



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

**IMMEDIATELY FOLLOWING SOCIAL SERVICES, HOUSING AND
COMMUNITY SAFETY SCRUTINY COMMITTEE
THURSDAY, 13 JULY 2023**

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

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DURATION OF THE MEETING**

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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 2023/24 (*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. Neath Port Talbot Adult Social Care Strategy 2023 - 2026
(Pages 11 - 88)
8. Draft Housing and Homelessness Strategic Plan 2023-26
(Pages 89 - 146)
9. Neath Port Talbot Children & Young People Social Care Strategic Plan 2023 - 2026 (Pages 147 - 222)

For Monitoring

10. Children & Young People Services, Adult Services and Housing & Community Safety - 4th Quarter (April 2022- March 2023) Performance Report (Pages 223 - 304)
11. Urgent Items
Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Regulation 5(4)(b) of Statutory Instrument 2001 No. 2290 (as amended).
12. Access to Meetings - Exclusion of the Public (Pages 305 - 310)
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

13. Substance Misuse Counselling Service - Western Bay Area Planning Board (Exempt under Paragraph 14) (Pages 311 - 338)

K.Jones
Chief Executive

Civic Centre
Port Talbot

7 July 2023

Social Services, Housing and Community Safety Cabinet Board
Members:

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

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EXECUTIVE DECISION RECORD

SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET BOARD

8 JUNE 2023

Cabinet Members:

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

Officers in Attendance:

A.Jarrett, A.Thomas, C.Howard, K.Warren, J.Hodges, T.Rees, P.Chivers and N.Jones

Wales Audit Office:

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor Llewelyn be appointed Chairperson of the meeting.

2. **CHAIRPERSONS ANNOUNCEMENT/S**

The chair mentioned that Members would have received a Supplementary Agenda containing two items, circulated on 5 June 2023.

One was the Neath Port Talbot Youth Justice and Early Intervention Draft Youth Justice Plan 2022-2023, this was an amended report and could be taken in public and not as stated on the main agenda.

Also, there was an urgent report to consider "Unpaid Carers Report" which would be taken under Urgent Items".

3. **DECLARATIONS OF INTEREST**

There were none.

4. **MINUTES OF PREVIOUS MEETING**

The minutes of the 20th April 2023 were noted.

5. **FORWARD WORK PROGRAMME 2023/24**

The Forward Work Programme was noted.

6. **PUBLIC QUESTION TIME**

No questions from the public were received.

7. **TAI TARIAN UPDATE**

Decision:

That the report be noted.

8. **CHILDREN'S SERVICES RISK MANAGEMENT MINI HEALTH CHECK**

Decision:

That the report be noted.

9. **INFORMATION SHARING IN RESPECT OF THE NATIONAL REVIEW OF CARE PLANNING FOR CHILDREN AND YOUNG PEOPLE SUBJECT TO THE PUBLIC LAW OUTLINE PRE-PROCEEDINGS**

Decision:

That the report be noted.

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

Decision:

That the report be noted.

Officers stated that the reports name should be Youth Justice and Early Intervention Service Grading Analysis of the Youth Justice Plan.

11. **URGENT ITEMS**

12. **UNPAID CARERS**

DECISION:

THAT THE REPORT BE NOTED.

CHAIRPERSON

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Agenda Item 5

Social Services, Housing and Community Safety Cabinet Board

| Meeting Date 2023 | Agenda Item and Type | Contact Officer |
|---------------------------|--|-------------------------|
| 21 st Sep 2023 | Healthy Relationships for Stronger Communities Strategy | Chele Howard |
| | Business Case for bringing Adult Family Placements in house. | Hayley Short |
| | Business Case for bringing Trem y Glyn in house. | Hayley Short |
| | Procurement of three Supported Living Schemes mental health and/or learning disability needs | Hayley Short |
| | In-house Delivery of Assistive Technology Installations, Maintenance and Removals. | Sarah Waite/Donna Jones |

| Meeting Date 2023 | Agenda Item and Type | Contact Officer |
|---------------------------|-----------------------------------|-----------------|
| 16 th November | VAWDASV re-tendering Consultation | Hayley Short |
| | | |
| | | |
| | | |
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| Meeting Date 2024 | Agenda Item and Type | Contact Officer |
|--------------------------|----------------------|-----------------|
| 25 th January | | |
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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

13th July 2023

REPORT OF THE HEAD OF ADULT SERVICES – A. THOMAS

Matter for Decision

Wards Affected All wards

NEATH PORT TALBOT ADULT SOCIAL CARE STRATEGY 2023 - 2026

Purpose of the Report

To inform members of the draft Neath Port Talbot Adult Social Care Strategy 2023-26 (“Living the life you want”) and seek approval to undertake a 60 day public consultation.

Executive Summary

This Strategy sets out how Neath Port Talbot Council (‘the Council’) and its partners can support adults resident in the county to live as independently as possible with appropriate levels of social care and support.

Background

The purpose of the Adult Social Care Strategy 2023-26 “Living the life you want” is to outline the strategic direction of the Council for providing adult social care and support.

Social care is an essential part of the fabric of our society. At its best, social care enables and transforms peoples’ lives; whether because

they are becoming older and in need of care and additional support, or have support needs related to learning disabilities, physical disabilities or mental health conditions.

We have reviewed and reflected on our Vision to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous. And a place where everyone participates fully in community life – socially and economically.

In many ways the pandemic has highlighted and reinforced our key aims and ambitions – to keep the vulnerable people of NPT safe, well and independent, living and receiving care and support when it is needed at home or within our local communities, keeping people out of hospital as far as possible, and enabling independence to be regained as quickly and safely as possible where a hospital stay has been necessary.

Individual choice and a flexible approach to service delivery has been vitally important, and listening and acting upon the views of our citizens and service providers will remain key. We have set out the strategy covering three broad themes:

- Helping people to help themselves (IAA, supporting unpaid carers, promoting Assistive Technology)
- Building relationships and making connections (unpaid carers, social isolation, remodelling Network teams, Prevention and Early Intervention, volunteering)
- Living the life you want (putting individuals at the centre of decision making, positive risk-taking, appropriate accommodation)

We are challenging and changing how we deliver social care in NPT in order to improve services, reduce our expenditure as we face a cost-of-living crisis, and live within the Council's available resources. This will put Adult Social Care on a sustainable footing whilst ensuring that people who need services receive them.

However, our fundamental vision for Adult Social Care remains – residents should live as independently as possible, carers are

supported in their caring role, and adults at risk of abuse or neglect are kept safe from harm.

Furthermore, the Strategy will be subject to regular review to ensure it maintains relevance.

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

Financial Impacts

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 4, 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 Strategy is a high level document intended to meet the needs of the whole county borough including the valleys communities.

The consultation will help identify any impact on Valleys Communities. Furthermore, 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

There are no legal implications associated with this item.

Risk Management Impacts

There are no known risks associated with this item.

Consultation

It is proposed that, with Members' permission, a 60 day public consultation exercise is undertaken. This will consist of on-line surveys. In addition, officers will attend various groups and forums around the county borough to reach as many stakeholders, including citizens, service providers and other partner organisations as possible.

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

Recommendations

Having had due regard to the Integrated Impact Assessment it is recommended that Members grant permission for Officers to conduct a 60 day public consultation period for Neath Port Talbot draft Adult Social Care Strategy 2023-26 as detailed in Appendix 1.

Reasons for Proposed Decision

To ensure a range of good quality care and support is available to meet the needs of adults resident in Neath Port Talbot.

Implementation of Decision

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

Appendices

Appendix 1: Adult Social Care Strategy 2023-26

Appendix 2: Adult Social Care Strategy – Easy Read

Appendix 3: Adult Social Care Strategy – Plan on a Page

Appendix 4: Integrated Impact Assessment

Appendix 5: Adult Social Care Strategy Consultation Document

List of Background Papers

None.

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Living the life you want

Adult Social Care Strategy 2023-26

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

www.npt.gov.uk

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Foreword

Social care is an essential part of our society. At its best, social care enables and transforms peoples' lives; whether because they are becoming older and in need of care and additional support, or have support needs related to learning disabilities, physical disabilities or mental health conditions, and other vulnerabilities.

But how social care is delivered is changing. Increasingly, people want to remain in their own homes and communities for as long as they can¹. Services are becoming less 'institutionalised' and more flexible with greater emphasis on local community partnership working. Our approach focuses on working *with* people to find solutions, instead of providing services *to* people.

Since we published our NPT Plan for Adult Social Care in April 2019 many things have changed. No one could have foreseen the events of the last few years. The Covid-19 pandemic that swept across our nation, and indeed around the world, has changed our lives possibly forever.

While recognising the sadness, trauma and difficulties of that period there have been some positive outcomes which we want to build on. People and communities have been brought together; there is greater emphasis on individual wellbeing; and a strengths-based approach – building on what people can do for themselves, rather than what they can't – has accelerated.

We have found new ways of reaching out to people, have seen some extraordinary acts of kindness and true innovation, and have learned more about the things that are really important to us all. Feeling safe and well, and being able to live our lives with dignity, independence and meaning is vital for good mental and physical health and wellbeing.

We have reviewed and reflected on our Vision to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous. And a place where everyone participates fully in community life – socially and economically.

In many ways the pandemic has highlighted and reinforced our key aims and ambitions – to keep the vulnerable people of NPT safe, well and independent, and to provide effective and timely support where it is needed.

¹ [What older people want from home care services – Commissioning home care for older people \(scie.org.uk\)](https://www.scie.org.uk)

Individual choice and a flexible approach to service delivery has been vitally important, and listening and acting upon the views of our citizens and service providers will remain key.

The huge value of formal and informal carers has been reiterated. We know that many people are indebted to those who provide daily care and support, and how much of a lifeline carers continue to be.

Similarly, the role of volunteers has been at the forefront of the pandemic response. Volunteers have stepped up in their local communities, fulfilling a wide range of vital support roles including delivering food, collecting medication, and working in vaccination centres.

Many new relationships have been formed and existing relationships strengthened. We will continue to support carers, volunteers and local communities to build on the great assets they have developed.

We will put greater emphasis on prevention and early intervention services, providing advice, support and early help to individuals to lead their lives with greater control, whilst building community capacity and resilience. This helps people maintain their health and wellbeing and prevents, reduces or delays the need for long term care.

A skilled, resilient and well-trained social care workforce will always underpin what we do and what we want to achieve. We will continue to initiate and support work around recruitment, retention, learning and development for the care sector, as well as support wellbeing and promote positive mental health.

The pandemic has also shown that new ways of working and delivering services, such as the use of new technologies, can offer different and effective value-for-money services to complement or replace traditional service models. We will continue to investigate and invest in new technologies and new ways of working.

We are challenging and changing how we deliver social care in NPT in order to improve services, and ensure we always meet individuals' needs in an outcome-focused way. This will put Adult Social Care on a sustainable footing whilst ensuring that people who need services receive them.

Our fundamental vision for Adult Social Care remains – residents should live as independently as possible, carers are supported in their caring role, and adults at risk of abuse or neglect are kept safe from harm.

Introduction

Our aim is to help people live as safely and independently as possible.

Where possible, we want to enable our residents to have their own front door, to live in the borough and be connected to their communities.

Social care can help enable people to live the lives they want. It can support people to live independently, to work, to socialise, to care and support family members, to play an active role in their communities and, where necessary, protects people to keep them safe from harm. Adult Social Care in NPT is a major employer supporting local jobs and contributing to our local economy.

The number of people who will need Adult Social Care services in the future is expected to rise significantly and local authorities have statutory duties to meet these needs. This strategy outlines the approach we are taking to effectively manage these challenges within the resources we have available over the next three years. In summary we have set out how we will:

- keep adults safe who are at risk of abuse or neglect
- focus on preventive services which help to avoid problems from getting worse
- work with people to increase their independence, health and well-being
- work with partners to provide more joined up health and social care services
- work with local people to design, develop and plan together new and innovative services which deliver better outcomes and better value, and
- continue to manage our own finances and contribute to the Council's prudent financial management

Background – Responding to Changing Demand

- There will be more demand for support for adults of all ages with long-term health conditions, learning and/or physical disabilities, autism, or a mental health condition
- More children, who when they turn 18, will need services

- Newer social challenges highlighted during the pandemic, such as social isolation, obesity and complex mental health conditions, coupled with those with chronic illnesses waiting longer for treatment, add pressures on already stretched social care services and present challenges for individuals.

Expectations are changing. People want good quality, safe, personalised care closer to home and good relationships with the people who care for them and who uphold their dignity. The pandemic has highlighted the importance of these needs.

- Most people prefer to have a home of their own within their communities until it is no longer possible for them to do so
- Residential care is not a first-choice option for most
- People understand that technology will play a part in providing support in some way
- The pandemic made it clear that people value social networks

We will listen to what makes sense to people and offer support to get involved in activities outside the home to help prevent loneliness or conditions such as depression.

It is essential that we recognise people's potential to be more independent and involved in their care, and in doing so we will, where appropriate, help them to access employment and training opportunities, and support them to live independently with the right kind of support.

We will look at innovative ways of delivering care, including learning from other councils and providers. We have found that many of the requests for help we receive could be better met more quickly, and be provided more appropriately, by other organisations working closer to the person. So there is a continued move towards prevention, early intervention and place-based services, where partnership working in people's own communities is promoted.

National context

We have come out of a pandemic but are now entering a cost of living crisis, with high energy costs and inflation, wage increases and other cost pressures in every sector of society including health and social care. There is a national shortage of carers as more people leave the sector for jobs elsewhere.

The number of people aged over 65 is projected to rise to a quarter of the population before 2050. Although future demand for social care cannot be simply linked to an ageing population, the projected increase in numbers of older people with complex care needs (such as severe dementia, which is expected to double within 20 years) is likely to lead to increased pressure on statutory care services.

Welsh Government launched its 'Rebalancing Care and Support' White Paper which seeks to:

- Refocus the fundamentals of the care market – away from price towards quality and value
- Reorient commissioning practices – towards managing the market and focusing on outcomes
- Promote integration mechanisms – simplifying joint planning and delivery

The aim is to rebalance the care and support market based on a national framework where services are organised regionally and delivered locally, so that there is neither an over reliance on the private sector, nor a monopoly by the public sector.

In this context, 'rebalancing' is a broad set of descriptions of system changes including: away from complexity, towards simplification; away from price, towards quality and social value; away from reactive commissioning, towards managing the market; away from task-based practice, towards outcome-based practice; and away from an organisations focus, towards more effective partnership working; to co-produce better outcomes with people.

We will also support moves towards greater collaboration and integration with health services, with support centred on geographical areas such as GP clusters, to deliver local services dependent on local needs.

Local Context

There are more than 142,000 people living in NPT. It is estimated that more than 30,000 people, or around 27% of the local adult population, are aged 65 and over – a level in line with the Wales average.

At time of writing there were in excess of 2,150 adults (about 2% of the adult population) receiving one or more social care services, including nearly 900 people in residential or nursing care, almost 700 people receiving domiciliary care, and 400 in receipt of direct payments. There are more than 400 adults with a learning disability, over 100 with a mental health condition, and 150 with a physical disability receiving some form of external care and support. And there are around 20,000 unpaid carers living in NPT.

Neath Port Talbot will spend approximately £99 million this year delivering Adult Social Care, a sum consisting of grants, other income plus almost a quarter of the Council's total budget. We know that NPT, like other local authorities across Wales, is facing financial challenges. Increasing demand and tightening budgets will put added pressures on services. It is therefore vital that we make the best use of resources to meet people's needs. This means that we need to focus on delivering services differently to prevent, delay and reduce needs from escalating; as well as delivering and commissioning services which people need in the most cost-effective way.

Our guiding principles

The following will guide how we deliver the strategy, how we achieve our outcomes and highlight what we want to do better.

1. Emphasise prevention and early intervention services, reducing the need for long term formal care and support
2. Support people to live a fulfilling life, connected to their community and resources around them, and provide care and support where needed
3. Provide care and support with accommodation where this is needed in a safe and supportive environment that can be called home
4. Make sure support is led by 'what matters to you', with helpful information and easier to understand steps
5. Recognise and value unpaid carers and the social care workforce, and the contribution they make to our communities
6. We will aim to ensure a good choice of care and support is available, with a focus on people's experiences and improving quality

Outcomes from this strategy

Our outcomes are about what we want to focus on getting right. They are about building on the foundations of wellbeing. By working closely in partnership, including with colleagues across the whole of health and social care services, we can deliver care to adults in the most outcome-focused, safe and cost-effective way. These outcomes will help us monitor our progress in making a difference.

Here's what we expect to see when we get things right.

Safe and well

Everyone has the right to feel safe in a place they can call home and be protected from harm. We want everyone in NPT to be able to manage their health and wellbeing for as long as possible and to be able to lead the life they choose after a change in circumstances.

Active and independent

Everyone in NPT should be able to live independently and have choice and control over decisions that affect their care and support. People also have a responsibility to keep themselves fit and well. Our work will support as many people as possible to increase their independence regardless of condition, disability or frailty.

Advocate

This is about representing your interests and helping you to express your needs and wishes. This can involve an independent person working with you.

Connected and engaged

Everyone can connect with communities that care and support them. We listen to their voices and experience. People are engaged in their community, sharing their experience, and contributing to their overall wellbeing. Unpaid carers can access a network that enables them to get support for their own mental health and wellbeing.

Efficient and effective

Everyone is supported by a system that works smartly together. People have a choice of quality services that meet their needs. This is supported by a well-trained professional workforce.

What are we going to do?

The way we want to work will mean that people we support, including carers, will make more informed decisions about what support is right for them.

Our support will be more personalised, easy to access, more joined-up and consistent for the people we support, improving their overall outcomes and experience of adult social care and how we link with our partner organisations.

The voices of the people we support will be heard as individuals and guide us on a path of continuous improvement.

We will work with communities early on to help people feel empowered, resilient and develop their independence and access trusted support - this could mean informal support arranged by the person, or support that is arranged by the voluntary sector or adult social care.

We will support people to make decisions on how they receive their care and support. To achieve this, we will put people at the centre of care, give them choice and control, and provide timely information, advice and assistance.

For ease of reference we have set out our key actions under three broad themes for service change and improvement, but none of the services are mutually exclusive. Some people might benefit from one or another form of care and support. The important thing is that it is tailored to the individual's needs.

Front Door Services

People benefit from information, advice and assistance. This could include simple signposting to early help services, assessments of their needs, or safeguarding vulnerable individuals.

Information, advice and assistance

Having easily accessible information, advice and assistance on what support is available, and who can access it, is important for people to make informed decisions. This is particularly the case when people are first identified as requiring support or having social care needs.

To access wider opportunities in the community, people need:

- **Information about what is available** – people need to know what groups, support and activities are available and how to access them. Online information will play a role in future service delivery.

- **Inclusive communities and businesses** – Communities and businesses should be open to people with different life experiences and needs. That is not to say that all groups need to understand every condition that people may have, but they should have an openness and willingness to learn how to make their groups and activities more inclusive.
- **Support** – when people can access opportunities in their communities on their own, they have more freedom to do what they want, when they want. Some people may need help to develop the skills and confidence to get to this point. There are also people who may continue to need support to participate in the community. Funded care packages and having sufficient care workers are important in these circumstances. However, we also need to think creatively about how people can access their communities, so they have more flexibility and autonomy. This could include exploring how much help and support the community themselves are willing and able to provide.
- **Some people will require more support to access groups for a variety of reasons** – it is important to understand what help and support communities can provide.

[Unpaid Carers](#)

Neath Port Talbot has one of the highest number of unpaid carers (20,000 plus) in Wales. The contribution they make is immeasurable, therefore it is imperative to do all that we can to support them.

Neath Port Talbot invests in a variety of services for carers including information and advice, training, advocacy, drop-in support sessions and respite services. We want carers to be able to access a range of services and assistance which support them to continue their caring role.

[Assistive Technology](#)

Assistive Technology (AT) solutions can range from simple items to more complex products. One element of AT is a Telecare service that acts as a reactive alarm response service, but the adoption of new technology will widen the scope of this service to provide preventive support.

There is no single AT system – each package will be tailored to the needs of the individual, helping people with disabilities, restricted mobility or other

impairments to perform functions that might otherwise be difficult or impossible. The pandemic has accelerated digital change, and new technologies are enabling different ways for monitoring services which assist people to maintain their independence for longer.

[Families and close support networks](#)

Families and close support networks, including family and friend (unpaid) carers, are the bedrock of social care. Close personal relationships with partners, children, parents, siblings and close friendship networks are core to people's wellbeing.

While these relationships develop and evolve, having a social care need can add complexity. This is especially true when a person takes on an unpaid carer's role. Carers say they experience stress and struggle to manage their own physical and mental wellbeing alongside their caring role. This is supported by research which shows unpaid carers are more likely to suffer from poor health and wellbeing.

We will:

- ✓ Work with partners to review our collective approach to providing information, advice and assistance
- ✓ Enhance opportunities for people to participate in and benefit from peer support
- ✓ Promote awareness of self-care options to support people to be independent
- ✓ Improve information about what community groups are available
- ✓ Encourage and work with communities and businesses to be more inclusive
- ✓ Collaborate to understand if there are gaps in specific geographical locations and improve the offer across the county borough
- ✓ Work with voluntary and community sector infrastructure organisations to consider how more people who access social care can be supported to volunteer
- ✓ Develop a volunteering network across Adult Services and the wider Council

- ✓ Deliver a Technology Enabled Care Strategy that promotes and enhances the use of Assistive Technology to help people remain independent for longer
- ✓ Deliver a Carers Strategy to reflect a new approach to working with carers in NPT, and aligned to the West Glamorgan Regional Carers Strategy
- ✓ Review and strengthen our carers offer recognising the valuable contribution carers make, including flexible respite services and utilising/repurposing our buildings
- ✓ Work with regional partners to implement the All Wales Dementia Care Pathway of Standards
- ✓ Improve our respite offer, including for people with dementia

Prevention and Early Intervention: Building relationships and making connections

People are the most important asset we have in NPT. The relationship between family and friends, between the carer and the cared for, can have an impact on people's lives within communities.

One of the main issues facing society is loneliness and social isolation; this in turn has an impact on people's quality of life. This can lead to a higher reliance on communities and more formal support.

The provision of aids, adaptations and equipment can help maintain, promote and restore people's independence so that they are able to stay in their homes safely for longer.

Short term therapy-led reablement in the community can prevent or delay people needing longer term care and support.

We will review our front door arrangements to ensure people contacting Adults Services are dealt with promptly.

Wider social networks

Having a social life is important to many people. They want to be able to talk to and connect with others beyond the people they live with and their family. Having the skills and opportunities to make friends and maintain these friendships improves people's quality of life and overall wellbeing.

Having meaningful and varied activities in life is fundamental to promoting physical and mental health and wellbeing. Often, people want to connect to the wider community. This might be people in the local area or people with similar interests, hobbies, or volunteering. This can be an important step in recovery. Our Local Area Coordinators play an important part in supporting people who access services to get connected with their wider community.

Accessing community groups and activities is also an essential part of having varied and meaningful activities. Volunteering should be valued as an end in itself. It helps people build confidence and self-worth and provides an opportunity to connect with others. Infrastructure needs to be in place to support volunteers to find suitable placements, ensure volunteers are well managed and supported, and that volunteer roles truly enhance services and support.

NPT is continuing to review and develop volunteer services, and think about the critical impact that the role of volunteering has in enabling the Council to meet its objectives.

[Promotion of self-management](#)

The promotion of self-management is a crucial basis for the future of effective health and social care provision. The aim is to support people to make their own choices and decisions at the earliest stage, and maximise their opportunities for control and ownership, minimising the need for input from services.

Our Community Occupational Therapy Team help people to stay well by enabling them to make healthy choices, understand and manage their chronic conditions, and support people to maintain a quality of life. This is achieved through the identification of and provision of equipment and adaptations. Such provisions can reduce risk and injury, help with people's confidence and their mental wellbeing, and may prevent unnecessary admissions to hospital, and enable people to lead independent lives and achieve their desired outcomes.

The Sensory Support Team provide specialist support to people who are deaf, hearing impaired, vision impaired or deafblind by undertaking assessments and providing training, equipment and support to enable anyone with a sensory loss to live as independently as possible.

Formal help and support

It is important for people to feel listened to and supported in a non-judgemental way. People who provide support inherently understand the challenges they face, and do not define individuals by their condition or situation. As the population ages, the number of people with one or more chronic conditions is expected to increase.

People need services to be accessible in a variety of ways and be joined up so people do not have to repeat their stories multiple times.

We have remodelled our Adult Social Care Services into three community networks and are further developing integrated community hubs to fully promote prevention and early intervention. This will include Mental Health services based in the community hubs.

We will actively support individual wellbeing through the co-location and integration of wide-ranging services, including housing, employment, education and community support services. Our aim is to offer joined-up services to assist people to live independently via support from place based teams who know their area and communities well.

Community Equipment plays a critical role in supporting the effective moving and handling of people who are frail or unable to transfer independently. Where an unpaid carer is assisting the person, the correct equipment plays an equally critical role in enabling them to do so safely.

We will:

- ✓ Geographically co-locate services to enable seamless delivery within communities
- ✓ Develop a 'hub and spoke' network of integrated facilities to ensure access to all types of prevention and early intervention services and support
- ✓ Bring mental health services into community hubs
- ✓ Take a whole family approach when planning and delivering care in all circumstances where it is right for the individual and family
- ✓ Develop and deliver a co-produced loneliness and social Isolation strategy

- ✓ Collaborate with partners, in particular community groups, to tackle social isolation
- ✓ Promote self-management and help people maximise their own independence
- ✓ Support people to remain independent at home, where possible, through the provision of equipment and adaptations

Formal Care and Support: Living the life you want

We will continue to promote prevention and early intervention as well as informal care and support. However, there will always be people who will require formal (or 'statutory') social care services. We will put people at the centre of decision-making about the care and support they receive, identifying what matters to them and the outcomes they want to achieve.

Putting people at the centre of care: choice, control and flexibility

When people become eligible for social care, they can choose to access the social care and support they need by using a Direct Payment (DP). A DP can be paid to an individual or to someone on their behalf to access care and achieve their personal outcomes. DPs can offer more choice and control, allowing people to explore alternative means of having care and support.

Decision-making by frontline staff and the role of positive risk-taking

Traditional forms of care and support have sometimes focussed on what people can't do, rather than what they can do. NPT provides an outcome-focused support service with domiciliary care providers. Taking managed risks is part of leading a fulfilling life. It is not only the individual who needs to be willing to consider and make different choices. It is their carers, support networks and, crucially, the professionals involved in their care.

For professionals to be comfortable in supporting positive risk-taking there needs to be a safe supportive culture, where managers encourage staff to empower people to take positive risks, recognising that sometimes things will go wrong. This will be backed up by policies and procedures that promote innovation and creativity to find solutions for people.

We will:

- ✓ Recognise and build on people's strengths, empowering people to co-produce their care and support packages
- ✓ Support people to achieve their personal goals
- ✓ Support a culture of positive risk-taking within NPT Adult Services
- ✓ Work towards a consistent approach of assessment with Health colleagues
- ✓ Implement strength-based, outcome-focused practice across Adult Social Care
- ✓ Remodel domiciliary care services to an outcome-focused approach
- ✓ Re-balance staffing within Adult Social Work services towards a professionally qualified workforce
- ✓ Support young people with complex needs and their families to transition from Children's Social Care into Adults Social Care as seamlessly as possible

[Bridging gaps, improving quality](#)

The paucity of care within Adult Social Care services is recognised both locally and nationally. This is having a direct impact on NPT's ability to deliver its statutory services and is leading to gaps in support.

We are working closely with the wider care sector to develop innovative ways to providing care and support. This includes engaging with Health Board colleagues and Care Inspectorate Wales to ensure that quality of care is not compromised.

There are examples of other areas where local action is going some way to address the care worker shortage. For example we are exploring the promotion of self-employed Personal Assistants as an alternative to traditional care delivery.

We will:

- ✓ Work collaboratively to explore potential local solutions to carer shortages, drawing on lessons from elsewhere
- ✓ Continue to work regionally and nationally to promote the positive value of working in social care and to attract, retain and develop care workers in NPT

- ✓ Support delivery of additional packages of care by recruitment of domiciliary care staff, strengthen the Community Wellbeing Team and increase the number and availability of Personal Assistants (Direct Payments)
- ✓ Scope out and develop a limited company to support future community services delivery across Adult Services
- ✓ Promote best practice, commit to improving and meeting standards, and encourage evidence-based innovation across all parts of Adult Social Care

[A Place Called Home](#)

Home should be a safe, warm environment, where people can live as independently as possible. Where people live, the quality of their home and who they live with and near is important to people.

There are three broad areas:

- Living in your own home
- Living with others
- Moving out of the family home

[Living in your own home](#)

People becoming older and living longer or who have increasing social care needs often want to be able to remain in their own home. They want to do this with quality, reliable support so they can continue to live well and retain control within their own home. Work to help people when they leave hospital, and timely access to adaptations, equipment and technology results in people being able to remain at home for longer, reducing the need for long-term care or residential support. This doesn't only apply to older people. For example, people with complex needs or those who are homeless want a place to call their own.

We will implement our **Housing Support Grant (HSG) Strategy** which sets out how the council will work with its partners towards the aim of ending homelessness.

We will:

- ✓ Support more people to stay in their own homes, building on work with partners to improve support when people leave hospital and timely access to adaptations, equipment and technology
- ✓ Develop a Housing Adaptations Strategic Framework with Swansea Council
- ✓ Implement the means-test removal for small and minor adaptations works
- ✓ Review and re-procure HSG funded services in line with the implementation of our Rapid Rehousing and Housing First plans
- ✓ Increase the amount of prevention work to reduce the number of homelessness presentations
- ✓ Focus on prevention, with early consideration of alternatives to adaptations which may provide a better solution, such as a move to more suitable housing
- ✓ Develop digital prevention services across Adult Services

[Living with others – alternative housing options](#)

Not everyone with social care needs lives on their own or with their families. Adults with social care needs in NPT live in a variety of different care settings, from traditional residential care homes, to Extra Care and Supported Living. Extra Care and Supported Living can be a very positive experience for people. It enables them to feel safe, secure and to connect with people, addressing social isolation.

For this to be a positive experience, people typically want:

- Choice over who they live with, such as people of a similar age who they can 'get on with'
- Their own private living space
- Control over what they do and when they do it, meals and access to family and friends
- To be close to their family and friends so connections can be maintained
- Appropriate support

Essentially, they want it to feel like their home as much as possible. There are already models of care in NPT which demonstrate these qualities, such as Adult Family Placements and Extra Care housing.

Adult Family Placements is a service that matches adults with learning disabilities, physical disabilities, older people and/or people with mental health needs with carers and their families, to live within their home. Adult Family Placements enable people who need support to choose to become part of a family instead of staying in a residential facility or being looked after by a team of support workers. It is also an important element of the ‘**progression model**’ of care. The progression model is centred on strengths-based assessments which maximise opportunities for independence, helping those accessing the service to acquire independent living skills. By moving away from more risk-averse practices and models of support and instead recognise and safely build on people’s individual qualities, strengths and abilities, we will be able to ensure that people are able to live more independent lives including, where appropriate, supporting people to live in their own homes and communities. This service is under-utilised in NPT as it is currently available mainly to people with learning disabilities requiring long-term care but we know that, for example, older people could benefit from it for short-term respite.

Extra Care enables people with care and support needs to live in a community setting with on-site support and services. It typically consists of a number of self-contained flats in a purpose-built facility, with access to communal areas and services along with support such as domiciliary care. This type of service is currently under-utilised in NPT.

Supported Living is housing-based support predominantly for people with learning disabilities and complex needs. As part of the progression model, over a number of years it is anticipated that housing-based support will gradually change from being a service that consists of mainly residential care or supported living to one where the majority of individuals are living more independently.

We are planning to expand Adult Family Placements, Extra Care and other alternative accommodation models.

We will:

- ✓ Expand alternative accommodation models, including:
 - For older people: Adult Family Placements and Extra Care, and promote them as viable options; and explore the viability of an older people’s / retirement village

- For people with complex needs: promote Adult Family Placements and supported living, and put them at the heart of the progression model of care
- ✓ Increase options and opportunities for Adult Family Placements within an in-house service provision
- ✓ Develop a Rapid Rehousing Plan which includes Housing First model, with improved interventions
- ✓ Remodel the Council's existing suite of temporary accommodation options

Moving out of the family home

For young adults, moving out of home is an important milestone on the transition to adulthood. People with social care needs, such as autism and learning disabilities, or a physical disability, are no different. For some young people this will mean a fully independent place and for others this will be living with other people. In addition, for those young adults transitioning out of the family home, the young person and parent need to be involved in the conversation. Both need to feel confident that the young person will be able to live well.

We will:

- ✓ Support young adults to move out of the family home in a planned way
- ✓ Develop two training flats within the Bspoked Independent Living Hub to support people to develop and maintain independent living skills and facilitate access to community based resources
- ✓ Review the regional multi-agency Transition Policy for children and young people to ensure it is making a difference to the experience of young people in transition; and make sure we are meeting the objective with a clear comprehensive and robust process in place to guide the transition of all young people from Children's to Adult Services
- ✓ Map, identify and develop accommodation and care needs for young people aged 14-18. Within 12 months all accommodation needs mapped for young people aged 14 - 18. Identify unmet accommodation models to inform commissioning cycle/development of model of accommodation and care in the community

Glossary

Adult Family Placements: This is a care and support service for people aged 18+ who want to live independently in their community, with the support of a family and community network; it's an alternative to residential care or supported living.

Care at home / Domiciliary Care / Homecare: These terms refer to the care and support provided by a professional paid carer in an individual's home.

Care homes: This is where individuals live and are cared for in a residential setting.

Day Opportunities / Day Centres / Day Services: These terms all refer to community building-based services that provide care services and/or activities for older people, disabled people or people who need extra support.

Direct Payments: A direct payment is the money that the Local Authority pays directly to somebody for them to arrange and pay for their own care and support services.

Extra Care: This is an independent housing arrangement for older people (aged 65+) who require accommodation and some level of care and/or support, including personal care and chores.

Personal Assistant: These are employed directly by a person who needs care and support and who manages and pays for this themselves or through a direct payment and supports them with various aspects of their daily life.

Personal Protective Equipment (PPE): This is protective clothing, masks, aprons, or other garments or equipment designed to protect the wearer's body from injury or infection.

Self-funder: A self-funder is someone who pays the full cost of their care and support with no contributions from the Local Authority.

Supported Living: This refers to the arrangements for younger adults with disabilities, mental ill health and social impairments who require accommodation and some level of care and/or support.



**Easy Read Version
of
Neath Port Talbot Council's
Adult Services Strategy
2023-2026**



What is the Strategy about?



The Strategy describes how Neath Port Talbot Council will provide services to adults that have an assessed social care need.



The Strategy tells us how the Council will make sure adults receive services that meet their assessed needs in ways which are fair to all.

This will include helping people to be as independent as possible by supporting them to live in their own homes and communities wherever possible.



This Strategy will apply to adults who already receive services as well as adults who may need services in the future.

What does Neath Port Talbot Council want out of the Strategy?

We want to make sure that the most vulnerable adults in Neath Port Talbot have the right amount of help to meet their needs.

The Strategy is set out along three broad themes:

1. Front Door Services: Helping people to help themselves

This is about people having choice, control and flexibility over the care and support they receive. We will help do this by making sure people have access to information, advice and assistance so that they can make informed decisions.

2. Prevention and Early Intervention: Building relationships and making connections

This is about making sure people have access to formal and informal support in their communities.

3. Formal Care and Support: Living the life you want

This is about having the right amount and type of formal care and support that best meets your individual outcomes.

Our Aim

The Council wants to help its most vulnerable citizens and make sure those who need support get it.

We want to do this in a way that is fair to all those in need.

When assessing or re-assessing your needs, the Council will take into account the social care resources available to it when considering how those needs might be met.

We will offer people choice and control over the services that can best meet their assessed needs and desired outcomes in a way that is sustainable.

Who will be affected by this Strategy?

We will look at what services a person needs as part of their Care and Support Plan assessment.

We will also look at a person's needs as part of their Care and Support Plan review to see if their needs and outcomes have changed, or if their needs can be met by a different type of service.

This means that adults currently using services and those who might need them in the future will be affected by this Strategy.

How will the Council collect views and opinions?



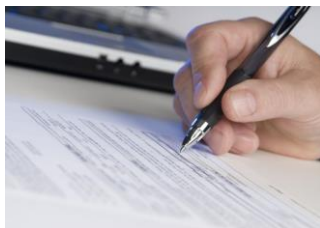
The Council will be collecting views and opinions on this Strategy in different ways:



Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about the Strategy, ask questions and give your views.



On the Council's website:
Have your say: [Consultations - Neath Port Talbot Council \(npt.gov.uk\)](http://npt.gov.uk/consultations)



You can write to us at the address below, or email us at: CCU@npt.gov.uk

Neath Port Talbot County Borough Council
Social Services Commissioning Unit
Neath Civic Centre
Neath SA11 3QZ

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Adult Services Strategy 2023 - 2026

We are challenging and changing how we deliver social care in NPT in order to improve services, reduce our expenditure as we face a cost-of-living crisis, and live within the Council's available resources. This will put Adult Social Care on a sustainable footing whilst ensuring that people who need services receive them.

However, our fundamental vision for Adult Social Care remains – residents should live as independently as possible, carers are supported in their caring role, and adults at risk of abuse or neglect are kept safe from harm.



Helping people to help themselves

We will promote self-care and help people to remain in their own communities with minimal intervention.

The main areas to enable this include:

- Information advice and assistance
- Supporting unpaid carers
- Increasing the use of Assistive Technology



Building relationships and making connections

People are the most important asset we have in NPT. It is the relationship between family and friends, between the cared for and the carer, within communities, and between businesses, employees, and customers that has the biggest impact on people's lives. Three key relationships are important:

- Families and close support networks
- Formal help and support
- Wider social networks



Living the life you want

We will continue to promote prevention and early intervention as well as informal care and support. But there will always be people who need more formal care and support. This should put the individual first to that their desired outcomes - how they want to live - are met. This will include:

- Putting people at the centre of their care
- Positive risk-taking by frontline staff
- The right type of accommodation and support
- Constantly improving our services

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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 | 12 th December 2022 |
| | | | |
| | | | |

1. Details of the initiative

| | |
|-----------|---|
| | Title of the Initiative: “Living the life you want” - Adult Social Care Strategy 2023-26 |
| 1a | Service Area: Adult Services |
| 1b | Directorate: Social Services, Health & Housing |
| 1c | Summary of the initiative: To provide strategic direction for Adult Social Care |
| 1d | Is this a ‘strategic decision’? Yes |
| 1e | Who will be directly affected by this initiative? People aged 18+ who currently need social care and support; those who need care and support in the future; and their families and carers; NPT Adult Social Care services and staff; private service providers; third sector service providers. |
| 1f | When and how were people consulted? Permission is sought from Members for officers to undertake a 60 day public consultation consisting of online surveys, as well as face to face meetings across stakeholder groups. |

| | |
|----|--|
| 1g | What were the outcomes of the consultation? N/A. |
|----|--|

2. Evidence

What evidence was used in assessing the initiative?

- Monitoring reviews of the services
- Brokerage and other internal data
- Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.
- Data on complaints, MP and Elected Member contact
- Data on people receiving adult social care
- StatsWales data [Social services \(gov.wales\)](#)
- West Glamorgan Population Needs Assessment [West Glamorgan Population Needs Assessment 2022-2027](#)
- NPT CBC Adults Plan <https://www.npt.gov.uk/media/14700/plan-for-adult-social-care-2019-2022.pdf?v=20210914151908>

The data below show overall numbers of people accessing Adult Social Care services:

| Age Group | Female | Male | Total |
|--------------------|-------------|-------------|-------------|
| <20 | 11 | 17 | 28 |
| 20s | 52 | 94 | 146 |
| 30s | 66 | 62 | 128 |
| 40s | 72 | 51 | 123 |
| 50s | 114 | 86 | 200 |
| 60 - 64 | 79 | 57 | 136 |
| 65 - 69 | 88 | 60 | 148 |
| 70 - 74 | 131 | 85 | 216 |
| 75 - 79 | 247 | 121 | 368 |
| 80 - 84 | 358 | 142 | 500 |
| 85 - 89 | 467 | 163 | 630 |
| 90 - 94 | 310 | 110 | 420 |
| 95+ | 100 | 39 | 139 |
| Grand Total | 2095 | 1087 | 3182 |

- More than three quarters (76%) are aged 65+
- And almost half of those (49%) are aged 85+
- Two-thirds of service users are female
- Females aged 85-89 years make up the largest group of service users (22% of female service users and 15% of all service users)

| Age Group | Female | Male | Total |
|--------------------|-------------|-------------|-------------|
| DIVORCED | 132 | 52 | 184 |
| MARRIED | 418 | 307 | 725 |
| NOT DISCLOSED | 2 | 1 | 3 |
| PARTNERS | 16 | 5 | 21 |
| SEPARATED | 16 | 16 | 32 |
| SINGLE | 302 | 288 | 590 |
| WIDOWED | 847 | 170 | 1017 |
| NOT STATED | 362 | 248 | 610 |
| Grand Total | 2095 | 1087 | 3182 |

- Marital status was not stated for nearly one-fifth (19%) of service users
- A third (32%) of all service users are widowed
- Widowed females represent the largest recorded marital status group (83% of those widowed and 40% of all female service users)

| Ethnicity | Female | Male | Total |
|--------------------|---------------|-------------|--------------|
| BANGLADESHI | | 1 | 1 |
| BLACK CARIBBEAN | 1 | 1 | 2 |
| CHINESE | | 2 | 2 |
| INDIAN | 1 | | 1 |
| NOT OBTAINED | 1 | | 1 |
| OTHER | 4 | 2 | 6 |
| OTHER ASIAN | 1 | | 1 |
| OTHER BLACK | 6 | 4 | 10 |
| OTHER MIXED | | 1 | 1 |
| PAKISTANI | 1 | | 1 |
| WELSH | 722 | 292 | 1014 |
| WHITE BRITISH | 876 | 491 | 1367 |
| WHITE IRISH | 6 | 3 | 9 |
| WHITE OTHER | 6 | 4 | 10 |
| WHITE/SCOTTISH | 3 | 3 | 6 |
| NOT STATED | 467 | 283 | 750 |
| Grand Total | 2095 | 1087 | 3182 |

- White British is the largest recorded ethnicity group (43%) followed by Welsh (32%)
- A quarter (24%) didn't state their ethnicity

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>The majority (76%) of people receiving a service are aged 65 and over, while almost half (49%) of those are aged 85 and over</p> <p>The various services should have a positive impact as the aim is to offer people more flexible, personalised and outcome focused services.</p> <p>There are no changes to the eligibility criteria for any of the services.</p> <p>Providers of various services, such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns</p> |

| | | | |
|--|--|--|---|
| | | | <p>about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet people's personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The services will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about services, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the services has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|--|--|--|---|

| | | | |
|-------------------|----------|--|---|
| <p>Disability</p> | <p>X</p> | | <p>The majority of people receiving a service will have a disability or old age-related frailty.</p> <p>The Strategy aims to provide services that should have a positive impact as the aim is to offer people more flexible, personalised and outcome focused services.</p> <p>No changes are being made to the eligibility criteria for service provision.</p> <p>Providers of various services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|-------------------|----------|--|---|

| | | | |
|--|--|--|---|
| | | | <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>After new services begin social work teams will undertake a statutory 6 week social work review. This will help to identify at an early stage any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Contracts have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The services will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify</p> |
|--|--|--|---|

| | | | |
|---------------------|---|--|---|
| | | | any unintended/unidentified negative impacts on people with a protected characteristic. |
| Gender reassignment | X | | <p>The services are delivered across all genders and gender identities. Staff employed by the providers will be from across the spectrum of genders and gender identities.</p> <p>The Strategy aims to provide services that have a positive impact as it aims to offer people a more flexible, personalised and outcome focused services.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> |

| | | | |
|------------------------------|---|--|--|
| | | | <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
| Marriage & civil partnership | X | | <p>People who receive services may be married or in a civil partnership. Approximately 23% of all service users are married, while another 33% are widowed. Staff that deliver the service may be married or in a civil partnership.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service, which can help alleviate the strain of informal caring relationships, such a husband/wife caring for their partner.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> |

| | | | |
|--|--|--|--|
| | | | <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|--|--|--|--|

| | | | |
|--------------------------------|-----------------|--|---|
| <p>Pregnancy and maternity</p> | | | <p>X</p> <p>It is possible that people receiving care and support will have a protected characteristic due to their pregnancy/maternity status.</p> <p>Employees of providers may have a protected characteristic due to their pregnancy/maternity status.</p> <p>There are contractual clauses within the commissioned provider contracts relating to compliance with employment law.</p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
| <p>Race</p> | <p>X</p> | | <p>The services are delivered across all ethnic groups. Employees of providers may have a protected characteristic due to their race.</p> <p>The Strategy should have a positive impact as it aims to offer people more flexible, personalised and outcome focused services.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> |

| | | | |
|--|--|--|---|
| | | | <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPTCBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|--|--|--|---|

| | | | |
|--------------------|---|--|--|
| | | | |
| Religion or belief | X | | <p>The services are delivered to people across all religions/beliefs. Employees of providers may have a protected characteristic due to their religion/belief.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of commissioned services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> |

| | | | |
|-----|---|--|--|
| | | | <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person’s personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
| Sex | X | | <p>Services are delivered across all genders. Employees of providers may have a protected characteristic due to their sex.</p> <p>Two-thirds (66%) of people already receiving a service are female.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of commissioned services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements</p> |

| | | | |
|--|--|--|--|
| | | | <p>resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify</p> |
|--|--|--|--|

| | | | |
|--------------------|---|--|---|
| | | | any unintended/unidentified negative impacts on people with a protected characteristic. |
| Sexual orientation | X | | <p>Services are delivered across all sexual orientations. Employees of providers may have a protected characteristic due to their sexual orientation.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service.</p> <p>The Strategy does not make any changes to the eligibility criteria for social care services.</p> <p>Providers of commissioned services such as domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> |

| | | | | |
|--|--|--|--|---|
| | | | | <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the service delivered is of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|--|--|--|--|---|

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

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 | | | Prevention and early intervention services will support people with care needs to remain safe in their own homes. |
| To advance equality of opportunity between different groups | X | | | Enables people with care needs to have equality of opportunity to remain living in their own homes and communities. |
| To foster good relations between different groups | X | | | Enables people with care needs to remain in their local communities. |

| What action will be taken to improve positive or mitigate negative impacts? |
|---|
| <ul style="list-style-type: none"> • Monitoring of the Services by the CCU • Analysis of any complaints and safeguarding referrals relating to the Services by the CCU • Analysis of CIW Inspection Reports on Services by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the Strategy by the CCU • Obtaining feedback from stakeholders |

4. Socio Economic Duty

| Impact | Details of the impact/advantage/disadvantage |
|--------------------|---|
| Positive/Advantage | Social care helps to support people that may be more likely to have a low socio-economic status to manage their health and wellbeing needs and enables people to achieve their personal outcomes. |

| | |
|-----------------------|---|
| | Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact within Neath Port Talbot. |
| Negative/Disadvantage | |
| Neutral | <p>There will be no change to the Council's Fairer Charging Policy in relation to receiving care and support.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact.</p> <p>For employees of the providers, their employment will continue.</p> |

| | |
|---|--|
| What action will be taken to reduce inequality of outcome | |
| <ul style="list-style-type: none"> • Monitoring of the Services by the CCU • Analysis of any complaints and safeguarding referrals relating to the Services by the CCU • Analysis of CIW Inspection Reports on Services by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the Strategy by the CCU • Obtaining feedback from stakeholders | |

5. Community Cohesion/Social Exclusion/Poverty

| | + | - | +/- | Why will it have this impact? |
|--------------------|---|---|-----|--|
| Community Cohesion | X | | | Enables people with care needs to remain in their local communities wherever possible. |
| Social Exclusion | X | | | Enables people with care needs to remain in their local communities wherever possible. |

| | | | | |
|---------|---|--|--|---|
| Poverty | X | | | <p>There will be no change to the Council's Fairer Charging Policy in relation to receiving care and support.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact.</p> <p>For employees of the providers, their employment will continue.</p> |
|---------|---|--|--|---|

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

6. Welsh

| | + | - | +/- | Why will it have this effect? |
|---|---|---|-----|---|
| <p>What effect does the initiative have on:</p> <p>- people's opportunities to use the Welsh language</p> | X | | | <p>There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language.</p> <p>External providers are bound by employment legislation relating to the Welsh Language</p> <p>Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation.</p> |

| | | | | |
|---|-----------------|--|--|---|
| <p>- treating the Welsh and English languages equally</p> | <p>X</p> | | | <p>There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language.</p> <p>External providers are bound by employment legislation relating to the Welsh Language</p> <p>Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation.</p> |
|---|-----------------|--|--|---|

| |
|---|
| <p>What action will be taken to improve positive or mitigate negative impacts?</p> |
| <ul style="list-style-type: none"> • Monitoring of the Services by the CCU • Analysis of any complaints and safeguarding referrals relating to the Services by the CCU • Analysis of CIW Inspection Reports on the Services by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the Strategy by the CCU • Obtaining feedback from stakeholders |

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 | N/A. |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider | | | X | N/A. |

| | | | | |
|---|--|--|--|--|
| environment, such as air quality, flood alleviation, etc. | | | | |
|---|--|--|--|--|

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 | <p>The services help to support people with achievement of their long term health and wellbeing outcomes. These include services which play an essential part in supporting people to retain their independence and live safely within their own homes and local communities.</p> <p>The aim is to help to ensure that there are sustainable services that are more responsive to people’s individual need.</p> |

| | |
|--|---|
| ii. Prevention – preventing problems occurring or getting worse | The emphasis of the strategy is on care and support services that help to minimise or prevent deterioration of a service user’s independence. These include services in the community e.g. domiciliary care which will prevent the need for more institutionalised care such as a care home admission, and services aimed at preventing homelessness. |
| iii. Collaboration – working with other services internal or external | Involves working with in-house, private and third sector providers of various services. It also involves more personalised working with service users in the development of services to meet their care and support needs. |
| iv. Involvement – involving people, ensuring they reflect the diversity of the population | <p>The Strategy aims to offer a more person centred approach to the delivery of care, which is more flexible to a person’s individual needs. Feedback from service users and providers (including staff) will be obtained as part of service evaluation.</p> <p>Providers are asked to obtain service user feedback in order to inform the delivery and performance of services. Service user feedback is also gathered as part of contract monitoring.</p> |
| v. Integration – making connections to maximise contribution to: | Is underpinned by the values and principles of the Social Services and Wellbeing Act 2014, by offering maximum voice and control to service users and by ensuring market stability. |
| Council’s well-being objectives | To improve the well-being of all adults who live in the county borough by delivering services that support their independence and safeguards them from harm. |
| Other public bodies objectives | The Strategy sets out how the Council and its partners can support adults resident in the county to live as independently as possible with appropriate levels of social care and support. Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well. |

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.

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on the Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

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 systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in 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 systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in 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 systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in 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 systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in any unintended negative consequences for people wishing to use the Welsh Language. |
| Biodiversity | Not applicable to the proposal under review. |

| | |
|---|---|
| Well-being of Future Generations | The indication is that the Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in any unintended negative consequences against the aims of the well-being of future generations. |
|---|---|

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

| |
|--|
| <ul style="list-style-type: none"> • 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. |
|--|

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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? |
|---------------|---|---------------------------------|---|
|---------------|---|---------------------------------|---|

| | | | |
|---|------------------|------------------------------|---|
| Monitoring of the Services by the Common Commissioning Unit | PO Commissioning | Annually | Monitoring reports |
| Analysis of any complaints and safeguarding referrals relating to the Services by the Common Commissioning Unit | PO Commissioning | Ongoing as they are received | Investigation reports and corrective action plans |
| Analysis of CIW Inspection Reports on Services by the Common Commissioning Unit | PO Commissioning | As they are published | Monitoring reports |
| Analysis of Provider monitoring data by the Common Commissioning Unit | PO Commissioning | Annually | Monitoring reports |
| Ensure contracts have clauses relating to compliance with relevant equalities legislation | PO Commissioning | Before service commences | Contract |
| Ensure contracts have clauses around Welsh Language | PO Commissioning | Before service commences | Contract |
| Providers to implement own monitoring systems | Provider | On commencement of service | Monitoring reports |

12. Sign off

| | Name | Position | Signature | Date |
|---------------|--------------|--------------------------|-----------|------|
| Completed by | Andrew Potts | Commissioning Officer | A.Potts | |
| Signed off by | | Head of Service/Director | | |

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Neath Port Talbot Adult Social Care Strategy 2023-26



Consultation Paper

Draft Version 1.0 29/11/22

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1. Background

Neath Port Talbot Council is committed to promoting independence across all areas of service provision and seeks to ensure as many people live and travel as independently as possible within their own communities.

The Strategy has been developed to provide a strategic and sustainable approach to delivering care services to adults. It places greater emphasis on sustainability of resources and outlines the framework through which Neath Port Talbot County Borough Council Adult Services provide social care.

The Strategy applies to all adults aged 18 years and above who access services provided directly or commissioned by Adult Services.

2. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council's proposals.
- Provide clear information so that people understand what the Strategy is about.
- Make sure that people have all the information they need to come to an informed opinion.
- Encourage people to give their views on the Strategy and its aims (outlined in section 4).
- Make sure people know how to submit their views.
- Collect feedback and consider this before a final decision is made.

3. When will the consultation take place?

The Council will be collecting feedback for 60 days from **xxth July to xxth September 2023** (see section 6 for how to give your views).

As well as this document, Council officers will have public meetings throughout the consultation period to explain the Strategy face-to-face with service users, families, carers and staff. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. What is the Adult Social Care Strategy about?

The Strategy aims to ensure that the Council meets the social care and support needs of vulnerable adults living in Neath Port Talbot.

We want to ensure people are helped to live as independently as possible in their own homes and communities, for as long as possible.

We can do this by:

- Ensuring people have access to information about what support they can get;
- Helping people make connections to support networks in their communities;
- Offering a range of formal and informal help;
- Putting those who need care and support, and their families, at the centre of care planning;
- Supporting families and carers to maintain their caring role;
- Ensuring vulnerable adults have a place they can call home;
- Working with providers to help address staffing shortages;
- Making sure that a sustainable range of good quality adult social care services are available to meet the needs of the most vulnerable citizens of Neath Port Talbot.

5. Questions & Answers

During the consultation, there will be a number of ways in which you can submit questions about this proposal (see Section 6). However, here are answers to some questions you may have:

Q: How has the Council developed this strategy to meet the needs of vulnerable adults living in Neath Port Talbot?

A: Adult Services has reviewed current service provision and has developed this Strategy as the best way to provide a range of sustainable services for our most vulnerable residents.

Q: How will the Council agree if I need social care?

A: All existing and potential service users and carers will be assessed on the basis of their individual needs and will receive the most appropriate service or be signposted accordingly.

Q: Will I have to pay towards the cost of my care?

A: If you have an eligible assessed need, then you will receive a financial assessment which will look at how much you might have to pay towards social care.

Q: What happens if I want a service that costs more than the Council is able and prepared to pay for?

A: In these cases, the person will be offered, through the use of Direct Payments, the opportunity of accessing a more expensive service than the services the Council has identified as being able to meet your needs. Beyond that, it is entirely a matter for the person to decide whether they wish, and are able, to purchase more costly care and support at their own expense.

6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

- **‘Face-to-face’ meetings with service users, families, carers and staff**

Meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

- **Team Staff Meetings**

- **One to one meetings**

Individual meetings with service users and their families will be arranged where needed.

- **Advocacy**

If needed, an independent advocacy service will be made available to those who request it.

- **Consultation Portal**

Neath Port Talbot County Borough’s consultation portal which will allow you to comment and provide feedback

- **Meetings with partner agencies, groups and forums**

We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

- **In writing**

You can respond in writing by writing to the address below.

You can write to us or complete the Feedback Form at the end of this booklet. Letters and forms can be posted to:

Adults Strategy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

Or email CCU@npt.gov.uk

7. Explanation of terms used in the context of this document

Advocacy is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

Partner agencies - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

Partnership - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

Alternative Formats

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please contact the Commissioning Unit at CCU@npt.gov.uk or the address below.

8. Feedback form

Neath Port Talbot County Borough Council

Adult Social Care Strategy 2023-26 Consultation

Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

Adults Strategy Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:

Name: _____

Address: _____

_____ Postcode: _____

Please indicate your interest in this project (please ✓):

I am a Service User

I am related to a Service User

I am a carer for a Service User

I am a member of staff at a Service

Other (please specify) _____

Please insert your comments below (*please feel free to include additional sheets if required*):

Questions

Choosing the Right Services

a. How easy or difficult do you find it to get information about what social care and support you can have?

Please tick one box only:

| Very easy | Fairly easy | Fairly difficult | Very difficult | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answer or provide further comments in the box below

Questions

The Adult Social Care Strategy

To what extent do you agree or disagree with the proposed Strategy?

Please tick one box only:

| Strongly agree | Tend to agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below (use separate sheet if necessary)

Questions

Do you think that the Adult Social Care Strategy would have a positive or negative impact on any of the adult social care sector?

Please tick one box only.

| Positive | Negative | Don't know |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answers or provide further comments or suggestions about improvements in the box below:

Do you think that the Adult Social Care Strategy would have a positive or negative impact on the Welsh language?

Please tick one box only.

| Positive | Negative | Don't know |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answers or provide further comments or suggestions about improvements in the box below:

Do you think that the Adult Social Care Strategy would have a positive or negative impact on any protected equalities characteristics?
Please tick one box only.

| Positive | Negative | Don't know |
|----------|----------|------------|
| | | |

Please give reasons for your answers or provide further comments or suggestions about improvements in the box below:

Do you think that the Adult Social Care Strategy would have a positive or negative impact on valleys communities?
Please tick one box only.

| Positive | Negative | Don't know |
|----------|----------|------------|
| | | |

Please give reasons for your answers or provide further comments or suggestions about improvements in the box below:

Questions

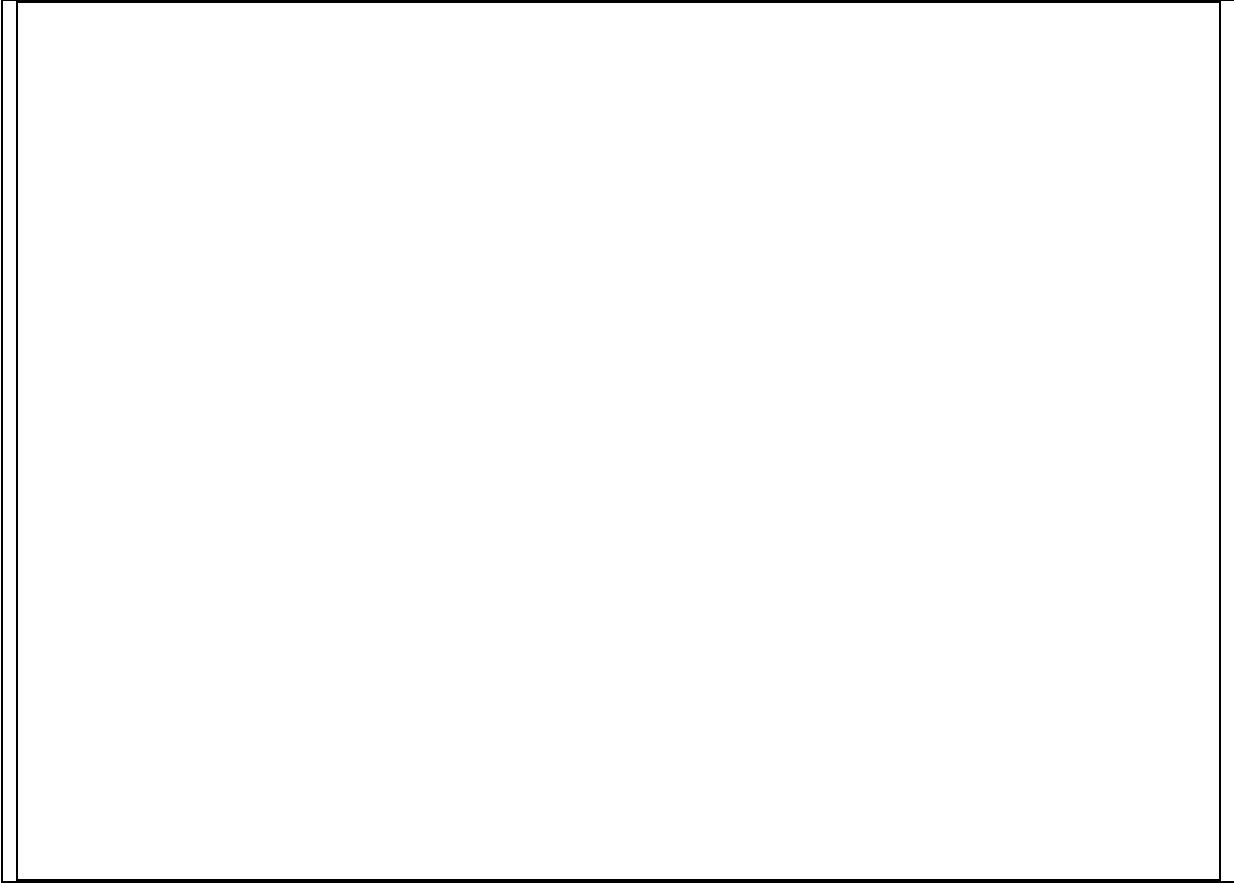
Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick one box only

| Very important | Fairly important | Neither Not very important | Not important at all | Don't know |
|----------------|------------------|----------------------------|----------------------|------------|
| | | | | |

Please give reasons for your answers or provide further comments or suggestions about improvements in the box below:



About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: (please ✓ one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

Welsh Language – are you: (please ✓ one answer)

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please ✓ one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓ one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓ one answer)

- | | | | | |
|---|--------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓ one answer)

- | | | | | |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Lesbian | <input type="checkbox"/> Gay | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓ one answer)

- | | | | |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | | |

THANK YOU FOR YOUR TIME



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

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

13th July 2023

**Report of the Interim Head of Housing and Communities – Chelé
Zandra Howard**

Matter for Decision

Wards Affected:

All Wards

Permission to Consult on the Draft Housing and Homelessness Strategic Plan 2023-26

Purpose of the Report:

To inform members of the draft Housing and Homelessness Strategic Plan 2023/24-2025/26 (“The Plan”) (Appendix 1) and seek approval to undertake a 90 day public consultation.

Executive Summary:

In order to ensure that Neath Port Talbot County Borough Council (“The Council”) is best placed to respond to the challenges and demands for housing and homelessness services, it is requested that

Members give permission for Officers to undertake public consultation on the draft Plan.

Background:

Over the last few years, there has been a significant rise in the number of people presenting as homeless and a sharp decrease in access to affordable housing.

The links between access to sustainable affordable housing and homelessness mean that both issues need to be tackled together if we are to successfully prevent homelessness and create cohesive communities.

Our Plan sets out a clear statement of intent to take actions that ensure all people of Neath Port Talbot are able to quickly access quality housing that is affordable and that there are sufficient interventions to prevent and alleviate homelessness.

Nine strategic principles underpin the work that will be taken forward in this Plan, they are:

- **Plan** by working more strategically with the wider Council, RSLs, developers, private landlords and service providers in the way we utilise our available resources to implement sustainable housing and homelessness interventions in line with population needs.
- **Prepare** for Neath Port Talbot's future by making best use of our available resources to create sufficiency of housing to ensure thriving and prosperous communities in line with our anticipated needs.
- **Placemaking** principles to underpin our development plans so that we promote sustainable communities.

- **Preservation** of our future through minimising our environmental impact and maximising opportunities for decarbonisation and energy efficiency.
- **Partnership** working by building on our relationships with stakeholders to take forward a collaborative approach to addressing NPTs housing needs and ending homelessness.
- **Prevent** homelessness wherever possible and if it does happen, prevent recurrence through the development of targeted support services and suitable accommodation.
- **Personalised** responses to supporting those with housing needs by putting the person at the centre of our approach, thereby enabling people with complex and/or multiple needs to live in stable accommodation.
- **Positive** outcomes for people with social care needs, including young care leavers, through the development of specialist accommodation models that promote independence and reduce the need for more institutionalised care.
- **Provide** our workforce with the skills and resources to implement a new preventative way of working and providing people with the right interventions and accommodation so that they are able to fulfil their potential.

The priority areas for action are grouped into four areas, which are:

- Priority Area One - Implement a More Strategic Approach.
- Priority Area Two – Prevent Homelessness.
- Priority Area Three - Increase Access to Appropriate Affordable Housing.
- Priority Area Four - Support Those with Social Care Needs to Live Well in Their Communities.

Financial Impacts:

Taking forward some of the actions within this Plan will require financial investment, specific business cases will be developed to ensure that the Council achieves best value for money and that there is a sound financial case for any potential investment.

In the 2022/23 financial year, the Council was projected to overspend on homelessness services by £1.45 million, however a one off grant from Welsh Government meant that the actual overspend was £535,000.

This overspend was a direct result of the increased use of B&Bs to support people that had become homeless. Financial projections show that if we do not take action now to prevent people from becoming homeless and reduce the need for B&B placements, there will be an annual overspend to the current budget of £2,566,000 by the 2027/28 financial year.

Proposals within the Plan aim to prevent homelessness and reduce the use of B&B placements. As such it is assessed that the cost of implementing this Plan is less than if we do not take the necessary action to prevent homelessness and increase access to secure affordable housing.

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 2, for the purposes of the meeting.

The impact assessment identified that the Plan will have a positive impact on people that are experiencing or at risk of homelessness as well as those that require affordable housing or social care services, as it aims to proactively address the housing challenges impacting our communities.

Valleys Communities Impacts:

The issues of reduced access to affordable housing and the increasing number of households at risk or experiencing homelessness can be seen across Neath Port Talbot. This Plan will include supporting the development of affordable housing and social care housing in the valley areas.

Workforce Impacts:

Some actions proposed within this Plan will have an impact on the Council workforce, in particular the action to '*Strengthen the Housing Options Team*', these actions intend to provide a positive outcome for employees by providing them with the necessary resources and tools to undertake their roles.

Progressing actions that may impact on the workforce will be underpinned by a robust case for change and impact assessment. Implementation of actions will be sensitively and appropriately managed in line with HR policies and managers will work closely with employees and Trade Unions when implementing any changes.

Legal Impacts:

The Plan has no direct legal impacts, however implementation of a number of actions within this Plan are intended to support the Council in better discharging its statutory homelessness duties.

Risk Management Impacts:

Implementation of Proposal

The main risk associated with implementation of the Plan are the human and financial implications if these actions do not have the desired result of preventing homelessness and increasing access to affordable housing. However, the proposals within the Plan are all evidence based and independent reviews of interventions such as Housing First demonstrate positive impacts.

Non-Implementation of Plan

The biggest risk of not implementing this Plan is the inability to prevent the rising number of people becoming homeless and the increasing utilisation of B&Bs to support these households.

If demand rises in line with our 'do nothing' projections, there will be insufficient availability of B&Bs to temporarily house people. This may then lead to the Council potentially being unable to meet their statutory homelessness duties, as well as having to house more people outside of the area. In addition, rising numbers of households in B&Bs will lead to a significant overspend for the Council.

The human impact of not preventing homelessness and an over reliance on B&Bs, will have wider impacts for the Council. For example, the impact on schooling for those children in B&Bs being moved around the borough.

In addition, non-implementation of this Plan will reduce the Council's ability to encourage the development of affordable housing, which will

result in a negative impact for communities, as people will be unable to access appropriate accommodation for their needs.

Crime and Disorder Impacts:

Implementation of actions within the Plan such as establishing Housing First models, specialist complex care services and Triage Centres, alongside embedding placemaking approaches, is likely to have a positive impact on the Councils duty to reasonably 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

Consultation:

It is proposed that with Members' permission, a 90-day public consultation exercise is undertaken.

A consultation document, an easy read version of the plan, and a 'Plan on a Page' will be developed to support the consultation. In addition, all materials will be available in Welsh.

Recommendations:

Having had due regard to the integrated impact assessment, it is recommended that Members approve a 90 day public consultation period for the draft Housing and Homelessness Strategic Plan 2023/24-2025/26, as detailed in Appendix 1.

Reasons for Proposed Decision:

To provide Neath Port Talbot residents with the opportunity to inform the development of the Strategy.

Implementation of Decision:

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

Appendices:

Appendix 1: Draft Housing and Homelessness Strategic Plan 2023/24-2025/26.

Appendix 2: Integrated Impact Assessment.

List of Background Papers:

Background Paper 1: Rapid Rehousing Plan - <https://democracy.npt.gov.uk/documents/s81738/RRH%20PLAN%20Sept%202022.pdf>

Background Paper 2: Housing Support Grant Strategy - <https://democracy.npt.gov.uk/documents/s81638/Appendix%201%20-%20HSG%20Strategy.pdf>

Officer Contact:

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Email: c.howard@npt.gov.uk

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



A place to call home

**Housing and
Homelessness Strategic
Plan 2023/24-25/26**

www.npt.gov.uk

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DRAFT

1. Foreword

We are pleased to introduce the new three year Housing and Homelessness Strategic Plan for Neath Port Talbot.

The importance of having a home can never be underestimated, and was highlighted all the more during the response to the pandemic.

We have faced significant challenges over recent years, but we have also continued to deliver homelessness services throughout lockdown, forged new partnerships and community support groups, and strengthened existing working partnerships. We remain committed to working alongside our partners to improve the lives of our residents.

The aims and objectives that shape this strategy reflect the need to proactively address the housing challenges impacting our communities, and highlight how we intend to work together to improve the lives and homes of the residents of Neath Port Talbot.

Demand for housing across all tenures is outstripping supply and housing costs are increasing. However, we are always looking for innovative solutions to meet needs and increase available options.

We want to tackle homelessness in all its forms, from rough sleeping, to those experiencing abuse and harm at home, or those living in unaffordable or unsatisfactory housing.

Anyone can be affected by homelessness and the effects for families and individuals, as well as society as a whole, can be devastating, impacting on health and wellbeing, employment and education, and more.

We want to support people to be able to access good quality accommodation and lead dignified, fulfilling and rewarding lives that have purpose.

This is also an opportunity to thank all the organisations and individuals who worked with us during the pandemic to help others.

The strategy will govern our approach for the next three years, but it will be kept under review to ensure it remains responsive to the needs of our communities.

Although we face challenges, this is our opportunity to help reduce and prevent homelessness and improve the quality and availability of housing across the county, so that we can help people find a place to call home.

2. Introduction

We want all citizens of Neath Port Talbot to have access to safe and appropriate housing, this Plan sets out Neath Port Talbot County Borough Councils (the Council) strategic approach to managing the challenges of homelessness and affordable housing across the borough.

This document supports other strategic plans that are already being progressed, such as the [Social Housing Grant Strategy](#) (SHG) and the [Rapid Rehousing Plan](#). It will also be used alongside the new Housing Strategy, which will be developed in 2023. The Plan also complements other Council strategic documents and objectives such as the upcoming replacement [Local Development Plan](#) (LDP) and the updated [Local Housing Market Assessment](#) (LHMA).

Over the last few years, there has been a dramatic rise in the number of people presenting as homeless and a sharp decrease in access to affordable housing. The links between access to sustainable affordable housing and homelessness mean that both issues need to be tackled together if we are to successfully prevent homelessness and create cohesive communities.

Our Plan sets out a clear statement of intent to take actions that ensure all people of Neath Port Talbot are able to quickly access quality housing that is affordable and that there are sufficient interventions to prevent and alleviate homelessness.

3. Current Situation

Post COVID-19 there has been a significant increase in demand for homelessness services resulting in an unprecedented use of temporary accommodation such as B&Bs. The overuse of temporary accommodation and an overreliance on B&Bs to support our homelessness population is not in line with the Council's expectations and values for supporting its most vulnerable citizens and is in direct opposition to our approved Rapid Rehousing Plan.

The causation of homelessness leading to people requiring temporary accommodation as at 14/03/23 was as follows:

Table One: Reason for Temporary Accommodation

| Reason for homelessness | Total of all TA residents | % |
|--|---------------------------|------|
| Prison release | 16 | 8 |
| Relationship breakdown – violent | 16 | 8 |
| Relationship breakdown – non violent | 13 | 6.5 |
| Current property unsuitable | 11 | 5.5 |
| Loss of rented accommodation | 49 | 24.5 |
| Parents no longer willing to accommodate | 26 | 13 |
| Other relatives no longer willing to accommodate | 43 | 21.5 |
| Other (inc emergency) | 12 | 6 |
| Property unaffordable | 2 | 1 |
| Other violence | 4 | 2 |
| Rent arrears private sector | 5 | 2.5 |
| Leaving institution or care | 3 | 1.5 |
| Total | 200 | |

Pressures on homelessness services is due to multiple national and system wide factors affecting people’s ability to access and retain affordable housing, alongside new legislative and strategic requirements from Welsh Government. This level of demand is projected to grow without the Housing and Communities Department implementing a programme of significant transformation.

The last few years has seen the introduction of legislative changes such as the Renting Homes Act and the Housing Wales Act. The purpose of the Renting Homes Act is to drive up standards and offer more security to those in rented accommodation, however some landlords have decided to exit the rental market rather than comply with the relevant measures. It is reported that over 50 landlords have left the market in Neath Port Talbot since the introduction of the Act, which has resulted in renters being served notice and becoming homeless. As can be seen in the above table, 24.5% of people in temporary accommodation became homeless due to loss of their rented accommodation, which is the highest proportion of people in temporary accommodation.

Temporary changes to the Housing Wales Act to provide a legal homelessness duty to a wider number of people as part of the COVID-19 response was made permanent in October 2022. These changes have inevitably resulted in more presentations to Housing Options, who are now working with a much higher number of people that are owed a homelessness duty. Although additional Housing Options staff have been employed, Housing Options Officers are still

working with caseloads of up to 65 households, which prevents them from offering more targeted and intensive support.

Alongside these legislative changes, the cost of living situation is pricing more people out of the private sector and resulting in more people struggling to maintain their tenancies. Financial pressures can also negatively impact on a person's wellbeing and mental health, which can then lead to relationship and family breakdowns. Although only 1% of people in temporary accommodation state they were made homeless due to their property becoming unaffordable and 2.5% due to rent arrears, there is a need to look behind other figures such as the reason why 21.5 % of people were staying with relatives and the reasons why the 24.5% of people that lost their rented accommodation could not find an alternative home. There has also been a change in the demographics of people presenting to Housing Options, with a marked increase in families with children becoming homeless and requiring temporary accommodation, something that was rare only a few years ago.

Housing Options are also working with higher numbers of people experiencing multiple and complex issues, such as mental health, substance use and criminal backgrounds. Currently 20% of people that are being supported by Housing Options have a high need and 6% have intensive needs. The [2022-23 HSG Annual Update Report](#) shows that of the 486 individuals who accessed HSG funded supported or temporary accommodation over the year, 33% had a secondary need of mental ill health and 13% had a criminal offending background.

For a number of people, homelessness is one of many co-occurring complex issues that a person may be facing and this can result in a person finding it harder to access long-term housing and to retain their home. People can become trapped in cycles of homelessness as their complex needs mean that they are unable to sustain their tenancies and then their history of 'failed' tenancies becomes a barrier to accessing another home. For a number of people, provision of accommodation alone does not mean that they will experience long term secure housing as their wider and multiple vulnerabilities have not been addressed.

To better prevent homelessness from occurring, Welsh Government require all Councils to implement a Rapid Rehousing Transition Plan and develop a Housing First model within the next five years. The Council's Rapid Rehousing Plan was agreed in October 2022 and necessitates a whole scale change in

relation to how we respond to homelessness, including the services we commission and deliver.

Local Authorities are also required to develop and take forward a HSG Strategy in order to ensure a strategic approach to homelessness prevention and housing support services. This approach incorporates both statutory homelessness functions funded through the revenue settlement and non-statutory preventative services funded through the HSG.

Housing is a key element in supporting people with an assessed social care need to achieve the outcomes that matter to them and to remain or retain their independence. Neath Port Talbot's [Market Stability Report](#) illustrates the requirement to create a range of new accommodation models in order to meet anticipated demand and to better meet people's personal outcomes.

For adults with complex care needs, such as a learning disability or mental ill health, there is a drive to reduce reliance on more institutionalised care models, such as care home placements and to support people to obtain their own tenancy. This ambition will be achieved through the development of accommodation models such as supported living, Extracare, Core and Cluster and independent living schemes, alongside the commissioning of appropriate support.

Pressures within social care and the NHS in relation to our aging population is well documented and the development of appropriate accommodation options is a key element of ensuring that people's social care needs can be appropriately met. For many years, enabling older people to remain at home has been a key priority for Social Services, however there is now a challenge with obtaining sufficient levels of domiciliary care to meet demand and there is a lack of suitable alternatives to care home placements. As a result, alternative community models need to be implemented.

Housing Options also works closely with Children and Young People Services with regards to youth homelessness and care leavers. In 2022/23 Housing Options supported six young care leavers aged 16, 22 young care leavers aged 22 and 12 young care leavers aged 18-21. There is a need to develop more accommodation based services and provide a more specialised response to young people facing homelessness and young care leavers so that they can thrive and achieve their potential into adulthood.

A Housing Strategy is in the process of development and the progression of the strategic housing work plan is fundamental to preventing homelessness. Without improving access to affordable housing, the Council will be unable to prevent homelessness and ensure that those who experience homelessness are quickly and appropriately rehoused. This strategy will be informed by the LDP and the LHMA.

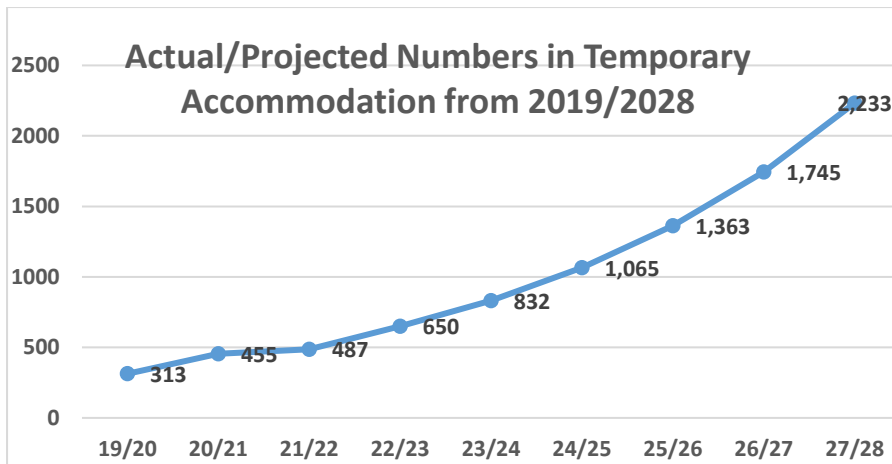
One of the ways we are able to help stimulate development of affordable housing is through the Social Housing Grant (SHG) which we manage in behalf of Welsh Government. There has been a significant increase to the SHG over the last few years with a 158% increase to our budgeted grant in 2022/23, compared with 2019/20 (£4,966,372). The total allocated grant over a three year period of 2022/23- 2024/25 is over £40 million, this £40 million is split into the three financial years. In 2022/23 we were provided with £12,819,862, this money cannot be rolled over into other financial years so if a Registered Social Landlord (RSL) is unable to draw down the money allocated to it for a development then it is lost to the NPT area.

The utilisation of SHG will not in itself fill the gaps in affordable housing and there is a parallel need to look at other ways to stimulate the affordable housing market and create more available housing. Projects like Leasing Scheme Wales, which allows property owners to lease their accommodation to the Local Authority and the Empty Homes Scheme, which provides grants to property owners to bring their empty properties back into use, are also valuable tools.

4. Demand

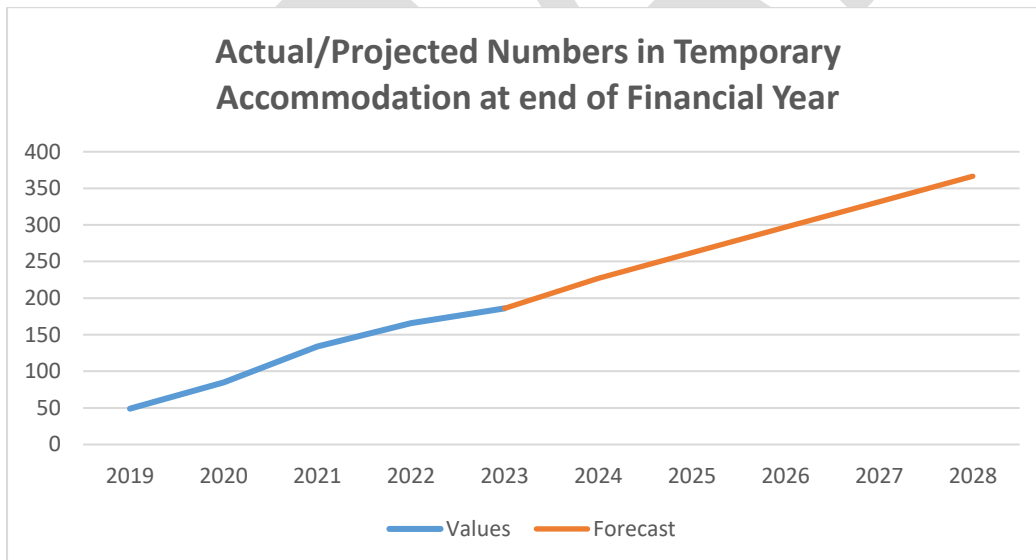
Between 2019/20 and 2022/23, there has been a 108% increase in households accessing temporary accommodation over the year. If we continue with this trajectory, there will be a 244% increase in the next five years, resulting in 2,233 households requiring temporary accommodation per year at a cost of £4,444,000 a year by 2027/28.

Graph One: Actual and Projected Demand for Temporary Accommodation over the Year



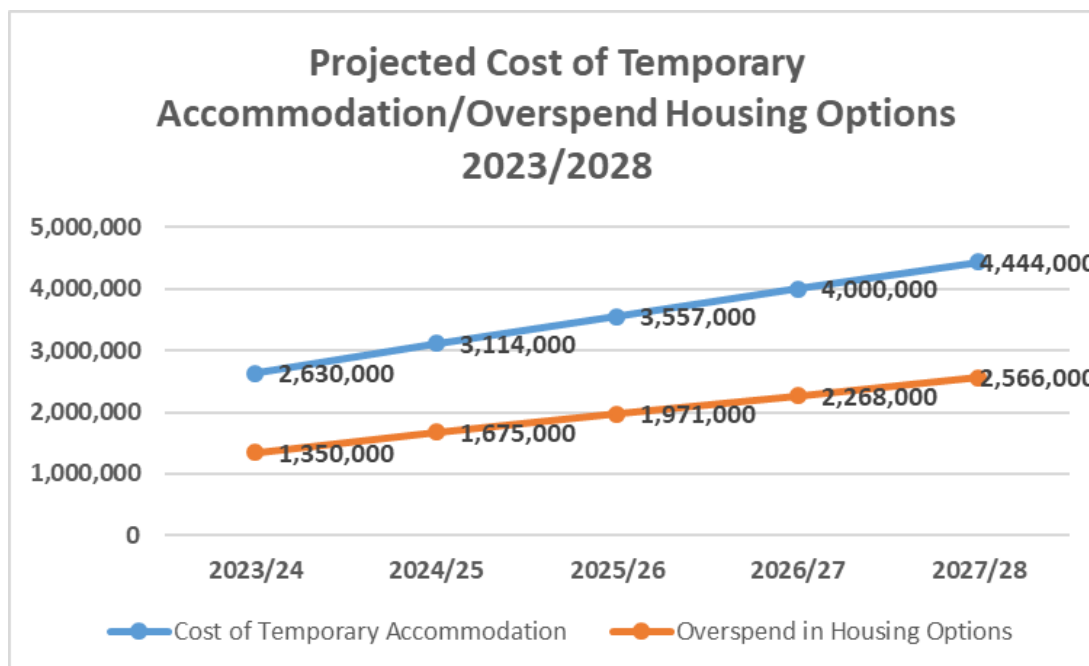
The second graph shows that in the same period, there has been a 280% increase in households accessing temporary accommodation at any one point in time. Forecasting shows that there will be an 87% increase in the next five years, resulting in 349 households requiring temporary accommodation at any one point in time by 2027/28 (i.e. 349 households will need to access temporary housing at the same time).

Graph Two: Actual and Projected Demand for Temporary Accommodation at the End of The Financial Year



The third graph shows the financial impact of this rising demand on the Councils finances over the next five years.

Graph Three: Projected Cost of Temporary Accommodation and Projected Budgetary Overspend

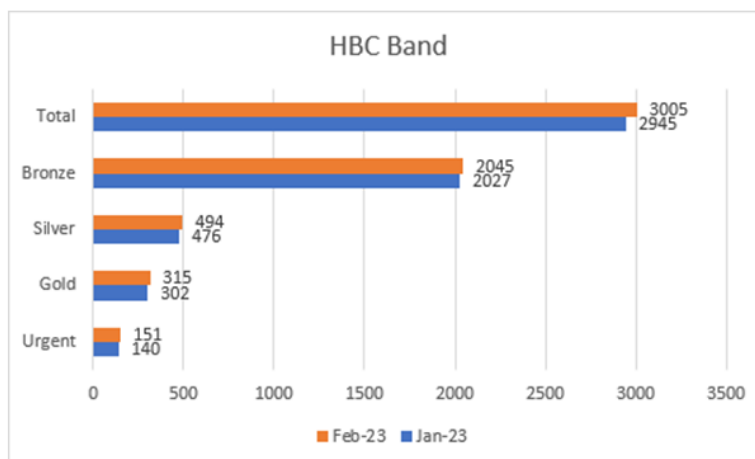


Increasing numbers of people experiencing homelessness and requiring temporary accommodation creates a snowball effect in terms of preventing at risk households becoming homeless through prompt access to affordable housing. People in temporary accommodation are allocated an urgent banding, giving them the highest priority when bidding for social housing. With an average of 180 people at any one time in temporary accommodation, and therefore given priority for available social housing, those in the gold, silver and bronze bands have reduced opportunities to access the housing they need.

The below table shows the current waiting lists for our largest RSL Tai Tarian

Table Two: Tai Tarian Waiting List by Banding

| HBC Band | Jan-23 | Feb-23 |
|--------------|-------------|-------------|
| Urgent | 140 | 151 |
| Gold | 302 | 315 |
| Silver | 476 | 494 |
| Bronze | 2027 | 2045 |
| Total | 2945 | 3005 |



In some cases, the inability for people in non-urgent bandings to access social housing contributes to a breakdown in their current housing arrangement, such as staying for a short period in overcrowded housing or 'sofa surfing', which may have been preventable with more timely access to affordable housing. The figures in table one show that 21.5% of people in temporary accommodation were made homeless due to relatives no longer being able to accommodate them and 13% because parents were no longer able to accommodate them. This type of situation creates even more demand on temporary accommodation, resulting in a situation where some people have to experience homelessness and go into temporary accommodation before they can access affordable housing, which may have been avoidable if they had more prompt access to social housing.

In 2022/23 the Council spent £2.24 million on B&Bs, this figure does not include the cost of the Council operating temporary accommodation and the total amount spent on the Housing Options service in 2022/23 was £4.95 million. At present, grants provided by Welsh Government to support the Council in discharging its homelessness duty is not aligned with the actual costs incurred. There was a projected overspend of £1.45 million in 2022/23 as a result of the increased demand for temporary accommodation, however Welsh Government provided a one off grant of £842k towards the end of the financial year which reduced the overspend.

Based on anticipated demand for temporary accommodation, if we take no action to change the way we respond to homelessness then the Council will see an annual overspend of £2,566,000 by 2027/28. This projected overspend does not take into account the need to increase Housing Options staff to meet

the rising numbers of people presenting as homeless, nor does it account for the unit cost of B&Bs to rise each year in line with inflation.

Our projections show that by the end of the 2023/24 financial year there will be 227 households in temporary accommodation, however we are already progressing more quickly towards this figure than anticipated, meaning that we may exceed this projected figure. As at 04.04.23 (i.e. the first week of the 2023/24 financial year), the Council was required to accommodate 200 households in temporary accommodation, which is the highest ever number experienced and represents an increase of 14 households in less than a week.

Of particular concern are the number of families with young children in temporary accommodation. Between 19/20 and 22/23 there was a 620% increase in families residing in temporary accommodation. This type of arrangement has implications for the children's education, which can be significantly disrupted. In addition, the lasting impact of Adverse Childhood Experiences (ACEs), such as the trauma of experiencing homelessness in childhood, is well understood and we need to take action now to prevent further cycles of poverty and homelessness. By focusing our attention on minimising the harmful impacts of child homelessness we can better ensure that all our young people can thrive and prevent intergenerational deprivation.

As previously noted, sufficient specialist accommodation is also crucial in supporting Social Services to achieve the best possible outcomes for those they support. An accommodation pathway group has been established in order to plan the necessary developments with RSLs and has resulted in the creation of a number of new care models such as specialist Extracare and Core & Cluster.

Despite current work programmes, demand for specialist supported accommodation for adults with an assessed social care need is high and demand is outstripping supply. This has resulted in a need to purchase care home placements, between 2018/19 and 2021/22 there was a 16% rise in learning disability care home placements and a 23% increase in mental health care home placements. Whilst there is a need for some care home placements, this is a more institutionalised model of care and is not always the most optimal care model for the person in regards to achieving their independence outcomes. In addition, there are ongoing pressures with sourcing sufficient levels of care in line with demand for older people, with 136 people waiting for

a package of domiciliary care and care home occupancy running at 98% of available dual registered beds and 90% of available residential beds.

Over the next two years 66 young people known to Children Social Services will turn 18, there are a number of services to support young people transitioning into adulthood such as ‘When I’m Ready’ and ‘Supported Lodgings’ but a number of these young people will also require accommodation or support from Housing Options as part of their transition plan. In addition, a number of these young people will require ongoing support from Adult Services, which will place further demands on the already limited supply of adult social care services.

Ultimately in order to end homelessness, unsecure accommodation and insterutionised care, we need to ensure that we make best use of our available housing stock and develop more affordable an accessible housing.

The current stock of social housing in 2022 was as follows:

Table Three: Housing Stock in 2022 by LDP Area and Bed Type

| RSL Housing Stock by LDP Area 2022 | 1 bed | 2 bed | 3 bed | 4 bed | Total |
|--|--------------|--------------|--------------|------------|---------------|
| | Afan Valley | 52 | 308 | 428 | 6 |
| 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 |

In 2022/23, 195 homeless households were housed with an RSL, of which 63% were single people and 27% were families. It is difficult to obtain accurate figures, but Council data indicates that only 35.5% of RSL lettings in 2022/23 went to people that were homeless. There will be many reasons for this including available properties not being suitable (e.g. demand for one bedroom properties outstripping availability) and there are also cases where available properties receive no bids from homeless households. In addition, people with a history of failed tenancies due to things such as rent areas, anti-social behaviour and criminal backgrounds may find it harder to secure future tenancies.

The Local Housing Market Assessment for the 2021-2036 period is currently being reviewed however initial indications show the following housing needs:

Table Four: Local Housing Need Assessment Figures

| Period | Affordable | Of Which Social Rent | Of Which Intermediate | Market | Total for Period | Total PA |
|-----------------------|------------|----------------------|-----------------------|--------|------------------|------------|
| 1st 5 years | 2060 | 1885 | 175 | 1010 | 3070 | 614 |
| Remaining 10 years | 1180 | 830 | 350 | 2020 | 3200 | 320 |
| Plan period 2021-2036 | 3240 | 2715 | 525 | 3030 | 6270 | 418 |
| % | 52 | 43 | 8 | 48 | | |

Of the 3,070 homes that need to be developed in the first five years of the LHMA period, 67% would need to be affordable housing and 32% market housing. Draft projections indicate that for the period 2021-2026, there is a net need for 412 affordable homes per annum, of which 92% would be social housing and the remaining 8% intermediate housing. The tool also highlights that in the first five years of the plan, 68% of the affordable housing need for that period should be one bedroom properties.

The balance between affordable housing and market housing evens out for the entire LHMA period 2021-36 to 52% affordable and 48% market rate. The reason for the higher % of affordable housing in the first five years is predominantly driven by the existing unmet need and if we continue to under develop affordable housing then this will have a knock on effect for the 2027-36 period.

The LDP is was adopted in 2016 and the Council is in the process of preparing its Replacement LDP for the period 2021-2036. The existing LDP made provision for 7,800 new residential properties over the period 2011-2026. This figure was based on the creation of new employment within Neath Port Talbot and going forward it will be important that the Council plans for new jobs that will arise from projects such as the Freeport and the Global Centre of Railway Excellence.

Within the LDP was a target of 1,200 affordable homes to be built in Neath Port Talbot over the plan period of 2011-2026. Unfortunately due to low levels of market housing being built, mainly as a result of viability relating to low land values, delivery has been below target for a number of years.

Currently there are 23 schemes in our SHG programme, which is anticipated to deliver 629 units over the grant period of 2022/23-2024/25. Of which 93% will be social housing, with the remaining 7% being shared ownership. This falls significantly short of the total number of affordable housing required in the area and as such there is a need to take steps to stimulate investment into the area and to identify opportunities for affordable housing delivery, including bringing empty properties back into use.

5. Challenges

The main challenges for the Council in terms of homelessness and affordable housing noted within this report can be summarised as follows:

- **Demand Outstepping Available Grant Funding** – The amount of funding made available to the Council to support those facing or experiencing homelessness is not sufficient to meet current and projected demand. In addition, no new funding was allocated to provide the measures contained within the Rapid Rehousing Transition Plan and the 2023/24 Housing Support Grant allocation has remained static, despite rising inflation and increased demand. It is not possible to meet our statutory duties within the available grant funding and this is causing budgetary pressures within the Council.
- **Reduction in Private Rental Sector Housing** – There has been a notable loss of private rental properties within the area as landlords look to leave the sector, which is resulting in more homeless presentations including families.
- **Affordability of Private Rental Sector Housing** – Alongside a reduction in private rental accommodation, rent levels are often unaffordable for those on low incomes or relying on housing benefits, which places more demand on social housing.
- **Availability of One Bedded Properties** – Households are getting smaller and housing benefit levels mean that it is not affordable for many people to rent a home with a spare bedroom. There is a disconnect between demand for one bedroom affordable housing and the available social housing stock, as the majority of RSL properties are family size. This is making it more difficult for homeless people to move out of temporary accommodation and into a sustainable tenancy.

- **Insufficient Volume of Social Housing** – The numbers of people waiting for social housing is far in excess of available properties, in addition the rising number of people in the ‘urgent’ banding as a result of their homelessness status, means that those in other categories are unable to promptly secure social housing.
- **Young Care Leavers & Youth Homelessness** – We will see a number of young people transition from Children and Young People Services over the next few years. In addition, we are seeing increasing numbers of family breakdowns leading to youth homelessness. There is a need to ensure that there is sufficient specialist services to meet the needs of these young people.
- **People with Complex and/or Multiple Needs** – There are increasing numbers of people presenting to Housing Options with multiple and complex co-occurring needs, which makes it more difficult for them to secure and sustain a long term tenancy and often puts them at risk of repeat episodes of homelessness.
- **Cost of Living** – Rising costs and inflation is likely to have a significant impact on our most economically deprived populations, resulting in more households struggling to maintain their tenancies and becoming homeless.
- **Lack of Strategic Planning** – There has been a historic lack of strategic housing resource, which has resulted in reduced strategic planning and joined up partnership approaches, as well as an inability to maximise the impact of funding and investment opportunities.
- **Land Values** – Low land values have a negative impact on the viability of new developments in the area, which makes it more challenging to achieve our LDP targets and results in a lack of additional housing in line with our projected demands.
- **Sufficiency of Suitable Land** – There are a number of challenges with identifying suitable development land within the area, which can cause barriers in producing sufficient new developments and potentially result in over development in more suitable areas.
- **Community Cohesion and Place Making Concerns** – Overdevelopment in certain areas and a lack of balanced and holistically planned developments can place pressure on existing communities and infrastructure.

- **Increased Development Costs** – Current inflation levels and the cost of living impact is resulting in higher development costs, which presents viability risks and may lead to a slowdown or abandonment of planned new developments. Increasing costs also means that the available Disabled Facilities Grant is insufficient to meet anticipated demand and will result in much longer waiting times for adaptations, which may mean that some people are unable to remain living in their homes.
- **Social Care Needs** – Rising numbers of people with complex disabilities requiring social care services, alongside an aging population and a lack of available workforce will result in an absence of suitable provision unless there is a programme to implement new care models.
- **Empty Properties** – Unused properties can become a local nuisance and have negative community and environmental impacts, they are also a missed opportunity when considering the pressures on current available housing.
- **Regeneration & Growing Populations** – A lack of sufficient housing to accommodate and complement our regeneration ambitions will reduce the ability to create local jobs for local people and strengthen our local economy.
- **Supporting Asylum** – Multiple global issues means that we need to ensure that we work with Welsh Government, the Home Office and our statutory and third sector partners to ensure that our strategic plans adequately take into account the need to provide suitable and appropriate accommodation for those seeking refuge.

6. Strategic Principles

Our current position is not sustainable and without drastically changing what we do now, we will be unable to manage the human and financial impact of homelessness and unaffordable housing. In order to reverse demand, there is a need to undertake wholesale change to make sure the Council and its strategic partners are equipped to respond to the housing and homelessness situation facing our communities. This change will be underpinned by the following nine guiding principles:

- **Plan** by working more strategically with the wider Council, RSLs, developers, private landlords and service providers in the way we utilise

our available resources to implement sustainable housing and homelessness interventions in line with population needs.

- **Prepare** for Neath Port Talbot's future by making best use of our available resources to create sufficiency of housing to ensure thriving and prosperous communities in line with our anticipated needs.
- **Placemaking** principles to underpin our development plans so that we promote sustainable communities.
- **Preservation** of our future through minimising our environmental impact and maximising opportunities for decarbonisation and energy efficiency.
- **Partnership** working by building on our relationships with stakeholders to take forward a collaborative approach to addressing NPT's housing needs and ending homelessness.
- **Prevent** homelessness wherever possible and if it does happen, prevent recurrence through the development of targeted support services and suitable accommodation.
- **Personalised** responses to supporting those with housing needs by putting the person at the centre of our approach, thereby enabling people with complex and/or multiple needs to live in stable accommodation.
- **Positive** outcomes for people with social care needs, including young care leavers, through the development of specialist accommodation models that promote independence and reduce the need for more institutionalised care.
- **Provide** our workforce with the skills and resources to implement a new preventative way of working and providing people with the right interventions and accommodation so that they are able to fulfil their potential.

7. Priority Areas for Action

We know that there is a lot to do in order to achieve our ambition of ensuring all citizens of Neath Port Talbot have access to safe and appropriate housing. The following section outlines the areas of priority that we are planning to take forward over the next three years and beyond.

Priority Area One - Implement a More Strategic Approach

- ✓ **Strategic Approach to Development** - We will provide a more joined up strategic approach to working with our partners to facilitate the development of the right interventions, whether that be more specialised accommodation or the commissioning of targeted homeless prevention services. This will include the development and strategic implementation of specific strategies and plans, such as young care leavers, older people and homeless families. It will also include better strategic planning of our available resources such as the establishment of a SHG panel to assess applications for grant funding to ensure that the proposals are viable and in line with Neath Port Talbot's requirements.
- ✓ **Enhanced Partnership Working and Multi-Agency Approaches** – We will strengthen our partnership working with key stakeholders including RSLs, private developers and private landlords, as well as ensuring more joined up working with other Council departments such as the Environment and Regeneration department and Social Services, so that there is a shared approach to meeting our housing needs. This will include operating the Strategic Housing Partnership Forum, market management events, RSL engagement and regular partnership meetings with the Council's Planning, Environmental Health and Regeneration Teams. It will also involve working more closely with service providers and other partnership groups such as the Area Planning Board, VAWDASV Leadership Group and the Community Safety Partnership, to ensure the establishment of holistic interventions for those we support.
- ✓ **Internal Opportunities for Development** – We will work more closely as a Council to identify opportunities to overcome some of our barriers for progress such as the lack of available land that is suitable and viable for development. This will include option appraisals and business cases for utilising Council owned land and repurposing Council buildings in line with our identified housing needs. Areas for consideration will include the development of older people accommodation and triage centres, as well as the provision of temporary accommodation for people experiencing homelessness and supported accommodation models for people with health and social care needs.
- ✓ **Maximising Investment Opportunities** – We will look at how we can bring in more development and investment into Neath Port Talbot through the use of grants and other funding sources. As well as implementing a more strategic approach to the allocation of SHG, this

will also include maximising available Welsh Government grants such as the Housing with Care fund to develop a range of social care accommodation models, the Empty Homes Scheme to bring out of use properties back into circulation and the Transitional Accommodation Capital Programme to enable those experiencing or at risk of homelessness to move into more permanent accommodation. It will also include working with the wider Council as part of our partnership approach to maximise the benefits of other investment opportunities. In addition, we will focus on facilitating private sector and RSL market management to build more affordable housing, including increasing the number of units allocated to Housing Options in new builds.

- ✓ **Promoting the Local Economy** – We will ensure that our work will support the wider local economy through our commitment to place based working and by ensuring our strategic development plans take into account the need to meet the housing demands for a growing workforce. Our intention will be to support those working in Neath Port Talbot to live more locally to their workplace and reduce economic migration through the provision of suitable housing. This will be achieved through working in partnership with other departments within the Council, RSLs and private developers to ensure we have the right type of housing in the right locations.
- ✓ **Community Cohesion** – We will work to involve local communities and Elected Members in the delivery of our plans and to ensure that we carefully consider and balance local needs when taking forward our priorities. This will include appropriate and timely communication, so that local intelligence informs our strategic planning and that there is a unified NPT approach to housing and homelessness. It will also include improved consideration of how new proposals interact with existing communities.
- ✓ **Supporting the Environment** – We will ensure that the Council's wider environmental objectives are supported through our work plan, both in terms of ensuring environmental considerations are embedded within our planning and by putting in place measures to encourage more energy efficient and environmentally friendly housing. These measures will include requesting evidence of how developments support the lowering of carbon emissions and reduction of energy consumption as

part of the SHG application process and promoting specific decarbonisation programmes, such as the ECO4 Flex Scheme.

Priority Area Two – Prevent Homelessness

- ✓ **Rapid Rehousing** – We will continue to take forward our Rapid Rehousing Transition Plan in order to achieve a position where homelessness in Neath Port Talbot is rare, and when it does occur, be brief and unrepeated. Our Rapid Rehousing Coordinator will lead on the implementation of our plan objectives of providing housing that is safe and affordable. This work includes an ambitious programme of activity to completely transform the way we support households facing or experiencing homelessness.
- ✓ **Temporary Accommodation** – We will put in place short-term alternatives to reduce the use of B&Bs whilst we implement and imbed our homelessness prevention plans. Although our ambition is to prevent homelessness and reduce the need for temporary accommodation, there is an urgent need to move away from our current overreliance on B&Bs, as this type of intervention is not sustainable for the Council and creates more transiency and less stability for those experiencing homelessness. This will be achieved by the Council leasing suitable properties and the repurposing of unused Council buildings to increase the number of Council operated temporary accommodation units, including more specialist units for groups such as families.
- ✓ **Triage Centres** – We will establish a new model of short term accommodation for homeless people with more complex or multiple needs, in which their longer term holistic accommodation and support needs are assessed. Through this accommodation and assessment process, we will be able to identify the most appropriate type of long term accommodation and support service in line with the persons individualised needs. Appropriate accommodation for these models will be sourced by the Council from RSLs and also by redeveloping existing Council owned properties, with the support and assessment service undertaken by specialist Officers within the Housing Options Team.
- ✓ **Housing First Service** - We will develop and implement a Housing First model for homeless people who have multiple and complex needs. Those that are referred into the service will be provided with intensive person-centred support to ensure that they are able to maintain a long

term tenancy and prevent them from being caught up in cycles of homelessness. The move towards Housing First can only be achieved through strong partnership working between the Housing Options, RSLs, specialist providers of housing support services and other statutory organisations such as the NHS and Social Services. By building on our strong partnerships and commissioning the right models of support, we will establish a number of Housing First units and reduce episodes of repeat homelessness for our most vulnerable and complex residents.

- ✓ **Review RSL Housing Allocations** – We need to work with RSLs to increase the number of available social housing units that are allocated to homeless households. Stronger collaboration with RSLs will allow us to identify barriers they face in allocating more social housing to those that are homeless. This will include ensuring that there are appropriate housing support services in place for those that require ongoing help in maintaining their tenancies, gaining a better understanding of why some properties receive no bids and why some households do not bid for available properties. This work has strong links to our wider strategic development work, as often the available property is not in line with the needs of those applying for a home, for example a higher number of bedrooms than required by the household.
- ✓ **Strengthening the Housing Options Team** - The Housing Options team are highly dedicated but significantly overstretched and their roles, as well as the level of demand placed upon them, has markedly changed post COVID-19. This necessitates a need for the Council to strengthen the resources and support provided to the Team so that they are best placed to appropriately respond to the prevention and elevation of homelessness.
- ✓ **Transformation of Housing Support Services** – We will undertake a programme of service reviews for all HSG funded services and benchmark current performance outcomes against their contribution to achieving our strategic housing and homelessness objectives. From this review we will begin a process of transformation for those services that do not sufficiently meet our new strategic priorities by remodelling and recommissioning existing services models. This will include realigning funding to provide Housing First and redeveloping existing services to better support the progression of our Rapid Rehousing Transition Plan and better meet the changing needs of our local population.

- ✓ **Specialist Complex Needs Services** – We will implement a more person centred approach to ensure that those with complex and multiple needs are given the right types of interventions to enable them to break cycles of homelessness and achieve secure long term housing. This will be achieved through measures such as the strengthening of the Housing Options Team and the establishment of triage centres. People with more complex needs will also be supported through the establishment of more targeted housing support services that are person-centred and focused on helping them to maintain their tenancies.
- ✓ **Tenancy Sustainment** – We will establish a tenancy sustainment panel with RSLs in order to ensure that residents who might be struggling with their tenancy receive early interventions. By working in partnership across organisations to identify at risk households, this multi-agency approach will ensure that focused work takes place with a household before issues escalate and their tenancy is placed at risk, thereby reducing the number of households that become homeless due to tenancy failure.

Priority Area Three - Increase Access to Appropriate Affordable Housing

- ✓ **Nominations for New Builds** – We will work with RSLs to increase the number of accommodation units to be allocated to support those that are homeless into permanent housing, whilst ensuring that we achieve balanced communities. Through the development of local letting agreements for new developments and ensuring that new housing is aligned to demand in terms of type, location and bedroom size, we will work collaboratively with RSLs to ensure that available housing is prioritised to those that are most in need of affordable housing. This will be done whilst maintaining community cohesion through a more person centred approach to the allocation of housing and offering more tailored services for those with ongoing housing support needs. Community cohesion will also be strengthened through closer partnership working with RSLs through the design and development process.
- ✓ **Bring Empty Homes Back into Use** – We will work with other departments across the Council to develop and implement a strategy for reducing the number of empty homes in the borough. This will include progressing the Welsh Government Empty Homes Scheme as well as looking at how we can support property owners to bring their empty properties back into use and working in partnership with RSLs to support

the refurbishment or redevelopment of empty properties. Our work will also include consideration of buy back schemes for former social housing and how the purchase of empty homes could be used to increase Council owned stock. In this way, the Council will be able to maximise the use of an unused stock of ready-made houses and prevent the community and environmental detriments that come with disused properties.

- ✓ **Private Sector Engagement** - We will aim to increase affordable private sector housing in Neath Port Talbot, in order to enable more people to access suitable housing and reduce reliance on the boroughs social housing stock. This will be achieved by establishing private sector forums and taking forward specific projects to increase the availability of good quality affordable private rentals, including growing the number of properties operated by the Council through the Leasing Scheme Wales programme. It will also involve working with the Council's Environment and Regeneration Directorate to influence the private market in terms of the type and range of housing stock they develop.
- ✓ **Increase Council Owned Stock** – We will build on our previous work to further increase the number of properties owned and managed by the Council in order to offer more affordable housing to homeless households, in particular those households that experience specific barriers to accessing long term accommodation. This work is closely connected to other objectives such as bringing empty properties back into use and developing Rapid Rehousing.
- ✓ **Streamlined Application Process** – We will work with our RSL partners to explore the development of a more streamlined process for people applying for social housing. Neath Port Talbot does not have a common allocation policy or register, as such Officers will explore with RSLs opportunities to implement a Neath Port Talbot wide approach and process to the prioritisation of social lettings.
- ✓ **Housing Strategy Implementation** – We will develop and oversee the implementation of a new Local Housing Strategy for Neath Port Talbot, which will take into account the specific requirements of the borough. This strategy will set out the actions Officers need to undertake in order to respond to the areas identified within the plan, so that the Council is best placed to meet the current and future housing needs of its local population.

Priority Area Four - Support Those with Social Care Needs to Live Well in Their Communities

- ✓ **New Models of Care for Older People** – We will work with Adult Services, support providers and RSLs to implement a range of accommodation models for our aging population, so that people can remain active members of their local area. These models will include Extracare and assisted living, which will result in the development of inclusive communities that enable our older population to retain their independence and reduce social isolation and exclusion. This work will involve supporting the establishment of new developments as well as working with RSLs and support providers to remodel existing services so that they are better positioned to meet the changing needs of our older population, including the provision of more dementia friendly environments.
- ✓ **Independent Living for Adults with Complex Needs** – We will continue to progress our development programme to provide suitable housing that allows people with complex social care needs to live as independently as possible and supports them to achieve the personal outcomes that matter to them. These models will include specialist Extracare, Core and Cluster, Supported Living and independent living flats that incorporate assistive technology and smart solutions. To achieve our aims, we will work with the West Glamorgan Partnership to maximise our allocation of the Housing with Care Fund.
- ✓ **Home Adaptions for People with Disabilities** – We will support people with disabilities to remain living independently in their own homes though the provision of adaptations. By utilising the Disabled Facilities Grant, maximising access to available grants such as the Housing with Care Capital Fund and working with Third Sector Organisations, such as Care and Repair, we will strive to provide timely adaptations for people whose current environment creates a risk to their independence.
- ✓ **Enabling Hospital Avoidance and Discharge** – We will explore how we can support our NHS and Social Care partners to prevent avoidable admissions to hospital and ensure that those who are medically fit can be discharged in a timely way. Some of this work will link to the progression of other objectives such as the provision of adaptations and the development of new models of care for our older population. In addition, we will work with RSLs and support providers to create

alternatives to interim care home placements, which will better support an enabling approach, including increasing the number of Step Down Extracare Units.

- ✓ **Supporting Transition** - We will work with Social Services to ensure that young people with social care needs transitioning into adulthood are able to access an appropriate range of supported accommodation in line with their individual needs, so that they are able to reach their full potential and live fulfilling lives. This will include the development of additional supported accommodation properties and increasing the range of care models to reduce reliance on specialist care home placements. It will also involve working with the West Glamorgan Partnership to implement regional accommodation projects in line with identified need.
- ✓ **Working with Care Leavers and Young People** – We will support the Children and Young Peoples Service to achieve their ambition for care leavers by feeding into their Pathway Plans and through our membership at the Youth Homelessness Group, as well as offering support with delivery of their strategy for care leavers. Our review of HSG funded services will allow us to maximise opportunities for commissioned youth homelessness services and our strengthening of the Housing Options Team will enable us to offer more targeted and specialised support to young people facing homelessness based on trauma informed principles and psychologically informed environments.
- ✓ **Closing the Gaps** – We recognise the link between unstable housing, including cycles of homelessness, and a person’s wider vulnerabilities, such as mental health, neurodiversity and learning difficulties. There are a number of people that would not fit the usual eligibility criteria for statutory social care services but still require additional support in order to enable them to gain and maintain the skills required to live safely and prevent an escalation of their vulnerabilities. By working in partnership with Social Services, we will develop a range of supported specialist accommodation for people that need additional support to live independently. This will include Move On accommodation, in which people will be supported to develop their daily living skills in order for them to progress into general needs housing and Step Up/Step Down accommodation where people will receive targeted levels of support in line with their fluctuating needs.

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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 | Chelé Zandra Howard | Interim Head of Housing & Communities | 26.06.23 |
| | | | |
| | | | |

1. Details of the initiative

| | |
|-----------|---|
| | Title of the Initiative: Permission to Consult on the Daft Housing and Homelessness Strategic Plan 2023-26 |
| 1a | Service Area: Social Services, Health & Housing |
| 1b | Directorate: Housing & Communities |
| 1c | Summary of the initiative: This three year Plan sets out the actions required to help prevent people from becoming homeless, ensure that those that do become homeless are able to quickly access suitable permanent housing and to increase availability of affordable housing in the borough. |
| 1d | Is this a 'strategic decision'? Yes |
| 1e | Who will be directly affected by this initiative? The intended outcome is that the Plan will improve homelessness services and produce more strategic planning in relation to housing, which will have an impact on people that require affordable housing, have a social care need or are facing or experiencing homelessness. |

| | |
|----|---|
| 1f | <p>When and how were people consulted?</p> <p>The draft Plan is informed by consultation exercises such as the consultation in 2022 as part of the development of the Housing Support Grant Strategy.</p> <p>It is requested that a 90 day public consultation takes place in relation to the draft Plan</p> |
| 1g | <p>What were the outcomes of the consultation?</p> <p>The outcome of the consultation undertaken in 2022 can be found at https://democracy.npt.gov.uk/documents/s81641/Appendix%204%20-%20HSG%20Strategy%20Consultation%20Report.pdf</p> |

2. Evidence

What evidence was used in assessing the initiative?

The below equalities information relates to those that were open to Housing Options as at 15/05/23. The provision of equalities information by those that require a service is not mandatory and so consideration in this impact assessment has taken this into account and looked at the potential impact on a person with a protected characteristic rather than whether we currently support people with a particular characteristic.

| SEX | |
|--------|-----|
| Male | 248 |
| Female | 301 |

| ETHNICITY | |
|-----------------------------|-----|
| White | 517 |
| Mixed/Multiple Ethnic Group | 2 |
| Asian/Asian British | 1 |

| | |
|-------------------------|----|
| Other Ethnic Group | 11 |
| Ethnic Origin Not Known | 18 |

| AGE | |
|-------|-----|
| 16-17 | 2 |
| 18-25 | 76 |
| 26-35 | 155 |
| 36-45 | 146 |
| 46-55 | 100 |
| 56-65 | 42 |
| 65+ | 33 |

| HOUSEHOLD MAKEUP | |
|--------------------------------|-----|
| Single, No Children | 316 |
| Single, Baby Due/Pregnant | 8 |
| Single, One Child | 75 |
| Single, Two Children | 44 |
| Single, Three Children | 25 |
| Single, Four Children | 3 |
| Single, Five Children | 5 |
| Single with 1 Elderly Parent | 1 |
| Cohabitants No Children | 9 |
| Cohabitants, Baby Due/Pregnant | 2 |
| Cohabitants One Children | 9 |
| Cohabitants Two Children | 8 |
| Cohabitants Three Children | 2 |
| Cohabitants Four Children | 2 |
| Cohabitants Five Children | 9 |
| Married, No Children | 5 |
| Married, One Child | 8 |
| Married, Two Children | 10 |
| Married, Three Children | 4 |

| | |
|------------------------|---|
| Married, Four Children | 2 |
| Married, Five Children | 1 |
| Elderly Single | 4 |
| Elderly Couple | 2 |
| Tenant and One Lodger | 1 |

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>

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

Neath Port Talbot Housing Support Programme Strategy April 2022 – March 2026
<https://democracy.npt.gov.uk/documents/s81638/Appendix%201%20-%20HSG%20Strategy.pdf>

Neath Port Talbot Housing Support Grant Annual Update 2022
<https://democracy.npt.gov.uk/documents/s87160/HSG%20Annual%20Update%202023.pdf>

Rapid Rehousing Plan <https://democracy.npt.gov.uk/documents/s81738/RRH%20PLAN%20Sept%202022.pdf>

Local Market Needs Assessment [Appendix 1 NPT MSR.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>Housing Options provide services to adults across all age groups, the age range most represented according to our data was 26-35. Local housing allowance for most people aged under 35 is set at the shared accommodation rate, which can make it more challenging for single people in this age category to obtain affordable housing and may be a factor in the higher than average presentation by this age group.</p> <p>Although Housing Options supports adults, we are seeing increasing numbers of people with children become homeless and so the Plan will also support children by ensuring that children benefit from secure housing.</p> <p>The Plan will look to encourage development of affordable and specialist housing in line with population needs and trends, for example specialist accommodation for care leavers and older persons accommodation such as bungalows. In addition, having a range of affordable housing will help to prevent population migration of working age people.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Disability | x | | <p>Although there is no reliable information regarding the disability status of people presenting to Housing Options, data in relation to people receiving a Housing Support Grant funded service suggests that a notable proportion of people at risk or experiencing homelessness in NPT also have a disability.</p> <p>Data from our annual Housing Support Grant review highlights that a significant number of people facing or experiencing homelessness have mental ill health.</p> <p>Homeless Link report that research undertaken by UCL and Kensington and Chelsea Learning Disability Service in 2018 suggested that “adults with autism are overrepresented among those experiencing homelessness and that autism is a likely</p> |

| | | | |
|---------------------|---|--|---|
| | | | <p>risk factor for becoming homeless.” https://homeless.org.uk/news/neurodiversity-and-homelessness/</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to people with this protected characteristic as evidence suggests that a significant proportion of people experiencing or at risk of homelessness have a disability.</p> <p>The Plan will look to encourage development of specialist housing for those with a disability or social care need, such as specialist Extracare and supported living.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Gender reassignment | x | | <p>We do not have any data in relation to people with this protected characteristic in relation to the homelessness services we provide. According to the 2021 Census 93.37% of residents stated that the gender they identify with is the same as their sex registered at birth.</p> <p>Crisis reports that 25% of transgender people experience homelessness as some point https://www.crisis.org.uk/ending-homelessness/about-lgbtqplus-homelessness/</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to people with this protected characteristic as evidence suggests that transgender people are at higher risk of becoming homeless.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |

| | | | |
|------------------------------|---|--|---|
| Marriage & civil partnership | x | | <p>The data we have indicates that around 30 households presenting to Housing Options were married.</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to all people that may face or experience homelessness, including people with this particular characteristic.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Pregnancy and maternity | x | | <p>The data we have indicates that around 10 households presenting to Housing Options were pregnant at time of presentation.</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to all people that may face or experience homelessness, including people with this particular characteristic.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Race | x | | <p>Data in relation to those that Housing Options have worked with, indicate that the percentage of BAME people that face or become homeless in NPT is in line with NPT's BAME population percentage in the 2021 census. This may indicate that the BAME community are not at higher risk of becoming or experiencing homelessness in NPT. However there is a need to be mindful that national reviews indicate that across the UK:</p> <ul style="list-style-type: none"> • “Black and minoritised ethnic communities in the UK do experience homelessness to a disproportionate degree • There are significant geographical variations in the extent and nature of homelessness risk for different racial and ethnic groups across the UK. • There are evidenced links between experiences of racial or ethnic discrimination and exposure to homelessness • Race, ethnicity and discrimination-related factors affect homelessness risks both directly and indirectly” |

| | | | |
|--------------------|---|---|---|
| | | | <p>https://homeless.org.uk/news/new-research-homelessness-and-black-minoritised-ethnic-communities-in-the-uk/</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to all people that may face or experience homelessness, including people with this particular characteristic.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Religion or belief | | x | <p>We do not have any data in relation to this protected characteristic.</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to all people that may face or experience homelessness, including people with this particular characteristic.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Sex | x | | <p>The percentage of women and men presenting to Housing Options is roughly in line with the population split in NPT according to the 2021 Census. This indicates that there is not one sex that is at higher risk of becoming homeless in NPT.</p> <p>Females that present to Housing Options are more likely than males to have dependent children and so the work of the strategic housing and homelessness team in relation to preventing families from becoming homeless and being placed in B&Bs will have a positive impact on females. Conversely, a higher number of single households are male and work to increase access to one bed properties will support this group.</p> |

| | | | |
|--------------------|---|--|---|
| | | | <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to all people that may face or experience homelessness, including people with this particular characteristic.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |
| Sexual orientation | x | | <p>We do not have any data in relation to people with this protected characteristic in relation to the homelessness services we provide.</p> <p>Stonewall reports that almost 1 in 5 LGBT people have experienced homelessness. https://www.stonewall.org.uk/system/files/lgbt_in_britain_-_trans_report_final.pdf</p> <p>By increasing the range of affordable housing and models to rapidly elevate homelessness, there will be a benefit to people with this protected characteristic as evidence suggests that LGBT people are at higher risk of becoming homeless.</p> <p>Public consultation will help to identify any unintended consequences of implementing the draft Plan.</p> |

| |
|---|
| <p>What action will be taken to improve positive or mitigate negative impacts?</p> |
| <ul style="list-style-type: none"> • Undertake individual impact assessments and consultation for specific programmes of work • Monitor complaints • Monitor externally commissioned services • Public consultation on the draft Plan |

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>This Plan will build on and further develop strategic partnerships with agencies to help 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. Examples include our action to <i>'Close the Gaps - We recognise the link between unstable housing, including cycles of homelessness, and a person's wider vulnerabilities, such as mental health, neurodiversity and learning difficulties. There are a number of people that would not fit the usual eligibility criteria for statutory social care services but still require additional support in order to enable them to gain and maintain the skills required to live safely and prevent an escalation of their vulnerabilities. By working in partnership with Social Services, we will develop a range of supported specialist accommodation for people that need additional support to live independently. This will include Move On accommodation, in which people will be supported to develop their daily living skills in order for them to progress into general needs housing and Step Up/Step Down accommodation where people will receive targeted levels of support in line with their fluctuating needs.'</i></p> |
| To advance equality of opportunity between different groups | x | | | <p>The Plan 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. Examples include our action to <i>'continue to progress our development programme to provide suitable housing that allows people with complex social care needs to live as independently as possible and supports them to achieve the personal outcomes that matter to them. These models will include specialist Extracare, Core and Cluster, Supported Living and independent living flats that incorporate assistive technology and smart solutions. To achieve our aims, we will work with the West Glamorgan Partnership to maximise our allocation of the Housing with Care Fund.'</i></p> |

| | | | |
|---|---|--|---|
| To foster good relations between different groups | x | | <p>The Plan supports this duty as it will help support those that have found it difficult to retain a tenancy (for example by helping to reduce a person’s ASB) and helps to prevent homelessness. Actions to increase the range and type of accommodation for people with social care needs will help to reduce social exclusion and isolation. It will also help to support cohesive communities and support implementation of the place making charter commitments. Examples of this include our action ‘<i>Housing First Service - We will develop and implement a Housing First model for homeless people who have multiple and complex needs. Those that are referred into the service will be provided with intensive person-centred support to ensure that they are able to maintain a long term tenancy and prevent them from being caught up in cycles of homelessness. The move towards Housing First can only be achieved through strong partnership working between the Housing Options, RSLs, specialist providers of housing support services and other statutory organisations such as the NHS and Social Services. By building on our strong partnerships and commissioning the right models of support, we will establish a number of Housing First units and reduce episodes of repeat homelessness for our most vulnerable and complex residents.</i></p> |
|---|---|--|---|

| |
|---|
| <p>What action will be taken to improve positive or mitigate negative impacts?</p> |
| <ul style="list-style-type: none"> • Undertake individual impact assessments and consultation for specific programmes of work • Monitor complaints • Monitor externally commissioned services • Public consultation on the draft Plan |

4. Socio Economic Duty

| Impact | Details of the impact/advantage/disadvantage |
|--------------------|--|
| Positive/Advantage | This Plan aims to support people and communities that are classed as experiencing some of the highest levels of socio-economic disadvantage. This includes giving people the tools and |

| | |
|-----------------------|---|
| | support to break cycles of homelessness, reduce Adverse Childhood Experiences and increase access to sustainable affordable housing. A high number of the actions within the Plan support this objective, including <i>'Specialist Complex Needs Services – We will implement a more person centred approach to ensure that those with complex and multiple needs are given the right types of interventions to enable them to break cycles of homelessness and achieve secure long term housing. This will be achieved through measures such as the strengthening of the Housing Options Team and the establishment of triage centres. People with more complex needs will also be supported through the establishment of more targeted housing support services that are person-centred and focused on helping them to maintain their tenancies.'</i> |
| Negative/Disadvantage | |
| Neutral | |

What action will be taken to reduce inequality of outcome

- Undertake individual impact assessments and consultation for specific programmes of work
- Monitor complaints
- Monitor externally commissioned services
- Public consultation on the draft Plan

5. Community Cohesion/Social Exclusion/Poverty

| | + | - | +/- | Why will it have this impact? |
|--------------------|---|---|-----|---|
| Community Cohesion | x | | | By supporting the implementation of the place making charter commitments. There is a specific community cohesion action within the Plan – <i>'We will work to involve local communities and Elected Members in the delivery of our plans and to ensure that we carefully consider and balance local needs when taking forward our</i> |

| | | | |
|------------------|---|--|--|
| | | | <i>priorities. This will include appropriate and timely communication, so that local intelligence informs our strategic planning and that there is a unified NPT approach to housing and homelessness. It will also include improved consideration of how new proposals interact with existing communities.'</i> |
| Social Exclusion | x | | <i>By helping people to either retain their tenancies or continue living within their local community by providing affordable housing. An example is the action 'Tenancy Sustainment – We will establish a tenancy sustainment panel with RSLs in order to ensure that residents who might be struggling with their tenancy receive early interventions. By working in partnership across organisations to identify at risk households, this multi-agency approach will ensure that focused work takes place with a household before issues escalate and their tenancy is placed at risk, thereby reducing the number of households that become homeless due to tenancy failure.'</i> |
| Poverty | x | | <i>By encouraging the development of affordable housing and delivering more energy efficient homes. One example is our action 'Nominations for New Builds – We will work with RSLs to increase the number of accommodation units to be allocated to support those that are homeless into permanent housing, whilst ensuring that we achieve balanced communities. Through the development of local letting agreements for new developments and ensuring that new housing is aligned to demand in terms of type, location and bedroom size, we will work collaboratively with RSLs to ensure that available housing is prioritised to those that are most in need of affordable housing. This will be done whilst maintaining community cohesion through a more person centred approach to the allocation of housing and offering more tailored services for those with ongoing housing support needs. Community cohesion will also be strengthened through closer partnership working with RSLs through the design and development process.'</i> |

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

- Undertake individual impact assessments and consultation for specific programmes of work
- Monitor complaints
- Monitor externally commissioned services
- Public consultation on the draft plan

6. Welsh

| | + | - | +/- | Why will it have this effect? |
|--|---|---|-----|---|
| What effect does the initiative have on: – people’s opportunities to use the Welsh language | | | x | A Welsh Translation of the Plan will be developed. Services will be delivered in line with the Councils Welsh Language Policy. |
| – treating the Welsh and English languages equally | | | x | A Welsh Translation of the Plan will be developed. Services will be delivered in line with the Councils Welsh Language Policy. |

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

- Undertake individual impact assessments and consultation for specific programmes of work
- Monitor complaints
- Monitor externally commissioned services
- Public consultation on the draft Plan

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 | | | The plan will support implementation of the Councils place making principles and will encourage the delivery of decarbonisation objectives. There is a specific action within the Plan to support the environment – <i>'We will ensure that the Councils wider environmental objectives are supported through our work plan, both in terms of ensuring environmental considerations are embedded within our planning and by putting in place measures to encourage more energy efficient and environmentally friendly housing. These measures will include requesting evidence of how developments support the lowering of carbon emissions and reduction of energy consumption as part of the SHG application process and promoting specific decarbonisation programmes, such as the ECO4 Flex Scheme.'</i> |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc. | x | | | |

| What action will be taken to improve positive or mitigate negative impacts? |
|---|
| <ul style="list-style-type: none"> • Undertake individual impact assessments and consultation for specific programmes of work • Monitor complaints • Monitor externally commissioned services • Public consultation on the draft Plan |

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 Plan is to ensure that people have access to long term sustainable housing and to reduce repeat episodes of homelessness. Priorities within the Plan, such as taking forward Rapid Rehousing 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 | A significant focus of the Plan is the prevention of people from becoming homeless and preventing cycles of homelessness. Actions to prevent homelessness from occurring include establishing a tenancy sustainment panel with RSLs in order to ensure that residents who might be struggling with their tenancy receive early interventions. |
| iii. Collaboration – working with other services internal or external | Working collaboratively is a key priority within the Plan, including building on the Council's strategic partnerships to implement robust responses for those threatened with or experiencing homelessness. A key action in the Plan is <i>'Enhanced Partnership Working and Multi-Agency Approaches – We will strengthen our partnership working with key stakeholders including RSLs, private developers and private landlords, as well as ensuring more joined up working with other Council departments such as the Environment and Regeneration department and Social Services, so that there is a shared approach to meeting our housing needs. This will include operating the Strategic Housing Partnership Forum, market management events, RSL engagement and regular partnership meetings with the Council's Planning, Environmental Health and Regeneration Teams. It will also involve working more closely with service providers and other partnership groups such as the Area Planning Board, VAWDASV Leadership Group and the Community Safety Partnership, to ensure the establishment of holistic interventions for those we support.'</i> |
| iv. Involvement – involving people, ensuring they reflect the diversity of the population | The Plan aims to fill known gaps in provision that has been identified through engagement with key partners, such as Registered Social Landlords and support providers. One action in the plan that supports this objective is <i>'Strategic Approach to Development - We will provide a more joined up strategic approach to working with our partners to facilitate the development of the right interventions, weather that be more specialised accommodation or the commissioning of targeted homeless prevention services. This will include the development and strategic implementation of specific strategies and plans, such as young care leavers, older people and homeless families. It will also include better strategic planning of our available resources such as the establishment of a SHG panel to assess applications for grant funding to ensure that the proposals are viable and in line with Neath Port Talbots requirements.'</i> |

| | |
|--|--|
| <p>v. Integration – making connections to maximise contribution to:</p> | <p>As noted in the collaboration and involvement sections this is a key aspect of the Plan.</p> |
| <p>Council’s well-being objectives</p> | <p>Well-being Objective 1: All children have the best start in life – by preventing families that become homeless from being placed in B&Bs and delivering affordable housing for families. In addition, by developing more supported accommodation options for young care leavers and reducing youth homelessness.</p> <p>Well-being Objective 2: All our communities will be thriving and sustainable – by preventing homelessness, supporting vulnerable people that are most at risk of homelessness, developing specialist accommodation for those with care and support needs and by increasing the availability of affordable housing.</p> <p>Well-being Objective 3: Our local environment, culture and heritage can be enjoyed by future generations – by implementing place making principles in our strategic planning and by supporting decarbonisation.</p> <p>Well-being Objective 4: There are more green, secure and well-paid jobs and skills across the area are improved –by stimulating housing development, encouraging environmentally friendly developments and by helping to support the development of housing that enables those that work in NPT to also live in NPT.</p> |
| <p>Other public bodies objectives</p> | <p>Supports delivery of the Rapid Rehousing Plan.</p> |

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.

- Monitor complaints and safeguarding referrals
- Monitor externally commissioned services
- Department KPIs
- Consultation on the draft Plan

10. Assessment Conclusions

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

| | Conclusion |
|---|--|
| Equalities | It is intended that the Plan will have a positive impact on people that have a protected characteristic. |
| Socio Economic Disadvantage | It is intended that the Plan will have a positive socio-economic impact on people and communities. |
| Community Cohesion/ Social Exclusion/Poverty | It is intended that the Plan will have a positive PSED impact on people and communities. |
| Welsh | It is intended that the Plan will have a neutral impact on Welsh Language. |
| Biodiversity | It is intended that the Plan will have a positive impact on biodiversity. |
| Well-being of Future Generations | It is intended that the Plan will support the Council in achieving the five ways of working. |

Overall Conclusion

Please indicate the conclusion reached:

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

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

The Plan will have a positive impact on people that are experiencing or at risk of homelessness as well as those that require affordable housing or social care services, as it aims to proactively address the housing challenges impacting our communities.

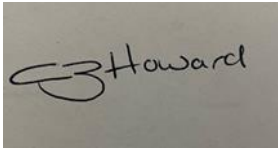
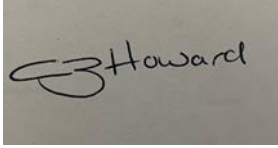
11. Actions

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? |
|--|--|-----------------------------|--|
| Undertake individual impact assessments and consultation for specific programmes of work | Interim Head of Housing & Communities | Before any decision is made | Impact assessments and consultation documents completed. |
| Monitor complaints and safeguarding referrals | Interim Head of Housing & Communities | As needed | Monitoring and outcome reports |
| Monitor externally commissioned services | Interim Head of Housing & Communities | Annually | Monitoring reports |
| Monitor Directorate KPIs | Interim Head of Housing & Communities | Quarterly | KPI Reports |
| Undertake 90 day consultation on the draft Plan | Interim Head of Housing & Communities | Autumn 2023 | Consultation response document |

12. Sign off

| | Name | Position | Signature | Date |
|--|------|----------|-----------|------|
| | | | | |

| | | | | |
|----------------------|---------------------|---------------------------------------|---|----------|
| Completed by | Chelé Zandra Howard | Interim Head of Housing & Communities |  | 26/06/23 |
| Signed off by | Chelé Zandra Howard | Interim Head of Housing & Communities |  | 26/06/23 |



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

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

13th July 2023

REPORT OF THE HEAD OF CHILDREN AND YOUNG PEOPLE SERVICES – K. WARREN

Matter for Decision

Wards Affected: All wards

NEATH PORT TALBOT CHILDREN & YOUNG PEOPLE SOCIAL CARE STRATEGIC PLAN 2023 - 2026

Purpose of the Report

To inform members of the draft Neath Port Talbot Children & Young People Services Social Care Strategic Plan 2023-6 (“Valuing our children’s future”) and seek approval to undertake a 60 day public consultation.

Executive Summary

This Strategic Plan sets out how Neath Port Talbot County Borough Council (‘the Council’) aims to create a system that works for all children, young people and families where we work together to provide and commission integrated services for children and young people. Our ambition is for children to have the best start in life with their family, in their school and in their community.

Background

The purpose of the Children & Young People Strategic Plan 2023-26 “Valuing our children’s future” is to outline the strategic direction of

the Council for providing children and young people's social care and support.

We have reviewed and reflected on our Vision to create a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous. And a place where *“All of our children and young people have the best start in life, so they can be the best they can be”*.

Our fundamental vision for Children and Young People Services remains: children, young people, families and communities are at the heart of what we do. We are proud of the positive outcomes achieved to date and the strength of partnership working. We are also ambitious for the future and for our children and young people, and we have high expectations of ourselves and partners, working with children, families and communities to improve outcomes.

We have set out the Strategic Plan covering three broad themes:

- Placement sufficiency (the right service at the right time)
- Recruit, retain and develop a highly-skilled workforce (a highly-skilled social worker for every child and family who needs one)
- Demand and complexity (providing specific and targeted support for families facing particular challenges)

Children's needs are best met by their own families if this can be safely supported. Helping families stay together is a key focus of Children's Services. Early intervention and prevention services can reduce the number of children and young people reaching the threshold for care and needing to become Children Looked After (CLA), or support them to return safely to their families in a timely manner.

We must manage risk effectively with families that are approaching the threshold for care, and work to ensure we only provide care to those children who need to be looked after outside of their family, and are supported to remain in the family home when it is safe to do so. We will

provide a range of effective interventions which support families to make changes whilst always ensuring that children and young people are kept safe.

Furthermore, the Strategic Plan will be subject to regular review to ensure it maintains relevance.

A copy of the Draft Strategic Plan is attached at Appendix 1.

Financial Impacts

Taking forward the priorities within the Strategic Plan 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 4, 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 Strategic Plan is a high level document intended to meet the needs of the whole county borough including the valleys communities.

The consultation will help identify any impact on Valleys Communities. Furthermore, as actions to take forward the priorities within the

Strategic Plan 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

There are no legal implications associated with this item.

Risk Management Impacts

There are no known risks associated with this item.

Consultation

It is proposed that, with Members' permission, a 60-day public consultation exercise is undertaken. This will consist of on-line surveys. In addition, officers will attend various groups and forums around the county borough to reach as many stakeholders, including citizens, service providers and other partner organisations as possible. A consultation document, an easy read version of the Strategic Plan, and plan on a page have all been developed prior to the consultation. In addition, all materials are available in Welsh.

Recommendations

Having had due regard to the Integrated Impact Assessment it is recommended that Members grant permission for Officers to conduct a 60-day public consultation period for Neath Port Talbot draft Children & Young People Services Strategic Plan 2023-26 as detailed in Appendix 1.

Reasons for Proposed Decision

To ensure a range of good quality care and support is available to meet the needs of vulnerable children resident in Neath Port Talbot.

Implementation of Decision

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

Appendices

Appendix 1: Children's Social Care Strategic Plan 2023-26;

Appendix 2: Children's Social Care Strategic Plan – Easy Read;

Appendix 3: Children's Social Care Strategic Plan – Plan on a Page;

Appendix 4: Integrated Impact Assessment;

Appendix 5: Children's Social Care Strategic Plan Consultation Document;

List of Background Papers

None.

Officer Contact

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council



Valuing our children's future

Children & Young People Social Care Strategic Plan 2023-26

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

www.npt.gov.uk

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Introduction

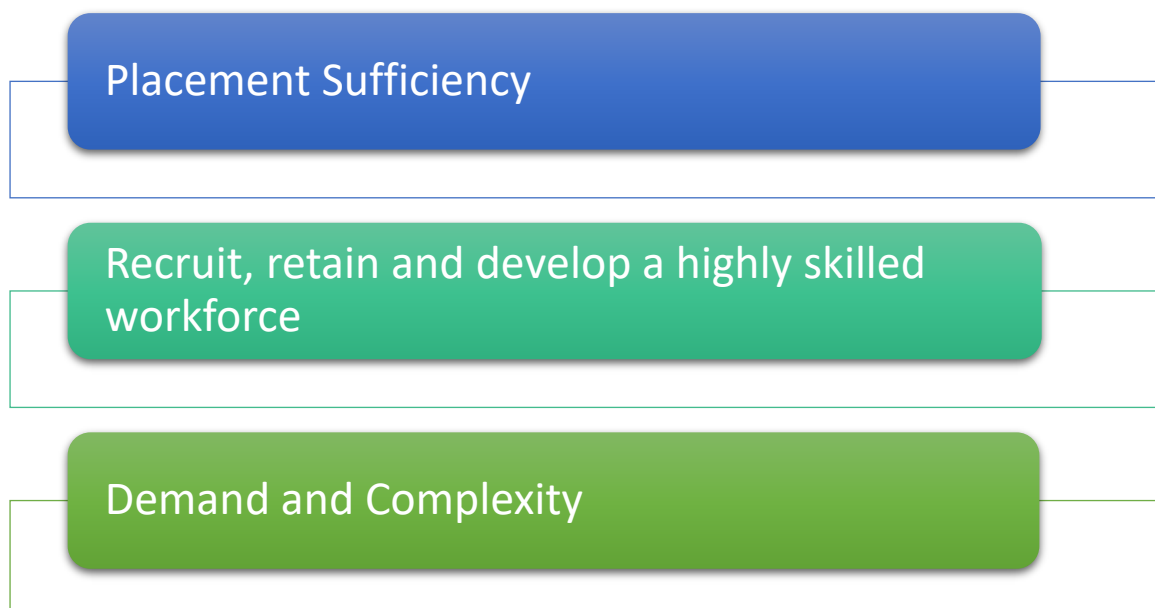
Since we published our NPT Plan for Children and Young People Services in April 2019 we have faced challenges as a society not experienced by this generation: the Covid-19 pandemic that swept across our nation; a war in Ukraine; and a cost of living crisis.

We want everyone to have an equal opportunity to be healthier, happier, safer and prosperous, and for Neath Port Talbot to be a place where *“All of our children and young people have the best start in life, so they can be the best they can be”*.

We want to put an emphasis on building safe and resilient communities that promote people’s strengths, and ensure we intervene early to prevent needs from increasing.

Our aim is to create an environment that works for all children, young people and families. Where we work together to co-create and co-produce and commission services for children, young people and families to ensure they get the right support at the right time. The Covid-19 pandemic taught us that communities and families know what they want and how to create change at an individual, family and community level and we will continue to take their lead.

These are the main challenges that this plan seeks to address:



Our Approach – Outcome Focussed Practice

We work in a strengths based way with families and communities, based on these principles:

- Collaborative conversations
- Empowering the voice of the child, the family and the community
- Relationship based
- Outcome focused: what matters
- Whole family focus
- Transparency
- Reflection
- Trauma Informed

These principles are about building on the foundations of wellbeing, for further information about our approach please see the [Outcomes Framework](#).

Consultant Social Workers

We have a skilled and dedicated Consultant Social Worker group who lead on areas of practice across the service. They use research to inform practice and are champions in areas of expertise. They also contribute to training and upskilling the workforce.

Engagement and Participation

Our approach is about what matters to children and families and to understand the impact we have and the difference we make we have a dedicated Strategic Lead for Participation and Engagement. Listening to the voice of the child is paramount in all the work we do, we also promote Children's Rights through the development of Children's Rights Champions across the service by working to the articles of the United Nations Convention on the Rights of the Child (UNCRC).

Background – Responding to Changing Demand

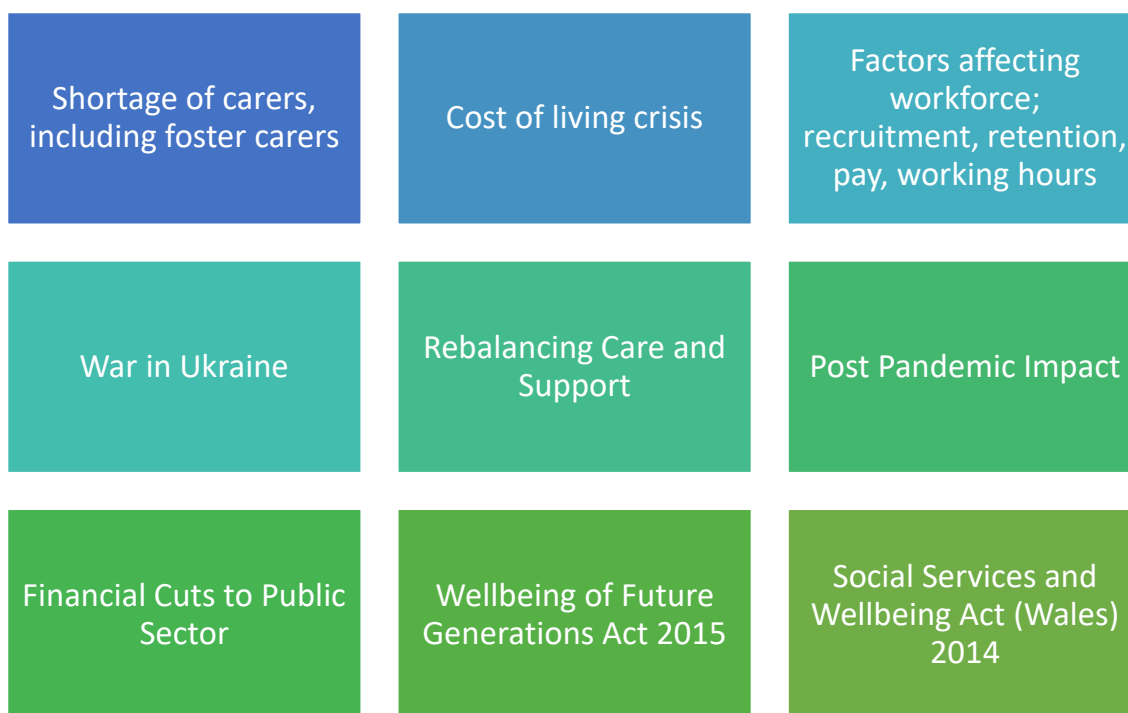
We are an ambitious Council and there is much we want to achieve to make sure children and young people get the best possible start in life, the right support when they need it, and have positive life experiences.

Children's needs are best met by their own families if this can be safely supported. Helping families stay together is a key focus of Children's Services. Early intervention and prevention services can reduce the number of children and young people reaching the threshold for care and needing to become care

experienced, or support them to return safely to their families in a timely manner.

We must manage risk effectively with families that are approaching the threshold for care, and work to ensure we only provide care to those children who need to be looked after outside of their family, and are supported to remain in the family home when it is safe to do so. We will provide a range of interventions which support families to make changes whilst always ensuring that children and young people are kept safe and ensure that the plans for care experienced CYP are regularly reviewed.

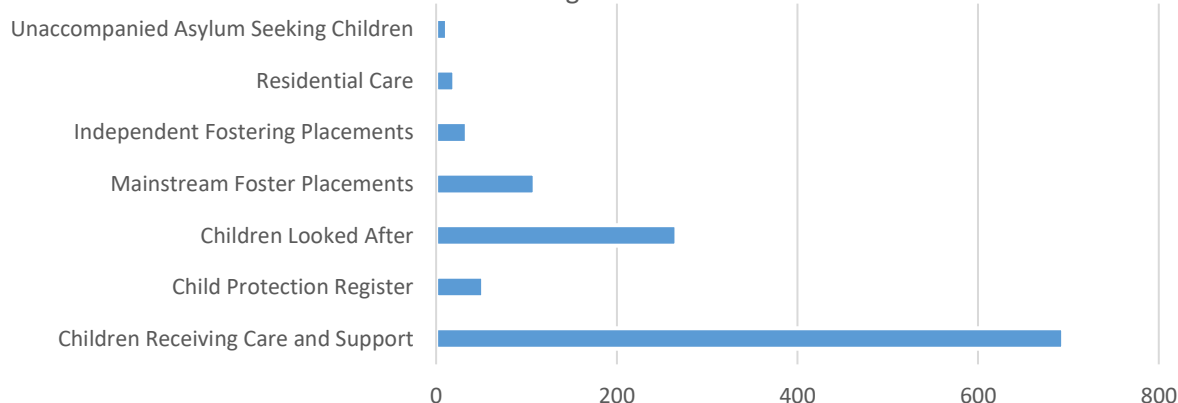
National Context:



Local Context:

There are more than 142,000 people living in NPT. It is estimated that around 28,200 of those are under 18 years of age – a level (about 20%) in line with the Wales average. The Council spends more than £23.3 million, about 6.9% of its total budget, on Children’s Social Care. We know that NPT, like other local authorities across Wales, are facing financial challenges. Increasing demand and tightening budgets will put added pressures on services. The number of children in NPT is projected to decrease over the next decade as the birth rate falls. But future demand for social care cannot be simply linked to population projections.

At the beginning of January 2023 there were 1,272 children, or about 4.5% of the under 18 population in NPT, receiving some level of support from the Council’s Children and Young Person’s Services. This includes:



Placement Sufficiency

Where people live, the quality of their home and who they live with and near, is important to children and young people. Providing loving and caring family homes in NPT for children and young people who are looked after is a fundamental part of what we do. We want safe, stable and caring places to live so children and young people can get the most out of life, so they can thrive and be independent.

We believe that the best place for a child is with a loving family. We will work with families to help them stay together, but we also know that there is a need for foster placements to provide safe and stable environments for some. It's all about getting the right service at the right time.

As the needs of NPT's children who are looked after vary, so must the provisions of placements on offer, which means that the service should ensure recruitment of a wide ranging pool of carers, some of whom are able to support older children, short- or long-term placements, sibling groups, overnight short breaks (respite care) and parent and child placements.

When children need to be looked after by the Council, NPT has a responsibility as Corporate Parent to ensure that those children are placed in the most appropriate setting as this impacts their outcomes and ability to thrive.

For most children who are looked after by the Council, a fostering placement in a family environment is most appropriate, but we recognise that for a small proportion of children a residential setting will be most appropriate for their specific needs, and can be especially effective in providing a stable and secure environment in which children can progress and thrive.

Family reunification

When children and young people come into our care our priority is securing their protection from harm. However, wherever possible, we are committed to ensuring they are able to leave our care and be reunited with their families where it is safe and appropriate to do so. Early and robust care planning ensures we work with families proactively and explore options for children and young people's safe return home.

We have also forged better links with the judiciary and the Children and Family Court Advisory and Support Service (CAFCASS), including working on accelerated discharges. This applies where the position has changed since the making of a

care order and where families now only require universal services, with the agreement of the local authority, the parents and their extended family.

Residential to fostering

Wherever possible, we want children and young people in our care, to live with foster carers, rather than in a residential home. While for some, depending on their individual needs and circumstances at any given time, it may be best for young people to live in a residential children's home. However, we believe that everyone has the right to grow up in a family environment, and that, in principle, this is best for them and their life chances. The sufficiency of suitable foster carers should never be a reason why any young person is not benefitting from a supportive family environment. In this context, we want to be able to support more young people to be able to move from residential to fostering homes safely and sustainably. Overall, we want to see the number of young people living in a residential home decrease therefore we will focusing on recruiting 'step down' foster carers to be able to support children and young people to transition from residential care to foster care when appropriate to do so. Should we be able to successfully recruit then we will immediately see the positive outcome of this. Our Step-down foster carers will be matched with CYP already identified who are in residential care. This would only cost if we were able to recruit and should we recruit this would result in instant significant savings given how cost effective this is compared to residential care.

So we will keep under review the needs and interest of all children and young people living in residential care settings to ensure that this continues to be the most appropriate place for them to live.

And we will review our use of residential provision both in and out of county in line with Welsh Government's aim to eliminate profit-making provision for children who are looked after. This is having an immediate impact on an already challenging placement market with some providers making the decision to pause planned developments and/or withdraw from offering placements to Welsh children.

Residential to step down in-house residential provision

We believe that children and young people who are placed in residential care would be best placed within the local area closer to the family, friends and communities they come from. Currently all of our residential placements are commissioned externally. Therefore we are seeking to develop a small three bed step-down residential provision which will follow a trauma recovery model (TRM) to achieve better outcomes for our children and young people.

By operating this service in house we will be benefiting from increased control which will result in improved quality and achievement of personal outcomes. It will also enable us to develop and innovate the service model to flex in line with changing needs of local children. We can also benefit from shared learning and development with our existing Hillside Secure Children's Home including opportunities to explore economies of scale and joint cost savings (e.g. shared visiting commissioned services). This provision is anticipated to be cost neutral but we will have guaranteed availability of local beds for local children, therefore strengthening placement sufficiency.

Fostering

For children and young people who are looked after by NPT, where family reunification, adoption or special guardianship is not a viable option, we want them to live in loving and caring fostering homes, where they are safe, protected and able to be themselves. We want to meet the individual needs of the children and young people living with fostering families, including their racial and cultural needs, learning style, age and stage of development and abilities. In this way they are homes that not only provide a roof over their heads, but instead they equip and enable young people to thrive in all areas of their lives.

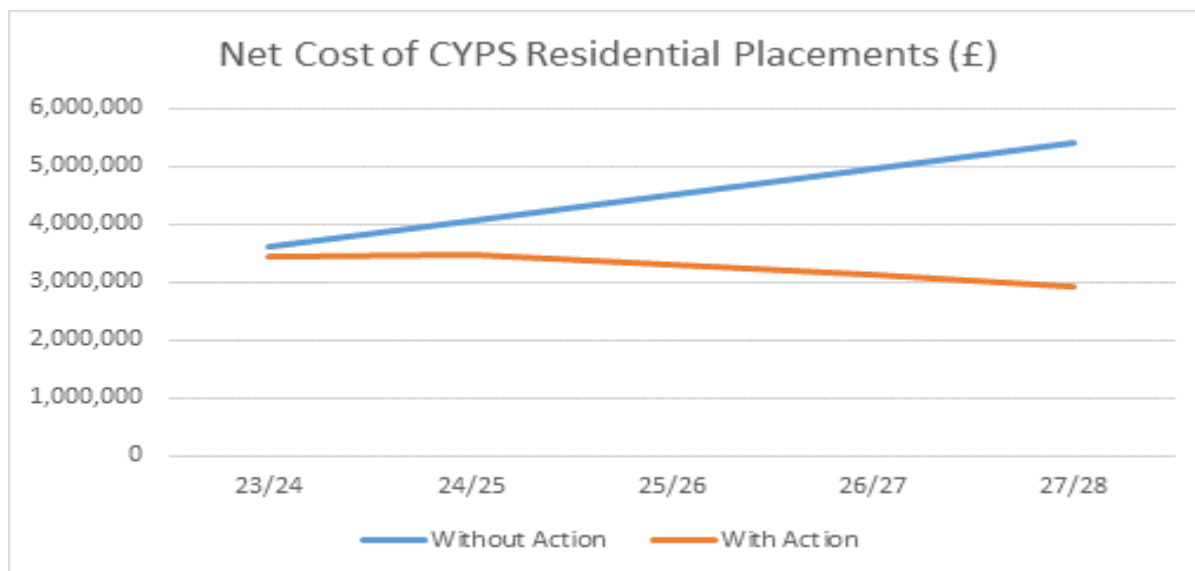
But there is currently a lack of sufficiency within fostering. We have an aging population of foster carers and in the last 2 years we have seen a reduction of 20%. We need to maximise the fostering offer as a whole inclusive of in-house services and the Independent Fostering Agencies. We need to increase the number of short and long-term foster carers for older children and for short break foster carers. This includes the development of Foster Plus which focuses on children and young people with complex needs. We have developed our in-house therapeutic and outreach services to focus on placement stability and step-down from residential care. Our aim is to grow our own local market and still have the advantages of utilising the regional frameworks as and when required.

Care Leavers

For young adults, moving out of home is an important milestone on the transition to adulthood, this can be even more challenging for our care leavers. Having the right accommodation and support available to care leavers provides the foundations to achieving positive outcomes. Some of our young adults continue to live in foster placements in a "when I'm ready" arrangement, some will move on to supported accommodation and others to independent living.

Financial Pressures

The key financial pressure when considering placement sufficiency are residential placements which has increased. Without the planned developments highlighted above our residential placement will likely increase facing the service with increasing financial cost pressures.



How will we strengthen placement sufficiency?

- Over the next 6 months we will review our fostering retention and recruitment strategy to ensure that there are carers approved to meet the needs of the children and young people looked after by Neath Port Talbot
- Over the next 6 months we will also review our residential accommodation needs
- Ensure that only those young people who need to remain looked after are looked after, to ensure that their voice is heard and that their plans are subject to regular reviews
- Develop a clear set of guidance around Pathway Plans, whilst strengthening practice for Care Leavers
- Over the next 12 months we will review and develop the accommodation and support needs of our care leavers in line with the Housing Strategy
- Over the next 12 months we will review and strengthen Youth Homelessness processes, resources, and strategies, in line with the Housing Strategy
- Support young adults to move out of the family home in a planned way

- Over the next 6 months we will review the regional multi-agency Transition Policy for children and young people to ensure it is making a difference to the experience of young people in transition; and make sure we are meeting the objective with a clear comprehensive and robust process in place to guide the transition of all young people from Children's to Adult Services
- Over the next 6 months we will map, identify and develop accommodation and care needs for young people aged 14-18. Within 12 months all accommodation needs mapped for young people aged 14 - 18. Identify unmet accommodation models to inform commissioning cycle/development of model of accommodation and care in the community

Recruit, retain and develop a highly skilled workforce



When social workers have the tools and time to do their job well, it makes a huge difference to children's and families' lives. We want a valued, supported and highly-skilled social worker for every child and family who needs one.

Workforce stability is crucial for practitioners' ability to build relationships with children and families. Social workers should have access to high-quality training and continuous support throughout their career, and their wellbeing should be a priority for leaders and the Council. We have worked to create a safe and productive environment to work in. We have kept case loads at a manageable level as we acknowledge the complexities of the CYP and families that we are supporting.

Together we will review, reflect, learn from and build on our experiences of working with children, young people and families so we can continually improve the support we are able to offer and create a learning culture.

It is important to understand, plan for and meet future demand and the individual needs of children. We want children, young people and families to be supported by a workforce that is resilient, confident and competent.

Financial Pressures

We aim to continue investing our social workers by being competitive and attractive in relation to recruitment and retention by exploring the potential of a pay supplement (currently known as a market pay supplement). This will help to reduce the need to employ agency staff within our workforce.

How will we do this?

- Continue to develop Consultant Social Workers to support practitioners and embed evidence based practice
- Work closely with universities and other organisations to enhance the quality of practice and promote employment opportunities
- Continue to develop leaders by investing in accredited courses and the corporate leadership development programme
- Promote and create opportunities for staff to progress through succession planning; such as building on our successful “grow your own” social worker initiative
- To continue to enhance and embed the learning culture across Social Care
- Support the health and wellbeing of our employees by the development of the wellbeing sub-group and focussing on wellbeing within supervision
- Attract, retain and develop workforce stability by continuing to offer a market supplement
- Continue to work regionally and nationally to promote the positive value of working in social care and to attract, retain and develop workers in NPT.

Demand and Complexity

For the majority of children, the best place for them to be is at home with their family, some families may need support to be able to do this. We provide specific and targeted support to families who are facing particular challenges resulting from social harms, poverty and inequality, domestic abuse, substance misuse, mental health conditions, as well as learning disabilities. Over the past few years the Local Authority has experienced a significant increase in demand from the front-door through to placement sufficiency. This demand has been compounded by years of austerity and the consequent reduced funding provided to public bodies, a pandemic, a cost of living crisis, and a war in Ukraine all of which have increased complexity.

Early intervention and prevention

We work collaboratively with families to build resilience and prevent problems escalating by providing early offers of help and support. We continue to invest in supporting families at an earlier stage through the strengthening of support services and the recruitment of a full time principal officer with responsibility for prevention and family support. We work in partnership with our colleagues in adult services to ensure that we respond to challenges such as the current cost of living crisis and ensure that families have access to support when they need it. We provide family focussed support by working in partnership with families and building on strengths, we do this in the following ways:

Team Around the Family (TAF)

Our team around the family support families who require short term support and without support at this stage are likely to require more intensive support in the future. TAF are able to support with parenting, behaviour management and emotional wellbeing.

Family Support Services

- FAST – Our edge of care service works intensively with families in a timely manner offering support to families to ensure that children remain cared for by their family through the provision of support to parents, carers and children
- Working Together Service – This Service prides themselves on the ability to develop and maintain positive relationships with families which will

enable them to make and sustain positive changes in their lives with a focus on improving and maintaining home conditions

- Practice Support Worker Team – This team offers parenting support and direct work with children and young people
- Specialist staff to support parents with a learning disability
- Substance misuse services – This team supports parents experiencing challenges with alcohol and substance misuse and support them with harm reduction or abstinence

Young Carers

Young carers are identified by way of assessment in our Single Point of Contact Team and are referred to the Youth Service for support. This support can include 1:1 support or group activity where they are able meet with other young carers in similar circumstances.

Parent Advocacy Network (PAN)

The West Glamorgan Parent Advocacy Network is a regional collaboration which aims to support parents who are experiencing and have experienced of the child care and child protection system.

Commissioned Services

We commission a range of family support services such as family group conferencing and advocacy services. To ensure we commission the right services to meet the needs of our local children, young people and families, we undertake a variety of service needs analysis and service quality reviews.

Care and Support for Children and Young People

We want to make sure that children, young people and families have the support they need, so that children and young people have the best start in life. For those who need care and support (including advice) our aim is to ensure the right information, advice and assistance is available to ensure families stay together.

In childhood and into adolescence, the single most common factor for children who develop the capacity to overcome hardship is having at least one stable and committed relationship with a caregiver. For most children and young people, the family provides the basis for this essential stability, where families struggle with providing this stability we endeavour to strengthen relationships for the child by finding this in extended family or community networks, with the assistance of our partner agencies.

For young adults, moving out of home is an important milestone on the transition to adulthood. People with social care needs, such as autism, learning disabilities, or a physical disability, are no different. For some young people this will mean a fully independent place and for others this will be living with other people. In addition, for those young adults transitioning out of the family home, the young person and parent need to be involved in the conversation. Both need to feel confident that the young person will be able to live well.

We have continued to invest in support services which has supported a continued reduction in CYP subject to child protection plans and those becoming looked after. This has ensured better outcomes for our CYP.

Children with Disabilities

We provide support to children with disabilities and their families, this can include information, advice and assistance through to behaviour support and time away from home for short breaks at a specialist provision. The demand is growing in this area therefore over the next 12 months we will be reviewing this provision. We are also developing our Neuro-diversity disorder (NDD) strategic plan.

Youth Justice Service (Early Intervention and Prevention)

The Youth Justice Service (Early Intervention and Prevention) is incorporated within Children and Young People Services. Our aim 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.

Strengthening support to pupils who are on reduced timetables and/or excluded

Within NPT secondary schools the rate of pupils who are permanently excluded is increasing and attendance rates are decreasing. The impact of these trends on Children and Young People Services (CYPS) is noticeable and has resulted in:

- Family breakdown resulting in foster care and residential placements;
- Family crisis with parents asking their child to be placed away from the family home;
- Increased use of CYPS resources to support children and their families;

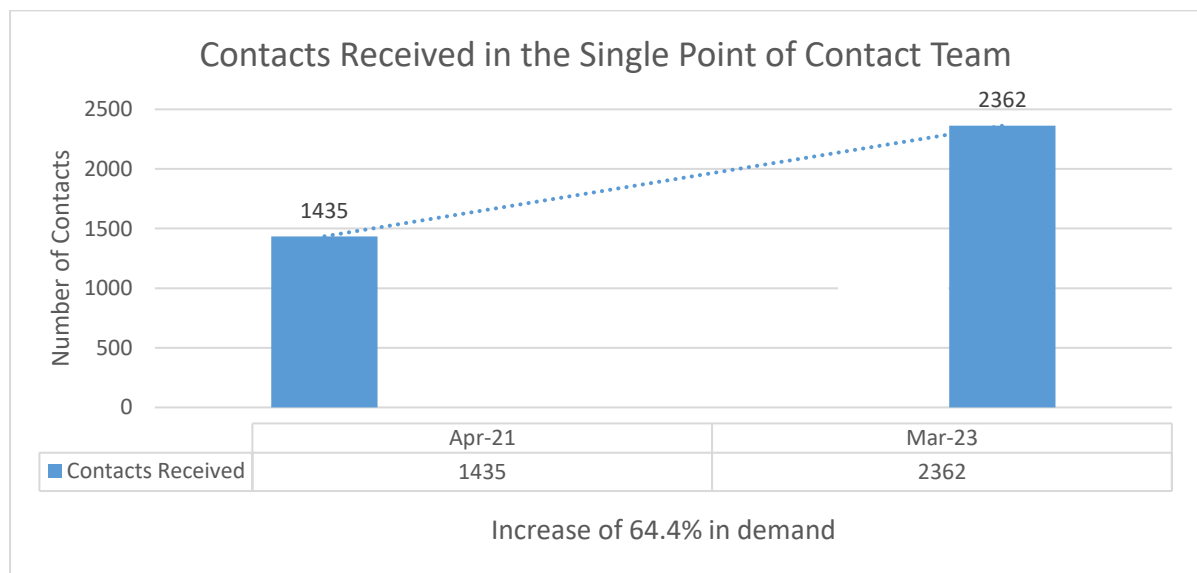
- Increased use of commissioned support services during school time hours.

Currently when a young person is on a reduced timetable or is facing exclusion there should be a Pastoral Support Plan (PSP) in place which is designed to support them when school based strategies have not been effective. The number of NPT children who are looked after/open care & support cases are over-represented within the overall population placed on a PSP.

We believe that by creating a centralised Family Support Team dedicated to support pupils on PSP and are open to CYPS would enable a person centred and strengths based approach. This will also generate considerable cost savings by preventing the need to deliver high volume packages of support which are often commissioned from high cost services.

Demand Pressures

We continue to see an increase in contacts received in our Single Point of Contact Team and it is essential that the required resources are in place to ensure that this area of our service is effective and prevents some cases escalating into statutory services.



How will we respond to demand and complexity?

- Strengthen opportunities for early offers of help to ensure vulnerable children and their families are having access to community based support services at the earliest opportunity

- Continually review and develop specialist services in response to complexity
- Capture the voice of the child/family in care and support plans
- Ensure we work together with families in an outcomes focused way
- Making documents accessible and written in plain language for families to understand
- Further embed children's rights across Children & Young People Services and increase the use of children's rights champions
- Continue to strengthen the transition arrangements for children with complex needs between Children and Adult Services
- Develop our response to adolescence, to include the development of a transitional safeguarding pathway
- Strengthening regional and partnership working
- Having an IT system that supports our practitioners
- Continue to learn through our Quality Assurance Framework

Conclusion

In order to ensure the continued safety and wellbeing of the children, young people and families we support, we require the Council's investment in the following:

- Market Supplement to remain in place
- Investment in two permanent social workers and one support worker for the Single Point of Contact Team to manage the continued increase in demand
- Investment in five Step Down Professional Foster Carer Placements (costs would occur should we recruit and would be on the basis of spend to save against the residential budget)
- Two year pilot on creating a Family Support Team to support children and young people who are on reduced timetables and/or facing exclusion from education
- We have secured capital funding for a semi-independent provision for Care Leavers and are currently mapping out start-up costs.
- We are seeking to secure WG capital funding to develop a small transitional children's care home, we are currently mapping out our start-up costs.

This plan sets out our current thinking and understanding of what can affect children, young people and families, and the types of things we can do to offer support. It is a working document based on assumptions which may change over time. As such we will review the plan on a regular basis to ensure we continue to meet the challenges faced by those who need us most.

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**Easy Read Version
of
Neath Port Talbot Council's
Children's Services Strategic
Plan 2023-2026**



What is the Strategic Plan about?



The Strategic Plan describes how Neath Port Talbot Council will help vulnerable children and young people with care and support needs.



The Strategic Plan tells us how the Council will make sure children, young people and families get the right type of care and support to meet their needs.

This will include information and advice, access to community support, or a safe place to live such as foster care.



This Strategic Plan will apply to children, young people and families who already receive support as well as those who may need support in the future.

What does Neath Port Talbot Council want out of the Strategic Plan?

We want to make sure that children, young people and families in Neath Port Talbot have the right amount of help to meet their needs, and that children and young people have the best start in life.

The Strategic Plan is set out along three broad themes:

1. Placement sufficiency

We believe that the best place for a child is with a loving family. We will work with families to help them stay together, but we also know that there is a need for foster placements to provide safe and stable environments for some. It's about getting the right service at the right time.

2. Recruit, retain and develop a highly skilled workforce

When social workers have the tools and time to do their job well, it makes a huge difference to children's and families' lives. We want a valued, supported and highly-skilled social worker for every child and family who needs one.

3. Demand and complexity

For the majority of children, the best place for them to be is at home with their family, but some families may need support to do this. We provide specific and targeted support to families who are facing particular challenges resulting from social harms, poverty and inequality, domestic abuse, substance misuse, mental health conditions, as well as learning disabilities.

Our Aim

The Council wants to help its vulnerable children and young people and make sure those who need support get it.

Our goal is to ensure that children and young people in Neath Port Talbot are safe, and living in families where they can achieve their potential and have their health, well-being and life chances improved within thriving communities.

We want to get it right for our citizens - from childhood to adulthood.

Who will be affected by this Strategic Plan?

Children, young people and families living in Neath Port Talbot who would benefit from formal or informal social care and support.

This means that children and young people currently receiving support and those who might need support in the future will be affected by this Strategic Plan.

How will the Council collect views and opinions?



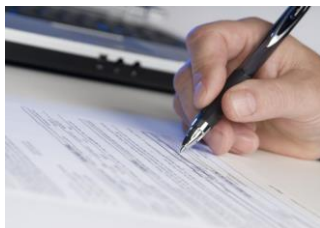
The Council will be collecting views and opinions on this Strategic Plan in different ways:



Focus group meetings will be arranged during the consultation. It will be an opportunity to find out more about the Strategic Plan, ask questions and give your views.



On the Council's website:
Have your say: [Consultations - Neath Port Talbot Council \(npt.gov.uk\)](http://npt.gov.uk/consultations)



You can write to us at the address below, or email us at: CCU@npt.gov.uk

Neath Port Talbot County Borough Council
Social Services Commissioning Unit
Neath Civic Centre
Neath SA11 3QZ

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We are an ambitious Council and there is much we want to achieve to make sure children and young people get the best possible start in life, the right support when they need it, and have positive life experiences.

Our aim is to create a system that works for all children, young people and families where we work together to provide and commission integrated services for children and young people. Our ambition is for children to have the best start in life with their family, in their school and in their community.



Placement sufficiency

We are committed to an approach that puts children – and families – first. We will work with families to help them stay together, but we will also ensure there are enough foster placements available for those who need a safe and stable environment.



Recruit, retain and develop a highly skilled workforce

When social workers have the tools and time to do their job well, it makes a huge difference to children's and families' lives. We want a valued, supported and highly-skilled social worker for every child and family who needs one.



Demand and complexity

For the majority of children, the best place for them to be as at home with their family, but some families need support to do this.

We provide specific and targeted support to families facing a range of challenges.

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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 | 16 th February 2023 |
| | | | |
| | | | |

1. Details of the initiative

| | |
|-----------|--|
| | Title of the Initiative: Children and Young People Services Strategic Plan 2023-26 |
| 1a | Service Area: Children & Young People Services |
| 1b | Directorate: Social Services, Health & Housing |
| 1c | Summary of the initiative: To provide strategic direction for Children and Young People Social Care |
| 1d | Is this a 'strategic decision'? Yes |
| 1e | Who will be directly affected by this initiative? People aged up to 18+ who currently need social care and support; those who need care and support in the future; and their families and carers; NPT Children's Services staff; private service providers; third sector service providers. |
| 1f | When and how were people consulted? Permission is sought from Members for officers to undertake a 60-day public consultation consisting of online surveys, as well as face to face meetings across stakeholder groups. |

| | |
|----|--|
| 1g | What were the outcomes of the consultation? N/A. |
|----|--|

2. Evidence

What evidence was used in assessing the initiative?

- Monitoring reviews of the services
- Internal/monitoring data
- Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.
- Data on complaints, MP and Elected Member contact
- Data on people receiving children's social care and support
- StatsWales data [Social services \(gov.wales\)](#)
- West Glamorgan Population Needs Assessment [West Glamorgan Population Needs Assessment 2022-2027](#)
- NPT CBC CYPS Plan <https://www.npt.gov.uk/media/16040/cyps-plan-2019-22.pdf?v=20210810131153>

The data below show overall numbers of people accessing Children's Social Care services:

| Looked After Children | | | |
|-----------------------|------------|------------|------------|
| Age | Female | Male | Total |
| 0 | 4 | 4 | 8 |
| 1 | 5 | 7 | 12 |
| 2 | 1 | 1 | 2 |
| 3 | 5 | 3 | 8 |
| 4 | 3 | 4 | 7 |
| 5 | 5 | 4 | 9 |
| 6 | 5 | 7 | 12 |
| 7 | 7 | 3 | 10 |
| 8 | 2 | 3 | 5 |
| 9 | 6 | 8 | 14 |
| 10 | 2 | 5 | 7 |
| 11 | 10 | 8 | 18 |
| 12 | 4 | 10 | 14 |
| 13 | 7 | 14 | 21 |
| 14 | 11 | 16 | 27 |
| 15 | 12 | 15 | 27 |
| 16 | 9 | 18 | 27 |
| 17 | 14 | 22 | 36 |
| Totals | 112 | 152 | 264 |

| Ethnicity | Number |
|---------------|------------|
| ARAB | 4 |
| BANGLADESHI | 1 |
| OTHER | 5 |
| OTHER ASIAN | 1 |
| OTHER MIXED | 2 |
| ROMA | 1 |
| WELSH | 39 |
| WHITE BRITISH | 186 |
| WHITE OTHER | 3 |
| NOT STATED | 22 |
| Total | 264 |

- 52% of Children Looked After (Care Experienced) are male, 48% are female
- Those aged 17 currently represent the single largest age group at 14% of the total
- Males aged 17 represent the single largest group overall
- More than a third (36%) of children are aged 10 years and under, while 64% are aged 11 to 17 years
- Those who described themselves as White British represent the single largest ethnicity group (70%), followed by Welsh (15%)

| Child Protection | | | |
|------------------|-----------|-----------|-----------|
| Age | Female | Male | Total |
| 0 | 4 | 1 | 5 |
| 1 | 0 | 0 | 0 |
| 2 | 2 | 0 | 2 |
| 3 | 3 | 1 | 4 |
| 4 | 1 | 3 | 4 |
| 5 | 2 | 2 | 4 |
| 6 | 1 | 3 | 4 |
| 7 | 1 | 1 | 2 |
| 8 | 1 | 2 | 3 |
| 9 | 2 | 0 | 2 |
| 10 | 0 | 4 | 4 |
| 11 | 0 | 2 | 2 |
| 12 | 1 | 1 | 2 |
| 13 | 1 | 0 | 1 |
| 14 | 2 | 2 | 4 |
| 15 | 1 | 1 | 2 |
| 16 | 1 | 0 | 1 |
| 17 | 0 | 0 | 0 |
| Totals | 23 | 23 | 46 |

| Ethnicity | Number |
|--------------------|-----------|
| WELSH | 8 |
| WHITE BRITISH | 20 |
| WHITE BLACK/CARIB. | 1 |
| NOT STATED | 17 |
| Total | 46 |

- There is an equal split between females and males on the Child Protection Register
- Those aged less than 1 year old currently represent the single largest age group at 11% of the total
- Females aged less than 1 year, and males aged 10 years jointly represent the single largest individual groups overall (8% each of the overall total, and 17% each of their respective gender)
- Those who described themselves as White British represent the single largest ethnicity group (43%), followed by those not stated (37%)

| Children Receiving Care and Support | |
|--|--------------|
| Age | Total |
| 0 | 31 |
| 1 | 35 |
| 2 | 31 |
| 3 | 21 |
| 4 | 23 |
| 5 | 26 |
| 6 | 42 |
| 7 | 45 |
| 8 | 60 |
| 9 | 40 |
| 10 | 43 |
| 11 | 53 |
| 12 | 56 |
| 13 | 63 |
| 14 | 66 |
| 15 | 48 |
| 16 | 49 |
| 17 | 40 |
| UNBORN | 36 |
| Total | 808 |

- There are currently a total of 808 children receiving care and support
- Those aged 14 years represent the single largest group (8.2%)
- More than half (54%) of children receiving care and support are aged 10 years or under, including 4.5% who are unborn
- Care and Support reports do not collect gender and ethnicity data

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>Children and young people receiving care and support do so as a result of their age and circumstances.</p> <p>The various services should have a positive impact as the aim is to offer flexible, personalised and outcome-focused services.</p> <p>There are no changes to the eligibility criteria for any of the services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns</p> |

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| | | | <p>about the service, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on children and young people with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet children and young people’s personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The services will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about services, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the services has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> |
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| | | |
|-------------------|----------|--|
| <p>Disability</p> | <p>X</p> | <p>Children, young people and families receiving a care and support service may have a disability.</p> <p>The Strategic Plan aims to provide services that should have a positive impact as the aim is to offer children, young people and families more personalised and outcome-focused services.</p> <p>No changes are being made to the eligibility criteria for service provision.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to</p> |
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| | | | <p>unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling, safeguarding). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>Contracts have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The services will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and</p> |
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| | | | support. This will also help to identify any unintended/unidentified negative impacts on children, young people and families with a protected characteristic. |
| Gender reassignment | X | | <p>The services are delivered across all genders and gender identities. Staff employed by the providers will be from across the spectrum of genders and gender identities.</p> <p>The Strategic Plan aims to provide services that have a positive impact as it aims to offer children, young people and families more personalised and outcome-focused services.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> |

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| | | | <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling, safeguarding). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> |
| <p>Marriage & civil partnership</p> | <p>X</p> | | <p>Staff that deliver the service may be married or in a civil partnership.</p> <p>The Strategic Plan should have a positive impact as it aims to offer children, young people and families more personalised and outcome-focused services, which can help alleviate the strain of informal caring relationships, such as husband/wife caring for their children.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from</p> |

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| | | | <p>children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and</p> |
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| | | | support. This will also help to identify any unintended/unidentified negative impacts on children, young people and families with a protected characteristic. |
| Pregnancy and maternity | | X | <p>It is possible that people receiving care and support will have a protected characteristic due to their pregnancy/maternity status.</p> <p>Employees of providers may have a protected characteristic due to their pregnancy/maternity status.</p> <p>There are contractual clauses within the commissioned provider contracts relating to compliance with employment law.</p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
| Race | | X | <p>The services are delivered across all ethnic groups. Employees of providers may have a protected characteristic due to their race.</p> <p>The Strategic Plan should have a positive impact as it aims to offer more flexible, personalised and outcome-focused services.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from</p> |

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| | | | <p>children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPTCBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and</p> |
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| | | | support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic. |
| Religion or belief | X | | <p>The services are delivered to children, young people and families across all religions/beliefs. Employees of providers may have a protected characteristic due to their religion/belief.</p> <p>The Strategic Plan should have a positive impact as it aims to offer a more flexible, personalised and outcome-focused care and support service.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> |

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| | | | <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meets a person’s personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
| Sex | X | | <p>Services are delivered across all genders. Employees of providers may have a protected characteristic due to their sex.</p> <p>48% of children and young people looked after, and 50% on the Child Protection Register are female.</p> <p>The Strategic Plan should have a positive impact as it aims to offer children, young people and families more personalised and outcome-focused service.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is</p> |

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| | | | <p>person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> |
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| | | | <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on children, young people and families with a protected characteristic.</p> |
| Sexual orientation | X | | <p>Services are delivered across all sexual orientations. Employees of providers may have a protected characteristic due to their sexual orientation.</p> <p>The Strategic Plan should have a positive impact as it aims to offer more flexible, personalised and outcome-focused services.</p> <p>The Strategic Plan does not make any changes to the eligibility criteria for social care services.</p> <p>Providers of various services, both commissioned and in-house, develop care and support plans in conjunction with children, young people and families. This plan is person-centred and will take into account any specific requirements resulting from children's, young persons and families' protected characteristics to ensure that there is equality of outcomes.</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service,</p> |

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| | | | <p>including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the service delivered is of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on children, young people and families with a protected characteristic.</p> <p>The Strategic Plan will be monitored to understand if its impact has positively improved outcomes for children, young people and families requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> |
|--|--|--|--|

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategic Plan by the CCU
- Obtaining feedback from stakeholders

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 | | | Prevention and early intervention services will support children, young people and families with care and support needs to remain safe in their own homes and communities. |
| To advance equality of opportunity between different groups | X | | | Enables children, young people and families with care and support needs to have equality of opportunity to remain living in their own homes and communities. |
| To foster good relations between different groups | X | | | Enables children, young people and families with care and support needs to remain in their local communities. |

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategic Plan by the CCU
- Obtaining feedback from stakeholders

4. Socio Economic Duty

| Impact | Details of the impact/advantage/disadvantage |
|-----------------------|---|
| Positive/Advantage | <p>Social care helps to support people that may be more likely to have a low socio-economic status to manage their health and wellbeing needs and enables children, young people and families to achieve their personal outcomes.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact within Neath Port Talbot.</p> |
| Negative/Disadvantage | |
| Neutral | <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact.</p> <p>For employees of the providers, their employment will continue.</p> |

| What action will be taken to reduce inequality of outcome |
|---|
| <ul style="list-style-type: none"> • Monitoring of the Services by the CCU • Analysis of any complaints and safeguarding referrals relating to the Services by the CCU • Analysis of CIW Inspection Reports on Services by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the Strategic Plan by the CCU • Obtaining feedback from stakeholders |

5. Community Cohesion/Social Exclusion/Poverty

| | + | - | +/- | Why will it have this impact? |
|--------------------|---|---|-----|--|
| Community Cohesion | X | | | Enables children and young people with care and support needs to remain with their families and/or in their local communities wherever possible. |
| Social Exclusion | X | | | Enables children and young people with care and support needs to remain with their families and/or in their local communities wherever possible. |
| Poverty | X | | | Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact. For employees of the providers, their employment will continue. |

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategic Plan by the CCU
- Obtaining feedback from stakeholders

6. Welsh

| | + | - | +/- | Why will it have this effect? |
|--|---|---|-----|--|
| What effect does the initiative have on: – people’s opportunities to use the Welsh language | X | | | There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language. External providers are bound by employment legislation relating to the Welsh Language Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation. |
| – treating the Welsh and English languages equally | X | | | There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language. External providers are bound by employment legislation relating to the Welsh Language Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation. |

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on the Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategic Plan by the CCU
- Obtaining feedback from stakeholders

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 | N/A. |
| To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc. | | | X | N/A. |

| 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 |
|---|---|
| <p>i. Long term – looking at least 10 years (and up to 25 years) ahead</p> | <p>The services help to support children, young people and families with achievement of their long term health and wellbeing outcomes. These include services which play an essential part in supporting children, young people and families to live safely within their own homes and local communities.</p> <p>The aim is to help to ensure that there are sustainable services that are more responsive to children, young people’s and families’ individual needs.</p> |
| <p>ii. Prevention – preventing problems occurring or getting worse</p> | <p>The emphasis of the Strategic Plan is on care and support services that help to minimise or prevent the need for more complex/long-term services. These include services which promote the vice of the child, as well as services in the community e.g. forster care which will prevent the need for more institutionalised support such as a residential care home admission.</p> |
| <p>iii. Collaboration – working with other services internal or external</p> | <p>Involves working with in-house, private and third sector providers of various services. It also involves more personalised working with children, young people and families in the development of services to meet their care and support needs.</p> |
| <p>iv. Involvement – involving people, ensuring they reflect the diversity of the population</p> | <p>The Strategic Plan aims to offer a more person-centred approach to the delivery of care, which is more flexible to children, young people’s and families’ individual needs. Feedback from service users and providers (including staff) will be obtained as part of service evaluation.</p> <p>Providers are asked to obtain service user feedback in order to inform the delivery and performance of services. Service user feedback is also gathered as part of contract monitoring.</p> |
| <p>v. Integration – making connections to maximise contribution to:</p> | <p>Is underpinned by the values and principles of the Social Services and Wellbeing Act 2014, by offering maximum voice and control to service users and by ensuring market stability.</p> |

| | |
|--|---|
| Council's well-being objectives | All of our children and young people have the best start in life, so they can be the best they can be. |
| Other public bodies objectives | The Strategic Plan sets out how the Council and its partners can support children, young people and families resident in the county to live as safely and independently as possible with appropriate levels of social care and support. Create safe, confident and resilient communities, focusing on vulnerable children, young people and families. |

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.

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on the Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategic Plan by the CCU
- Obtaining feedback from stakeholders

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 Strategic Plan will have a positive impact, however systems will be in place that will allow officers to check that the Strategic Plan is having its intended outcomes and not |

| | |
|---|--|
| | resulting in any unintended negative consequences for children and young people with a protected characteristic. |
| Socio Economic Disadvantage | The indication is that the Strategic Plan will have a positive impact, however systems will be in place that will allow officers to check that the Strategic Plan is having its intended outcomes and not resulting in any unintended negative consequences for children, young people and families in regards to social economic disadvantages. |
| Community Cohesion/ Social Exclusion/Poverty | The indication is that the Strategic Plan will have a positive impact, however systems will be in place that will allow officers to check that the Strategic Plan is having its intended outcomes and not resulting in any unintended negative consequences for children, young people and families in regards to community cohesion, social exclusion and/or poverty. |
| Welsh | The indication is that the Strategic Plan will have a positive impact, however systems will be in place that will allow officers to check that the Strategic Plan is having its intended outcomes and not resulting in any unintended negative consequences for children, young people and families wishing to use the Welsh Language. |
| Biodiversity | Not applicable to the proposal under review. |
| Well-being of Future Generations | The indication is that the Strategic Plan will have a positive impact, however systems will be in place that will allow officers to check that the Strategic Plan is having its intended outcomes and not resulting in any unintended negative consequences against the aims of the well-being of future generations. |

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

- 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.

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? |
|---|--|------------------------------|---|
| Monitoring of the Services by the Common Commissioning Unit | PO Commissioning | Annually | Monitoring reports |
| Analysis of any complaints and safeguarding referrals relating to the Services by the Common Commissioning Unit | PO Commissioning | Ongoing as they are received | Investigation reports and corrective action plans |
| Analysis of CIW Inspection Reports on Services by the Common Commissioning Unit | PO Commissioning | As they are published | Monitoring reports |
| Analysis of Provider monitoring data by the Common Commissioning Unit | PO Commissioning | Annually | Monitoring reports |
| Ensure contracts have clauses relating to compliance with relevant equalities legislation | PO Commissioning | Before service commences | Contract |

| | | | |
|---|------------------|----------------------------|--------------------|
| Ensure contracts have clauses around Welsh Language | PO Commissioning | Before service commences | Contract |
| Providers to implement own monitoring systems | Provider | On commencement of service | Monitoring reports |

12. Sign off

| | Name | Position | Signature | Date |
|----------------------|---------------------|---------------------------------|----------------|-----------------|
| Completed by | Andrew Potts | Commissioning Officer | A.Potts | 16/02/23 |
| Signed off by | Keri Warren | Head of Service/Director | | |

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Neath Port Talbot Children and Young People Social Care Strategic Plan 2023-26



Consultation Paper

Draft Version 1.0 08/12/22

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| 3 | When will the consultation take place? | 3 |
| 4 | What is the proposal for? | 3 |
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1. Background

Neath Port Talbot Council is committed to ensuring children and young people have the best start in life.

The purpose of the Children & Young People Strategic Plan 2023-26 “Valuing our children’s future” is to outline the strategic direction of the Council for providing children’s social care and support.

Children, young people, families and communities are at the heart of what we do.

The Strategic Plan applies to all children, young people and families who receive social care and support now or need it in the future.

2. What are the aims of this consultation?

The aims of the consultation are to:

- Make sure that all interested parties are aware of the Council’s proposals.
- Provide clear information so that people understand what the Strategic Plan is about.
- Make sure that people have all the information they need to come to an informed opinion.
- Encourage people to give their views on the Strategic Plan and its aims (outlined in section 4).
- Make sure people know how to submit their views.
- Collect feedback and consider this before a final decision is made.

3. When will the consultation take place?

The Council will be collecting feedback **for 60 days from *insert dates 2023*** (see section 6 for how to give your views).

As well as this document, Council officers will have public meetings throughout the consultation period to explain the Strategic Plan face-to-face with service users, families, carers and staff. This will be a chance to ask questions.

After the consultation ends, all of the feedback will be analysed and a report will be presented to the Council's Cabinet. This report will set out the proposal and recommendations, taking into account the feedback from the consultation.

4. What is the Children and Young People Social Care Strategic Plan about?

This Strategic Plan sets out how Neath Port Talbot County Borough Council ('the Council') aims to create a system that works for all children, young people and families where we work together to provide and commission integrated services for children and young people.

Our ambition is for children to have the best start in life with their family, in their school and in their community.

We have set out the Strategic Plan covering four broad themes:

- Putting children first (early intervention; the voice of the child)
- Building relationships and making connections (strengths-based practice; getting the right Information, Advice and Assistance)
- A placed called home (remaining with their families; foster placements; residential care; independent living; Hillside Secure Unit)
- Building bridges, improving quality (Single Point of Contact; safeguarding; continually improving social work practice)

5. Questions & Answers

During the consultation, there will be a number of ways in which you can submit questions and feedback about this Strategic Plan (see Section 6). However, here are answers to some questions you may have:

Q: How has the Council developed this Strategic Plan to meet the needs of vulnerable children and young people living in Neath Port Talbot?

A: Children's Services has reviewed current service provision and has developed this Strategic Plan as the best way to provide a range of services for children, young people and families who need formal or informal care and support.

Q: Who is affected by the Strategic Plan?

A: Any child, young person or family receiving support now, or who might need support in the future.

Q: Will my views be taken into consideration when deciding the type of care and support I might need?

A: Yes. We look at the needs of the child, young person and family members, and work with them to best support them to have positive outcomes.

Q: What types of support might I get?

A: Everyone's circumstances are different. So support can range from information and advice to foster care.

6. How will the Council collect views and opinions?

There are a number of ways that the Council will be collecting views and opinions on this proposal:

- **‘Face-to-face’ meetings with service users, families, carers and staff**

Meetings will take place during the consultation. These will be an opportunity to find out more about the proposal, ask questions and give your views.

- **Team Staff Meetings**

- **One to one meetings**

Individual meetings with service users and their families will be arranged where needed.

- **Advocacy**

If needed, an independent advocacy service will be made available to those who request it.

- **Consultation Portal**

Neath Port Talbot County Borough’s consultation portal which will allow you to comment and provide feedback

- **Meetings with partner agencies, groups and forums**

We will be discussing the proposal at meetings with key partner agencies, learning disability groups/forums and other stakeholders.

- **In writing**

You can respond in writing by writing to the address below.

You can write to us or complete the Feedback Form at the end of this booklet.

Letters and forms can be posted to:

CYPS Strategic Plan Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

Or email CCU@npt.gov.uk

7. Explanation of terms used in the context of this document

Advocacy is a service, which represents others or helps them to represent themselves. The advocate will put a person's views forward, make sure that they are kept fully informed and that they have all the information they need to make an informed decision or choice.

Partner agencies - these are agencies who work together to provide services, e.g. the Council, National Public Health Service, Local Health Board etc.

Partnership - co-operation between organisations working together to provide a service.

A **Stakeholder** is a person, group or organisation with a direct interest, involvement, or investment in something, e.g. staff, owners and customers/ service users of a business or service.

Alternative Formats

This information is available in a range of different formats including a Welsh language version and, on request, in other languages, large print, Braille or audio tape/CD. To make a request for another format, please ask one of the Day Centre Staff who will pass your request on to the Commissioning Unit.

8. Feedback form

Neath Port Talbot County Borough Council

CYPS Social Care Strategic Plan 2023-26 Consultation

Feedback Form

If you would like to comment on this proposal, please complete this form and post it in the questionnaire box or post it to:

CYPS Strategic Plan Consultation
Neath Port Talbot County Borough Council
Common Commissioning Unit
Civic Centre
Neath
SA11 3QZ

If you wish to receive a response to any questions raised on this form please supply your name and address:

Name: _____

Address: _____

_____ Postcode: _____

Please indicate your interest in this project (please ✓):

I am a Service User

I am related to a Service User

I am a carer for a Service User

I am a member of staff at a Service

Other (please specify) _____

Please insert your comments below *(please feel free to include additional sheets if required)*:

Questions

Getting the right support

a. How easy or difficult do you find it to get information about what social care and support you can have?

Please tick one box only:

| Very easy | Fairly easy | Fairly difficult | Very difficult | Don't know |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answer or provide further comments in the box below

Questions

The Children & Young People Social Care Strategic Plan

To what extent do you agree or disagree with the proposed Strategic Plan?

Please tick one box only:

| Strongly agree | Tend to agree | Neither agree or disagree | Tend to disagree | Strongly disagree | Don't know |
|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below

Questions

Do you think that the Children and Young People Social Care Strategic Plan would have a negative impact on any of the Children’s social care sector? *Please state yes, no or don’t know*

| Yes | No | Don’t know |
|-----|----|------------|
| | | |

Questions

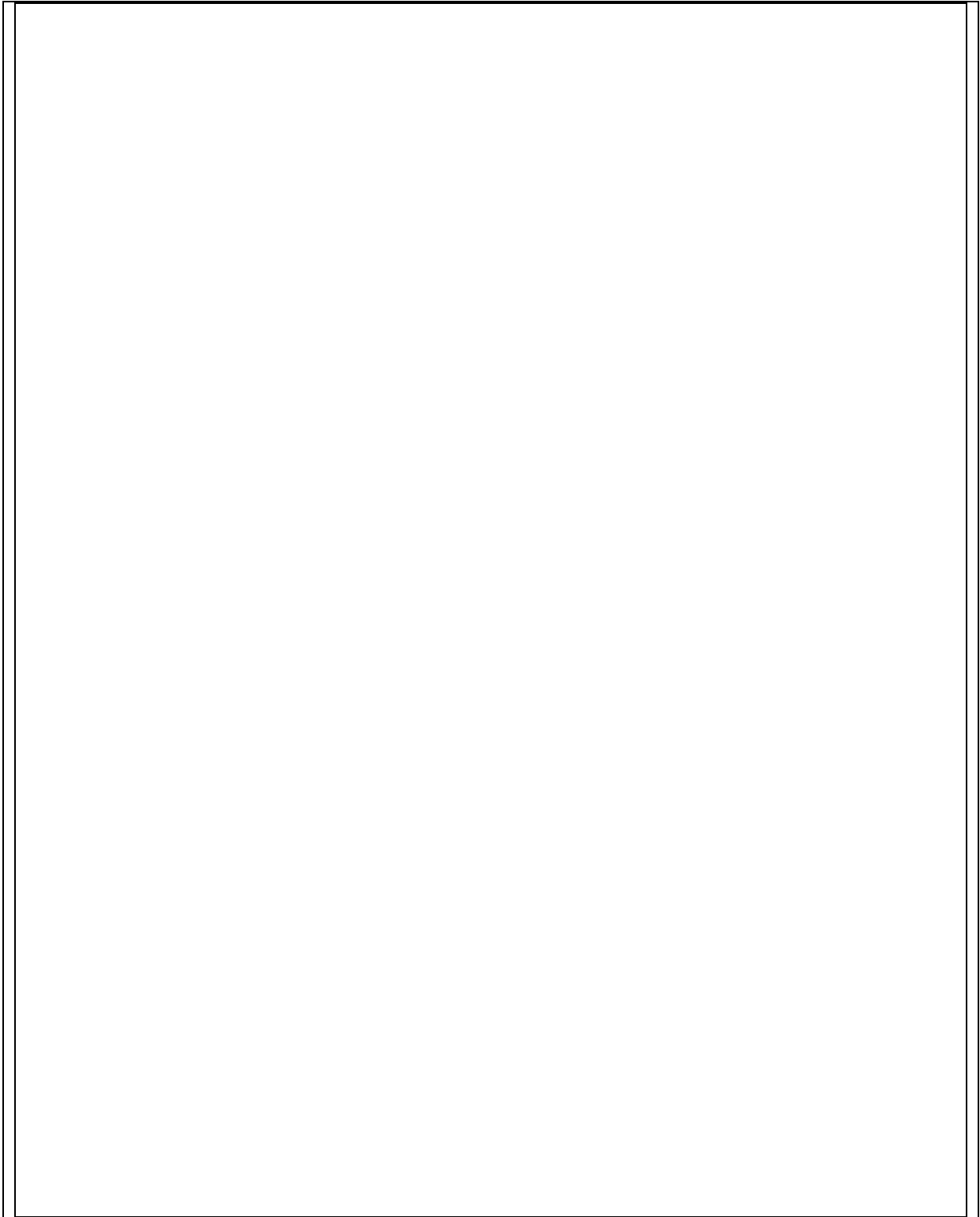
Resources

How important is it for the Council to consider the resources it has available to support the most vulnerable residents and reduce overall dependency on social services?

Please tick one box only

| Very important | Fairly important | Neither Not very important | Not important at all | Don’t know |
|----------------|------------------|----------------------------|----------------------|------------|
| | | | | |

Please give reasons for your answer or provide further comments or suggestions about improvements in the box below:



About You

The Council operates equality policies that aim to ensure that everyone is treated fairly and equally. To make sure that people are not discriminated against when accessing our services we carry out monitoring and therefore would be grateful if you could answer the following questions. The information you provide is strictly confidential.

Age: (please ✓ one answer)

- | | | | |
|-----------------------------------|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 30-39 | <input type="checkbox"/> 60-74 | <input type="checkbox"/> 86+ |
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 40-49 | <input type="checkbox"/> 75-85 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-29 | <input type="checkbox"/> 50-59 | | |

Welsh Language – are you: (please ✓ one answer)

- | | | |
|---|--|---|
| <input type="checkbox"/> Fluent speaker & writer | <input type="checkbox"/> Fluent speaker | <input type="checkbox"/> Learner |
| <input type="checkbox"/> Fairly fluent speaker & writer | <input type="checkbox"/> Fairly fluent speaker | <input type="checkbox"/> Little or no knowledge |

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability? (please ✓ one answer)

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Ethnic origin: (please ✓ one answer)

- | | | |
|---|---|--|
| <input type="checkbox"/> White British | <input type="checkbox"/> Mixed: White & Asian | <input type="checkbox"/> Black: African |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Indian | <input type="checkbox"/> Black: Caribbean |
| <input type="checkbox"/> Mixed: White & Black Caribbean | <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White & Black African | <input type="checkbox"/> Pakistani | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | |

Sex (please ✓ one answer)

- | | | | |
|-------------------------------|---------------------------------|--------------------------------------|--|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Transgender | <input type="checkbox"/> Prefer not to say |
|-------------------------------|---------------------------------|--------------------------------------|--|

Religion/Belief: (please ✓ one answer)

- | | | | | |
|---|--------------------------------------|--|---|---------------------------------|
| <input type="checkbox"/> Christian | <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Jewish | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Sikh | <input type="checkbox"/> No religion | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Any other religion | |
| <input type="checkbox"/> Any other religion (please specify): | <input type="text"/> | | | |

Sexual Orientation (please ✓ one answer)

- | | | | | |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Heterosexual | <input type="checkbox"/> Lesbian | <input type="checkbox"/> Gay | <input type="checkbox"/> Bisexual | <input type="checkbox"/> Prefer not to say |
|---------------------------------------|----------------------------------|------------------------------|-----------------------------------|--|

Nationality (please ✓ one answer)

- | | | | |
|--|--|----------------------------------|----------------------------------|
| <input type="checkbox"/> Welsh | <input type="checkbox"/> Scottish | <input type="checkbox"/> English | <input type="checkbox"/> British |
| <input type="checkbox"/> Irish | <input type="checkbox"/> Prefer not to say | <input type="checkbox"/> Other | |
| <input type="checkbox"/> Other (please specify): | <input type="text"/> | | |

THANK YOU FOR YOUR TIME



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Services, Housing & Community Safety Cabinet Board

13th July 2023

**Report of the Heads of Children's Services, Adult Services and
Housing & Community Safety (Keri Warren, Angela Thomas &
Chele Howard)**

Matter for Monitoring

Wards Affected: All

**Report Title: CHILDREN & YOUNG PEOPLE SERVICES, ADULT
SERVICES and HOUSING & COMMUNITY SAFETY – 4th
QUARTER (April 2022– March 2023) PERFORMANCE REPORT**

Purpose of the Report:

1. The purpose of this report is to provide Members with Performance Information and Complaints & Compliments Data for Children & Young People Services, Adult Services and Housing & Community Safety for the 4th Quarter Period (April 2022 – March 2023). This will enable the Social Services, Housing & Community Safety Being Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary:

2. The new set of Statutory Welsh Government Performance Metrics that were introduced for Social Services during 2020-21, have also been included as part of this End of Year (Quarter 4) Performance Report for Members information. Performance Reporting during the first three quarters of the year, specifically relate to a small number of Key Performance Indicators (KPI's), the number of Complaints and Compliments received by the Directorate, as well as, a selection 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 Service, Adult Services and Housing & Community Safety, 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 4th Quarter Performance Report (April 2022 – March 2023).
- b. **Appendix 2** – Adult Services 4th Quarter Performance Report (April 2022 – March 2023).
- c. **Appendix 3** – Children & Young People Services 4th Quarter Compliment & Complaints Report (April 2022 – March 2023)
- d. **Appendix 4** – Adult Services 4th Quarter Compliment & Complaints Report (April 2022 – March 2023)
- e. **Appendix 5** – Housing & Community Safety 4th Quarter Performance Report (April 2022 – March 2023)
- f. **Appendix 6** - Children & Young People Services Full Year Welsh Government Performance Metrics Report (April 2022 – March 2023).

- g. **Appendix 7** – Adult Services Full Year Welsh Government Performance Metrics Report (April 2022 – March 2023).
- h. **Appendix 8** – Children & Young People Services and Adult Services High Level Measures Report
- i. **Appendix 9** – Children & Young People Services Quality Assurance Overview Report.

List of Background Papers:

20. None.

Officer Contacts:

David Harding – Specialist Teams & Performance Manager
(Children’s Services)
Telephone: 01639 685942
Email: d.harding@npt.gov.uk

Lynette Jones – Performance Manager (Adult Services)
Telephone: 01639 685374
Email: l.jones7@npt.gov.uk



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Appendix 1 - Children & Young People's Services – Quarterly Performance Report - Quarter 4 (1st April - 31st March) - 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 31/03/2023)?

| PI Title | Qtr. 4 Actual 20/21 | Qtr. 4 Actual 21/22 | Qtr. 4 Actual 22/23 | Qtr. 4 Target 22/23 | Perf. RAG |
|--|------------------------|------------------------|------------------------|------------------------|--|
| Wellbeing Objective 1 - Best start in life | | | | | |
| SSHCS - CYPS - PI/241 - % of Re-registrations of children on the local authority Child Protection Register | 7.38 | 11.58 | 14.67 | 9.00 |  Red |
| 11 out of 75 in Qtr. 4 2022/23. Although the number of children re-registered during 2022/23 remained consistent with the previous year 2021/22 (11), the percentage of children re-registered has increased slightly when compared to 2021/22, due to the fact that there were less children's names overall added to the child protection register in 2022/23 (75) compared to 2021/22 (95). Despite this, a review of the re-registration data and case-file information has not identified any issues with the number of children re-registered. | | | | | |
| SSHCS - CYPS - PI/527 - Percentage of Child Protection Visits undertaken within 2 weeks | | 89.92 | 89.06 | 92.00 |  Amber |
| 152 out of 1709 in Qtr. 4 2022/23. Child Protection visits are a priority for the Service and there is an expectation that all visits are undertaken in a timely manner. Should a worker be unable to carry out a visit due to unforeseen circumstances, then it is expected that duty workers with the teams prioritise these visits. On those occasions where visits have taken place outside of timescales, workers are expected to inform Principal Officers as to the reasons why this has happened. | | | | | |
| SSHCS - CYPS - PI/528 - Percentage of Statutory Visits to Looked After Children that took place in accordance with regulations | | 92.48 | 92.99 | 95.00 |  Amber |
| 2241 out of 2410 in Qtr. 4 2022/23. Work continues to be undertaken in this area to ensure all statutory visits are completed within timescales. Additional performance data has recently been made available to Team Managers & Principal Officers, so that closer monitoring and scrutiny of this area of practice can be undertaken. Further audit work is planned to ensure this remains a priority for the Service. | | | | | |
| SSHCS - CYPS - PI/546 - Measure 24 - Percentage of child assessments completed on time | 97.71 | 99.15 | 97.00 | 94.00 |  Green |
| 2877 out of 2966 in Qtr. 4 2022/23. Although performance remains consistently above the Services' set target of 92%, we always strive towards achieving 100% in this area. However, there will be situations where this is not always possible, in which case, Principal Officers are kept abreast as to the reasons why assessments may take longer than expected. | | | | | |



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Appendix 2 - Adult Services - Performance Measures - Quarter 4 (1st April - 31st March) - 2022/23

Performance RAG (Red, Amber, Green) key:

- **Green:** achieved quarter 4 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 31/03/2023)?

| PI Title | Qtr. 4 Actual 20/21 | Qtr. 4 Actual 21/22 | Qtr. 4 Actual 22/23 | Qtr. 4 Target 22/23 | Perf. RAG |
|---|------------------------|------------------------|------------------------|------------------------|-----------|
| ADULTS SERVICES – Wellbeing Objective 2 – All communities are thriving and sustainable | | | | | |
| PI/521 - AD/004 The number of new assessments completed for adults during the year | | 1052.00 | 1954.00 | | |
| <p>Page 22 of 32</p> <p>There has been a significant increase in the number of new assessments completed compared to the same period last year. The figure now includes assessments that are proportionate to the needs of those accessing the directorate's Single Point of Contact Service. (It should be noted that this figure excludes double counting).</p> | | | | | |
| PI/526 - CA/004 The total number of carers needs assessments for adults undertaken during the year | | 167.00 | 225.00 | | |
| <p>The carer's service has successfully increased the number of assessments completed this year compared to last.</p> | | | | | |



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Appendix 3 -Children & Young People Services - Compliments and Complaints - Quarter 4 (1st April - 31st March) - 2022/23



Print Date: 17-May-2023

How will we know we are making a difference (01/04/2022 to 31/03/2023)?

| PI Title | Qtr. 4 Actual 20/21 | Qtr. 4 Actual 21/22 | Qtr. 4 Actual 22/23 | Qtr. 4 Target 22/23 | Perf. RAG |
|--|---------------------------|---------------------------|---------------------------|---------------------------|-----------|
| CHILDREN AND YOUNG PEOPLE SERVICES | | | | | |
| SSHCS - CYPS - PI/260 - Children & Young Peoples Services - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year | 21.05 | 11.76 | 24.14 | | |
| 4th Quarter (1st January – 31st March) 8 complaints were closed during this quarter; of which 1 was upheld and 1 partially upheld. Breakdown as follows:- 1.Upheld – this complaint related to communication issues and the Service Manager acknowledged the issues and issued an apology. 2.Partially Upheld – a complex complaint which included concerns surrounding decisions in relation to the complainant’s daughter. Elements were agreed and resulted in updates to records; however, some elements were not upheld, particularly surrounding court proceedings. | | | | | |
| Accumulative (1st April 2022 to 31st March 2023) During 2022/23, 29 complaints have been closed which compares with 18 complaints closed in 2021/22. | | | | | |
| There is an increase in number of complaints closed during the 4th quarter, 8, when compared to the same period in 2021/22 (4). 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. | | | | | |
| SSHCS - CYPS - PI/261 - Children & Young Peoples Services - % of closed complaints at Stage 2 that were upheld in the financial year | 0.00 | 100.00 | 100.00 | | |
| 4th quarter (1st January – 31st March 2023) ONLY (based on closed data) There were no Stage 2 complaints closed during the fourth 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 | 51.00 | 50.00 | 50.00 | | |
| 16 compliments were received during this quarter; the total number received during 2022/23 is 50, which compares to 50 | | | | | |

compliments in 2021/22.

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Appendix 4 - Social Services, Health & Housing (excluding CYPS) - Compliments and Complaints -
Quarter 4 (1st April - 31st March) - 2022/23



Print Date: 16-Jun-2023

How will we know we are making a difference (01/04/2022 to 31/03/2023)?

| PI Title | Qtr. 4 Actual 20/21 | Qtr. 4 Actual 21/22 | Qtr. 4 Actual 22/23 | Qtr. 4 Target 22/23 | Perf. RAG |
|---|---------------------------|---------------------------|---------------------------|---------------------------|-----------|
| SOCIAL SERVICES HEALTH & HOUSING | | | | | |
| PI/264 - Social Services, Health and Housing (excluding CYPS) - % of closed complaints at Stage 1 that were upheld/partially upheld in the financial year | 37.50 | 39.13 | 38.46 | | |
| <p>During 2022/23, 39 complaints were closed which compares with 23 complaints for the same period in 2021/22.</p> <p>There was an increase in the number of closed complaints during the 4th quarter, when compared to the same period 2021/22, 13 compared to 3. 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 | | 25.00 | | | |
| <p>There was 1 Stage 2 complaints closed during the fourth quarter; the complaint was not upheld.</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 | 77.00 | 49.00 | 65.00 | | |
| <p>20 compliments were received during this quarter; the total number received during 2022/23 is 65, which compares to 49 compliments received in 2021/22.</p> | | | | | |



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Appendix 5 - Housing & Communities Performance Measures - Quarter 4 (1st April - 31st March) - 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 31/03/2023)?


| PI Title | Qtr. 4 Actual 20/21 | Qtr. 4 Actual 21/22 | Qtr. 4 Actual 22/23 | Qtr. 4 Target 22/23 | Perf. RAG |
|---|------------------------|------------------------|------------------------|---------------------------|--|
| HOUSING AND COMMUNITIES | | | | | |
| SSHCS - Community Safety - PI/154 - Number of new members to Paws on Patrol | 96.00 | 289.00 | 163.00 | 0.00 | |
| <p>During Q4, engagement events took place at Aberavon Beach Front, Taibach Park and Sandfields Library.</p> <p>Paws on Patrol was also promoted at Community Safetys new style engagement events, which are bespoke to the areas we visit. During Q4 these were 'A Safer Briton Ferry' and A Safer Croeserw'.</p> <p>During this quarter 5 new members signed up online, and 29 signed up in person.</p> <p>The scheme continues to go from strength to strength. There are now 1442 members signed up.</p> | | | | | |
| SSHCS - Community Safety - PI/901 - Number of children receiving age-appropriate Community Safety lessons; domestic abuse, cyber-crime, Crucial Crew etc. | | | 1849.00 | 1677.00 |  Green |
| <p>As per previous reports, the Crucial Crew event is held during the summer term and does not provide further opportunity for engagement during the year.</p> <p>However, during this quarter, 110 pupils did receive a follow up session to assess retention rate of information distributed at Crucial Crew 2022.</p> <p>This also offers an opportunity to engage with pupils who missed the event in 2022 and to develop further learning opportunities and discussion around all topics.</p> | | | | | |
| SSHCS - Community Safety - PI/903 - Number of people whose vulnerability is reduced, following discussion at the Street Vulnerability Multi Agency Risk Assessment Conference (MARAC) | | | 8.00 | 7.00 |  Green |
| <p>The Street Vulnerability MARAC is currently supporting 13 people.</p> <p>The Salvation Army 'Haven' project in Neath town centre supports a lot of the people referred to MARAC by providing a hot fresh meal, someone to talk to and links with the DWP for benefit claims. The project is also currently providing healthcare with a GP and nurse visiting once a week for medical appointments. The funding for the healthcare team is due to end and if further funding is not gained this loss of service will impact on those that are not registered with a GP.</p> <p>The lack of accommodation available to vulnerable people is a major issue, as a lot of landlords won't accept them due to issues with maintaining a tenancy.</p> | | | | | |

| | | | | | |
|---|-------|-------|-------|-------|--|
| SSHCS - Housing Options - CP/031 - Percentage of households successfully prevented from becoming homeless | 66.67 | 60.67 | 53.72 | 60.00 |  Red |
|---|-------|-------|-------|-------|--|

The overall prevention figure for this year is below the target of 60%. The reason for this is due to some fundamental changes in the private rented sector. The implementation of the Renting Homes Act saw many landlords leave the local market due to increased responsibilities on landlords. Therefore many households who received a notice to quit did so due to the landlord selling their properties. Unaffordability within the private sector has also increased and again many cases cannot be prevented as there is no leeway to make the property any more affordable, therefore moving to an alternative property is the only option. This can take time and is unlikely to happen within the timeframe of the prevention duty being owed and will therefore be deemed unsuccessful. The entire Housing Options service will be reviewed in the coming months and consideration will be given to increasing the capacity for prevention work which will allow for more early intervention work to be carried out and not having to wait until a prevention duty is owed.

| | | | | | |
|---|--------|--------|--------|--------|--|
| SSHCS - Housing Options - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant | 363.20 | 339.51 | 239.42 | 230.00 |  Amber |
|---|--------|--------|--------|--------|--|

(60'812 days/254 grants delivered) The time taken to deliver DFGs continues to improve following the disruption of COVID-19. The availability of contractors is still an issue although it is improving.

| | | | | | |
|--|-------|-------|-------|-------|--|
| SSHCS- Community Safety - CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims | 37.30 | 34.67 | 34.77 | 31.00 |  Red |
|--|-------|-------|-------|-------|--|

We have seen an increase of 25% in all referrals into the Service during 2022/23 compared to the previous the year.


Despite the increase in cases being referred, engagement rates with positive outcomes stands at 68%.

15% of referrals received were contacted and advice given in relation to safety planning and support options available however further support was declined at that point.

We have seen an increase in the complexity of cases in recent years resulting in cases requiring more intensive wide-ranging support and remaining in the Service for longer periods of time.

Repeat cases are slightly higher than previous year. However this can indicate a greater confidence to report domestic abuse and seek assistance and support but can also indicate aggravating support needs such as mental health, housing, economic/financial and long-term support, not being fully met at the point of crisis.

We continue to review repeat cases routinely in order to identify any issues, trends or patterns and also identify specific areas of learning that may highlight the need for a change in approach within service provision.

| | | | | | |
|---|--|--|------|-------|--|
| SSHCS- Community Safety - PI/904 - Number of people whose vulnerability is reduced, following discussion at the Channel Panel | | | 6.00 | 10.00 |  Red |
|---|--|--|------|-------|--|

2023/24

The NPT Channel Panel is currently supporting one individual, who is being supported through a range of specialist services in order to manage and reduce their vulnerability. Another referral was discussed for the information gathering stage, but the panel did not adopt this case.

The referrals in Neath Port Talbot remain low. Refresher training has been rolled out to different organisations in relation to Channel Panel and how to make a Prevent referral.



Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 6

Children & Young People Services – Full Year Performance & Improvement Framework Metrics 2022-23

| Information, Advice and Assistance (Referrals) | | 2022-23 | 2021-22 |
|---|--|----------------|----------------|
| CH/001 | The number of contacts for children received by statutory Social Services during the year | 14,374 | 12,807 |
| CH/002 | The number of contacts for children received by statutory social services during the year where advice or assistance was provided | 2,614 | 2,084 |
| CH/003 | The number of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day | 14,374 | 12,807 |

| The number of contacts received by statutory children's social services during the year received from: | | 2022-23 | 2021-22 |
|---|---|----------------|----------------|
| CH/004a | Self | 18 | 12 |
| CH/004b | Relative | 1,442 | 1,108 |
| CH/004c | Friend or neighbour | 55 | 32 |
| CH/004d | Early intervention prevention service (Step-up) | 0 | 0 |
| CH/004e | Health | 1,491 | 1,229 |
| CH/004f | Education | 1,170 | 953 |
| CH/004g | Housing | 133 | 146 |
| CH/004h | Police | 6,893 | 6,866 |
| CH/004i | Probation | 519 | 379 |
| CH/004j | Third Sector Organisation | 317 | 359 |
| CH/004k | Local Authority | 356 | 267 |
| CH/004l | Independent Hospital | 0 | 0 |
| CH/004m | Ambulance Service | 52 | 48 |
| CH/004n | Care Regulator | 4 | 4 |
| CH/004o | Provider | 101 | 82 |
| CH/004p | Advocate | 0 | 0 |
| CH/004q | Other | 620 | 516 |
| CH/004r | Internal (Social Worker, Other Team) | 1,203 | 806 |
| CH/004 | Total | 14,374 | 12,807 |

| The total number of contacts received during the year where: | | 2022-23 | 2021-22 |
|--|---|---------|---------|
| CH/005a | Physical punishment by a parent or carer was one of several factors | 247 | 176 |
| CH/005b | Physical punishment by a parent or carer was the only factor | 41 | 30 |

| |
|--------------------|
| Assessments |
|--------------------|

| | | 2022-23 | 2021-22 |
|--------|--|---------|---------|
| CH/006 | The number of new assessments completed for children during the year | 2,400 | 1,920 |

| The number of new assessments completed for children during the year where: | | 2022-23 | 2021-22 |
|---|---|--------------|--------------|
| CH/007a | Needs were only able to be met with a care and support plan | 518 | 414 |
| CH/007b | Needs were able to be met by any other means | 1,492 | 1,169 |
| CH/007c | There were no eligible needs to meet | 390 | 337 |
| CH/007 | Total | 2,400 | 1,920 |

| | | | |
|---------|--|-------|-------|
| CH/008a | The total number of assessments for children completed during the year for children who were born at the time the assessment concluded | 2,294 | 1,860 |
| CH/008b | of those, where there is evidence that the child has been seen | 1,822 | 1,329 |

| The number of assessments for children completed (CH/006) during the year where: | | 2022-23 | 2021-22 |
|--|---|---------|---------|
| CH/009a | There was evidence of the active offer of Welsh | 1,665 | 1,168 |
| CH/009b | The Active Offer of Welsh was accepted | 28 | 22 |

| | | | |
|----------|--|-------|-----|
| *CH/009c | The assessment was undertaken using the language of choice | 1,170 | 943 |
|----------|--|-------|-----|

**Record whether the assessment was undertaken using the language of choice regardless of what the language was*

| The number of new assessments completed for children during the year undertaken in secure estate | | 2022-23 | 2021-22 |
|--|--|---------|---------|
| CH/010 | The number of new assessments completed for children during the year undertaken in secure estate | 3 | 4 |

| The total number of assessments completed during the year where: | | 2022-23 | 2021-22 |
|--|---|---------|---------|
| CH/011a | Physical punishment by a parent or carer was one of several factors | 167 | 165 |
| CH/011b | Physical punishment by a parent or carer was the only factor | 56 | 42 |

| The number of new assessments completed for children during the year that were completed within statutory timescales | | 2022-23 | 2021-22 |
|--|--|---------|---------|
| CH/012 | The number of new assessments completed for children during the year that were completed within statutory timescales | 2,348 | 1,902 |

| The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months | | 2022-23 | 2021-22 |
|---|---|---------|---------|
| CH/013 | The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months | 75 | 54 |

Where:

| | | | |
|---------------|---|-----------|-----------|
| CH/014a | Needs were only able to be met with a care and support plan | 20 | 8 |
| CH/014b | Needs were able to be met by any other means | 47 | 36 |
| CH/014c | There were no eligible needs to meet | 8 | 10 |
| CH/014 | Total | 75 | 54 |

| |
|--------------|
| Plans |
|--------------|

| | | 2022-23 | 2021-22 |
|---------|--|---------|---------|
| CH/015a | The number of children with a care and support plan on 31 March | 937 | 861 |
| CH015b | The number of children with a care and support plan on 31 March and also a carer's support plan, where the child has both their own care and support needs and responsibilities as a young carer | 24 | - |
| CH/016 | The total number of children with a care and support plan where needs are met through a Direct Payment at 31 March | 61 | 73 |

| | | | |
|---|--|--|--|
| The number of reviews of care and support plans and provisions of financial support that were due a review during the collection year that were: | | | |
|---|--|--|--|

| | | | |
|---------------|--|--------------|--------------|
| CH/017a | Child protection reviews | 179 | 267 |
| CH/017b | Looked after reviews (including pathway plan reviews and pre-adoption reviews) | 782 | 970 |
| CH/017c | Reviews of children in need of care and support (including children supported by a direct payment) | 2,920 | 2,753 |
| CH/017d | Reviews of support or financial support for children with Special Guardianship Orders | 31 | 323 |
| CH017e | Reviews of financial support for children with Special Guardianship Orders | 184 | - |
| CH/017 | Total | 4,096 | 4,313 |

| | | | |
|--|--|----------------|----------------|
| The number of reviews of care and support plans and provisions of financial support that were due during the collection year and were completed within statutory timescales, that were: | | 2022-23 | 2021-22 |
|--|--|----------------|----------------|

| | | | |
|---------------|--|--------------|--------------|
| CH/018a | Child protection reviews | 147 | 238 |
| CH/018b | Looked after reviews (including pathway plan reviews and pre-adoption reviews) | 693 | 860 |
| CH/018c | Reviews of children in need of care and support (including children supported by a direct payment) | 2,490 | 2,389 |
| CH/018d | Reviews of support or financial support for children with Special Guardianship Orders | 31 | 323 |
| CH018e | Reviews of financial support for children with Special Guardianship Orders | 184 | - |
| CH/018 | Total | 3,545 | 3,810 |

| The number of reviews of care and support plans and provisions of financial support that were due during the collection year and were completed, regardless of whether they were within statutory timescales, that were: | | 2022-23 | 2021-22 |
|--|--|--------------|----------|
| CH/019a | Child protection reviews | 179 | - |
| CH/019b | Looked after reviews (including pathway plan reviews and pre-adoption reviews) | 782 | - |
| CH/019c | Reviews of children in need of care and support (including children supported by a direct payment) | 2,758 | - |
| CH/019d | Reviews of support or financial support for children with Special Guardianship Orders | 31 | - |
| CH/019e | Reviews of financial support for children with Special Guardianship Orders | 184 | - |
| CH/019 | Total | 3,934 | - |

Safeguarding

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| CH/020 | The number of Initial Strategy Meetings for children concluded during the collection year | 1,110 | 885 |
| CH/021 | The number of Strategy Meetings held during the year that progressed to Section 47 enquiries | 334 | 271 |
| CH/022 | The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference | 70 | 91 |

| | | 2022-23 | | | | | | 2021-22 |
|---|----------------|---------|-------|-------|---------|---------|-----------|---------|
| The total number of Initial Child Protection Conferences held in the year that led to the decision to place a child on the Child Protection Register under the category of: | | Under 1 | 1 - 4 | 5 - 9 | 10 - 15 | 16 - 18 | Total Age | |
| CH/023a | Neglect | 10 | 7 | 5 | 15 | 1 | 38 | 29 |
| CH/023b | Physical abuse | 0 | 2 | 1 | 0 | 0 | 3 | 12 |
| CH/023c | Sexual abuse | 0 | 0 | 0 | 0 | 0 | 0 | 2 |

| | | | | | | | | |
|---------------|------------------------------------|-----------|-----------|-----------|-----------|----------|-----------|-----------|
| CH/023d | Emotional abuse | 4 | 3 | 12 | 5 | 1 | 25 | 40 |
| CH/023e | Financial abuse | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CH/023f | Neglect and physical abuse | 1 | 0 | 0 | 0 | 0 | 1 | 1 |
| CH/023g | Physical and sexual abuse | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CH/023h | Neglect and sexual abuse | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CH/023i | Neglect, physical and sexual Abuse | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CH/023 | Total | 15 | 12 | 18 | 20 | 2 | 67 | 84 |

| The total number of initial Child Protection Conferences held in the year that led to the decision not to place a child on the Child Protection Register | | 2022-23 | 2021-22 |
|---|--|----------------|----------------|
| CH/023j | The number of children during the year not deemed to be at risk of significant harm at child protection conference but still have need for Care and Support | 3 | 6 |
| CH/023k | The number of children during the year not deemed to be at risk of significant harm at child protection conference and no additional eligible needs were identified (This metric is automatically calculated: CH/022 – (CH/023a-i + CH/023j). If total is wrong, please insert a comment). | 0 | 1 |

| | | 2022-23 | 2021-22 |
|--------|--|----------------|----------------|
| CH/024 | Of those children who were placed on the child protection register during the year, the number that has been previously registered under any category, at any time during the previous 12 months | 11 | 9 |
| CH/025 | The number of initial child protection conferences held during the collection year that were held within statutory timescales | 52 | 76 |

| | | | |
|--------|--|-------|-------|
| CH026a | The total number of children on the Child Protection Register on 31 March | 43 | 72 |
| CH026b | The total number of children on the Child Protection Register during the collection year | 75 | - |
| CH/027 | The total number of initial core group meetings held during the year | 67 | 83 |
| CH/028 | The total number of initial core group meetings held during the year that were held within statutory timescales | 67 | 76 |
| CH/029 | The total number of visits to children on the child protection register that were due during the collection year | 1,709 | 2,549 |

| | | | |
|---------|---|-------|-------|
| CH030a | The total number of visits to children on the child protection register that were completed | 1,709 | - |
| CH/030b | The total number of visits to children on the child protection register that were completed within statutory timescales | 1,522 | 2,292 |
| CH/031 | The total number of reports of children who go missing during the year | 254 | 91 |
| CH/032 | The total number of children who go missing during the year | 88 | 74 |

| The total number of children reported during the year where child exploitation was a factor | | 2022-23 | 2021-22 |
|---|---|----------------|----------------|
| CH/033 | The total number of children reported during the year where child exploitation was a factor | 60 | 67 |
| <i>The total number of reports of child exploitation received during the year where the primary factor was:</i> | | | |
| CH/034a | Child sexual exploitation | 75 | 76 |
| CH/034b | Child criminal exploitation | 60 | 92 |
| CH/034c | Child trafficking | 5 | 4 |
| CH/034 | Total | 140 | 172 |

| Removal from the children protection register during the year | | 2022-23 | 2021-22 |
|--|---|----------------|----------------|
| CH/035 | The total number of days on the child protection register for children who were removed from the register during the year | 27,189 | 33,655 |
| CH/036 | The total number of children removed (de-registered) from the child protection register during the year | 104 | 121 |

| Number of pre-birth child protection conferences convened during the year | | 2022-23 | 2021-22 |
|--|---|----------------|----------------|
| CA/002* | Number of pre-birth child protection conferences convened during the year | 13 | 15 |

**Children
Looked After**

| | | 2022-23 | 2021-22 |
|---------|--|----------------|----------------|
| CH/037a | The number of children becoming looked after during the year | - | 49 |
| CH/037b | The number of new episodes of children becoming looked after during the year | - | 52 |
| CH/037c | The number of new instances of children becoming looked after during the year where the initial episode in care lasted 10 working days or more | - | 47 |

(Data for measures CH/037a, CH/037b and CH/037c will be post-populated from the Children Looked After Census)

| | | 2022-23 | 2021-22 |
|---------|--|----------------|----------------|
| CH/038 | The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after | 59 | 52 |
| CH/039 | The number of children looked after on 31 March | - | 268 |
| CH/040 | The number of children receiving (S76) short breaks at 31 March | - | 28 |
| CH/041 | The number of statutory visits for children looked after that were due during the year | 2,410 | 2,661 |
| CH/042a | The number of statutory visits to children looked after during the year that were completed | 2,339 | - |
| CH/042b | The number of statutory visits to children looked after during the year that were completed within statutory timescales | 2,170 | 2,532 |
| CH/043 | The total number of children looked after at 31 March who have experienced three or more placements during the year | - | 18 |
| CH/044 | The total number of children looked after on the 31 March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home) | 6 | 9 |
| CH/045 | The total number of children looked after who returned home during the year | - | 26 |
| CH/046 | The total number of children looked after who are not placed with parents, family or friends on 31 March | - | 164 |
| CH/047 | The total number of children looked after who are placed within Wales, but outside of the responsible local authority on 31 March | - | 55 |
| CH/048 | The total number of children looked after who are placed outside of Wales on 31 March | - | 11 |
| CH/049 | The total number of initial Pathway Plans due to be completed during the year | 26 | 26 |
| CH/050 | The total number of initial Pathway Plans due during the year that were completed within timescales | 26 | 25 |
| CH/051 | The total number of young people during the year where a personal adviser was allocated as required | 26 | 26 |

| | | | |
|--------|---|---|---|
| CH/052 | The total number of care leavers who experience homelessness during the year (As defined by the Housing (Wales) Act 2014) | 8 | 9 |
|--------|---|---|---|

(Data for measures CH/039, CH/040, CH/043, CH/045, CH/046, CH/047 and CH/048 will be post-populated from the Children Looked After Census)

| The total number of care experienced young people in the following categories on 31 March: | | 2022-23 | 2021-22 |
|--|--------------|------------|------------|
| CH/053a | category 1 | 56 | 49 |
| CH/053b | category 2 | 0 | 0 |
| CH/053c | category 3 | 143 | 171 |
| CH/053d | category 4 | 1 | 3 |
| CH/053e | category 5 | 0 | 0 |
| CH/053f | category 6 | 4 | 3 |
| CH/053 | Total | 204 | 226 |

| The total number of care leavers in categories 2,3 and 4 who have completed at least 3 consecutive months of employment, education or training in: | | 2022-23 | 2021-22 |
|--|--------------------------------------|---------|---------|
| CH/054a | the 12 months since leaving care | 19 | 7 |
| CH/054b | the 13 -24 months since leaving care | 7 | 13 |

| The total number of care leavers in categories 2,3 and 4 | | 2022-23 | 2021-22 |
|--|--|---------|---------|
| CH/054c | who left care in the 12 months preceding the collection year | 30 | 11 |
| CH/054d | who left care in the 24 months preceding the collection year | 11 | 18 |

| The number of young people leaving care who move into a 'When I am Ready' placement during the year | | 2022-23 | 2021-22 |
|---|---|---------|---------|
| CH/055 | The number of young people leaving care who move into a 'When I am Ready' placement during the year | - | 15 |

| |
|-----------------|
| Advocacy |
|-----------------|

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| CH/056 | The total number of "Active Offers" of advocacy for children, aged five and over at the start of the collection year, during the year | 31 | 19 |
| CH/057 | The total number "Active Offers" of advocacy for children during the year where an Independent Professional Advocate was provided | 27 | 19 |

| |
|---------------------|
| Young Carers |
|---------------------|

| Information, Advice and Assistance (Referrals) | | 2022-23 | 2021-22 |
|---|--|---------|---------|
| CA/011 | The total number of contacts to statutory social serviced by young carers or professionals contacting the service on their behalf received during the year | 26 | 22 |
| CA/012 | Of those identified, the number where advice and assistance was provided | 26 | 22 |

| |
|---|
| The number of contacts from young carers received during the year received from: |
|---|

| | | 2022-23 | 2021-22 |
|---------|---|---------|---------|
| CA/013a | Self | 0 | 0 |
| CA/013b | Relative | 12 | 2 |
| CA/013c | Friend or neighbour | 0 | 0 |
| CA/013d | Early intervention prevention service (Step-up) | 0 | 0 |
| CA/013e | Health | 5 | 0 |
| CA/013f | Education | 2 | 7 |
| CA/013g | Housing | 0 | 2 |
| CA/013h | Police | 0 | 1 |
| CA/013i | Probation | 0 | 0 |
| CA/013j | Third Sector Organisation | 1 | 1 |
| CA/013k | Local Authority | 5 | 0 |
| CA/013l | Independent Hospital | 0 | 0 |
| CA/013m | Ambulance Service | 0 | 0 |
| CA/013n | Care Regulator | 0 | 0 |
| CA/013o | Provider | 0 | 1 |

| | | | |
|---------------|--------------------------------------|-----------|-----------|
| CA/013p | Advocate | 0 | 0 |
| CA/013q | Internal (Social Worker, Other Team) | 1 | 8 |
| CA/013r | Other | 0 | 0 |
| CA/013 | Total | 26 | 22 |

| |
|--------------------|
| Assessments |
|--------------------|

| | | 2022-23 | 2021-22 |
|--------|--|---------|---------|
| CA/014 | The total number of carers needs assessments for young carers undertaken during the year | 86 | 64 |

| The number of carers assessments completed for children during the year where: | | 2022-23 | 2021-22 |
|---|--|-----------|-----------|
| CA/015a | Needs could be met using a young carer's support plan or care and support plan | 13 | 7 |
| CA/015b | Needs were able to be met by any other means | 69 | 51 |
| CA/015c | There were no eligible needs to meet | 4 | 6 |
| CA/015 | Total | 86 | 64 |

| The number of carers needs assessments for young carers completed (CA/014) during the year where: | | 2022-23 | 2021-22 |
|--|---|---------|---------|
| CA/016a | There was evidence of the active offer of Welsh | 73 | 44 |
| CA/016b | The Active Offer of Welsh was accepted | 0 | 1 |

| | | | |
|----------|--|----|----|
| *CA/016c | The assessment was undertaken using the language of choice | 38 | 44 |
|----------|--|----|----|

**Record whether the assessment was undertaken using the language of choice regardless of what the language was*

Plans

| | | 2022-23 | 2021-22 |
|---------|---|----------------|----------------|
| CA/017a | The number of young carers with a carer's support plan on 31 March | 49 | 64 |
| CA/017b | The number of young carers with a carer's support plan on 31 March and also a care and support plan, where the young person has both responsibilities as a carer and their own care and support needs | 24 | 18 |

Reviews

| | | 2022-23 | 2021-22 |
|--------|--|----------------|----------------|
| CA/018 | The number of reviews of support plans for young carers that were due during the collection year | 49 | 64 |
| CA/019 | The number of reviews of support plans for young carers that were due during the collection year that were completed within statutory timescales | 49 | 64 |
| CA/020 | The number of reviews of support plans for young carers that were due during the year and were completed | 49 | - |

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 7

Adult Services – Full Year Performance & Improvement Framework Metrics 2022-23

Information, Advice and Assistance (Referrals)

The number of contacts received for adults by statutory adult services during the year

| | | 2022-23 | 2021-22 |
|---------|---|---------|---------|
| AD/001a | The total number of contacts received for adults by statutory social services during the year | 13,361 | 8,990 |
| AD/001b | The number of new contacts received for adults by statutory social services during the year | 9,265 | - |
| AD/002 | The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided | 5,395 | - |

The number of new contacts received by statutory adult social services during the year, where advice or assistance was provided, received from:

| | | 2022-23 | 2021-22 |
|---------------|---|--------------|----------|
| AD/003a | Self | 725 | - |
| AD/003b | Relative | 1,073 | - |
| AD/003c | Friend or neighbour | 69 | - |
| AD/003d | Early intervention prevention service (Step-up) | 0 | - |
| AD/003e | Health | 1,914 | - |
| AD/003f | Education | 8 | - |
| AD/003g | Housing | 68 | - |
| AD/003h | Police | 179 | - |
| AD/003i | Probation | 6 | - |
| AD/003j | Third Sector Organisation | 122 | - |
| AD/003k | Local Authority | 0 | - |
| AD/003l | Independent Hospital | 0 | - |
| AD/003m | Ambulance Service | 0 | - |
| AD/003n | Care Regulator | 0 | - |
| AD/003o | Provider | 0 | - |
| AD/003p | Advocate | 0 | - |
| AD/003q | Other | 632 | - |
| AD/003r | Internal (Social Worker, Other Team) | 599 | - |
| AD/003 | Total | 5,395 | - |

| Assessments | | 2022-23 | 2021-22 |
|--------------------|--|----------------|----------------|
| AD/004 | The number of new assessments completed for adults during the year | 1,954 | 1,052 |

Of which:

| | | | |
|---------------|---|--------------|--------------|
| AD/005a | Needs were only able to be met with a care and support plan | 837 | 846 |
| AD/005b | Needs were able to be met by any other means | 922 | 180 |
| AD/005c | There were no eligible needs to meet | 195 | 26 |
| AD/005 | Total number of new assessments | 1,954 | 1,052 |

The number of new assessments for adults completed (AD/004) during the year where:

| | | 2022-23 | 2021-22 |
|----------|--|----------------|----------------|
| AD/006a | There was evidence of the active offer of Welsh | 1,554 | 1,016 |
| AD/006b | The Active Offer of Welsh was accepted | 58 | 88 |
| AD/006c* | The assessment was undertaken using the language of choice | 1,586 | 1,023 |

*Record whether the assessment was undertaken using the language of choice regardless of what the language was

| | | 2022-23 | 2021-22 |
|--------|--|----------------|----------------|
| AD/007 | The number of new assessments completed for adults during the year undertaken in the secure estate | 0 | 0 |

The number of new assessments that were requested by the adult or family during the year where a previous assessment had been completed in the previous 12 months

| | | 2022-23 | 2021-22 |
|--------|--|----------------|----------------|
| AD/008 | The number of new assessments that were completed, where the assessment was requested by the adult or family during the year and a previous assessment had been completed in the previous 12 months where: | 15 | 16 |

Of which:

| | | | |
|---------------|---|-----------|-----------|
| AD/009a | Needs were only able to be met with a care and support plan | 8 | 13 |
| AD/009b | Needs were able to be met by any other means | 6 | 3 |
| AD/009c | There were no eligible needs to meet | 1 | 0 |
| AD/009 | Total number of new assessments | 15 | 16 |

| |
|--|
| Early Intervention and Prevention and Plans |
|--|

| | | 2022-23 | 2021-22 |
|---------------|--|------------|------------|
| AD/010 | The total number of packages of reablement completed during the year | 186 | 185 |
| Of which: | | | |
| AD/011a | Reduced the need for support | 35 | 36 |
| AD/011b | Maintained the need for the same level of support | 11 | 23 |
| AD/011c | Mitigated the need for support | 132 | 118 |
| AD/011d | Neither reduced, maintained nor mitigated the need for support | 8 | 8 |
| AD/011 | Total number of packages of reablement | 186 | 185 |

| | | 2022-23 | 2021-22 |
|---------|--|---------|---------|
| AD/012a | The number of adults with a care and support plan on 31 March | 2,083 | 1,971 |
| AD/012b | A care and support plan on 31 March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer | 0 | - |

| | | 2022-23 | 2021-22 |
|--------|--|---------|---------|
| AD/013 | The total number of adults with a care and support plan where needs are met through a Direct Payment at 31 March | 283 | 257 |

| |
|------------------------------|
| Provision of Services |
|------------------------------|

| | | 2022-23 | 2021-22 |
|---------------|-----------------------------|---------|---------|
| AD/014a | Adult Care Home | 0 | - |
| AD/014B | Domiciliary Care | 0 | - |
| AD/014 | Total number of days | 0 | - |

The total number of services for adults started during the year where that service is:

| | | 2022-23 | 2021-22 |
|---------------|---------------------------------|------------|---------|
| AD/015a | Adult Care home | 300 | - |
| AD/015b | Domiciliary Care | 298 | 283 |
| AD/015c | Respite Care | 172 | - |
| AD/015 | Total number of services | 770 | 549 |

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| | | 2022-23 | 2021-22 |
|--------|--|---------|---------|
| AD/016 | The number of care and support plans for adults that were due a review during the collection year | 1,378 | 1,483 |
| AD/017 | The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year | 576 | - |

| | | 2022-23 | 2021-22 |
|--------|--|---------|---------|
| AD/018 | The number of care and support plans for adults supported by direct payments that were due a review during the collection year | 79 | - |
| AD/019 | The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year | 77 | - |

Safeguarding

Adults suspected of being at risk

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| AS/001 | The total number of adults suspected of being at risk of abuse or neglect reported during the year | 916 | 960 |
| AS/002 | The total number of adults suspected of being at risk of abuse or neglect reported more than once for the same category of abuse or neglect during the year | 180 | 174 |
| AS/003 | The total number of adults suspected of being at risk of abuse or neglect reported for different categories of abuse or neglect during the year | 152 | 130 |

Reports received during the year

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| AD/020 | The total number of reports of an adult suspected of being at risk received during the year | 1,392 | 1,368 |

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| The total number of reports of an adult suspected of being at risk received during the year from: | | 2022-23 | 2021-22 |
|---|---|---------|---------|
| AD/021a | Self | 2 | 2 |
| AD/021b | Relative | 23 | 16 |
| AD/021c | Friend or Neighbour | 3 | 3 |
| AD/021d | Early intervention prevention service (Step-up) | 0 | 0 |
| AD/021e | Health | 321 | 320 |
| AD/021f | Education | 7 | 6 |
| AD/021g | Housing | 50 | 39 |
| AD/021h | Police | 29 | 140 |
| AD/021i | Probation | 14 | 6 |
| AD/021j | Third Sector Organisation | 24 | 35 |
| AD/021k | Local Authority | 237 | 171 |
| AD/021l | Independent Hospital | 39 | 13 |
| AD/021m | Ambulance Service | 12 | 30 |

| | | | |
|---------------|--------------------------------------|--------------|--------------|
| AD/021n | Care Regulator | 38 | 92 |
| AD/021o | Provider | 495 | 398 |
| AD/021p | Advocate | 11 | 5 |
| AD/021q | Other | 48 | 53 |
| AD/021r | Internal (Social Worker, Other Team) | 39 | 39 |
| AD/021 | Total | 1,392 | 1,368 |

The total number of reports received during the collection year where it was alleged that there was abuse under the primary category of:

| | | 2022-23 | | | | | | | | 2021-22 | |
|---------------|----------------------------------|-----------|------------|------------|------------|------------|------------|------------|-------------|--------------|--------------|
| | | Age | | | | | | | | | |
| | | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85 and over | | Total |
| AD/022a | Neglect | 21 | 46 | 59 | 48 | 76 | 76 | 153 | 185 | 664 | 579 |
| AD/022b | Physical abuse | 18 | 46 | 36 | 43 | 50 | 44 | 59 | 67 | 363 | 425 |
| AD/022c | Sexual abuse | 5 | 12 | 22 | 21 | 10 | 4 | 11 | 8 | 93 | 141 |
| AD/022d | Emotional or Psychological abuse | 17 | 36 | 42 | 28 | 40 | 20 | 31 | 18 | 232 | 303 |
| AD/022e | Financial abuse | 3 | 14 | 12 | 14 | 25 | 23 | 38 | 26 | 155 | 180 |
| AD/022 | Total | 64 | 154 | 171 | 154 | 201 | 167 | 292 | 304 | 1,507 | 1,628 |

| The total number of reports received during the collection year where the ethnicity of the adult suspected of being at risk or abuse or neglect was: | | 2022-23 | 2021-22 |
|--|--|--------------|--------------|
| AS/004a | White | 984 | 963 |
| AS/004b | Mixed Ethnic group | 1 | 1 |
| AS/004c | Asian or Asian British | 2 | 3 |
| AS/004d | Black, African, Caribbean or Black British | 2 | 7 |
| AS/004e | Other Ethnic Group | 7 | 9 |
| AS/004f | Information not obtained | 396 | 385 |
| AS/004g | Information refused | 0 | 0 |
| AS/004 | Total | 1,392 | 1,368 |

Enquiries completed during the year

| The total number of reports of an adult suspected of being at risk where it is necessary for enquiries to be made, by age: | | 2022-23 | 2021-22 |
|---|------------------|----------------|----------------|
| AD/023a | Total aged 18-24 | 15 | - |
| AD/023b | Total aged 25-34 | 16 | - |
| AD/023c | Total aged 35-44 | 17 | - |
| AD/023d | Total aged 45-54 | 20 | - |
| AD/023e | Total aged 55-64 | 23 | - |
| AD/023f | Total aged 65-74 | 32 | - |
| AD/023g | Total aged 75-84 | 56 | - |
| AD/023h | Total aged 85+ | 92 | - |
| AD/023 | Total | 271 | 246 |

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| | | | |
|--------|--|-----|-----|
| AD/024 | The total number of enquiries completed within 7 working days from the receipt of the reported alleged abuse | 232 | 150 |
|--------|--|-----|-----|

| Of those enquiries made (from AD/023), the number where the alleged perpetrator was: | | 2022-23 | 2021-22 |
|---|--|----------------|----------------|
| AD/025a | A spouse | 5 | 3 |
| AD/025b | A son or daughter | 9 | 1 |
| AD/025c | A family member who is not a child or spouse | 35 | 45 |
| AD/025d | A professional | 125 | 91 |
| AD/025e | A volunteer or unpaid worker | 0 | 0 |
| AD/025f | A friend | 12 | 9 |
| AD/025g | A neighbour | 2 | 5 |
| AD/025h | Another service user | 25 | 16 |
| AD/025i | Other Person | 11 | 47 |
| AD/025j | Not known | 59 | 46 |
| AD/025 | Total | 283 | 263 |

| Of those enquiries made (from AD/023), the number where the place alleged abuse or neglect occurred was: | | 2022-23 | 2021-22 |
|--|-------------------|------------|------------|
| AS/005a | Own home | 124 | 135 |
| AS/005b | Community | 30 | 19 |
| AS/005c | Care home setting | 120 | 96 |
| AS/005d | Health setting | 8 | 4 |
| AS/005 | Total | 282 | 254 |

| | | 2022-23 | 2021-22 |
|---------|--|---------|---------|
| AD/026 | The total number of enquiries where it was determined that additional action should be taken | 84 | 89 |
| AD/027 | The total number of enquiries where the individual refused to participate in the identified action | 4 | 2 |
| AD/028a | The total number of enquiries in the collection year where it was determined additional action was required and resulting in an active care and support protection plan | - | - |
| AD/028b | The total number of active care and support protection plans for adults on 31 March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect | - | - |

Investigations

| | | 2022-23 | 2021-22 |
|---------------|--|----------|-----------|
| AS/006a | The number of criminal investigations that concluded during the year | 6 | 3 |
| AS/006b | The number of non-criminal investigations that concluded during the year | 0 | 26 |
| AS/006 | Total investigations | 6 | 31 |

Charging a

The number of adults with a care and support plan who during the year:

| | | 2022-23 |
|---------|---|---------|
| AD/029a | Paid the maximum weekly charge towards the cost of non-residential care | 32 |
| AD/029b | Paid a flat rate charge towards care and support services (If you don't use flat rates, please insert a zero and provide a comment explaining why this is). | 2,499 |
| AD/029c | Were found to be over the capital limit for residential care | 965 |

| AD/030 | | The total number of adults on 31 March with care and support by type of care and support and age: | | | | | | | | | | | |
|----------|--------------|---|--------------|--------------|---------------------------------|------------------|--|-----------------|------------------------------------|-------------------------------|------------|----------------------------|--------------|
| | | Domiciliary care | Day care | Respite care | Short breaks / Replacement care | Adult placements | Supported accommodation / supported living | Direct payments | Adult care homes (without nursing) | Adult care homes with nursing | Telecare | Total of services (volume) | |
| Page 206 | AD/030a | Total aged 18-24 | 0 | 19 | 36 | 0 | 19 | 14 | 49 | 6 | 1 | 0 | 144 |
| | AD/030b | Total aged 25-34 | 6 | 36 | 40 | 0 | 11 | 28 | 65 | 13 | 1 | 0 | 200 |
| | AD/030c | Total aged 35-44 | 18 | 28 | 20 | 0 | 1 | 35 | 44 | 17 | 0 | 0 | 163 |
| | AD/030d | Total aged 45-54 | 39 | 23 | 19 | 0 | 1 | 36 | 56 | 15 | 4 | 0 | 193 |
| | AD/030e | Total aged 55-64 | 91 | 15 | 25 | 0 | 3 | 25 | 55 | 38 | 15 | 0 | 267 |
| | AD/030f | Total aged 65-74 | 157 | 1 | 26 | 0 | 1 | 32 | 46 | 72 | 33 | 0 | 368 |
| | AD/030g | Total aged 75-84 | 342 | 1 | 91 | 0 | 0 | 4 | 31 | 249 | 111 | 0 | 829 |
| | AD/030h | Total aged 85+ | 445 | 0 | 140 | 0 | 0 | 1 | 33 | 342 | 154 | 0 | 1,115 |
| | AD030 | Total aged 18+ | 1,098 | 123 | 397 | 0 | 36 | 175 | 379 | 752 | 319 | 0 | 3,279 |

Charging b

| AD/031 | | The total number of adults with a care and support on 31 st March who were charged for care and support by type of care and support and age (AD030a-i) should be less than equal to the AD/030a-i): | | | | | | | | | | |
|--------------|-----------------------|--|-----------|--------------|---------------------------------|------------------|--|-----------------|------------------------------------|-------------------------------|----------|----------------------------|
| | | Domiciliary care | Day care | Respite care | Short breaks / Replacement care | Adult placements | Supported accommodation / supported living | Direct payments | Adult care homes (without nursing) | Adult care homes with nursing | Telecare | Total of services (volume) |
| AD/031a | Total aged 18-24 | 0 | 15 | 21 | 0 | 13 | 6 | 28 | 4 | 0 | 0 | 87 |
| AD/031b | Total aged 25-34 | 2 | 14 | 30 | 0 | 11 | 16 | 47 | 10 | 0 | 0 | 130 |
| AD/031c | Total aged 35-44 | 10 | 10 | 15 | 0 | 1 | 23 | 18 | 10 | 0 | 0 | 87 |
| AD/031d | Total aged 45-54 | 23 | 8 | 10 | 0 | 1 | 21 | 34 | 7 | 0 | 0 | 104 |
| AD/031e | Total aged 55-64 | 42 | 4 | 10 | 0 | 2 | 17 | 20 | 38 | 0 | 0 | 133 |
| AD/031f | Total aged 65-74 | 90 | 0 | 7 | 0 | 0 | 27 | 21 | 54 | 30 | 0 | 229 |
| AD/031g | Total aged 75-84 | 250 | 0 | 29 | 0 | 0 | 4 | 20 | 236 | 106 | 0 | 645 |
| AD/031h | Total aged 85+ | 365 | 0 | 46 | 0 | 0 | 1 | 19 | 317 | 145 | 0 | 893 |
| AD031 | Total aged 18+ | 782 | 51 | 168 | 0 | 28 | 115 | 207 | 676 | 281 | 0 | 2,308 |

Advocacy

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| AD/032 | The total number of adults during the year where the need for an independent professional advocate was identified | 0 | - |
| AD/033 | The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided | 0 | - |

Adult Carers

Adult Carer Contacts

| | | 2022-23 | 2021-22 |
|-------|--|---------|---------|
| CA/01 | The total number of contacts to statutory social serviced by adult carers or professionals contacting the service on their behalf received during the year | 271 | 172 |
| CA/02 | The number of contacts by adult carers received by statutory social services during the year where advice or assistance was provided | 265 | 169 |

| The number of contacts for adult carers by statutory services during the year received from: | | 2022-23 | 2021-22 |
|--|---|------------|------------|
| CA/003a | Self | 38 | 42 |
| CA/003b | Relative | 10 | 13 |
| CA/003c | Friend or neighbour | 0 | 0 |
| CA/003d | Early intervention prevention service (Step-up) | 0 | 0 |
| CA/003e | Health | 12 | 15 |
| CA/003f | Education | 0 | 0 |
| CA/003g | Housing | 0 | 0 |
| CA/003h | Police | 0 | 0 |
| CA/003i | Probation | 0 | 0 |
| CA/003j | Third Sector Organisation | 0 | 3 |
| CA/003k | Local Authority | 4 | 0 |
| CA/003l | Independent Hospital | 5 | 0 |
| CA/003m | Ambulance Service | 2 | 0 |
| CA/003n | Care Regulator | 2 | 0 |
| CA/003o | Provider | 5 | 0 |
| CA/003p | Advocate | 0 | 0 |
| CA/003q | Internal (Social Worker, Other Team) | 162 | 85 |
| CA/003r | Other | 31 | 14 |
| CA/003 | Total | 271 | 172 |

Adult Carer Assessments

| | | 2022-23 | 2021-22 |
|-----------------|--|---------|---------|
| CA/004 | The total number of carers needs assessments for adults undertaken during the year | 225 | 167 |
| <i>Of which</i> | | | |
| CA/005a | Needs could be met with a carer's support plan or care and support plan | - | - |
| CA/005b | Needs were able to be met by any other means | - | - |
| CA/005c | There were no eligible needs to meet | - | - |
| CA/005 | Total | - | - |

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| CA/006 | The number of carers needs assessments for adults refused during the year | 28 | 21 |

The number of carers needs assessments for adults completed (CA/004) during the year where:

| | | 2022-23 | 2021-22 |
|----------|--|---------|---------|
| CA/007a | There was evidence of the active offer of Welsh | 224 | 167 |
| CA/007b | The Active Offer of Welsh was accepted | 8 | 2 |
| CA/007c* | The assessment was undertaken using the language of choice | 225 | 167 |

*Record whether the assessment was undertaken using the language of choice regardless of what the language was

Adult Carer Support Plans

| | | 2022-23 | 2021-22 |
|---------|--|---------|---------|
| CA/008a | The number of adult carers with a carer's support plan on 31 March | 0 | - |
| CA/008b | The number of adult carers with a carer's support plan on 31 st March and also a care and support plan, where the adult has both responsibilities as a carer and their own care and support needs | 0 | - |

Reviews

| | | 2022-23 | 2021-22 |
|--------|---|---------|---------|
| CA/009 | The number of reviews of support plans for adult carers that were due during the collection year | 0 | - |
| CA/010 | The number of reviews of support plans for adult carers that were due during the collection year and were completed | 0 | - |

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

Appendix 8
Children & Young People
And
Adult Services
High Level Measures

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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: High Level Measure 13 (Children & Young People Services) – Personal Outcomes

Page 21 – 26: High Level Measure 13 (Children & Young People Services) – Participation & Engagement (Voice of the Child)

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

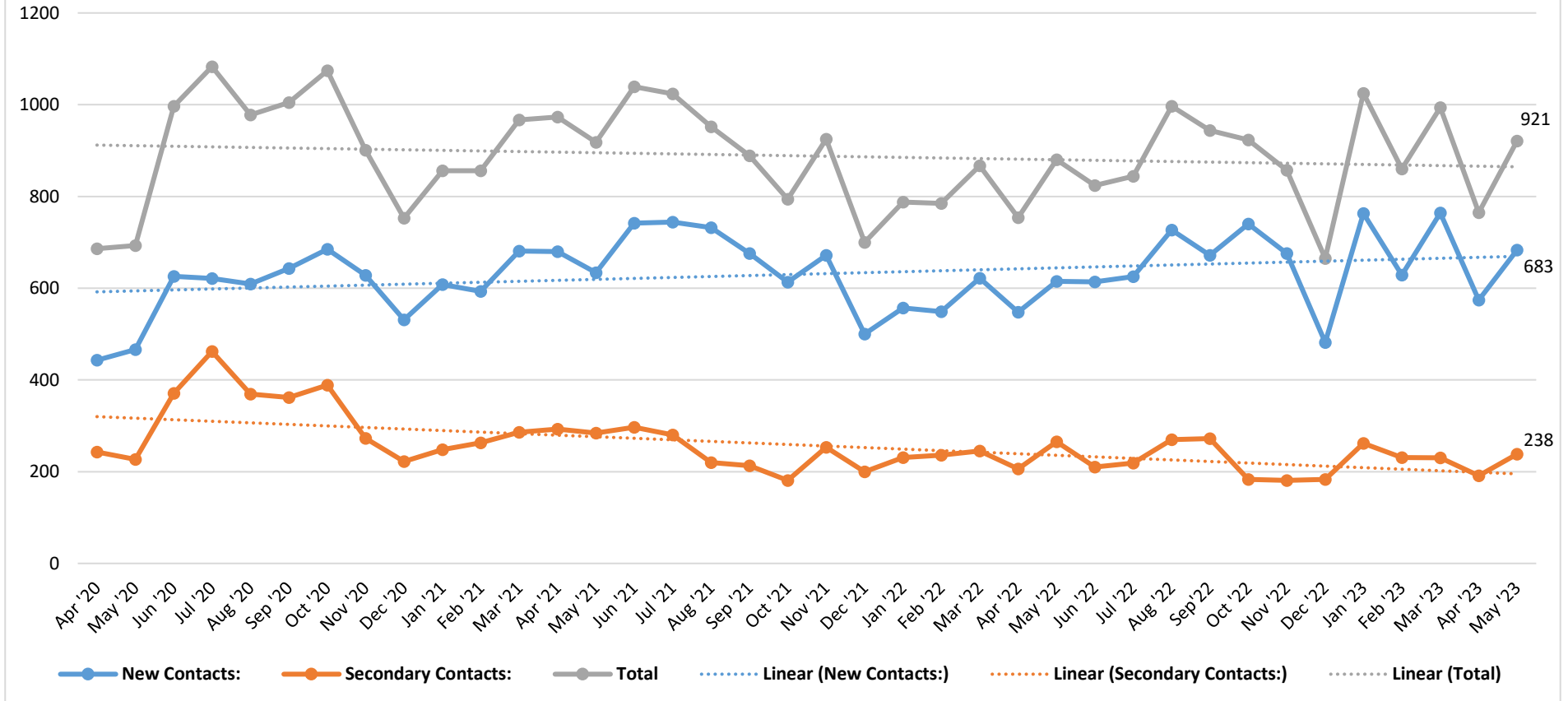
Caseload Analysis as @ 31st May 2023

| Team | Available Hours | FTE Equivalent | Active Cases | Highest Worker Caseload | Average Caseload per Worker |
|-----------------------------|-----------------|----------------|--------------|-------------------------|-----------------------------|
| Afan Network | 481 | 13 | 309 | 36 | 23.77 |
| Neath Network | 555 | 15 | 240 | 20 | 16 |
| Upper Valleys | 393 | 10.62 | 231 | 26 | 21 |
| CMHT Tonna | 222 | 6 | 73 | 8 | 12.17 |
| CMHT Forge | 185 | 5 | 63 | 16 | 12.6 |
| Complex Disability | 449 | 12.13 | 234 | 25 | 18 |
| Totals | 2,285.0 | 61.75 | 1,150 | | |
| Average FTE Caseload | | | | | 18.62 |

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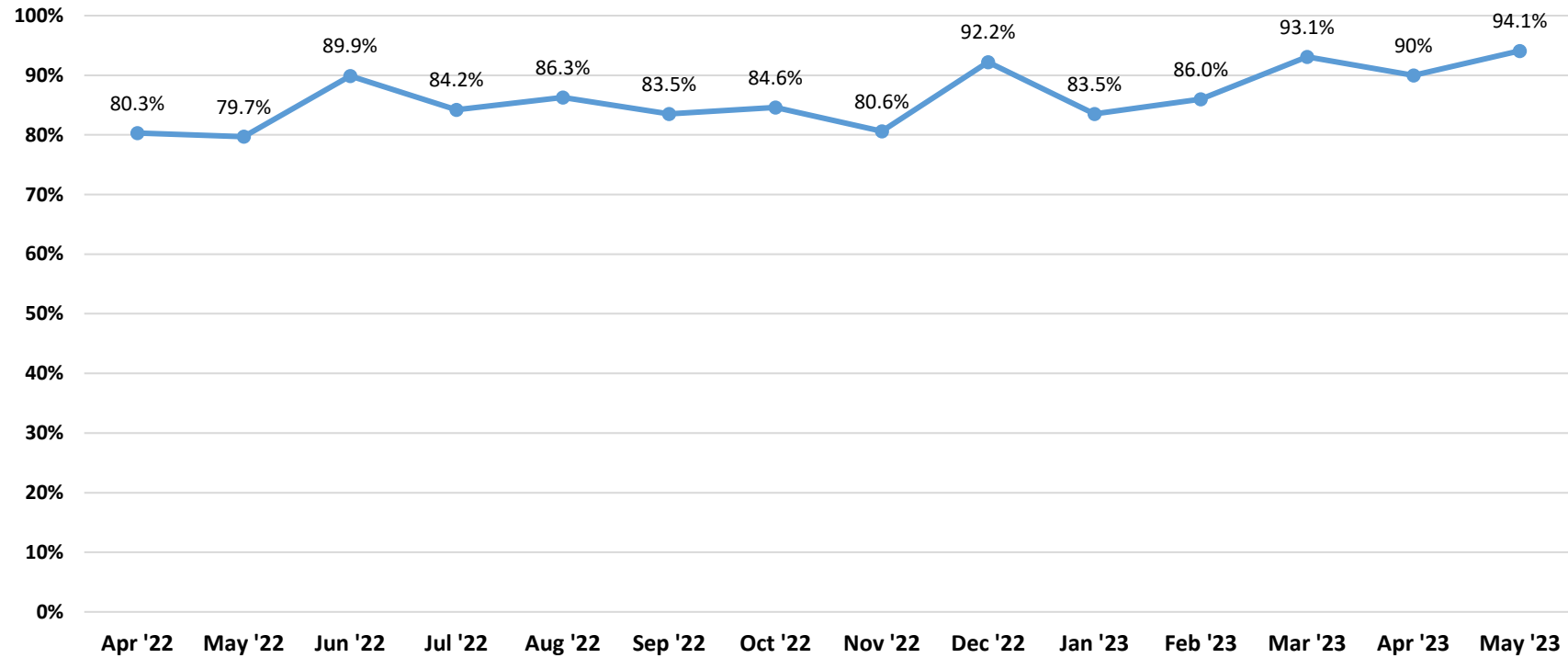
HLM 1 – Includes Social Workers only and excludes: Consultant Social Workers, Team Managers & Deputy Team Managers. Please note that only staff with service users on their caseloads have been included in the analysis. For example, if a worker is a FTE within a team but has a caseload of 0 (e.g. due to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

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

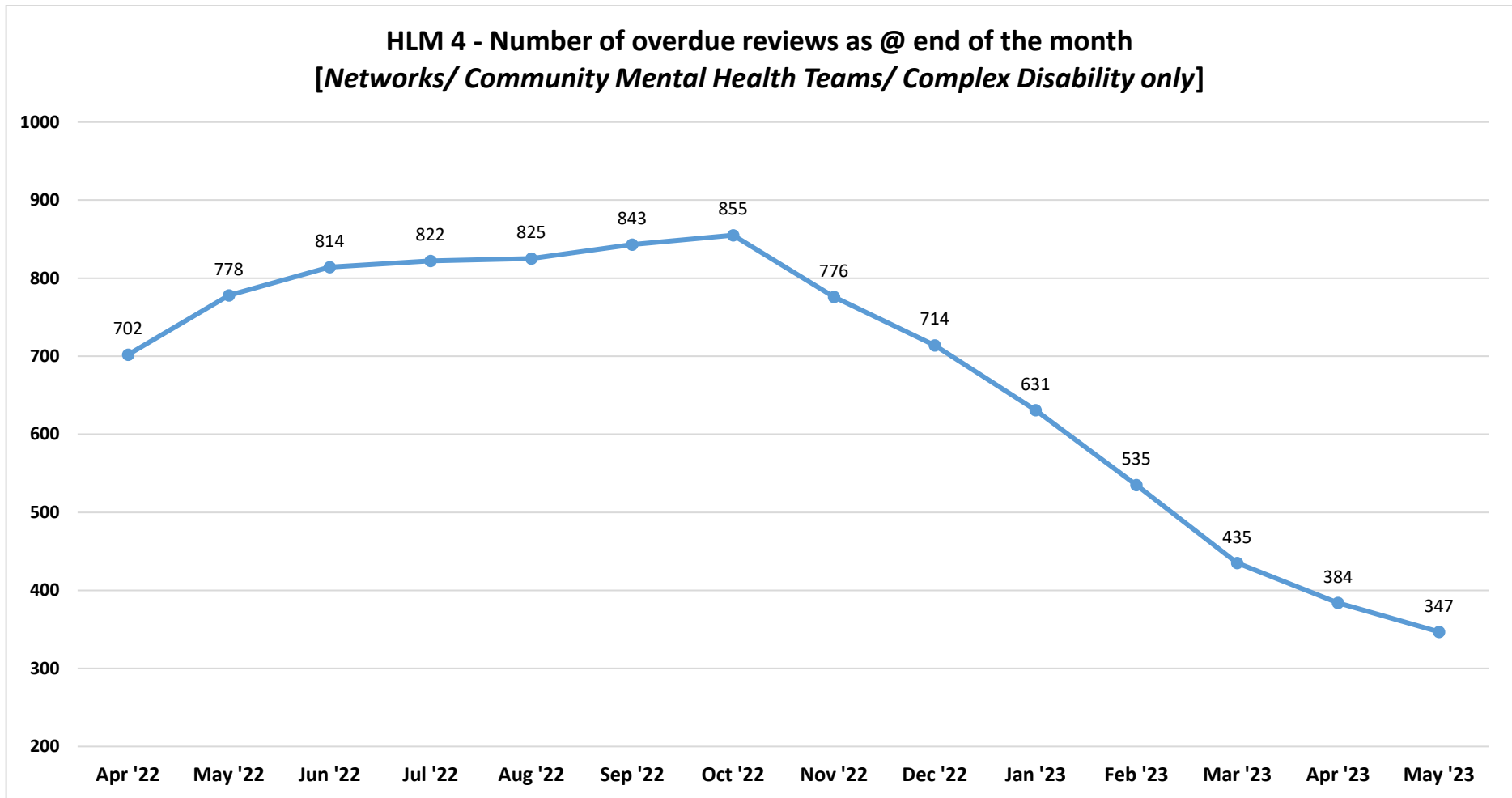


HLM 2 – ‘New Contacts’ are those which are not currently known to the service. **‘Secondary contacts’** are those which are known to the service and are currently open to a team.

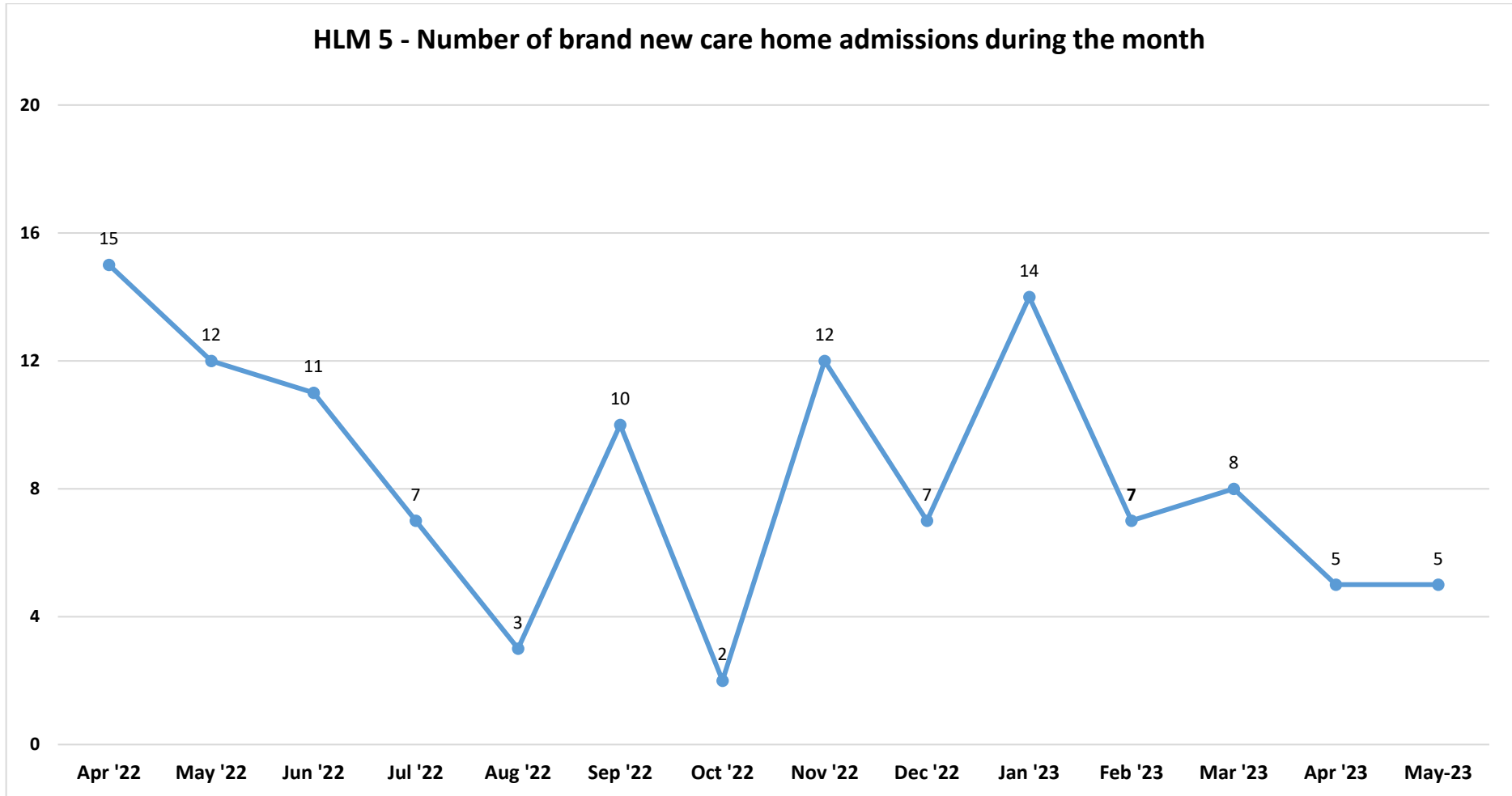
HLM 3 - Percentage of supervisions completed within timescale as @ end of the month [Networks, Community mental Health Teams/ Complex Disability only]



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

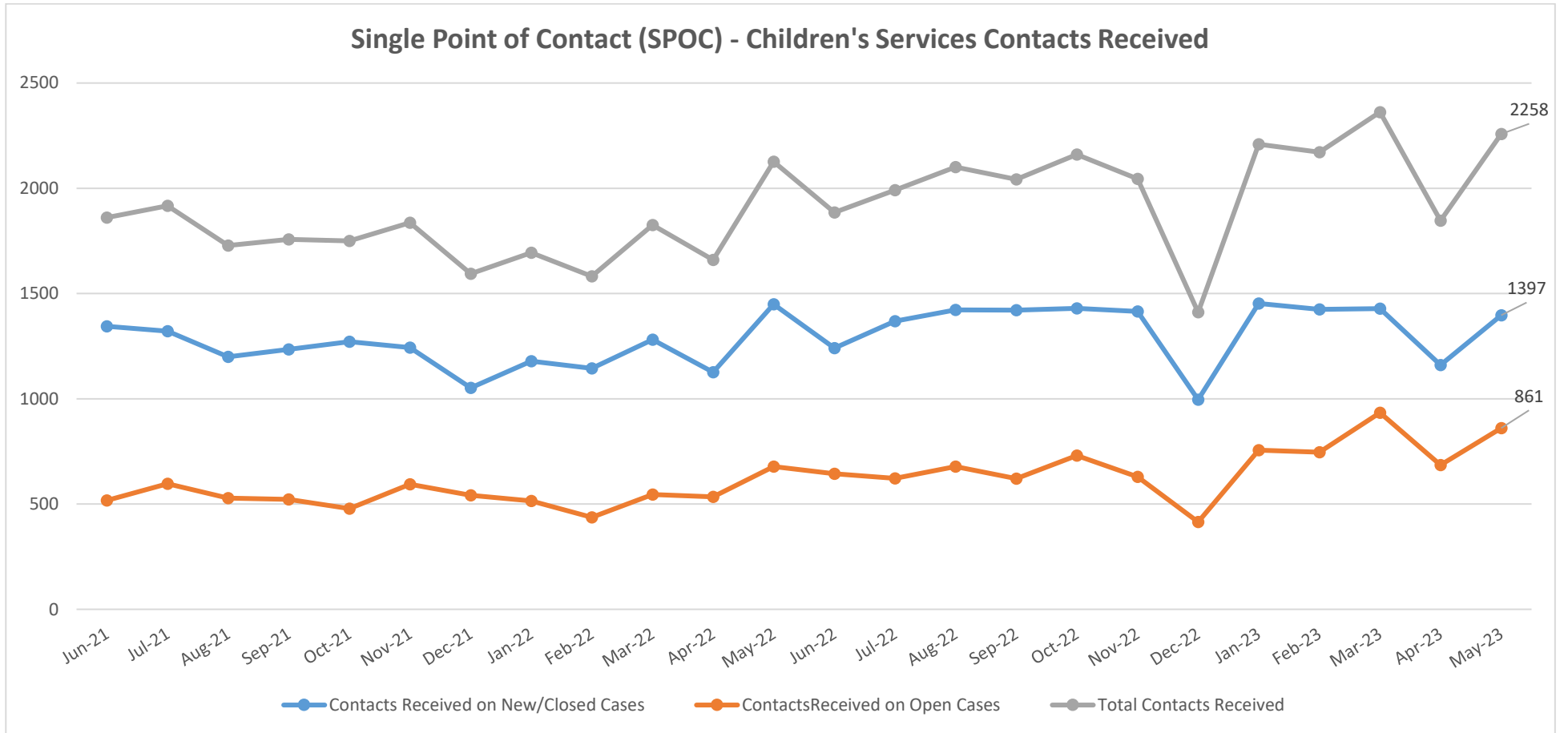


HLM 4 – Includes all reviews which are overdue / in the red at the end of each month. The data shows all reviews that are overdue as at a date and not just for that month. There is a statutory requirement to review a service user’s care plan every 12 months.

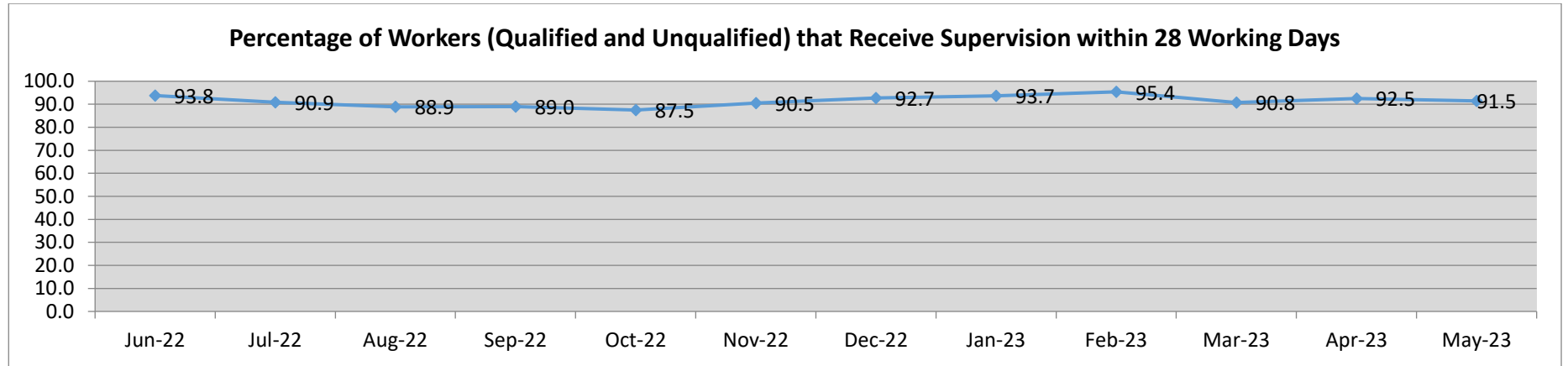


HLM 5 – Brand new residential and nursing care home admissions (within NPT and border homes), aged 18+ years during each month. (Excludes Respite, Supported Living, Extra Care, Residential Reablement and Out of County placements).

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



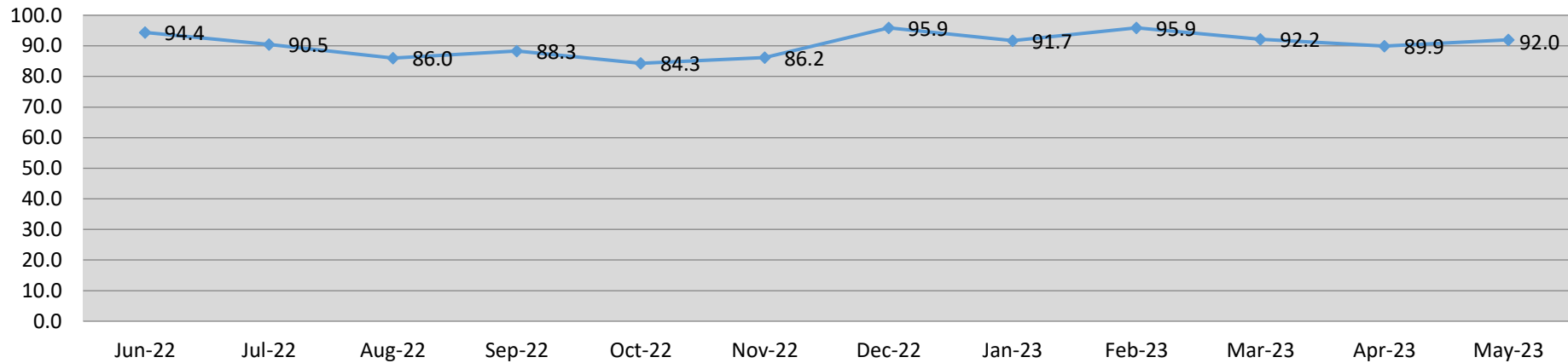
- **High Level Measure 7 (Children & Young People Services) – Staff Supervision Rates**



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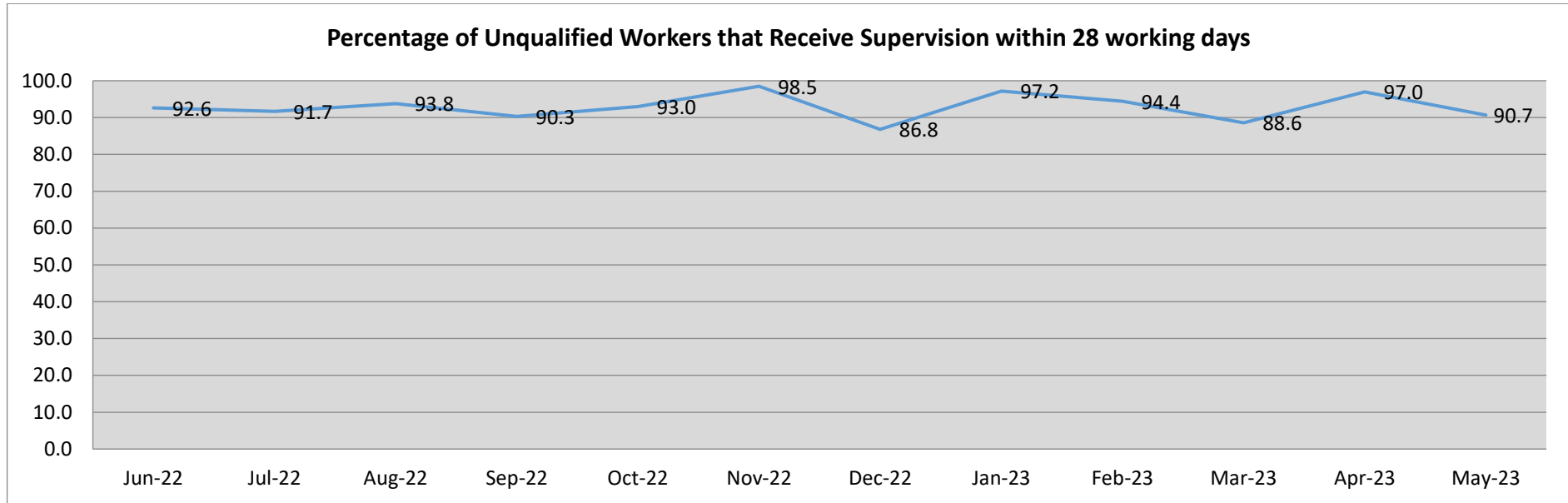
| | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 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 | 93.8 | 90.9 | 88.9 | 89 | 87.5 | 90.5 | 92.7 | 93.7 | 95.4 | 90.8 | 92.5 | 91.5 |
| Number of workers due Supervision | 162 | 165 | 171 | 182 | 184 | 190 | 191 | 191 | 194 | 185 | 186 | 199 |
| Of which, were undertaken in 28 working days | 152 | 150 | 152 | 162 | 159 | 172 | 177 | 179 | 185 | 168 | 172 | 182 |

Percentage of Qualified Workers that Receive Supervision within 28 Working Days



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| | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 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 | 94.4 | 90.5 | 86 | 88.3 | 84.3 | 86.2 | 95.9 | 91.7 | 95.9 | 92.2 | 89.9 | 92 |
| Number of workers due Supervision | 108 | 105 | 107 | 120 | 121 | 123 | 123 | 120 | 123 | 115 | 119 | 113 |
| Of which, were undertaken in 28 working days | 102 | 95 | 92 | 106 | 101 | 106 | 118 | 110 | 118 | 106 | 107 | 104 |



| | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 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 | 92.6 | 91.7 | 93.8 | 90.3 | 93 | 98.5 | 86.8 | 97.2 | 94.4 | 88.6 | 97 | 90.7 |
| Number of workers due Supervision | 54 | 60 | 64 | 62 | 63 | 67 | 68 | 71 | 71 | 70 | 67 | 86 |
| Of which, were undertaken in 28 working days | 50 | 55 | 60 | 56 | 58 | 66 | 59 | 69 | 67 | 62 | 65 | 78 |

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

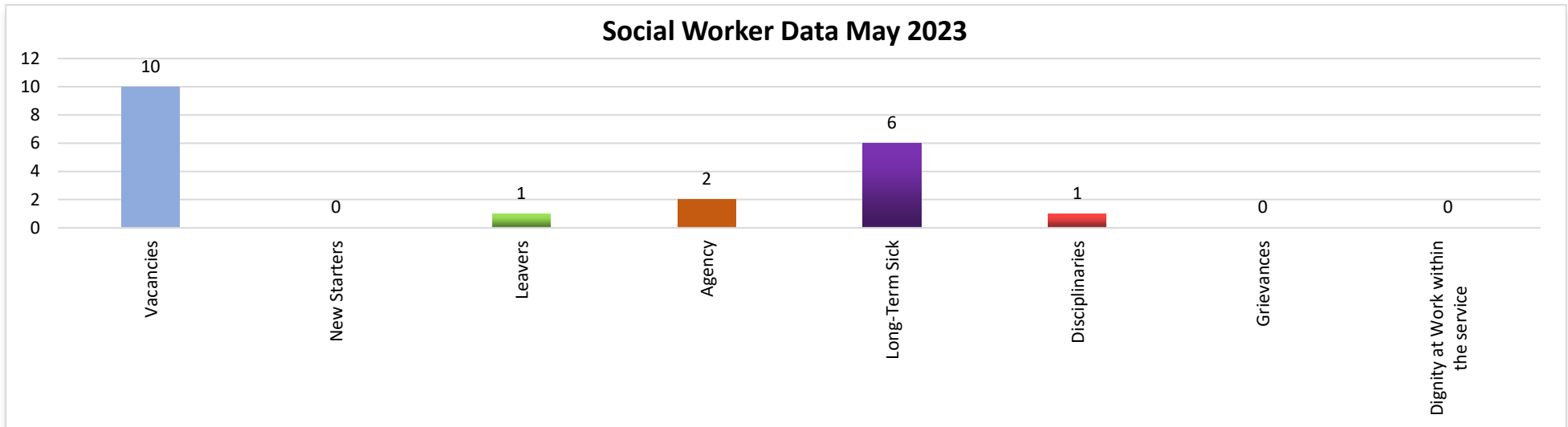
| As at 31st May 2023 | Case-load Information - Qualified Workers, including Deputy Team Managers | | | | |
|---------------------------------|---|----------------|----------------|--------------------------|------------------------------|
| Team | Available Hours | FTE Equivalent | Team Case-load | Highest Worker Case-load | Average Case-load per Worker |
| Cwrt Sart | 333.0 | 9.0 | 100 | 18 | 11.1 |
| Disability Team | 433.0 | 11.7 | 198 | 24 | 16.9 |
| LAC Team | 363.5 | 9.8 | 113 | 16 | 11.5 |
| Llangatwg | 370.0 | 10.0 | 173 | 19 | 17.3 |
| Sandfields | 370.0 | 10.0 | 99 | 14 | 9.9 |
| Route 16 | 204.5 | 5.5 | 68 | 15 | 12.3 |
| Dyffryn | 344.5 | 9.3 | 96 | 13 | 10.3 |
| Intake | 444.0 | 12.0 | 209 | 28 | 17.4 |
| Totals | 2,862.5 | 77.4 | 1,056.0 | | |
| Average Case-load - CYPS | | | | 18.4 | 13.6 |

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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.

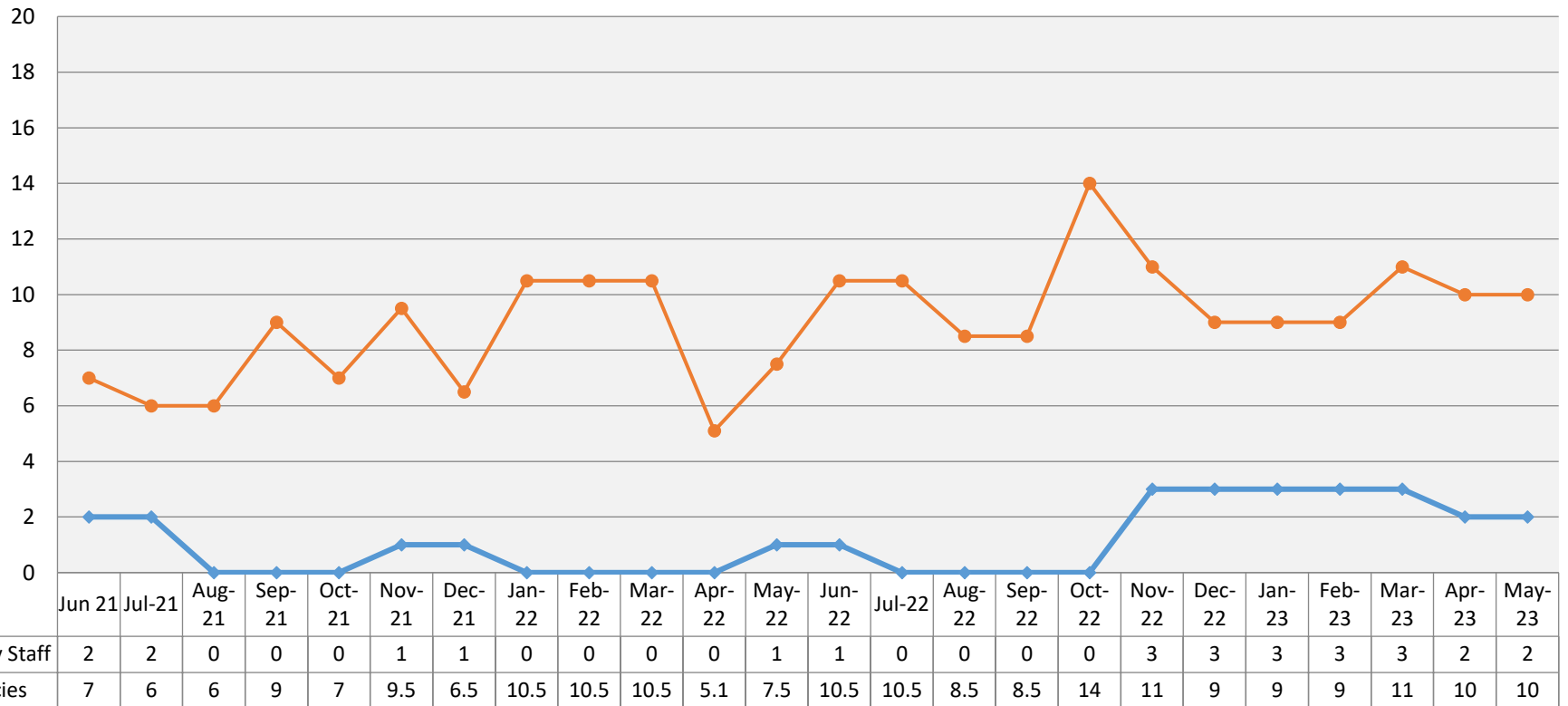
- **High Level Measure 9 (Children & Young People Services) – The Number of Social Worker Vacancies (includes number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service.**



| | 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 | | | 10 | | | | | 10 |
| New Starters | | | | | | | | 0 |
| Leavers | | 1 | | | | | | 1 |
| Agency | | | 2 | | | | | 2 |
| Long-Term Sick | 1 | 1 | 3 | | | 1 | | 6 |
| Disciplinarys | | | | | | | | 1 |
| Grievances | | | | | | | | 0 |
| Dignity at Work within the service | | | | | | | | 0 |

Summary of Agency Staff and Vacancies across the Service

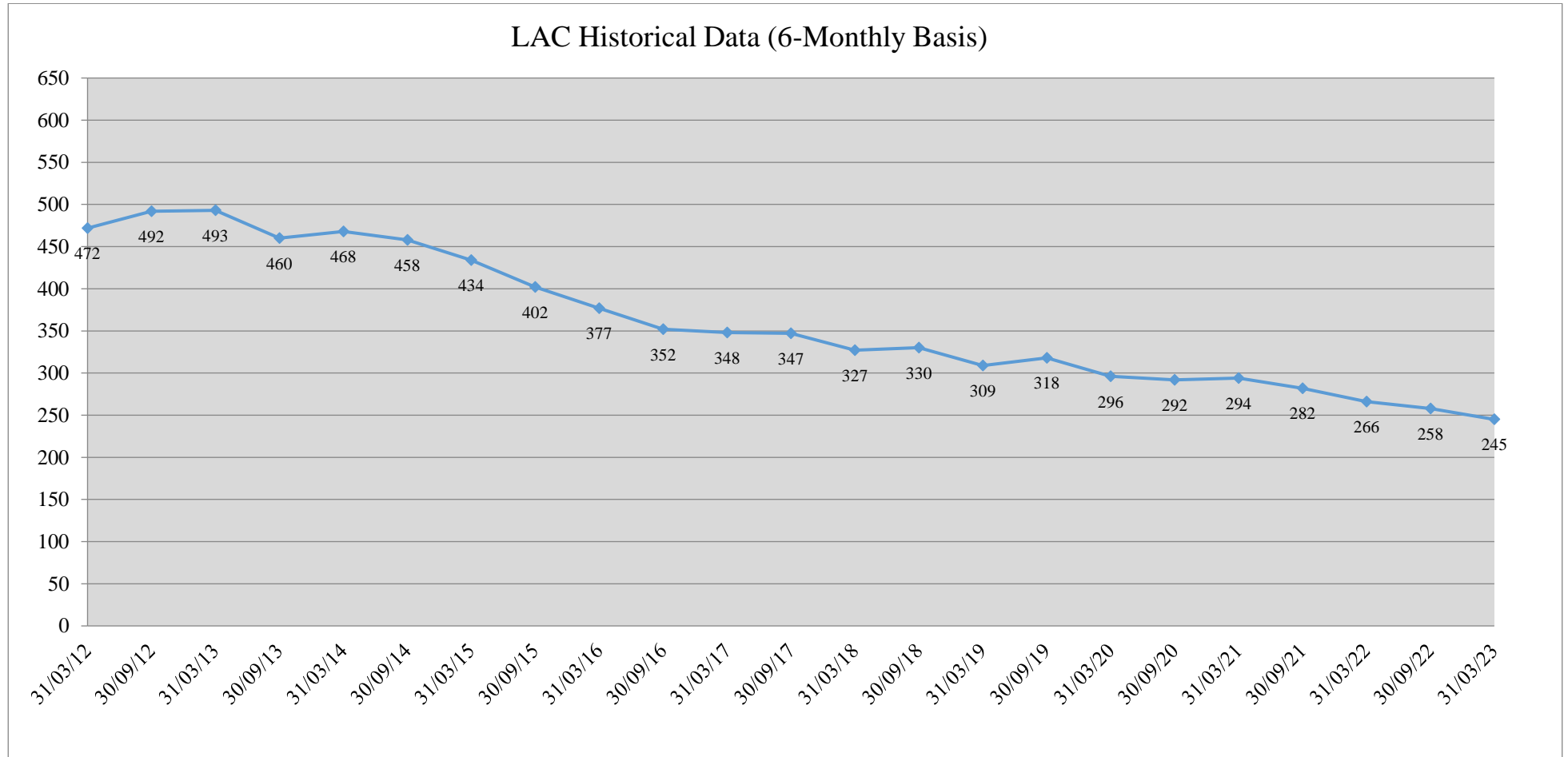
**Summary of Agency Staff and Vacancies Across the Service
(June 21 - May 23)**



- **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 **4th Quarter Period (Jan 23 – Mar 23)**, can be seen at **Appendix 9**

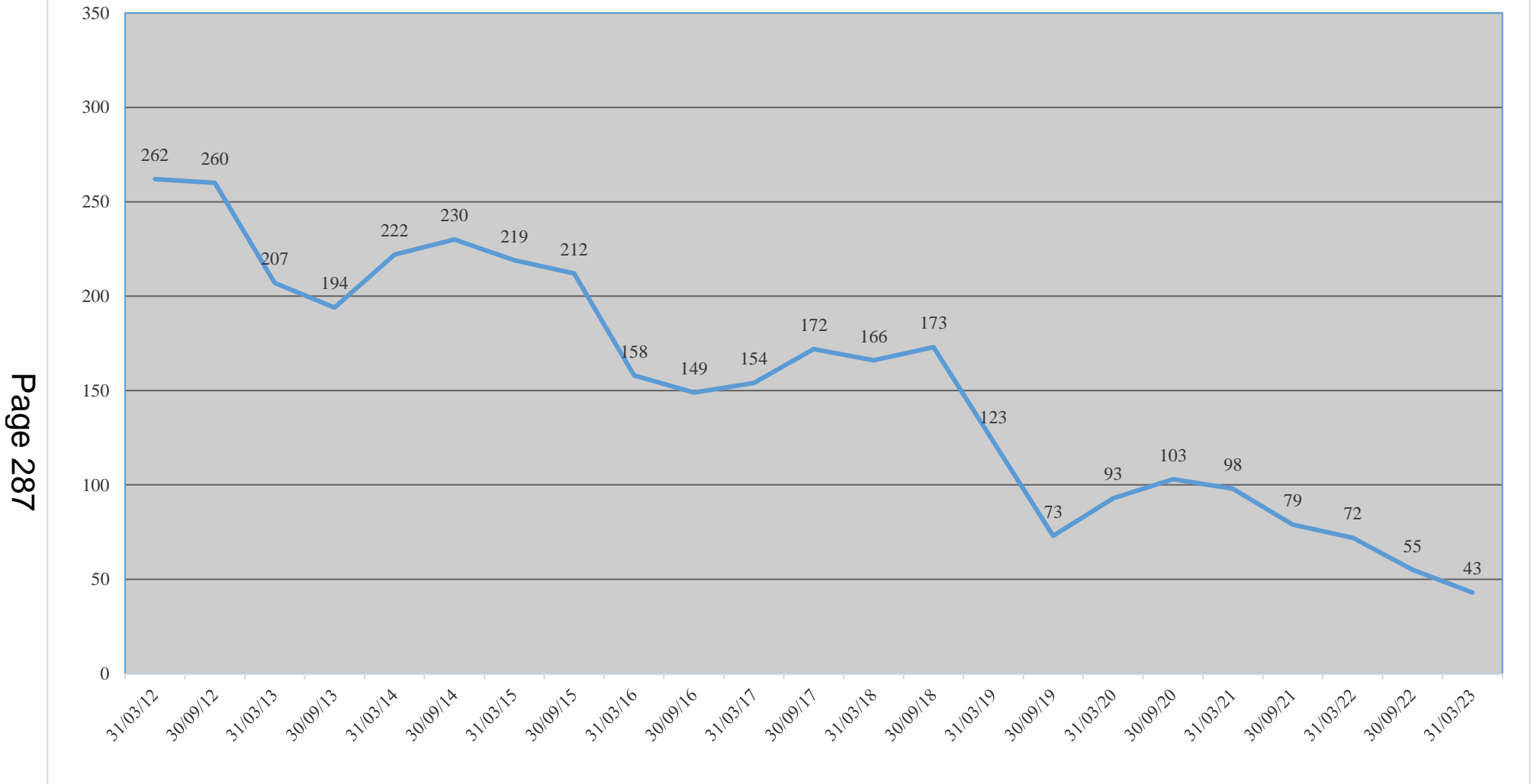
• **High Level Measure 11 (Children & Young People Services) – Number of Looked After Children (Quarterly)**



Please Note: The number of Looked after Children as at 31/05/2023 – **241**

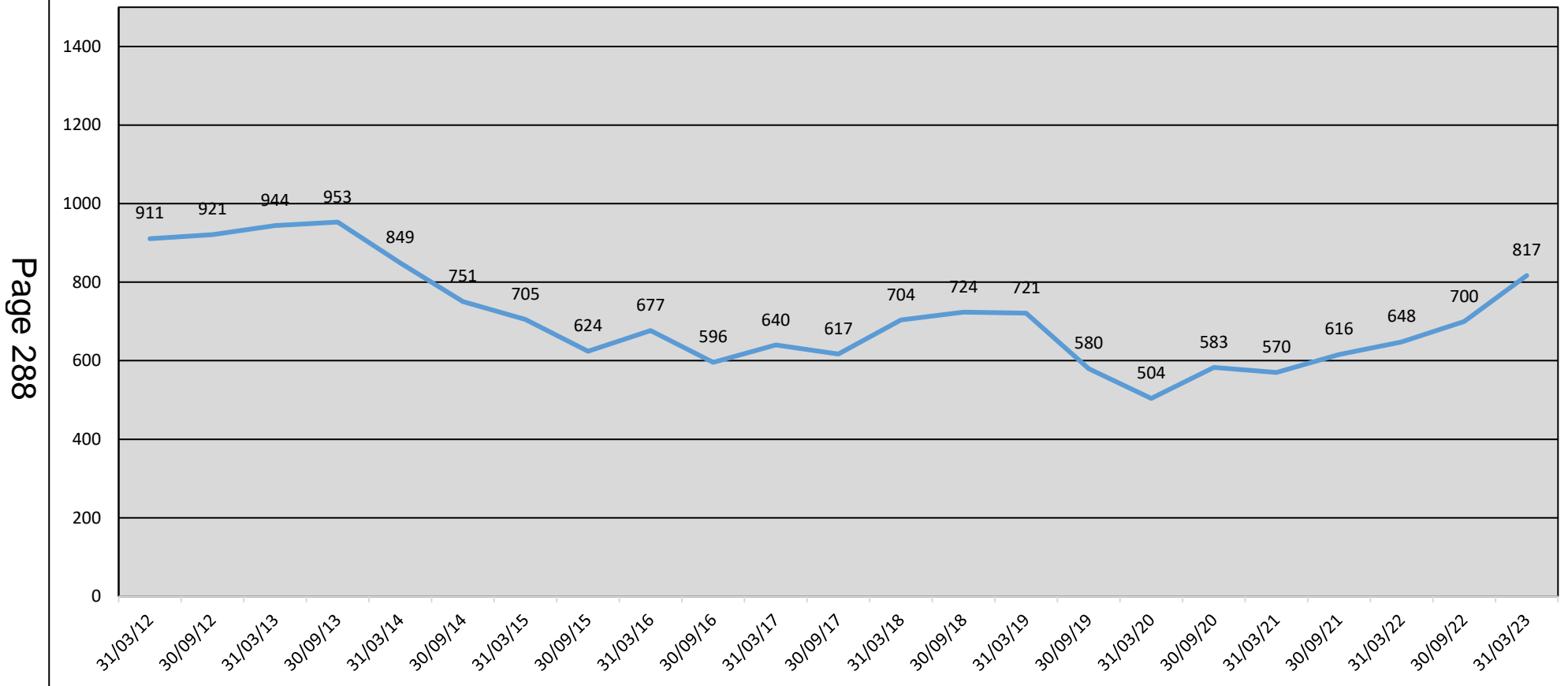
The number of Unaccompanied Asylum Seekers who are Looked After as at 31/05/2023 – **14**

CP Historical Data (6-Monthly Basis)



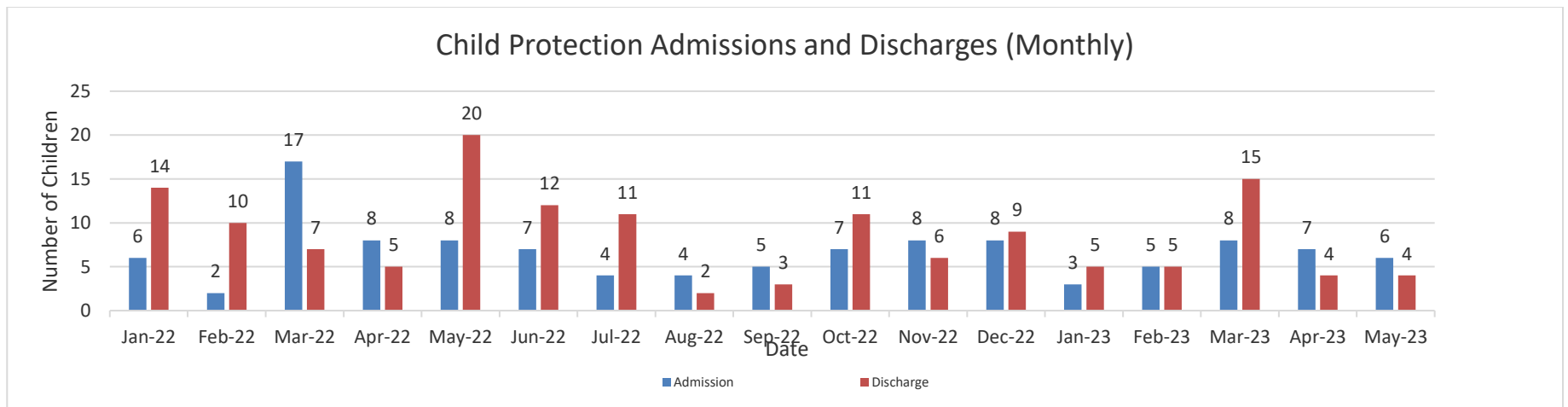
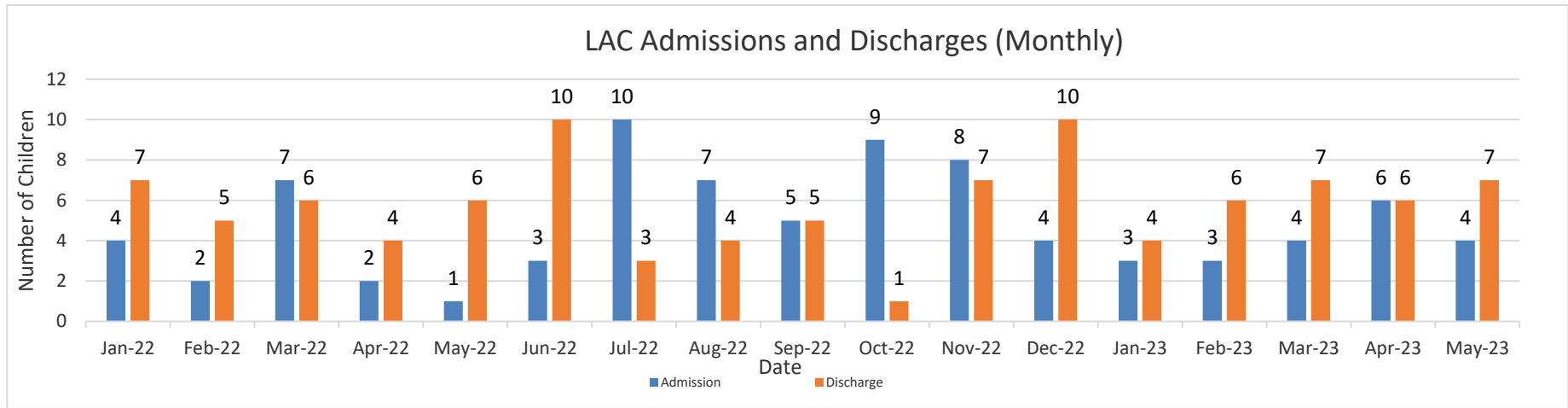
Please Note: The number of children's names on the Child Protection Register as at 31/05/23 – **48**

Children Receiving Care and Support Historical Data (6-Monthly Basis)



Please Note: The number of Children Receiving Care and Support as at 31/05/23 – **728**

- **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**

The Department is growing its internal training mechanisms by supporting champions within the service whom once has become the expert, will train internally, for example, the Consultant Social Workers (CSW) and practitioners who have an interest in a certain area of practice. Currently the CSW for outcome focussed practice and 4 other practitioners are being trained on ‘Developing practice through conversations’, this work compliments and further enriches the therapeutic conversations undertaken with service users to help them identify their personal outcomes to make improvements in their lives. The work is being undertaken with Professor Donald Forrester and David Wilkins of Cardiff University CASCADE evidenced based research centre. It was identified that the four days of motivational interviewing training would sit well within the context of outcomes and Integrated Family Support Services (IFSS) training without losing any fidelity to the model. After the pilot the course will be evaluated and reviewed to consider the future format/timing and applicability to adult services. Ideally the programme will be rolled out three times a year with different trainers leading on different aspects and will prioritise new workers to NPT. There is an embedded piece of work whereby Outcome focussed practice is now trained internally, both with newly qualified staff, new starters, partner agencies as well as refresher programmes.

The booklet framework is still being developed with the support of Social Care Wales, this is an extensive piece of work which is due to be completed in the Autumn, and once agreed will be launched in the annual CSW conference. Following an audit of service users plans, training has been developed to ensure that plans are outcome focussed, in the voice of the family and are co-produced with family members as well as partner agencies. This should provide a consistency across the service and service users will understand, what matters to them, what outcomes they would like to achieve and how to achieve them.

- **High Level Measure 14 (Children & Young People Services) – Participation & Engagement (Voice of the Child)**

Unaided Asylum Seeking Children – We are now supporting a growing number of Unaccompanied Asylum Seeking Children (UASC) and the Engagement & Participation (E&P) Officer is working closely with Vic Smith Principal Officer and her team to ensure they are engaging in meaningful activities. A programme of well-being and cultural events/trips has been planned and enjoyed by the group. In order to develop their independent living skills the boys have been enjoying cooking lessons and trips out. The group visited St Fagans Museum and braved the high ropes at Coed Lleol and also visited Rhondda Heritage Park all with the aim of promoting Welsh culture and heritage. A music project is in the pipeline for the coming summer holidays. The E&P Officer will be working with the UASC to capture their views and develop resources to inform future UASC & Young People.

The mental health and wellbeing benefits of the great outdoors is well documented and between Neath Port Talbot and Banau Brycheiniog National Park we have an abundance of natural beauty. The Beaches 2 Beacons (B2B) Project aims to get our children and young people in to these spaces to enjoy the wilderness, support the environment and have a lot of fun. In 2023, B2B have undertaken an intergenerational project with Men's Shed Skewen to produce bird boxes to be placed in Country Parks in Neath Port Talbot and Banau Brycheiniog. The E&P Officer secured funding from LBS Builders Merchants to purchase timber, Men's Shed made templates and the children enjoyed a day of DIY building them and learning about the environment. A further event took B2B to the National Park Visitor Centre to learn how to make dead hedges, bug hotels, fire pits with marshmallows, woodland management and more with a John Muir Certificate to be awarded at the end of the year. The project is currently supporting 13 children. Our next event will take us hiking in Waterfall Country and be supported by Mid and West Wales Fire & Rescue (MAWWF&R) Service and RNLI to teach the group water safety.

Girls' Rights Group Hope have concluded their Safer Spaces project raising awareness of sexual harassment. Hope received a £2000 grant to support their work and worked tirelessly over the past 6 months planning and delivering a variety of events and workshops. These included;

- Working with local photographer Eleanor Greenwood to learn how to take powerful images and capture emotion and vulnerability. With Eleanor's support Hope also produced a short video to highlight the consequences of sexual harassment Photography Sessions to highlight the impact of sexual harassment.
- Hope attended a Bushcraft workshop which included axe throwing and a fire pit. The girls recorded names and sexual harassment they have experienced and threw these in to the fire.
- Self-defence classes – over 20 girls and women attended Krav Maga in order to build confidence, learn to be street safe and aware of dangers.
- Sexual Harassment workshops – Hope helped develop a 45 minute workshop to educate boys on sexual harassment and its consequences. The workshop has been delivered to over 120 boys in Neath Port Talbot Secondary Schools. With ever increasing demand from schools to continue its delivery the E&P Officer is in the process of training teachers to deliver the session.
- At the start of April, Hope put on wetsuits and braved the waterfalls of Pontneddfechan. Working in collaboration with outdoor activity company Anturfit the group painted sexual harassment they have encountered on their suits and went under a waterfall to wash it off in a symbolic gesture. The event caught the attention of BBC Wales and the girls were filmed and interviewed. Their story was a feature of the news on Wednesday 10th May and promoted the excellent work being undertaken in Neath Port Talbot by Social Services.
- On May 10th all of Hope's work was displayed in an Art Exhibition at Base 15. Guests enjoyed a glass of bubbly, canapés and a chance to meet members of Hope and see the outstanding work they have achieved. The event was supported by the local police who regularly attend group meetings and a representative from the Crime Commissioners Office.
- To celebrate the work the group travelled to London to meet girls' rights groups from across Wales and share the great work they have been doing. Hope even enjoyed a trip on the London Eye. Furthermore, the E&P Officer attended an event at the Senedd as a guest speaker to share the important message Hope are working to convey. Jane Hutt AM was in attendance.

Throughout 2023, the E&P Officer is consulting with children and young people along with professionals, carers and parents to ensure all documents and information leaflets are presented using clear, child friendly language that is free of corporate jargon and confusing acronyms. A working group has been set up made up of young people who attend Hope and Yovo (Your Voice Matters – care experienced young person advocacy group), the E&P Officer attending Parent Advocacy Network meetings to incorporate parents into the consultation and working alongside professionals in the Consultant Social Workers and Practice Improvement Group. An additional event was organised to look at information booklets viewed by young people and supported by Circus Eruption. The group visited Circus Eruption HQ and participated in tight rope walking, uni-cycles, juggling and more. Further consultation work will take place throughout the year working closely with the Children’s Rights Unit to embed Children’s Rights into our everyday practice. An example of this is the addition of UNCRC Articles to be included on all documents.

During the Easter Holidays the E&P Officer supported the Team Around the Family (TAF) to deliver a fun Easter event for families in Gnoll Park. The event included a scavenger hunt, picnic, Easter egg hunt and made use of the excellent facilities at the park. Going forward the E&P Officer will be supporting similar events to help engage parents and families with TAF Services and promote their work on social media.

Big Chat Events are an opportunity for our children and young people to have a voice and be listened to – Article 12 UNCRC. They are a significant event in the E&P Officer’s calendar and offer an opportunity for Children’s Services Team’s to engage with children and young people (C&YP) and further improve our service. Big Chat Easter 2023 collaborated with the Independent Reviewing Officers (IRO’S) to scrutinise the Child Looked After Review Booklets. C&YP gave their views and opinions on the booklets, scrutinised the language used and better ways to communicate with them. A further Big Chat will take place in the autumn with the IRO’s and target the older age groups. For participating the children enjoyed a fun session in The Climbing Hangar, pizza and a voucher.

The Engagement and Participation Officer and the Youth Justice and Early Intervention Service have continued to deliver the Life Skills programme to support care leavers and the Youth Justice Early Intervention Service users. Over an 8 week period young people attend every Tuesday 10am to 1pm. The participants successfully learn a range of culinary skills and become

competent at cooking healthy, budget meals. Further training around budgeting and laundry are also delivered. It has become evident the project offers more than basic life skills as the participants enjoy the social aspect and improved wellbeing from regular interaction with peers and professionals. The voice of the young people continues to be captured in the Exit Questionnaire conducted when young people no longer need the support of the service.

The Junior Safeguarding Board (JSB) have been particularly busy over the recent months. Following the receipt of an Ofsted Report regarding peer on peer harassment the E&P Officer has been supporting the JSB alongside additional pupils from Cefn Saeson Comprehensive School to make sense of the report and produce a presentation of their understanding and findings from the report. The pupils delivered their presentation in March to an All Education Staff Conference which was positively received.

The E&P Officer, along with Jannine Smith Director Children's Rights Unit Neath delivered a Children's Rights presentation during the induction training for new staff. The session explored Children's Rights in their new roles and shares examples of good practice throughout the Service. Yovo and the Music Group based in Ysgol Hendrefelin continue to run successfully with steady numbers attending. At present a summer of activities and Hope residential are being planned.

During January – March the E&P Officer in Adult Services completed the Co-production Network for Wales Course. The course included five modules that provided a comprehensive introduction to Co-production and culminated with a submission of an Action Plan; a piece of work that outlined all that had been learned during the twelve week course. For the submission, an abstract 'Co-production checklist' tool was produced. The 'Co-production checklist' is a framework tool to assist practitioners in the implementation of Co-production. The tool outlines the five values of Co-production, provides some practice prompts and has space to make note of actions taken in consideration of the values. In May we began to deliver the Co-production training PowerPoint to Teams within Adult Services and the induction cohort of the Children's Services Staff Induction on the 23rd May 2023. The PowerPoint clearly explains to professionals how and why we should Co-produce in our daily practice.

An Outcomes Survey has been conducted with Children and Adults who receive care and support from Children's and Adult Services. The survey was an optional opportunity for individuals to provide feedback on their experience with Social Services with particular focus on their individual outcomes and What Matters conversations; whether they felt that these outcomes were being met and whether their strengths were recognised.

At the request of the Contract and Commissioning Unit a consultation has been undertaken with Young People and Providers on Youth Homelessness and Housing. This included conducting interviews with Young People who were homeless and living within one of the commissioned Housing Providers within the Local Authority and was considered Phase 1 of the consultation process. In February, the findings from the survey were reviewed and an outline Action Plan for the next steps and phase 2. The intended focus of the consultation was to learn from the lived experience of Young People who had become homeless and experienced interacting with the Council and using commissioned services. The need to map and explore preventative ways of working was identified by stakeholders which will be a secondary piece of work. From the consultation we have outlined seven themes and forty-five potential actions to address these themes. In the forthcoming months we will be facilitating several Co-productive workshops with both Stakeholders and Young People, including focuses on availability of information, language used and accommodation design.

We have continued to use the SNAP XMP Software to design, build and manage surveys for colleagues in the Contract and Commissioning Unit. There are currently nine live surveys that periodically download for analysis.

In April a National Child Protection Rapid Review Survey with the Parents/Guardians of children on the child protection register was undertaken. The aim of the National Survey was to gather a multi-disciplinary perspective on child protection arrangements. The Care Inspectorate Wales will consider responses alongside other review activities to support the completion of a national report.

The team continue to maintain the Dewis Cymru Directory by both approving new resources and monitoring existing resources, ensuring that services listed are accurate and appropriate. Presentations to Teams within the Directorate and Community Councils to outline the opportunities and benefits that Dewis Cymru can offer are to be imminently facilitated.

A Draft Continuum of Need document to aid professionals in decision making when making a referral to social services by outlining the processes and services of the Directorate has been compiled. The document is currently being reviewed by Management and will be published online in the coming weeks.

Appendix 9 - Children & Young People Services Quarter 4 Quality Assurance Overview Report.

This report seeks to provide members with an overview of some of the quality assurance activity that has taken place or been reported during quarter 4 in 2022-23. This report collates activity from across Social Services: Children and Young People Services, Adult Services and Youth Justice Early Intervention Service and the work of the Quality Practice Strategic Group.

Quality Assurance Audits

During this quarter we have reported on two audits:

Harmful Sexual Behaviour - In July 2021 all Safeguarding Boards across Wales received a letter from Alistair Davey, Deputy Director of Social Services and Integration, Welsh Government in relation to the safeguarding of children where there are concerns about Harmful Sexual Behaviour (HSB). The letter outlined how children with HSB should be considered as children first with an emphasis based on early intervention with care and support needs being considered in the same way as for any child. The letter also refers to the language used by professionals, which may label children with HSB. There were also concerns nationally that in some cases where strategy discussions were leading to police investigations, these had not proceeded to a strategy meeting to consider the care and support needs of the child. Therefore, it was agreed that an audit would be undertaken on a select group of cases of children with HSB to understand the local response to these cases, identify what is working well and what can be improved.

To enhance the findings of the audit we collaborated with Barnardos Children's Services Manager, Sharron Wareham, to select a sample of cases to audit; collaborate on an audit tool; and, provide further information for the audit report.

The findings of the audit were that:

- We want to review a larger sample of the demographics of children who display HSB and review more cases with low level concerns
- We found no evidence of negative labels being used for these children displaying HSB
- We have developed more information for practitioners on the work that can be carried out with a child where there is an ongoing police investigation
- All cases in which a strategy discussion leads to a police investigation must have a strategy meeting that considers the care and support needs of the child
- A transitional safeguarding pathway will be developed
- There was good evidence of universal services collaborating on cases
- We will continue to promote the use of the HSB NPT Pathway and practice tools when assessing the needs and risks of children displaying HSB

- The Children's Services care plan for the child must overarch any other agency plans
- Where police investigations are live then police attendance at key meetings is required
- Children are seen as children first and not being criminalised

Placement Meeting Audit - This audit was requested by Head of Service specifically to review the cases files of a number of children who had recently become looked after. Head of Service wanted assurances on the planning meetings that are held, how the voice of the child was represented in recordings and the general quality of case records when a child becomes looked after.

How we must respond as a local authority in respect of looked after children is covered within Part 6 Code of Practice for Looked after Children, and within The Care Planning, Placement and Case Review (Wales) Regulations 2015.

The findings of the audit were:

- The current IT system is dictating practice therefore a review of this area of practice in readiness for the new IT system is to take place
- More information to be recorded on the sharing of pertinent information with foster carers
- The plan for the child must updated either prior to or within 10 days of the placement being made
- We want to see more information on the routines, likes and dislikes of the child which is shared with carers
- The voice of the older children was clear and being captured well in documents, work will be undertaken to strengthen this for younger children
- Care plan training is being made available to ensure there is consistency in how we complete these with families
- The development of a practice guide in relation to the placing of children to be considered which will set out the department's expectation in practice and provide consistency

Liberty Protection Safeguards (the LPS)

As highlighted in previous reports preparatory work was ongoing to ensure the local authority was in a position to meet its duties in relation to the LPS and the implementation of the Mental Capacity (Amendment) Act 2019 (the 2019 Act). During this quarter, the UK Government has confirmed that the necessary legislation to implement the LPS will not be brought forward within this Parliament. However, Welsh Government issued a cabinet statement on the 5th April 2023 (Lynne Neagle, Deputy Minister for Mental Health and Wellbeing) outlining that they still share the goal to continue to integrate and embed the principles of the Mental Capacity Act 2005 and the 2019 Act into everyday care, support or treatment arrangements to avoid unnecessary duplication and bureaucracy for individuals and their families, and equally for practitioners, enabling them to share and use information

legally and appropriately. Welsh Government will continue to work with key stakeholders such as local authorities to strengthen the current position in readiness to transition to the LPS by building on the current momentum to improve services for those who lack capacity.

Championing a Research Culture

In 2022 The NIHR Academy, were seeking to support individuals or teams to develop team or organisational-level research skills and/or capacity as practice-based research leaders, and by doing so to become research champions within the adult social care sector. As highlighted in previous quarterly reports two Consultant Social Workers in Social Services, Liza Turton and Rachel Scourfield were successful in their bid to focus on developing a research informed culture in NPT Adult services.

In April 2023 NIHR invited them to attend the Annual NIHR SSCR Conference in London where they presented their research bid and undertook a panel answer and question session alongside the other successful candidates of the award.



What have we done so far?

- Both consultant social workers have moved over to the Quality, Practice and Performance Team so they are able to fully commit to the project. They are setting out the foundation work for the award by meeting with the pilot teams that have been identified in Adult Services; Neath Network, Complex Disability and Occupational Therapy.
- The 'How can NICE guidance support evidenced informed practice in NPT' has been delivered to over 50 staff members face to face and is also available in an eLearning format for further dissemination. This training was highly regarded with very positive feedback received.
- Nick Andrews, working with University of Swansea and co-founder of DEEP (Developing Evidence Enriched Practice) is keen to explore the work being undertaken

and will support the project in carrying out community enquiries with the pilot teams to gauge our practitioner's views on evidence based research.

The next stages will include:

- Further roll out of the eLearning to staff and teams in Adult Social Care.
- Begin to evidence that practitioners are using research to inform their practice by utilising tools such as the eLearning, case mapping sessions and for supervision sessions to include consideration of the evidence base. We will measure this by audits of assessments, care plans and supervision records.
- Whilst this work is being undertaken, themes for practice will be gathered to inform the 'social care toolkit'. This toolkit will be resource for practitioners to access when considering practices topics and will be available on the intranet.

By providing the opportunity for our Consultant Social Workers to be involved in a research project such as this has led to a number of collaborations that we are able to utilise with other organisations such as the London School of Economics, Social Care Wales, NICE, Swansea University, CARE and Cardiff University and the IMPACT Assembly. Research like this is often undertaken led by academics so for practitioners to be afforded the opportunity to do this is firmly putting Neath Port Talbot on the map in respect of the developing and championing a research culture within the organisation. An example of this can be seen in NICE case study on the following link <https://case-studies.nice.org.uk/Port-Talbot-social-work/index.html>

Further updates on the project will be given in future quarterly reports.

Most Significant Change (MSC) Stories and Story Telling Panel

MSC is an approach which starts by gathering stories from the frontline which are focused on capturing change outcomes that have resulted from an intervention or programme. Unlike case studies, MSC stories are by people, not about them. They are first person stories that are led by the people being interviewed rather than tick box performance measures.

The MSC process has 3 stages:

1. Gather stories of change (good or bad) from the frontline
2. Explore and learn from the stories in story selection panels attended by managers and people who can influence policy and practice development
3. Provide feedback on what has been learnt and the implications for policy and practice development

Story selection panels take around 2 hours. They are generally made up a group of 8 to 10 people with strategic influence in one way or another. The group will listen to and reflect on a small number of stories (usually 6 to 10). They do this by exploring what is significant in the stories. This is facilitated by them collectively having to decide on which story is the most significant and why. Participants will have different opinions on this and exploring these differences, helps them to deepen their understanding of the stories and each other. The

learning and implications of the panel discussions are compiled into a short feedback report, which can be shared widely.

We continuously seek the views of individuals that are involved within services in Social Care, this sometimes takes the form of a view on their plan or assessment, or historically we have sent feedback questionnaires at the point of case closure, some of the information gathered in this way does not really give us the quality information we would like to have. The aim of using MSC to capture stories will provide a rich suite of qualitative information which can be used to inform practice, policy and decision making throughout the Directorate. We would like to offer opportunities regularly for individuals to share their stories, whether this will be an offer to do this as we close cases or at certain points during the trajectory of a case, for example, after a case has been open for a period of time. By enabling and empowering individuals to have a voice more generally rather than specific to an intervention, a plan or an assessment will help illicit quality information that may not be captured otherwise. Capturing stories can be wider than those on the end of services, but can be also be used to capture the views of staff which will also inform internal practices and strategic planning. As we capture the stories we will be cataloguing each one into multiple themes, for example, they may be catalogued as neglect, single parent, domestic abuse, disability, child looked after, shared accommodation, etc, this will enable stories to be available for analysis when we quality assure practice across the directorate and will add value to any activity undertaken.

We have been fortunate that Nick Andrews (Academic from Swansea University/Social Care Wales) is supporting us to implement this project. After receiving training from Nick Andrews we are now starting to gather stories in readiness for a first story selection panel which he will also facilitate. Below is a real story captured by one of our consultant social workers which evidences the value of using this model.

Mel Weaver

Quality, Performance and Practice Manager

Most Significant Change story collection exercise

| | | |
|---|-----------------------------|--|
| Date story gathered | 19.05.2023 | |
| Name of person sharing their story | Claire (name changed) | |
| Name of person gathering the story | C, Consultant Social Worker | |
| Contact details of person sharing their story | x | |
| Does the person sharing their story give consent for it to be shared with others? Note: For example by managers who want to learn from people's experience | YES | |

Details of consent (e.g. restrictions, request for anonymity etc)

No restrictions

Background – a little bit about the person who is sharing their story (e.g. age, gender, location and situation) so that others can get a picture of them and their circumstances

I'm nearly 40, got 3 beautiful boys and one on the way, I'm a Romany Gypsy and proud, I've been through a lot but I'm still here to tell me story. I thought you were there to take my kids, but now I know you are there to support me.

Opening question: Over the last 6 months, what good or bad *changes* have come about as a result of (whatever service or development project you are evaluating)

Note: It might be:

- Changes in yourself – the way you think, what you do or your circumstances (e.g. finances, mood, activities)
- Changes in another person – e.g. family, friends or professionals
- A change in the way an organisation works
- Something else
- The important thing is something that has *changed* – for *better* or *worse*.

Record a list of changes (good or bad)

Note: Ideally as bullet points, e.g.

- I feel more confident
- I have more friends
- I get on better with health colleagues
- There is more paperwork

- *You have given me a lot more confidence*
- *You have made me feel its ok to ask for help when I need it*
- *The good thing is he's been sent down and I wouldn't have done it if you didn't give me a kick up the arse, without the support around me I wouldn't have been able to do it, I would have still been bullied by him, there's no shame in asking for help,*
- *I'm getting the children to school, if ones poorly I still take the other ones where I wouldn't before, I would have let them all stay home*
- *I'm getting my confidence back*
- *The boys really are happy now*

- *I'm doing more with the boys, we are going to the park*
- *I'm enjoying the talking, doing that game with you (Kids needs cards)*

Second question: Which one of these changes is the most significant to you and why?

The most important thing for me is that I've got a perpetrator away from me. I feel a lot safer. I'm not walking on egg shells, I'm not lying, I'm not hiding away. It's made me more confident, made me feel good about sticking my ground. He's staying away from my family.

Regarding this change - what it was like before?

It was a nightmare. I was depressed. I didn't know which way to turn. I was bullied. I felt I was in the situation that I couldn't get out of. I felt like he put everything on me and I didn't know what to do. I never want to feel like that again. I wanted to end my life, honestly, I wanted to end my life, I couldn't take it anymore. I stopped having contact with my family, I pushed people away from me. That will never happen again, it won't.

Before, I was a scared frail person, who was too scared to open their mouth.

What it is like now?

Amazing, absolutely amazing, I've got to so much confidence, I can be honest, I'm open, I feel like no one is going to judge me. I feel like I've got my life back. I feel so much happier in myself.

People will now see the bubbly Claire back, a girl who's ready to overcome anything, who's not ashamed to ask for help. I'm doing more for the children, we've gone back into a family.

What do you think made the changes come about?

Having the support to social services and other people giving me that push what I needed to realise what was happening to my life, to see what was happening in my life. Well, I could see it but I was too scared to do anything about it because of what he did to me before.

Please give your story a snappy title for the story

"To new beginnings"

****Claire asked "Can we do another one in 6 months' time so I can see how far I've come".*



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

13th July 2023

ACCESS TO MEETINGS/EXCLUSION OF THE PUBLIC

| | |
|-------------------------------|--|
| Purpose: | To consider whether the Public should be excluded from the following items of business. |
| Item (s): | Agenda Item 14 - Substance Misuse Counselling Service - Western Bay Area Planning Board |
| Recommendation(s): | That the public be excluded from the meeting during consideration of the following item 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): | 14 |

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 dependent 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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