional commissioning strategies.

The Regional MSR was approved at the Regional Partnership Board meeting on the 7th of July. Following formal approval at RPB, the report requires approval by full council and similar decision making body within the Health Board.

Although there is no legal requirement to publish the Local MSR, it is felt that publication of the Local MSR will be beneficial due to the level of local detail provided and since it sets out local issues and plans for development.

Financial Impacts

No impact as the purpose of the Regional MSR and Local MSR is for the provision of information only.

Integrated Impact Assessment

There is no requirement to undertake an Integrated Impact Assessment as the purpose of the Regional MSR and Local MSR is a document that sets out information and does not present any strategic or operational changes.

These documents will be translated into Welsh before publication on the Council's website.

Valleys Communities Impacts

It is recognised that there can be challenges for people in valley communities accessing certain services in a timely way, for example domiciliary care. In response specific programmes of work, such as the domiciliary care pilot (Background Paper 1) is being prioritised.

The Regional MSR and Local MSR sets out general information across the regional and local area and does not specifically focus on the valley areas. Regional and local MPS's will be developed looking at each type of service in more detail and the Common Commissioning Unit will also be developing local and regional commissioning strategies. These documents will build upon the MSR and where there is a need to focus on valley communities this will be incorporated into the relevant strategic documents.

Workforce Impacts

No impact as the purpose of the Regional MSR and Local MSR is for the provision of information only.

Legal Impacts

The publication of the Regional MSR and Local MSR supports the Council in discharging its duties under Section 144B of the Social Services and Well-being (Wales) Act 2014 and the Partnership Arrangements (Amendment) and Regulated Services (Market Stability Reports) (Wales) Regulations 2021.

Risk Management Impacts

No impact as the purpose of the Regional MSR and Local MSR is for the provision of information only.

Consultation

No requirement for public consultation as the purpose of the Regional MSR and Local MSR is for the provision of information only.

Recommendations

It is recommended that there is approval for:

1. The West Glamorgan Regional Market Stability Report;
2. Publishing the West Glamorgan Regional Market Stability Report;
3. The Neath Port Talbot Market Stability Report;
4. Publishing the Neath Port Talbot Market Stability Report.

Reasons for Proposed Decision

To support the planning and commissioning of services and to ensure compliance with Section 144B of the Social Services and Wellbeing (Wales) Act 2014 and the Partnership Arrangements (Amendment)

and Regulated Services (Market Stability Reports) (Wales) Regulations 2021.

Implementation of Decision

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

Appendices

Appendix 1: Neath Port Talbot County Borough Council Market Stability Report.

Appendix 2: West Glamorgan Market Stability Report.

List of Background Papers

Background Paper 1: Arrangements for the Provision of Domiciliary Care – 27th June 2022:

<http://modgov.npt.gov.uk/documents/s80189/Arrangements%20For%20The%20Provision%20Of%20Domiciliary%20Care%20Services.pdf>

Officer Contact

Andrew Jarrett, Director of Social Services, Health and Housing
Phone: 01639 763279 Email: a.jarrett@npt.gov.uk

Chelé Zandra Howard, Principle Officer for Commissioning
Phone: 01639 685221 Email: c.howard@npt.gov.uk

Nicola Trotman

Phone: 07471 145421 Email: nicola.trotman@swansea.gov.uk

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Adult and Children's Social Care Market Stability Report

April 2022

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1. Introduction

Market Stability Reports (MSRs) are a tool to assist in planning and commissioning quality care and support and can be used as a step to ensuring that there are stable and resilient adults and children's social care markets. MSRs should help should help commissioners determine what the overall shape and balance of the market for care and support should be within the area. It will also help us to better understand the local social care market, particularly regulated services, and address wider issues such as market trends, sustainability of provision, risks to market stability, and the impact that commissioning practices can have on the market. This document will cover a five year period and there will be regular interim update reports. This report should be read alongside the West Glamorgan MSR.

2. Partnership and Arrangements

This is the first Local Market Stability report completed for Neath Port Talbot Council ('the Council') and will feed into the overall Market Stability Report for the West Glamorgan Regional Partnership Board (WG RPB). This document has been completed in conjunction with our partner organisations, and intelligence, feedback and data has been received and is included. Organisations who contributed to this process include: the Council's internal sections; residential / nursing / secured / learning disability and mental health care homes; independent professional advocacy provider; shared lives scheme provider; and the local health board. There is a specific format for the chapters and information will be included where relevant.

3. Welsh Language

The Council takes its responsibilities to our bilingual and Welsh speaking communities very seriously.

For many years the Council has acknowledged the prevalence of Welsh speakers in its borough, the importance of the Welsh language and bilingualism in its Welsh language strategies and schemes and have asked providers for their solid commitment to the delivery of the Welsh language at the procurement stages, within our contracts, and we also benchmark providers when reviewing compliance of services to contract and regulations.

4. Equality, Socio-Economic Duty and Human Rights

The Council are committed in terms of addressing inequality and socio-economic disadvantage and this is integral part of the Council's Corporate Plan 2021-2023. The Plan will have a positive impact on the overall well-being of residents via the continued work to advance equality of opportunity whilst eliminating discrimination and harassment. The Plan will also have a positive impact on the biodiversity of the area as key improvement priorities relate to the promotion of sustainable economic growth and the conservation and enhancement of the natural environment.

How 'rights' feature in our services are embedded in our contracts and contract monitoring processes. Wales is a land of equality and equal opportunities, where having rights, whether they be rights under the founding principles of the Social Services and Wellbeing (Wales) Act 2014, The Equalities Act 2010 and the principles of human rights under the Human Rights Act 1998 forms the foundation of everything we do when commissioning services. Our Council fully integrate these basic principles in our service design and we work proactively with providers to ensure individuals who experience these services have their rights fully respected under law.

All commissioning decisions are subject to Integrated Impact Assessments, which includes identifying the impact of our decisions on equality and social-economic duties. This helps to ensure that our commissioning does not lead to negative equality and socio-economic impacts and to also help us to identify if there are additional actions we can take to further ensure our activity has a positive impact on these areas.

5. Social Value and Community Benefits

'Social value' is a way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is, when a public body chooses to award a contract. The Council understands that bringing added value to individuals and communities in the borough by commissioning services that strengthen communities where they operate and bring 'added value' or additional benefits to people's lives. Over recent years the Council has made significant strides in recognising that 'added value' is something that can

strengthen services in communities by maximising positive outcomes to communities and individuals.

When procuring services, providers have to demonstrate what added value they can bring local people and communities and demonstrate they have the founding principles of the Social Services Wellbeing (Wales) Act 2014 are the core of everything they do. The Council has over recent years refreshed and updated its service models to make social value more prominent and central to its services – from service models, through to engaging with providers who have the right moral compass around added (social) value and making sure these principles can be evident in how services are being delivered, and how positively they impact on local communities.

6. Acknowledgements

The following personnel from the Council’s Social Services Health and Housing Directorate (SSHH) - Common Commissioning Unit (CCU) contributed to the completion of this document.

Name	Job Title
Chele Howard	Principal Officer - Commissioning
Andrew Budden	Commissioning and Contracts Manager
Andrew Potts	Commissioning Officer - Policy and Strategy
Gemma Hargest	Commissioning Officer – Children’s Services
Paula Greenhalgh	Commissioning Officer – LD and MH Services
Gill Lawson	Commissioning Officer – Older People’s Services
Sarah Jenkins	Project Manager

7. Executive Summary

7.1 Key Market Sufficiency Factors

Care Home Services – Older Adults

- There have been very few changes to the number of care homes over the five year period.
- There are sufficient numbers of residential and dual registered beds in the area, however not all beds are available for use.
- Monitoring visits and Care Inspectorate Wales (CIW) inspection reports demonstrate an overall high quality of care home provider.
- There is good partnership working between providers and commissioners.

Care Home Services – Children

- The local market has grown over previous years, with new providers having entered or expanded local residential care provision.
- Monitoring visits and CIW inspection reports demonstrate an overall high quality of care home providers.

Specialist Care Homes – Learning Disability and Mental Health

- There have been increases in the number of placements for both learning disability and mental health over the five year period.
- Monitoring visits and CIW inspection reports demonstrate an overall high quality of care home providers.

Secured Accommodation – Children

- The Council own and operate Hillside Secure Children's Home.
- Hillside is the only secure children's home in Wales and has been assessed as providing sufficient levels of provision to meet previous, current and future local demand.
- Hillside is currently reviewing its service model to 'future proof' its service to ensure it is able to accommodate the future demands of the provision as well as being financially sustainable in the long term.

Residential Family Services

- There are no registered residential family centres located within the Council's boundary.

- Demand for such placements from the Council is low.

Fostering

- Monitoring visits and CIW inspection reports demonstrate an overall high quality of providers.
- The local market consists of the Council's Fostering Service and a range of Independent Fostering Agencies (IFAs) who operate locally.

Adult Placements – Shared Lives

- There has been a marked increase in both number of registered carers as well as placements.
- Over the last five years there has been only a small number of unsuccessful placements.
- Monitoring visits and CIW inspection reports demonstrate an overall high quality of provision.

Advocacy – Adults

- The service model commissioned allows for flexibility where any increases in demand can be met by building more capacity into the service and meeting short term or longer term increases in the demand.
As the service provider operates across two other neighbouring authorities, any increases in demand can be met at least in the short term by the reallocation or extra resources across the region. We view this as a distinct strength in the model.
- The Council recognises that the service works well and feedback is extremely positive.
- Monitoring reviews demonstrate an overall high quality of providers.

Advocacy - Children

- Independent Professional Advocacy (IPA) Service has been assessed as sufficient to meet previous, current and future demand.
- Young people provided positive feedback on the quality of the IPA Service and their achievement of personal advocacy outcomes.
- The Council are implementing an 'Advocacy Action Plan' to greater embed advocacy in the locality which aims to increase awareness and understanding of the IPA Service among children, young people and professionals.
- Monitoring reviews demonstrate an overall high quality of providers.

Domiciliary Care – Older Adults

- There are year on year increases in the number of people receiving domiciliary care and there is a need for growth in this sector.
- The Domiciliary Care Dynamic Purchasing System has proven to work well over the 4/5 year period and the number of providers have increased.
- Monitoring visits and CIW inspection reports demonstrate an overall high quality of provider.
- There is good partnership working between providers and commissioners.

Domiciliary Care – Younger Adults

- There has been very small increases in the number of placements for people with a learning disability over the five year period.
- There has been an increase in the number of placements for people with a mental health need over the five year period.
- There has been a low demand for placements to support people with physical disabilities.
- The Council have developed four new schemes over the last three years which has supported the widening of the current market. These models include: Supported Living for people with mental health and learning disability needs, pan disability Extra Care and pan Independent Flats.
- Monitoring visits and CIW inspection reports demonstrate an overall high quality of service delivered.

Domiciliary – Children

- The domiciliary care market has seen a substantial growth in demand throughout the COVID-19 pandemic. In response, the market has demonstrated flexibility and growth to meet levels of demand but at times this has led to maximised market capacity.
- Overall, the market is delivering good quality services with identified areas of poor performance relating to isolated incidents.

7.2 Key Market Stability Factors

Care Home Services – Older Adults

- The Council's population aged 65+ is predicted to rise by 7% over the next five years.
- The Council's CCU has good contract monitoring processes in place. The main aim of the process is to improve the quality of support being commissioned. This system was able to adapt to meet the challenges presented by COVID-19 and is continuing to adapt in line with the post-pandemic recovery.
- There are a number of care homes with significant voids which may impact on their financial sustainability.
- Some care homes with vacant beds are unable to accept admissions.
- COVID-19 is still having a financial and resource impact on care home providers.

Care Home Services - Children

- The local residential care market currently appears stable with quite even distribution of market share across local providers. Over the last five years the number of care home placements has remained low.

Specialist Care Homes – Learning Disability and Mental Health

- Estimated population numbers for the next five years will see a constant increase in people with learning disability and mental health needs, however it is anticipated that placements will not significantly increase as the focus is on commissioning community based services.
- The CCU has good contract monitoring processes in place. The main aim of the process is to improve the quality of support being commissioned.

Secured Accommodation – Children

- The Council's secure residential care market has been assessed as stable.

Residential Family Services

- Due to the low usage rate of residential family centres, the Council does not hold enough data to make an informed analysis relating to market stability.

Fostering

- The foster care market is stable, with the Council's Fostering Service being the local market leader.

Adult Placements - Shared Lives

- Projected population numbers for the next five years will see a consistent increase which may mean more demand for this service.
- Our commissioned Shared Lives Support scheme continues to recruit more carers in line with increasing demand.
- The Council are currently exploring further service developments and the process for quantifying quality of the shared lives provision.

Advocacy – Adults

- The current provision is stable and robust enough to meet likely demand and there are adequate contingencies built into the model to meet any short- or long-term changes in demand.
- The provider works across a number of local Council areas, which is a positive influence on stability in terms of the provider.
- The provider is a well-respected, longstanding organisation that delivers good quality support.
- Moving forward it is likely that the service will be recommissioned through a formal tender process or in a way consistent with best practice.

Advocacy - Children

- The Council's children and young persons' advocacy market has been assessed as stable.
- Current commissioning arrangements allow for fluctuations in demand.

Domiciliary Care – Older Adults

- The Council's population aged 65+ is predicted to rise by 7% over the next five years.
- The CCU has good contract monitoring processes in place. The main aim of the process is to improve the quality of support being commissioned.
- The system was able to adapt to meet the challenges presented by COVID-19 and is continuing to adapt in line with the pandemic recovery.
- Financially, the average hourly rate increases have been consistent apart from 2021 onwards, whereby the Council provided a 10% uplift.

Domiciliary Care – Younger Adults

- Projected population numbers for the next five years will see a consistent increase which may mean more demand for these services.
- There are currently 26 providers on the supported living framework.
- There are currently 13 providers who deliver floating domiciliary care to individuals within their homes.
- The Council has a five year accommodation development plan for implementing different care models and stimulating the market to meet predicted demands.
- There are strategic processes already in place to support this area which is coordinated through the Accommodation and Pathway Group and Transition Group.
- The CCU has robust contract monitoring processes in place. The main aim of the process is to drive service improvement and ensure high standards of support within commissioned services.

Domiciliary Care – Children

- The Council heavily relies on a small number of domiciliary care service providers.
- Potential new entrants to the local domiciliary care market have cited barriers to enter the market.
- The Council is reviewing its domiciliary care commissioning arrangements which will conclude in 2023.

7.3 Emerging Trends

Care Home Services– Older Adults

- Staffing retention/recruitment is a countrywide problem.
- Dementia need in general is predicted to vastly increase over the next five years and in addition advanced dementia need will be much higher.
- COVID-19 has impacted on the choice of care individuals are choosing and the tendency is to remain at home.
- Since COVID-19 a number of care homes have a large number of voids that may impact on their financial sustainability
- Some care homes are unable to accept admissions into vacant beds due to staffing levels

Care Home Services- Children

- No trends require emergency action within this market.

Specialist Care Homes – Learning Disability and Mental Health

- Staffing retention/recruitment is a countrywide problem.
- Needs are shifting and individuals and families are expecting a more diverse market within learning disability and mental health services.
- Moving forward the market needs to be further developed, which includes more supported living, extra care schemes and core and cluster.
- It is anticipated that there will be a reduced need for specialist care homes as these alternative models are developed.

Secured Accommodation – Children

- The COVID-19 pandemic resulted in disruption to the delivery of specialist support services within Hillside.
- The Council is currently reviewing the scope of specialist commissioned services to ensure children residing in Hillside access the right services based on their assessed needs.

Residential Family Services

- No trends require emergency action within this market.

Fostering

- No trends require emergency action within this market.

Adult Placements - Shared Lives

- The majority of new placements are for young people with learning disabilities and there is a need to diversify the model.

Advocacy – Adults

- The current model commissioned is flexible to meet future demands for advocacy.
- There is an increased use of technology to provide advocacy rather than face to face appointments.

Advocacy - Children

- No trends require emergency action within this market.

Domiciliary Care –Older Adults

- Staffing retention/recruitment is a countrywide problem, which is preventing growth in the market.
- There is a year on year increase in the numbers of people receiving domiciliary care.
- There is an increase in double handed calls.

Domiciliary Care – Younger Adults

- Retention and recruitment of staff is a countrywide problem.
- There is a lack of accommodation models in line with people’s preferred choices.
- There is demand for specialist supported living for people with mental ill health, which will be developed over the next five years.
- New schemes are in development to support people with mental ill health and/or learning disabilities who also have a physical disability.
- The majority of people with a physical disability are supported within their homes with a package of floating domiciliary care.
- There are sufficient options to meet the preferred choices of people with a physical disability.
- There is demand for more independent living models for people with learning disabilities and mental ill health, such as extra care and this will be developed over the next five years.
- There are a low number of providers delivering specialist floating domiciliary care in people’s homes.
- There is a lack of provision for people with mental ill health who do not require care but have vulnerabilities linked to their mental ill health and housing situation, sloutions will be developed over the next five years.

Domiciliary – Children

- No trends require emergency action within this market.

7.4 Risks

Care Home Services – Older Adults

- Care home providers are unable to accept new admissions due to lack of staff.
- A number of care homes have significant void levels post COVID-19, which may lead to financial unsustainability.

- There are a number of unprecedented price increases that will affect the sector.
- The number of people requiring a care home placement with more complex dementia needs is increasing; not all homes are able to accept such placements due to staffing levels and physical environment.
- Agency staff are being employed and these costs are much higher which may affect the level of provision, while residents are unfamiliar with these people which may cause anxieties and confidence issues.
- Challenges in recruiting and retaining staff is leading to difficulty in making new placements.

Care Home Services - Children

- The sufficiency of the residential care market is a concern across Wales.
- The Council has a sufficiency dilemma; despite having a numerical oversupply of local placements, the local market presents limited placements available to local children and young people.
- The key market gap is the limited availability of local placements for children who present with complex support needs, which has resulted in the Council placing children and young people out of county.
- The Welsh Government have expressed an intention to remove profit-making from the provision of care to children looked after.

Specialist Care Homes – Learning Disability and Mental Health

- Over 70% of placements are out of county, however the intention is to develop more community based services such as supported living and extra care as an alternative to care homes and work is ongoing to bring people back in-county.
- Currently that there are limited vacancies for individuals coming through the process within the local area and many placements are being commissioned by other local authorities.

Secured Accommodation – Children

- Should further secure estate provision be developed within Wales, a full assessment will be undertaken to establish the impact such provision would present to the Hillside service model.

Residential Family Services

- No risks were identified.

Fostering

- The sufficiency of the foster care market is a concern across Wales.
- The Council has a sufficiency dilemma; despite having a numerical oversupply of local placements, the local market presents limited placement availability for certain cohorts of local children and young people.
- The most notable gap is the limited availability of local placements for children aged 11+ who present complex support needs, which has resulted in the Council placing children and young people out of county or within residential care provision.
- The Welsh Government have expressed an intention to remove profit-making from the provision of care to children looked after.

Adult Placements – Shared Lives

- There is no financial incentive for carers to remain registered if vacancies are not filled; thus, carers are leaving the service when there are delays in referring new people to them.
- There are very few Shared Lives support providers nationally.
- There is a need to develop a more flexible and diversified model.

Advocacy – Adults

- There may be plans at some future time to regulate adult advocacy, and the regulation of the service will bring some changes to how advocacy is delivered.
- Given the changing demand across the sector and some indication that the flow of general referrals into services such as residential, nursing and domiciliary care is continuing to change, this is likely to have an impact on how the service responds to these changes.
- It is felt that given the service is stable, and the provider is experienced and well established across a number of local Council areas, the provider is in a good position to respond positively to any changing demand.
- Changes to legislation and government policy may require changes to the current services.

Advocacy - Children

- The implementation of the Council's 'Advocacy Action Plan' may increase demand for the IPA Service, above predicted levels. This will be monitored closely and resource contingency plans are in place.

- Market insufficiencies across the Social Care Market may increase demand for issue based advocacy support from the IPA Service, this is being closely monitored.

Domiciliary Care - Older Adults

Staffing retention/recruitment has had a detrimental effect in the following ways:

- Providers have handed back care packages due to lack of staff, and in some cases this has led to providers exiting the market.
- Agency staff are being employed and these costs are much higher which may affect the level of provision, while individuals are unfamiliar with these people which may cause anxieties and confidence issues.
- Challenges in recruiting and retaining staff is leading to difficulty in making new placements.
- There are parts of the county that are more difficult to source packages of care, such as the Valleys.

Domiciliary Care – Younger Adults

- Challenges in recruiting and retaining staff has the potential to put pressure on service delivery.
- Agency staff are being employed, which may affect the level of provision and may cause anxieties and confidence issues for individuals that require continuity of staff. In addition the high costs of agency staff may put providers under additional financial pressure.
- If new models of care are not implemented this may lead to individuals not achieving their preferred outcomes, which may affect their health and wellbeing and may also cause delayed transfers from hospitals.
- The small number of providers delivering floating domiciliary care in people's homes presents risks in terms of market stability.

Domiciliary Care – Children

- The Council's reliance on one primary domiciliary care provider presents potential future risk to achieving market sufficiency and market stability. The Council is reviewing its commissioning arrangements to mitigate against such risks.
- Once the COVID-19 pandemic impact upon families reduce, demand for local domiciliary care is anticipated to reduce, which has the potential to destabilise the market. This will be monitored closely.

8. Service Areas

8.1 Care Home Services– Older Adults

Section A – Market Sufficiency

Market Capacity

There are 24 older people’s care homes within Neath Port Talbot (NPT), consisting of:

- 12 residential care homes, which provide a total of 436 beds for older and disabled people that have been assessed as requiring residential care.
- 12 dual residential/ nursing homes, which provide a total of 548 beds that can meet the needs people requiring either nursing or residential care.

There is a diverse provider base with the majority of the 24 care homes within NPT privately owned. A large number of care homes are run by small to medium size organisations, many of which are Welsh based. Two care homes are run by the same large national private organisation and deliver specialist nursing dementia care. In addition a third sector provider operates four homes on behalf of the Council.

Core Data - Overview - 2017 onwards

Care Home Provision

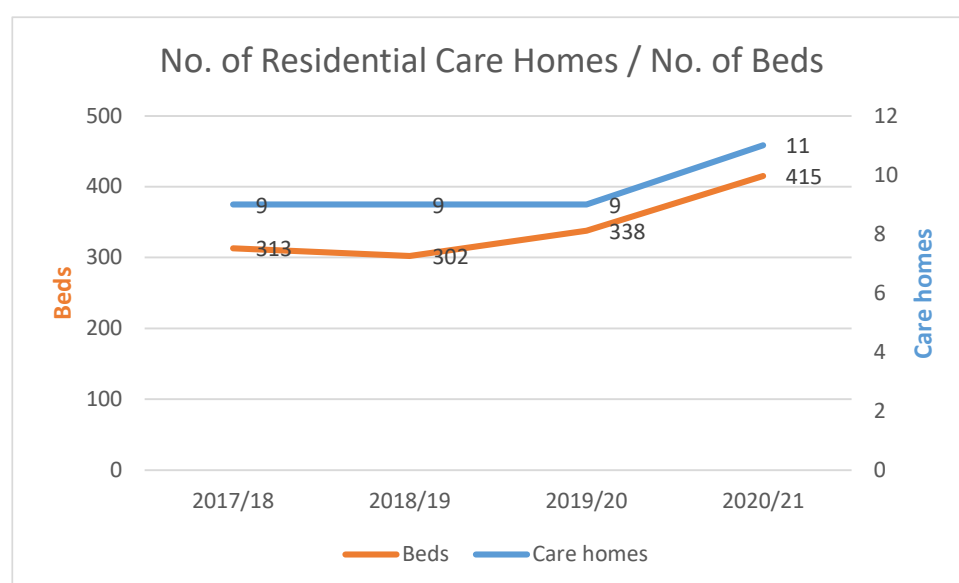


Table 1.1: Residential Care Homes and beds by year

The above graph illustrates the number of residential homes has increased from nine to 11 (22%) over the period 2017 to 2021. Average number of beds per home over this period is 35 to 37.

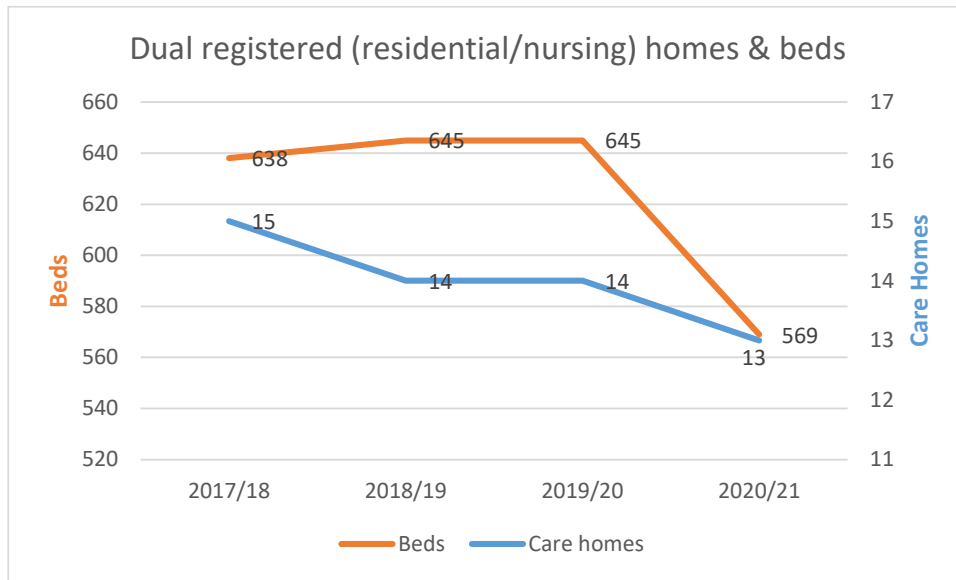


Table 1.2: Dual registered (Residential/Nursing) Care Homes and beds by year

The above graph illustrates the number of dual registered homes has decreased from 15 to 13 (15%) over the period 2017 to 2021. Average number of beds per home over this period is 42 to 46.

Residential care homes have seen an increase in bed numbers, while dual residential/nursing homes have seen a decrease. This is as a result of dual registered homes reverting to single registration residential care home status. Reasons for this change are due to the difficulty in attracting nurses and economies of scale for homes that have a small number of nursing placements.

Population Based Demand

Occupancy Rates

Date	Occupancy Rate %	Number of Registered Beds	THE COUNCIL Beds Up take
October 2021	84.4%	1061	552
March 2021	77.6%	1061	489
March 2020	90.9%	1043	513
March 2019	94%	1066	546
March 2018	94.7%	1066	531

March 2017	95.8%	1142	537
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Table 1.3: Comparison of Occupancy Rates/Registered Beds/Council uptake

Between 2017 and 2019 the sector’s average occupancy has been around 95% which suggests that provision has been sufficient to meet demand. However, this average has reduced to 84%. It has been purported for some time that people want to remain in their own homes and communities for as long as practicable, with admission to a care home being viewed as ‘last resort’. The additional challenges facing care homes as a result of the pandemic have impacted on their ability to accept new admissions.

Section B - Market Stability

Population

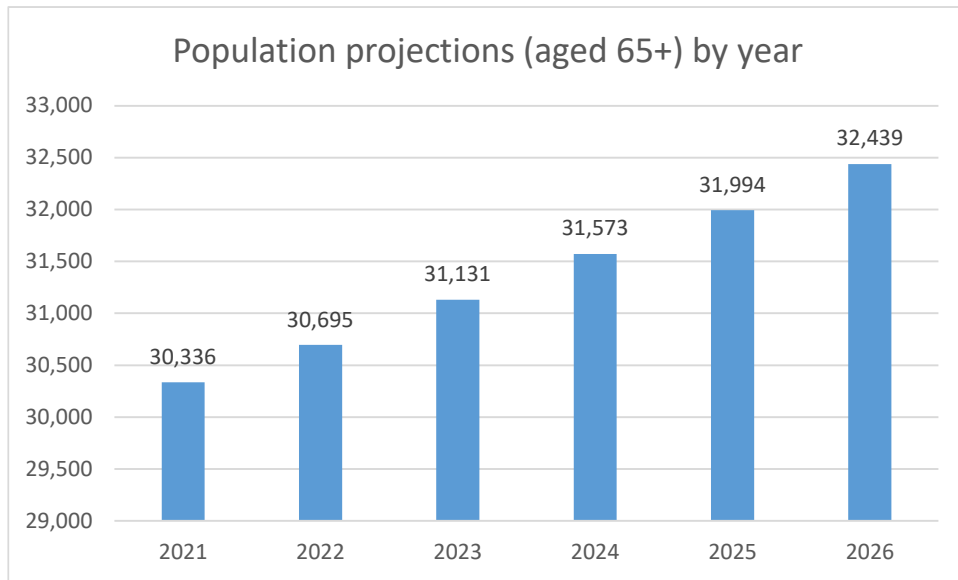


Table 1.4: Projected NPT population aged 65+ by year

The above graph indicates the Council’s population aged 65+ is projected to increase by 7% over the next five years.

Homes Detail

Year	No of Residential Care Homes	No of Dual Residential / Nursing Homes
2017/18	9	15
2018/19	9	14
2019/20	9	14
2020/21	11	13
April 2021+	12	12

Table 1.5 : Numbers of Residential and Dual Registered Care Homes by year

The above table indicates that the total number of providers has remained the same, although a shift is seen between the categories of home being provided i.e. a move from dual registered to residential care.

Financial

The Council has an agreed set rate which it pays for residents whose care is purchased by the Council. There are 11 care homes which charge residents third party top-up fees, ranging from £20 to £330 per week, in addition to the Council's standard rate. All care homes set their own rate for those residents who are self-funders.

The viability of individual homes is monitored and the Council has developed a tool which considers a number of criteria to aid more detailed assessment of a home's sustainability and financial viability. This looks at and takes account of current and historic occupancy levels, performance management/joint inter-agency monitoring panel (JIMP) issues, care quality, and whether there is a suspension of placements (whether pandemic related or other reasons).

The sustainability of some providers remains fragile due to increased void levels, challenges with accepting new placements, additional unprecedented costs associated to both the COVID-19 pandemic (such as insurance) and the cost of living (such as energy), as well as the rates of pay needed to retain and recruit staff. Staff recruitment is a significant problem with carers leaving to take up jobs in completely different sectors such as retail.

Action due to Failure

The action taken will depend on the type of failure which has occurred. If the failure is anticipated to be time limited (such as COVID-19 related staff absence) the Council will support as necessary, which may include the provision of Council staff to deliver care or management support.

In situations where a care home can no longer operate and is likely to close, the Council uses the Home Operations Support Group (HOSG) toolkit to support residents in finding a suitable alternative care home. In the last 12 months this toolkit has been successfully used to support residents to move from a closing out of county care home and to support in-county nursing

residents to move from a home that had decided to change their registration from dual to residential.

Officers continue to work closely with care homes and undertake service monitoring, including financial checks. Regular contact is made with all individual care homes and frequent provider forums are scheduled throughout the year, as well as individual provider meetings. A weekly multi-agency risk assessment meeting took place throughout the pandemic, in which professionals assessed the individual risks to care homes and approaches to mitigate these risks and support the home.

The Council has a very good relationship with care homes and officers are confident that care homes would notify and work with the Council if they were at risk of service failure.

Section C – Other Market Stability Factors

Contract Monitoring

Contract monitoring is essential to help improve the quality of support. The CCU has forged very good relationships with providers and the process includes the following:

- Planned Annual Service Provider Review
- Unplanned Focused Monitoring
- Service User Review
- Regular Provider Forums
- Individual Provider Meetings

Monitoring Visits

As part of our quality assurance processes, monitoring visits are completed with providers to review the quality and performance of the services. A monitoring report is produced based on the observations and findings from the visits and supporting evidence (including resident and staff feedback), which is supplied as part of the assessment process. When monitoring the provider services, an established evidence based approach is followed. This is to ensure that adult social care responses are linked to assessed need and the desired outcomes for people are clearly linked to safeguarding and minimising risks to people's independence.

Planned Annual Service Provider Review

The annual monitoring reports are based on 3 domains:

- *Outcome A:* The resident is known by the people involved in their care and lives a full life in an enriched environment.
- *Outcome B:* The physical and mental health and wellbeing of residents is maintained and promoted.
- *Outcome C:* There is a dynamic leadership style that inspires and motivates a competent staff team.

Following the Annual Service Provider Review monitoring process if there are gaps and issues a Quality Improvement Plan (QIP) is implemented. This plan is based on an overall view of the service provider's quality and performance and is separated into a number of key areas of service delivery, highlighting the outcomes, areas of activity, findings and any subsequent recommendations (including any areas of non-compliance against the Contract and Regulatory Standards).

Timescales and deadlines are agreed in conjunction with the provider and this plan is completed by the monitoring officer. Home visits also form part of the service review and the findings are also included in the QIP.

Unplanned Focused Monitoring

This process is instigated when the provider is perceived to be experiencing problems such as complaints, adults at risk (AARs) referrals, contract compliance concerns and staffing issues. The monitoring process is undertaken as well as the completion of a QIP. When this involves a dual registered home, joint monitoring visits with Swansea Bay University Health Board (SB UHB) are usually arranged.

Provider Meetings

Commissioners met with providers on a quarterly basis over the period 2017-2019 but this increased to weekly from the onset of the pandemic to ensure there was constant dialogue, support and sharing of ideas/experiences/good practice. Over the pandemic phone calls were made from the Contract Monitoring Officers twice weekly in order for providers to discuss any issues and for monitoring officers to collect data to help understand emerging issues. This information included all COVID-19 aspects and contributed to a regional position for WG RPB as well as the weekly multi-agency risk assessment meetings.

The Council's training department have a comprehensive training programme (for care home staff at all grades) which provides the tools to enable staff to work with residents in a person centred way; this includes site visits, together with ongoing support and resources.

The Council in conjunction with regional partners produced a market position statement (MPS) in 2017 setting out current and future demand and level of resourcing. The pandemic has had a significant impact on local care home providers and the wider sector as a whole, and it is intended that a new MPS will be developed to reflect this changed landscape.

Current and Projected Trends

Population

An increase of 7% is already projected for the 65+ age group over the next five years. This will impact on services for older people in the future and careful planning and analysis will be required to meet this demand.

Dementia Placements

Year	Dementia	of which severe
2021	2,185	1,320
2022	2,240	1,370
2023	2,302	1,423
2024	2,364	1,478
2025	2,426	1,533
2026	2,484	1,576

Table 1.6 : Projected number of NPT residents with dementia/severe dementia

Based on latest Daffodil/Statistics Wales data the number of people aged 65+ living in the locality with dementia is projected to increase by 14% over the next five years, and by more than 19% for those with severe dementia.

The Council currently commissions a number of specialist dementia care beds within its borders. Based on the above projections it is anticipated that the number of beds will need to increase in the intervening period just to keep pace with population growth.

Co-production

There are regular meetings with providers and commissioners also arrange working groups to ensure that decisions that may impact on care homes are

informed by providers and that we can work together in finding shared solutions to anticipated care home pressures. All social service assessments and reviews are outcome focused in line with the Social Services and Wellbeing (Wales) Act 2014. Monitoring Officers obtain service user feedback and look at how homes are engaging with residents and responding to resident feedback as part of our quality assessment of care homes.

Occupancy

The number of vacancies within care homes has significantly increased since March 2020. The number of nursing beds has reduced due to some care homes deciding to no longer offer nursing care due to difficulties in recruiting and retaining staff and economies of scale in situations where a home has a small number of nursing placements.

Next Five Years

Over the last 10 years more people have been supported to remain at home with a package of domiciliary care and we are finding that people are now only moving into care homes when they require 24 hour support.

There is still a demand for care homes and the current level of registered beds is sufficient to meet demand. However, the number of registered beds is not consistent with the number of beds available for the Council to purchase and Post-COVID there can be challenges in finding suitable available placements.

The needs of people requiring care home placements has changed over the last 10 years, in particular a significant number of people moving into care homes have dementia.

Impact of Commissioning Practices on the Market

Welsh Government – Statutory Guidance

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 as amended, came into force in April 2018 and was fully implemented and operational by April 2019. The key change facing providers was the requirement to re-register with CIW to provide a care home service with a 'statement of purpose' providing a full description of the services that can be delivered?

The new legislation replaced the 'National Minimum Standards for Older People (Wales) 2004 with a new set of regulations and associated statutory guidance. This required a new Neath Port Talbot Older Persons Care Home Contract. While little changed with regards to the monitoring function, a review of the monitoring tools used was implemented to ensure consistency and alignment with the regulations.

Our robust monitoring processes mean we have been successful in working with providers to maintain good levels of service quality and to support providers when issues are identified. The close partnership working with providers has helped support care homes face the challenges that arose from the pandemic.

With the exception of the four care homes transferred from the Council to a third sector organisation, all placements are purchased through spot contract arrangements in order to allow maximum choice and control for service users.

Over the last 10 years the focus has been on supporting people to remain independent within their own homes. This means that we are now mainly placing people in care homes with high and complex care needs.

The last six months has seen an increased use of short term and extended care placements within care homes, which has been driven by wider health and social care pressures. This includes the use of care home beds by SB UHB to support Hospital to Home pathways. It is anticipated that these types of placements will be in demand for at least the next 12 months.

The Council have awarded the Older Persons Care Home providers an 11% uplift for the 2022/23 financial year in order to help improve staff terms and conditions, including payment of the Real Living Wage. All care home providers have committed to pay their staff the Real Living Wage.

Sustainability of Provision

There are 24 care homes operating in the locality, all of which are privately run. Some are family-owned or single care home businesses while there are also companies which own/run more than one home.

There is concern that some care homes may become financially unsustainable due to the level of voids. However it has been assessed that the market would be able to respond to any potential closure.

Risks to Market Stability

Care home providers continue to experience pressures and influences from a range of sources.

Care Need

Current trends are suggesting that there is a need for more Continuing Health Care (CHC) complex dementia beds. Work is taking place through the Regional Externally Commissioned Care Group to help rebalance the sector in order to create sufficient capacity to meet anticipated demands.

Occupancy

Since October 2021 the number of vacancies is slowly decreasing within care homes. However, a number of beds are occupied with people placed on extended care rather than long term placements. As mentioned some care homes are unable to fill vacancies due to resource pressures.

Financial

A number of care homes are currently experiencing high levels of voids which is impacting on their financial sustainability. In addition, issues with economies of scale may result in care homes changing their registration as it is too costly to operate nursing care below a certain number of residents.

Providers are concerned that people's needs are higher on admission into care homes than previously experienced, which requires higher levels of staffing. Staff pay is an ongoing issue impacting on retention and recruitment. This is resulting in some care homes being unable to accept admissions due to insufficient staffing levels.

Running costs have also increased due to COVID-19 (such as increased insurance) and unprecedented increases in cost of living (such as food and fuel).

Staff

Recruitment of qualified nursing staff and social care staff has been an ongoing concern for providers over the last five years, but this is a widespread issue within the health and social care sector and is not specific to NPT.

Without sufficient staff, care homes have been unable to accept new admissions and there is a risk that care homes may give notice on placements if they assess that they are unable to safely continue delivering care with their current staff levels.

Section D – Other Considerations Affecting the Market

Self-Funders

All care homes in NPT accept privately funded placements. Information regarding the cost and number of placements made under this arrangement is not available to the Council. There are a very small number of self-funders where the Council contracts on behalf of the resident.

Workforce

The sector is finding it increasingly difficult to recruit care staff and in particular qualified nurses. Care staff are leaving the care sector to work in other areas.

Commissioners are considering ways to support providers in regards to their workforce issues with the emphasis on rates of pay. SB UHB are considering ways to recruit nurses as well as providing courses to upskill care staff.

Section E– Summary of the Market

Pre COVID-19

The market has demonstrated to be sufficient and stable prior to March 2020. Demand for this service was evident and was supplied by the appropriate number of both residential and dual registered/nursing care homes. Prior to March 2020, the service did not experience any major issues and this can be attributed to a very robust, reactive quality service worked in a co-production manner by the Council.

Post COVID-19

COVID-19 has been the biggest challenge the health and care system has faced in living memory. There is now not only an imperative to restore residential care service market provision but to adapt and meet the changes ahead, driven by emerging trends and the continual pressures of COVID-19. The workforce issue remains a major influencing factor and needs to be at center stage going forward. The current position is that we have a surplus of vacant beds, but these vacancies do not equate to availability of provision. It is difficult to predict how the number of available beds will change over the next few years, as this will be dependent on how quickly care homes can achieve their pre-COVID-19 stability.

Collaborative Arrangements

In Older Person's Services, the Council has extensive and longstanding relationships with partner agencies such as the SB UHB, CIW and Swansea Council (SC).

We jointly commission our Funded Nursing Care contracts through one agreed service model and contract with SB UHB. We have fully aligned our performance management systems and processes, developed joint quality assurance frameworks and as a matter of routine, arrange joint visits to services where there are services and people that are jointly commissioned with SB UHB. We believe the extensive collaboration between partner organisations throughout the commissioning cycle strengthens the effectiveness of each partner in how they discharge their roles within health and social care, as each brings something to the table that strengthens the other in their work.

Key areas of collaboration include:

Strategic

All commissioning partners attend the Regional Externally Commissioned Care Meeting, which has a focus on regional approaches to care home commissioning. We also hold provider meetings with the SB UHB, which is jointly chaired.

Joint Contracting

A regional contract has been developed and there is a pooled fund arrangement in place.

Service Modelling/Development

The Council and SB UHB have worked closely together to agree the service specification (model) we wish commissioned providers to deliver.

Quality Standards

We have agreed with SB UHB and SC the Regional Quality Framework (RQF). This is a common set of quality standards for older persons residential and nursing care, which gives a shared view of standards required in residential and nursing care. We also undertake joint monitoring visits with SB UHB to relevant care homes.

Performance Management/Improving Services

Where service improvements are identified, our Council works closely with SB UHB and wider partners such as CIW to help providers make the changes required that can raise the standards to services so they are compliant with our contracts and statutory regulations. This work is taken forward through our regionally agreed JIMP and HOSG process.

8.2 Care Home Services- Children

Section A – Market Sufficiency

Population Based Demand

Since 2017, the number of children the Council placed in residential care placements has remained at a consistent level.

Number of Placements in Residential Care ¹	2018	2019	2020	2021
	10	10	10	10

Table 2.1: Number of children's residential care placements by year

Over the previous four years, NPT's Children Looked After (CLA) population has reduced by 20% but this has not resulted in an overall decline in demand for residential care provision.

The use of residential provision is determined by the assessed needs of the child and although the overall CLA population is declining, there continues to be a need for specialist residential provision for a small cohort of children.

Placements in Residential Care as a % of THE COUNCIL CLA Population ²	2018	2019	2020	2021
	2.8%	3.2%	3.7%	4.1%
Movement Direction	-	↑	↑	↑

Table 2.2: Proportion of CLA in residential care

Residential Care Supply and Market Growth

The Council does not own or operate any children's residential care provision³ and continues to be reliant upon the external market for all residential care placements.

The Council's residential care market has grown by 23%⁴ over the previous four years and currently consists of eight service providers, who collectively operate 13 registered residential care settings and provide 59 bed spaces.

Based on local demand for residential care provision, the Council's residential care market has been and continues to be numerically over-supplied. As such these care homes mainly support children and young people from other local authority areas. However, over the previous four years, local provision has

¹ Using snapshot data taken on 31st March of each year, rounded to the nearest 5 for disclosure reasons

² Using snapshot data taken on 31st March of each year.

³ The council owns and operates a secure children's residential home; please refer to the secure estate chapter

⁴ Based on number of bed spaces using 4Cs host the council data

provided limited placement availability and has been unable to effectively meet local demand for placements for children who present complex support needs.

This has presented a sufficiency dilemma because despite numerically having too much local supply, it is challenging to find appropriate, local residential placements for local children who are looked after.

Residential Placement Accessibility and Gaps

Over the last four years, the key market gap related to limitations on local placement availability, most notably for children who presented complex support needs. The impact of this has resulted in local children having to move out of county in order to receive a suitable residential placement, which negatively impacts upon the child's outcomes and disrupts their local support connections.

Occupancy data⁵ relating to residential settings located within the locality demonstrated the majority of placements made within the Council were from local authorities from across South Wales. Placements have also been made from across Wales and England.

Difficulties achieving market sufficiency have been reported as an ongoing concern across Wales. As other local authority areas report increasing CLA populations, this area of concern is anticipated to continue affecting the sufficiency of the Council's residential care market which can only find resolution when the sufficiency balance is achieved across Wales.

To attempt to address this issue, in conjunction with the WG RPB, the Council and regional partners had developed service development proposals to create new provision within the locality but the funding bid was unsuccessful. The Council's commissioning and strategic plans are currently under review, which will try to seek alternative solutions to address this issue. The Council will continue to work closely with regional partners and the Children's Commissioning Consortium Cymru (4Cs⁶) to support market wide developments to address this issue going forward.

Residential Placement Location

⁵ 4 C's Host The council placement data

⁶ Please note, it is a priority for the 4Cs to expand and reshape the current market for residential care to ensure there are homes available that will meet the sufficiency needs of Local the council commissioners and to meet and improve outcomes for children.

In line with the individual child’s assessed needs, residential care placements are initially sought from within the Council boundary when it is safe to do so. Placements made within the area for local children provides them with continuity of contact with family and friends, as well as continuity of access to their local communities, education and health providers.

The vast majority of residential care placements made by the Council over the last four years have been made in residential care settings outside of the Council boundary, the primary reason being due to the limited availability of suitable placements within the locality’s residential care settings.

Since 2017, the patterns of placement usage are averaged and summarised as follows⁷:

% of Children Placed within the Locality	% of Children Placed Out of County	% of Children Placed in North Wales	% of Children Placed in England
20%	80%	0%	0%

Table 2.3: Average proportion of children’s care placements by location

Over the past four years the principal factor in the need to procure placements outside of the Council area has related to the availability of suitable placements. Whilst the location of a placement is a consideration as part of the placing process, the market does not provide sufficient choice to ensure children are placed close to their local connections.

This has been and continues to be a concern. The Council’s commissioning and strategic plans are currently under review, which will explore further development work to attempt to tilt the balance towards reducing the use of out of county placements.

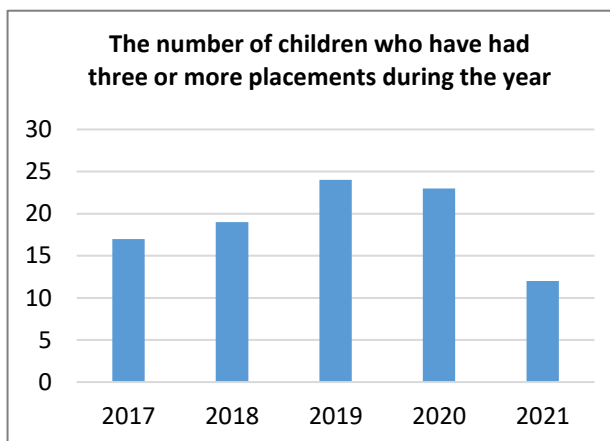
Placement Stability and Suitability

The level of placement stability is shaped by many contributing factors but from a sufficiency perspective, the rate of placement turnover is an indicator of how the markets are providing a sufficient level of suitable placements.

⁷ Due to the small numbers of the council children placed in residential care, summary data has been provided due to disclosure reasons

Whilst the table depicts all the Council’s CLA placements (not unique to residential placements), it does demonstrate that since 2019, the Council is getting better at securing suitable placements at an earlier stage. This trend is largely due to the fostering market developments rather than the residential care market.

Table 2.4: Children with 3+ placements per year



Purely from a sufficiency perspective, low placement turnover does restrict new placements becoming available within the market, but due to the low numbers of placements sought by the Council, the impact of this placement turnover has minimal impact upon the placement approach.

All placement decisions are based on the assessed need of the child. The difficulties in achieving market sufficiency in the foster care market has led to unnecessary usage of residential placements until a suitable foster placement has been found. Whilst this has unfortunately been experienced by a small number of children, this is a key area for development to prevent this situation from occurring in the future.

Fostering plans are currently under review to attempt to address this issue.

Quality and Outcomes

Care and support plans continue to be co-produced with the child and their progression and achievement of personal outcomes are regularly reviewed and evaluated.

Overall, the residential care market operating within NPT and commissioned out of county residential care settings have sufficiently met required service quality standards, and have effectively supported children to achieve their personal wellbeing outcomes.

The COVID-19 pandemic had disrupted inspection and monitoring cycles adopted by CIW, 4Cs and the Council’s CCU. Based on the best available data,

identified areas of poor service performance across the Council residential care market and commissioned out of county providers have been isolated to specific providers or have been isolated incidents.

Across the locality residential care market and commissioned out of county providers, the most common area of service improvement identified by CIW 4Cs and the CCU is linked to the leadership and management of residential care settings. The most common area for improvement related to the delivery of the 'Responsible Individual' (RI) Role.

An analysis of inspection and contract monitoring reports also identified many personnel changes to 'Registered Manager' post holders, the impact of which is being closely monitored by the Council's CCU in relation to commissioned providers.

Current Level of Market Sufficiency

The Council residential care market currently faces key challenges to achieve market sufficiency.

Whilst NPT is an 'over-supply' area of residential care provision, the market is not providing the locality with sufficient placement availability, with a key gap in provision relating to placements for children who present complex support needs. Based on numerical placement numbers, there are more residential care placements in the Council area than we need, but only 5%⁸ of residential care placements located in NPT are occupied by children from the locale. The remaining 95% are either unavailable or are occupied by children placed by other local authorities (primarily from across South Wales).

Over the previous four years, the Council's residential care market has grown by 23% and there are strong indications that the local area will continue to attract new or expanding residential providers in the coming years. Discussions with organisations interested in opening new residential provision within NPT demonstrated intentions to satisfy demand from the Council's neighbouring local authorities, rather than developing service models to meet local demand. This is a concern and can be attributed to wider market sufficiency issues.

⁸ Using the Council's Data as on 09.11.2021 and 4Cs LA Hosting Data as on 09.11.2021

Whilst the Council is currently reviewing its commissioning and strategic plans, which will explore potential solutions to address gaps in the residential care market, the challenge of achieving local market sufficiency will not be fully resolved until market sufficiency is addressed and improved across Wales. Alongside the Council review of its strategic plans, we will also work closely with partner organisations both regionally and nationally in order to support market wide sufficiency developments.

Likely Issues to Affect Market Sufficiency Over Next Five Years

Population Based Demand

In line with the Council's Children's Services strategic plans, the use of early intervention and prevention services, family support services and improvements in quality of practice is aimed to further reduce the number of children and young people becoming looked after in locality. A decreasing CLA population may result in a future decreased demand placed upon the residential care market.

Impact from Wales Wide Sufficiency Issues

The sufficiency of the residential care market across Wales is a concern. As local authorities across Wales seek residential care placements in other Council areas to meet their placement needs, this is affecting the ability of NPT's local residential care market to provide local residential placements for local children.

With CLA populations rising in neighbouring Council areas and across Wales, their increased demand may create future pressure on the use of residential care placements within the area. Until market sufficiency is improved across Wales, any increased placement demand presented by other local authorities is likely to result in further limitations on local residential care placement availability.

Potential Extension of 'When I'm Ready' Placements to Residential Care

The work of the Children's Residential Care Task and Finish Group (a sub-group of the Improving Outcomes for Children Ministerial Advisory Group) will be closely followed to identify any potential changes in service delivery. For example, a potential extension of 'When I'm Ready' type placements to residential care will impact upon the availability of residential care placements; therefore strategic and operational children's services plans will

be reviewed and assessed should the market require delivery of these service models.

Section B - Market Stability

An analysis of the Council's residential care market identified a number of instability characteristics which requires further development.

Balance of Demand and Supply

The sufficiency assessment above identified that demand and supply within the Council's residential care market is not balanced. The market requires further development to meet the future needs of the local population. However, addressing this area of market instability is a challenge on a local, regional and national scale. The Council is currently reviewing its commissioning and strategic plans to seek alternative solutions to improve local market sufficiency. The Council will continue to work closely with regional partners and the 4Cs to support regional and national market developments.

Access to Local Market Information

In 2022, the Council plans to publish a localised market position statement and will work collaboratively to publish a regional market position statement, both aimed to provide reliable market based information to external service providers in order to help them plan for the future and to effectively meet local market demand. The Council plans to work closely with partner organisations to undertake market engagement and market shaping activities from 2022 to support local market development.

Local Provider Base Diversity

The Council's residential care market consists of a number of external service providers, all of which are private commercial organisations (none are charitable or third sector organisations). There is a diverse mix of large and smaller service providers.

The Council does not own or operate any non-secure residential care settings, therefore, external service providers hold 100% market share. Market share is quite evenly distributed with the majority of the Council's based residential care settings holding between 5% and 10% of local market share. Whilst

providers who are classed as the ‘biggest’ residential care providers in Wales⁹ are operating within the locality, their local market share is relative to other local providers. Most recent notable changes have been acquisitions within the market, the impact of which upon the quality of commissioned placements is being closely monitored.

Market Wide Shocks

The risk of market shocks and potential market collapse within the external residential care market is being closely monitored, especially with regards to the Welsh Government having expressed an intention to remove profit-making from the provision of care to looked-after children.

The Competition and Markets Authority’s (CMA) anticipated findings on the Children’s Social Care Market Study will also be closely monitored along with the resultant impact on the market.

Action due to Failure

No action has been applicable by the Council in pursuance of its duty under section 189(2) of the Social Services and Well-being (Wales) Act 2014.

Section C – Other Market Stability Factors

Consideration of Market Quality

Children residing in residential care placements have outcomes based care and support plans which are coproduced with the individual. All commissioned residential care providers regularly review progression and the achievement of personal outcomes.

Alongside CIW and the 4Cs contract monitoring role, the quality and performance of commissioned residential care placements are monitored on a six-monthly basis by the Council’s CCU. From analysing available inspection and monitoring reports, overall, the Council’s residential care market and commissioned out of county residential providers deliver good quality care and support provision. Incidents of poor performance have been largely

⁹ Based on 4Cs Market Share Data

isolated to specific providers and specific incidents and are not indicative of sector-wide quality issues. The largest risk to the achievement of personal outcomes relates to placement location, suitability and stability. The insufficient availability of suitable placements locally presents key challenges to personal outcome achievement.

Current and Projected Trends

In line with the Council's Children's Services strategic plans, the use of early intervention and prevention services alongside edge of care and family support services aims to further decrease the Council's CLA population over the next five years. The likely impact of a decreasing CLA population is an overall decrease of demand placed upon the residential care market.

Changing CLA Population Support Needs

The continued drive to utilise effective early intervention and prevention services, edge of care and family support services may also support younger children at an earlier age; the likely long term impact is a reduction of the CLA population presenting with complex support needs.

Whilst the presentation of support needs is multi-factorial, as a general overview, the effective use of such support services may reduce the level of support presented by children on entry and during their residential care placement, which will contribute to improved service sufficiency for this cohort of children.

Impact of Commissioning Practices on the Market

In line with the Council's Children's Services strategic plans, whenever it is considered necessary for a child to become looked after, the first consideration will be to place the child with a suitable foster care placement located in or around the area whenever this meets their assessed needs.

Sometimes a residential placement is needed in line with the child's assessed needs or for a small cohort of children, when no suitable match is available with an approved foster carer. The approach has shaped local demand for residential placements for children presenting with complex support needs. However, local provision provides limited availability for this type of

placement, and many local providers do not offer the models of support required to support such placements.

Residential placements are sourced and procured in the first instance through the 4Cs All Wales Residential Framework; if a suitable framework placement is not found, the placement is alternatively sourced through non-framework commissioning arrangements.

Use of the 4Cs Framework provides the Council with support from a national commissioning approach and improves the limited buying power of the Council.

Whilst the use of the 4Cs Framework provides the Council with an opportunity to source residential care placements from a wide array of providers, this does not necessarily result in a suitable local placement match due to the lack of available and suitable local placements. The Council will continue to contribute to the commissioning development work led by the 4Cs and will work closely with the 4Cs and other regional partners to support market developments both on a regional and national basis.

Sustainability of Provision

The Council's residential care market contains a number of service providers, with no overreliance upon one external provider.

Risks to Market Stability

There are no current market stability risks, however this will continue to be monitored.

Section D – Non Regulated Provision

For the purposes of clarity, the Council does not commission non-regulated residential provision.

The continued investment into effective early intervention and prevention services, family support services and edge of extra care support services is likely to further decrease the number of children becoming looked after, which is likely to reduce the overall demand that the Council has for residential care.

Furthermore, the effectiveness of such support services provided to families at an earlier stage may also reduce the number of looked after children who present complex support needs in the future. This may reduce the gap in service sufficiency for this cohort of children.

Section E – Other Considerations Affecting the Market

Resources

Planned reviews of commissioning and strategic plans will explore and consider areas of resource pressures and areas where resources require investment and levelling up.

Section F – Summary of the Market

The Council's residential care market will continue to face challenges to meet market sufficiency, which is an issue shared across Wales. The Council will review its strategic and commissioning plans in 2022 and will continue to work with regional and national partners to support market wide developments. Market stability risks presented by potential Welsh Government policy changes will be monitored closely.

[8.3 Specialist Care Homes – Learning Disability and Mental Health](#)

Section A – Market Sufficiency

Market Capacity

The Council currently commission 19 specialist residential care homes for people with a learning disability and 26 specialist residential care homes for people with mental ill health. These services provide a total of 79 placements for younger adults aged 18 to 64 years that have been assessed as requiring residential care due to their learning disability or mental health needs.

Additionally, the Council currently commission 21 placements in standard residential care for people that have a learning disability or mental ill health. Some of these homes have applied for a variation of their registration in order for them to accept individuals who are aged under 65.

(NB: Detailed standard residential care data is captured in Chapter 1 Care Homes -Adults.)

Core Data - Overview - 2018 onwards

Homes Provision – Specialist Care

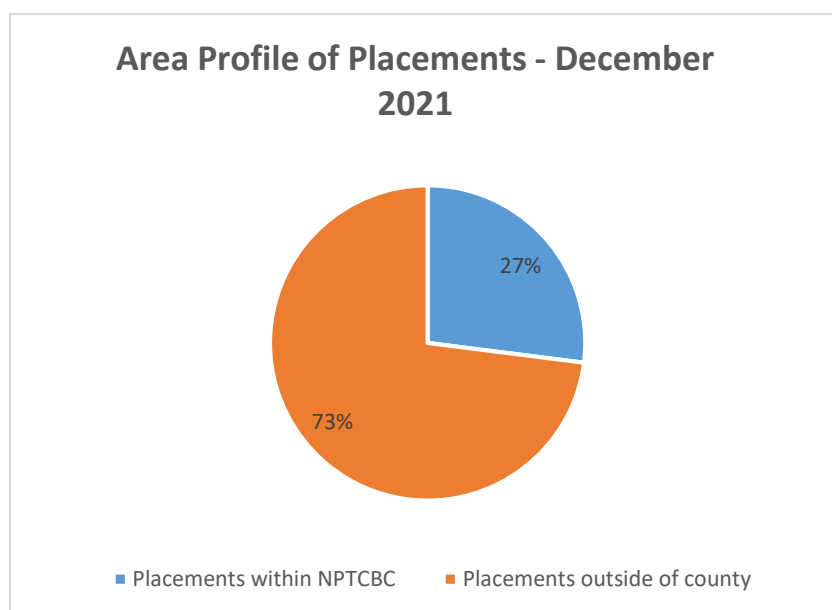


Table 3.1: Breakdown of placements in NPT and out of county

There is a diverse provider base, 27% is commissioned within the county and 73% out of county. The service provision within the Council is limited, therefore many services are commissioned outside of the county.

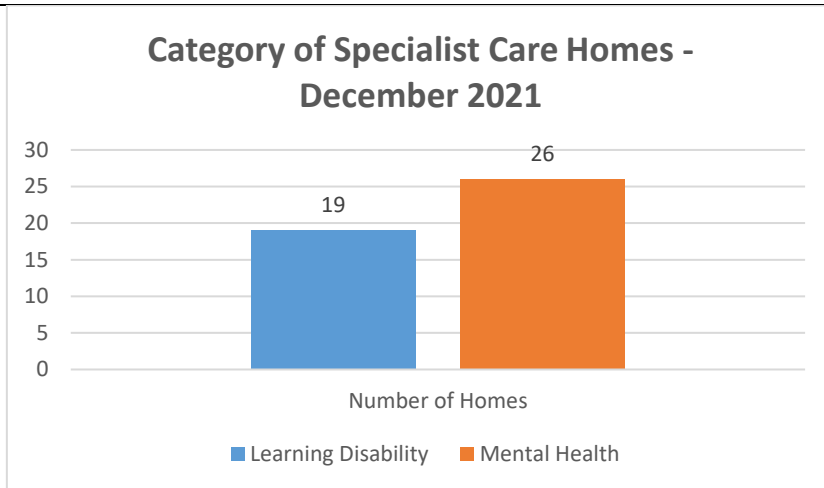


Table 3.2: Category of specialist care homes

The above graph illustrates category of care home accessed equates to learning disability 42% (19) and mental health 58% (26).

Over the four-year period occupancy rates have been 100%. The nature of the placements are long term and tend to be over many years.

Population Based Demand

Learning Disability

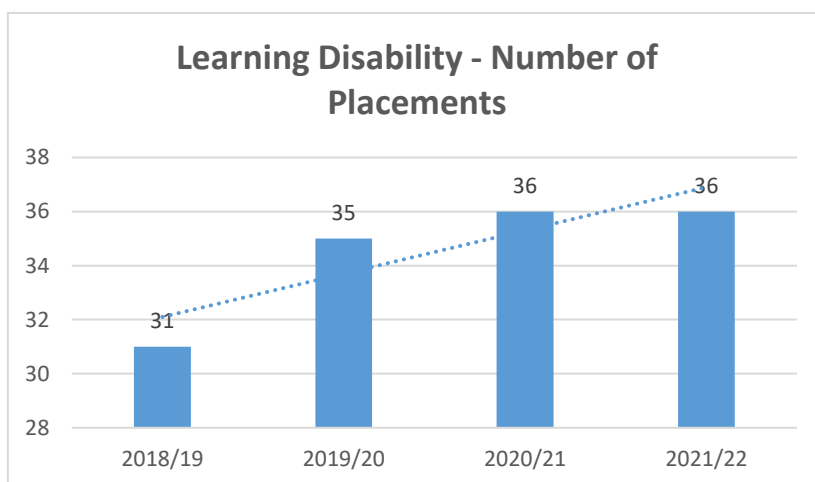


Table 3.3: Number of learning disability placements by year

Comparing 2018/19 to 2021/22 there has been a 16% rise in the number of placements, although the numbers over the last two years have remained static.

Mental Health

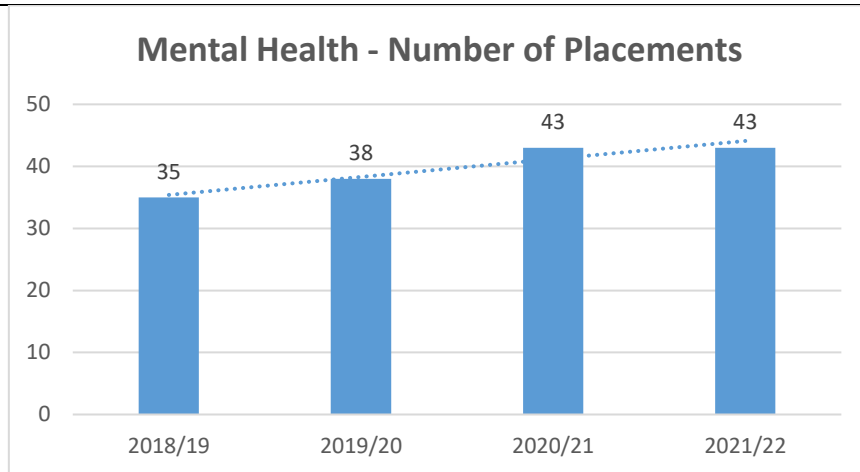


Table 3.4: Number of mental health placements by year

Comparing 2018/19 to 2021/22 there has been a 23% increase in the number of placements, although numbers over the last two years have remained static.

Both categories have seen an average increase from 16% -23% over the four-year period and this can be attributed to transition cases now coming through the system.

Current Level of Market Sufficiency

It is not possible to meet current level of demand within the county and as such a significant number of placements are made outside of the local area.

Section B - Market Stability

Population

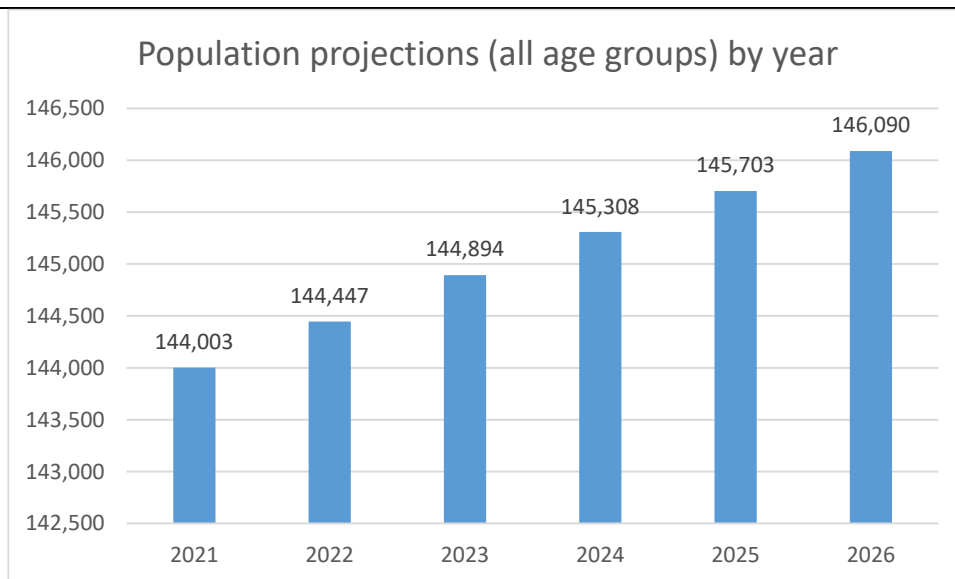


Table 3.5: NPT population projections by year

The above graph illustrates we expect to see a consistent year on year increase in projected population figures over the next five years.

Financial

Each learning disabilities and mental health service provider will set their own individual rates for care taking into account the following:

- Hotel costs
- Premises
- Supplies and services
- Administration and central costs
- Transport
- Staff costs
- Core care costs
- Profit/management charge

The viability of individual homes is monitored, however since the pandemic the Council has developed a tool which considers a number of criteria to aid more detailed assessment of a home's sustainability and financial viability.

This looks at and takes account of current and historic occupancy levels, performance management/ 'JIMP' issues, care quality, and whether there is a suspension of placements (whether pandemic related or other reasons).

The sustainability of some providers remains fragile due to increased void levels, challenges with accepting new placements, additional unprecedented costs associated with both the COVID-19 pandemic (such as insurance) and the cost of living (such as fuel), as well as the rates of pay needed to retain and

recruit staff. Staff recruitment is also a significant problem with carers leaving to take up jobs in completely different sectors such as retail.

Action due to Failure

The action taken will depend on the type of failure which has occurred. If the failure is anticipated to be time limited (such as COVID-19 related staff absence) the Council will support as necessary, which may include the provision of Council staff to deliver care or management support.

In situations where a care home can no longer operate and is likely to close, the Council uses the HOSG toolkit to support residents in finding a suitable alternative care home. In the last four years HOSG toolkit has been successfully used to support residents to move from three care homes, which were closed due to the owners wishing to retire.

Officers continue to work closely with care homes and undertake service monitoring, including financial checks. Regular contact is made with all individual care homes and frequent provider forums are scheduled throughout the year, as well as individual provider meetings.

Section C – Other Market Stability Factors

Contract Monitoring

Contract monitoring is essential to help improve the quality of the support. CCU has forged very good relationships with providers and the process includes the following:

- Planned Annual Service Provider Review
- Unplanned Focused Monitoring
- Service User Review
- Regular Provider Forums
- Individual Provider Meetings

Monitoring Visits

As part of our contracting and monitoring processes monitoring visits are completed with providers to review the quality and performance of the services. A monitoring report is produced based on observations and findings

from the visits as well as supporting evidence (including staff and service user feedback) supplied as part of the assessment process. When monitoring the provider services, an established evidence based approach is followed. This is to ensure that adult social care responses are linked to assessed need and the desired outcomes for people are clearly linked to safeguarding and minimising risks to people's independence.

Planned Annual Service Provider Review

The annual monitoring reports are based on three domains:

Outcome A: The service user is known by the people involved in their care and lives a full life in an enriched environment.

Outcome B: The physical and mental health and wellbeing of the service user is maintained and promoted.

Outcome C: There is a dynamic leadership style that inspires and motivates a competent staff team.

Following the Annual Service Provider Review monitoring process if there are gaps and issues a Service Improvement Plan (SIP) is implemented. This plan is based on an overall view of the service provider's quality and performance and is separated into a number of key areas of service delivery, highlighting the outcomes, areas of activity, findings and any subsequent recommendations (including any areas of non-compliance against the Contract and Regulatory Standards). Timescales and deadlines are agreed in conjunction with the provider and this plan is completed by the monitoring officer. Home visits also form part of the service review and the findings are also included in the SIP.

Unplanned Focused Monitoring

This process is instigated when the provider is perceived to be experiencing problems such as complaints; AAR referrals; contract compliance concerns; and staffing issues. The monitoring process is undertaken as well as the completion of a SIP.

Weekly Support

Commissioners met with providers on a quarterly basis over the period 2017-2019 but this increased to monthly from the onset of the pandemic to ensure there was constant dialogue, support and sharing of ideas/experiences/good

practice. Over the pandemic phone calls were made from the Contract Monitoring Officers each week in order for providers to discuss any issues and for monitoring officers to collect data to help understand emerging issues. This information included all COVID-19 aspects and contributed to a regional position for WG RPB.

The Council's training department have a comprehensive training programme for care home staff within learning disability/mental health settings which provides the tools to enable staff to work with service users in a person centred way; this includes site visits, together with ongoing support and resources.

The Council has developed a Contract For The Provision Of Specialist Residential Care Services For Learning Disabilities, Physical Disabilities and Mental Health. This endorses the expectation care and support will be tailored to individuals' needs aligning with a more person centred approach.

Current and Projected Trends

Next five years - The pandemic has not impacted on care home placements, however, the Council are developing a more diverse support market including supported living services, extra care schemes and specialist domiciliary care provision, which in the long term may impact on the sustainability of the residential care market. However there will be opportunities for care homes to work with the Council to redesign their current model and move their registration from care home to supported living provision.

Impact of Commissioning practices on the market

Welsh Government – Statutory Guidance

The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 as amended, came into force in April 2018 and was fully implemented and operational by April 2019. The key change facing providers was the requirement to re-register with CIW to provide a care home service with a 'statement of purpose' providing a full description of the services that could be delivered.

The new legislation replaced the 'National Minimum Standards for Care Homes for Younger Adults with a new set of regulations and associated statutory guidance. This required a new Neath Port Talbot Specialist Residential Care Contract for Learning Disabilities and Mental Health. While little will change with regards to the monitoring function, a review of the monitoring tools used was implemented to ensure consistency and alignment with the regulations.

All specialist care home placements are made through spot contract arrangements. The Council is not part of CCAPS, instead all mental health residential placements are made through the West Glamorgan Regional Framework.

Our robust monitoring processes means that we have been successful in working with providers to maintain good levels of service quality and to support providers when issues are identified. The close partnership working with providers has helped support care homes face the challenges that arose from the COVID-19 pandemic.

Over the last ten years the focus has been on supporting people to remain independent within their own homes. This means that we now mainly commission community accommodation based options such as supported living and extra care. Generally the Council will only make placements in specialist care homes when it is not possible to meet a persons assessed needs in the available community accommodation based services.

Care home placements are not the preferred option for those requiring care and significant commissioning work continues to take place to develop more enabling local support models, such as supported living, extra care, independent living flats and core and cluster. In addition, the Council is developing a 'step-up to step-down' service to help enable people to develop the skills to live in more independent accommodation options. As such it is expected that the demand for specialist care homes will reduce over the next five years.

A programme of commissioning has been established to support people placed in specialist out of county care homes to return to their home locality and live in community settings where this is appropriate and aligned to the persons preferred outcomes. This work will continue over the next five years

and will reduce the number of commissioned out of county specialist residential placements.

Some care homes have gone through the process of de-registration and now operate as supported living services. The Council have provided support and consultation for providers to implement this particularly regarding reassessments and their cost models.

The Council have awarded specialist care home providers an 11% uplift for the 2022/23 financial year in order to help improve staff terms and conditions, including payment of the Real Living Wage.

Sustainability of provision

There are 13 care homes operating in locality, all of which are either privately run or part of a larger corporate company.

Current availability is significantly limited and there has historically been a need to make placements outside of the area. However, the continued development of community accommodation models means that there will be less demand for specialist care homes going forward and a continued reduction in the number of people placed out of county.

Risks to market stability

Care Homes Feedback

Care home providers continue to experience pressure and influences from a range of sources.

Care Need

Current trends are suggesting that there is a current need for specialist residential care. However, the expectation is that demand will reduce as new care models are developed.

Occupancy

To date there are little or no vacancies within the care home sector for learning disability and mental health clients within the NPT Council boundary. One issue is that the Council is home to a vast number of individuals who have

been placed out of their county, which impacts on the availability of beds for local service users.

Financial

Staff pay is an ongoing issue impacting on retention and recruitment, there is no evidence that this is leading to specialist care homes refusing new admissions. Running costs have also increased due to COVID-19 (such as increased insurance) and unprecedented increases in cost of living (such as food and fuel).

Staff

The retention of staff is difficult as already stated, and the pandemic has created further pressures. It is important to recognise that the pandemic has also created more pressures on staff for other reasons e.g. working longer hours to cover sickness.

Recruitment

Recruitment of social care staff has been an ongoing concern since 2017 to present day for providers. Please note that this is a widespread issue within the health and social care sector and is not specific to the Council area.

Section D – Other Considerations Affecting the Market

Direct Payments

Currently there are 167 recipients with a learning disability who self-direct their care through Direct Payments, and 22 within mental health.

Workforce

The sector is finding it increasingly difficult to recruit care staff. Staff are leaving the care sector to work in other areas considered less demanding.

Commissioners are considering ways to support providers with their workforce issues with the emphasis on pay.

Section E– Summary of the Market

Pre COVID-19

The market has demonstrated to be sufficient and stable prior to March 2020. It is very clear the service has not seen any major issues and this can be attributed to a very robust, reactive quality service worked co-productively with the Council.

Post COVID-19

COVID-19 has been the biggest challenge the health and care system has faced in living memory. It is now imperative that the specialist residential care market provision adapts in order to meet the changes ahead both driven by emerging trends and the continual pressures of COVID-19. The workforce issue remains to be a major influencing factor and needs to be at center stage going forward. The work being undertaken by commissioners to redevelop the market so that it better reflects the preferred outcomes and wishes of service users will directly impact on specialist care home provision.

Collaborative Arrangements

In Older Person's Services, the Council has extensive and longstanding relationships with partner agencies such as the SB UHB, CIW and SC.

Where relevant, the Council and the SB UHB commission learning disability and mental health care home services together. Our performance management systems and processes are complementary and link closely to one another; we have developed agreed quality assurance frameworks, arrange joint visits to services where we can and rely on each other for support, and a clear view on provider performance. We believe the extensive collaboration between both organisations throughout the commissioning cycle strengthens the effectiveness of each partner in how they discharge their roles within health and social care as each partner brings something to the table that strengthens the other in their work. SB UHB brings specialism around behavioural management, for example those people with a learning disability, complex care needs and S117 mental health placements.

Key areas of collaboration include :

Strategically

An extensive joined-up approach is undertaken through the regional partnership so that future provision is shaped, future-proofed and is right for our service users, the Council and SB UHB, as well as delivering a shared vision with wider partners such as SC. We have an agreement in place with SB UHB for the joint development of services and SB UHB representatives attend our strategic planning meetings, such as the Accommodation and Pathways Group. Furthermore we are part of the Commissioning for Complex Care Regional Group.

Joint Contracting

When services are commissioned jointly, for example a new service is commissioned through a tendering exercise, the tender exercises are jointly tendered by both authorities with the Council as lead. SB UHB are invited to contribute to the tender process by contributing to and agreeing the contents of the tender pack, including evaluation questions and has a seat at the table during all parts of the evaluation activity including choice of provider. Specialist mental health placements are made via the Regional Brokerage Service.

Service Modelling/Development

When services are jointly commissioned, service models are developed between partners jointly and there is a common, agreed view of service quality, standards and models.

Quality Standards

We have a quality framework that is used by commissioners to monitor services and ensure they are consistent with our contract. The CCU are looking to develop a new quality framework in 2022/23 in partnership with SB UHB.

Performance Management/Improving Services

When issues are identified in services, the Council works closely with SB UHB and wider partners such as CIW to help providers make the changes required that can raise the standards to services so they are compliant with our contracts and CIW regulations. SB UHB and other partners contribute extensively to our performance management processes, including escalating concerns and performance management processes where decisions are agreed jointly and taken forward as partners.

8.4 Secure Accommodation – Children

Section A – Market Sufficiency

Market Capacity

The Council own and operate Hillside Secure Children’s Home. Hillside is the only secure children’s home in Wales, which puts the Council in a unique position within Wales of being able to access secure residential placements within its own county boundary.

Hillside accepts children and young people from anywhere in the United Kingdom but is focused on providing placements for Welsh children in line with placement availability and the child’s assessed support needs.

Since the 2017 Western Bay Population Assessment was published, Hillside’s service model was reviewed and amended, the outcome of which resulted in a reduction in Hillside’s overall placement capacity but this has not negatively impacted upon the Council’s access to secure residential placements.

Since 2017, the key changes to Hillside’s placement capacity are summarised as follows:

	2017	2021	Movement Direction
Total Bed Capacity	22	18	↓ 4 (18%)
Of which, number of beds commissioned by Youth Custody Service	10	6	↓ 4 (40%)
Of which, number of beds commissioned by placing Local Authorities	12	12	—
Age Range Criteria	12-17	10-18	↔

Table 4.1: Changes in bed capacity, commissioning organisation by year

Population Based Demand

Since 2017, the number of children the Council placed in Hillside Secure Children’s Home has remained at a consistently low level.

	2017	2018	2019	2020	2021

Number of Council placements made in Hillside Secure Children’s Home ¹⁰	5	0	0	5	5
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Table 4.2: Number of Council placements made in Hillside by year

Over the previous four years, the Council’s Children Looked After (CLA) population has reduced by 20% but due to the small number of children placed in Hillside by the Council and the nature of requiring secure residential care placements, the overall locality CLA population data will not provide us with any realistic future demand projections.

Admissions and Usage

Over the previous four years, children located from locality occupied a small number of placements within Hillside, which has fluctuated at between 0% and 12% of annual admissions into Hillside. Therefore, between 100% and 88% of annual Hillside placements were occupied by children located from across Wales and England.

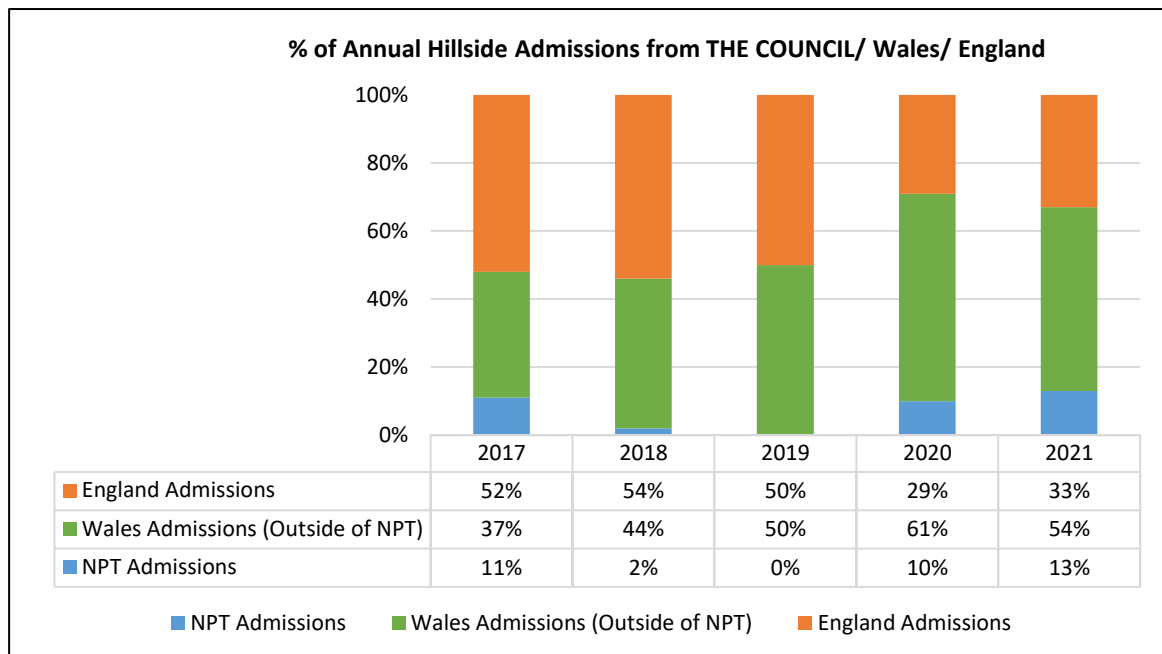


Table 4.3: Hillside admissions by origin per year

Since 2017, the Hillside admissions data (above) also demonstrates a trend in which Hillside placements were increasingly being occupied by children from across Wales (with a notable decreasing trend of placements made from England).

¹⁰ Due to small numbers of children placed, data is rounded to the nearest 5 for disclosure reasons

Quality and Outcomes

Hillside co-produce care and support plans with the child and their progression and achievement of personal outcomes are regularly reviewed and evaluated. Hillside is inspected and monitored by CIW, Estyn and commissioners including the Youth Custody Service. Over the previous 4 years, inspection and monitoring reports identified areas for improvement which Hillside have fully implemented.

Hillside closely collaborates with children residing there to ensure their voice is heard and various mechanisms are in place which enables children to residing in Hillside to inform service delivery and developments.

Current Level of Market Sufficiency

Hillside currently provides enough placement capacity and availability to meet local population needs.

Hillside is currently reviewing its service model and is exploring future service models which will 'future proof' its service to ensure it is able to accommodate the future demands of the provision as well as being financially sustainable. Looking ahead, the Council and Hillside will work collaboratively with regional partners and Welsh Government to take forward identified outcomes of its service review.

Likely Issues to Affect Market Sufficiency Over Next Five Years

Accessible Support Services to Meet Future Population Needs

Over the previous four years, the cohort of children referred to Hillside has increasingly presented with complex support needs. With this trend predicted to continue over the next five years, Hillside requires the input from a range of specialist support services to ensure children residing there receive the appropriate support based on their assessed needs.

Various specialist support services are commissioned by Hillside but the availability and funding required to provide such specialist services has been a challenge, which was especially evident during the COVID-19 pandemic. The pandemic resulted in service disruption to specialist support services, which resulted in limited availability of these services to children residing in Hillside.

Hillside is currently reviewing its service model and as part of this, the scope of specialist commissioned services is being reviewed to ensure children residing in Hillside access the right services based on their assessed needs. Depending on the outcome of the review (and subsequent service model reviews/ evaluations over the next five years), it is likely that Hillside will require input from a range of specialist health based services, which will require ongoing resource investment to enable Hillside to access these services.

Section B - Market Stability

Financial Sustainability

Whilst the Council own and operate Hillside Secure Children's Home, Hillside is modelled to operate on a zero base budget, meaning the provision is designed to be financed through income generation such as placement fees. Placement fees have increased over the previous four years in line with increasing operating costs. Placement fees are currently subject to review and will align to any developments to the future Hillside service model.

Wales-wide Market Sufficiency

Due to Hillside operating as the only secure children's home in Wales, the Council has a stable access route to securing placements in Hillside. The Council is aware of the difficulties which other placing local authorities experience when sourcing a secure placement. This market awareness has been borne from observing the pressure and high demand placed on the secure estate. In the future, should further secure estate provision be developed within Wales, a full assessment will be undertaken to establish the impact such provision would present to the Hillside service model.

Action due to Failure

No action has been applicable by the Council in pursuance of its duty under section 189(2) of the Social Services and Well-being (Wales) Act 2014.

Section C – Other Market Stability Factors

Consideration of Market Quality

Children residing in Hillside have outcomes based care and support plans which are coproduced with the individual and are regularly reviewed and evaluated with regards to the achievement of personal outcomes.

Hillside is inspected and monitored by CIW, Estyn and commissioners such as the Youth Custody Service. Over the previous four years, inspection and monitoring reports identified areas for improvement which have been fully implemented. The largest risk to the achievement of personal outcomes relates to access to support services commissioned by Hillside. The COVID-19 pandemic led to severe disruptions to the delivery of Hillside's commissioned support services. As part of Hillside's service model review, its commissioned support services are being analysed and reviewed to ensure they meet current support needs as well as 'future proofing' commissioning arrangements to meet the future support needs of children and young people.

Current and Projected Trends

Changing Support Need Led Demand

Over the previous four years, the cohort of children and young people residing in Hillside are presenting more complex based support needs. Whilst Hillside provide trauma informed care and support, children and young people are more frequently requiring specialist health based support.

This trend is likely to continue over the next five years. To ensure Hillside and its commissioned specialist support services meet future support needs presented by children and young people, the Hillside commissioning plan will be evaluated and updated to ensure appropriate commissioning arrangements are providing the right services in a sustainable way.

Impact of Commissioning Practices on the Market

The Council's Placement Usage

From a placement commissioning point of view, the impact of the Council securing placements within Hillside has a negligible impact upon the overall demand placed on the secure estate market.

Over the previous four years, children from NPT occupied a small number of placements within Hillside, which has fluctuated between 0% and 12% of annual admissions into Hillside. Therefore, between 100% and 88% of annual Hillside placements were occupied by children located from across Wales and England.

Commissioning Arrangements For Wider Placements

Currently, 33% of Hillside bed capacity is commissioned by the Youth Custody Service and 66% is available for Council commissioned placements. Hillside works closely with commissioning organisations to ensure the usage of the bed capacity reflects the demand presented by commissioning organisations.

Sustainability of Provision

The key challenge faced by Hillside is ensuring the provision achieves and maintains financial sustainability. Over the previous four years, increasing operating costs (net of efficiency savings) has resulted in increased placement fees. Dependent on the outcome of the service model review, placement fees will also be reviewed to ensure the Hillside business model is financially sustainable in the future. In the future, should further secure estate provision be developed within Wales, a full assessment will be undertaken to establish the impact such provision would present to the sustainability of Hillside.

Risks to Market Stability

Hillside, via the Council, is a non-profit making organisation and is therefore a stable provision.

Section D – Non Regulated Provision

Continued investment in specialist support services is required to more effectively support step down from Hillside secure placements. Hillside submitted a funding bid to enhance the range of specialist support services delivered within Hillside but unfortunately this funding bid was unsuccessful.

Section E – Other Considerations Affecting the Market

Resources

The Hillside service model review will explore and consider areas of resource pressure and areas where further resource investment is needed.

Section E – Summary of the Market

The Council’s secure estate market is both sufficient and stable. Moving forward, the Hillside service model review will seek to ‘future proof’ the service to ensure it is able to accommodate the future demands of the provision as well as being financially sustainable in the long term.

8.5 Residential Family Services

Section A – Market Sufficiency

There are no registered residential family centres located within the Council's boundary. Residential family centre provision is accessible from the adjoining local area and from across Wales. Demand for such placements from the Council is low; alternative provision including parent and child foster placements or the use of home based support services is often used as an alternative to admission into a residential family centre.

Section B - Market Stability

Due to the low usage rate of residential family centres, the Council does not hold enough data to make an informed analysis relating to market stability.

Action due to Failure

No action has been applicable by the Council in pursuance of its duty under section 189(2) of the Social Services and Well-being (Wales) Act 2014.

Section C – Other Market Stability Factors

Consideration of Market Quality

The Council's CCU has not undertaken any contract monitoring visits to commissioned residential family centres over the previous four years. Therefore, the Council does not hold enough data to make an informed analysis relating to market quality.

Current and Projected Trends

The Council anticipates a continued low level of demand for residential family centres over the next five years.

Impact of Commissioning Practices on the Market

Due to the low level of residential family centre placements, the Council does not hold enough data to make an informed analysis of the market impact from their commissioning approach.

Sustainability of Provision and Risks to Market Stability

Due to the low usage rate of residential family centres, the Council does not hold enough data to make an informed analysis relating to market sustainability.

Section D – Non Regulated Provision

Demand for such placements from locality is low; alternative provision including parent and child foster placements or the use of home based support services is often used as an alternative to admission into a residential family centre.

Section E – Summary of the Market

Due to the low usage rate of residential family centre provision, the Council was unable to conduct an informed analysis of local market stability and market sufficiency.

8.6 Fostering

Section A – Market Sufficiency

Population Based Demand

Since 2017, the Council's Children Looked After (CLA) population has reduced by 20% and so the overall demand for foster care provision has reduced.

However, the Council's foster care market has continued to face challenges to meet a balanced level of market sufficiency.

Foster Care Supply

The Council's foster care market consists of The Fostering Service (operated and managed by the Council) and the use of IFA placements which are procured through the 4Cs All Wales Fostering Framework (AWFF).

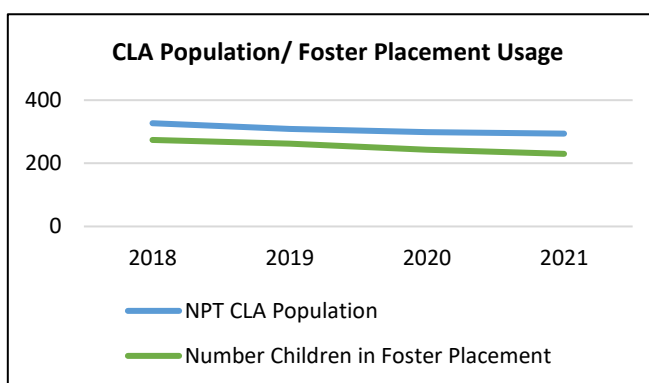


Table 6.1: NPT CLA population and foster placement uptake

The 2017 Western Bay Population Assessment identified the number of local Council foster carers had fallen across the region, making it challenging to find appropriate, local placements for looked after children and young people.

Since 2017, the overall number of mainstream fostering households in the locality has declined by 18.6%. However, the overall number of mainstream fostering placements has not fallen so sharply with a 4.6% decrease, which is attributable to the increased placement capacity offered by fostering households. This decline has however contributed to limited placement choice and availability.

Foster Care Placement Availability and Gaps

The key market gap related to limitations on placement availability for specific cohorts of children; most notably, children aged 11+ and who presented complex support needs. The shortage of such placements was experienced by both the Council's Fostering Service as well as from IFAs which is also an issue across Wales.

To address this gap, the Council's Fostering Service continued sustained efforts to recruit and retain skilled foster carers who could provide suitable placements for this cohort of children. Available funding opportunities were

also maximised to enhance the support provision available to this cohort of children and their foster carers.

Whilst this area of concern is not unique to locality and is a widespread market sufficiency issue across Wales, the Council is reviewing and revising its fostering plans to continue to address this issue going forward.

Location and Accessibility

In line with the individual child's assessed needs, foster care placements are initially sought from within the Council's boundary when it is safe to do so. Placements made within locality for the Council's children provide them with continuity of contact with family and friends and continuity of access to their local communities, education and health providers.

The vast majority of foster carers registered with the Council's Fostering Service are located within the Council's boundary. Whilst IFA placements are operating within the locality, due to their limited placement availability suitable IFA placements tend to be located within other local authority areas.

Over the past four years, the number of foster care placements made outside of the Council's boundary has reduced. Whilst this trend is tilting the balance towards less use of out of county based IFA placements, more market development work is needed to further improve the availability of suitable provision within the Council's boundary.

% of Foster Placements Placed in Area ¹¹	
2017 74%	→ 2021 79%

Please note that since 2018, placements located outside of Wales have only been used through Connected Carer placements (approved Family/ Friends).

Placement Provider

¹¹ Data does not include Connected Carers

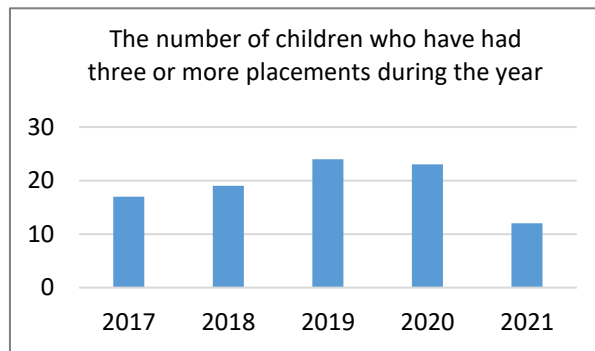


Table 6.2: Number of

placements per year

children with 3+

The use of IFA placements has decreased over the previous 4 years due to a decline in demand as well as a shortfall in local IFA placement availability.

% of New Foster Placements Made with IFAs

2018 **21%** → 2021 **17%**

The use of third sector based IFAs has remained relatively stable, with the largest decline noted on the use of commercial based IFAs.

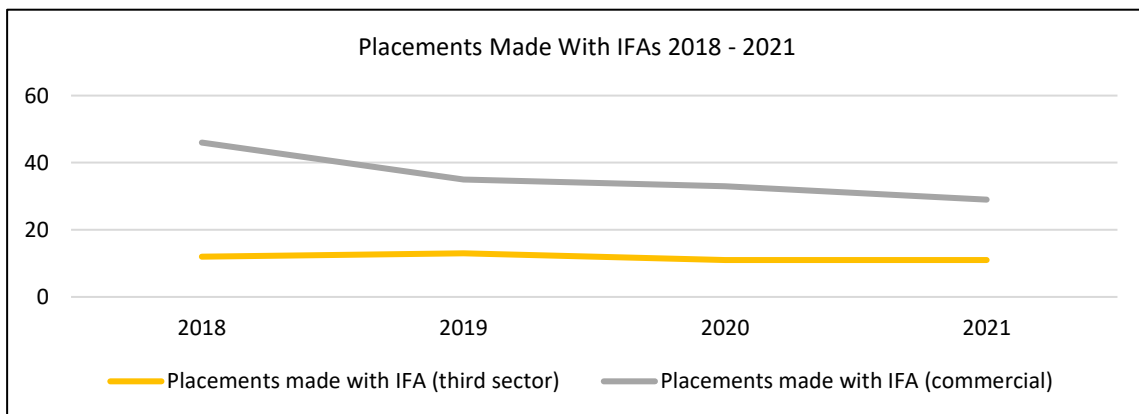


Table 6.3: Number of placements made with third sector and commercial IFAs per year

Placement Stability

The level of placement stability is shaped by many contributing factors but from a sufficiency perspective, the rate of placement turnover is an indicator of how the market is providing a sufficient level of suitable placements.

Whilst the table depicts all the Council’s CLA placements (not unique to fostering), it does demonstrate that since 2019, the Council is getting better at securing suitable placements at an earlier stage.

Purely from a sufficiency perspective, low placement turnover does restrict new placements becoming available within the market, but the Council's priority is focused upon ensuring children can achieve long term settlement in suitable, stable, safe and secure placements in line with their assessed needs.

Please note, the reasons behind placement moves has not been included within this report due to the report's focus on market stability. Placement moves will be analysed and discussed in more detail within the Council's fostering plans which are currently under review.

Quality and Outcomes

Care and support plans continue to be co-produced with the child and their progression and achievement of personal outcomes are regularly reviewed and evaluated. All placement decisions are based on the assessed need of the child. In 2021¹², 100% of foster care placements were in accordance with the placement request (in line with care and support plans) but this figure was 95% in 2020¹³. When a suitable placement had not been found, Children's Services worked innovatively to prevent an unsuitable placement but unfortunately, for a small number of children, the lack of available suitable placements had led to the unnecessary use of residential care placements and out of county placements.

Overall, the foster care provision operating within locality and commissioned IFAs operating out of county sufficiently met required service quality standards and effectively supported children to achieve their personal wellbeing outcomes. The COVID-19 pandemic had disrupted inspection and monitoring cycles adopted by CIW, the 4Cs and the Council's CCU. Based on the best available data, identified areas of poor performance across the Council's foster care market and commissioned IFAs located out of county had been isolated incidents and were not indicative of market wide quality issues.

Current Level of Market Sufficiency

The Council's foster care market currently faces key challenges to meet existing demand. The Council's Fostering Service is currently operating at very high occupancy levels, with only 3%¹⁴ of long term mainstream placements

¹² Council Snapshot data as on 31.03.2021

¹³ Council Snapshot data as on 31.03.2020

¹⁴ Council Snapshot data as on 31.03.2021

available for new placements. This presents significant challenges for the service to provide placement choice, availability, suitability and stability.

Providing placement choice and availability relies on a pool of suitably skilled and experienced foster carers to meet the range of assessed needs presented by children. The vacancies within the in-house Fostering Service are sometimes not a suitable match for children. The Council's Fostering Service is experiencing difficulties with finding appropriate foster care placements for:

- Children aged over 11
- Children with complex support needs
- Children with disabilities and/ or behaviours which challenge
- Parent and child placements

In order to further develop the Council's Fostering Service, the Council is reviewing and revising its strategic Children's Services plans and fostering plans, which includes a focus on foster carer demand profiling, recruitment and retention support. The IFAs operating in locality are not providing the Council with enough capacity to meet local demand. IFA vacancies are in short supply and are frequently not a suitable match to meet the placement needs of local children. This results in multiple placement searches and delays to placement commencement.

Based on numerical placement numbers, there are more IFA placements in the area than we need, but only 17%¹⁵ of IFA placements located in NPT are occupied by the Council's children. The remaining 83% are occupied by children placed by other local authorities (primarily from across South Wales). The key challenge facing the Council's Foster market is the limited availability of suitable placements, which has been and continues to be an issue across Wales. Alongside the Council's review of fostering plans, we will work closely with partner organisations both regionally and nationally in order to support market wide developments.

Likely Issues To Affect Market Sufficiency Over Next Five Years

Population Based Demand

In line with the Council's Children's Services strategic plans, the use of early intervention and prevention services, family support services and

¹⁵ 4Cs LA Hosting Data as on 01.11.2021

improvements in quality of practice is aimed to further reduce the number of children and young people becoming looked after in the area. A decreasing CLA population will decrease the overall demand placed upon the foster care market.

Changing Population Demographics

Within the Council's foster care population, an estimated 40% will be turning 18 years old over the next five years. This will affect the sufficiency of foster care provision in two ways. Firstly, many young people will leave the foster care to move on into more independent models of accommodation, this will decrease the overall demand placed upon the foster care market and may lead to increased placement availability for new placements.

Secondly, the uptake of 'When I'm Ready' placements may reduce the number of foster care placements available. 'When I'm Ready' placements are post-18 living arrangements for young people to remain residing with their foster care family. The rate of uptake for this type of placement will determine how service sufficiency is affected. A high uptake of these placements will result in reduced availability of foster care placements, which is a risk to the Council's foster care market achieving service sufficiency over the next five years.

Impact from Wales Wide Sufficiency Issues

The sufficiency of the foster care market across Wales is a concern. As local authorities across Wales seek IFA placements in other local Council areas to meet their placement needs, this is affecting the local area foster care market's ability to provide local IFA placements for local children.

With CLA populations rising in neighbouring local Council areas and across Wales, their increased demand may create future pressure on the use of IFA placements within the Council. Until market sufficiency is improved across Wales, any increased placement demand experienced by other local authorities may result in further limitations on local IFA placement availability.

Competition between Service Providers

The Council's Fostering Service has less resources available at its disposal when compared to independent IFA providers. As part of the new Foster Wales Brand, where all 22 local authorities in Wales have joined together, it is hoped that it will support the recruitment of foster carers within local authorities.

As part of the Council's Fostering Service review and revision of its fostering plans, areas will be explored where it can 'level up' with independent IFAs to improve its competitive position in relation to foster care recruitment and retention. Depending on the resources available and the effectiveness of resultant actions, this activity could increase the Council's Fostering Service's capability to provide more specialist placements which will reduce the need to use out of county IFAs placements.

The Council's social care market is increasingly adopting family hosting models of support. While this is achieving better outcomes for people who require care and support, this can further increase the intensity of competition between providers and services who rely on the recruitment and retention of households delivering accommodation based support services.

New and expanding services which may be considered as attractive alternatives by foster care households may create issues for foster care recruitment and retention which will further impact upon the sufficiency of the Council's foster care market. Further development of risk assessment work is required when commissioned services are designed and planned to attempt to identify and mitigate against negative risk placed upon the fostering market.

Section B - Market Stability

An analysis of the Council's foster care market identified a number of instability characteristics which requires further development.

Balance of Demand and Supply

The sufficiency assessment above identified that demand and supply within the Council's foster care market is not balanced. The market requires further development to meet the future needs of the local population. However, addressing this area of market instability is a challenge on a local, regional and national scale.

The shortfall in service sufficiency, which is especially acute for certain cohorts of children and young people, is presenting limited choice and availability of foster care placements.

The demands and expectations placed on the IFAs sector is not currently being met or responded to in a way which would provide market sufficiency. There is a real risk that some children and young people will be placed in alternative provision over the next five years, due to insufficient availability of suitable placements, this may not achieve the best outcomes for these individuals as compared to their original placement choice. The Council's Fostering Service is reviewing and revising its fostering plans to further develop the fostering service and will continue to work closely with the 4Cs and other local authorities to support regional and national market developments.

Financial Viability

The Council procure all IFA placements through the 4Cs AWFF. The 4Cs lead on conducting quality and financial checks as part of the assessment process of inclusion onto the Framework, which is a key process which the Council relies upon in terms of reassurance that financially viable providers are procured.

Access to Local Market Information

In 2022, the Council plan to publish a localised market position statement and will work collaboratively to publish a regional market position statement, both are aimed to provide reliable market based information to external service providers, in order to help them plan for the future and to effectively meet local market demand. The Council plan to work closely with partner organisations to undertake market engagement and market shaping activities from 2022 to support local market development.

Price/ Quality Equilibrium

The equilibrium between price and quality is not balanced within the Council's foster care market. IFAs charge higher average weekly placement rates as compared to comparable placement types delivered by the Council's Fostering Service but there is no evidence to suggest any increased service quality in relation to the price paid.

Provider Base Diversity

The Council's foster care market contains a number of service providers. The current market share¹⁶ of the Council's use of foster placements is distributed as follows: The Council's Fostering Service Carers 57.5%, Connected Persons Carers 24.4%, Independent Commercial Fostering Agencies 13.3%,

¹⁶ Market share based on usage as on 31.03.2020

Independent Third Sector Fostering Agencies 4.6% and other Local Authority Carers 0.2%.

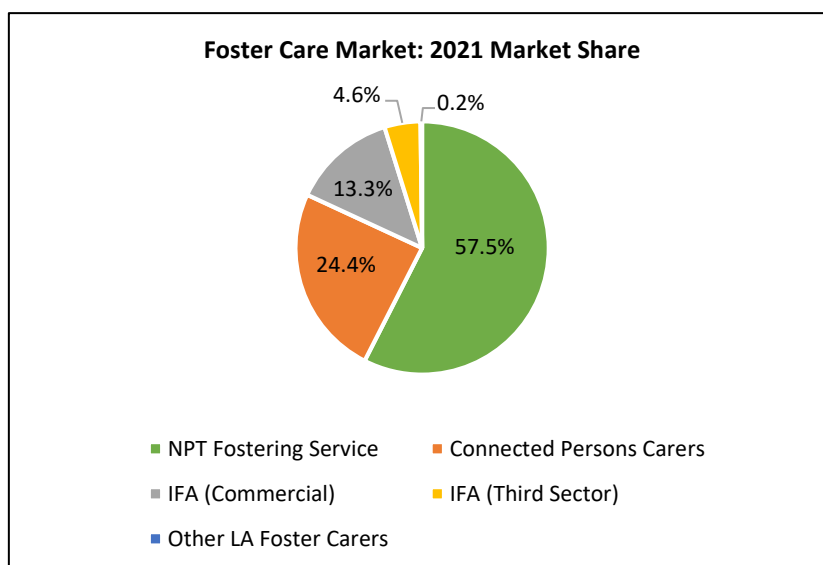


Table 6.4: - Market Share Breakdown

Whilst the Council’s Fostering Service hold the largest market share within the area, the market is highly competitive with intense competition between all foster care providers relating to the recruitment and retention of fostering households. Should foster care providers significantly change their investment capacity, service models and marketing strategies, this could potentially impact upon the wider market stability.

The Council procure IFAs placements from a number of established IFAs providers, with no overreliance upon one external provider.

Externally procured IFA providers hold low rates of market share within the Council but their operating business model is not exclusive to the area; some of the commissioned IFAs used by the Council are the largest foster care providers in Wales. Should an external provider fail, the risk of negative impact upon Council placements is a risk but may not result in placement instability because foster care households could move to an alternative agency to support the continuation of their foster placements.

Market Wide Shocks

The risk of market shocks and potential market collapse within the external foster care provider market is being closely monitored.

The CMA's anticipated findings on the Children's Social Care Market Study will also be closely monitored along with the resultant impact on the market.

Action due to Failure

No action has been applicable by the Council in pursuance of its duty under section 189(2) of the Social Services and Well-being (Wales) Act 2014.

Section C – Other Market Stability Factors

Consideration of Market Quality

Children and young people residing in foster care placements have outcome based care and support plans which are co-produced with the individual. All foster care providers regularly review progression and the achievement of personal outcomes. All foster care providers deliver a package of training and support to foster carers in line with regulatory requirements.

Alongside CIW and the 4Cs contract monitoring role, the quality and performance of commissioned IFA providers are monitored on an annual basis by the CCU. From analysing the quality of care and support provided, overall, the Council's foster care market and procured IFAs located out of county deliver good quality care and support provision. Incidents of poor performance have been largely isolated incidents and are not indicative of sector wide quality issues. The largest risk to the achievement of personal outcomes relate to placement location, suitability and stability. The insufficient availability of suitable placements present key challenges to personal outcome achievement.

Current and Projected Trends

Changing Population Based Demand

In line with Council's Children's Services strategic plans, the use of early intervention and prevention services alongside edge of care and family support services aims to further decrease the Council's CLA population over

the next five years. The likely impact of a decreasing CLA population is an overall decrease of demand placed upon the foster care market.

Reduced Foster Care Households

The Council's Fostering Service has experienced a decline in the number of foster carers, which has also been experienced Wales wide. Reasons for the decline is attributable to foster care retirement (has been more applicable to mainstream foster care households) and the approval of Special Guardianship Orders (has been more applicable to connected carers). This trend is a key risk to market sufficiency going forward. The Council's review and revision of fostering plans will include a focus on foster care recruitment and retention.

Changing CLA Population Support Needs

The continued drive to utilise effective early intervention and prevention services, edge of care and family support services may also support younger children at an earlier age, the likely long term impact is a reduction of the CLA population presenting with complex support needs. Whilst the presentation of support needs is multi-factorial, as a general overview, the effective use of such support services may reduce the level of support presented by young people on entry and during their foster care placement, which will contribute to improved service sufficiency for this cohort of young people.

Changing Population Demographics

The composition of the area foster care population estimates 40% will be turning 18 years old over the next five years. This may affect the sufficiency of foster care provision twofold. Firstly, many young people will leave the foster care to move on into more independent models of accommodation, this is likely to result in decreased overall demand placed upon the foster care market and may lead to increased placement availability for new placements for those aged 11+. Secondly, the future uptake of 'When I'm Ready' placements is currently unknown. The rate of uptake for this type of placement will determine how service sufficiency is affected going forward. A high uptake of these placements will result in reduced availability of foster care placements, which is a risk to the Council's foster care market achieving service sufficiency over the next five years.

Increasing Competition for Family Based Support Services

The Council's social care market is increasingly adopting family hosting models of support. While this is achieving better outcomes for people who require

care and support, this can further increase the intensity of competition between providers and services who rely on the recruitment and retention of households delivering accommodation based support services.

New and expanding services which are considered as attractive alternatives by foster care households may lead to reduced levels of foster care recruitment and retention, which will further impact upon the sufficiency of the Council's foster care market. Further development of the Council's risk assessment approaches will be examined to ensure when commissioned services are designed and planned, the risks are identified and mitigated as far as possible to prevent negative risk placed upon the fostering market.

Impact of Commissioning Practices on the Market

In line with the Council's Children's Services strategic plans, whenever it is considered necessary for a child to become looked after, the first consideration will be to place the child with a suitable connection person or with the Council's foster carer located in or around the locality, whenever this meets their assessed needs.

Sometimes an independent foster placement is needed when no suitable match is available with an approved connected person or the Council's foster carer; this may be due to the child's needs, the needs of other young people already in the foster placement, the skills of the foster carers or the need to keep a sibling group together. The approach has led to the reliance upon external IFAs providers to support more complex placements. However, IFAs vacancies are in short supply are they are able to fill vacant placements from a wide range of local authorities due to widespread insufficient placement availability.

The use of IFAs placements are procured through the 4Cs AWFF. Use of the Framework provides the Council with the support from a national commissioning approach and improves the limited buying power of the Council. Whilst the use of the 4Cs AWFF provides the Council with an opportunity to source fostering placements from a wide array of providers, this does not necessarily result in a suitable match due to the lack of available and suitable placements to meet demand. Providers on the AWFF have been pre-accredited as part of their application process to join the Framework. Whilst this provides assurance on pre-quality checks, there is no evidence to

indicate that placements provided by IFAs are of a better quality than those provided through the Council's Fostering Service.

The Council will continue to contribute to the commissioning development work led by the 4Cs and will work closely with the 4Cs and other local authorities to support market developments both on a regional and national basis.

Sustainability of Provision

The Council's foster care market contains a number of service providers, with no over reliance upon 1 external provider. The current market share¹⁷ of the Council's use of foster placements is distributed as follows: The Council's Fostering Service Carers 57.5%, Connected Persons Carers 24.4%, Independent Commercial Fostering Agencies 13.3%, Independent Third Sector Fostering Agencies 4.6% and other Local Authority Carers 0.2%.

Whilst the foster care market has a diversity in terms of the mix of providers (public, private and third sector organisations form part of the local foster care market), all providers have been unable to collectively address the shortfall in service sufficiency.

Risks to Market Stability

The long term risks to market stability will be closely monitored, however there are no identified issues at this point in time.

Section D – Non Regulated Provision

The continued investment into effective early intervention and prevention services, family support services and edge of care services is likely to further decrease the number of children becoming looked after, which is likely to reduce the overall demand placed upon the Council's foster care market. Furthermore, the effectiveness of such support services provided to families at an earlier stage may also reduce the number of looked after children who

¹⁷ Market share based on usage as on 31.03.2020

present complex support needs in the future. This may reduce the gap in service sufficiency for this cohort of children.

The impact of moving on arrangements such as ‘When I’m Ready’ placements is currently unknown at present. The rate of uptake for this type of placement will determine how service sufficiency is affected going forward. A high uptake of these placements will result in reduced availability of foster care placements, which is a risk to the Council’s foster care market achieving service sufficiency over the next five years.

The Council is currently reviewing the provision of enhanced support services which aim to improve foster placement suitability and stability.

Section E – Other Considerations Affecting the Market

Resources

The level of funding and investment available to the in-house Council’s Fostering Service is constrained by budgetary challenges faced by local government. The resources available to the Council’s Fostering Service as compared to commissioned IFA’s are not balanced.

The Council’s Fostering Service has joined the Foster Wales brand to attempt to level up the marketing approach to support foster care recruitment.

Planned reviews of fostering plans will explore and consider further opportunities to ‘level up’ resources in line with the IFAs market where possible. This work will aim to improve the competitive position of the Council’s Fostering Service in relation to its IFAs competitors, the likely impact of which will be to increase foster care recruitment and retention within this service.

Section F – Summary of the Market

The Council’s foster care market will continue to face challenges to meet market sufficiency, which is an issue shared across Wales. The Council will review its fostering plans in 2022 and will continue to work with regional and

national partners to support market wide developments. Market stability risks will be monitored closely.

8.7 Adult Placements – Shared Lives

Section A – Market Sufficiency

Population Based Demand

The Council has in place a contract with a not for profit organisation to deliver the Shared Lives Support Service to Shared Lives carers. This scheme currently supports 33 carers providing 72 placements, 69 of these placements are within the locality boundary and 3 of the placements are out of county.

Placements with Shared Lives carers are pan-disability, however the majority of people living with a Shared Lives carer have a learning disability. Most demand for new placements relate to young people with a disability transitioning into adulthood from foster placements and there has been an increase in the number of foster carers applying to become Shared Lives carers.

Core Data - Overview - 2017 onwards

Number of Carers/Placements

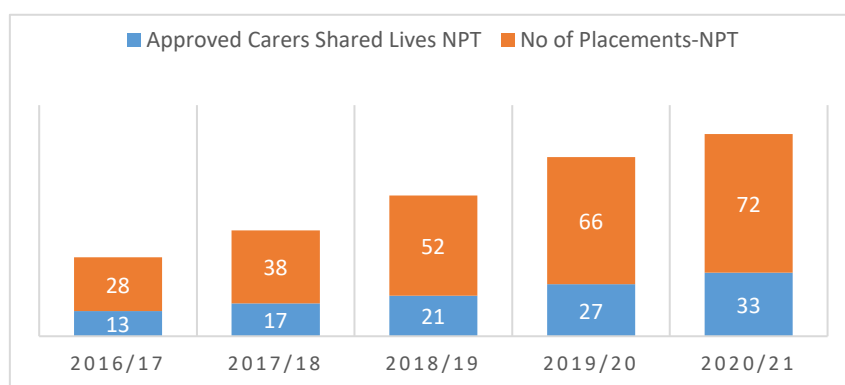


Table 7.1: Number of approved Shared Lives Carers and placements per year
(NB: No of placements includes The Council/Out of County)

The above graph illustrates that the number of approved shared lives carers has more than doubled over the five year period. Each carer has had an average of two placements over a 12 month period.

The information presented informs us that the market was sufficient over the five year period as demand for carers and placements were realised.

Section B - Market Stability

Population

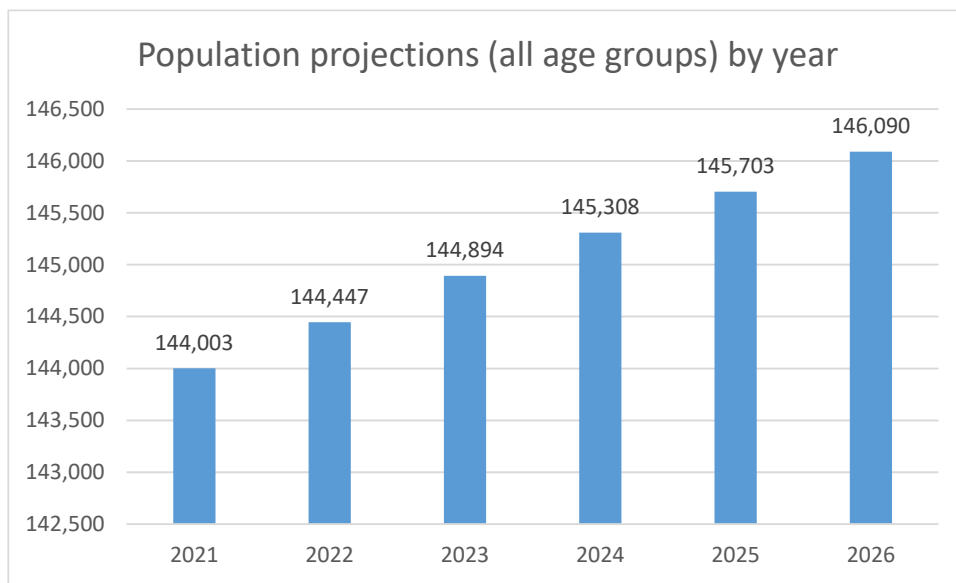


Table 7.2: NPT population projections by year

The above graph illustrates that over the next five years, projected population figures will see a consistent increase year on year.

Within the area foster care population, an estimated 40% will be turning 18 years old over the next five years. It is expected that demand for Shared Lives will increase in consideration of the anticipated numbers of children and young people in foster placements that will transition into adult services over the next five years.

Carers (November 2021)

Currently there are five carers with availability for placements and there are four new carers who are going through the procedure of being approved.

Referrals (November 2021)

There is currently one individual going through the process of being placed with a carer.

Marketing Plan

The commissioned provider has its own Communication and Marketing Department and are currently working on marketing activities, targeted recruitment, increasing the use of social media platforms along with improving the website. The purpose of this exercise is to encourage and offer placements and carer opportunities. The plan going forward includes:

- Pursue further marketing opportunities to attract more people to the service.
- Diversify the service to support more people with complex needs.

Action due to Failure

In the event of a placement breaking down, a Multi-Disciplinary Team (MDT) meeting will be arranged by the social worker and all stakeholders will be invited. The situation will be discussed and a plan going forward will be put in place to support the individual and regular contact will be made with all stakeholders to ensure the plan is followed through.

If the placement was deemed to be breaking down, an alternative placement would be sourced. Initially a temporary vacancy with another Share lives carer would be explored. In the case of not being able to find another carer, a respite stay would be arranged with Trem-y-Mor (*the Council's own emergency respite service*) until a new Shared Lives placement can be arranged.

Over the last five years there have been a low number of placement breakdowns.

Section C – Other Market Stability Factors

Quality – Monitoring

Unplanned Focused Monitoring

This process would be instigated if there was concern that the provider was experiencing issues with service delivery or service quality. The CCU will carry out the monitoring process and if that visit identified potential issues, commissioners would prepare a SIP. This will be followed through with regular monitoring and meetings to ensure the required changes/improvements have been made.

Regular Communication

Performance information is provided to the CCU and regular provider meetings take place in order to have a shared understanding of service delivery and performance.

Provider Review

Annual service reviews take place, which include case studies, financial assessment, emerging best practice and performance.

Engagement

A person centred planning approach is undertaken to ensure all the outcomes, goals and aspirations for the individual are met. The provider undertakes regular consultation which includes review meetings, surveys and specific events. Service users are also included in the recruitment process for Shared Lives carers which involves shortlisting and participating in the interview process.

Current and Projected Trends

The Shared Lives service model is still unfamiliar to many people across Wales and it requires ongoing promotion with communities and also local authorities.

Population trends are predicting an increase in people experiencing dementia over the next five years and there are opportunities for Share Lives services to be developed in this area. There is also a need to further promote Share Lives as an option for people with mental health needs.

Sustainability of Provision

There are only a few providers offering a Shared Lives Support Service to Shared Lives carers, which could present a risk if there was market failure. Data suggests that the recruitment and retention of Shared Lives carers is in line with placement demand. There are very few cases of placement failure and the overall assessment is that we have sustainable provision.

Risks to Market Stability

There may be challenges with retaining Shared Lives carers in situations where they experience long periods without a placement as these carers may find alternative employment. However data suggests that the retention and recruitment of Shared Lives carers, alongside placements made with Shared Lives carers, is stable.

There is a lack of diversification in the current service being provided, with most placements being for younger adults with a learning disability. Opportunities to create a more diversified service will be explored over the next 1-3 years.

Section D – Summary of the Market

The Shared Lives scheme in area is reliable and continues to grow in line with demand. Moving forward, work will take place to diversify the service model so that it is more accessible to a wider range of people with an assessed care need.

In regards to COVID-19, this did not overly impact on this service and the changes made were managed well.

8.8 Advocacy - Adults

Section A – Market Sufficiency

Introduction

In late 2019, the Council retendered its adult Independent Professional Advocacy (IPA) Service. This tender process included an updated service model that was more consistent with the requirements of The Social Services and Wellbeing (Wales) Act 2014. The tender was awarded to an experienced advocacy provider in the spring of 2020 with a starting date of May 2020.

Population Based Demand

The legislation places a requirement on local authorities to “enable individuals to engage and participate when local authorities are exercising their statutory duties in relation to them”. To put this into context, as a snapshot in March 2021 the Council supported people in the following categories –

Category	Number of Individuals
Residential and Nursing Care	552
Domiciliary Care (external)	752
Domiciliary Care (internal)	105
Shared Lives	25
Supported Living	158
Specialist Residential (LD and MH)	66
Parents of Children(families)	295

Table 8.1: Number of people supported by category (snapshot March 2021)

Referral Source

The chart below illustrates the percentage of new referrals for the period May 2020 to March 2021. The majority of referrals came from Social Services, followed by self-referral and via Citizens Advice Bureau.

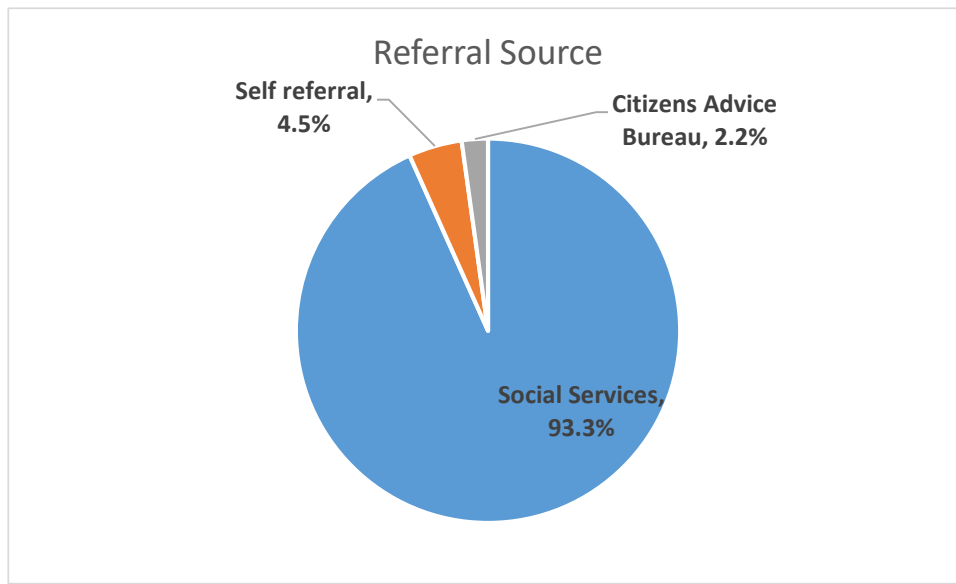


Table 8.2: Advocacy service referral source

Issues/Reason for Referral

Issue/Reason	Percentage of Referrals
Assessment, care and support planning and reviews	26.7%
Accommodation issues (e.g. care homes)	2.3%
Child Protection	62.2%
Safeguarding	8.8%

Table 8.3: Reasons for referral

The above table illustrates the highest percentage of referral reason/issue was Child Protection (62.2%)

Breakdown of Client Group Category

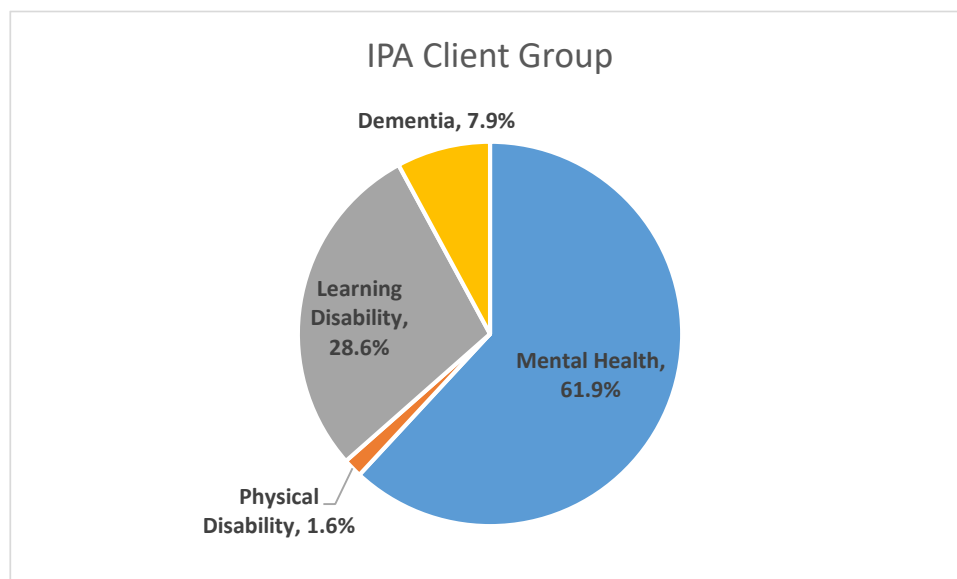


Table 8.4: Breakdown of IPA client group

The chart shows the group with the highest number of clients is those with Mental Health issues (61.9%) followed by those with a Learning Disability (28.6%).

Eligibility Based Demand - Uptake as a proportion of the population

Given the current service started at a time when restrictions from the pandemic were high, the number of referrals were less than was considered likely pre-COVID-19. From the start the service made the adjustment of being able to work remotely and worked effectively to ensure that support was given to the existing caseload from the previous provider and any new referrals that were made. The service is demand and issues led and is reliant on referrals and self-promotion.

There is a significant emphasis on marketing and promotion by the provider so that hard to reach and often excluded groups may have equal access to advocacy, as is their right under the Social Services and Wellbeing (Wales) Act 2014.

Following consultation with providers through a market engagement event, the service was tendered as a block arrangement linking to advocate capacity numbers (face to face hours per week) on a caseload with the potential to spot purchase additional support (or capacity) over and above the block maximum.

It was felt this gave the provider some stability around having a solid commitment from the Council on payments but also allowed for flexibility should those numbers increase beyond the base block figure. There was recognition that the organisation who secured the tender was a large organisation with an IPA Service footfall across a number of local authority areas.

Given the backdrop of a pandemic which affected the numbers of referrals, understanding the appropriateness of numbers coming through has been difficult, though given the obvious challenges it was felt uptake had been broadly as expected, though did fall short of what would be reasonably regarded as 'normal' service levels.

At the time of writing, the number of referrals as a proportion of the population of individuals that may require this service (e.g. number of referrals for people with a learning disability, mental health, older people, physical disability, etc.) is an area which is currently being considered and a plan will be put in place so that these numbers can become more consistent.

There are some obvious challenges – larger numbers of mental health referrals were made along with significant numbers of learning disability referrals compared to other client groups. Numbers of older persons and other categories such as physical disabilities were lower and it is recognised that referrals need to increase across the board, but particularly with harder to reach groups. Despite efforts towards promoting to underrepresented sectors, to the older persons residential and nursing care sector and the domiciliary care sectors (older persons), and ethnic minorities or protected groups, the numbers engaging in some areas were lower than expected. This again may be a reflection of the pandemic which has impacted on the residential and nursing care services particularly hard and as the risks associated with the pandemic are lessening, more opportunities will present themselves to engage more effectively with sectors that may be under-represented.

Broadly, the variances between the population supported and uptake requires a response to address the following broad issues so demand can increase:

- There is a need for a plan to address the relatively low uptake in the older persons sector, particularly residential, nursing and domiciliary care.

- It is recognised that work is needed to engage more effectively with people affected by dementia and may fall under the category for support.
- There is a need to consider how the service can better engage with people who are considered harder to reach or from protected and minority groups.
- The number of new parent carers has again been lower than anticipated, and will be considered as part of any development plan in the borough.

Section B - Market Stability

Supply and Demand

As mentioned previously, the current service provision operates across a number of local authority areas and the provider has the ability to direct resources as required to meet demand. Up until now given the current challenges, demand has lessened in some key areas, which are now being stimulated through an agreed action plan. Available data indicate the following caseload numbers:

Total numbers of unique individuals supported through IPA Service from May 2020 to March 2021			
Q1	Q2	Q3	Q4
17	32	36	43

Total unique individuals: 128 people

Total numbers of issues supported through IPA Service from May 2020 to March 2021			
Q1	Q2	Q3	Q4
23	46	66	56

Total number of issues: 191 issues

Total numbers of issues closed			
Q1	Q2	Q3	Q4
0	20	32	31

Total number of issues closed: 83

Total numbers of clients closed			
Q1	Q2	Q3	Q4
0	3	9	10

Total number of clients closed: 22

Analysis

As a result of feedback from potential bidders, the service was tendered in a way that allowed the winning bidder to have security but also some flexibility built into the service model to meet changes in demand.

The service remains flexible and is able to meet current and likely future demand by building flexible capacity in the services so capacity is increased or decreased to meet variations in service demand. As the service is ‘issues based’ demand is not uniform.

As noted, the service supported 128 unique individuals over the 11-month period up until March 2021. Recent indications are that demand has increased for 2021 up to time of writing broadly in line with when national restrictions lessened, and the service was able to promote and engage with the sector more directly and robustly. Looking at the amount of work coming from the caseloads, again the service was engaging over 191 issues over the same period, though again it should be noted that this work was less than the available capacity through the block arrangement in place.

From a service provision perspective therefore it is felt that the service provision is stable and is sufficiently flexible to meet changes in demand.

Stability

The current service provider is the only provider offering statutory IPA Service. There are a very small number of private individuals offering advocacy but the IPA Service provision in the borough is primarily through the provider. It should be noted that the provider also delivers the Relevant Persons Representative (RPR) provisions in the borough and they offer an Independent Mental Capacity Advocate (IMCA) Service.

Having one provider has advantages as there is a more joined up approach to advocacy generally in the borough, but there is a lack of choice of provider. If an individual wishing advocacy stated they would not wish to have support through the current provision, then the right of choice would come into effect.

Issues affecting likely future market stability over the next five years include:

Population Based Demand

Changes in demographics of numbers in regulated services such as residential, nursing, domiciliary care, supported living and other adult oriented services, and also changes in the numbers of individuals prepared to undertake the difficult task of being unpaid carers in the borough will have a significant influence on the stability of the market. As mentioned previously, social care is currently under unprecedented levels of change, where it is fair to say there will be significant change in some form between the types of support most suitable for individuals. The Council is fully committed to meeting the rights of all individuals to have a professional advocate represent them when it is the best means by which the individual's voice may be heard. This commitment is echoed by our current service provider who holds the rights and values of all individuals close to heart.

Implementation of the service providers own action plan –

Implementing the agreed action plan should help raise awareness of IPA Service within the borough and help further stimulate demand.

Continuation of the COVID-19 pandemic over coming years

There have been significant challenges to social care services including the IPA Service. Any potential further restrictions on how the service may operate, for example the requirement to work from home or to restrict face to face contact to a minimum will have a significant effect on how this IPA Service operates.

Changes in Statutory Legislation and Regulations

Changing the current position of adult advocacy as being unregulated and bringing through a range of changes so that adult advocacy can be regulated in much the same way as children's advocacy will bring its own challenges and may affect market stability.

Price / Quality

The service was tendered with an overriding emphasis on 'quality' and not 'price'. The Council is clear that good quality services are crucial to support positive outcomes and it was clear that 'quality' was the main driving force in both the tender and the selection of provider. It should be noted that the Council has given the provider an ongoing commitment to the provision until the end of the contract term in April 2024; this commitment has meant that there is an opportunity to build on the provision since the tender was

awarded, particularly regarding stimulating more representative demand, and offers some added certainty to the provider between now and 2024.

Notwithstanding any unforeseen events outside both the Council's and the provider's control, it is recognised that during 2023 the Council will look at options for the future of its IPA Service provision beyond April 2024.

Action due to Failure

It should be noted that the provider is a very experienced provider such that no action of this kind was required to address any failures in either quality of provision or failure from an organisations perspective. As noted we only contract with one provider which technically could make it more difficult to respond to a situation of provider failure. However regular service monitoring and checks are in place and the likelihood of provider failure is low.

Section C – Other Market Stability Factors

Quality of Provision

The service is backed by a robust service specification and contract that details the requirements of the service model, including the need for quarterly activity reporting. This is usually strengthened by regular meetings with the service provider to discuss current service levels, challenges, opportunities and agreed actions. These regular meetings are supplemented by an annual review to discuss the overall service and how well it meets the needs of individuals. It is recognised that the provider is one of the largest IPA Service providers in Wales and has processes in place that self-regulate standards and operates a team of fully qualified professional advocates. Processes are in place to measure 'quality' and to make the changes required from feedback from stakeholders, including individuals having support. Qualitative evaluation, including client feedback, demonstrates that an overwhelming majority of individuals who have used the service have had a very positive experience.

At the time of writing the service has been delivering support for around 19 months though under a backdrop of unprecedented challenges in social care.

During this time the service has been working remotely though the use of mobile phones and laptops and linking directly when able.

The feedback has been that working remotely has benefited some individuals requiring support though it has also been a challenge for others.

When it has been a challenge the service has always aimed to work innovatively so that that the degree of 'challenge' can be reduced.

Current and Projected Trends

It is recognised the regulatory support market across Wales is under change. Changes and pressures as a result of staff leaving the sector to work in other sectors (e.g. retail) or moving between types of services, e.g. from domiciliary to residential care has placed pressures on various sectors and services. These challenges are well publicised and are shaping the market henceforth.

The design of the tender however allowed for flexibility where spot purchasing above an agreed block figure would allow for the service to respond to increased demand. Also, as the market changes we would expect the demand for an IPA Service within those sectors to fluctuate, as individuals will need support making decisions around changing the type of care and support they or their loved ones are having.

Residential, Nursing, and Domiciliary Care

Aside from the potential changes in the older persons residential, nursing and domiciliary care sectors resulting from staffing pressures and from changing demand, anticipating the likely emerging trends has been challenging. It is felt that moving forward there are some indications that there is increasing demand by individuals to be better supported in the home through their own support networks rather than being placed in residential or nursing care. The ongoing influence of the Social Services and Wellbeing (Wales) Act 2014 will again further strengthen this trend.

It should be noted however that it is felt the provision has sufficient flexibility in place to allow for any changes in demand.

The service was flexible in its provision of advocacy in situations where care home residents have needed to move into a different care home as a result of their current home closing. Advocacy was provided to all residents that

requested it in these situations, in order to help them make choices that were right for them.

Impact of Commissioning Practices on the Market

The provision has been recently tendered and the contractual arrangement is due to conclude by the end of April 2024. Market events will take place to inform organisations of our future commissioning intentions post-2024.

Sustainability of Provision

The provider is the only Council supported IPA Service provider in the area and the Council recognises that the service is overwhelmingly stable with low numbers of staff transiency.

As previously mentioned, contracting with one provider may technically make it more difficult to respond to a situation of provider failure. However, regular service monitoring and checks are in place and the likelihood of provider failure is low.

Risks to Market Stability

There are some risks associated with external influences such as legislation and regulation. Any 'change' was factored in the tender process and service model and the Council is confident that the Council and the provider would be able to meet any change with little or no impact on the market itself, such as:

- There may be plans at some future time to regulate adult advocacy and the regulation of the service will bring some changes to how advocacy is delivered. However, it is also felt that this type of change would be increasingly unlikely by April 2024.
- The modernisation agenda – the Council continues to change the way it works and how it delivers services. It is also continuing to refine its service models to meet best practice around the founding principles of the Wellbeing Act. Again, the Council feels the provision is sufficiently robust and stable enough to meet this changing agenda.

- Technological change – there is recognition that services have had to work innovatively to overcome barriers. One of these barriers has been the challenge of delivering advocacy under the backdrop of the pandemic. The provision has been using technology heavily over recent years and undertaking advocacy support utilising laptops (e.g. Microsoft Teams), telephone support and other platforms such as chat applications. This has worked well, though it is recognised that there is no substitute for face to face contact between an individual needing support and an advocate.
- Clearly given the changing demand across the sector and some indication that the flow of general referrals into services such as residential, nursing care and domiciliary care is continuing to change, this is likely to have an impact on how the service responds to these changes. It is felt that given the service is stable, and the provider is experienced and well established across a number of local authority areas, the provider is in a good position to respond positively to any changing demand.

Section D – Non Regulated Provision

IPA Services are not currently regulated. The service model recognises that individuals are unique and what may work for one individual may not work for another. Therefore, the IPA Service is considered only if other forms of advocacy (e.g. peer advocacy; self-advocacy; citizen advocacy) would not be more suitable for the individual.

There are a small number of other advocacy providers in the area but these providers are relatively small or individual advocates, and the Council-led referrals are passed to the commissioned service.

Section E – Other Considerations Affecting the Market

As with other new service models commissioned by the Council, the service model was developed from the ground up to be fully compliant with the ongoing principles of the Social Services and Wellbeing (Wales) Act 2014. The provision places to the fore the rights of the person to have a voice and be in

control of the support they have and how that support is delivered. Both the service provider and the Council are clear in this case the person comes first and how the individual is offered support is based primarily on the individual and their desired outcomes.

The third sector plays a central role to this provision. The service provider themselves are a third sector provider who deliver support both alongside and within a network of other support structures that are third sector or voluntary led. The advocacy sector therefore is very strongly supported by the third sector and works as an integral part of the third sector network in the borough.

Section F – Summary of the Market

The Council's IPA Service was tendered in 2019 and started in May 2020, since then the service has worked hard to innovate and work in different ways so that the needs of individuals can be best met under challenging times, including limited face to face contact between individual and advocate. It is felt the provider offers very good standards of service and works to a model that has been updated, refreshed and is consistent with best practice. Recently, the Council has made the decision to extend the contract to April 2024, a period of another 24 months. This gives the provider additional security and certainty over its work in the borough. The service is stable, operates well and it is felt stands in good stead to meet any changes that may come to social care in the borough. It should be recognised that the service works closely with other providers, including many third sector providers and continues to take a multiagency, collaborative approach to meeting the needs of individuals.

Given the environment, the service has had some challenges however there is a renewed need to focus on refreshing an action plan where it can be agreed with stakeholders how the provider can continue to promote the service to reach and better engage with various groups including older people (incl. dementia), harder to reach communities in the borough and family members of young people who may be eligible for advocacy support under legislation. At the time of writing the Council is engaging with the provider to agree a new action plan that will serve to help the Council, the provider and others to continue to work together to strengthen IPA Service in NPT.

Section A – Market Sufficiency

Population Based Demand

Since 2017, the area’s population of children looked after (CLA), children on the child protection register and children in receipt of care and support have been steadily reducing; therefore the overall population based demand for the IPA Service has also been reducing.

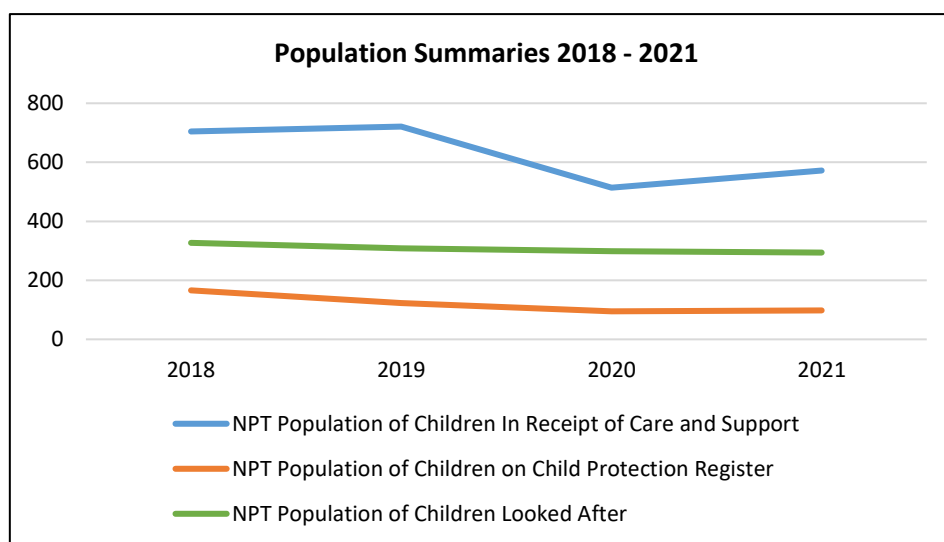


Table 9.1: Comparison/Nos Receipt CS,CPR,CLA/Years

Population Based Representation

The 2017 Western Bay Population Assessment identified the region had to plan for the need to ensure robust commissioning arrangements are in place *‘for advocacy services for all children, not just those who are looked after’*.

A comparison between referrals to the IPA Service and relevant population sizes identified that children/ young people who are in receipt of care and support continue to be significantly under-represented within the IPA Service.

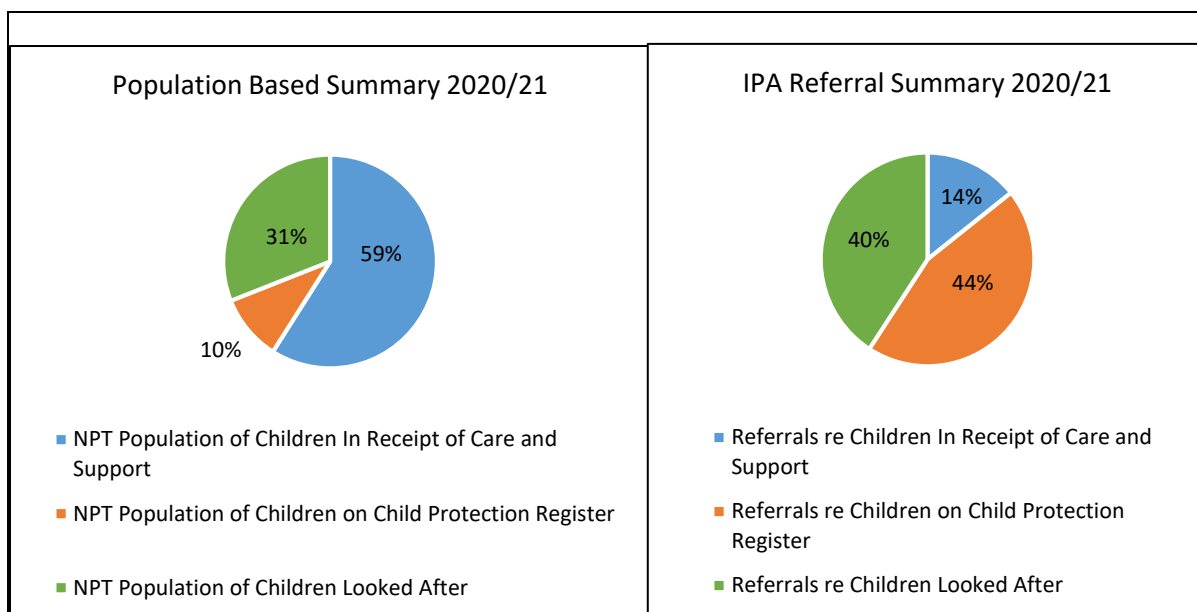


Table 9.2: Population based and IPA referral summaries

Active Offer

The uptake of the IPA Service is multi-factorial and access to the service is consent led by the child/young person. In 2020-2021, only 34% of eligible children/young people were referred for an active offer and of those, 61% accepted an active offer.

Therefore, overall, only 21% of eligible children/young people proceeded through the active offer stage to accepting the IPA Service.

Issue Based Advocacy

Again, whilst the uptake of the issue based advocacy is multi-factorial and is consent led by the child/young person, in 2020-2021 it was estimated that 7% of the eligible population of children/young people were referred to the IPA Service for issue based advocacy, and of those, 63% accepted an issue based advocacy service.

Therefore, overall, only 4% of the total eligible population proceeded to access issue based advocacy through the IPA Service.

Service Supply

Since 2017, the IPA Service has maintained sufficient levels of resources to comfortably meet local demand. Commissioning arrangements and allocated budgets for the IPA Service have consistently included contingency plans for

the implementation of additional resources in order to meet any increase in demand above budget envelopes.

Service Quality

The IPA Service performance and service quality was analysed on a quarterly basis. Service performance data demonstrated children/young people receive a prompt, accessible and professional standard of service from suitably qualified and experienced IPA Service.

Feedback from the children/ young people accessing the service has been very positive relating to the quality of service and their achievement of personal advocacy outcomes.

The current IPA Service provider is proactive in identifying areas for development and works closely with commissioners to flexibly adapt the service in response to identified trends. For example, the service provider identified some children/young people did not like engaging with an advocate over the phone (due to COVID-19 related restrictions) but some preferred this method of communication. Therefore, the provider has implemented a hybrid method of working to meet all children/young people's preferred communication mediums. The current service provider utilises a range of feedback mechanisms and has an active Young Person's Advisory Group (YPAG) which advises on service development in a co-produced way. The provider is currently encouraging young people from the Council to participate in this group. This IPA Service was also procured following a competitive tendering process.

Throughout the lifetime of the current contract, the Council will be undertaking annual child/young person consultations to ascertain feedback on the quality of the service and to obtain their views on how to further develop/improve the service. Furthermore, throughout the lifetime of the current contract the Council will conduct annual contract monitoring visits of the Service provider to evidence compliance with contractual requirements and to analyse the quality of key service delivery areas.

Current Level of Market Sufficiency

Current commissioning arrangements for the IPA Service are informed by the Welsh Government's 'Range and Level Assessment mechanism' which, when

applied to the eligible population (locally and regionally) assists with gauging service capacity requirements and associated costs.

So far, demand and usage of the IPA Service has consistently been lower than the Welsh Government's 'Range and Level Assessment mechanism' had anticipated for the local area.

During 2020/2021, the Council reviewed the usage of the child and young persons' IPA Service, which has resulted in a commitment to greater embedding advocacy services for children and young people in the Council to ensure children and young people are aware of their rights and benefits of this service.

Two areas for improvement were identified as key to embedding advocacy in the Council, namely:

- increased awareness of the IPA Service among children and young people
- increased understanding and awareness of the IPA service among professionals

An 'embedding advocacy' action plan is being delivered within the Council, the result of which is an anticipated increase in the use of the IPA Service in the area.

Current commissioning arrangements can sufficiently cover the increased demand based on the current population needs assessment and the projected outcomes of the 'embedding advocacy' action plan. Should demand exceed expectations over the next five years, commissioning contingency plans are in place to ensure the IPA Service can meet such demand.

Likely Issues To Affect Market Sufficiency Over Next Five Years

Population Based Demand

In line with the Council's Children's Services strategic plans, the use of early intervention and prevention services, family support services and improvements in quality of practice is aimed to further reduce the number of children and young people becoming looked after and subject to child protection processes in NPT. A decreasing CLA and child protection population is likely to decrease the overall demand placed upon the IPA service.

Impact from 'The Embedding Advocacy' Action Plan

The Council's 'Embedding Advocacy' Action Plan is intended to increase awareness and use of the advocacy by children and young people in the area. Over the next five years, the effectiveness of the action plan is anticipated to increase referrals and usage of the IPA service. Based on current projections, the current service provider has the resources to meet this anticipated increased demand which is underpinned by suitable commissioning arrangements.

Impact from New/ Developing Services

The impact from the future development of new or enhanced services delivered or commissioned by the Council may result in an increase or decrease in referrals and usage of the IPA Service. For example, a long term continuation of the Council's current Family Group Conferencing Service (FGC) may create increased demand for the IPA Service from children and young people. The FGC service is relatively new within the Council and therefore demand based data relating to advocacy support required to support children/young people to contribute within the FGC service is not currently rich enough to ascertain any reliable predictions, but this analysis will be undertaken in due course.

When designing and developing new services, the Council will continue to undertake commissioning impact assessments to identify, plan and address any resultant impacts these services may have upon commissioned services such as the IPA service.

Wider Market Sufficiency Issues

Where market sufficiency difficulties are experienced from the wider services market, this is likely to increase demand placed upon the IPA Service. For example, market sufficiency difficulties experienced within the foster care market, children's residential care market and other service areas may give rise to children and young people seeking issue based advocacy support from the IPA Service.

Market sufficiency issues and their resultant impact on services such as the IPA Service will continue to be monitored closely.

Section B - Market Stability

The regional children and young persons' advocacy market has been assessed as a stable market. Commissioners are confident that the IPA Service provider is financially stable and there are robust financial and business continuity checks built in the contract review and evaluation process. Through the competitive tendering process completed in April 2021, the market demonstrated itself as competitive with high quality advocacy organisations able to operate locally.

The current commissioning arrangements allow for fluctuations in demand and commissioners are confident the current IPA Service provider has a flexible staff base which can meet current and anticipated demand. Therefore, the anticipated increased demand for the children and young persons' IPA Service, as identified through the market sufficiency assessment is not predicted to create any instability within this market.

Advocacy services are procured services which are planned in advance and involve market testing events to engage potential providers in the service development process. This planned and coordinated approach minimises service disruption to children and young people accessing advocacy services. The market can benefit from increased communication from the Council relating to its planned service development and tendering plans; these will be implemented through a series of market position statements which will be published following the market stability report.

Action due to Failure

Not applicable – no action has been taken in this area.

Section C – Other Market Stability Factors

Consideration of Market Quality

The current contract for the children's and young person's IPA Service was awarded through a competitive tendering process which concluded in April 2021. Service performance data has demonstrated the IPA Service provider is delivering a high quality service and meets relevant advocacy outcomes frameworks and regulatory standards.

Feedback received from children and young people has been positive relating to the quality of the IPA Service and impact the service has had on their achievement of personal advocacy outcomes. Over the lifetime of the agreement, the Council will undertake a series of quality assurance checks which will consist of quarterly performance management meetings, annual service reviews, annual service evaluations, and annual contract monitoring visits to the service.

Current and Projected Trends

Changing Population Based Demand

In line with Council's Children's Services strategic plans, the use of early intervention and prevention services alongside edge of care and family support services aims to prevent children/young people from becoming looked after and prevent children from entering the child protection arena over the next five years. The likely impact of these decreasing population cohorts is an overall decrease of demand placed upon the IPA Service.

Increased 'Embedding' of Advocacy

The effectiveness of the Council's 'Embedding Advocacy' Action Plan will be closely monitored. The likely impact of the completion of said action plan will be an increase in referrals and usage of the IPA Service. Current commissioning arrangements will sufficiently cover the projected increased demand from the 'embedding advocacy' approach and will be closely monitored should projections prove to be inaccurate.

Understanding What Children/ Young People Want

More in-depth analysis of what children and young people want from advocacy services will mature as the current IPA Service is in its infancy of service delivery and will be explored in detail from 2022 to identify potential trends and required service/ commissioning changes.

Impact of Commissioning Practices on the Market

The Children and Young Persons' IPA Service is jointly commissioned with SC. There is an inter-agency agreement in place which supports the joint commissioning arrangement. This regional approach has provided many benefits to contracted parties, including better value for money, reduced contract mobilisation resources and shared resources within service delivery.

Sustainability of Provision

An assessment of the advocacy market has demonstrated IPA Service based organisations who can operate locally are all based in the third sector. They appear to be a mix of small and large organisations. There appears to be no shortage of providers who are able to operate advocacy services locally.

Risks to Market Stability

The market assessment identified no significant challenges to the current or future sufficiency, quality and stability of the provision of IPA Services to children and young people within the West Glamorgan Region. The IPA Service provider utilises a mixed staff base and has reported no difficulties regarding staff recruitment and retention. Due to issues presented in other areas of the social care market relating to staff recruitment and retention, this will be closely monitored going forward.

Section D – Non Regulated Provision

Alternative Advocacy Models

Alternative forms of formal and informal advocacy support may be a preferred or more suitable option for children and young people to meet their individual

advocacy needs and outcomes. The overall impact of the use of these alternative forms of advocacy is low within the locality but may grow in response to the Council's approach to more effectively 'embed advocacy'. Over the next five years the use of alternative, more informal forms of advocacy will be monitored closely to analyse trends and effects.

Use of Non Regulated Provision/ Service Changes

During 2020-2021, the two highest categories of advocacy issues presented by children and young people were; 53% related to attending meetings and 14% related to placements. 0% of advocacy issues related to availability and quality of support services.

Whilst future commissioning activity may include the commissioning or decommissioning of services which may have an impact on the demand for the IPA Service, historic usage is very low relating to advocacy issues based on the delivery of support services to children and young people. This may change as a result of an increased awareness of advocacy amongst children and young people through the 'embedding advocacy' approach currently being adopted within the Council. Currently, this anticipated change in the advocacy issues presented by children and young people will increase demand for the IPA Service but commissioners are confident that this demand is sufficiently covered within the current contract.

Section E - Other Considerations Affecting the Market

Resources

The current IPA Service was awarded following a competitive tendering process. Throughout the lifetime of the contract, demand and usage of the IPA Service will be closely monitored to ensure, if the maximum budget envelope was neared or reached, then contingency plans will be implemented to ensure any disruption to service availability and service continuity is prevented.

Workforce

The current advocacy workforce utilises a mix of employed and self-employed staff to meet any fluctuations in demand. There is no reported shortfall in staff in this service area.

All staff working within the IPA Service have achieved or are working towards the relevant regulatory required advocacy qualification. The requirement to achieve recognised advocacy qualifications has not presented itself as a barrier to recruitment within the advocacy workforce.

Section F – Summary of the Market

The Council's advocacy market is both sufficient and stable. Moving forward, the Council will continue to greater embed advocacy within the locality through increased awareness and understanding of advocacy among children, young people and professionals.

Section A – Market Sufficiency

Population Based Demand

The Council currently provide a Domiciliary Care Regulated Service to individuals in the community. In addition to the Council’s in-house provision we have contracts with 18 independent providers that have been commissioned though a Dynamic Purchasing System.

There are a range of commissioned providers, from small local organisations to large national organisations. In the last 12 months, five providers have been purchased and taken over by another organisation.

These services are provided over a seven day period from 7am until 11pm.

Core Data

Weekly domiciliary care data

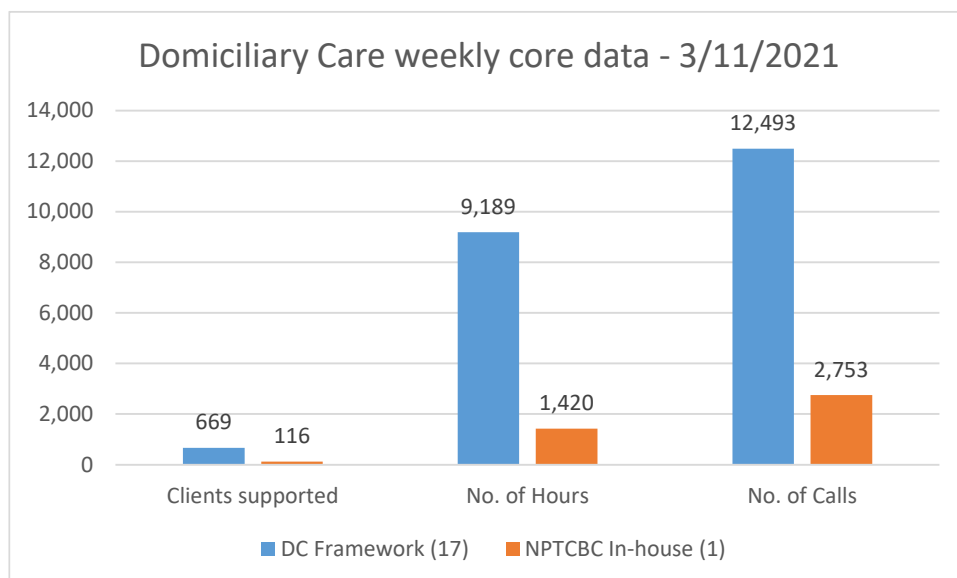


Table 10.1: Comparison of the Council’s In-house Service/DC Framework

The above graph illustrates that In-house services currently provide 2,753 calls, and 1,420 hours to 116 residents over a weekly period. Likewise Domiciliary Care commissioned providers deliver 12,493 calls, and 9,189 hours to 669 residents over a weekly period.

Domiciliary Care Dynamic Purchasing System (DCDPS)

Within the last two years, 16 providers have requested the tender pack for the Dynamic Purchasing System. Of these, eight were successful. Their current status is indicated below:

Details	Number
Commenced care packages	5
Provider terminated the contract	1
Currently not commenced any care packages	2

Table 10.2: Progress of eight successful new DCPS providers

Overview: 2017 onwards

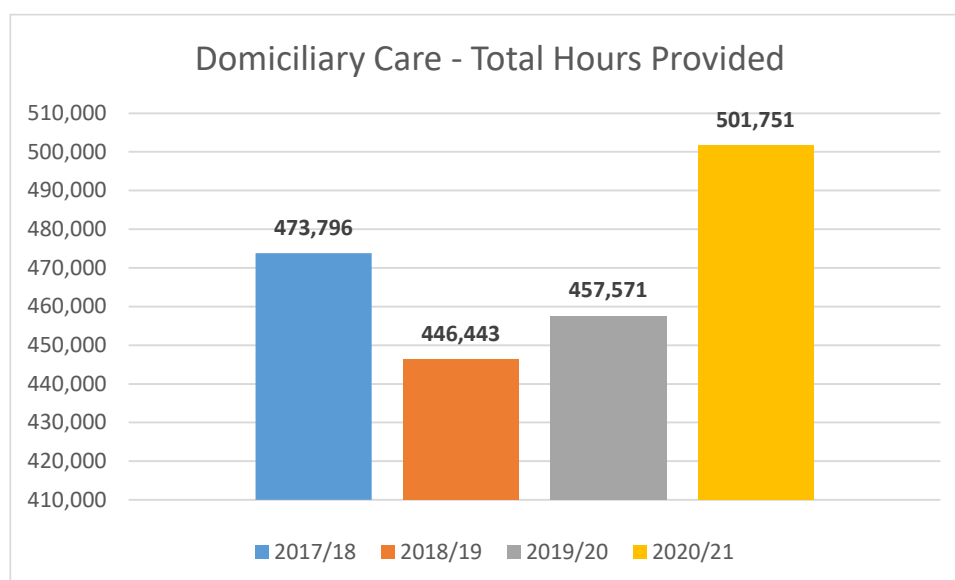


Table 10.3: Total domiciliary care hours per year

The above graph shows that 2020/21 was the year that provided the highest level of hours, showing an increase of 10% on the previous year.

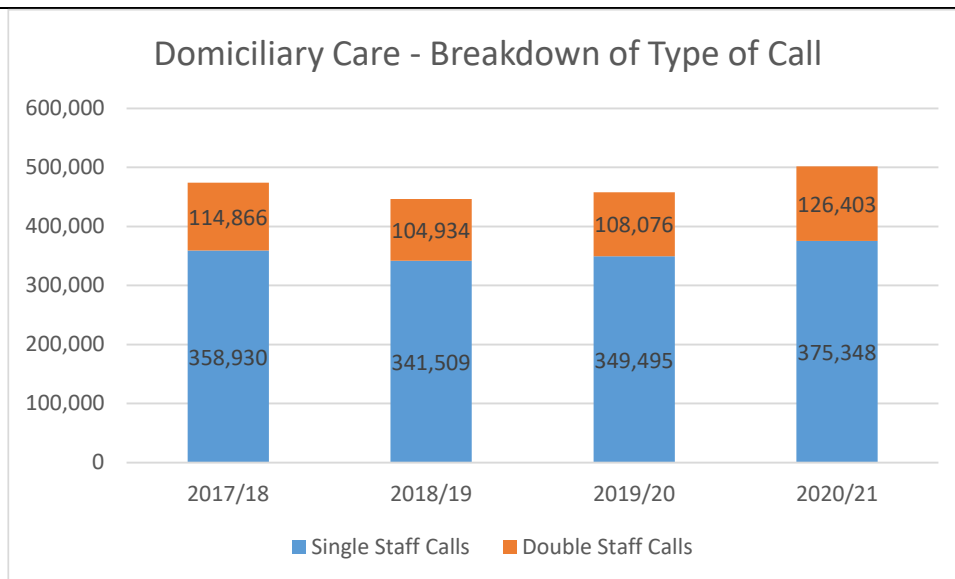


Table 10.4: Comparison of total commissioned domiciliary care hours by type of call

The above graph indicates that comparing a four year period, the level of single calls (75%) to double calls (25%) undertaken by commissioned providers has remained consistent.

NB: Please note internal domiciliary care data not available at this time

The number of care packages has been relatively stable over the period, except with the significant increase during the pandemic. Despite an increase in number of calls last year, the demand for type of call has remained relatively consistent.

The following is regional /national data showing total number of clients during the year, including in-house.

Measure	Year	Swansea	Neath Port Talbot	West Glamorgan	Wales
Number of domiciliary care services received by adults aged 65+ during the year	FY 2016-17	1,811	973	2,784	26,805
Number of domiciliary care services received by adults aged 65+ during the year	FY 2017-18	1,808	974	2,782	24,710
Number of domiciliary care services received by adults aged 65+ during the year	FY 2018-19	1,655	1,108	2,763	23,702
		-8.6%	13.9%	-0.8%	-11.6%

Table 10.5: Domiciliary care services received by adults aged 65+

It can be seen that the number of people receiving domiciliary care increased in the locality during the three years for which comparable data was available, which is at variance to Swansea and Wales as a whole.

Section B - Market Stability

Population

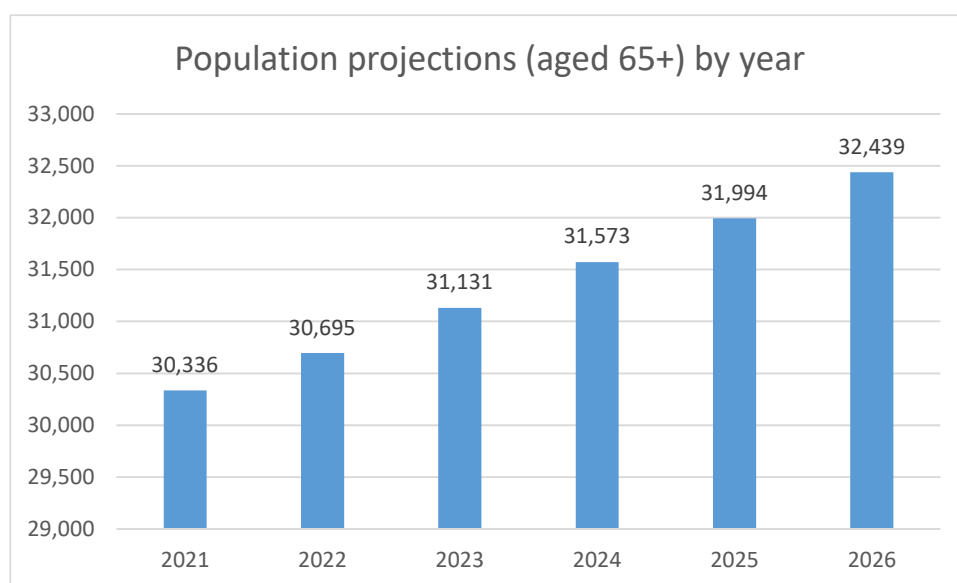


Table 10.6: Projected NPT population aged 65+ by year

The above graph indicates that the area population aged 65+ is projected to increase by 7% over the next five years.

Provider - external

There have been eleven new Domiciliary Care providers added to our framework as a result of a successful tender application process over the period 2017/18 – 2021/22.

Year	Total Number of Providers	New Providers	Terminated
2017/18	11	0	0
2018/19	15	5	1
2019/20	13	1	4
2020/21	18	2	1
2021/22	20	3	2

Table 10.7: Comparison of Total Number of Providers/New Providers/Terminated by year

Since 2017/18-2021/22 eight Domiciliary Care Providers have terminated their contracts with the Council. This has resulted in sourcing alternative provision for service users, whereby a planned process has been successfully implemented.

During 2021 a total of five Domiciliary Care Providers were issued with a QIP, as a result of required improvements being identified following our contract

monitoring process. These plans focused on how to improve processes and/or the quality of care and support provided to service users. Three plans have been closed down due to the provider meeting compliance and two QIPs are ongoing at point of writing (April 2022).

Commissioned providers terminated 114 packages at short notice in the period August 2021-April 2022. The cause of this was due to staffing issues impacting on their ability to deliver safe care. These handbacks included notice periods of less than the contractual requirement, with 101 packages being terminated with less than 48 hours' notice.

Financial

Cost of hourly rate invoiced to the Council from providers

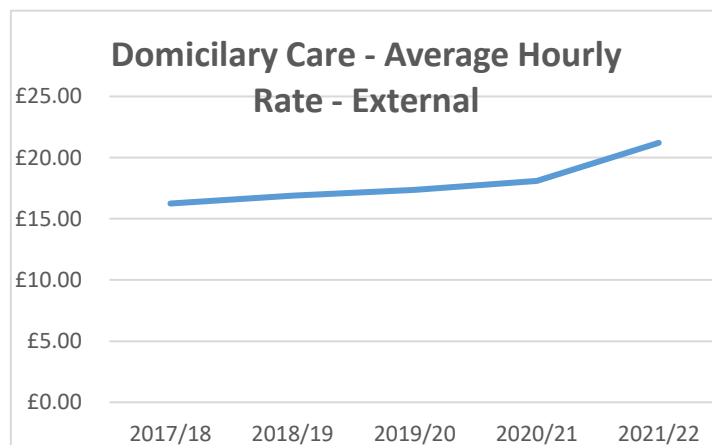


Table 10.8: Average hourly rate from 2017 to 2022

The above chart illustrates there has been a year on year increase in the hourly rate which was generally consistent (3% - 4% p.a.) within the 2017 to 2020 period. In 2021/22 the rate increased by 15%. In 2021 an exercise was undertaken to standardise historical hourly rates and an in-year uplift was provided in October 2021, bringing the average hourly rate to £21.20.

Action due to Failure

A comprehensive procedure has been established to support this area of work. If a provider becomes unable to carry on providing care due to business failure, then the Council will follow the 'Provider Failure Process' to secure

alternative care provision for the service users impacted by the failure. This involves the CCU Brokerage team working with other providers (both in-house and externally commissioned) to take over the affected care packages.

The entry and exit of providers is a normal occurrence in the Domiciliary Care Market, it is also usual for providers to give notice on a small number of individual packages over the year. However, in 2021/22 a number of providers either exited the market or terminated multiple packages without giving the contractual notice period. Reasons for this included the inability to recruit staff due to the current care market position and also current staff not fulfilling their notice term when leaving employment. Over the last four years there have also been two instances of contracts being terminated at short notice due to financial failure.

Although there has been increased turbulence over the last 12 months, overall the market has responded well and stepped in to take over packages from failing providers at short notice to ensure minimal disruption to service users.

Section C – Other Market Stability Factors

Contract Monitoring

Contract monitoring is essential to help us to improve the quality of the commissioned support services.

This process includes the following:

- Planned Annual Service Provider Review
- Unplanned Focused Monitoring
- Service User Review
- Regular Provider Forums
- Individual Provider Meetings

Monitoring Visits

As part of our contracting and monitoring process, monitoring visits are completed with service providers to review the quality and performance of their services. A monitoring report is produced based on the observations and findings from the visits, and supporting evidence (including staff and service

user feedback) supplied as part of the assessment process. When monitoring the domiciliary care providers' services, an established evidence based approach is followed. This is to ensure that adult social care responses are linked to assessed need and the desired outcomes for people are clearly linked to safeguarding and minimising risks to people's independence.

Planned Annual Service Provider Review

The annual monitoring reports are based on two domiciliary domains:

Outcome A: Outcome A: Care And Support

Service Users receive good quality support which is designed and coordinated around their desired personalised outcomes

Outcome B: Outcome B:Leadership and Management

There is a dynamic leadership style that drives sound quality management process and motivates a competent staff team.

Following the annual service quality review monitoring process if there are gaps and issues a QIP is implemented. This plan is based on an overall view of the service provider's quality and performance and is separated into a number of key areas of service delivery, highlighting the outcomes, areas of activity, findings and any subsequent recommendations (including any areas of non-compliance against the Contract and Regulatory Standards). Timescales and deadlines are agreed in conjunction with the provider and this plan is completed by the monitoring officer. Home visits also form part of the service review and the findings are also included in the QIP.

Unplanned Focused Monitoring

This process is instigated when the provider is perceived to be experiencing problems such as complaints; AAR referrals; contract compliance concerns and staffing issues. The monitoring process is undertaken as well as the completion of the QIP.

Provider Meetings

Commissioners met with providers on a quarterly basis over the period 2017-2019 but this increased to weekly from the onset of the pandemic in March 2020. This change ensured there was constant dialogue, support and sharing of ideas/experiences/good practice with providers. Through the pandemic a

phone call was made from the Contract Monitoring Officers twice weekly in order for providers to discuss any issues and for monitoring officers to collect data to help understand emerging issues. This information included all COVID-19 aspects and contributed to a regional position for WG RPB.

Sub groups are set up with providers to coproduce solutions to current market pressures and to address sector challenges.

Service User Review

There are a number of mechanisms used to support the individual:

- A person centred planning approach is taken to prepare a new care personal plan which meets the needs of Council's 'Care and Support Plan' process which includes detailed personal preferences.
- Home monitoring visits are held to gather feedback with the service users and their families about the care and support received. This report feeds into the Service Provider Review and unplanned focused monitoring updates.
- Quarterly reviews are held with the service provider and service users/families/representatives.
- RI reports – completed questionnaires from service users

Current and Projected Trends

Emerging patterns are showing individuals with higher levels of need wish to stay at home and no longer want to go into care homes, especially with the pandemic impact. This is supported by an increasing brokerage waiting list relating to increased number of referrals for these services.

Providers are having difficulties in recruiting staff, and staff turnover is at an all-time high. The staff leaving the care sector are not being replaced with new entries into the sector. This means that providers are finding it challenging to meet this increased demand for services.

It is expected that the number of people requiring domiciliary care will continue to grow.

Impact of Commissioning Practices on the Market

The Domiciliary Care Market is facing challenges from both the reduction of the social care workforce and increasing numbers of people requiring support, as such we have a position of market saturation. Regular meetings are held with Domiciliary Care Providers to explore how changes to commissioning could positively impact on current market pressures. It is anticipated that a number of pilots will be rolled out over the next 12 months and the feedback from these pilots will inform how we commission this type of service in the future.

The Council have awarded the Older Persons Domiciliary Care Providers a 10% uplift for the 2022/23 financial year which was brought forward to October 2021 in order to help improve staff terms and conditions, including payment of the Real Living Wage. All Domiciliary Care Providers have committed to pay their staff the Real Living Wage.

Over the last 10 years there has been a significant shift from in-house provision to externally commissioned provision and external providers now deliver the majority of all domiciliary care. However there has been recent investment in expanding the Council's in-house care home service to help meet increased demands and this is expected to continue over the next four years.

Sustainability of Provision

Contracted providers are all struggling with recruitment and retention regardless of the size of the organisation; they have described continued financial pressure including ensuring rates of pay for staff are competitive and increasing fuel costs. Providers have reported that retaining staff can be difficult due to staff being attracted to higher rates of pay in other sectors e.g. retail and hospitality, not forgetting that the pandemic has also created more pressures on staff for other reasons e.g. working long hours to cover sickness.

Between autumn and winter 2021, a significant number of packages were handed back by providers with very little notice, in the majority of cases with less than 48 hours' notice. This position has now stabilised, however it is accepted that the sector is still very fragile and Brokerage waiting lists are still higher than before COVID-19 due to market saturation.

Providers work within a geographical concentration (cluster) model, which is more manageable and efficient as care workers have less travelling time between calls. It gives the provider the ability to accept more care packages in the cluster model. The issue of geographical spread is a factor in determining market sustainability, as if an area relies heavily on only one or two care providers then it becomes more challenging to identify an alternative provider in cases of market failure or market saturation.

Risks to Market Stability

Domiciliary Care Providers continue to experience pressure and influences from a range of sources. Employment/staffing factors continue to be the largest threat to the market as the number of new recruits into the workforce does not match the number of new people requiring a care package. The wider employment market offers the same rates of pay with less demands and better sociable hours and in some cases offer financial incentives to switch. Staff are exhausted with the pandemic impact and are leaving not only the domiciliary care sector but the care sector as a whole. This further impacts on current staff workloads as this is increased to try and meet demands of the service which then has a knock on effect on quality and care.

Due to the changing staff environment and the inability to recruit into the sector, providers on occasions are using agency staff. Costs are much higher and this may lead to further financial pressures for the provider.

Providers are advertising jobs via recruitment agencies, by word of mouth, at job fairs and social media sites such as 'Facebook'. However providers are reporting very low interest and have highlighted a low return on their recruitment investment.

Section D – Summary of the Market

Pre COVID-19

The market has proven to be sufficient and stable prior to March 2020, with the sector able to meet the increasing demand for care. Despite a number of

providers handing back their contracts, this had a minimal impact on service users and overall the service did not see any significant issues. This can be attributed to a very robust, reactive service commissioned through genuine co-production by the Council.

Post COVID-19

It is very clear COVID-19 has had a major impact on this service with providers handing packages back at short notice and the significant increase in demand. Without improvements in the recruitment and retention of staff it will be challenging to meet the significant increase in demand for domiciliary care and to guarantee sustainability of existing provision.

8.11 Domiciliary Care – Younger Adults, LD/MH/PD Supported Living

Section A – Market Sufficiency

Population Based Demand

Domiciliary Care is provided in two ways: within a supported accommodation setting whereby individuals have their own tenancies with 24 hours support, and the spot purchasing of individual packages of floating support delivered in a person's home.

Core Data

Supported Living

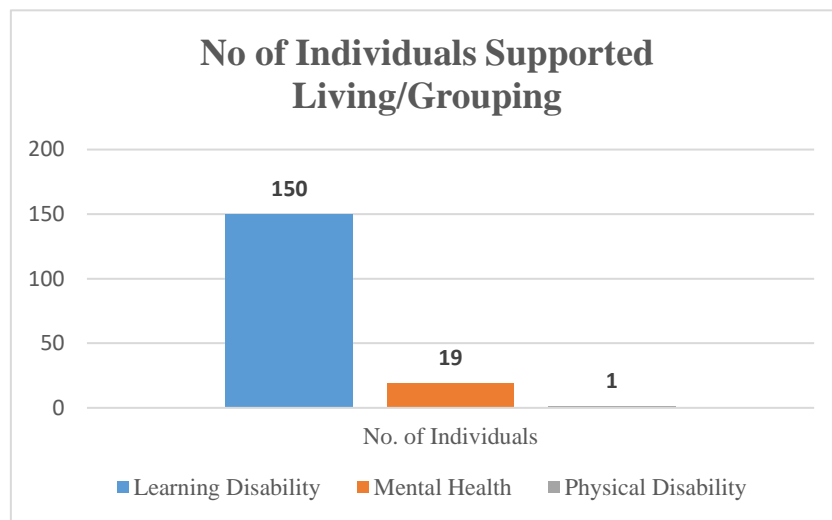


Table 11.1: Number of Individuals Supported/Grouping (May 2022)

The above graph illustrates there are currently 150 individuals with a primary learning disability need, 19 with a primary mental ill health need and one with a primary physical disability need who reside in a supported living setting where domiciliary care is provided as part of their care package.

Overview –2017 onwards

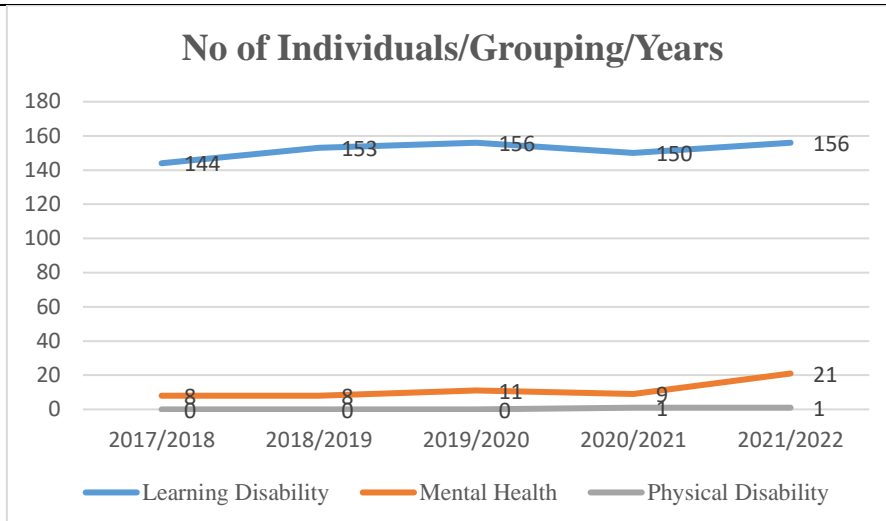


Table 11.2: Comparison of No of Individuals/Grouping by year

The above graph illustrates that there has been a small increase in the number of people with a learning disability over the five year period, although the service remains constant.

The number of people supported that have mental ill health has more than doubled over the last two years. This can be attributed to an increase in demand and the extra provision of two new schemes for people that require support due to their mental ill health, which provided an alternative to care home provision. There has only been one physical disability placement in the last five years.

Domiciliary Care Packages in the Home

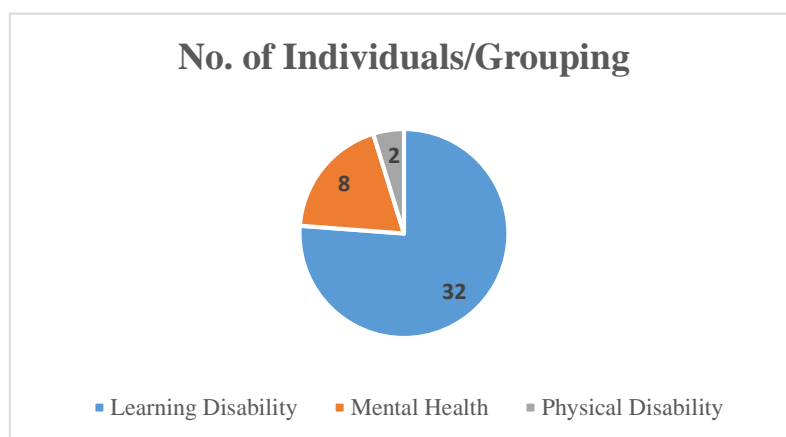


Table 11.3: No of Individuals/Grouping (May 2022)

Presently the number of people receiving floating domiciliary care in their own home is relatively low, however the Council are in the process of developing a Specialist Domiciliary Care Framework. Having this in place will provide more

opportunity for the spot purchase of care packages, which will allow individuals to remain in their own homes with specific packages of care as stipulated within their care and support plans.

There are currently 13 providers who deliver floating domiciliary care for individuals within their own homes.

Overview –2017 onwards

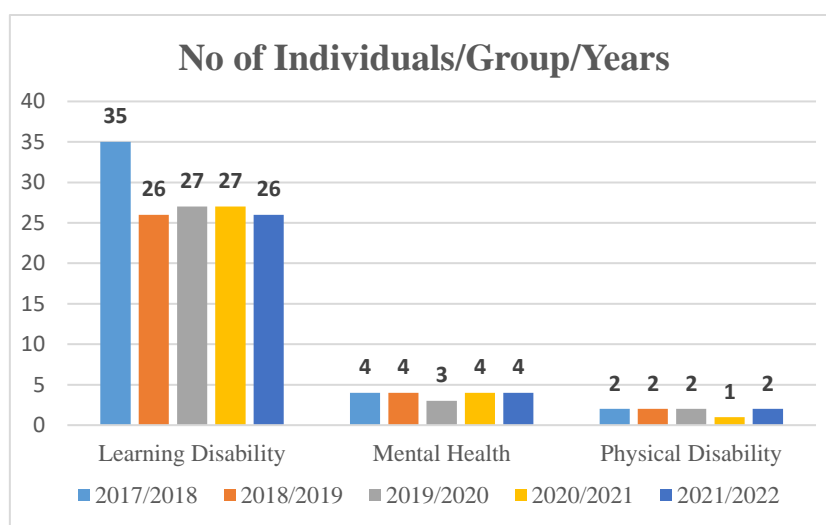


Table 11.4: Comparison of No of Individuals/Grouping/Year.

Over the last five years people with a primary learning disability need were the largest group of people to receive floating domiciliary care in their homes, followed by people with a primary mental ill health need and lastly people with a primary physical disability need. There has been consistency in demand over the five year period.

The Council is keen to address any gaps in service by planning the development of accommodation based models. An Accommodation and Pathway Group was established to support this work and membership includes senior management, practitioners, housing leads and commissioning leads from the Local Authority, Health Board and the West Glamorgan Regional Partnership.

There have been a number of successful developments over the last few years, including:

Project Model: **Extra Care**

Date: 2021/2022

The Council and health board commissioned a pan-disability Extra Care Scheme in partnership with Tai Tarian Housing Association. The scheme consists of six self-contained flats, staffing and communal areas. The service includes a mix of 24 hour support within the building and additional floating support for targeted 1:1 care and support. The type of service delivered to tenants is a mix of personal care as well as support for people to develop and maintain their daily living skills and independence.

Project Model: **Mental Health Supported Living**

Date: 2019/22

The Council and health board commissioned a Mental Health Supported Living Scheme in partnership with First Choice Housing Association for three people. Each person has their own tenancy and the service is a mix of 24 hour support with additional 1:1 care and support.

Project Model: **Independent Flats**

Date: 2018/20

The Council and health board organised a project to promote a pan-disability independence and progression model in partnership with First Choice Housing. This scheme is a property consisting of four self-contained flats which were purpose built to support progression to independence for individuals. The support being provided is spot purchased via Domiciliary Care Provider.

Project Model: **Learning Disability Supported Living**

Date: 2010/22

The Council and health board worked in partnership with First Choice Housing to develop a supported living service for three individuals with a learning disability who were previously living at home with family. This service was specific to meet the needs of the three individuals.

Current Projects/Schemes

Name of Project: **Autistic Spectrum Disorder (ASD) Supported Living**

Date: Live December 2022

This joint project with the health board is specifically being developed for three individuals with complex ASD needs. The service will be in partnership with First Choice Housing and a commissioned external support provider. The three people will be transitioning from either Children's Services or their family home.

Name of Project: **Core and Cluster**

Date: Fully Live July 2023

This project will be in partnership with the Council, health board, First Choice Housing and a commissioned external support provider. There will be two phases to this project; phase 1 being the development of a bungalow for two individuals who require ground floor access and physical disability adaptations, phase 2 will be the development of flats, which will be utilised by individuals with a range of disability needs.

Name of Project: **Mental Health Homelessness Accommodation** Date: TBC

This is a project is in its initial stages of development and is between the Council, health board and Tai Tarian Housing Association. The scheme will provide supported accommodation for individuals with complex mental health and co-occurring needs, who are also at risk of repeated episodes of homelessness. The project will help to develop the individuals' daily living and housing support skills.

Name of Project: **Progression Accommodation Step Up to Step Down**

Date: 2023

Specialist support for a period of 18-24 months to develop independence and daily living skills for up to four people with a learning disability and/or mental ill health, who have potential to live more independently.

Proposed schemes for 2023-2027, subject to Capital Funding Agreement

Timeline	Details
2023-27	Independent Flats x 2 Two independent flats for 4 people with targeted floating support.
2023-24	Supported Living Mental Health Scheme for 3 individuals
2024-25	Supported Living Mental Health Scheme for 3 individuals
2025-26	Extra Care Scheme for 5-6 people

Floating domiciliary care for individuals with physical disabilities is being drawn down from the same provider framework as is used for older people and there is sufficient supply to meet demand.

When accommodation options are not available within the existing social housing stock for individuals with a physical disability, the Council will work with Registered Social Landlords (RSL). New bespoke properties will be developed and floating domiciliary care will be provided. Currently need is being met and there is no projected demand to develop any new schemes at this point in time. The Council has access to a specialist physical disability bungalow that can be used for emergency housing needs whilst a person's longer term housing options are developed.

The complex needs domiciliary care market has been operating at close to capacity levels and is facing market based pressures to sustain capacity. Issues have included service disruption based on staff sickness (largely associated with the COVID-19 pandemic) and challenges in attracting new staff to enter the market, which is an issue across the social care workforce.

In order to further develop the Council's Domiciliary Care Market, the Council will be undertaking a procurement exercise to establish a new framework for complex needs domiciliary care, which will be a joint framework with SBUHB.

Section B - Market Stability

Population

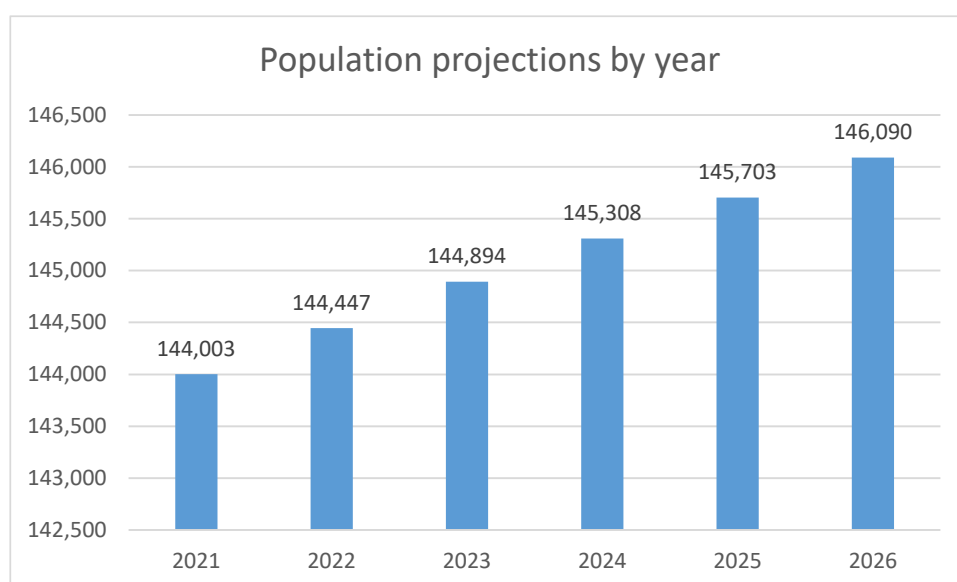


Table 11.5: NPT population projections by year

The above graph illustrates that over the next five years, projected population figures will see a consistent increase year on year.

The Council have in place a framework for supported living schemes which consists of 26 service providers.

Financial

Providers have seen increased cost pressures since the pandemic, mainly relating to the workforce. In October 2021 the Council implemented a 10% uplift in order to support the sector in improving its workforce terms and conditions, including payment of the Real Living Wage. A further 2% uplift was provided from April 2022 to take into account the rising costs of delivering services, such as increases in fuel costs.

Intelligence suggests that some providers have been heavily reliant on the use of agency staff which could potentially affect their viability and create a financial risk if this continues longer term. Agency staff can also cause anxiety to people that require consistency in staff; as such, providers are committed to using the same pool of agency staff to reduce this impact.

Action due to Failure

A comprehensive procedure has been established to support this area of work. If a provider becomes unable to carry on providing care due to business failure, then the Council will follow the 'Provider Failure Process' to secure alternative care provisions. This process has not yet been used as schemes have not closed. Commissioning have regular contact with the providers involving open dialogue and transparent conversations, as such commissioners are confident that they would be alerted early to any signs of market failure.

Within the last three years the Council was approached by a supported living provider who was experiencing significant financial pressures. The Council worked with the support provider and regional partners to resolve the issue and prevent provider failure.

Section C – Other Market Stability Factors

Contract Monitoring

Contract monitoring is essential to help us to improve the quality of the support commissioned services.

This process includes the following:

- Planned Annual Service Provider Review
- Unplanned Focused Monitoring
- Service User Review
- Regular Provider Forums
- Individual Provider Meetings

Monitoring Visits

As part of our contracting and monitoring process, monitoring visits are completed with service providers to review the quality and performance of their services. A monitoring report is produced based on the observations and findings from the visits and supporting evidence supplied as part of the assessment process. When monitoring the domiciliary care providers' services, an established evidence based approach is followed. This is to ensure that adult social care responses are linked to assessed need, and the desired outcomes for people are clearly linked to safeguarding and minimising risks to people's independence.

Planned Annual Service Provider Review

The annual monitoring reports are based on the domains within The Quality Assurance Framework for the Council. The development of this framework involved a formal 90 day consultation, which included involving service users, family members and support providers in its development. Following the annual service quality review monitoring process, if there are gaps and issues a Service Improvement Plan (SIP) will be implemented. This plan is based on an overall view of the service provider's quality and performance and is separated into a number of key areas of service delivery, highlighting the outcomes, areas of activity, findings and any subsequent recommendations (including any areas of non-compliance against the Contract and Regulatory Standards). Timescales and deadlines are agreed in conjunction with the provider and this plan is completed by the monitoring officer.

Unplanned Focused Monitoring

This process is instigated when the provider is perceived to be experiencing problems such as complaints; AAR referrals; contract compliance concerns and staffing issues. The monitoring process is undertaken as well as the completion of the SIP.

Provider Meetings

Commissioners met with providers on a quarterly basis over the period 2017-2019. Through the pandemic a phone call was made from the contract monitoring officers twice weekly in order for providers to discuss any issues and for monitoring officers to collect data to help understand emerging issues. Monthly provider meetings took place throughout the pandemic, this has now returned to quarterly meetings.

Current and Projected Trends

The Council have identified a number of key themes and these include:

Learning Disability

There is sufficient supply of supported living, so the focus is on development of independent living flats and extra care over the next five years.

There are a number of people in supported living or care homes that have the potential to develop their daily living skills in order to move into their own independent accommodation. A step up scheme is being developed to support these people in achieving their independence outcomes.

There is a need to develop the market for floating domiciliary care delivered in a person's home. As mentioned, the Council intend to develop a framework to address this issue.

Mental Health

There is a heavy reliance on residential care and an insufficient number of independent accommodation based options.

The Council have started to address these issues by developing different models of accommodation. Over the last three years schemes have been developed to ensure individuals maximise their outcomes, reach their

potential and have opportunities for progression. Models include: extra care schemes, core and cluster, and independent living flats with support. The step up scheme will also support people with mental ill health to move into their own independent accommodation. Additional schemes are planned for development over the next five years.

The Council have identified individuals who come under Section 117, that due to their mental health and consequent vulnerabilities have found it difficult to maintain/or retain sufficient housing. The CCU is developing close links with the Council's Housing Options Team and RSLs to develop adequate supported accommodation. There will be the option for individuals to receive specialist floating domiciliary care within their own home which will help them with their daily living skills and help to reduce the cycle of homelessness.

There is a need to develop the market for floating domiciliary care delivered in a person's home. As mentioned, the Council intend to develop a framework to address this issue.

Physical Disabilities

Most people are supported to stay in their own homes through the use of relevant grants to implement adaptations. In these cases a package of floating domiciliary care will be delivered to the person in line with their identified needs.

Domiciliary care is provided through the same framework used for older people.

There are a number of people that have a learning disability and/or mental ill health that also have a physical disability. The development of the extra care service took these requirements into account and contained a number of specially adapted flats. The core and cluster model will also be designed in a way to support people with a learning disability and /or mental ill health that also have a physical disability. Existing supported living schemes have also been adapted in line with a person's physical disability requirements.

Transition Group

This forum has been established to support young people with a disability to plan for their future and support their transition from Children's Services to Adult Services. Membership of this forum includes key practitioners who support the individuals, with representation from the health board, social

care, education, housing, employment, commissioning and community services. From this the CCU can plan the commissioning of relevant services.

Accommodation Pathway Group

These monthly meetings are a gateway to discuss identified needs, gaps in service and plan new developments.

Co-production

The Council strive to encourage participation and promote co-production when developing new services. The Council work with two main groups to include:

- Potential Support Providers – market engagement events are held whereby potential support providers are invited to attend. A presentation of the new service is given, with opportunities for questions and feedback. This information is taken into account in the development of service models.
- Family and Service User Engagement Meetings – a meeting group is established with service users and, where relevant, the families and carers of individuals identified for new services, with all key stakeholders attending. Regular meetings take place and information is presented to the group at every stage of the development. There are opportunities for questions and feedback and this information feeds into the process, including accommodation design. The group is also invited to be involved in the process to source the care provider by developing evaluation questions and sitting in on presentations given by the prospective providers. Feedback from this group also informs the service specification to ensure that the provider delivers a service in line with what matters to the individuals.

Impact of Commissioning Practices on the Market

There could potentially be an impact on specialist mental health and learning disability residential placements as the Council is looking to develop more independent living care models. There will be opportunities for providers to develop plans and be informed of any commissioning intentions. The Council liaises closely with providers to inform them of future service development opportunities through Sell2Wales or the established frameworks. There may be a reduction in supported living placements for people with a learning

disability as individuals are enabled through the step up service to develop their independent living skills in order to move into their own homes.

Sustainability of Provision

Contracted providers are all struggling with recruitment and retention regardless of the size of the organisation. Providers have described continued financial pressure including ensuring rates of pay for staff are competitive and increasing fuel costs. Providers have reported that retaining staff can be difficult due to staff being attracted to higher rates of pay in other sectors e.g. retail and hospitality, not forgetting that the pandemic has also created more pressures on staff for other reasons e.g. working long hours to cover sickness. In addition there has been a higher than normal use of agency staff, which also negatively impacts on a provider's financial position.

The overreliance on a small number of providers to deliver floating domiciliary care in a person's home is a potential risk if one of those providers left the market.

As mentioned, there are robust processes in place to assess the potential risk and manage provider failure.

Risks to Market Stability

Domiciliary Care Providers continue to experience pressure and influences from a range of sources. Employment/staffing factors continue to be the largest threat to the market as the number of new recruits into the workforce does not match the number of new people requiring a care package. The wider employment market offers the same rates of pay with less demands and better sociable hours and in some cases offer financial incentives to enter their professions. Staff are exhausted with the pandemic impact and are leaving not only the domiciliary care sector but the care sector as a whole. This further impacts on current staff workloads as this is increased to try and meet demands of the service which then has a knock on effect on quality and care.

Due to the challenging staff environment and the inability to recruit into the sector, providers on occasions are using agency staff. Costs are much higher and this may lead to further financial pressures for the provider.

Providers are advertising jobs via recruitment agencies, by word of mouth, at job fairs and social media sites such as 'Facebook'. However they are reporting very low interest and have highlighted a low return on their recruitment investment.

Section D – Summary of the Market

Pre COVID-19

The market has proven to be sufficient in terms of supported living for people with a learning disability, with the sector able to meet the increasing demand for care. However there is currently a lack of other accommodation models and a lack of provision for floating domiciliary care. This imbalance will be addressed over the next few years through the development of new models.

Mental Health provision has been more pressured with an overreliance on care homes due to a lack of more community based alternatives. Again plans are in place to address this.

Staffing was not a significant issue prior to COVID-19, but has now become one of the key risks to market stability and sufficiency.

Post COVID-19

Looking ahead the Council have plans to introduce new ways of working and continue to develop new models of care. The main threat since COVID-19 is the availability of suitably experienced staff.

Section A – Market Sufficiency

Population Based Demand

Since 2017, the Council’s child population receiving care and support has fluctuated but the overall population size has decreased¹⁸. The cohort of children who live in the area with a disability and receive care and support has been increasing since 2017 and so the population based demand for children’s domiciliary care provision has increased¹⁹.

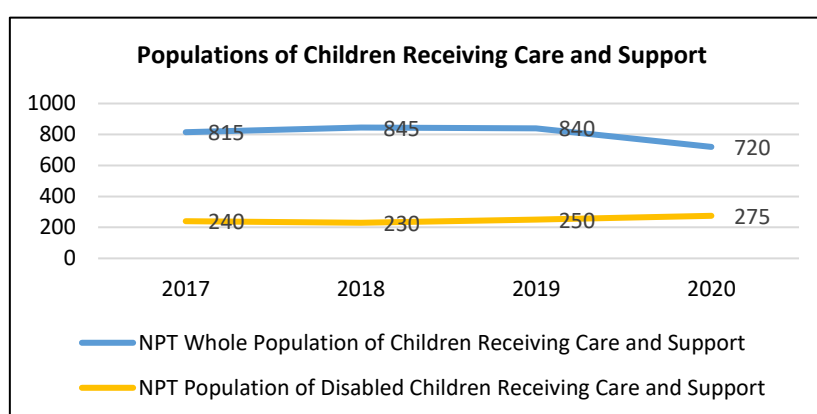


Table 12.1: Children’s population and disabled children’s population receiving care and support by year

Domiciliary Care Usage

In line with the individual child’s assessed needs, domiciliary care packages are designed in a personalised way. The number of hours and frequency of domiciliary care support differs between children and frequently changes throughout the lifetime of the support package to meet the changing support needs of the child and their family.

Since 2017, the number of children accessing domiciliary care provision within the area has increased, with a sizeable increase noted during the COVID-19 pandemic. The reasons for this increased demand is multi-factorial but can largely be attributable to two key factors:

- The extended use of domiciliary care provision to deliver support based packages due to the limited availability of such provision within the local social care market.

¹⁸ Data obtained from Stats Wales

¹⁹ Data obtained from Stats Wales

- The increased use of domiciliary care provision to provide short breaks to children and their families (which provide parent carers with short breaks from their caring responsibilities whilst providing the child/children with enjoyable experiences within the home or community).

Number of Children Accessing Domiciliary Care Provision ²⁰	2017/18	2018/19	2019/20	2020/21
		5	5	15

Table 12.2: Comparison -Years/Council Nos- accessing services

In line with the increased numbers of children accessing domiciliary care provision, the annual usage of domiciliary care provision has grown by 68% from 2017 to 2021²¹.

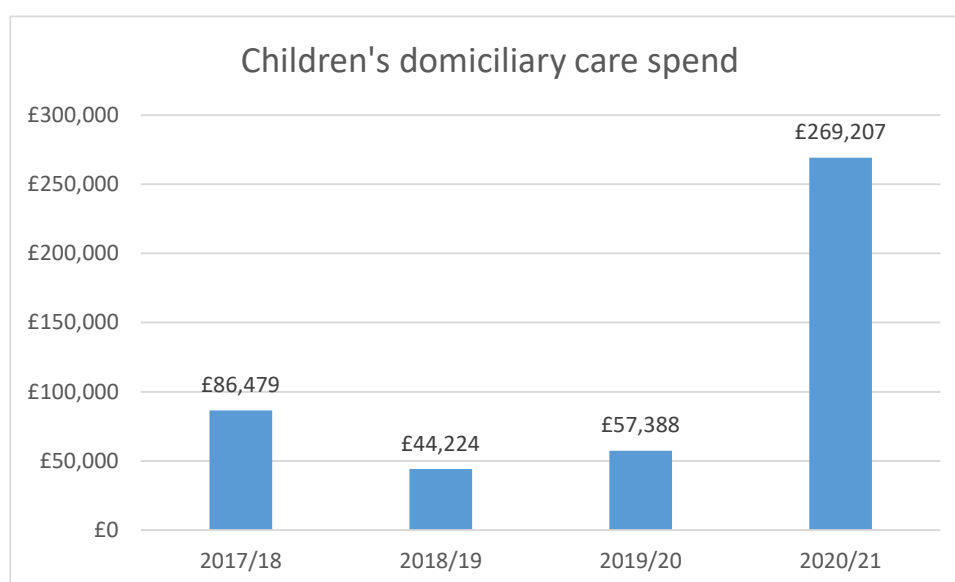


Table 12.3: Children's domiciliary care spend by year

Domiciliary Care Supply

Local domiciliary care providers provide care and support to a wide cohort of children who present with various care and support needs, and there is no cohort of children to which local providers have reported difficulties in delivering their service to. Over the past four years, domiciliary care providers have demonstrated flexibility in their service models in order to adapt their service offering to meet various support needs. This flexibility and commitment to meeting local need has helped achieve service sufficiency with no key service gaps.

²⁰ Data rounded to the nearest 5 for disclosure reasons

²¹ Based on annual spend on domiciliary care provision

From 2020, the local domiciliary care market responded to increased demand by increasing their service capacity. However, at times, demand still outstripped supply with local providers reporting they were operating at service capacity. This presented challenges to achieving sufficient levels of service availability. This high level of demand is predicted to correlate with the impact from the COVID-19 pandemic.

Quality and Outcomes

Care and support plans continue to be co-produced with the child and their progression and achievement of personal outcomes are regularly reviewed and evaluated. Overall, the Council's domiciliary care market sufficiently met required service quality standards and effectively supported children to achieve their personal wellbeing outcomes.

Identified areas of poor performance across the Council's domiciliary care market have been isolated incidents and are not indicative of market wide quality issues.

Current Level of Market Sufficiency

The Children's Domiciliary Care Market is operating at close to capacity levels and is facing market based pressures to sustain capacity. Current issues include service disruption based on staff sickness (largely associated with the pandemic) and challenges in attracting new staff to enter the market, which is an issue across the social care workforce.

Domiciliary care provision is largely commissioned from one provider (please refer to the market stability assessment below for further information). Whilst this provision provides a good quality service, this is a high risk commissioning approach due to the potential risks presented relating to future service stability and sufficiency. A number of domiciliary providers have demonstrated an interest to become part of the Council's commissioned service over recent years, but they have cited barriers to enter the market, including the small number of support packages. The Council has a commissioning need for a very flexible workforce to sustain flexible packages of support.

In order to further develop the Council's Domiciliary Care Market, we are reviewing and revising the Children's Services strategic and commissioning

plans, which includes a focus on domiciliary care and short breaks demand profiling.

Likely Issues To Affect Market Sufficiency Over Next 5 Years

COVID-19 Pandemic Impact

Since 2020, the COVID-19 pandemic has brought much disruption to the lives of children and their families. School and support service closures/ disruptions contributed to increased demand for care and support services. This has been a key contributor to the recent rise in demand for domiciliary care provision which has led to market growth but has also led to maximised market capacity. Over the next five years, the continuing impact of the pandemic will be closely monitored as it is most likely to continue to affect market sufficiency in the short term.

Population Based Demand

In line with Welsh Government population projections, the population of children who live with a disability is projected to remain stable over the next 5-10 years, therefore there is no correlation between the projected population size and demand placed upon domiciliary care provision.

Accessible Suite of Support Services

Domiciliary care provision is one of many support services children and families may access, which can also include support services from other areas to include the Council, commissioned providers and other partner organisations.

Many of these other complementary support services are currently overwhelmed and are providing limited service availability. The knock on effect frequently results in an increased demand on domiciliary care services to support child/children and their families to support family wellbeing and continuity.

The Council is working closely with commissioned services and partner organisations to highlight and support service sufficiency developments which impact the locale's domiciliary care market. Without effective developments in this area, it is likely that demand placed on domiciliary care provision will continue at an increased level, which is likely to affect market sufficiency over the next five years.

Impact from Wales Wide Workforce Sufficiency Issues

The sufficiency of the social care workforce across Wales is a concern. The sufficiency and quality of the Council's children's domiciliary care market relies on providers achieving suitable levels of staff recruitment and retention.

This area will be closely monitored as workforce sufficiency issues present a key risk to achieving market sufficiency over the next five years.

Section B - Market Stability

Balance of Demand and Supply

The sufficiency assessment above identified that demand and supply within the Council's domiciliary care market have both increased since 2020. The market has successfully grown to meet levels of demand but as COVID-19 related impacts decrease, any significant drop in domiciliary care demand may destabilise the local market and its workforce. The Council will work closely with commissioned providers to monitor service stability on an ongoing basis.

Provider Base Diversity

The composition of the Local Children's Domiciliary Care Market has changed quite considerably since 2017, with a decreasing number of domiciliary care providers commissioned by the Council. The reasons for this decrease have been attributed to providers moving away from this market, providers operating limited local availability or past experience of poor service quality. The way in which the Council select and commission domiciliary care provision has impacted upon the distribution of market share associated with the Council commissioned support packages.

% of Local Market Share Held by The Council's Most Frequently Used Domiciliary Care Provider	2017/18	2018/19	2019/20	2020/21
	89%	45%	95%	99%

Table 12.4: Percentage of market share held by Council' most frequently used domiciliary care provider

The market leader during 2017/18 and 2018/19 had a declining market share, which was absorbed by a growing locally based provider since 2019 which emerged as a new local market leader since 2019.

Whilst the current market leader provides a good quality service, the Council's reliance on this provider for 99% of local domiciliary care provision is a high risk approach due to the potential risks this arrangement presents upon future service stability and sufficiency. Domiciliary providers have expressed an interest in growing or diversifying their business models to enter the Council's Children's Domiciliary Care Market. However, such providers cited barriers to enter the market including the small number of support packages the Council commission and the need for a very flexible workforce to sustain flexible packages of support.

The Council is currently reviewing its strategic and commissioning plans, which will include a review of commissioning arrangements and market development work relating to the Children's Domiciliary Care Market.

Access to Local Market Information

The Council will work closely with partner organisations to undertake market engagement and market shaping activities from 2022 to support local market development.

Financial Viability

The Council accredits domiciliary care providers before commissioning activity takes place. Accreditation and annual service reviews have not identified risks to the financial viability of commissioned domiciliary care providers.

Price/ Quality Equilibrium

The equilibrium between price and quality is not balanced within the area's domiciliary care market. Prices charged by domiciliary care providers vary quite considerably with a price difference of up to 30%²² between providers, but there is no evidence to suggest any increased service quality in relation to the price paid.

Over the previous four years, some providers have expressed a requirement to only provide support packages of a minimum number of hours, which has presented issues relating to delivering personalised support packages and achieving value for money. The planned market engagement activities in 2022 will signal and clarify the position on how it commissions support packages to enable providers to understand the Council's commissioning approach.

Market Wide Shocks

²² Based on price per hour

The risk of market shocks within the Council's Children's Domiciliary Care Market is being closely monitored, especially with regards to stability of commissioned domiciliary care providers.

Action due to Failure

No action has been applicable by the Council in pursuance of its duty under section 189(2) of the Social Services and Well-being (Wales) Act 2014.

Section C – Other Market Stability Factors

Consideration of Market Quality

Children and young people accessing domiciliary care provision have outcome based care and support plans, which are coproduced with the individual. Commissioned domiciliary care providers regularly review progression and the achievement of personal outcomes. All commissioned domiciliary care providers deliver a package of training and support to their workforce in line with regulatory requirements.

Alongside CIW, the quality and performance of commissioned domiciliary care providers are monitored on an annual basis by the Council's CCU. From analysing the quality of care and support provided, overall, the Council's domiciliary care market delivers good quality care and support provision. Incidents of poor performance have been largely isolated incidents and are not indicative of market wide quality issues.

Current and Projected Trends

Covid19 Impact

During any period where COVID-19 related disruptions are experienced by families such as school/ service closures or disruptions, the level of demand

for children's domiciliary provision is expected to remain stable at current levels.

Once pandemic impacts reduce or are resolved, the level of demand for children's domiciliary care provision is expected to reduce to pre-pandemic levels which is a significant decrease compared to current demand levels.

These predicted trends, if and when they come into fruition, will have a significant impact on the level of demand placed upon the Councils Children's Domiciliary Care Market. The Council will work closely with and support commissioned providers to mitigate service disruption when possible.

Impact of Commissioning Practices on the Market

The Council have a number of spot purchasing contracts with Domiciliary Care Providers. Providers are selected by care managers and this decision making process is not currently underpinned by any formal commissioning arrangement. Decisions are largely based on experience of service quality and availability of service.

The above decision making process has led to an informal 'preferred provider' approach which has led to the reliance upon one domiciliary care provider which has seen a notable growth in market share. This has created a situation where the local domiciliary care market is not providing a diverse provider base to commission from.

The intention is to implement a procured framework of providers in the next 12-18 months.

Sustainability of Provision

The area's Domiciliary Care Market contains a number of service providers but there is a reliance upon commissioning one external provider who currently holds 99% of the local market share. The largest identified risk to future market sustainability relates to the future stability of the local market leader. There are no current indications of risk to the financial viability of

commissioned domiciliary care providers but risks have been identified to the sustainability of the domiciliary care workforce. This risk is not provider specific risk, rather, it is associated with the overall challenges experienced across the wider social care workforce.

Risks to Market Stability

The largest identified risk to market stability relates to how demand for future domiciliary care will be managed once the impact from the COVID-19 pandemic has been reduced or resolved. Any significant decrease in future demand for domiciliary care may destabilise the market.

Section D – Non Regulated Provision

The Council's Domiciliary Care Market delivers packages of support which includes both care and support, as well as support-only packages. Non-regulated support services operate within the area which are not currently used.

Should the capacity of the non-regulated support sector grow locally, this may decrease demand placed upon local domiciliary providers for support only packages. As part of the Council's market development activities planned for 2022, we will engage with the non-regulated support sector to further understand this sector and their local operating service models in more detail.

Section E – Other Considerations Affecting the Market

Resources

Planned reviews of commissioning and strategic plans will explore and consider areas of resource pressures and areas where resources require investment and levelling up.

Direct Payments

Many families choose to use a direct payment for the delivery of personal care and support. However, many reported difficulties in recruiting and retaining personal assistants, the impact of which has led to some families accessing commissioned domiciliary care providers rather than utilising a direct payment.

Unfortunately, the recruitment and retention of personal assistants is a sector wide concern and is not unique to the Council.

Self-Funders

Data relating to care and support packages are collated and analysed by the Council in line with the assessed need of the child and their family. Little information is held on those who choose to self-fund services in addition to what is provided through care and support assessments.

Section F – Summary of the Market

The Council's Domiciliary Care Market has faced considerable pressure during the COVID-19 pandemic and responded with market growth and flexibility. Moving forward, we will review the Domiciliary Care Commissioning Arrangements.

9. References

No	Legislation
A	Sustainable Social Services for Wales: A Framework for Action 2011 http://www.wales.nhs.uk/sitesplus/documents/829/WAG%20-%20Sustainable%20Social%20Services%20for%20Wales%202011.pdf
B	The Social Services and Wellbeing (Wales) Act 2014 https://www.legislation.gov.uk/anaw/2014/4/contents
C	Wellbeing of Future Generations (Wales) Act 2015

	https://futuregenerations.wales/about-us/future-generations-act
D	Housing (Wales) Act 2014 https://www.legislation.gov.uk/anaw/2014/7/contents/enacted
E	Regulation and Inspection of Social Care (Wales) 2016 https://socialcare.wales/hub/regulation-and-inspection
F	The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017 http://www.legislation.gov.uk/wsi/2017/1264/made
G	Prosperity for All: the national strategy – Taking Wales Forward – Welsh Government 2017 https://gov.wales/prosperity-all-national-strategy
H	Together for Mental Health 2012 https://gov.wales/together-mental-health-our-mental-health-strategy
I	The Local The Council Fostering Services (Wales) Regulations 2018 https://www.legislation.gov.uk/wsi/2018/1339/contents/made
J	The Fostering Panels (Establishment and Functions) (Wales) Regulations 2018 https://www.legislation.gov.uk/wsi/2018/1333/made
K	The Children (Private Arrangements for Fostering) (Wales) Regulations 2006 https://www.legislation.gov.uk/wsi/2006/940/made
L	The Regulated Fostering Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019 https://www.legislation.gov.uk/wsi/2018/1339/contents/made
M	THE COUNCIL Public Services Board Wellbeing Plan 2018-2023 http://www.the Councilpsb.org.uk/downloads/Well-being%20Plan.pdf
N	Western Bay Population Needs Assessment http://www.westernbay.org.uk/areaplan
O	Neath Port Talbot Corporate Plan 2021-2023 https://www.the Council.gov.uk/28581
P	Neath Port Talbot Plan for Adult Social Care 2019-2022 http://moderngov.the Council.gov.uk/ieListDocuments.aspx?CIId=322&MIId=8356
Q	The Parliamentary Review of Health and Social Care in Wales 2018 https://gov.wales/sites/default/files/publications/2018-01/Review-health-social-care-report-final.pdf

No	Data Sources
1	Social Care Wales Research and Data - https://socialcare.wales/research-and-data
2	Social Care Wales Workforce Reports - https://socialcare.wales/research-and-data/workforce-reports
3	Social Care Wales Population Projections Platform - http://www.daffodilcymru.org.uk/
4	CIW Inspection Reports - https://careinspectorate.wales/service-directory
5	Data Cymru - https://www.data.cymru/data

6	WG Stats Wales https://statswales.gov.wales/Catalogue/Health-and-Social-Care
7	Neath Port Talbot CBC – Social Service Health and Housing – Internal Data Sets

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 1 - Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption, is considered to outweigh the public interest in disclosing the information.

Appendix 4 - Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph(s) 16 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

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

11th October 2022

**Report of the Director of Social Care, Health and Housing – A.
Jarrett**

Matter for Decision

Wards Affected: Glynneath

OPTIONS FOR TREM Y GLYN RESIDENTIAL CARE HOME

1. Purpose of the Report

- 1.1 This report provides the details on the available options for Trem Y Glyn and asks Members to consider and approve one of these available options.

2. Executive Summary

2.1 Following Officer discussions with Pobl regarding the feasibility of retaining Trem Y Glyn for a period of up to a further three years, a report was presented to Members on the 21st October 2021 to consider the available options (Background Paper 3).

2.2 Subsequently, Cabinet approved the third option presented in the report:

“Enter into a new contract with Pobl to retain Trem Y Glyn for a period up to 31st March 2023, with an option for a contract extension up to 31st March 2025, which will be considered in September 2022 pending a better understanding of how COVID-19 will impact on future social care services and demand”.

2.3 A new funding arrangement for the ongoing operation of Trem Y Glyn post March 2022 was also agreed. This meant that the fees paid to Pobl by Neath Port Talbot Council (“The Council”) would include funds to enable Pobl to maintain all repairs and maintenance liabilities of the Care Home.

2.4 In order to take forward the continued operation of Trem Y Glyn post March 2022, delegated authority was provided to the Director of Social Care, Health and Housing to implement the chosen option (Background Paper 2).

2.5 This report provides the required update and the available options for Trem Y Glyn post March 2023, which are:

- Option 1: Do not extend the current contact with Pobl, resulting in Trem Y Glyn closing after 31st March 2023 (this is the default position);

- Option 2: Enter into a Deed of Variation with Pobl to extend operations in Trem Y Glyn until 31st March 2024;
- Option 3: Enter into a Deed of Variation with Pobl to extend operations in Trem Y Glyn until 31st March 2025.

2.6 The report also presents Officers preferred recommendation for Trem Y Glyn post 31st March 2023.

3. Background

3.1 History

- 3.1.1 The Council entered into a contract with Gwalia (now known as the Pobl Group), to take over the operation of all Council run Care Homes for older people (Background Paper 14). This contract is for a period of 25 years and allows both parties three periods of review within the contract term.
- 3.1.2 The original contract made provision for Pobl to build four new homes in the areas of Neath, Port Talbot, Glynneath and Cymmer to replace the existing care homes in those areas. Two of the Care Homes were subsequently developed; Llys Y Seren in Port Talbot (2015) and Plas Bryn Rhosyn in Neath (2016).
- 3.1.3 Contract negotiations commenced in 2016, in which a number of changes to the original contract was proposed. One of these proposals was to cease the development of a new Care Home in Glynneath and to close the Trem Y Glyn by 31st March 2022 (Background Paper 13).
- 3.1.4 These proposed contract changes were subject to public consultation, the results of which were presented to Members on the 13th October 2016 (Background Paper 12). In this meeting, Members approved the development of a new home in

Glynneath to be halted and that that Trem Y Glyn should continue to operate until 31 March 2022 (Background Paper 11).

3.1.5 Subsequently, Members agreed on 16th March 2017 to the proposed Heads of Terms for the Deed of Variation, which included provision for Trem Y Glyn to remain open until 31st March 2022 (Background Papers 9 and 10).

3.1.6 In September 2019, Officers requested permission to review the options for Trem Y Glyn to continue operations post March 2022 (Background Paper 8). It was acknowledged at the time that the closure of Trem Y Glyn would result in the loss of a well-regarded local recourse, which had enjoyed a high occupancy rate and prompt filling of vacancies. The basis of this request was due to the high occupancy rates both in Trem Y Glyn and the wider Care Home market in Neath Port Talbot.

3.1.7 A further paper was brought back to Members on 1st April 2021 with the outcome of discussions with Pobl, which noted that Pobl were willing to continue operating Trem Y Glyn until March 2025 (Background Paper 6). After this report was presented to Members, Officers continued discussions with Pobl in order to determine the new contractual requirements for the provision of services in Trem Y Glyn for the period 1st April 2022 until up to 31st March 2025.

3.1.8 The details of these discussions were presented to Members on 21st October 2021 (Background Paper 3), alongside the three available options for the future of Trem Y Glyn, these options were:

- Option 1 – Continue with the planned closure of Trem Y Glyn by 31st March 2022.
- Option 2- Enter into a new contract with Pobl to retain Trem Y Glyn for a period up to 31st March 2025.

- Option 3 – Enter into a new contract with Pobl to retain Trem Y Glyn for a period up to 31st March 2023, with an option for a contract extension up to 31st March 2025, which will be considered in September 2022 pending a better understanding of how COVID-19 will impact on future social care services and demand.

3.1.9 Members were also requested to agree one of the two available funding arrangements, if they were minded to approve either option 2 or option 3:

- Funding Arrangement A – Pobl maintain repairs and maintenance liabilities.
- Funding Arrangement B - Pobl have liability for smaller repairs and maintenance works capped at under £1,000, with Neath Port Talbot Council (“the Council”) having responsibility to fund all other repairs and maintenance costs.

3.1.10 At the Social Care Health and Well-Being Cabinet Board of 21st October 2021, Members approved for the Director of Social Services Health and Housing to implement option 3 and funding arrangement A (Background Paper 2).

3.1.11 The current contract requires Pobl to present an exit strategy for the closure of Trem Y Glyn by the end of September 2022. Without entering into a Deed of Variation with Pobl, the default position, as per the contract, is for Trem Y Glyn to close by the end of March 2023. Pobl have confirmed agreement to enter into a Deed of Variation to continue operating Trem Y Glyn until 2025 if that is the preferred option for the Council.

3.1.12 This deadline of September 2022 to confirm the Council’s position on entering into a Deed of Variation to extend

operations in Trem Y Glyn is required to allow Pobl to commence an effective, legal and safe closure of Trem Y Glyn.

3.2 Overview of Trem Y Glyn

- 3.2.1 Trem Y Glyn is located in Glynneath and is the only Care Home in that valley area. It is registered with Care Inspectorate Wales (CIW) to deliver care to up to 30 people; however, due to three of these beds being located in an external bungalow, Pobl actually operate a total of 27 residential care beds. The Care Home provides support for people aged 60+, including people with dementia or mental infirmity.
- 3.2.2 Trem Y Glyn is very well regarded by residents and until 2020 enjoyed high occupancy rates. The COVID-19 pandemic saw occupancy levels within Trem Y Glyn fall, this falling occupancy was not isolated to Trem Y Glyn, as low Care Home occupancy was sadly seen across the wider Neath Port Talbot Care Home sector and the national Care Home Sector. Occupancy levels within Neath Port Talbot Care Homes has now generally improved, with a significant number of Care Homes experiencing pre-pandemic occupancy rates, including Trem Y Glyn. However, there remains a higher than average number of vacancies in some Care Homes, including those operated by Pobl (see section 3.3 “*Current Social Care Market in Neath Port Talbot*” in this report).
- 3.2.3 Care Inspectorate Wales last inspected the service on 18th October 2019 (Background Paper 7). The overall assessment of Trem Y Glyn was positive and CIW noted that “people are happy”. There were no improvement notices issued to the Care Home as a result of that inspection.
- 3.2.4 Over the last few years, a programme of refurbishment was undertaken within Trem Y Glyn, including a new roof, upgraded bedrooms and updated communal areas. However,

it is accepted that the building is coming towards the end of its operational life, which will result in increased maintenance, repair and capital costs going forward. Under the current contract these costs will need to be met by the Council.

3.3 The Current Social Care Market In Neath Port Talbot

3.3.1 It was highlighted in the October 2021 report (Background Paper 3) that COVID-19 had resulted in a significantly changed landscape for Care Home provision, the details of which had been set out in a report previously taken to the Social Care, Health and Well-being Scrutiny Committee on 16th September 2021 (Background Paper 5).

3.3.2 A year on from the above report and the Social Care market has not regained its pre-pandemic stability and there are ongoing challenges with sufficiency of provision for both Care Homes and Domiciliary Care. Furthermore, local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients.

3.3.3 Tables 1-3 below demonstrates changes in placements pre, during and post pandemic:

Table 1: Care Home Admission Rates – All Homes

Year	Number of Admissions
2017/18	216
2018/19	196
2019/20	230
2020/21	178
2021/22	326
April to July 2022	109
Projected 22/23	327

Table 2: Available Vacancies in Pobl Homes

Date	Available Vacancies - All Pobl Homes	Available Vacancies -Trem Y Glyn
09/08/19	3	1
27/07/20	5	2
30/07/21	18	3
18/08/2022	14	1

Data for 30.07.21 was the latest data presented in the October 2021 report and data from 12.08.22 is latest data for this year.

Table 3: Trem Y Glyn Occupancy Levels

Date	Occupancy Level %
March 2018	93%
July 2021	89%
August 2022	92%

Data for July 2021 was the latest data presented in the October 2021 report and data from August 2022 is latest data for this year.

3.3.4 The October 2021 report regarding Trem Y Glyn (Background Paper 3) and the September 2021 report about the Care Home market (Background Paper 5), highlighted the significant number of vacant Care Home beds and the reducing demand for Care Home placements across Neath Port Talbot. Due to a number of factors, this position has now changed and Neath Port Talbot has moved from a position of having a large surplus of Care Home beds to having insufficient available beds.

3.3.5 Although as at 16.08.22, dual registered Care Homes had a 91% occupancy rate of all beds registered with CIW and residential Care Homes had an 87% occupancy rate of all beds registered with CIW, this does not mean that there are enough vacant Care Home beds to ensure sufficiency of care within Neath Port Talbot. The three main reasons for this situation are:

- I. A number of Care Homes are not in a position to offer all their vacant beds for new placements made by the Council. This means that of the beds made available to the Council under the Care Home contract, dual registered Care Homes have an occupancy rate of 94% and residential Care Homes have an occupancy rate of 91% (as at 16.08.22). This is almost in line with pre-pandemic levels of 94% occupancy in dual registered and 98% occupancy in residential Care Homes (as at 04.03.20). The main reasons for Care Homes not making all their vacant beds available for placements made by the Council are:
 - The social care sector continues to face challenges with the recruitment and retention of staff. As a consequence, some Care Homes are unable to accept new admissions, as they would be unable to guarantee the staffing levels required to support new residents.
 - Care Homes are not accepting new admissions into double rooms due to continued enhanced infection, prevention and control measures being implemented as a result of ongoing COVID-19 community transition.
 - Some Care Homes will make available a number of beds for people that fund their placements themselves and/or for other organisations that may wish to purchase beds, with the costs for those beds attracting a different rate to that which the Council pays under its Care Home contract.
- II. Due to challenging pressures within the wider health and social care system, Swansea Bay University Health Board (SBUHB) have purchased a number of Care Home beds to safely transition patients that are medically optimised and no longer require hospital care, but are unable to return home as they are waiting for the next stage in their care journey to be finalised. These are short term placements intended to ensure

that people are safely supported away from a hospital setting until arrangements for the persons longer term care needs are put in place. As at 17.08.22, there were 29 people placed in Care Homes under this pathway.

- III. As highlighted in the “*Arrangements for the Provision of Domiciliary Care Services*” report presented to Members on 27th June 2022 (Background Paper 1), there has been significant and unprecedented pressure within the domiciliary care market. This has been negatively impacting on the Council’s ability to offer timely and sustainable services to those assessed as requiring domiciliary care and in some cases this has resulted people needing to move into a Care Home on a short term basis, whilst a package of domiciliary care is obtained. It is likely that these short term placements are one of the reasons why the Council has seen a 42% increase in placements in 2021/22 against the number of placements in 2019/20 (i.e. pre-pandemic).

3.3.6 The October 2021 report on Trem Y Glyn (Background Paper 3) noted that people with more complex care and support needs were now more likely to be supported within their own homes than move into a Care Home, demonstrated by the increasing numbers of people living in Neath Port Talbot that were in receipt of double staffed domiciliary care calls and the increased number of hours arranged by the Council at that time.

3.3.7 Based on the above, it was concluded that demand for Care Homes would continue to drop as more complex needs could be supported in the community. However, in July 2022 there was an 8% decrease in the number of doubled staffed calls and a 6.5% decrease in the number of people receiving domiciliary care, when compared to July 2021 (table four).

3.3.8 This reduction is likely to be due to insufficient capacity within the domiciliary care market rather than reduced demand, as table five demonstrates that there are a higher number of

referrals per month to brokerage in 2022 when compared to 2019 and 2020.

Table 4: Domiciliary Care Arranged by the Council – Snapshot in July over the Last four years

		July 2019	July 2020	July 2021	July 2022
Daily Average Calls	Single staffed	1,279	1,292	1,319	1,263
Daily Average Calls	Double Staffed	530	651	661	606
	Service Users	661	732	740	692
	Providers	14	16	20	17

Table 5: number of referrals to Brokerage for domiciliary care by year

Referral numbers by year		
Period	Total to Date	Monthly Average
1 st January -31 st December 2019	505	43
1 st January -31 st December 2020	641	53
1 st January -31 st December 2021	793	66
01 st January 2022 – 30 th April 2022	245	61

3.3.9 In addition, there are 148 people currently waiting for a package of domiciliary care to be arranged, whereas at the beginning of September 2021 there were 91 people waiting for a package of domiciliary care. Of this 148, there are 11 people in the Glynneath area waiting for a package of care. It is also important to note that of the 29 people placed by SB UHB into transitional Care Home Beds, 20 people are on the brokerage list awaiting a package of domiciliary care, 10 of which have been waiting longer than three months for this package of care.

3.3.10 Detailed work is due to take place in relation to analysing and assessing demand and supply of older people services, so that

the Council is well placed to meet the future needs and demands of Neath Port Talbot's older population. This work will also include a focused assessment of the Glynneath area due to the future closure of Trem Y Glyn.

3.4 Potential Options for Trem Y Glyn

Option 1: Do not extend the current contract with Pobl, with Trem Y Glyn closing after 31st March 2023.

3.4.1 This is the default position under the current contract with Pobl, which will expire on 31st March 2023 unless there is agreement for the Council to enter into a further Deed of Variation to amend the closure date.

3.4.2 Pobl are due to submit a service exit strategy by the end of September 2022, setting out how they plan to close the care home by 31st March 2023.

3.4.3 The Council would work with Pobl to transfer residents into new Care Homes. In addition, the Council and Pobl would work to try and find alternative employment for staff members where possible (please see the “*Workforce Impacts*” at section 7 of this report).

Option 2: Extend the current contract with Pobl until 31st March 2024

3.4.4 The Council would agree with Pobl to enter into a further Deed of Variation for the continued operation of Trem Y Glyn for a period of 12 months. This change to the previous closure date would mean that the Deed of Variation and associated terms of service would require negotiation and agreement with Pobl. It is intended that the services would operate on the same basis as under the 2022 Deed of Variation.

- 3.4.5 Pobl submitted costings in 2021 to operate Trem Y Glyn until 31st March 2025 and the fee rates for this extension period would be on that basis. However, in light of increased costs for operating social care services, there would be a need for the Director of Social Care, Health and Housing to negotiate and agree a fee uplift in line with anticipated operational pressures.
- 3.4.6 In September 2023, Pobl would provide the Council with a service exit strategy setting out the plans for closing the Care Home after 31st March 2024. As with option 1, the Council would work with Pobl to transfer residents into new Care Homes and support the staff.

Option 3: Extend the current contract with Pobl until 31st March 2025

- 3.4.7 The Council would agree with Pobl to enter into a further Deed of Variation for the continued operation of Trem Y Glyn for a period of 24 months. This change to the previous closure date would mean that the Deed of Variation and associated terms of service would require negotiation and agreement with Pobl. It is intended that the services would operate on the same basis as under the 2022 Deed of Variation.
- 3.4.8 All other elements of this option would be the same as for option 2, as set out in paragraphs 3.4.5 to 3.4.6. The only difference being that the date for the contract to end with Pobl would be 31st March 2025, on which date Trem Y Glyn would close.

Officers Preferred Option: Option 2

- 3.4.9 It was highlighted in the October 2021 report (Background Paper 3) that the care market in Neath Port Talbot and across Wales was in a state of flux due to the impact of COVID-19 and it was difficult for Officers to predict with accuracy what impact

Trem Y Glyn closing could have on the ability for the Council to appropriately react to these changes.

- 3.4.10 The current view of Officers is that the social care market continues to be unpredictable and unstable. As such, Officers feel that closing Trem Y Glyn at this point in time could put further pressure on the health and social care system. Furthermore, it is the view of Officers that this position is likely to last for another 12 months.
- 3.4.11 In light of the current market position in terms of stability and sufficiency, Officers recommend that the Director of Social Services is granted delegated authority to conclude negotiations with Pobl and enter into a Deed of Variation with Pobl, so that Trem Y Glyn can continue to operate until March 31st 2024.
- 3.4.12 Discussions have taken place with Pobl, who have confirmed that they would be willing to continue operating Trem Y Glyn for an additional 12 month period.
- 3.4.13 It is important to note that Officers are only recommending a 12 month final extension to the contract with Pobl due to the current situation within the social care market. The longer term issues with continuing to operate Trem Y Glyn, as set out in the October 2021 report and the associated Integrated Impact Assessment remain (Background Papers 3 and 4). These issues include the disproportionate costs of operating services within Trem Y Glyn and the operational life of the building.
- 3.4.14 As mentioned in paragraph 3.3.10, Officers will be conducting an in-depth assessment of need, capacity and demand for older people care services. This will enable Officers to present to Members a strategy for supporting Neath Port Talbot's aging population.

3.4.15 The above paper will also enable Members to make an informed decision on whether they wish to revisit the 2016 decision to close Trem Y Glyn or reconfirm that the Care Home will close as planned by March 2024. It is important to note that short term extensions are not a preferred approach to take as they create further uncertainty for staff and residents. As such, a further short term arrangement in respect of Trem Y Glyn should be avoided. It should also be noted that the Directorate's budget does not include funding for the operations of Trem Y Glyn going forward and any longer term decision on Trem Y Glyn will need to be taken in context of the wider Directorate's financial commitments.

4. Financial Impacts

4.1 Financial Impacts Relating To All Options

- 4.1.1 As agreed by Members on 16th March 2017 (Background Paper 9), the Council is required to reimburse Pobl for all severance costs incurred. Until the Council is able to determine the numbers of staff that have been redeployed into alternative roles, it is not possible to provide a firm figure of what that cost may be. As an indication, the Council made a payment of £247,642 for redundancy costs relating to the closure of Arwelfa in 2017.
- 4.1.2 In response to concerns around the impact of additional travel on families visiting relatives that have been moved from Trem Y Glyn, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship. The costs associated with this will be determined as part of the service exit strategy planning.
- 4.1.3 On the closure of Trem Y Glyn, the Council will take back the capital asset, which the Council may wish to either redevelop or sell. This may bring in additional income for the Council.

4.2 Additional Financial Impacts Only Relating To Option 1:

- 4.2.1 This option would realise some financial savings for the Council from the 1st April 2023, as the Council would no longer be liable to pay the current contract fee of £1,375,012 per annum for the Trem Y Glyn beds.
- 4.2.2 Over the last 6 months, the Council has paid on average £100,000 per month on void bed payments in Pobl Care Homes. Transferring some of the Trem Y Glyn residents into these vacant beds would reduce the amount that the Council pay for vacant beds in Pobl Care Homes.
- 4.2.3 The current bed price paid to Pobl for beds in Trem Y Glyn is £976.67 per person, per week, in comparison our fees for residential care in non-Pobl Care Homes within Neath Port Talbot is £688.20 per person, per week. As such, placing people that would have moved to Trem Y Glyn into alternative residential Care Homes would realise a financial saving to the Council.
- 4.2.4 Of the 26 residents currently living in Trem Y Glyn, the placements of 23 residents are paid for by the Council, with the reminding 3 residents paying for their placements themselves. Moving 23 Council funded residents from Trem y Glyn into non-Pobl Care Homes would cost £825,000, realising a saving of £550,000 per annum. This saving would increase by £36,000 for each resident that transferred into vacancies across the other Pobl Care Homes, currently there are 13 vacancies across other Pobl Care Homes.

4.3 Additional Financial Impacts Only Relating To Option 2 and Option 3:

- 4.3.1 As part of the negotiations in 2021 to retain Trem Y Glyn for up to a further three years, Pobl submitted costings for the period in question. The breakdown of these costs was presented to Members in October 2021 and has been included within this report (Appendix 1)¹.
- 4.3.2 Costings presented to Members in 2021 were based on assumptions relating to future changes that would directly impact on operational costs such as the Consumer Price Index rate, the National Living Wage, pensions and other legal/regulatory matters. This means that there are potentially additional financial costs for option 2 and 3 that cannot yet be confirmed until discussions between the Director of Social Care, Health and Housing and Pobl are concluded.
- 4.3.3 The additional funding required to retain Trem Y Glyn for up to a further 12 or 24 months would need to be found from the Social Services budget, against which there are a range of financial commitments that need to be accounted for. Monies allocated to Trem Y Glyn for these additional years would mean less money to spend on wider areas of priority for Social Services.
- 4.3.4 In addition to the above additional cost considerations, option 2 and option 3 would mean that the Council would be unable to realise the financial savings attached to the closure of Trem Y Glyn in March 2023. However, it should be noted that this saving does not form part of the Social Services financial strategy or efficiency targets for 2023/24 – 2024/25.

¹ *Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption, is considered to outweigh the public interest in disclosing the information.*

4.4 Summary of Option Costs Per Annum

Option	Annual Cost to the Council
Option 1 Based on 23 people and assuming 13 people move into alternative Pobl Care Home beds	£357,012
Option 2 and 3 Costs Based on 2022/23 contract price N.B the costs for each year will rise due to increases in operational costs	£1,375,012

5. Integrated Impact Assessment

- 5.1 An impact assessment was undertaken in October 2016 in relation to the proposal to close Trem Y Glyn (Background Paper 12). This impact assessment indicated that there was a need to justify the proposal.
- 5.2 A new Integrated Impact Assessment was undertaken in October 2021 regarding the three options put forward in the associated report (Background Paper 4), which concluded that there was a need to justify the proposals. That Integrated Impact Assessment has now been reviewed and updated for this report. The reviewed Integrated Impact Assessment has been included below in summary form only and it is essential that Members read the Integrated Impact Assessment, which is attached to the report at Appendix 2, for the purposes of the meeting.
- 5.3 The overall conclusion from the Integrated Impact Assessment was that the available options required justification. It is important to note when considering the Integrated Impact Assessment, that the decision to close Trem Y Glyn was made in 2016 and that this Integrated Impact Assessment relates to the options of closing Trem Y Glyn by 31st March 2023 or entering into a Deed of Variation to continue operations for up to another 24 months. It does not look into the decision to close

Trem Y Glyn as this has previously been assessed and a decision agreed in 2016.

- 5.4 Equalities Impacts - There are a number of negative impacts identified with the closure on Trem Y Glyn for staff, those that may look to move into Trem Y Glyn in the next 12/24 months, residents and family and friends of residents. Furthermore, some people are likely to be more affected by the closure of Trem Y Glyn due to their protected characteristic(s). However, in most cases the negative impacts identified with closing Trem Y Glyn on people with protected characteristics is not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.
- 5.5 Closing Trem Y Glyn in March 2023 is likely to add to current pressures facing the health and social care system, due to the loss of 27 Care Home beds. This additional pressure could have a negative impact on people who may require a social care service in the next 12 months, the majority of whom will have a protected characteristic due to their age and/or disability and/or sex. As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will have a positive impact on people that require social care interventions with these protected characteristics.
- 5.6 Socio Economic Disadvantage Impacts - The closing of Trem Y Glyn is likely to have a negative socio-economic impact on staff, those that may look to move into Trem Y Glyn in the next 12/24 months, residents and family and friends of residents. However, the negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.

- 5.7 Closing Trem Y Glyn in March 2023 is likely to add to current pressures facing the health and social care system, due to the loss of 27 Care Home beds. This additional pressure could have a negative impact on people most likely to be already at a socio-economic disadvantage (i.e. people with a disability and/or people that are assessed as requiring the Council to fund their social care services due to low income or having no assets). As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will help support people that require social care interventions, who are also at a socio-economic disadvantage, at this time of predicted market instability.
- 5.8 Community Cohesion/ Social Exclusion/Poverty Impacts - The closing of Trem Y Glyn is likely to have a negative impact on community cohesion, social exclusion and poverty; however, there are actions that can help minimise this impact. The overall assessment is that the proposals will have a neutral impact as all identified negative impacts relate to the closing Trem Y Glyn and are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.
- 5.9 Welsh Language Impacts - The closing of Trem Y Glyn will have a neutral impact on a person's ability to use the Welsh Language as there will be an individual assessment of needs for residents that are to move from Trem Y Glyn, which will take into account their Welsh Language needs. This will be the case regardless of the closure date.
- 5.10 Biodiversity Impacts - The closing of Trem Y Glyn is likely to have a negative impact on biodiversity as the loss of a local Care Home is likely to result in increased motor vehicle use for those visiting the former Trem Y Glyn residents and Trem Y Glyn staff that are redeployed/employed outside of Glynneath.

This will have a negative impact on the wider environment and air quality.

5.11 The overall assessment is that the proposals will have a neutral impact as all identified negative impacts relate to the closing Trem Y Glyn and are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.

5.12 Well-being of Future Generations Impacts - In normal circumstances retaining Trem Y Glyn for a further 12/24 months would not be consistent with long term ways of working or prevention, when considering the significant financial impact on the Social Services budget. Investing this funding into other social care services, such as early intervention services, would be more in line with long term ways of working as these types of services better supports long term wellbeing. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will help prevent further pressures on the health and social care system supporting long term ways of working by not acting in a way that could destabilise the health and social care system.

6. Valleys Communities Impacts

6.1 The report presented to Members in October 2016 (Background Paper 12) recognised that the Closure of Trem Y Glyn would result in no Care Home provision within the Glynneath area.

6.2 At the time of the 2016 consultation, a key concern of respondents related to the difficulties of families visiting their loved ones if residents were relocated out of the area. It was agreed in October 2016 that the Council would fund specific

time-limited transport provision in proven cases of hardship, the details of this support will be developed as part of the exit strategy for Trem Y Glyn. Appendix 3 provides a list of other Care Homes in Neath Port Talbot area and the approximate distance from Trem Y Glyn.

- 6.3 As noted in Section 7 “*Workforce Impacts*” of this report, there is a risk of job losses within the Glynneath area when Trem Y Glyn closes. It is estimated that 73% of those working in Trem Y Glyn live within the local area and 93% live within Neath Port Talbot. However, processes will be put in place by both Pobl and the Council to try and limit redundancies. This will include the Council offering relevant Trem Y Glyn employees an opportunity to be interviewed for posts within the Community Wellbeing Team.
- 6.4 It is important to recognise the impact that closing Trem Y Glyn may have on the wider social care market within the area. The Council has arranged care and support services for 63 residents in Glynneath, of which 55 people are over the age of 65. This means that Trem Y Glyn supports around 47% of older people in Glynneath that have had care arranged by the Council. As at the 5th August 2021, there are currently 31 people receiving domiciliary care within the Glynneath area and there are currently 11 people living in the Glynneath area waiting for a package of domiciliary care (data for all age ranges). Between 2019 and 2021, 17 people from the Glynneath area moved into Care Homes outside the Glynneath area, this means that not all local residents utilise Trem Y Glyn to meet their Care Home needs.
- 6.5 It should be noted that the decision to close Trem Y Glyn has already been agreed and that the options within this report relate only to a potential amendment of the closure date. All options will ultimately result in the same general impact for the Glynneath Valley area, as previously identified in the report

presented to Members in October 2016 (Background Paper 12), with the main difference being the year in which these impacts occur.

6.6 However, due to current pressures within the health and social care system, Officers believe that the impact of Trem Y Glyn closing in March 2023 on people requiring social care interventions, both within Glynneath and the wider Neath Port Talbot area, will be more significant than if the Care Home closed in 2024 or 2025. This is because there are significant pressures and waiting times for services and the closure of a Care Home will further reduce available capacity.

7. Workforce Impacts

7.1 The workforce impacts associated with the closure date of Trem Y Glyn has not changed since the October 2016 (Background Paper 12) and the October 2022 reports (Background Paper 3). The advice given in relation to workforce impacts in those reports was as follows:

- As this relates to a contracted service, the workforce issues will be the responsibility of Pobl.
- Where possible Pobl will offer alternative employment within their organisation.
- Staff who were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy.
- Due to the continuing pressures for domiciliary care, the Council has a 'rolling' job advert for Community Wellbeing Officers. Many of the skills required to work within a Care Home will be transferable to domiciliary care. As such, the Council would be in a position to offer relevant Trem Y Glyn employees an opportunity to be interviewed for posts within the Community Wellbeing Team.

7.2 It should be noted that the decision to close Trem Y Glyn has already been agreed and that the options within this report relate only to the closure date. All options will ultimately result in the same impact for the workforce as previously identified in the reports presented to Members, the only difference will be the year in which these impacts occur.

8. Legal Impacts

8.1 Members are asked to refer to Appendix 4² which sets out the legal impacts relating to the options.

9. Risk Management Impacts

9.1 No additional risks other than those set out within the body of this report.

10. Consultation

10.1 A consultation process was undertaken in 2016, the results of this consultation was provided to members in October 2016 (Background Paper 12). A further public consultation process has not been undertaken as this report is not looking to change the decision on closing Trem Y Glyn.

10.2 As noted in the report presented to Members in October 2016, the majority of respondents were opposed to the closure of Trem Y Glyn. However, Members were reminded within that report of the need to balance the concerns of respondents who have a connection to Trem Y Glyn with the impact of retaining the Care Home on wider Council stakeholders.

² Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph(s) 16 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

10.3 The key concerns raised by people in this consultation and the responses provided at that time were:

- Concern - The impact of the proposed closure on the wellbeing of residents and the ability to maintain contact.

Response - The assessment process will ensure that resident's wellbeing is maintained and family will be part of this process.

- Concern - Transport issues for those that visit residents in Trem Y Glyn if residents are moved out of the area.

Response - A transport survey was developed to better understand the impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues. Furthermore, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.

- Concern – The impact of the closure on the Valley community and the loss of what is regarded as a quality Care Home.

Response - It was acknowledged that there were no alternative Care Homes in Glynneth.

- Concern - The proposal would mean people would be offered domiciliary care rather than a Care Home placement.

Response - It was confirmed that this was not the intention of the proposal.

- Concern - That the occupancy levels in the home were being manipulated by the Council to support the proposal.

Response – As part of the contract negotiations, the number of beds purchased by the Council will be reduced to 80%

- Concern - There could be a decline of care if Trem Y Glyn was scheduled to close.

Response - Assurances were given that the provider would be required to maintain standards.

- Concern – It was felt that the Council was going back on promises it had made about replacing the Care Home.

Response – Unfortunately, the position had changed since the original plans were developed. The need for residential care has reduced and the Councils financial position has deteriorated.

- Concern - The loss of employment caused by closing the Care Home.

Response - Where possible, Pobl will look to redeploy staff within their wider organisation. In addition, the Council agreed that staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy.

11. Recommendations:

11.1 Having had due regard to the integrated impact assessment it is recommended that delegated authority is provided to the Director of Social Care, Health and Housing to:

1. Finalise negotiations with the Pobl Group to extend the current contract in relation to Trem Y Glyn for a period of 12 months, including agreeing the amended contract rates.

2. Suspend the requirements of the Council's Contract Procedure Rules under rule 5, in particular the requirement for competition.
3. On conclusion of these negotiations, to enter into a Deed of Variation to extend the term of the contract for a further period of 12 months, with the final costs being reported back to cabinet for information purposes.
4. For Officers to present a strategy for older people services in September 2023 so that Members can make an informed decision on Trem Y Glyn post March 2024

12. Reasons for Proposed Decision

12.1 To ensure sufficiency of care within Neath Port Talbot.

13. Implementation of Decision

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

14. Appendices

Appendix 1: Trem Y Glyn Cost Breakdown from October 2021
(Restricted)

Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption, is considered to outweigh the public interest in disclosing the information.

Appendix 2: Integrated Impact Assessment

Appendix 3: Distance from Trem Y Glyn to other Care Homes in Neath Port Talbot

Appendix 4: Legal Impacts of the Options (Restricted)
Not for publication pursuant to Regulation 5(2) & (5) of Statutory Instrument 2001 No. 2290 and Paragraph(s) 16 of Part 4 of Schedule 12A to the Local Government Act 1972. Pursuant also to Paragraph 21 of the Schedule, and in all the circumstances of the case, the public interest in maintaining the exemption is considered to outweigh the public interest in disclosing the information.

15. List of Background Papers

Background Paper 1: Arrangements for the Provision of Domiciliary Care Services 27th June 2022 -

<http://modgov.npt.gov.uk/documents/s80189/Arrangements%20For%20The%20Provision%20Of%20Domiciliary%20Care%20Services.pdf>

Background Paper 2: Summary of Executive Decisions/Call-In Process 21st October 2022 -

<http://modgov.npt.gov.uk/documents/g9798/Decisions%2021st-Oct-2021%2014.01%20Social%20Care%20Health%20and%20Wellbeing%20Cabinet%20Board.pdf?T=2>

Background Paper 3: Future of Trem Y Glyn Residential Care Home 21st October 2021-

<http://modgov.npt.gov.uk/documents/s73116/Future%20of%20Trem%20Y%20Glyn.pdf>

Background Paper 4: Integrated Impact Assessment on Future of Trem Y Glyn Care Home 21st October 2021 -

<http://modgov.npt.gov.uk/documents/s73117/App%203%20-%20Future%20of%20Trem%20Y%20Glyn.pdf>

Background Paper 5: Impact of COVID-19 on the Sustainability of Older People Care Homes in Neath Port Talbot 16th September (Restricted) -

<http://modern.gov.npt.gov.uk/ieListDocuments.aspx?CId=322&MId=9998>

Background Paper 6: Closure of Trem Y Glyn Residential Care Home 1st April 2021 (Restricted) -

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CIId=322&MID=9733#AI41455>

Background Paper 7: CIW Inspection Report of Trem Y Glyn
Published January 2020 -

https://gov.wales/docs/cssiw/report/inspection_reports/00011052-RYXX_c_200102_e.pdf

Background Paper 8: Trem Y Glyn Residential Care Home Feasibility
Study 5th September 2019 (Item 3) -

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CIId=322&MID=8708#AI33528>

Background Paper 9: Decision of Agenda Item 6 Pobl Residential
Care Contract in the meeting of Social Care, Health and Housing
Cabinet Board, Thursday 16th March 2017 -

<http://moderngov.npt.gov.uk/mgAi.aspx?ID=19751>

Background Paper 10: Pobl Residential Care Contact 16th March
2017 (Restricted) -

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CIId=130&MID=6724#AI19751>

Background Paper 11: Decision of Meeting of Special Cabinet,
Thursday 13th October 2016 -

<http://moderngov.npt.gov.uk/mgAi.aspx?ID=16666>

Background Paper 12: Outcome of Public Consultation on the
Proposed Renegotiation of the Residential Care Contract with Pobl
13th October 2016 (Item 1) -

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CIId=158&MID=6832#AI16666>

Background Paper 13: Renegotiation of Residential Care Contract
with Pobl 29th July 2016 (Item 1) -

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6802#A115310>

Background Paper 14: Residential Care – Outcome of Procurement Exercise 7th December 2011 (item CAB-071211-REP-SS) -
<http://moderngov.npt.gov.uk/CeListDocuments.aspx?Committeeld=158&MeetingId=2655&DF=07%2f12%2f2011&Ver=2>

16. Officer Contact

Andrew Jarrett
Director of Social Care, Health and Housing
a.jarrett@npt.gov.uk

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 1	Chelé Zandra Howard	PO Commissioning	18.08.22
Version 2	Chelé Zandra Howard	PO Commissioning	23.08.22

1. Details of the initiative

	Title of the Initiative: Options for Trem Y Glyn Residential Care Home
1a	Service Area: Adult Services
1b	Directorate: Social Services Health and Housing
1c	Summary of the initiative: Following Officer discussions with Pobl regarding the feasibility of retaining Trem Y Glyn for a period of up to a further three years, a report was presented to Members on the 21 st October 2021 to consider the available options. Subsequently, Cabinet approved the third option presented in the report: <i>“Enter into a new contract with Pobl to retain Trem Y Glyn for a period up to 31st March 2023, with an option for a contract extension up to 31st March 2025, which will be considered in September 2022 pending a better understanding of how COVID-19 will impact on future social care services and demand”.</i>

	<p>A new funding arrangement for the ongoing operation of Trem Y Glyn post March 2022 was also agreed. This meant that the fees paid to Pobl by Neath Port Talbot County Borough Council (NPT CBC) would include funds to enable Pobl to maintain all repairs and maintenance liabilities of the Care Home.</p> <p>In order to take forward the continued operation of Trem Y Glyn post March 2022, delegated authority was provided to the Director of Social Care, Health and Housing to implement the chosen option.</p> <p>This IIA is to determine the impacts of the options for Trem Y Glyn post March 2023, which are:</p> <ul style="list-style-type: none"> • Option 1: Do not extend the current contact with Pobl, resulting in Trem Y Glyn closing after 31st March 2023 (this is the default position). • Option 2: Enter into a Deed of Variation with Pobl to extend operations in Trem Y Glyn until 31st March 2024 • Option 3: Enter into a Deed of Variation with Pobl to extend operations in Trem Y Glyn until 31st March 2025 <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023 or entering into a Deed of Variation with Pobl to extend operations in Trem Y Glyn for up to another 24 months. It does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
1d	Is this a 'strategic decision'? strategic and operational
1e	<p>Who will be directly affected by this initiative?</p> <ul style="list-style-type: none"> • Residents of Trem Y Glyn • Families of Residents in Trem Y Glyn • People that may have wished to move into Trem Y Glyn in the next 12 to 24 months • Staff working in Trem Y Glyn • Wider Neath Port Talbot residents that may require social care services in the 12 to 24 months
1f	<p>When and how were people consulted?</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023 or entering into a Deed of Variation with Pobl to extend operations in Trem Y Glyn for up to another 24 months. It does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>

	<p>A six week public consultation process was undertaken between 5th August 2016 and 16th September 2016. This consultation took into account advice from the Older Peoples Commissioner and Best Practice Guidance for Engaging and Consulting with Older People on Changes to Community Services in Wales. A further public consultation process has not been undertaken as we are not looking to change the overall decision on closing Trem Y Glyn.</p> <p>Details of this consultation and the outcome of the consultation was reported to Cabinet on 13th October 2016, the link to this document is: http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6832#AI16666</p>
1g	<p>What were the outcomes of the consultation?</p> <p>The majority of those that responded to the consultation were opposed to the closure of Trem Y Glyn. The key concerns raised by people in this consultation were:</p> <p><u>Concern</u> - the impact of the proposed closure on the wellbeing of residents and the ability to maintain contact. <u>Response</u> - The assessment process will ensure that resident's wellbeing is maintained and family will be part of this process.</p> <p><u>Concern</u> - Transport issues for those that visit residents in Trem Y Glyn if residents are moved out of the area. <u>Response</u> - A transport survey was developed to better understand the impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues. Furthermore, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.</p> <p><u>Concern</u> – The impact of the closure on the Valley community and the loss of what is regarded as a quality Care Home. <u>Response</u> - It was acknowledged that there were no alternative Care Homes in Glynneath.</p> <p><u>Concern</u> - the proposal would mean people would be offered domiciliary care rather than a Care Home placement. <u>Response</u> - it was confirmed that this was not the intention of the proposal.</p> <p><u>Concern</u> - that the occupancy levels in the home were being manipulated by the Council to support the proposal.</p>

Response – As part of the contract negotiations the number of beds purchased by the Council will be reduced to 80%

Concern - there could be a decline of care if the Trem Y Glyn was scheduled to close.

Response - Assurances were given that the provider would be required to maintain standards.

Concern – it was felt that the Council was going back on promises it had made about replacing the Care Home.

Response - unfortunately the position had changed since the original plans were developed. The need for residential care has reduced and the Councils financial position has deteriorated.

Concern - the loss of employment caused by closing the Care Home.

Response - Where possible Pobl will look to redeploy staff within their wider organisation. In addition, the Council agreed that staff who were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy

For full information on the outcome of this consultation, including how information from this was considered in original Impact Assessment, please refer to the report:

<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6832#AI16666>

2. Evidence

What evidence was used in assessing the initiative?

- Information from the consultation process from 2016
<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6832#AI16666>
- HR information on staff – *please note specific details from this information has not been included in this document (e.g. the numbers of people that may have a disability, number of people that are female, etc.), due to relatively low numbers of staff, most of whom live in Glynneath, it would be possible to potentially identify individual people*
- Information on residents - *please note specific details of this information has not been included in this document (e.g. disability, marriage status, etc.), due to relatively low numbers of residents, all of which live in the same accommodation, it would be possible to potentially identify individual people*

- Information from the report on Care Home provision in Neath Port Talbot that was presented to Scrutiny Committee in September 2021 – *please note this paper is not in the public domain due to commercial sensitivities.*
<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=322&MId=9998>
- Information on Care Home Occupancy in Trem Y Glyn, Pobl Care Homes and all other Care Homes in Neath Port Talbot – please see cabinet report
- Financial information on the costs to retain Trem Y Glyn open for up to a further two years - please see cabinet report
- Financial information on the costs of Care Homes and Domiciliary care in Neath Port Talbot - please see cabinet report
- Western Bay Population Needs Assessment information on Older People
<http://www.westernbaypopulationassessment.org/en/older-people/>
- Summary Statistics for South West Wales Region <https://gov.wales/sites/default/files/statistics-and-research/2020-05/summary-statistics-south-west-wales-region-2020-958.pdf>
- Stats Wales <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/Local-Authority/populationestimates-by-localauthority-year>
- Information from the original impact assessment that was presented to Cabinet on 13th October
<http://moderngov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6832#AI16666>
- Information from impact assessment impact assessment that was presented to Cabinet in 21 October 2021
<http://modgov.npt.gov.uk/documents/s73117/App%203%20-%20Future%20of%20Trem%20Y%20Glyn.pdf>
- Stats Wales <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/Local-Authority/populationestimates-by-localauthority-year> and <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus>
- ONS data from 2011 <https://www.ons.gov.uk/census>
- NPT CBC Adults Plan <https://www.npt.gov.uk/media/14700/plan-for-adult-social-care-2019-2022.pdf?v=20210914151908>
- 2021 Census information <https://www.ons.gov.uk/releases/initialfindingsfromthe2021censusinenglandandwales>
- National Social Care Data for Wales <https://www.socialcaredata.wales/>
- NPT CBC Market Stability Report (to be published)
- Client information on the Social Services database
- Numbers of people receiving and waiting for domiciliary care in Glynneath – please see cabinet report
- In total there are 3,233 adults in receipt of a social care service arranged by NPT CBC
- Within Glynneath are 63 adults in receipt of a social care service arranged by NPT CBC
- In total there are 2,480 adults over the age of 65 in receipt of a social care service arranged by NPT CBC
- Within Glynneath there are 55 adults over the age of 65 in receipt of a social care service arranged by NPT CBC

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	<p>Existing Residents</p> <p>All residents have a protected characteristic due to age, as all residents are over the age of 65. The closing of Trem Y Glyn is likely to have a disproportionate negative impact on people due to their age. This impact will include:</p> <ul style="list-style-type: none"> • anxiety of moving to another home, • potential loss of friendships made in the home, • being further away from their local community networks, • being further away from family and friends that live in Glynneath, • having to re-establish relationships with other residents, • loss of continuity of staff and needing to develop new relationships with staff • not having familiar surroundings <p>The physical environment of Trem Y Glyn is not in line with best practice for Care Homes and the building is now at the end of its operational life. Whilst there will be initial disruption, residents will be moved into homes that are more in-line with today's physical environmental standards for Care Homes. It would not be the case that remaining in Trem Y Glyn until 2024 or 2025 would result in residents being of significant disadvantage due to their environment, as temporary work has been completed in the Care Home which makes it operational until 2025.</p> <p>There was concern in the 2016 consultation that the quality of care would be impacted as the Care Home moved closer to the closure date. The risk that standards in Trem Y Glyn are negatively impacted over the 2024-2025 period is low. This is because there has been no evidenced reduction in quality or standards of care leading up to the originally agreed closure date of 31st March 2022, as such there is no reason to believe that a new closure date of 2024 or 2025 would have a</p>

			<p>negative impact on residents due to a deterioration of care. All Care Homes receive contract monitoring by NPT CBCs Commissioning Team and are also inspected by Care Inspectorate Wales to ensure compliance against the statutory guidance for Care Homes, these measures will ensure that any deterioration in care will be picked up and addressed.</p> <p>There will be anxiety for residents in relation to the uncertainty weather the Care Home will close in 2023, 2024 or 2025, making a decision on the closure date will help to give residents certainty in relation to this. Part of the service exit plan (weather this be delivered in 2023, 2024 or 2025) will include a communication plan to ensure that residents are fully informed and to support residents with any questions or concerns they have. This will help reduce anxiety.</p> <p>Where possible, the Council will try to accommodate resident’s preferences for moving into homes with their friends.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks. The new Care Home will support the residents to integrate and connect with new local resources, in line with their individual outcomes (e.g. leisure/social activities, libraries, places of worship). The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them.</p> <p>The impact of being further away from family and friends was a key concern that people had in the consultation. A transport survey was developed in 2016 to better understand this impact; however, none of the surveys were completed by the families. The assessment process for residents that are moved into a new home will address transport issues, for example wherever possible moving a resident to an alternative Care Home that minimises the additional transport requirements of visitors. Furthermore, it was agreed that the Council would fund specific time-limited transport provision for a regular visitor in proven cases of hardship.</p>
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			<p>Individual assessments and discussions will take place with each resident and the Care Home that they move into will be able to meet their individual assessed needs. Although these residents are likely to be supported by new, unfamiliar staff, Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community. In addition, there will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>It should be noted that some residents in Trem Y Glyn would move from the home regardless of the closing date due to them developing Nursing Care needs. As Trem Y Glyn is a Residential Home, residents that develop nursing needs would be transferred to an alternative Care Home out of the area.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p>
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			<p>Any person that requires a Care Home placement in the next 12/24 months and may wish to live in Trem Y Glyn would have a protected characteristic due to their age, as Trem Y Glyn is registered to deliver services to people over the age of 60.</p> <p>The closure of Trem Y Glyn in 2024 or 2025 would provide 12/24 additional months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p> <p>If Trem Y Glyn closes in 2023, the negative impacts for people in Glynneath that may have wanted to move into the Care Home in the next 12/24 months, include being further away from their local community networks and being further away from family and friends that live in Glynneath. Individual assessments take place with all people requiring a Residential Care Home placement to understand what matters to them and the Care Home will support the resident to access community resources that are important to them. Potential Care Home residents will have a choice of suitable and available Care Homes as per the requirement under the Social Services and Wellbeing Act and the Councils Fairness in Provision Policy.</p> <p>Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community. The Care Home will support the residents to integrate and connect with new local resources (e.g. leisure/social activities, libraries, places of worship), as they do now for new admissions.</p> <p>There will be no change in the quality of care a person who would have wanted to go to Trem Y Glyn receives in an alternative Care Home, as all Care Homes in Neath Port Talbot are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations.</p>
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			<p>It should be noted very few wards have their own Care Home provision and that many people need to move away from their local community when transferring into a care home, not only due to the lack of local provision but because they may have specialist needs that can only be met by a Care Home located away from their community.</p> <p>Not all people living in Glynneath requiring a Care Home placement would automatically go into Trem Y Glyn, for example anyone requiring Nursing Care would not be able to be accommodated in Trem Y Glyn as it is registered to deliver residential care only. People assessed as having nursing needs would need to move into a nursing home located out of their local area. In addition, people would only be able to access Trem Y Glyn if there was a vacancy. Over the period 2019-2021, 17 people from the Glynneath area moved into Care Homes outside the Glynneath area, this means that not all local residents utilise Trem Y Glyn to meet their Care Home needs.</p> <p>There are 63 adults in the Glynneath area in receipt of a social care service arranged by NPT CBC, of these 55 are over the age of 65. A total of 31 people in Glynneath receive domiciliary care. Although the closure of Trem Y Glyn only affects a small number of people when considering the 2,480 adults over the age of 65 currently in receipt of a social care service arranged by NPT CBC, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on potential new residents, all of whom will have a protected characteristic due to their age.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come</p>
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			<p>from the Social Services budget and would impact on the spend for other areas of priority. However, as noted above, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support the wider market pressures at this point in time, especially since this pressure has a disproportionate impact on the older population.</p> <p>Friends and Family of Residents at Trem Y Glyn</p> <p>There is no available data to determine that this group would be disproportionately impacted due to their age.</p> <p>One of the key concerns in the 2016 consultation was the impact on family and friends that visit residents in Trem Y Glyn and the impact of this on residents if contact cannot be maintained.</p> <p>A transport survey was developed in 2016 to better understand this impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues, for example wherever possible moving a resident to an alternative Care Home that minimises the additional transport requirements of visitors. Furthermore, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>There is no available data to determine that this group would be disproportionately impacted due to their age.</p> <p>The three main impacts to staff would be:</p> <ul style="list-style-type: none"> • potential loss of employment, • the need to retrain if redeployed/new employment is to a post not in another Care Home • the need to travel further to new employment if redeployed <p>Where possible, Pobl will offer alternative employment within their organisation. In addition, staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy. Staff will also be offered an opportunity to be interviewed for posts within the Community Wellbeing Team.</p> <p>A total of 73% of those working in Trem Y Glyn live within the local area. It is likely that anyone redeployed/employed into alternative Pobl or Council services would be required to travel outside of the Glynneath area.</p> <p>Although there may be some opportunities for staff to be redeployed into other Pobl Care Homes, it is likely that some redeployment or employment opportunities provided to staff would not be in a Care Home. This would require staff that are redeployed or employed in other care services to undergo retraining. In the case of staff moving into domiciliary care (for example the Councils Community Wellbeing Service), staff would need to become registered with Social Care Wales, which may require them to undertake an online course and assessment. It should be noted that Care Home staff will also be required to register with Social Care Wales from</p>
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			<p>October 2022, which for some people will require completion of an online course and assessment. Staff redeployed into alternative Pobl services and staff employed into NPT CBC care services will be given an induction, including a training needs assessment to ensure that they receive the necessary support to transition into new roles.</p> <p>It should also be acknowledged that it may not be possible to redeploy or employ all staff from Trem Y Glyn and that there may be a number of redundancies. However the redundancy process will be in line with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>The majority of adults requiring a service arranged by social services are over the age of 65 and as such would have a protected characteristic due to their age (77%).</p> <p>According to Stats Wales, there were approximately 144,386 residents in Neath Port Talbot in 2020, 30,254 (20.95%) of these residents are believed to be over the age of 65 and 89,011 (61%) between the ages of 16-64.</p>
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			<p>Ordinarily the impact of closing Trem Y Glyn, a care home with 27 beds, would have minimal implications for the wider population of Neath Port Talbot. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on wider Neath Port Talbot residents that require a social care intervention, a significant number of whom will have a protected characteristic because of their age.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come from the Social Services budget and would impact on the spend for other areas of priority. However, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support wider market pressures at this point in time and that the closure of the home in 2023 could have a disproportionate impact on the wider population of Neath Port Talbot, in particular those with a protected characteristic due to their age.</p>
Disability		x	<p>Existing Residents</p> <p>The majority of residents have a protected characteristic due to disability. Of particular importance is the large number of people with dementia and memory loss as a change of Care Home could disproportionately impact on people that have this type of disability due to people with dementia finding a change in routine, staff and environment more detrimental to their wellbeing and health.</p>

			<p>Individual assessments and discussions will take place with each resident (and where applicable their advocate) and the new Care Home they move into will be able to meet their individual assessed needs, including needs relating to their disability. The new Care Home will undertake a full assessment to identify how to best support the person and all Care Homes are experienced in supporting new residents into the home and helping new residents adapt to new surroundings and staff, including those with dementia. Furthermore the Council and the new Care Home will link in with Swansea Bay University Health Boards dementia outreach team, to ensure that processes are put in place to minimise any additional distress to residents that is caused by their dementia.</p> <p>There will be no change in the quality of care when residents move into a new Care Home, as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes are required by statutory regulations to ensure that they can meet a person's needs before accepting the placement, as such this will ensure that the new Care Home can meet any additional requirements a person may have due to their disability.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks, this could have a more detrimental impact on a person with a disability and in particular those with dementia or memory loss. The new Care Home will support the residents to integrate and connect with new local resources (e.g. leisure/social activities, libraries, places of worship), in line with their individual outcomes and will be experienced in supporting people with dementia and other disabilities in adjusting to new communities and routines. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p>
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			<p>It should be noted that some residents in Trem Y Glyn would move from the home due to them developing Nursing Care needs regardless of the closure date. As Trem Y Glyn is a Residential Home, residents that develop nursing needs would be transferred to an alternative Care Home out of the area.</p> <p>The physical environment of Trem Y Glyn is not in line with best practice for Care Homes and the building is now at the end of its operational life. Whilst there will be initial disruption, residents will be moved into homes that are more in-line with today's physical environmental standards for Care Homes. It would not be the case that remaining in Trem Y Glyn until 2024 or 2025 would result in residents being of significant disadvantage due to their environment, as temporary work has been completed in the Care Home which makes it operational until 2025.</p> <p>There was concern in the 2016 consultation that the quality of care would be impacted as the Care Home moved closer to the closures date. The risk that standards in Trem Y Glyn are negatively impacted over the 2023-2025 period is low. This is because there has been no evidenced reduction in quality or standards of care leading up to the originally agreed closure date of 31st March 2022, as such there is no reason to believe that a new closure date of 2024 or 2025 would have a negative impact on residents due to a deterioration of care. All Care Homes receive contract monitoring by the Councils Commissioning Team and are also inspected by Care Inspectorate Wales to ensure compliance against the statutory guidance for Care Homes, these measures will ensure that any deterioration in care will be picked up and addressed.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further two years only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the 12/24 Months</p> <p>It is likely that any person who requires a Care Home placement in the future and may have chosen to live in Trem Y Glyn in the next 12/24 months would have a protected characteristic due to disability. This is because NPT CBC only funds Care Home placements when an assessment of need identifies that a person’s care and support needs can only be met in a Care Home environment and this tends to be where a person requires higher levels of care due to their disability.</p> <p>The closure of Trem Y Glyn in 2024 or 2025 would provide 12/24 additional months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p> <p>If Trem Y Glyn closes in 2023, the negative impacts for people in Glynneath that may have wanted to move into the Care Home in the next 12/24 months, include being further away from their local community networks and being further away from family and friends that live in Glynneath. Individual assessments take place with all people requiring a Residential Care Home placement to understand what matters to them and the Care Home will support the resident to access community resources that are important to them (e.g. leisure/social activities, libraries, places of worship). Potential Care Home residents will have a choice of suitable and available Care Homes as per the requirement under the Social Services and Wellbeing Act and the Councils Fairness in Provision Policy.</p>
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			<p>Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community. The Care Home will support the residents to integrate and connect with new local resources (e.g. leisure/social activities, libraries, places of worship), as they do now for new admissions.</p> <p>There will be no change in the quality of care a person who would have wanted to go to Trem Y Glyn receives in an alternative Care Home, as all Care Homes in Neath Port Talbot are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations.</p> <p>It should be noted very few wards have their own Care Home provision and that many people need to move away from their local community when transferring into a care home, not only due to the lack of local provision but because they may have specialist needs that can only be met by a Care Home located away from their community.</p> <p>Not all people living in Glynneath requiring a Care Home placement would automatically go into Trem Y Glyn, for example anyone requiring Nursing Care would not be able to be accommodated in Trem Y Glyn as it is registered to deliver residential care only. People assessed as having nursing needs would need to move into a nursing home located out of their local area. In addition, people would only be able to access Trem Y Glyn if there was a vacancy. Over the period 2019-2021, 17 people from the Glynneath area moved into Care Homes outside the Glynneath area, this means that not all local residents utilise Trem Y Glyn to meet their Care Home needs.</p> <p>There are 63 adults in the Glynneath area in receipt of a social care service arranged by NPT CBC, all of which will have a disability. A total of 31 people in Glynneath receive domiciliary care. Although the closure of Trem Y Glyn only affects a small number of people when considering the 3,233 adults in receipt of a social care service arranged by NPT CBC (0.8%), the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-</p>
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			<p>pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on potential new residents, all of whom will have a disability.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come from the Social Services budget and would impact on the spend for other areas of priority. However, as noted above, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support the wider market pressures at this point in time, especially since this pressure has a disproportionate impact on people with a disability.</p> <p>Friends and Family of Residents at Trem Y Glyn</p> <p>There is no available data to determine that this group would be disproportionately impacted due to disability.</p> <p>One of the key concerns in the 2016 consultation was the impact on family and friends that visit residents in Trem Y Glyn and the impact of this on residents if contact cannot be maintained. This could have a more disproportionate impact on those with a disability, in particular if they are unable to drive.</p> <p>A transport survey was developed in 2016 to better understand this impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues, for example wherever possible moving a resident to an alternative Care Home that minimises the</p>
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			<p>additional transport requirements of visitors. Furthermore it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>Data does not indicate that the decision to close Trem Y Glyn in 2023, 2024 or 2025 would disproportionately impact on people with disabilities in terms of this relating to a higher than average number of people with a disability. However the closure of Trem Y Glyn may have an increased impact on staff with a disability.</p> <p>The three main impacts to staff would be:</p> <ul style="list-style-type: none"> • potential loss of employment • the need to retrain if redeployed/new employment is to a post not in another Care Home • the need to travel further to new employment if redeployed <p>Where possible Pobl will offer alternative employment within their organisation. In addition, staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy. Staff will also be offered an opportunity to be interviewed for posts within the Community Wellbeing Team.</p>
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			<p>A total of 73% of those working in Trem Y Glyn live within the local area. It is likely that anyone redeployed/employed into alternative Pobl or Council services would be required to travel outside of the Glynneath area. This may have a more negative impact on those who cannot drive due to their disability.</p> <p>Although there may be some opportunities for staff to be redeployed into other Pobl Care Homes, it is likely that some redeployment or employment opportunities provided to staff would not be in a Care Home. This would require staff that are redeployed or employed in other care services to undergo retraining. In the case of staff moving into domiciliary care (for example the Councils Community Wellbeing Service), staff would need to become registered with Social Care Wales, which may require them to undertake an online course and assessment. It should be noted that Care Home staff will also be required to register with Social Care Wales from October 2022, which for some people will require completion of an online course and assessment. This may have more of a negative impact on those that have a disability, for example a learning difficulty, staff redeployed into alternative Pobl services and staff employed into NPT CBC care services will be given an induction, including a training needs assessment and an identification of reasonable workplace adjustments to ensure that they receive the necessary support to transition into new roles.</p> <p>In addition, both Pobl and the Council are required to comply with the Equalities Act 2010 and have policies and procedures to support staff with disabilities.</p> <p>It should also be acknowledged that it may not be possible to redeploy or employ all staff from Trem Y Glyn and that there may be a number of redundancies. However the redundancy process will be in line with relevant HR policies and legislation to ensure equitability of process between disabled and non-disabled staff.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023,</p>
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			<p>31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months and only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>The main reasons for a person to receive a support from Social Services will be due to a disability or age related frailty.</p> <p>According to Stats Wales, there were approximately 144,386 residents in Neath Port Talbot in 2020, of these a total of 2,886 adults were in receipt of a service arranged by Social Services. Stats Wales states that in 2017/18-2018/19 only 68% of people over the age of 16 in Neath Port Talbot reported as being in good or very good general health.</p> <p>The 2015 West Glamorgan Population Needs Assessment (covers the population of Neath Port Talbot, Bridgend and Swansea), projected that by 2020 18.5% of the population would be unable to undertake at least one mobility activity, 41.2% unable to undertake at least one domestic activity and 33.7% unable to undertake at least one self-care activity. In addition, it projected by 2030, 10,295 people would have a diagnosis of dementia, which is a 48% increase in the number of people with dementia in 2015.</p> <p>Ordinarily the impact of closing Trem Y Glyn, a care home with 27 beds, would have minimal implications for the wider population of Neath Port Talbot. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another</p>
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			<p>12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on wider Neath Port Talbot residents that require a social care intervention, most of whom will have a disability.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come from the Social Services budget and would impact on the spend for other areas of priority. However, as noted above, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support the wider market pressures at this point in time and that the closure of the home in 2023 could have a disproportionate impact on the wider disabled population of Neath Port Talbot.</p>
Gender reassignment		x	<p>Existing Residents</p> <p>The available data does not indicate that existing residents would be more disproportionately impacted due to gender reassignment.</p> <p>Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act 2010 and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Individual needs assessments will be undertaken for all residents to ensure that their personalised needs are met in a new Care Home. There are a number of vacancies</p>

			<p>within the Care Home sector at the moment and where possible the Council will try to accommodate resident’s preferences for moving into homes with their friends.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The new Care Home will be required by legislation to ensure that the persons gender reassignment status is supported, such as the Equalities Act 2010 and the Gender Recognition Act 2004</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months, it only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the 12/24 Months</p>
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			<p>There is no data available with regards to assessing the number of potential new residents that may have this protected characteristic. However, there is no evidence to suggest that there would be a more disproportionate impact on potential new residents due to gender reassignment.</p> <p>Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act 2010 and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Individual needs assessments are undertaken with people that may require a Care Home placement to ensure that their personalised needs are met in a new Care Home.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>All Care Homes are required by legislation to ensure that the persons gender reassignment status is supported, such as the Equalities Act 2010 and the Gender Recognition Act 2004 and Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The impacts identified with closing Trem Y Glyn for people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents at Trem Y Glyn</p> <p>There is no data available with regards to assessing the number of friends or family of Trem Y Glyn residents that may have this protected characteristic. However, there is no evidence to suggest that there would be a more disproportionate impact on this group of stakeholders due to their gender reassignment status.</p> <p>All Care Homes are bound by legislation not to discriminate based on gender reassignment and visitation would not be impacted by a person's gender reassignment.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure</p>
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			<p>date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>From information provided it is not anticipated that this proposal will have a disproportionate negative impact on staff with regards to a staff members Gender Reassignment status.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>All employers have a duty under the Equality Act 2010 to ensure staff are not disadvantaged or discriminated against due to Gender reassignment. Pobl and the Council have equality polices in place for staff, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations. In addition, any redundancy processes will also comply with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn for people with this protected characteristic are not significantly lessened or increased by the closure</p>
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			<p>date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>There is no data available to estimate how many people in Neath Port Talbot may currently have a protected characteristic due to gender reassignment. It is estimated by the Governments Equalities Office in 2018 that 4,910 people have been issued a Gender Recognition Certificate since the Gender Recognition Act came into force and that there is an estimated 200,000-500,000 people in the UK that identify as having a different gender to that assigned to them at birth.</p> <p>It is not anticipated that the closing of Trem Y Glyn would have a detrimental impact on the wider Neath Port Talbot population due to their gender reassignment status. Funding for the diagnosis of gender dysphoria and access to treatments such as hormones and surgery is funded by the NHS not Social Services, so the financial implication of the options for Trem Y Glyn would not impact on the funding available to support people that have this protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn for people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Marriage & civil partnership		x	Existing Residents

			<p>Some residents are married to people not living in Trem Y Glyn and there are also a number of couples living together in Trem Y Glyn. All couples that wish to continue living together would be moved into the same Care Home. There are no known residents in a civil partnership.</p> <p>It is acknowledged that there are no alternative Care Homes in Glynneath and as such, those that are married to people that are not also living in Trem Y Glyn may be disadvantaged due to any potential challenges with travelling to the new Care Home. It has already been agreed that the Council would fund specific time-limited transport provision in proven cases of hardship, which should minimise any disadvantage.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn for people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p> <p>The closure of Trem Y Glyn in either 2024 or 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p>
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			<p>As there would be no Care Home in Glynneath, this may make it more challenging for married couples/those in civil partnerships in situations where only one person requires a Care Home placement, as they would be moved outside the area. Whilst this would be a disadvantage, there are very few wards that have their own Care Home and many people need to travel to visit their partners when they move into a Care Home. In addition, people in Glynneath that require a nursing care placement would also be moved outside of the local area. Over the 2019-2021 period, 17 people from the Glynneath area moved into Care Homes outside the Glynneath area, this means that not all local residents utilise Trem Y Glyn to meet their Care Home needs.</p> <p>In situations where both people in a marriage/civil partnership require a Care Home placement, Social Services will always aim to place the couple in the same home where requested and the closing of Trem Y Glyn would not impact on this.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents from Trem Y Glyn</p> <p>There are some people living in Trem Y Glyn that are married. It is acknowledged that there are no alternative Care Homes in Glynneath and as such, those that are married to people living in Trem Y Glyn may be disadvantaged due to any potential challenges with traveling to the new Care Home. It has already been agreed that the</p>
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			<p>Council would fund specific time-limited transport provision in proven cases of hardship, which should minimise any disadvantage.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>Data does not indicate that staff would be more significantly impacted due to marriage or civil partnership.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>All employers have a duty under the Equality Act 2010 to ensure staff are not disadvantaged or discriminated against due to their protected characteristics. Pobl and the Council have equality policies in place for staff, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations. In addition, any redundancy processes will also comply with relevant HR policies and</p>
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			<p>legislation to ensure equitability of process between people with and without a protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>There is no data available to estimate how many people in Neath Port Talbot may currently have a protected characteristic due to marriage/civil partnership. It is not anticipated that the closing of Trem Y Glyn in either 2023, 2024 or 2025 would have a detriment impact on the wider Neath Port Talbot population due to them having this protected characteristic.</p>
Pregnancy and maternity		x	<p>Existing Residents</p> <p>The available data does not indicate that existing residents would be more disproportionately impacted due to their pregnancy and/or maternity status.</p> <p>It may be that between now and the closure date (either March 2023, 2024 or 2025) a resident may develop this protected characteristic. However, there are not currently any known examples where a resident in a Neath Port Talbot Care Home has had this protected characteristic.</p>

			<p>Each resident will have an assessment of needs, which would take into account their pregnancy or maternity status and appropriate arrangements made to ensure that the resident was able to access all necessary health and support relating to pregnancy and maternity, for example being supported to attend hospital appointments.</p> <p>The Care Home that the resident moves into would be required to meet their individualised needs. The statutory guidance for Care Homes requires all Care Homes to only accept placements when they can meet all of the persons identified care needs, so there would be no risk of a person being inappropriately placed or not having their individual care needs met.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p>
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			<p>There is no data available to be able to estimate the numbers of people that may have looked to reside in Trem Y Glyn that have this protected characteristic. Trem Y Glyn supports people over the age of 60 and there are not currently any known examples where a resident in a Neath Port Talbot Care Home has had this protected characteristic.</p> <p>The closure of Trem Y Glyn in 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p> <p>The closure of Trem Y Glyn will mean that Glynneath residents would not be able to access a Care Home in their local area. However any potential Care Home residents would have an individual assessment of their needs, which would take into account their pregnancy or maternity status and appropriate arrangements made to ensure that the resident was able to access all necessary health and support relating to pregnancy and maternity, for example being supported to attend hospital appointments.</p> <p>The Care Home that the person moves into would be required to meet their individualised needs. The statutory guidance for Care Homes requires all Care Homes to only accept placements when they can meet all of the persons identified care needs, so there would be no risk of a person being inappropriately placed or not having their individual care needs met.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents from Trem Y Glyn</p> <p>There is no data available in order to estimate the numbers of people that may be more negatively impacted due to this protected characteristic.</p> <p>There may be additional challenges for existing visitors due to their pregnancy/maternity status as they would be required to travel further. A transport survey was developed in 2016 to better understand this impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues, for example wherever possible moving a resident to an alternative Care Home that minimises the additional transport requirements of visitors. Furthermore, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p>
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			<p>From information provided it is not anticipated that this proposal will have a disproportionate negative impact on staff with regards to a staff member’s pregnancy or maternity status. It may be that between now and the closure date (either March 2023, March 2024 or March 2025) some staff may develop this protected characteristic.</p> <p>Both Pobl and the Council have policies in place for staff in relation to pregnancy and maternity and any staff redeployed or employed by these organisations would be protected by those policies. In addition, any redundancy processes will also comply with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>There is no data available to estimate how many people in Neath Port Talbot may currently have a protected characteristic due to pregnancy/maternity. It is not anticipated that the closing of Trem Y Glyn would have a detrimental impact on the wider Neath Port Talbot population due to them having this protected characteristic.</p> <p>Funding for matters relating to pregnancy or maternity are not generally funded by adult social services (unless they relate to a person’s assessment of need for adult</p>
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			<p>social care services), so the financial impacts of the options for Trem Y Glyn would not significantly impact on the funding available to support people that have this protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Race		x	<p>Existing Residents</p> <p>All Care Homes have a duty under the Equality Act 2010 to ensure residents are not disadvantaged or discriminated against due to race. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p>

			<p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks. The new Care Home will support the residents to integrate and connect with new local resources (e.g. leisure/social activities, libraries, places of worship). The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them. There are vacancies within the Care Home sector at the moment and where possible the Council will try to accommodate resident's preferences for moving into homes with their friends.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>Some residents may be concerned that their cultural needs will not be met or may be concerned about being supported by unfamiliar staff. Individual assessments and discussions will take place with each resident and the Care Home that they move into will be able to meet their individual assessed needs. Although these residents are likely to be supported by new, unfamiliar staff, Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community.</p> <p>The new Care Home will be required by legislation to ensure that there is no discrimination or harassment due to a person's race, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p> <p>There is no data available to be able to estimate the numbers of people that may have looked to reside in Trem Y Glyn that have this protected characteristic.</p> <p>The closure of Trem Y Glyn in either 2024 or 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p> <p>As there are no alternative Care Homes in Glynneath, people requiring a Care Home will need to move out of the area and this could result in a loss of connection to local community networks, which may have more of an impact on someone due to their race. Alternative Care Homes will support the resident to integrate and connect with new local resources (e.g. leisure/social activities, libraries, places of worship). The assessment process will also establish what matters to the potential resident, including matters relating to their race and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them.</p> <p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and</p>
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			<p>bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person's race, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents from Trem Y Glyn</p> <p>There is no data available in order to estimate the numbers of people that may be more negatively impacted due to this protected characteristic.</p>
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			<p>All Care Homes are bound by legislation not to discriminate based on race and visitation would not be impacted by a person's race.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>From information provided it is not anticipated that this proposal will have a disproportionate negative impact on staff due to a staff member's race.</p> <p>All employers have a duty under the Equality Act 2010 to ensure staff are not disadvantaged or discriminated against due to their race. Pobl and the Council have equality polices in place for staff, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations. In addition, any redundancy</p>
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process will be in line with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic

The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 1st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.

The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.

Wider Neath Port Talbot residents that may require social care services in the next 12/24 months

According to ONS data from 2011 the ethnic breakdown in NPT:

Region	White	Mixed / Multiple ethnic group	Asian / Asian British	Black / African / Caribbean / Black British	Other ethnic group	Total (%)	Total
Neath Port Talbot	98.1%	0.7%	1.0%	0.2%	0.1%	100%	139,812
Wales	95.6%	1.0%	2.3%	0.6%	0.5%	100%	3,063,456

It is not anticipated that the closing of Trem Y Glyn would have a detriment impact on the wider Neath Port Talbot population due to their race.

			<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>Care Homes are required to meet a persons individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person’s race, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Religion or belief		x	<p>Existing Residents</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community and religious networks, which may have more of an impact on someone due to their religion or belief. The new Care Home will support the residents to integrate and connect with new local resources. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them (e.g. places of worship). There are vacancies within the Care Home sector at the moment and</p>

			<p>where possible the Council will try to accommodate resident's preferences for moving into homes with their friends.</p> <p>Some residents may be concerned that their religious/belief needs will not be met or may be concerned about being supported by unfamiliar staff. Individual assessments and discussions will take place with each resident and the Care Home that they move into will be able to meet their individual assessed needs. Although these residents are likely to be supported by new, unfamiliar staff, Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>All contracts for Care Homes require providers to ensure that resident's spiritual and religious beliefs are catered for. In addition Regulation 14, 15 and 18 of Statutory Care Home Regulations requires Care Homes to meet a person's religious requirements when accepting a placement. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents</p>
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			<p>in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person's religion or belief, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p> <p>There is no data available to be able to estimate the numbers of people that may have looked to reside in Trem Y Glyn that have this protected characteristic.</p> <p>The closure of Trem Y Glyn in either 2024 or 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p>
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			<p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community or religious networks, which may have more of an impact on someone due to their religion or belief. Alternative Care Homes will support the resident to integrate and connect with new local resources. The assessment process will also establish what matters to the potential resident, including matters relating to their religion or belief and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them.</p> <p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person’s religion/belief, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>All contracts for Care Homes require providers to ensure that resident’s spiritual and religious beliefs are catered for. In addition Regulation 14, 15 and 18 of Statutory Care Home Regulations requires Care Homes to meet a person’s religious requirements when accepting a placement.</p> <p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and</p>
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			<p>address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents from Trem Y Glyn</p> <p>There is no data available in order to estimate the numbers of people that may be more negatively impacted due to this protected characteristic.</p> <p>All Care Homes are bound by legislation not to discriminate based on religion/belief and visitation would not be impacted by a person’s religion/belief.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>
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			<p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>All employers have a duty under the Equality Act 2010 to ensure staff are not disadvantaged or discriminated against due to their religion or belief. Pobl and the Council have equality polices in place for staff, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations. In addition, any redundancy process will be in line with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home..</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>According to ONS data from 2011 57.7% of people in Neath Port Talbot describe themselves as Christian, 0.2% Buddhist, 0.1% Hindu, 0% Jewish, 0.4% Muslim, 0.1% Sikh, 0.4% other and 33.8% no religion.</p>
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			<p>It is not anticipated that the closing of Trem Y Glyn would have a detriment impact on the wider Neath Port Talbot population due to them having this protected characteristic.</p> <p>Care Homes are required to meet a persons individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person’s religion/belief, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>All contracts for Care Homes require providers to ensure that resident’s spiritual and religious beliefs are catered for. In addition Regulation 14, 15 and 18 of Statutory Care Home Regulations requires Care Homes to meet a person’s religious requirements when accepting a placement.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Sex		x	Existing Residents

			<p>Data indicates that females will be more disproportionately impacted by the closure of Trem Y Glyn, as there are more females currently living this Care Home than males.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks, which may have more of an impact on someone due to their sex. The new Care Home will support the residents to integrate and connect with new local resources. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them (e.g. leisure/social activities). There are vacancies within the Care Home sector at the moment and where possible the Council will try to accommodate resident's preferences for moving into homes with their friends.</p> <p>Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Individual assessments and discussion will take place with each resident and the Care Home that they move into will be able to meet their individual assessed needs. Although these residents are likely to be supported by new, unfamiliar staff, Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p>
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			<p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p> <p>There is no data available to be able to estimate the numbers of people that may have looked to reside in Trem Y Glyn that have this protected characteristic.</p> <p>The closure of Trem Y Glyn in either 2024 or 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of this additional two years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p>
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			<p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks, which may have more of an impact on someone due to their sex. Alternative Care Homes will support the resident to integrate and connect with new local resources. The assessment process will also establish what matters to the potential resident, including matters relating to their sex and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them. Potential Care Home residents will have a choice of suitable and available Care Homes as per the requirement under the Social Services and Wellbeing Act and the Councils Fairness in Provision Policy.</p> <p>It should be noted very few wards have their own Care Home provision and that many people need to move away from their local community when transferring into a care home, not only due to the lack of local provision but because they may have specialist needs that can only be met by a Care Home located away from their community.</p> <p>Not all people living in Glynneath requiring a Care Home placement would automatically go into Trem Y Glyn, for example anyone requiring Nursing Care would not be able to be accommodated in Trem Y Glyn as it is registered to deliver residential care only. People assessed as having nursing needs would need to move into a nursing home located out of their local area. In addition, people would only be able to access Trem Y Glyn if there was a vacancy. Over the period 2019-2021, 17 people from the Glynneath area moved into Care Homes outside the Glynneath area, this means that not all local residents utilise Trem Y Glyn to meet their Care Home needs.</p> <p>There will be no change in the quality of care a person who would have wanted to go to Trem Y Glyn receives in an alternative Care Home, as all Care Homes in Neath Port Talbot are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations.</p>
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			<p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act and Regulations 43 and 44 requires all communal spaces and bathrooms in a Care Home to be fully accessible to residents in accordance with the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Although the closure of Trem Y Glyn only affects a small number of people when considering the 2,480 adults over the age of 65 currently in receipt of a social care service arranged by NPT CBC, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on potential new residents, a number of whom will have a protected characteristic due to their sex.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come from the Social Services budget and would impact on the spend for other areas of priority. However, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support wider market pressures at this point in time, especially since this pressure has a disproportionate impact on people with a protected characteristic.</p> <p>Friends and Family of Residents from Trem Y Glyn</p>
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			<p>There is no data available in order to estimate the numbers of people that may be more negatively impacted due to this protected characteristic. However we do know that around 66% of unpaid carers known to NPT CBC social services are female. As such, it could be suggested that potentially more females may be impacted by the closure of Trem Y Glyn than males.</p> <p>There may be additional challenges for existing visitors due to their sex, in particular if they are an unpaid carer, as they would be required to travel further. A transport survey was developed in 2016 to better understand this impact, however none of the surveys were completed. The assessment process for residents that are moved into a new home will address transport issues, for example wherever possible moving a resident to an alternative Care Home that minimises the additional transport requirements of visitors. Furthermore, it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>Data indicates that the closure of Trem Y Glyn will have a disproportionate impact on females as the majority of the workforce are female.</p> <p>Where possible, Pobl will offer alternative employment within their organisation. In addition, staff that were formerly Council employees before 1st April 2012 will be</p>
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			<p>offered any suitable vacant post in line with the Councils Redeployment Policy. Staff will also be offered an opportunity to be interviewed for posts within the Community Wellbeing Team.</p> <p>A total of 73% of those working in Trem Y Glyn live within the local area. It is likely that anyone redeployed/employed into alternative Pobl or Council services would be required to travel outside of the Glynneath area.</p> <p>Although there may be some opportunities for staff to be redeployed into other Pobl Care Homes, it is likely that some redeployment or employment opportunities provided to staff would not be in a Care Home. This would require staff that are redeployed or employed in other care services to undergo retraining. In the case of staff moving into domiciliary care (for example the Council's Community Wellbeing Service), staff would need to become registered with Social Care Wales, which may require them to undertake an online course and assessment. It should be noted that Care Home staff will also be required to register with Social Care Wales from October 2022, which for some people will require completion of an online course and assessment. Staff redeployed into alternative Pobl services and staff employed into NPT CBC care services will be given an induction, including a training needs assessment to ensure that they receive the necessary support to transition into new roles.</p> <p>In addition, both Pobl and the Council are required to comply with the Equalities Act 2010 and have staff policies and procedures, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations.</p> <p>It should also be acknowledged that it may not be possible to redeploy or employ all staff from Trem Y Glyn and that there may be a number of redundancies. However the redundancy process will be in line with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic</p>
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			<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the 12/24 months</p> <p>According to Stats Wales, there were approximately 144,386 residents in Neath Port Talbot in 2020. Of these 73,186 are female and 71,200 male. There are approximately 30,254 residents believed to be over the age of 65, of which 13,836 are male and 16,418 female. Of the 89,011 people between the ages of 16-64, 44,564 are believed to be male and 44,447 female.</p> <p>Data from 2019 indicated that 69% of people in receipt of a service arranged by NPT Social Services were female.</p> <p>Ordinarily the impact of closing Trem Y Glyn, a care home with 27 beds, would have minimal implications for the wider population of Neath Port Talbot, when considering that there are 3,233 adults currently in receipt of a social care service arranged by NPT CBC. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a</p>
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			<p>negative impact on wider Neath Port Talbot residents that require a social care intervention, a significant number of whom will have a protected characteristic because of their sex.</p> <p>The disadvantages of not having a local provision in Glynneath for an additional 12/24 months needs to be balanced with the financial impact of keeping Trem Y Glyn open for that period of time. The money for retaining Trem Y Glyn would come from the Social Services budget and would impact on the spend for other areas of priority. However, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to support wider market pressures at this point in time and that the closure of the home in 2023 could have a disproportionate impact on the wider population of Neath Port Talbot, in particular those with a protected characteristic due to their sex.</p>
Sexual orientation		x	<p>Existing Residents</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks, which may have more of an impact on someone due to their sexual orientation. The new Care Home will support the residents to integrate and connect with new local resources. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them (e.g. leisure/social activities, libraries, places of worship). There are vacancies within the Care Home sector at the moment and where possible the Council will try to accommodate resident's preferences for moving into homes with their friends.</p> <p>Some residents may be concerned that their individual needs relating to their sexual orientation will not be met or may be concerned about being supported by unfamiliar staff. Individual assessments and discussions will take place with each resident and the Care Home that they move into will be able to meet their individual assessed</p>

			<p>needs. Although these residents are likely to be supported by new, unfamiliar staff, Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community.</p> <p>An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.</p> <p>There will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations. All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person’s experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p> <p>Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person’s sexual orientation such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date</p>
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			<p>as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>New Residents that May Wish to Move Into Trem Y Glyn in the Next 12/24 Months</p> <p>There is no data available to be able to estimate the numbers of people that may have looked to reside in Trem Y Glyn that have this protected characteristic.</p> <p>The closure of Trem Y Glyn in either 2024 or 2025 would provide an additional 12/24 months for those living in Glynneath to potentially benefit from living in a Care Home within their local area. The benefits of these additional years of local provision needs to be balanced with the fact that all residents would need to move into alternative Care Homes by either March 2024 or March 2025 and as such this would only be a short term positive benefit.</p> <p>The closure of Trem Y Glyn will mean that Glynneath residents would not be able to access a Care Home in their local area.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks, which may have more of an impact on someone due to their sexual orientation. Alternative Care Homes will support the resident to integrate and connect with new local resources. The assessment process will also establish what matters to the potential resident, including matters relating to their sexual orientation and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them.</p> <p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the</p>
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			<p>Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person's sexual orientation, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Friends and Family of Residents</p> <p>There is no data available to with regards to assessing the number of friends or family of Trem Y Glyn residents that may have this protected characteristic.</p> <p>All Care Homes are bound by legislation not to discriminate based on sexual orientation and visitation would not be impacted by a person's sexual orientation.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p>
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			<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn with this protected characteristic is not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Staff</p> <p>From information provided it is not anticipated that this proposal will have a disproportionate negative impact on staff with regards to a staff member's sexual orientation.</p> <p>All employers have a duty under the Equality Act 2010 to ensure staff are not disadvantaged or discriminated against due to their sexual orientation. Pobl and the Council have equality polices in place for staff, which would apply to any Trem Y Glyn staff that were redeployed or employed by these organisations. The redundancy process will be in line with relevant HR policies and legislation to ensure equitability of process between people with and without a protected characteristic.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date</p>
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			<p>as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Wider Neath Port Talbot residents that may require social care services in the next 12/24 months</p> <p>According to the Integrated Household Survey 2012, 1% of people in Neath Port Talbot classed themselves as being Lesbian, gay or bisexual and 95% as heterosexual.</p> <p>It is not anticipated that the closing of Trem Y Glyn would have a detriment impact on the wider Neath Port Talbot population due to them having this protected characteristic.</p> <p>Care Homes are required to meet a persons individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment due to a person’s sexual orientation, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>The negative impacts identified with closing Trem Y Glyn on people with this protected characteristic is not significantly lessened or increased by the closure date</p>
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				as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.
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What action will be taken to improve positive or mitigate negative impacts?
Details have been included under for each stakeholder group within the section ' <i>why will it have this impact</i> ' in 3a of this assessment document above

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

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation			x	<p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>All Care Homes have a complaints process and NPT CBCs contract monitoring team review complaints received by Care Homes, as well as their responses, as part of the monitoring process. The contract monitoring process also includes staff and resident feedback. This will allow the Council to pick up and address any issues relating to a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home.</p>

			<p>Care Home staff are well trained in welcoming new residents and making new residents feel part of their new community, which will help with community cohesion. In addition, there will be no change in the quality of care as all Care Homes are monitored against a Regional Quality Framework and have to deliver services in line with Statutory Regulations.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment, such as the Equalities Act 2010 and the Human Rights Act 1998.</p>
To advance equality of opportunity between different groups		x	<p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks. Alternative Care Homes will support the resident to integrate and connect with new local resources. The assessment process will also establish what matters to the potential resident and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them.</p>
To foster good relations between different groups		x	<p>The Care Home that the person moves into would be required to meet their individualised needs. Regulation 25 of Statutory Guidance for Care Homes requires Care Homes to have regards to a residents protected characteristics under the</p>

			<p>Equalities Act. Compliance with these Regulations are monitored by Care Inspectorate Wales.</p> <p>Care Homes are required by legislation to ensure that there is no discrimination or harassment, such as the Equalities Act 2010 and the Human Rights Act 1998.</p> <p>As there are no alternative Care Homes in Glynneath, residents will need to move out of the area and this could result in a loss of connection to local community networks. Alternative Care Homes will support the resident to integrate and connect with new local resources. The assessment process will also establish what matters to the potential resident and the Council would move a person to a Care Home that can support the resident to access community resources that are important to them.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>
<ul style="list-style-type: none"> • Commissioning team to monitor care homes through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance • Commissioning team to monitor safeguarding referrals and complaints regarding Care Homes • Reviewing and network teams to undertake individual assessments to determine what matters to the person • Reviewing and network teams to identify new Care Homes that can meet a persons individualised needs • Commissioning team to appoint an advocate to support residents in expressing what matters to them and to advocate for their interests

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	Ordinarily the impact of closing Trem Y Glyn, a care home with 27 beds, would have minimal implications for the wider population of Neath Port Talbot. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its

	<p>pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds, which in turn could have a negative impact on people most likely to be already at a socio-economic disadvantage (i.e. people with a disability and people that are assessed as requiring the Council to fund their social care services due to low income or no assets), conversely retaining Trem Y Glyn for a further 12/24 months would have a positive impact on the Councils socio-economic duties.</p> <p>Glynneath is not the only area within Neath Port Talbot that is classified as being an area of deprivation and there is a need to balance the significant investment involved with keeping Trem Y Glyn open for a further 12/24 months with the financial impact on the wider social services budget, as this would impact on the spend for other areas of priority. However, as noted above, due to the current pressures facing the social care market, which is expected to last a further 12 months, it is felt that this cost should be balanced with the need to manage the wider market pressures at this point in time. However once the market becomes more stabilised, the balance between investing in Trem Y Glyn, the wider social care budget and the impact on the Council meeting its socio-economic duties to local citizens would need to be re-considered.</p>
<p>Negative/Disadvantage</p>	<p>Glynneath is in an area that is classified as an area of deprivation and the loss of Trem Y Glyn will result in a loss of employment within the local area and may result in redundancies. However, both Pobl and NPT CBC will try to reduce redundancies arising from the closure of Trem Y Glyn.</p> <p>There may be concerns with the affordability of being able to visit former Trem Y Glyn residents once they move out of the area due to increased travel costs. In 2016 it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship. This will help to mitigate this negative impact.</p>

	<p>The closing of Trem Y Glyn is likely to have a negative impact on the valley community of Glynneath as it would result in no provision in that area.</p> <p>The negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date as keeping Trem Y Glyn open for a further 12/24 months only delays these negative impacts caused by closing the Care Home.</p>
Neutral	There will be no implications on the Councils fairer charging policy.

What action will be taken to reduce inequality of outcome

- Fund specific time-limited transport provision in proven cases of hardship
- Where possible Pobl will offer alternative employment within their organisation
- Staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy
- Employees will be offered an interview to for posts within the Councils Community Wellbeing Team.

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion			x	Existing residents and those that live in Glynneath that may require a Care Home placement in the future, will not have a local resource and would need to be placed in a Care Home outside their local area. This is likely to result in a loss of local community connections. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access community resources that are important to them

			<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>As all options result in the closing of Trem Y Glyn, the impacts will relate to all options equality. Although retaining Trem Y Glyn for a further 12/24 months delays this negative impact, this delay is not significant enough to have any real additional positive impact over the option to close Trem Y Glyn by 31st March 2023</p>
<p>Social Exclusion</p>		<p>x</p>	<p>Existing residents may have created friendships in Trem Y Glyn, which may be disrupted if residents move into different Care Homes. The assessment process will also establish what matters to each resident and move a person to a Care Home that can support the resident to access social networks that are important to them. Where possible people that wish to move into a new Care Home together will be accommodated.</p> <p>As identified in the community cohesion impact, existing residents and those that live in Glynneath that may require a Care Home placement in the future, will not have a local resource and would need to be placed in a Care Home outside their local area. This is likely to result in a social exclusion from local social activities as it would be difficult to retain existing social networks. However the new Care Home will support residents in developing new social networks.</p> <p>As there are no alternative Care Homes in Glynneath, visitors to residents will need to travel further and this would be an additional cost. This additional cost will disproportionately impact on those that are classed as being in poverty. This is due to the additional financial burden of increased costs that visitors will face and also may have a negative impact on residents as they may not be able benefit from as many visits due to this increased cost. In 2016 it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship. This will help to mitigate this negative impact.</p>

			<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>As all options result in the closing of Trem Y Glyn, the impacts will relate to all options equality. Although retaining Trem Y Glyn for a further 12/24 months delays this negative impact, this delay is not significant enough to have any real additional positive impact over the option to close Trem Y Glyn by 31st March 2023.</p>
<p>Poverty</p>		<p>x</p>	<p>The proposal is unlikely to impact finically on existing or prospective future Care Home residents as the contribution to the care fees is determined by a financial assessment. Some Care Homes do require a third party top up, in which the resident or family member makes an additional payment to a Care Home for additional services that are not part of the residents assessed needs. However, this is optional and there is sufficient supply of Care Homes in Neath Port Talbot that do not implement an additional charge.</p> <p>As there are no alternative Care Homes in Glynneath, visitors to residents will need to travel further and this would be an additional cost. This additional cost will disproportionately impact on those that are classed as being in poverty. This is due to the additional financial burden of increased costs that visitors will face and also may have a negative impact on residents as they may not be able benefit from as many visits due to this increased cost. In 2016 it was agreed that the Council would fund specific time-limited transport provision in proven cases of hardship. This will help to mitigate this negative impact.</p> <p>The closure of Trem Y Glyn is likely to result in a loss of employment for some staff. This would have a negative impact on the financial situation of staff. Actions have been agreed to minimise job loss but there may be some redundancies.</p>

				<p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>As all options result in the closing of Trem Y Glyn, the impacts will relate to all options equality. Although retaining Trem Y Glyn for a further 12/24 months delays this negative impact, this delay is not significant enough to have any real additional positive impact over the option to close Trem Y Glyn by 31st March 2023.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>			
<ul style="list-style-type: none"> • New Care Home to support residents to make new connections in their new community • New Care Home to support residents in developing new social networks • Where possible people that wish to move into a new Care Home together will be accommodated • Fund specific time-limited transport provision in proven cases of hardship • Where possible Pobl will offer alternative employment within their organisation • Staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy • Employees will be offered an interview to for posts within the Councils Community Wellbeing Team. • Reviewing and network teams to undertake individual assessments to determine what matters to the person • Reviewing and network teams to identify new Care Homes that can meet a persons individualised needs 			

6. Welsh

	+	-	+/-	Why will it have this effect?
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<p>What effect does the initiative have on:</p> <ul style="list-style-type: none"> - people's opportunities to use the Welsh language 			<p>x</p> <p>There will be an individual assessment of needs for residents that are to move from Trem Y Glyn and their Welsh Language needs, and that of their families, will be taken into account.</p> <p>The closure of Trem Y Glyn is unlikely to have a negative impact on the ability for people in the future to access a Care Home that supports their Welsh Language needs as a person's language needs forms part of their assessment and they would be offered a placement in a Care Home that met these needs.</p> <p>This will be the case regardless of the closure date for Trem Y Glyn.</p>
<ul style="list-style-type: none"> - treating the Welsh and English languages equally 			<p>x</p> <p>There will be an individual assessment of needs for residents that are to move from Trem Y Glyn and their Welsh Language needs, and that of their families, will be taken into account.</p> <p>The closure of Trem Y Glyn is unlikely to have a negative impact on the ability for people in the future to access a Care Home that supports their Welsh Language needs as a person's language needs forms part of their assessment and they would be offered a placement in a Care Home that met these needs.</p> <p>This will be the case regardless of the closure date for Trem Y Glyn.</p>

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

- Individual assessments of a person needs will include Welsh Language requirements
- Contract monitoring of Care Homes to ensure compliance with Welsh Language requirements

7. 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	<p>In the future there will be no Care Home provision in Glynneath, as such people that require a Care Home placement will be relocated outside the area. This means that those visiting residents will be required to travel further, which is likely to result in increased motor vehicle use.</p> <p>A significant number of Trem Y Glyn staff live in Glynneath, as such any staff that is redeployed within Pobl would have increased travel. It is likely that anyone offered employment within the Council would also require staff to travel outside of Glynneath. This is likely to result in increased motor vehicle use.</p> <p>Increased motor vehicle use has a negative impact on the wider environment and air quality.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p>

			<p>As all options result in the closing of Trem Y Glyn, the impacts will relate to all options equality. Although retaining Trem Y Glyn for a further 12/24 months delays this negative impact, this delay is not significant enough to have any real additional positive impact over the option to close Trem Y Glyn by 31st March 2023.</p>
<p>To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.</p>		<p>x</p>	<p>In the future there will be no Care Home provision in Glynneath, as such people that require a Care Home placement will be relocated outside the area. This means that those visiting residents will be required to travel further, which is likely to result in increased motor vehicle use.</p> <p>A significant number of Trem Y Glyn staff live in Glynneath, as such any staff that is redeployed within Pobl would have increased travel. It is likely that anyone offered employment within the Council would also require staff to travel outside of Glynneath. This is likely to result in increased motor vehicle use.</p> <p>Increased motor vehicle use has a negative impact on the wider environment and air quality.</p> <p>The decision to close Trem Y Glyn was made in 2016, this impact assessment is in relation to addressing the impacts of closing the Care Home by 31st March 2023, 31st March 2024 or 31st March 2025, it does not look into the decision to close the Care Home as this has previously been assessed and a decision agreed in 2016.</p> <p>As all options result in the closing of Trem Y Glyn, the impacts will relate to all options equality. Although retaining Trem Y Glyn for a further 12/24 months delays this negative impact, this delay is not significant enough to have any real additional positive impact over the option to close Trem Y Glyn by 31st March 2023.</p>

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

It is unlikely that there would be any realistic action that could be taken to mitigate negative impacts other than to encourage the use of public transport and cycling. However this is not always practical, in particular for staff working in care as their shift patterns may not align with public transport timetables.

8. Well-being of Future Generations

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

Ways of Working	Details
<p>i. Long term – looking at least 10 years (and up to 25 years) ahead</p>	<p>The Trem Y Glyn building is reaching the end of its operational life and will not be practical to continue operating services from after 2025 at the latest. Keeping the Care Home open for up to an additional two years is likely to require a higher level of investment in maintenance and repairs.</p> <p>In normal circumstances, retaining Trem Y Glyn for a further 12/24 months would not be consistent with long term ways of working when considering the significant financial impact on the Social Services budget. Investing this funding into other social care services, such as preventative services, would be more in line with long term ways of working as these types of service better supports long term wellbeing.</p>

	<p>However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds. As such, in context of these pressures, retaining operations in Trem Y Glyn for a further 12/24 months would be consistent with long term ways of working when considering the wider impacts on those requiring social care services within Neath Port Talbot.</p>
<p>ii. Prevention – preventing problems occurring or getting worse</p>	<p>Care Home services are not preventative services and are normally provided to people when it is no longer possible for them to live safely within their own home. There are few alternatives to Care Homes when people have this level of need and Care Homes are necessary to support people with more complex and multiple needs.</p> <p>The funding that would need to be allocated in keeping Trem Y Glyn open for a further 12/24 months would be sourced from the Social Services budget. If Trem Y Glyn closed in 2023 as originally planned, the money allocated to Trem Y Glyn could be reinvested in wider Social Service provision, including the development and purchasing of more preventative services.</p> <p>However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. There are ongoing issues with sufficiency of provision for both Care Homes and Domiciliary Care and local hospitals continue to face significant pressures in regards to the timely discharge of medically optimised patients. Closing Trem Y Glyn in March 2023 is likely to add to these pressures due to the loss of 27 Care Home beds. As such, in context of these pressures, retaining operations in Trem Y Glyn for a further 12/24 months would help prevent further pressures on the health and social care system.</p>
<p>iii. Collaboration – working with other services internal or external</p>	<p>Retaining Trem Y Glyn for up to a further two years involves a collaboration with Pobl, who are the support provider. The closing of Trem Y Glyn will involve Pobl and NPT CBC working together to support the transfer of residents into new homes.</p>

	Residents will have access to independent advocacy when the home closes.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	A consultation exercise was undertaken in 2016, the majority of people that responded to this consultation were opposed to Trem Y Glyn closing. However, this needs to be balanced with the needs of the wider Neath Port Talbot population, as explored within this assessment document and the previous impact assessments.
v. Integration – making connections to maximise contribution to:	
Council’s well-being objectives	“To improve the well-being of all adults who live in the county” though the provision of social care services. Not entering into a Deed of Variation with Pobl to continue operations within Trem Y Glyn could negatively impact on this objective due to the closure adding further pressure to the current challenging situation facing the health and social care sector, which is expected to last for a further 12 months.
Other public bodies objectives	Extending the contract will support SB UHB in regards to the prompt discharge of medically optimised people, as closing the home will further reduce available social care interventions at a time in which there are significant pressures within the social care market.

9. 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 commissioning team contract monitor all Care Homes using the Regional Quality Framework, this will allow the Council to identify and address any issues relating to this impact assessment in terms of service provision. Furthermore, the commissioning team undertake an analysis of safeguarding referrals, which can help to identify any trends or issues that need to be addressed with Care Home providers. There is an established process in place for the Council to manage any Care Home performance that is below the required levels of quality.

All Care Homes have a complaints process and the contract monitoring process looks at complaints to the Care Home and how they were resolved. The contract monitoring process also includes staff and resident feedback. This will allow the Council to identify and address any issues relating to this impact assessment in terms of a person's experience, staff concerns/issues and concerns/issues of visitors to the Care Home. In addition Care Home residents are able to access independent advocacy, this will further help to ensure that any issues that individual residents face can be identified and resolved.

The Social Services reviewing team and network social work teams undertake regular reviews of a person's care needs, this includes achievement of outcomes and assessing any changes to their care needs. This will allow the Council to identify and address any issues relating to this impact assessment that may affect residents on an individual level. These teams will assess residents before any move and will undertake a follow up review with each resident to understand how they have settled into their new Care Home.

Pobl will present a service exit plan six months before the agreed closure date and the Council will appoint a dedicated senior officer to work with Pobl in the implementation of this exit strategy. This will allow the Council to pick up and address any issues relating to this impact assessment in terms of moving residents into new Care Homes.

An independent advocate will be appointed to support residents with the closure, this will help to identify any issues involved in moving residents from Trem Y Glyn into a new care home and ensure that their individual rights are protected.

Detailed work is due to take place in relation to analysing and assessing demand and supply of older people services, so that the Council is well placed to meet the future needs and demands of Neath Port Talbot's older population. This work will also include a focused assessment of the Glynneath area due to the future closure of Trem Y Glyn.

10. Assessment Conclusions

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

	Conclusion
<p>Equalities</p>	<p>There are a number of negative impacts identified with the closure on Trem Y Glyn for staff, those that may look to move into Trem Y Glyn in the next 12/24 months, residents and family and friends of residents. Furthermore, some people are likely to be more affected by the closure of Trem Y Glyn due to their protected characteristic(s). However in most cases the negative impacts identified with closing Trem Y Glyn on people with protected characteristics is not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Closing Trem Y Glyn in March 2023 is likely to add to current pressures facing the health and social care system, due to the loss of 27 Care Home beds. This additional pressure could have a negative impact on people who may require a social care service in the next 12 months, the majority of whom will have a protected characteristic due to their age and/or disability and/or sex. As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will have a positive impact on people that require social care interventions with these protected characteristics.</p>
<p>Socio Economic Disadvantage</p>	<p>The closing of Trem Y Glyn is likely to have a negative socio-economic impact on staff, those that may look to move into Trem Y Glyn in the next 12/24 months, residents and family and friends of residents. However, the negative impacts identified with closing Trem Y Glyn are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p> <p>Closing Trem Y Glyn in March 2023 is likely to add to current pressures facing the health and social care system, due to the loss of 27 Care Home beds. This additional pressure could have a negative impact on people most likely to be already at a socio-economic disadvantage (i.e. people with a disability and/or people that are assessed as requiring the Council to fund their social care services due to low income or having no assets). As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will help support people that require social care interventions, who are also at a socio-economic disadvantage, at this time of predicted market instability.</p>

Community Cohesion/ Social Exclusion/Poverty	<p>The closing of Trem Y Glyn is likely to have a negative impact on community cohesion, social exclusion and poverty, however there are actions that can help minimise this impact.</p> <p>The overall assessment is that the proposals will have a neutral impact as all identified negative impacts relate to the closing Trem Y Glyn and are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Welsh	<p>The closing of Trem Y Glyn will have a neutral impact on a person's ability to use the Welsh Language as there will be an individual assessment of needs for residents that are to move from Trem Y Glyn, which will take into account their Welsh Language needs. This will be the case regardless of the closure date.</p>
Biodiversity	<p>The closing of Trem Y Glyn is likely to have a negative impact on biodiversity as the loss of a local Care Home is likely to result in increased motor vehicle use for those visiting the former Trem Y Glyn residents and Trem Y Glyn staff that are redeployed/employed outside of Glynneath. This will have a negative impact on the wider environment and air quality.</p> <p>The overall assessment is that the proposals will have a neutral impact as all identified negative impacts relate to the closing Trem Y Glyn and are not significantly lessened or increased by the closure date, as keeping Trem Y Glyn open for a further 12/24 months only delays any negative impacts caused by closing the Care Home.</p>
Well-being of Future Generations	<p>In normal circumstances retaining Trem Y Glyn for a further 12/24 months would not be consistent with long term ways of working or prevention, when considering the significant financial impact on the Social Services budget. Investing this funding into other social care services, such as early intervention services, would be more in line with long term ways of working as these types of services better supports long term wellbeing. However, the current social care market in Neath Port Talbot is experiencing challenges, as the market has not regained its pre-pandemic stability and this is likely to last for another 12 months. As such, entering into a Deed of Variation to continue operations in Trem Y Glyn will help prevent further pressures on the health and social care system, supporting long term ways of working by not acting in a way that could destabilise the health and social care system.</p>

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

The decision that Trem Y Glyn will close has already been made, the details around how this decision was made and the impact assessment relating to this decision can be found in the Cabinet report dated 16th October 2016
<http://modern.gov.npt.gov.uk/ieListDocuments.aspx?CId=158&MID=6832#AI16666>

As all the negative impacts relate to the closing of Trem Y Glyn, any decision to retain Trem Y Glyn for a further 12/24 months is unlikely to have any significant long term positive impact on those that are affected by this proposal. All this option is likely to do is delay the impacts identified with closing Trem Y Glyn by 31st March 2023.

Due to significant challenges within the health and social care system, closing Trem Y Glyn by March 2023 is likely to add further pressure on social services and local hospitals. It is anticipated that the market will remain unstable for a further 12 months, as such the continued operation of Trem Y Glyn for a further 12/24 months will help reduce pressure on the health and social care system.

11. Actions

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

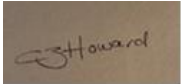
Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
--------	--	--------------------------	--

Service exit strategy to be developed 6 months before Trem Y Glyn closes	Pobl	September 2023/2024/2025	Clear and robust plans in place to close Trem Y Glyn
Undertake individual assessments of each resident in Trem Y Glyn and address any impact of home closure	PO - Integrated Community Services	January 2023/2024/2025	Completion of resident's assessments and care plans prior to move.
Identify suitable alternative Care Home provision	PO - Integrated Community Services	28 th February 2023 /2024/2025	All residents moved into suitable alternative Care Homes
Where possible, move friendships groups into the same Care Home	PO - Integrated Community Services	April 1 st 2023/2024/2025	Completion of resident's assessments and care plans prior to move
Identify couples that wish to move together	PO - Integrated Community Services	January 2023/2024/ 2025	Completion of resident's assessments and care plans prior to move
Develop and implement communication plan	PO - Integrated Community Services	September 2023/2024/2025	Stakeholders have clear and transparent information
Appoint independent advocate to support residents when the Care Home closes and to support the move into an alternate Care Home	PO - Commissioning	From January 2023/2024/2025 until move	Care Home residents are able to communicate what is important to them
Commissioning team to monitor care homes through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance	PO - Commissioning	31 st March of each year	Monitoring reports for each Care Home NPT CBC has a clear understanding of quality of provision and resident experience
Commissioning Team to monitor safeguarding referrals and complaints regarding Care Homes	PO - Commissioning	Ongoing	NPT CBC has a clear understanding of quality of provision and resident experience

Fund specific time-limited transport provision in proven cases of hardship	Head of Adult Services	28 th February 2023/2024/2025	Those that require financial support will be enabled to continue visitation to new Care Home
Where possible Pobl will offer alternative employment within their organisation	Pobl	April 1st 2023/2024/2025	Redundancy is minimised
Staff that were formerly Council employees before 1st April 2012 will be offered any suitable vacant post in line with the Councils Redeployment Policy	NPT CBC HR department	April 1st 2023/2024/2025	Redundancy is minimised
Trem Y Glyn staff to be offered interviews in the Council's Community Wellbeing Team	PO - Direct Services And Direct Payments	April 1st 2023/2024/2025	Redundancy is minimised
New Care Home to support residents to make new connections in their new community.	PO - Integrated Community Services and PO - Commissioning	July 2023/2024/2025	Residents have formed new connections in their new community and have their social wellbeing needs met
New Care Home to support residents in developing new social networks.	PO - Integrated Community Services and PO - Commissioning	July 2023/2024/2025	Residents have developed new social networks and have their social wellbeing needs met
Individual assessments of a person needs will include Welsh Language requirements	PO - Integrated Community Services	January 2023/2024/2025	Completion of resident's assessments and care plans prior to move.
Contract monitoring of Care Homes to ensure compliance with Welsh Language requirements	PO - Commissioning	31st March of each year	Monitoring reports for each Care Home NPT CBC has a clear understanding of quality of

			provision and resident experience
Engage with Swansea Bay University Health Boards dementia outreach team, to ensure that processes are put in place to minimise any additional distress to residents that is caused by their dementia.	PO - Integrated Community Services	28th February 2023/2024/2025	That residents with dementia are appropriately supported in adjusting to their new Care Home

12. Sign off

	Name	Position	Signature	Date
Completed by	Chelé Zandra Howard	PO Commissioning		23.08.22
Signed off by	Angela Thomas	Head of Service	A.Thomas	23.08.22

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Appendix 3 - Care Homes in Neath Port Talbot and the approximate distance from Trem Y Glyn

Home Name	Area	Distance from TYG
Plas Cwm Carw	Port Talbot	18 miles, 24 minute drive
Cwm Cartref	Pontardawe	17 miles, 33 minute drive
Baglan Lodge	Baglan	14 miles, 20 minute drive
Ty Mawr – not in NPT	Abercrave	7.1 miles, 13 minute drive
Maes Y Bryn	Port Talbot	18 miles, 21 minute drive
Park View	Neath	11 miles, 18 minute drive
The Gnoll	Neath	12 miles, 18 minute drive
Ty Nant	Cymmer	21 miles, 45 minute drive
Cefn Lodge	Skewen	13 miles, 20 minute drive
Plas Bryn Rhosyn	Caerwern	11 miles, 20 minute drive
Talbot Court	Port Talbot	18 miles, 25 minute drive
Angorfa – not in NPT	Colbren	6.3 miles, 12 minute drive
Hollins Park	Cimla	12 miles, 21 minute drive
Alma Lodge	Taibach	19 miles, 31 minute drive
Glangarnant	Ammanford	19 miles, 40 minute drive
Hollins Wood	Cimla	12 miles, 20 minute drive
Neuadd Drymmau	Skewen	13 miles, 20 minute drive
Old Vicarage	Tonna	9.3 miles, 14 minute drive
Swn y Mor	Aberafan	17 miles, 25 minute drive
Woodside	Baglan	14 miles, 20 minute drive
Brynsiriol	Briton Ferry	13 miles, 20 minute drive
Cwrt Clwydi Gwyn	Skewen	13 miles, 19 minute drive
Dan y Bryn	Pontardawe	16 miles, 28 minute drive
Llys y Seren	Port Talbot	16 miles, 28 minute drive
Mayflower	Pontardawe	15 miles, 30 minute drive
Garnant House – not in NPT	Ammanford	20 miles, 40 minute drive
Cwrt Enfys – not in NPT	Lower Cwmtwrch	11 miles, 20 minute drive

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing and Community Safety Cabinet Board

11th October 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 – 1st QUARTER (April 2022– June 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 1st Quarter Period (April 2021 – June 2021). 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 1st Quarter Period (April 2022 – June 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 1st Quarter Performance Report (April 2022 – June 2022).
- b. **Appendix 2** – Adult Services 1st Quarter Performance Report (April 2022– June 2022).
- c. **Appendix 3** – Children & Young People Services 1st Quarter Compliment & Complaints Report (April 2022 – June 2022)
- d. **Appendix 4** – Adult Services 1st Quarter Compliment & Complaints Report (April 2022 – June 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:

David Harding – Performance Manager (Children’s Services)

Telephone: 01639 685942

Email: d.harding@npt.gov.uk

Mike Potts – Performance Manager (Adult Services)

Telephone: 01639 685367

Email: m.potts@npt.gov.uk



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Neath Port Talbot Council

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Performance Indicators





Neath Port Talbot Council

Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 1 (1st April - 30th June) - 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 30/06/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	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	16.67	9.09	4.35	9.00	 Green
1 out of 23 in Qtr.1 2022/23. Whilst this number is low, all re-registration cases are reviewed by the team manager to elicit any learning and fed into the LA QA group. The decision to re-register is a multi-agency decision as is the decision to de-register.					
SSHCS - CYPS - PI/527 - Percentage of Child Protection Visits undertaken within 2 weeks		88.08	89.35	92.00	 Amber
470 out of 526 in Qtr. 1. We endeavor to complete all Child Protection visits within timescales, when this is not possible; workers are required to inform their Principal officer.					
SSHCS - CYPS - PI/528 - Percentage of Statutory Visits to Looked After Children that took place in accordance with regulations		92.95	95.36	95.00	 Green
534 out of 560 in Qtr. 1. This has improved and is an area that is very closely monitored given the statutory requirement					
SSHCS - CYPS - PI/546 - Measure 24 - Percentage of child assessments completed on time	98.08	97.76	97.82	94.00	 Green
629 out of 643 in Qtr. 1. Given the current level of demand on SPOC, increased referral rate and complexity of cases, this number remains steady and shows assessments are being completed in a timely manner.					

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Performance Indicators



Neath Port Talbot Council

Appendix 2 - Adult Services - Key Performance Indicators - Quarter 1 (1st April - 30th June) - 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 30/06/2022)?

PI Title	Qtr. 1 Actual 20/21	Qtr. 1 Actual 21/22	Qtr. 1 Actual 22/23	Qtr. 1 Target 22/23	Perf. RAG
1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable					
SSHH - CP/031 - Percentage of households successfully prevented from becoming homeless		61.04	54.74	60	 Red
The team continues to focus on prevention work wherever possible. However, the impact of the housing crisis is becoming more apparent and there is limited options to rehouse households prior to them becoming homeless. The Local Authority is working with partners to ensure a longer term plan is in place to address these difficulties.					
SSHH - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant (DFG)		329	303	230	 Red
<p>Page 21</p> <p>11,211 days/37 grants delivered in Quarter 1 2022/23).</p> <p>The delivery of Disabled Facilities Grants continues to be disrupted by the effects of the Covid-19 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>					
SSHH - PI/521 - AD/004 The number of new social care assessments completed for adults during the year		230	441		No Target
The increase in the number of social care assessments undertaken is higher when compared to the same period last year due to the absence of Covid-19 restrictions.					
SSHH - PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year		21	76		No Target
The Carer's Service continue to deliver a support service to carers. The increase in the number of carer's 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 carer's are provided with information and advice to help them in their caring role and that all identified carer's are offered a carers assessment.					



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Performance Indicators

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



Print Date: 01-Sep-2022

How will we know we are making a difference (01/04/2022 to 30/06/2022)?

PI Title	Actual 20/21	Actual 21/22	Actual 22/23	Target 22/23	Perf. RAG
Organisation					
SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year	33.33	50.00	25.00		
<p>8 complaints were closed during this quarter; of which 1 was upheld and 1 partially upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – this complaint related to lack of support and assistance in caring for grandchildren; the Team Manager investigated the complaint and responded with immediate assistance. The allocated Social Worker assessed on-going needs. 2. Partially upheld - this complaint related to the lack of support received from Social Worker in the delivery of care, along with communication concerns; the responsible Principal Officer investigated the complaint and identified the necessary services to support the complainant’s son, as well as assurances around future conduct and lesson to be learnt. <p>There was an increase in the number of complaints closed during the 1st quarter, when compared to the same period in 2021/22, from 1 to 8. 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					
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	12.00	14.00	10.00		
The number of compliments during the 1st quarter has seen an decrease when compared to the previous year, from 14 to 10. The Complaints Team continue to raise the profile for the need to report such incidences.					



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Performance Indicators

Neath Port Talbot Council

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



Print Date: 06-Sep-2022

How will we know we are making a difference (01/04/2022 to 30/06/2022)?

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	100.00	25.00	33.33		
<p>(3 of 9) 1st Quarter (1st April – 30th June 2022) ONLY (based on closed data) 9 complaints were closed during this quarter; of which 3 were upheld. Breakdown as follows:-</p> <ol style="list-style-type: none"> 1. Upheld – this complaint was in relation to a lack of communication regarding a change in Social Worker; the Team Manager investigated the complaint and apologised for the delay, as well as outlining the reasons. 2. Partially upheld – this complaint related to individual care plan; the responsible Team Manager investigated the complaint and whilst acknowledging the concerns, care plans were up-to-date. Additional respite services were provided to address initial concerns. 3. 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>There was a slight increase in the number of closed complaints during the 1st quarter, when compared to the same period 2021/22, from 8 to 9. 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					
<p>1st Quarter (1st April – 30th June 2022) ONLY (based on closed data) There were no Stage 2 complaints closed during the first quarter.</p>					
PI/266 -Social Services, Health and Housing (excluding CYPS) - % of closed complaints dealt with by the Public Services Ombudsman that were upheld					
<p>There were no ombudsman investigations during this period.</p>					
PI/267 - Social Services, Health and Housing (excluding CYPS) - Number of compliments received from the public	23.00	7.00	12.00		
<p>The number of compliments during the 1st quarter has seen an increase when compared to the previous year, from 7 to 12. The Complaints Team continue to raise the profile for the need to report such incidences.</p>					



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Appendix 5
Children & Young People
And
Adult Services
High Level Measures

Contents

- Page 3:** High Level Measure 1 (Adult Services) - Average Caseloads as at a date for Adult Services Social Care qualified staff
- 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 – 21:** High Level Measure 13 (Children & Young People Services) – Personal Outcomes
- Page 22 – 25:** High Level Measure 14 (Children & Young People Services) – Participation & Engagement (Voice of the Child)

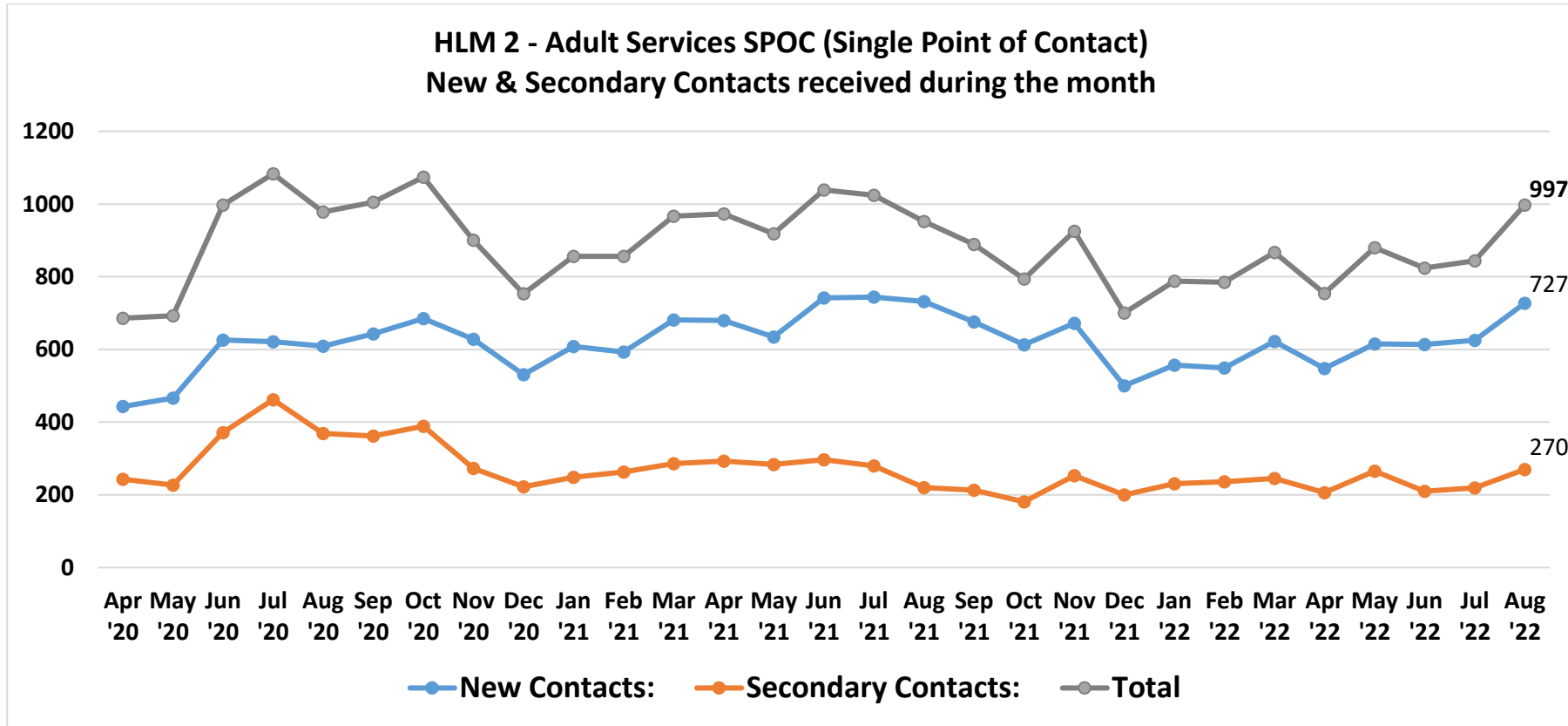
HLM1 - Average caseload analysis as @ a date for Adult Services Social Care qualified staff

Caseload Analysis as @ 26th September 2022

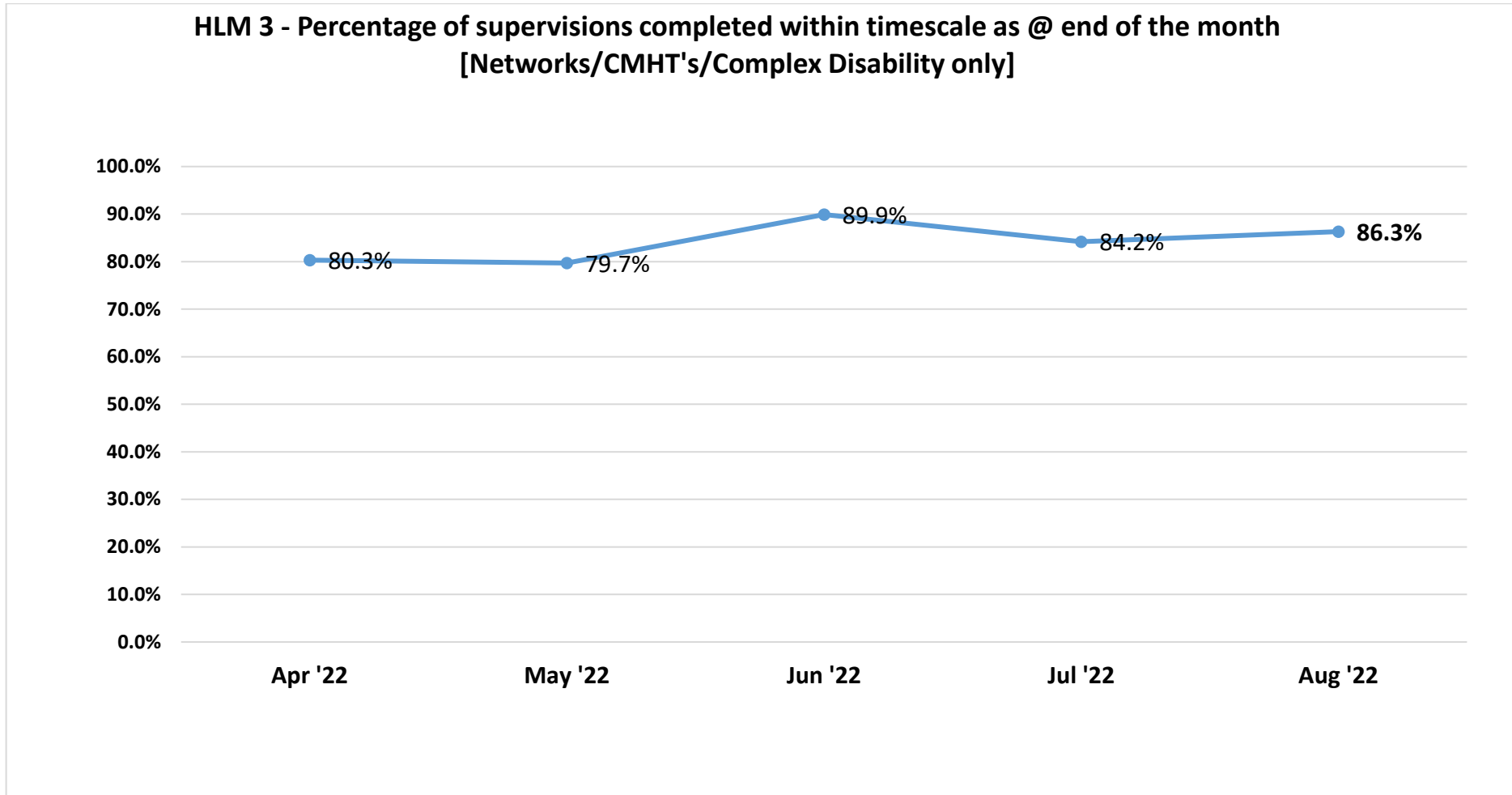
Team	Available Hours	FTE Equivalent	Active Cases	Highest Worker Caseload	Average Caseload per Worker
Afan Network	481	13	246	29	18.9
Neath Network	659	17.81	297	24	16.5
Upper Valleys	400	10.81	202	28	18.4
CMHT Tonna	244.5	6.61	73	13	10.4
CMHT Forge	185	5	67	23	13.4
Complex Disability	429	11.59	211	34	17.6
Totals	2,398.5	64.82	1,096		
Average FTE Caseload					16.9

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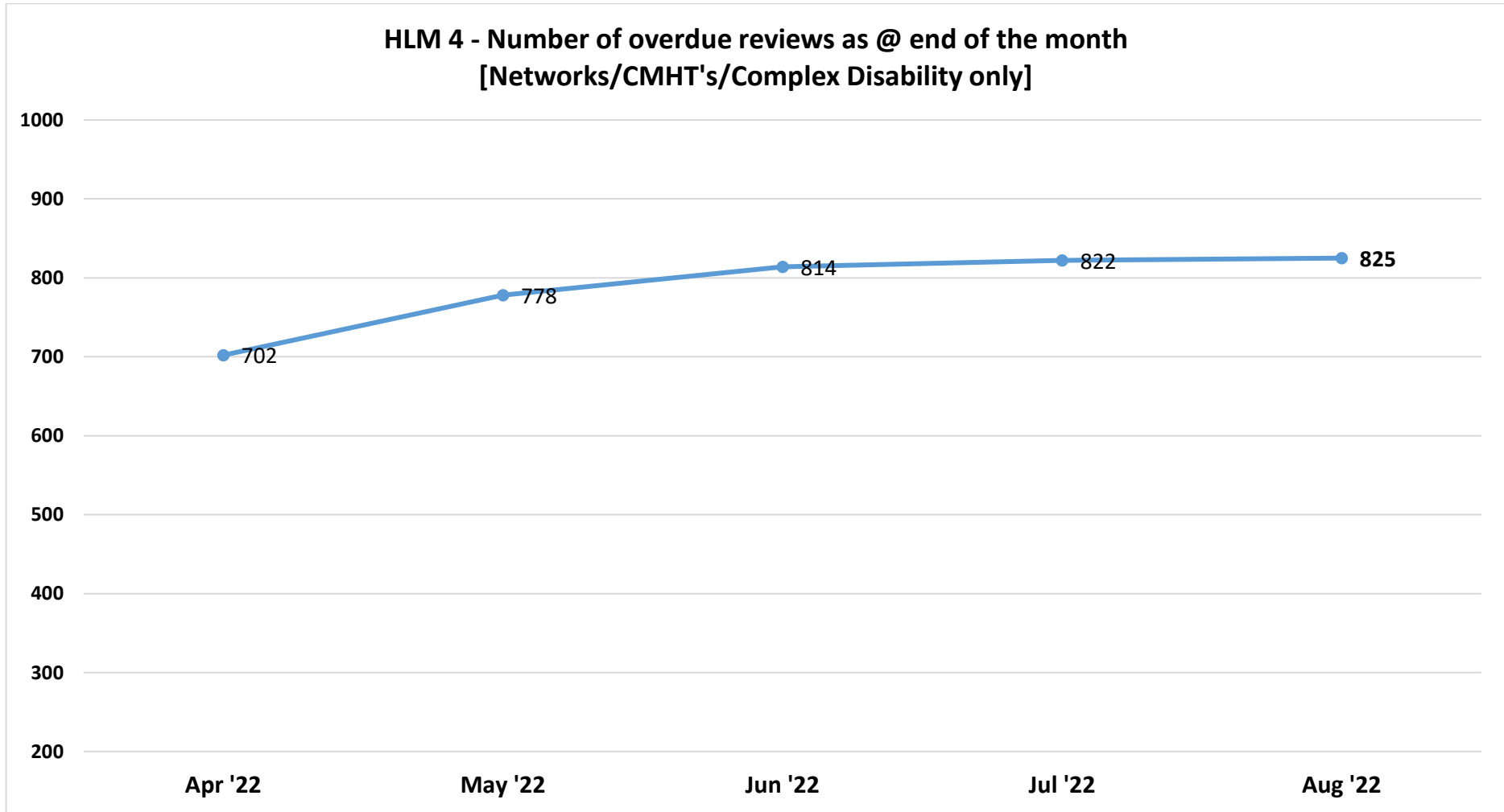
HLM 1 – Includes Qualified Social Workers, Consultant Social Workers and Deputy Team Managers (Excludes Team Managers).
FTE = Full-time Equivalent



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 currently open to a team.

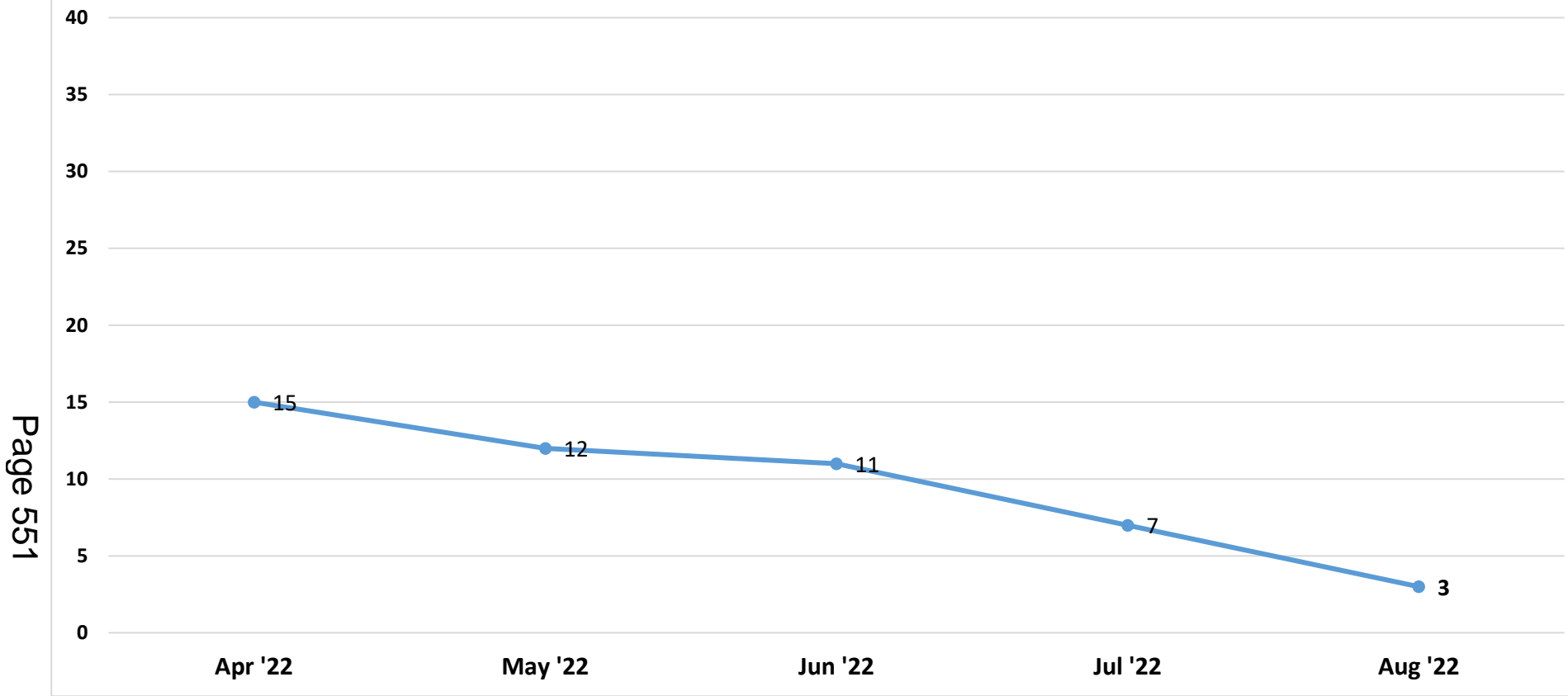


HLM 3 – Percentage of completed supervisions of caseload holding staff within 28 working days as at the end of each month.



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.

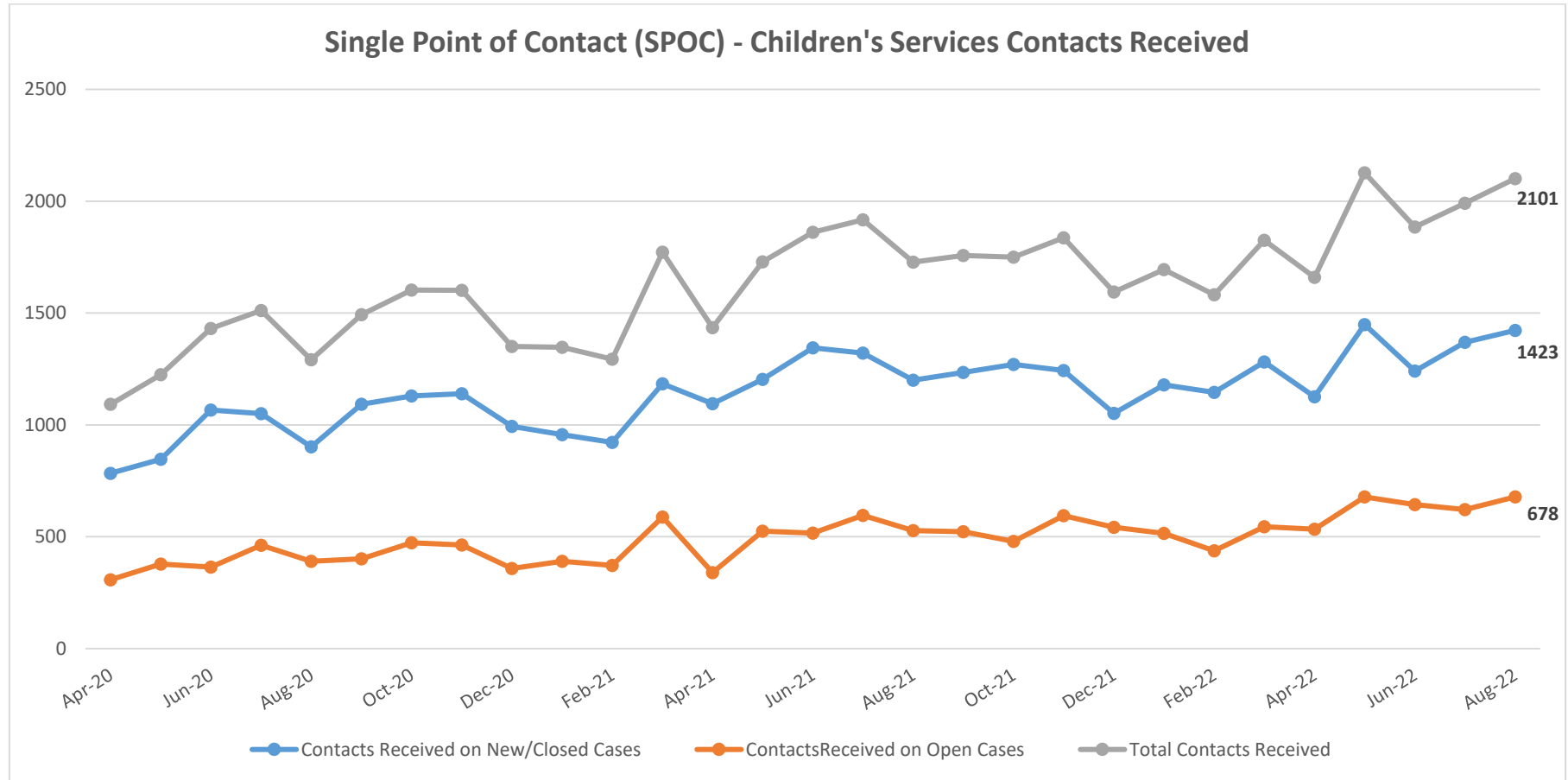
HLM 5 - Number of brand new care home admissions during the month



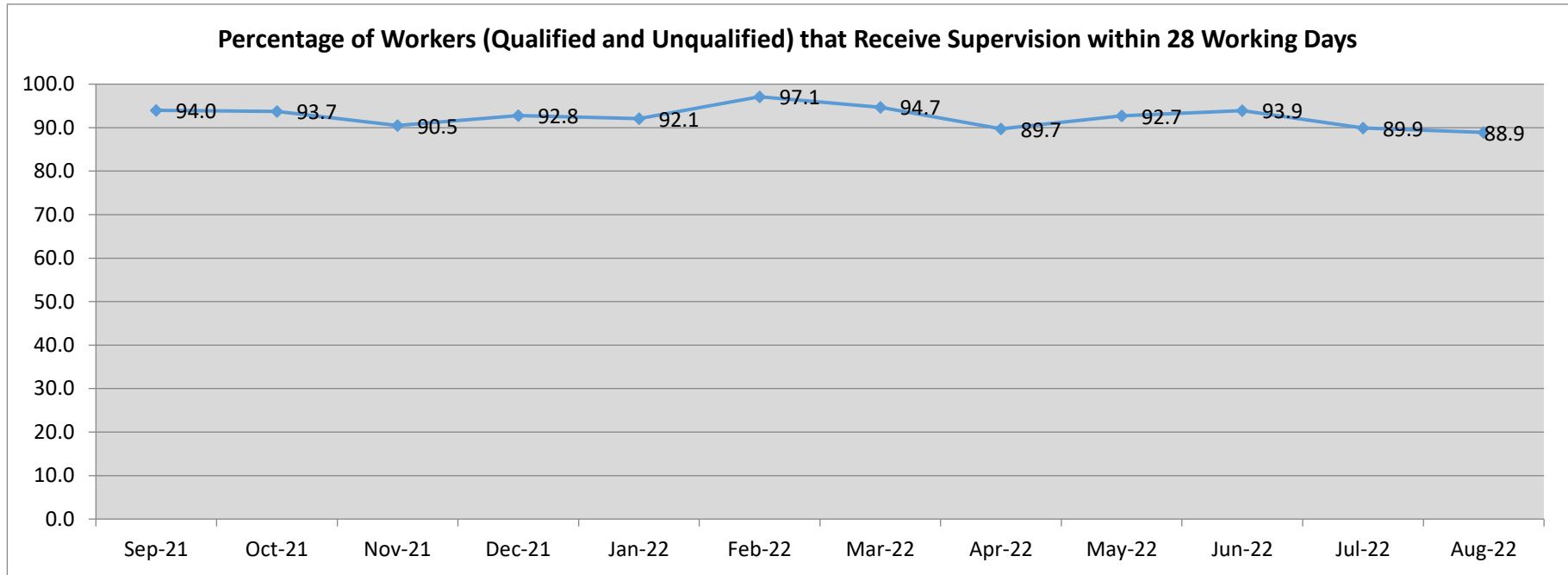
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HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Extra Care, Residential Reablement and Out of County placements).

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

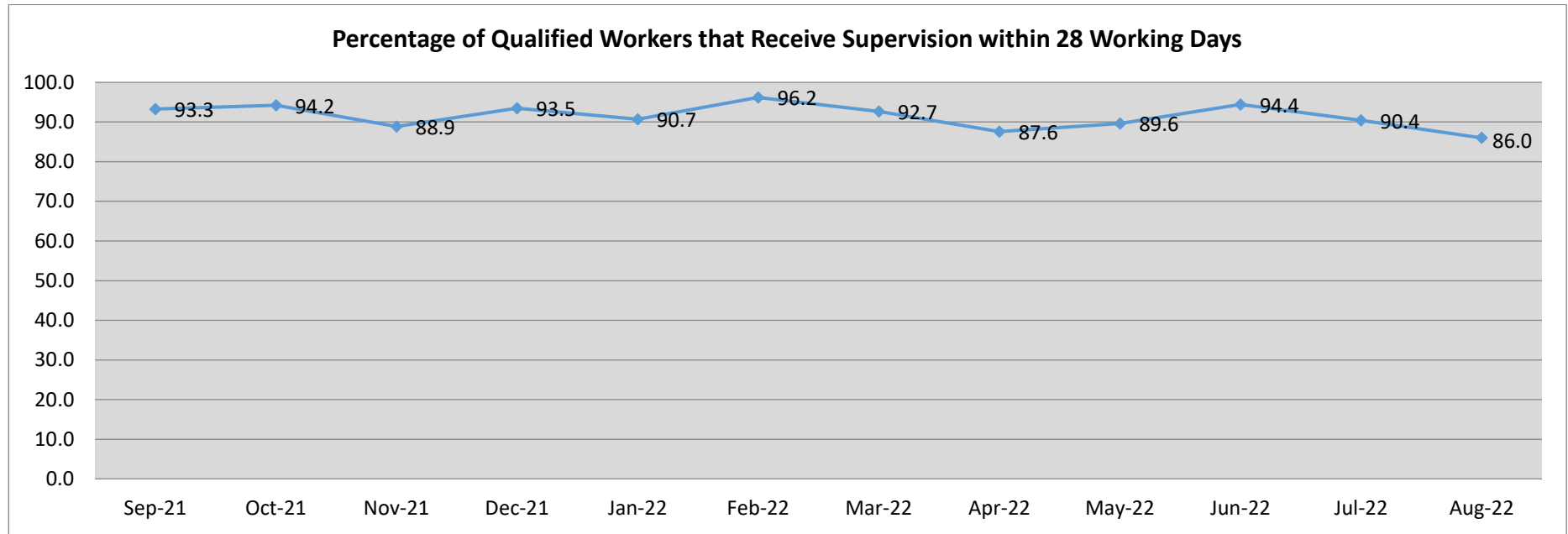


• **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**

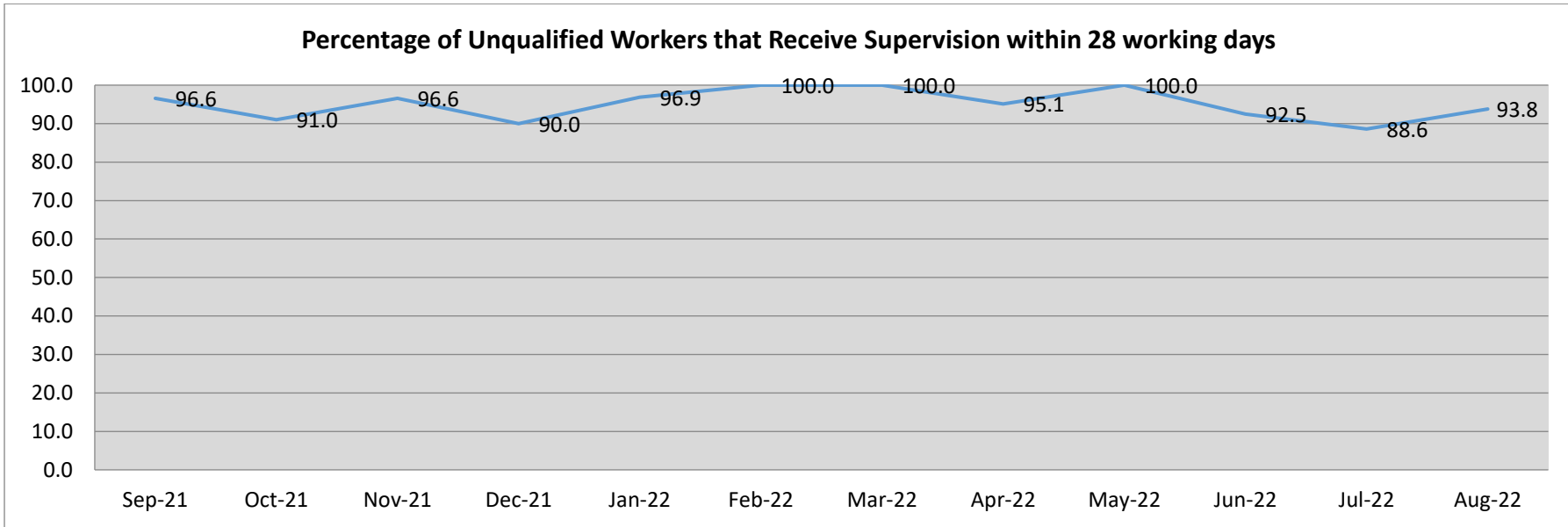


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	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22
Performance Indicator/Measure	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual
The % of all workers that receive Supervision within 28 working days	94.0	93.7	90.5	92.8	92.1	97.1	94.7	89.7	92.7	93.9	89.9	88.9
Number of workers due Supervision	134	126	137	138	139	139	150	146	151	147	148	171
Of which, were undertaken in 28 working days	126	118	124	128	128	135	142	131	140	138	133	152



	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 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	93.3	94.2	88.9	93.5	90.7	96.2	92.7	87.6	89.6	94.4	90.4	86.0
Number of workers due Supervision	105	104	108	108	107	104	109	105	106	107	104	107
Of which, were undertaken in 28 working days	98	98	96	101	97	100	101	92	95	101	94	92



	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 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	91.0	96.6	90.0	96.9	100.0	100.0	95.1	100.0	92.5	88.6	93.8
Number of workers due Supervision	29	22	29	30	32	35	41	41	45	40	44	64
Of which, were undertaken in 28 working days	28	20	28	27	31	35	41	39	45	37	39	60

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

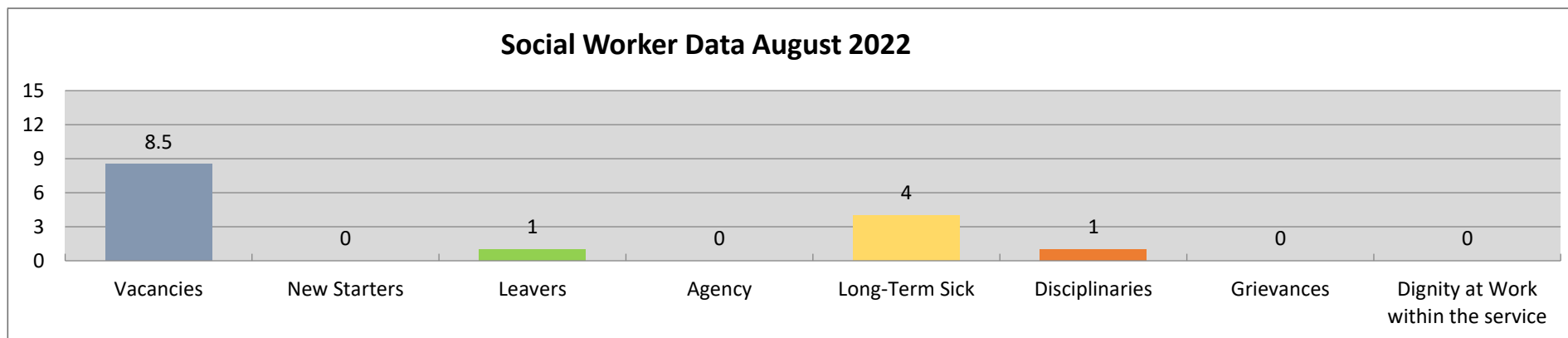
As at 31st August 2022	Caseload Information - Qualified Workers, including Deputy Team Managers				
Team	Available Hours	FTE Equivalent	Team Caseload	Highest Worker Caseload	Average Caseload per Worker
Cwrt Sart	333.0	9.0	109	15	12.1
Disability Team	429.0	11.6	162	16	14.0
LAC Team	400.5	10.8	123	18	11.4
Llangatwg	407.0	11.0	137	21	12.5
Sandfields	296.0	8.0	104	15	13.0
Route 16	263.7	7.1	71	14	10.0
Dyffryn	363.0	9.8	88	13	9.0
Intake	518.0	14.0	192	30	13.7
Totals	3,010.2	81.4	986.0		
Average Caseload - CYPS				17.8	12.1

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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.

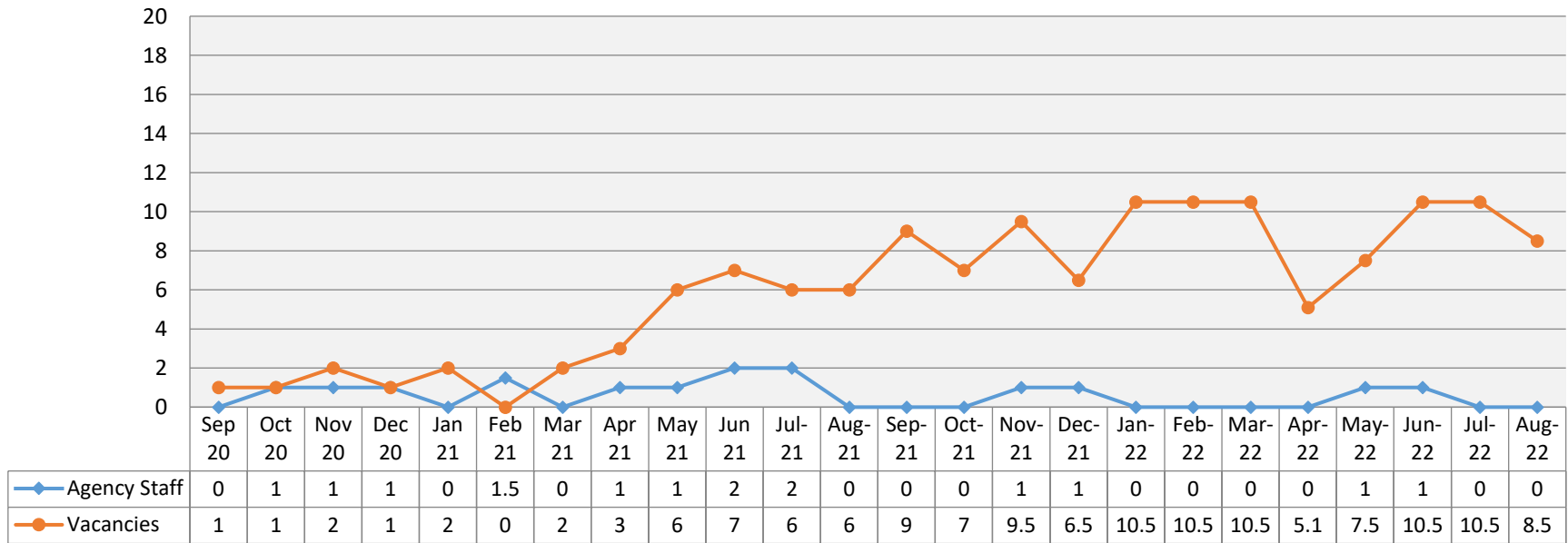
- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



	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	6		0.5 (from Oct 2022)	1 (Temp for IFSS)		8.5
New Starters								0
Leavers			1					1
Agency								0
Long-Term Sick			4					4
Disciplinarys								1
Grievances								0
Dignity at Work within the service								0

Summary of Agency Staff and Vacancies across the Service

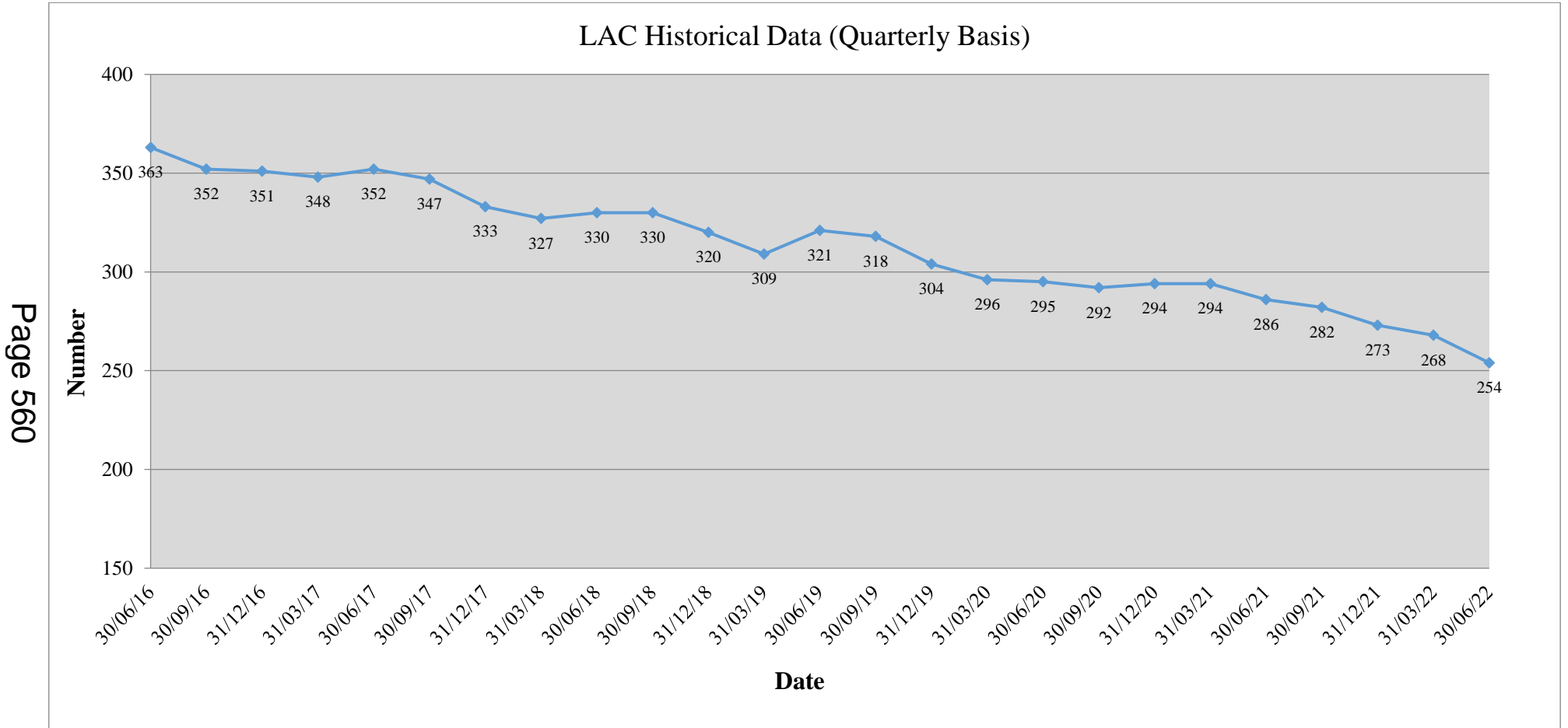
**Summary of Agency Staff and Vacancies Across the Service
(Sep 20 - Aug 22)**



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

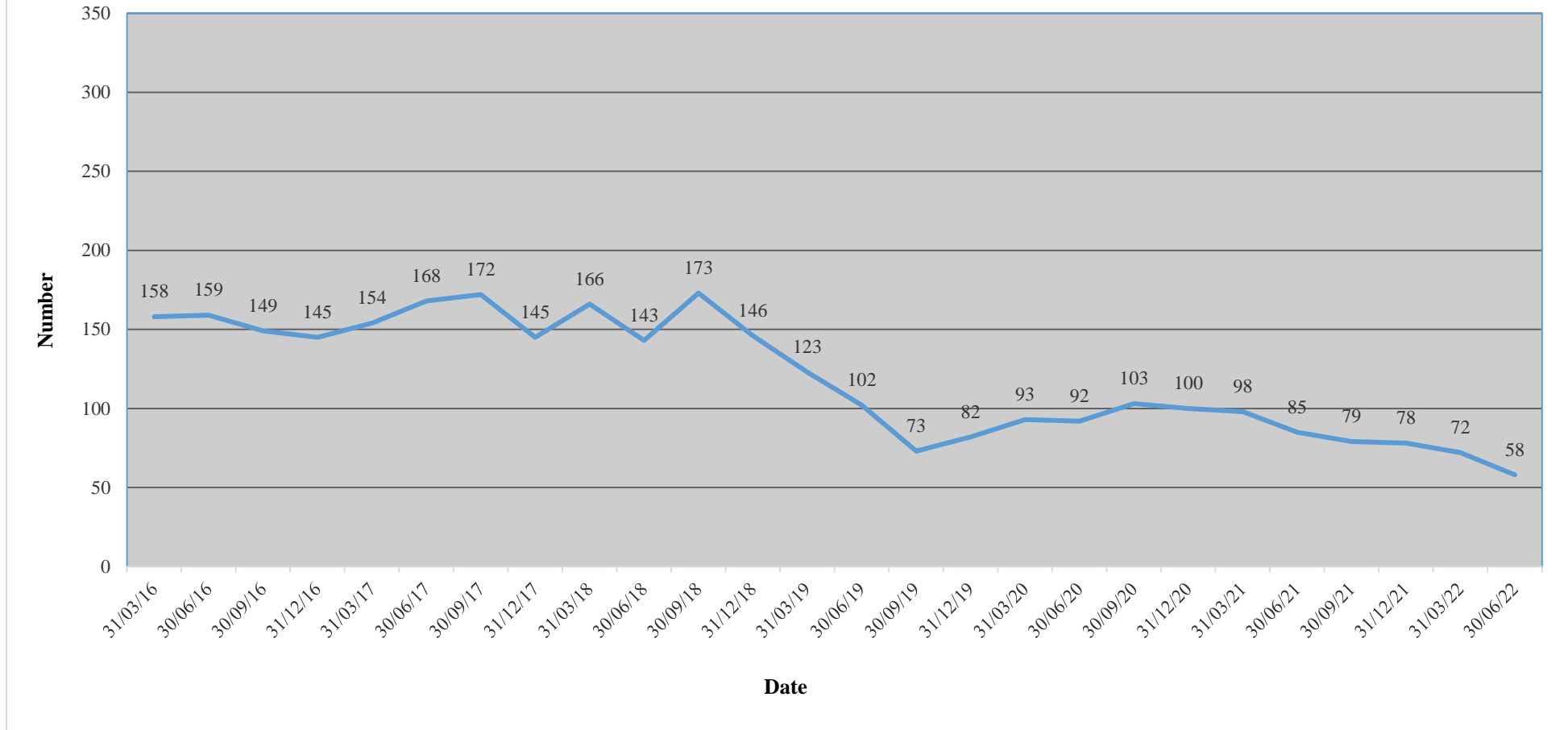
There is a Quality Assurance (QA) Programme in place, which facilitates the scrutiny of various aspects of activity within Children & Young People Services. The findings of the QA activity undertaken during the **1st Quarter Period (Apr 22 – Jun 22)**, can be seen at **Appendix 6**.

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



Please Note: The number of Looked after Children as at 31/08/22 – **264**

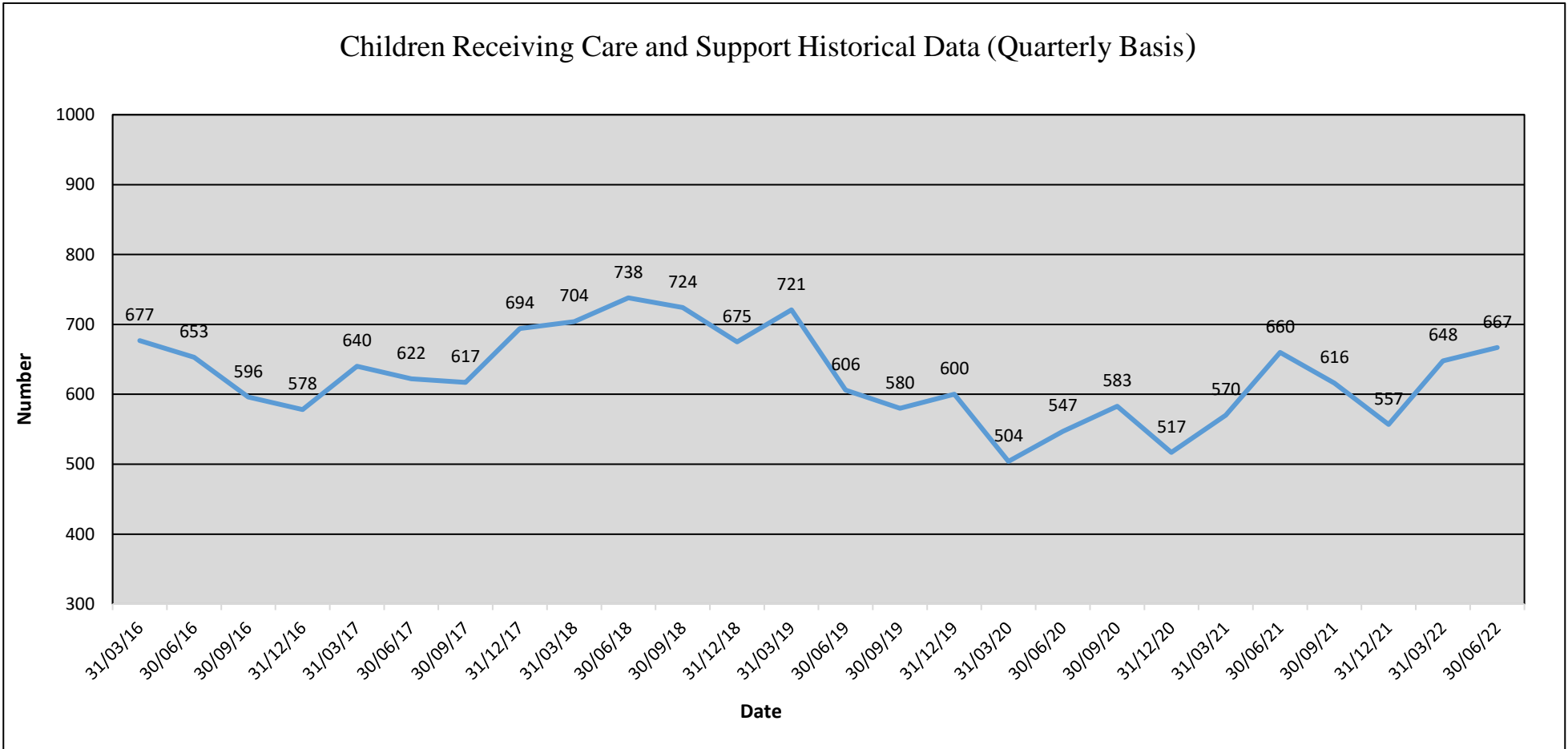
Child Protection Historical Data (Quarterly Basis)



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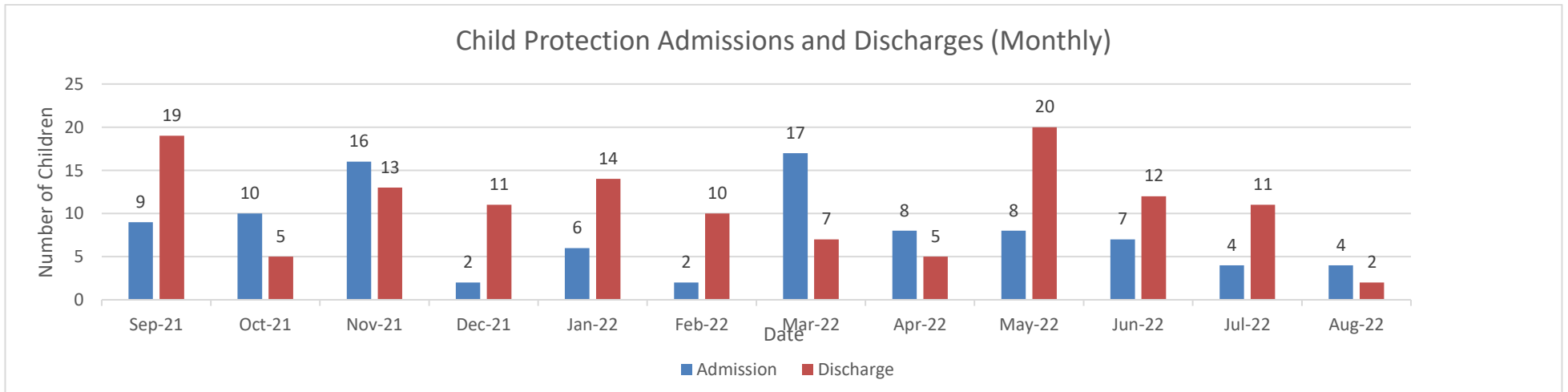
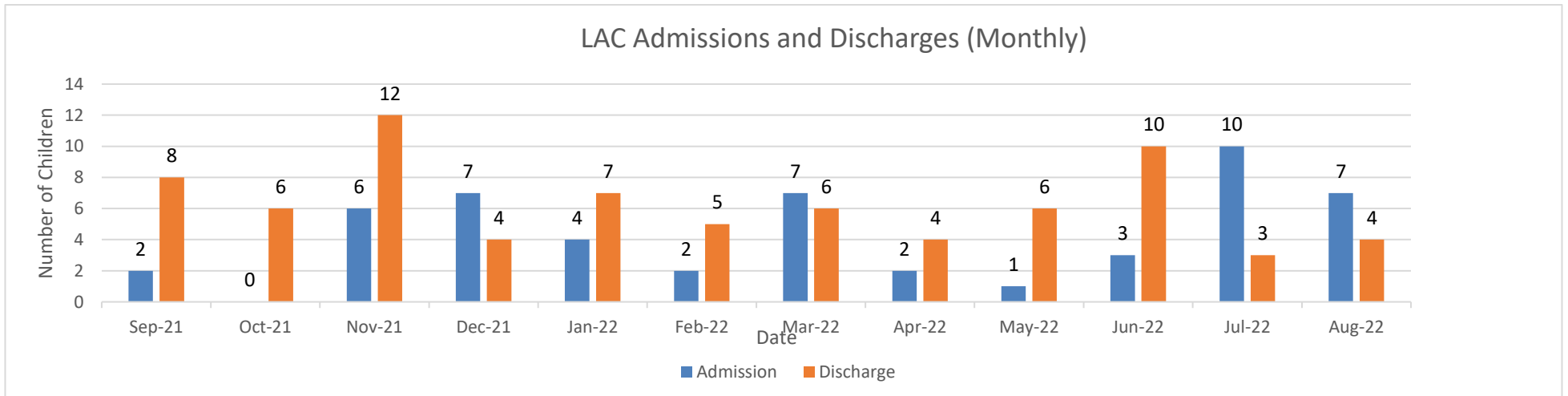
Please Note: The number of children’s names on the Child Protection Register as at 31/08/2022 – **53**

Children Receiving Care and Support Historical Data (Quarterly Basis)



Please Note: The number of Children Receiving Care and Support as at 31/08/2022 – **623**

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



- **High Level Measure 13 (Children & Young People Services) – Personal Outcomes**

Following the successful launch of the strengths based model of practice framework on 2nd February, the Local Authority are developing an interactive guidance handbook to sit alongside the framework. The handbook will provide a comprehensive, systematic guide, as to how we work co-productively with families. The contemporary handbook will be interactive, guiding readers to further video links and pieces of work that relates to the framework model of working. We anticipate the handbook will be completed early 2023. Neath Port Talbot continues to meet in national forums with other local authorities, partners and third sector networks as well as social care wales and academics to improve and share practice across Wales.

There is a dedicated outcome focussed consultant social worker in place, who attends teams throughout children and adult services to support practitioners to embed the framework within their practice and undertake reflective practice mentoring. The consultant is also available for surgeries to help with individual case management.

Training

Team managers and consultant social workers have received refresher training on ‘outcome focussed’ practice. Internal staff delivered the training, in order to promote a ‘train the trainer’ approach in this area. This shows a real commitment to working in collaboration with families and providing an excellent service. Training is also being provided via multi-agency forums across the County. The first training session took place in the Cwrt Sart area and feedback from partners was very positive with the consensus expressing a real need to continue with the multi-agency training forums.

To give some context to the number of Personal Outcomes we are working towards achieving with families, of the **773** Care & Support Plans we have open across the Service, where a Personal Outcome has been identified, there are **1,403** Personal Outcomes recorded within the Care Plans. The following table provides a breakdown by each team: -

Team	Number of Care & Support Plans	Number of Personal Outcomes
Looked After Children (LAC)	117	191
Child Care Disability	228	419
Llangatwg	106	177
Sandfields	87	146
Leaving Care	69	210
Dyffryn	75	103
Cwrt Sart	91	153
Total	773	1403

- **High Level Measure 14 (Children & Young People Services) – Participation & Engagement (Voice of the Child)**

The Engagement & Participation Team is a small team established some three years ago across both Children and Adult Services. The main aim is to be inclusive and elicit the views of the service user to help inform practice and services going forward. The Team facilitates all surveys that are required across the Directorate, organises Consultation Events, as well as a variety of activities for our children and young people. The Team deliver co-production training to the workforce, which is integral to the Outcomes Framework, to name a few of their tasks and responsibilities. Below is an insight into the work that has been taking place across Children's Services during the 1st quarter reporting period (April 22 – June 22).

The Engagement and Participation Officer (EPO) and the Youth Justice and Early Intervention Service (YJEIS) have continued to deliver the Life Skills programme to support care leavers and YJEIS service users. Over an 8-week period, young people attend every Tuesday 10am to 1pm. The participants successfully develop a range of culinary skills and become competent at cooking healthy, budget meals. Further training around budgeting and laundry is also delivered. It has become evident that 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 voices of young people continues to be captured in the exit questionnaires conducted when the young people no longer need the support of the service. Young people have played a key role in developing a new board game to help support service users. Our young people engaged in consultation events to co-produce the resource.

Throughout April and May, our young people took part in a 10-week Motorbike Maintenance course. In collaboration with Vocational Education Cardiff and Foreshore MCX, young people attended a full day every week for a 10-week period. The course taught participants to fully service a Motorbike and ride with confidence on the dirt track. The experience was attended by some of our most hard to reach young people working with YJEIS and Children's Services and was well received by those who attended.

Our project to improve communication between Emergency Service personnel and children & young people with complex needs has continued to progress. The EPO has co-ordinated meetings between the Emergency Services, Children's Rights Unit & Ysgol Maes-Y-Coed to further develop this resource. Steps to develop a training tool to educate front line staff on how to communicate with children & young people with complex needs in an emergency have been undertaken and filming commenced throughout this period.

In June, Neath Port Talbot Children's Services achieved the Participation Standards Kite Mark from Children in Wales. Neath Port Talbot Children's Services are one of the 1st Children's Services in Wales to receive this award. This award is in recognition of meeting the seven participation standards; Information; It's your choice; No discrimination; Respect; You get something out of it; Feedback; & Working better for you. The evidence we provided, demonstrated our commitment to Children's Rights and meeting the required standards. Work from across the Service was evidenced and the EPO attended a two-hour interview with a panel of young people.

The Girls' Rights Group 'Hope' has continued to flourish. Since October 2021, the group have met fortnightly and have championed Period Dignity. The members continue to raise awareness amongst our foster carers regarding being prepared in the event of a girl or young woman coming to stay in their home. The group environment nurtures honest discussion, such as anxieties when going into care and simple ways in which these may be eased. During the Half Term, Hope organised a 'Pamper Day' at Base 15 for girls. They enjoyed a glass of sparkly apple and numerous beauty and wellbeing treatments. Yoga, nails, cake making, hair & make-up, relaxation activities, goody bag and lunch were enjoyed by the girls.

To provide opportunities for children and young people with disabilities, the EPO has continued to support the music group in Ysgol Hendre Felin. The group enjoy fun activities along with singing. Through links developed by the EPO, Circus Eruption attended the group on a fortnightly basis to teach circus skills. Music tuition provided, gave members the opportunity to learn the piano and enjoy drum sessions. Fifteen children took part in a trip to the Wales Millennium Centre to watch the theatre show School of Rock.

Throughout the June Half-term, a number of events were organised, including, Go-Karting in Margam Park, Gorge Walking in Pontneddfechan with an outdoor activity company, learning Bushcraft in Margam Park and Stand Up Paddle Boarding in the Swiss Valley Reservoir. All the events were well attended by our children and young people.

We have developed strong links with the Children's Commissioner for Wales Office. One of the very first groups the newly appointed Commissioner visited was Hope, where she enjoyed making smoothies on the smoothie bike and discussing topical issues with our young people. The group also attended by invitation an evening with the Commissioner to discuss her commitment to children and young people in Wales and share the good work the group have been doing around Period Dignity for care experienced young people.

Throughout June, music production sessions were held 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.

To further support families, the EPO worked alongside Team around the Family (TAF), to encourage mum's to join a local walking group set up by Bulldogs Community Gym to improve their wellbeing and fitness. They enjoyed weekly walks locally with the group, which culminated in a day out walking in Garwnant Country Park in the Brecon Beacons. Some members of the group have continued to access the support of Bulldogs.

In June, we launched the Beaches 2 Beacons project. This project, developed by the EPO 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 first session took place on Aberavon Beach, where the children enjoyed SUP Boarding, beach art and a picnic. The project aims to improve well-being, develop understanding of the environment & how to look after it and experience new places. The project will continue throughout the Summer Holidays.

The EPO is committed to personal professional development and has started the training process to become a Hill and Moorland Leader in order to become more self-sufficient and cost effective for future outdoor activities with children and young people. The initial three-day training programme took place in May. In order to deliver Bike Maintenance workshops to

our children & young people, a Level 1 Bike Maintenance qualification has been achieved and grant money has been utilised to purchase bike maintenance equipment to deliver a programme of wellbeing centred round bikes. This project plans to start in the autumn 2022. All activities are promoted on twitter, using the handle 'NPT Engagement' and shared internally via Microsoft Teams.

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Quality Assurance Overview Quarter 1

This report seeks to provide Members with an overview of what quality assurance activity takes place across Children and Young People Services, Adult Services and Youth Justice Early Intervention Service. This paper sets out the different strands of work that are carried out which is overseen and coordinated by the Quality Practice Strategic Group.

What is quality assurance?

Quality assurance provides confidence to the department and other stakeholders that its processes and services are being well managed. It validates the consistent use of procedures and standards, and ensures that staff have the correct knowledge, skills and attitudes to fulfil their roles and responsibilities in a competent manner. The way in which the directorate will undertake this is through its Quality Practice and Learning Framework (Appendix 1). This framework will set out how Neath Port Talbot will learn from all activity completed to ensure that children, adults, families and carers are being supported in the right way at the right time, and understand what difference has been made. This framework sets out the approach and how learning is embedded and evidenced in practice.

This Quality Practice and Learning Framework (QPLF): provides a level of confidence about service delivery and the positive impact on children, adults, families and carers in Neath Port Talbot.

Measuring impact is key – What difference are Neath Port Talbot and its partners making? It is this reason that outcomes for individuals is at the heart of the Framework.

The Quality Assurance Framework includes capturing data to ensure standards are met and procedures are followed. However, these measures alone do not assure positive impact and there is a need to ask, “So what?”

Priorities

The outcomes of children, young people, adults, families and carers are understood

Children young people, adults, families and carers are at the centre of delivery of the Quality Assurance Framework (QAF)

Embedding quality assurance is evidenced by doing with, not to or for children, young people, adults, families, carers and staff

We understand, challenge and improve the impact of our work

Our guiding principles for embedding the Quality Practice and Learning Framework are that:

1. Children, young people, adults, families and carers are at the heart of what we do. The focus of quality assurance must be on impact and outcomes for the child, young person or adult in their journey through our social work and safeguarding systems.
2. The approach to Quality Assurance will be underpinned by Restorative Practice, and a desire to examine and capture best practice. This means that quality assurance activity is done

“with” staff, rather than “to” or “for”, in ways that build relationships and are characterised by respecting each other’s perspectives, high expectations, high support and high challenge, to enable use to learn, improve and change.

3. Throughout the quality assurance processes the views of children, young people, adults, families and carers are integral to improving our services, we will where reasonable and practicable to do so, gain the voice of those who have received our services.
4. Our multi-agency and collaborative working with our partners, whether statutory or 3rd sector will be enriched and where practicable we will include them within our quality assurance processes

Quality Practice Strategic Group

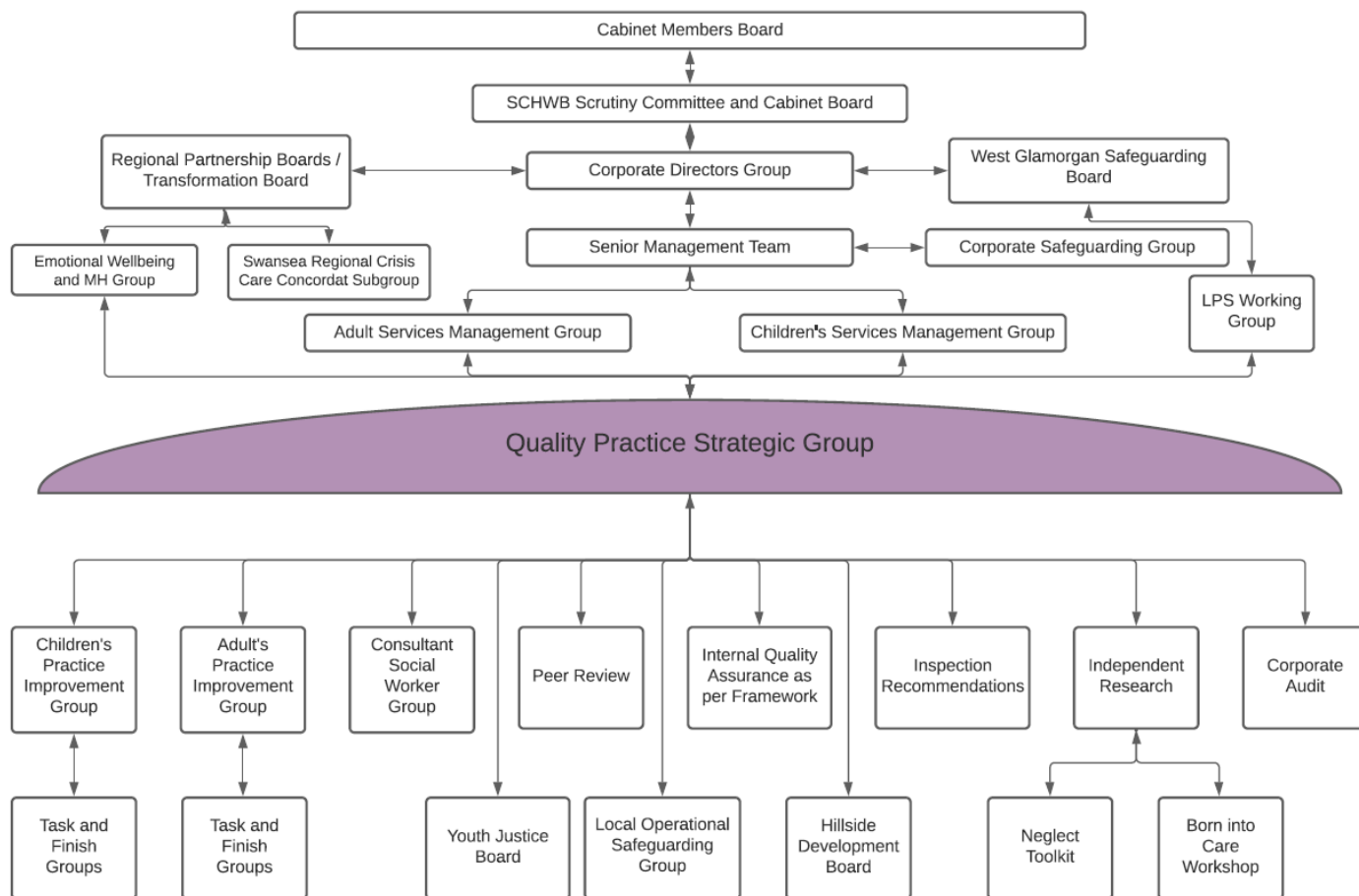
The Quality Practice Strategic Group oversees the implementation of the framework and meets on a fortnightly basis. The group is made up of Principal Officer from across the directorate who are responsible for the respective service areas. The group’s aim is to seek assurances and to act as a critical and independent friend to the service by monitoring and tracking progress, ensuring we are delivering against services plans and future visions. The benefits of this is that work streams and groups across the directorate are connected and will help to alleviate the load across the service by ensuring there is no duplication of work or unnecessary activity undertaken. It also provide assurances to the Senior Management Team and Members that the Principal Officer group across the directorate through the Quality Practice Strategic Group has a line of sight on all areas of practice. A governance structure (*figure 1, page 3*) has been devised which demonstrates the position of the strategic group within the directorate and wider council.

The group has developed a programme of quality assurance activity for 2022 taking into account the different work streams currently being undertaken across the directorate. This includes audits, mapping exercises, workshops, performance clinics and learning reviews. Further areas of work that the group will be taking forward are:

- Research Studies – Consideration and coordination of requests
- Quality Conversations – case studies and good news stories to share positive outcomes and good practice across the directorate
- Good Practice Standards – Developing a set of service standards for areas of practice that new and experienced practitioners can refer to and will inform quality assurance audits
- Monitor action and business plans for groups/meetings across the directorate

The audit programme continues to adapt and be flexible to change when the demands on teams within Social Services are high. The Quality Practice Framework continues to make progress in other areas of the framework such as highlighted within this report. The group will continue to monitor the audit programme to ensure that practitioners across the directorate have capacity to participate in any activities with plans being made for groups of auditors to come together in person in 2022 to re-establish this way of working as practitioners benefit from collectively analysing cases and identifying themes, patterns and trends.

Figure 1 – Governance Structure



The rest of this paper details some of the different types of activity that is overseen by 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 these 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.

Liberty Protection Safeguards (LPS)

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.

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 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. The chronology of the case is mapped on to a timeline with an event held with all practitioners, managers and principal officers who had input in the case within Social Services to talk through the timeline. The outcome of the learning from these events enables the service to identify areas where it may have been possible to use a different approach and to understand the external influences and pressures that ultimately affected the case. The learning points will be communicated to all those in attendance at the event and with senior officers within the service prior to enabling key messages and actions for change to be effected at the earliest opportunity.

Research Projects

There are several research projects underway within the service that the group has oversight of such as:

- **Born into Care** – The Nuffield Family Justice Observatory (Nuffield FJO) undertook a research study on children that were removed at birth from their parents. Neath Port Talbot were part of the original study and following its publication the Nuffield FJO developed *Born into Care: Developing best practice principles when the state intervenes at birth*, the findings of which were shared with the region through a webinar. There are three stages the findings address:
 1. Pre-birth Practice (Conception to labour)
 2. Practice within maternity settings and first court hearing (birth and care proceedings)
 3. Support for parents when they leave hospital and return home (post-discharge support and family team)

A multi-agency working group has been set up to work collaboratively in addressing the recommendations of the report and to implement new practice principles in the region.

- **Neglect Toolkit Project** – The Local Authority and its partners are working with the University of Birmingham on developing a child neglect measurement tool for use across the partnership. The developed tool will enable all multi-agency professionals within Neath Port Talbot to use the toolkit when working with children and families at risk of or experiencing neglect. The finished toolkit will be inclusive of wider disadvantages, such as poverty, homelessness and lack of access to supportive services.

Next Steps?

For the subsequent quarterly performance reports, high level reports and findings on actual audits undertaken during the quarter will be incorporated into the report alongside an update on key areas of the Quality Practice Strategic Group.

Mel Weaver

Quality, Performance and Practice Manager

Neath Port Talbot's Children and Adult's Quality Assurance and Learning Framework

Introduction

This framework applies to all Children and Adult Services teams and services.

This framework will set out how Neath Port Talbot will learn from all activity completed to ensure that children, adults, families and carers are being supported in the right way at the right time, and understand what difference has been made. This framework sets out the approach and how learning is embedded and evidenced in practice.

This Quality Assurance Framework (QAF): provides a level of confidence about service delivery and the positive impact on children, adults, families and carers in Neath Port Talbot.

Measuring impact is key – What difference are Neath Port Talbot and its partners making? It is this reason that outcomes for individuals is at the heart of the Framework.

The Quality Assurance Framework includes capturing data to ensure standards are met and procedures are followed. However, these measures alone do not assure positive impact and there is a need to ask, "So what?"

Priorities

The outcomes of children, young people, adults, families and carers are understood

Children young people, adults, families and carers are at the centre of delivery of the Quality Assurance Framework (QAF)

Embedding quality assurance is evidenced by doing with, not to or for children, young people, adults, families, carers and staff

We understand, challenge and improve the impact of our work

Our guiding principles for embedding the QAF are that:

5. Children, young people, adults, families and carers are at the heart of what we do. The focus of quality assurance must be on impact and outcomes for the child, young person or adult in their journey through our social work and safeguarding systems.
6. The approach to Quality Assurance will be underpinned by Restorative Practice, and a desire to examine and capture best practice. This means that QA activity is done "with" staff, rather than "to" or "for", in ways that build relationships and are characterised by respecting each other's perspectives, high expectations, high support and high challenge, to enable use to learn, improve and change.
7. Throughout the quality assurance processes the views of children, young people, adults, families and carers are integral to improving our services, we will where reasonable and practicable to do so, gain the voice of those who have received our services.

8. Our multi-agency and collaborative working with our partners, whether statutory or 3rd sector will be enriched and where practicable we will include them within our QA processes

The framework takes into account the fundamental principles of the Social Services and Wellbeing Act (Wales) 2014 in that:

- **Voice and Control** – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve wellbeing
- **Prevention and Early Intervention** – Increasing preventative services within the community to minimise the escalation of critical need
- **Wellbeing** – Supporting people to achieve their own wellbeing and measuring the success of care and support
- **Co-production** – Encouraging individuals to become more involved in the design and delivery of services

This framework will also consider the learning from case reviews across the region and UK wide i.e. Child and Adult practice reviews, Serious Case Reviews etc, in addition to any research undertaken on a regional or national level

There are six stages in the framework, each stage being proactive, to inform action and improve outcomes for children and adults which is at the heart of our work:

- | | | |
|-----------|---|--|
| Standards | - | What standards are we aiming for? |
| Tools | - | How are we using a range of QA tools against those standards? |
| Analysis | - | What do the results of using those QA tools tell us? |
| Review | - | How well we are doing it, and is anybody better off? |
| Learn | - | What do we learn from this, to feedback into practice? |
| Impact | - | What are the outcomes for children, adults, families and carers? |



Standards



The standards below are rooted in discussions between social care managers within the Quality Performance Strategic Group. The views of individuals and the 3rd sector have also been gained through consultation sessions or sharing the framework. They are informed by statutory guidance and legislation and take into account the wellbeing objectives as set out in Neath Port Talbot's Corporate Plan 2019-2022.

They provide a single set of standards that apply across all services and that focus on *impact and outcomes for children and adults*.

The QA Framework starting point is being clear about "what good looks like"

Standards for Practice	Customer Service Standards
<p>Standard 1: Ensuring a professional response from the initial referral to the closure of the case;</p> <p>Standard 2: Providing clear direction, quality decision making and setting priorities in the service;</p> <p>Standard 3: Ensuring the service users voice is heard and fully considered when implementing individual plans;</p> <p>Standard 4: Scrutinising to ensure good quality recording, analysis of need and report writing;</p> <p>Standard 5: Providing good quality supervision, annual appraisals and well organised staff and team meetings;</p> <p>Standard 6: Making sure staff work within a supportive team culture, with good communications, routine commitment to rigorous professional practice with the necessary skills, competencies and capacities;</p> <p>Standard 7: Demonstrating effective multiagency collaboration and working.</p>	<p>We will maintain customer service standards throughout our work:</p> <ul style="list-style-type: none"> • Explain why we are working with you and your family/carer and what we can and cannot do. • Listen to you and take into account your wishes and feelings in everything we do • Take care to ensure that you understand what we are saying, by using clear and straightforward language, signing, picture boards or an interpreter if necessary • Do everything we say and when we say we will do it • Be on time for meetings and appointments • Meet with you regularly to explain what is happening • Keep your personal information safe and explain how we are going to use it • Try to answer any questions you have or find someone who can

Tools



Managers and Heads of Service will continue to complete case audits at their discretion, with their staff, so they understand the quality and impact of our work.

1. Regular, monthly audits about the child/adult's journey through our services (taking a sample)
2. Auditing on a theme, in relation to specific subjects e.g. supervision, plans, assessments, response to domestic abuse, neglect, self-neglect, financial abuse etc.
3. Multi-agency audits where professionals from our partner agencies will audit cases against the Wales Safeguarding Procedures

Monthly Audit Tool and Method

The audit tool incorporates social work practice standards, but focusses on evidence, outcomes and impact for the child or adult. It will check particularly the journey and experience of the child or adult through services, that any rationale for decisions made on behalf of the child or adult is evident, the help offered is planned and purposeful in collaboration with child, family or adult and that improvement to the child or adult's life has pace and avoids drift.

Through this Framework, Quality Assurance of supervision and managerial oversight will also be strengthened.

Audits will be completed each month by two **Audit Groups** (Children and Adult). Cases will be selected randomly by the Quality, Performance and Practice Manager liaising where necessary with the Performance Management Team, themed in accordance with the annual audit programme, but always about the child and adult's experiences and outcomes. Audits will involve rigorous, thematically driven scrutiny of cases, checking for particular practice, outcomes and themes.

It is vital for the Quality, Practice and Performance Manager and the Principal Officer for Safeguarding and Quality Assurance to remain impartial throughout the process, therefore areas for improvement must be driven forward by practitioners across the department. This also ensure ownership of the quality assurance process is with practitioners.

Audit Groups comprise of a range of senior managers, principal officers, team/deputy managers and consultant social workers made up from the range of different teams. Audits can also take place with practitioners working with partner agencies to obtain their views and analysis on specific themes and interventions. Each month auditors will audit a small number of cases per team, within a 1 week window, working as individuals or with colleagues from within their team. The completed audits will be returned to the Quality, Performance and Practice Manager along with an overall themes sheet to be collated. All teams must be represented at each audit. Auditors will only scrutinise cases that they have not had allocated to them or they have been part of any decision making process. Each audit request received will be considered by the Quality Practice Strategic Group and consideration is given to obtaining the views of relevant stakeholders such as children, young people, parents, adults, carers and partner agencies to provide a holistic view of practice across the directorate.

Each month the Quality, Performance and Practice Manager will facilitate a Moderation and Improvement session with auditors to examine quality, outliers, analysis, themes, observations and any contributions to improved impact for children and adults. Moderation will in turn support learning, discussion and actions.

The auditing process will include systematically making sure that all staff have one case audited and one practice visit observed. Managers will be measure against audit competencies and have an observed supervision.

Audits will also take place in other services such as Hillside Secure Children's Home, Community Occupational Therapy, Fostering Service and Neath Port Talbot Youth Justice and both Children and Adult Early Intervention Services. These will be completed on a bi-monthly/quarterly basis and will be fed back through to the Quality, Practice and Performance Manager.

Audit Themes

There will be an audit programme in place which will detail the theme of the audit to be undertaken on a monthly or quarterly basis depending on service area. Within this programme will be generic themes to audit such as plans, assessments and reviews, however the programme will be determined by the Quality Practice Strategic Group. Any requests made for an audit will be requested through the Quality, Practice and Performance Manager via an audit request form which will be logged in the audit request log. Any new requests for audit will be agreed, declined or deferred by the Quality Practice Strategic Group and feedback to the individual making the request.

Triangulation

As our service users are at the heart of what we do the Quality Assurance Framework (QAF) Audit will include the views of children, adults, families and carers about their experience of receiving services and the impact our work has on their lives. Gaining views from staff and from our multi-agency partners will also be critical to informed judgements about good practice, barriers to progress and next steps.

- Monthly audits will include the auditor directly obtaining the child, adult, family or carer views, whenever it is practicable and appropriate to do so. This will be supported by the Engagement and Participation Team where possible.
- Where appropriate monthly audits will include reflections from the child or adult's social worker/lead professional about the work and impact on the individual.
- Our partner agencies views and collaboration in some of the audits will be sought wherever appropriate to do so.
- The QA framework will use information from our compliments and complaints system, feedback from key partners (e.g. health professionals and education settings via Peer Review; HR etc.) as well as safeguarding themes drawn from reports i.e. allegations of Professional abuse, whistle-blowing etc.

Staff Observation

All staff will be observed to assess the quality of their practice in working with children, adults, families and carers and/or partner agencies. They will be observed by a manager/senior manager with experience in the area of practice being observed.

Why: Observation of staff in their everyday work is an important element of quality assuring professional practice. Observation of practice adds to a whole picture about the way that our workforce build relationships, maintain Honest, Open and Transparent (HOT) conversations, challenges and reframes on behalf of children, adults, families and carers. This will identify professional developmental needs and grow workforce confidence, direct feedback and autonomy.

How: All Team Managers (or Deputy/Consultant Practitioners where agreed) will:

- observe practice of newly qualified workers;
- observe the practice of experienced workers at least once every year;
- identify any workers within the team in need of support to improve performance;
- share observations with workers in reflective supervision sessions;
- negotiate individual action plans with workers as necessary;
- share completed observations with the Quality, Performance and Practice Manager.

Ethical guidance: During each observations of practice, the observer will be sensitive to the potential pressures on, and the apprehension of, children, young people, adults, families, carers and staff.

The observer will consider and discuss the appropriateness of each observation and whether they should observe all or part of the activity. Any observation will be with the explicit and informed consent of the children, adult, families and carers. The relevant practitioners will be asked to gain this consent. The observer will confirm the consent with the children, adult, families and carers. The observer will explain the purpose is to assess the effectiveness of help, care and protection, not to make judgements about them. After the observation of practice, the observer will aim to have a brief discussion with the child, adult, family or carer about their experience of the services received and their impact. The observer will also constructively critique the practitioner following observation.

The Quality, Performance and Practice Manager will have a key role in the audit process, analysis of findings, observations of practice and the mentoring of staff, to support applied learning and drive up practice standards. The Quality, Performance and Practice Manager will consider the findings of staff observation at least once per year, highlighting key learning points and identifying actions for workforce development.

Meeting Observation

Key decision-making meetings will be observed through a programme led by senior managers within the service, to assure their effectiveness and pace. Observations will consider key factors such as governance, terms of reference, multi-agency collaboration, and the involvement of/impact on children, adults, families and carers.

Why: It is important to assess meetings in relation to the quality of shared working, decision making and actions which are implemented via in key meetings. These groups and processes are the driving force of the safeguarding system in Neath Port Talbot. It can helpfully inform multi-agency practice by feeding back findings to governance boards such as the West Glamorgan Safeguarding Board and the Social Care, Health and Wellbeing Scrutiny Committee and Cabinet Board of Neath Port Talbot. In some meetings it will also provide the opportunity for senior managers to view meetings in which children, young people, adults, families and carers participate in, and the impact of these meetings on them.

How:

- Heads of Service will observe key meetings twice per year;
- Heads of Service will complete a record of the observation and discuss this with the meeting Chair. A shared record of learning and actions will be agreed and recorded;
- Heads of Service will send a copy of the observation record to the Quality, Performance and Practice Manager;
- Directors will observe key meetings once per year, roles as above;
- Learning will be shared with partner agencies through the West Glamorgan Safeguarding Board.

The following meetings will be observed:

- Case Conferences (Initial and Review) - Child and Adult;
- Strategy discussion/meeting – Child and Adult;
- Core Group meetings;
- Child Protection Monitoring Visit;
- Looked After Child Review;
- Early Intervention Panel;
- Panels (Permanence, Complex Needs, Resource, Contextual Risk Panel, Legal Surgery, Resource Allocation Meeting etc.)
- MAPPAs – Multi Agency Public Protection Arrangements
- MARAC – Multi Agency Risk Assessment Conference
- Multi-disciplinary Team meetings
- Hospital Discharge meetings

- Best Interest Meeting
- Continual Healthcare meetings
- Review of Care and Support plan (Child and Adult)
- Initial planning meeting
- Review of Care and Support plan (Child and Adult)
- Team Around the Family (TAF) Meetings
- Team Meetings
- Community Meetings
- Hillside Handover Meetings
- Hillside Multi-disciplinary Team/Centre Briefing

This list is not exhaustive and other meetings will also be subject to observation

Analysis



Each month, the **Quality Practice Strategic Group and relevant Practice Improvement Group** will meet to analyse challenge and improve performance data, learning from quality assurance activity and explore the data.

Children and Adult case files provide an invaluable perspective on practice. Effective audits can provide insight into the quality of recording, the quality of work, “change” for the child or adult, the quality of management oversight, support for the worker, evidence of effective multi-agency working and importantly, the views, experiences and outcomes for the child or adult.

Quarterly reports provided separately by the Conference and Review Service Team Manager (Children) and the Safeguarding and Quality Manager (Adult) will provide analysis of themes around good practice and escalations of concern, according to the distinct roles and responsibilities of these two teams. The impact of both services and the way in which Neath Port Talbot learns from/responds to their input will critically be examined.

Completed Monthly/Bi-monthly/Quarterly Audit Tools, corresponding themes sheets, social care worker questionnaire/conversation feedback and service user feedback will be collated and considered by the Quality, Performance and Practice Manager to inform overall findings with regards to the quality and impact of service provision to the child, adult, family and/or carer. The findings and conclusions will be discussed as part of the moderation carried out by the Audit Group, further discussed with Principal Officers and Heads of Service and will lead to learning and development and or an acknowledgement of good practice. Any training and learning needs identified will be shared with the Training Department for consideration when planning training across the directorate.

The **Quality Practice Strategic Group** meets monthly to analyse and amplify the findings from data, audit, staff feedback, escalations, children’s views, adult’s views, family views, carer views, compliments and complaints. Representation on this group from all areas across the directorate is mandatory to ensure that findings and recommendations from all areas are discussed, disseminated and actioned as appropriate. Relevant subgroups such as the Practice Improvement groups and Consultant Social Worker group will drive the wider changes through the service. Vital to this process are the views of children, young people, adults, families and carers, this will include learning from a range of consultations completed with the Engagement and Participation Team. Over time, the group will build ways to be inclusive of a wider demographic, for example including input from student social workers, partners, care staff and foster carers, as a rich source of learning and advice. This development underlines the commitment to ensure that the QA process is informed by those who are practicing – **“Doing with, not to or for”**.

A briefing for the Director of Social Services, Head of Service and Lead Member will be provided quarterly, including quantitative statistics and qualitative analysis on how practice is improving over the year and impacting upon outcomes for children and adults.

Review



This key stage will make sure there are robust processes in place for turning the findings from audit analysis into reflection and improvement planning.

- **Aggregated findings** from monthly audits and dip sampled themed audits will be produced by the Quality, Performance and Practice Manager who will review them for headline themes and recommendations. This process will inform improvement planning to be progressed by Practice Improvement Group, Principal Officers, Team Managers, Consultant/Deputy Social Workers with oversight, support and challenge from Heads of Services
- The **Quality Practice Strategic Group**, chaired by the Principal Officer for Safeguarding and Quality Assurance, will review audit findings alongside performance data and all forms of service feedback available, to determine the learning and how this will be a) reported to the Senior Management Team, b) shared and embedded in practice or services and c) identify any training needs. Members of the Group include a range of managers from across all services. All teams must ensure that an appropriate representative with the relevant authority is present at the Quality Practice Strategic Group.
- 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 have received
 - 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

The Team Manager will review the outcomes of the various pieces of quality assurance information above related to their team over the past six months, and in discussion with their team, agree key points to target. The Team Manager and their Principal Officer will discuss the reasons or causes for good and poor practice, negative and positive impact and next steps.

This will include:

- Identifying individuals who need additional support, direction, guidance and training

- A further learning session or two to engage the team itself in understanding and taking ownership of the practice problem and find solutions
 - Sharing exemplars of good practice within the team
 - Coaching input from Principal Officers and Consultant Social Workers
 - Identifying themes that need bringing to the attention of Senior Managers, other parts of the Council or partners to support practitioners (e.g. changes to procedures, guidance, resources, and training).
- All staff will continue to have an annual Appraisal. This takes the aims and priorities set out in the Corporate Improvement Plan and translates them into objectives and targets for individual staff members. This provides an opportunity to identify strengths and weaknesses in staff performance and provides a vehicle to address any concerns.
 - IRO's/Safeguarding Coordinators complete a "checklist" about each conference/review/meeting, about quality and impact of practice. Feedback will be given to the corresponding Team Manager for discussion in supervision, to ensure improved practice. This information is aggregated by the Conference and Review Service Team Manager/Safeguarding and Quality Manager for oversight and reported to the **Quality Practice Strategic Group** at quarterly intervals.
 - For cases that do not meet the criteria for a Child or Adult Practice Review or a Multi-Professional Practice Forum, but give rise to concern(s) i.e. a near miss etc., the manager will be expected to undertake a preliminary review of the concern/incident within seven days and submit a report outlining such to their respective Principal Officer and Principal Officer for Safeguarding and Quality Assurance. All reports will be shared with the Practice Quality Group who will consider how to elicit learning i.e. audit, full management review (such a review would follow a similar methodology to that drawn upon for a Child or Adult Practice Review) etc.
 - The legal department will provide a monthly summary of findings/recommendations/suggestions made following Care Proceedings to ensure themes may be captured and learning disseminated. The legal department will also provide regular updates from the legal world i.e. new case law etc.

Learn



So that the framework is a reflective learning experience for practitioners, the Quality, Performance and Practice Manager will share the completed audits with team managers who will feed back the results of the audit, reflections and any actions required to practitioners.

This will be used for reflective discussion in supervision, to inform future practice and service provision. Audit outcomes will be tracked by the Quality, Performance and Practice Manager to ensure learning is happening.

Principal Officers will discuss the audit findings and reflective supervision sessions with their respective Team Manager, during the Team Manager's supervision. This will include discussing the impact of service delivery/planning for the child/adult, and agreeing what needs to happen next.

Principal Officers will take the lead in ensuring that learning from the various audit and quality assurance activity informs the workforce strategy and learning and development pathways for social care staff.

Themed findings from audit/outcomes for children, adults, families and carers will influence the Learning and Development Programme. In addition, they will be targeted to the team, area or whole service as necessary.

The Safeguarding and Quality Assurance Principal Officer will take the lead in ensuring that learning about the wider safeguarding system informs/is reflected in multiagency safeguarding training.

The Quality, Performance and Practice Manager will summarise monthly audit findings to be shared with the department through the Quality Practice Strategic Group, Children Services Management Group and Adult Services Management Group. A quarterly overview report will be shared with the Senior Management Team and relevant scrutiny committee on all audit and quality assurance activity, the purpose being to review any trends, any areas of practice that are good and those that require further development.

In addition,

- Learning from the views of individuals is integral to improving services for children, young people, adults, families and carers who have or are currently accessing and receiving information, advice and assistance from the department.

- Individual audit documentation and outcomes will be both discussed in supervision and used to demonstrate workers and managers learning and reflections, on the quality of decision making on cases.
- Registration of social care staff with Social Care Wales is contingent upon evidence of minimum learning requirements over a three year period. It requires managers to provide oversight and to sign off evidence of learning for each qualified worker for whom they are responsible.
- Principal Officers, Team Managers and Consultant Social Workers will use audit results to inform social care learning and development programmes (i.e. induction programme, workforce strategy).
- Cases celebrated as being exemplars of outstanding practice will be shared and promoted throughout the department, fed back into training and available to view on the Social Services Intranet pages.
- Learning from children, adults, families and carers through the case closure questionnaires and through any engagement and consultation sessions will be shared with the relevant Management Groups on a quarterly basis and circulated to all teams.
- The Quality, Performance and Practice Manager will provide bi-annual reports which identify trends and makes comparisons about the nature of complaints and compliments. A summary of these reports will also be shared with all Social Services staff, containing information about common themes and lessons from complaints, compliments and customer feedback.
- Learning from audits will be analysed with Training and Development, and where identified relevant training will be provided

How does this Quality Assurance Framework link to wider assurance of practice and service development?

Neath Port Talbot's Social Services Department will consider information provided from audits to inform and develop relevant plans, specifically:

- Social Services Key Priorities Action Plan for Children and Adult Services
- Hillside Development Plan
- Youth Justice and Early Intervention Service Improvement Plan

- West Glamorgan Safeguarding Board Business Plan, overseen by the West Glamorgan Safeguarding Board

The welfare of children and adults is everybody's business. For this reason, the Quality Assurance and Learning Framework sits alongside the West Glamorgan Safeguarding Board.

- The West Glamorgan Quality and Performance Monitoring sub group has oversight of multi-agency performance data and undertakes multi-agency audits, to inform multi-agency action.
- The West Glamorgan Practice Review management sub group has oversight of Practice reviews and the learning that follows.
- The Safeguarding Board will, at the request of the Local Authority, run a Restorative Practice Learning Circles with 'stuck' Child Protection cases, particularly those working with children who have been subject to a CP Plan for 15 months or more, or for a second or subsequent time.
- The Local Authority will from time to time be involved in external Peer Challenge reviews. This means working with another Local Authority, or other organisation external to Neath Port Talbot, to examine a specific area of practice or theme to help understand areas of strength and further development.

Impact



Evidencing the impact of learning from audits will be central to ensuring audit makes a difference for children, adults, families and carers.

The Quality, Performance and Practice Manager will ensure it is recorded that the case has been audited and that any actions have been shared with the Team Manager to be completed. The completed audit tool will be stored on idocs and will be part of the child/adult's record and as an integral part of the worker's supervision.

An annual survey will also be developed for social care staff, to evidence the effectiveness of the audit programme, dissemination and embedding of learning and improvement to practice across teams.

Measuring quality is something done with, and by, service users and professionals rather than an exercise done to them. Mutual accountability for practice that has an impact on good and better outcomes for children and adults will be upheld through supervision discussions, reflective learning and through existing protocols.

To make sure the Framework is truly person centred, following the journey of the individual through our services, the impact on the Framework will be judged on the following factors:

- *Is all quality assurance activity being carried out in partnership with service users, multi-agency partners and professionals, from student social workers to senior managers?*
- *Are we continually seeking to improve performance and demonstrate the impact of help for children, adults, families and carers in improving their outcomes?*
- *Are the findings from all QA activity driving service improvement and creating better outcomes for our children, adults, families, carers and our workforce?*

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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

11th October 2022

Report of the Head of Education Development

Chris Millis

Matter for Monitoring

Wards Affected: All Wards

Report Title

Quarterly Performance Management Data 2022-2022 –
Quarter 1 Performance (1st April 2022– 30th June 2022)

Purpose of the Report:

To provide members with quarter 1 performance management data, for the period 1st April 2021 to 30th June 2021 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 1 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 1 performance for 2019/20, 2020/21 & 2021/22. 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



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Performance Indicators

Neath Port Talbot Council




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Appendix 1 - Community Safety Key Performance Indicators - Quarter 1 (1st April - 30th June) - 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 30/06/2022)?

PI Title	Qtr. 1 Actual 20/21	Qtr. 1 Actual 21/22	Qtr. 1 Actual 22/23	Qtr. 1 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		35.20	33.80	31.00	 Red
<p>Overall percentages of repeat cases into the IDVA (Independent Domestic Violence Advisors) Service remains consistent, when compared to the previous 12 months.</p> <p>Repeat cases can indicate a greater confidence and reassurance in victims to report domestic abuse and seek support and assistance. However, they can also highlight any areas where the local multi- agency responses maybe less effective and can help identify more complex, hard to reach victims.</p> <p>We continue to review repeat cases routinely in order to identify any trends or specific areas of learning and identify a change in approach that may be required in certain cases.</p>					
ELLL - Community Safety - PI/154 - Number of new members to Paws on Patrol	0.00	132.00	53.00		 NA
<p>598 new members joined the scheme during quarter 1 2022/23. The 53 includes sign ups at three events; Taibach Park, Jersey Park, Gnoll Park and 20 signing up online. 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. Total number of members now stands at 1304, (38 of those opting to receive their information by post rather than online).</p> <p>During quarter 1, social media posts for the scheme had a reach of over 50,000. Our Paws on Patrol facebook page has become an excellent tool for advising members and non-members of important information, as well as promoting the scheme and any events. Of particular interest was our post re the heatwave and safety. Events for Glyncorrwg, Margam Park, Waunceirch are planned for quarter 2 2022/23. Other events in other areas of the borough will be planned and promoted.</p> <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. 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>					
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
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.					

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.

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. 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.

Community Safety's flagship event 'Crucial Crew' has also returned during quarter 1 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 and 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.

ELLL - Community Safety - PI/903 - Number of people whose vulnerability is reduced via; Street Vulnerability MARAC : Channel Panel.				75.00	 NA
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Data reported Q2.

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Report of the Head of Legal and Democratic Services

Social Services, Housing and Community Safety Cabinet Board
Tuesday, 11th October 2022

ACCESS TO MEETINGS/EXCLUSION OF THE PUBLIC

Purpose:	To consider whether the Public should be excluded from the following items of business.
Item (s):	<ul style="list-style-type: none"> • Contractual Arrangement for a Supported Lodgings Management and Delivery Service • Contractual Arrangements for Temporary Accommodation for Homeless Young People • Hillside Secure Home Quarterly Reports • Future of TremyGlyn
Recommendation(s):	That the public be excluded from the meeting during consideration of the following item(s) of business on the grounds that it/they involve(s) the likely disclosure of exempt information as set out in the Paragraphs listed below of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007 subject to the Public Interest Test (where appropriate) being applied.

Relevant Paragraph(s):	13, 14, 16
-------------------------------	------------

1. Purpose of Report

To enable Members to consider whether the public should be excluded from the meeting in relation to the item(s) listed above.

Section 100A (4) of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, allows a Principal Council to pass a resolution excluding the public from a meeting during an item of business.

Such a resolution is dependant on whether it is likely, in view of the nature of the business to be transacted or the nature of the proceedings that if members of the public were present during that item there would be disclosure to them of exempt information, as defined in section 100I of the Local Government Act 1972.

2. Exclusion of the Public/Public Interest Test

In order to comply with the above mentioned legislation, Members will be requested to exclude the public from the meeting during consideration of the item(s) of business identified in the recommendation(s) to the report on the grounds that it/they involve(s) the likely disclosure of exempt information as set out in the Exclusion Paragraphs of Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007.

Information which falls within paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended is exempt information if and so long as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The specific Exclusion Paragraphs and the Public Interest Tests to be applied are listed in Appendix A.

Where paragraph 16 of the Schedule 12A applies there is no public interest test. Members are able to consider whether they wish to waive their legal privilege in the information, however, given that this may place the Council in a position of risk, it is not something that should be done as a matter of routine.

3. Financial Implications

Not applicable

4. Integrated Impact Assessment

Not applicable

5. Valleys Communities Impact

Not applicable

6. Workforce Impact

Not applicable.

7. Legal Implications

The legislative provisions are set out in the report.

Members must consider with regard to each item of business the following matters.

- (a) Whether in relation to that item of business the information is capable of being exempt information, because it falls into one of the paragraphs set out in Schedule 12A of the Local

Government Act 1972 as amended and reproduced in Appendix A to this report.

and either

- (b) If the information does fall within one or more of paragraphs 12 to 15, 17 and 18 of Schedule 12A of the Local Government Act 1972 as amended, the public interest test in maintaining the exemption outweighs the public interest in disclosing the information; or
- (c) if the information falls within the paragraph 16 of Schedule 12A of the Local Government Act 1972 in considering whether to exclude the public members are not required to apply the public interest test by must consider whether they wish to waive their privilege in relation to that item for any reason.

8. Risk Management

To allow Members to consider risk associated with exempt information.

9. Recommendation(s)

As detailed at the start of the report.

10. Reason for Proposed Decision(s):

To ensure that all items are considered in the appropriate manner.

11. Implementation of Decision(s):

The decision(s) will be implemented immediately.

12. List of Background Papers:

Schedule 12A of the Local Government Act 1972

13. Appendices:

Appendix A – List of Exemptions

Appendix A

NO	Relevant Paragraphs in Schedule 12A
12	Information relating to a particular individual
13	Information which is likely to reveal the identity of an individual
14	Information relating to the financial or business affairs of any particular person (including the authority holding that information).
15	Information relating to any consultations or negotiations, or contemplated consultations or negotiations in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
16	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
17	Information which reveals that the authority proposes: <ul style="list-style-type: none"> • To give under any enactment a notice under or by virtue of which requirements are imposed on a person, or • To make an order or direction under any enactment.
18	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A
of the Local Government Act 1972.

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