



***SOCIAL SERVICES, HOUSING AND COMMUNITY
SAFETY SCRUTINY COMMITTEE***

2.00 PM THURSDAY, 25 JANUARY 2024

***MULTI-LOCATION MEETING - COUNCIL CHAMBER, PORT TALBOT
& MICROSOFT TEAMS***

All mobile telephones to be switched to silent for the duration of the meeting

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1. Chair's Announcements
2. Declarations of Interest
3. Minutes of Previous Meeting (*Pages 5 - 18*)
4. Hospital Admission and Discharge Processes (*Pages 19 - 26*)
5. Pre-Decision Scrutiny
To select appropriate items from the Cabinet Board agenda for Pre-Decision Scrutiny (Cabinet Board reports included for Scrutiny Members)
6. Committee Action Log (*Pages 27 - 28*)
7. Forward Work Programme 2023/24 (*Pages 29 - 30*)
8. Urgent Items

Any urgent items at the discretion of the Chairperson pursuant to Section 100BA(6)(b) of the Local Government Act 1972 (as amended).

9. Access to meetings
Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

PART 2

10. Pre-Decision Scrutiny of Private Item/s
To select appropriate private items from the Cabinet Board agenda for Pre-Decision Scrutiny (Cabinet Board reports enclosed for Scrutiny Members)

K.Jones
Chief Executive

Civic Centre
Port Talbot

Friday, 19 January 2024

Committee Membership:

Chairperson: **Councillor C.Galsworthy**

Vice
Chairperson: **Councillor H.C.Clarke**

Councillors: H.Davies, O.S.Davies, S.E.Freeguard, J.Jones,
A.Lodwig, S.Rahaman, P.D.Richards, D.Thomas
and D.Whitelock

Notes:

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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Social Services, Housing and Community Safety Scrutiny Committee
(Multi-Location Meeting - Council Chamber, Port Talbot & Microsoft Teams)

Members Present:

16 November 2023

Chairperson: Councillor C.Galsworthy

Vice Chairperson: Councillor H.C.Clarke

Councillors: O.S.Davies, S.E.Freeguard, J.Jones, A.Lodwig, P.D.Richards and D.Whitelock

Officers In Attendance R.Davies, J.Hodges, C.Howard, A.Thomas, K.Warren, S.Waite, N.Aleksanyan, A.Davies, C.Frey-Davies, D.Harding, S.Jenkins, C.Matthews, N.Jones, E.O'Brien, T.Owen, G. Powell, M.Selby, H.Short, S.Jones, C.Crocker, A.Evans, M.Weaver and P.Chivers

Cabinet Invitees: Councillors J.Hale and S.Harris

Observers Councillor Suzanne Paddison
Julie Heal – Care Inspectorate Wales

1. **Chair's Announcements**

The Chair welcomed everyone to the meeting.

2. **Declarations of Interest**

There were no declarations of interest received.

3. **Minutes of Previous Meeting**

The minutes of the meeting held on 21st September 2023 were approved as a true and accurate record.

4. **Adult Services Prevention, Early Intervention and Community Services Progress Update Report**

The Principal Officer for Community Support Services and Early Intervention provided an overview of the work undertaken by the team as contained in the report.

The Chair extended a thank you to the team and commented that in addition to the positive feedback it would also be useful to receive examples of difficulties faced by the service.

Members noted the report.

5. **Pre-Decision Scrutiny**

It was confirmed that the committee would be scrutinising items 7, 8, 10, 11, 14, 15 and 16 from the Cabinet Board Agenda.

Permission to provide information on the 'The Transformation Programme - The Alliance Outline Business Case' (Pages 11 - 76)

The Head of Housing and Communities provided an overview of the report contained in the agenda pack.

Members complimented officers on the report and referred to page 14 - Valleys Community Impacts. Members asked for an update on the provision of substance treatment support; the report states this provision requires improvement. Members also referred to pages 19 and 22 of the report and questioned why there was a three year gap between the agreement for a joint approach with Public Health and the start of the programme.

The Head of Housing and Communities responded that the Western Bay Area Planning Board for Substance Misuse (APB) and the Public Service Board (PSB) had made a commitment to reduce drug related deaths and harms but delays had occurred due to the pandemic. A new staff member has been appointed and this work can now be prioritised.

The Substance Use Transformation Programme Manager confirmed that despite a number of delays, there has also been positive work undertaken in progressing some of the intended outcomes of the

programme. The Programme Managers remit is to bring together a range of collaborative services to deliver the objectives at pace as there is continuing harm across communities.

Following scrutiny, members supported the recommendations to Cabinet Board.

Neath Port Talbot Youth Justice and Early Intervention Draft Youth Justice Plan 2023-2024 (Pages 77 - 156)

Officers provided an overview of the report contained within the agenda pack.

Members referred to page 91 and questioned how the £82 a week Health Authority contribution is set.

Officers confirmed that the Health Authority determined the contribution but were under no obligation to contribute. As well as the financial contribution the Health Authority provide access to Speech and Language Therapists and CAHMS Nurse.

Members referred to Page 143 of the report; and asked for further explanation in relation to items 9.1 & 10.1.

Officers confirmed items 9.1 and 10.1 related to an outdated plan which has since been addressed and updated.

The Cabinet Member for Children and Family Services thanked staff for their work in helping young people to turn their lives around and commented on the range of activities provided by the service. It is helpful for young people to hear of real life crimes which can help them to reflect on their own lives.

The Chair thanked staff for hosting a recent visit for scrutiny committee members to Base 15; the committee would like to arrange future visits to view activities. The Chair questioned if staff and agency partners received training by Outside or from any other providers on neuro-diverse conditions.

Officers confirmed that the workforce is a trauma informed workforce and training is available to all staff. Staff working with young people with neuro-divergent difficulties will have undertaken appropriate training. It was noted that all young people entering the service,

receive a Speech and Language screening assessment and interventions and resource are available.

Members questioned the low number of referrals received from schools compared to social services and police, considering the high number of school exclusions reported.

Officers' confirmed that an Education Training and Employment worker had been employed to fill a vacant post. Joint work is being carried out with schools and teams work closely in relation to risk management. It was noted that work is also needed alongside Childrens Services. Strategies are being developed to reduce exclusions, which will include providing alternative provision where children can work on a reduced timetable and avoid exclusion.

Members referenced the amount of young people between the ages of 13-15 waiting for diagnosis for neuro-diverse conditions, and questioned if waiting times were an issue.

Officers confirmed that there were issues with waiting times for the diagnosis of ASD and neuro-diverse conditions. The speech and language assessments are identifying communication difficulties which may not have previously been identified by schools; this is being highlighted as a concern going forward.

Members referred to page 120 of the report and questioned if, given the backlog in the justice system, re-offending rates were accurate.

Officers confirmed the re-offending rates were calculated by the Youth Justice Board, via the police and are calculated on a 12 month figure but are 18 month behind in order to capture any re-offending data. It was noted that the Director of Social Services Housing and Community Safety has raised concern with the courts regarding the lengthy time young people have been held on remand before trial. This situation has lessened since the Covid pandemic ended but concerns remain about CPS charge timescales. Concern is held that young people may receive trial as an adult and not as a young person.

Members enquired whether the reports on reduced timetables come to this committee or to the Education Skills and Wellbeing Cabinet Board.

Officers confirmed that the reduced timetables figures are part of the reports brought to Social Services Housing and Community Safety Cabinet Board and are also scrutinised by the management board. The report is in a prescribed format to ensure consistency across the board. Officers can provide figures for members.

Members questioned why young people were not being diagnosed through the education system.

Officers responded that there are a combination of factors within health and education and joint work is ongoing. Issues include a lack of speech and language assessments, and lengthy waiting times for seeking medical expertise around ASD. It was noted that evidence was presented to the Senedd earlier this year and Neath Port Talbot was recognised as an example of good practice in terms of speech and language provision within youth justice.

The Chair advised members that the Neuro-diverse Strategy Plan will be coming to committee shortly and a request will be made for ASD leads from Education to attend.

Following scrutiny, members supported the recommendations to Cabinet Board.

Social Services Children and Young Peoples Single Point of Contact (SPOC) (Pages 167 - 174)

Officers outlined the details of the report and the current pressures faced by the SPOC team and how the pressures are managed.

Members enquired on the average wait time for incoming calls to SPOC.

Officers advised members that calls are answered by contact centre staff within Adult Services, and figures are not available presently. A plan is in place to take phone calls within children's services, but an implementation date has not been agreed. Further data can be provided at the next scrutiny committee meeting. It was noted that recruitment difficulties relate to Social Workers and not staff within the contact centre.

Members questioned the average wait time for social worker visits following a referral.

Officers confirmed that responses were made on a case by case basis but in all cases an initial contact was made within 24 hours. Safeguarding referrals are dealt with on the same day and early intervention/prevention support is dependent on availability. No case will take longer than a week but initial contact takes place within 24 hours in all cases.

Members' questioned what was in place for senior experienced staff to recognise when staff were under pressure and asked if social workers worked longer hours whilst working from home in order to meet targets.

The Head of Children and Young Peoples Services confirmed that initially during the pandemic, front line children's social workers were able to achieve a work life balance, but this has changed as time progressed. Lessons have tried to be learnt from the pandemic to achieve the right work/life balance.

Officers confirmed that although staff faced pressures and there had been some recruitment difficulties the directorate was performing well in terms of the present market. General staff feedback is positive. Supervision is carried out every 4 weeks and a focus is made on staff wellbeing. Management operate an open door policy to support staff and noted that work pressures peak and trough.

The Cabinet Member for Children and Family Services commended the staff for their level of professionalism in this period of high pressure.

Following scrutiny, members noted the report.

Children & Young People, Adult Services and Housing & Community Safety - 2nd Quarter (April 2023 - September 2023) Performance Report (Pages 175 - 238)

Members asked for clarification relating to the procedure for residents at risk of immediate homelessness, and questioned if the system was adding to peoples anxiety. Members also asked why there was no central housing register.

The Head of Housing and Communities confirmed that a common housing register or common allocation policy was not in place across

all the registered social landlords in Neath Port Talbot. The current system was established when the housing stock was transferred to registered social landlords but work is ongoing to establish a common process so that there is one application process, this will require agreement from all registered social landlords. The Welsh Government have produced a white paper which suggests that authorities should have a common housing register.

Officers clarified the three stages to an eviction process and stated it is the applicant's choice at what point they enter temporary accommodation.

Members asked if specialised support was in place for disabled people or those on long term sick who are being made homeless as they may have specific needs.

The Head Housing and Communities advised there were a number of services that can provide support. Disabilities can be wide ranging; there are specialist services to support mental health conditions but no specific services to support those with a physical disability. However it was noted that the support offered is person centred so would focus on individual needs.

Members referred to page 184 of the agenda pack and asked when the detailed report on the LAC Review would be available.

Officers confirmed that the draft report was awaiting further clarification of some points but would be available to members shortly.

Members referred to page 219; long term sickness and staff vacancies and questioned how the long term sickness was covered.

The Head of Children and Young Peoples Services, confirmed that all statutory responsibilities are covered. For front door functions, agency staff may be used, otherwise work is covered within the team. Cover is reviewed on a weekly basis to ensure the service can meet statutory responsibilities.

Members asked if extra workloads were impacting on work in other teams.

The Head of Children and Young Peoples Service responded that staffing is not impacting on the performance of the service. The bar

has been set high and although the service is within the top three in Wales in terms of meeting statutory timeframes the team strives to improve. The nature of the work is difficult, but caseloads are within the bottom three of lowest caseloads in the country for children's services. It was noted that the quality of visits takes time, and whilst staff are flexible, without the current staffing levels staff work/life balance could be affected.

Following scrutiny, members noted the report.

6. **Committee Action Log**

Members noted the action log.

7. **Forward Work Programme 2023/24**

Members noted the forward work programme.

8. **Urgent Items**

There were no urgent items.

9. **Access to meetings**

Resolved: to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

10. **Pre-Decision Scrutiny of Private Item/s**

Contractual Arrangements for the Prevention and Wellbeing Service (Pages 245 - 286)

Following scrutiny, the recommendations were supported to Cabinet Board.

Hillside Redesign Report (Pages 287 - 324)

Following scrutiny, the recommendations were supported to Cabinet Board.

The Regulated Service (Service Providers and Responsible Individuals) (Wales) Regulations 2017 and Hillside Secure Children's Home Update (Pages 325 - 348)

Following scrutiny, the report was noted.

**Cllr. C Galsworthy
CHAIRPERSON**

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Social Services, Housing and Community Safety Scrutiny Committee
(Multi-Location Meeting - Council Chamber, Port Talbot & Microsoft Teams)

Members Present:

4 January 2024

Vice Chairperson: Councillor H.C.Clarke

Councillors: H.Davies, O.S.Davies, S.E.Freeguard,
A.Lodwig, S.Rahaman and D.Whitelock

Officers In Attendance J.Hodges, C.Howard, A.Jarrett, A.J.Thomas,
K.Warren, N.Blackmore, H.Jones, N.Jones,
S.Bradshaw, S.Waite, A.Bradshaw, S.Jones,
L.Morris and A.Thomas

Cabinet Invitees: Councillors S.Harris and A.Llewelyn

Observers Councillors S.Hunt, W.Griffiths, S.Knoyle.

1. **Chair's Announcements**

The Chair welcomed everyone to the meeting.

2. **Declarations of Interest**

No declarations of interest were received.

3. **Budget Consultation 2024/25**

Members considered the Budget Consultation Report 2024/25 as presented.

The Chair outlined that comments from the meeting will form part of the formal consultation response to the budget. Members were reminded of their obligation as part of the budget consultation process to put forward any other proposals for budget savings which

are not included within the report so that officers can give them consideration as soon as possible.

Members were reminded that they should consider the elements of the budget which fall under the remit of this scrutiny committee.

Officers gave an overview of the savings identified which fell under the remit of the committee, working through each of the identified budget lines individually.

The Head of Adult Services outlined the saving proposals identified in SSHH 1 – SSHH 8. It was recognised that the proposals come with risk. Officers identified that the biggest risk for adult services would be not regaining control of the market. It was noted that there be resistance to some of the changes from families, people would not want to see their packages reduced. Officers advised that additional reports would be brought back before Cabinet Board outlining the risks associated with the changes proposed.

Member asked if the necessary risk assessments had been carried out with regards to the identified proposals. It was confirmed by officers that each proposal would be risk assessed as required and there would not be a move to lone working. The service delivery will only be changed if it is safe to do so.

Members noted that the main body of the report refers to not filling vacancies. Officers noted that this referred to work that had been carried out in year.

Members expressed their concerns around the complexities of bringing services back in house and noted Trem Y Glyn was to be brought back in house. Members sought reassurance that there would be no delay in doing this once it had been agreed.

The Head of Childrens Services outlined the savings proposal outlined in SSHH 9 – SSHH 13.

Members sought clarification with regards to the savings identified in relation to asylum seeking children. Officers confirmed that this is funded by the Home Office. Internal staff have now been trained up to carry out some of the roles whereas external consultants have previously had to be used.

In relation to Hillside Secure Unit, it was confirmed that officers can charge for their time that they use to support the unit. In the past this has not been recharged fully however the £92,000 is the additional amount of officer time that has been required to be put in to support Hillside. The Council is not allowed to make a profit from Hillside, however officers advised that the Council should not be subsidising the facility. Officers advised that more officer time is being utilised supporting the facility.

With regards to SSHH 15, this is in relation to the transformation project in Housing which has already been scrutinised at a previous meeting.

There were no additional budget proposals put forward by members at the meeting.

Following scrutiny, Members noted the report.

4. **Urgent Items**

There were no urgent items.

CHAIRPERSON

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Cyngor Castell-nedd Port Talbot
Neath Port Talbot Council

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

SOCIAL SERVICES, HOUSING AND COMMUNITY SAFETY CABINET BOARD

25th January 2024

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

Matter for Information

Wards Affected:

All Wards

Report Title:

Hospital admission and discharge processes.

Purpose of the Report:

To provide Members with information on hospital admission and discharge processes.

Executive Summary

This report sets out the staff teams and processes in place to support hospital admission and safe discharge, highlighting the challenges faced by Adult Social Care services.

Background

Hospital admission and discharge processes have remained challenged since the COVID pandemic. This has been attributed to issues with recruitment and retention of care and support staff, increased pressure on hospitals and a fragile Provider market.

In response to COVID, a hospital social work team was established to work alongside health professionals to facilitate timely assessments and discharges from hospital.

In recent months, this team has expanded to include a Team Manager, a Deputy Team Manager, three Social Workers, a Community Wellbeing Officer and a Contact Officer to support the increasing demand.

The team are based in Neath Port Talbot hospital and have recently established a temporary base in Morriston hospital.

Hospital Admission Process

Individuals of Neath Port Talbot are admitted to one of three hospitals, which includes Morriston, Singleton and Neath Port Talbot. Due to the different expertise of each hospital, individuals may be transferred between hospital sites depending on the medical support they require.

Individuals can be admitted into hospital via a number of ways:

- Ambulance service

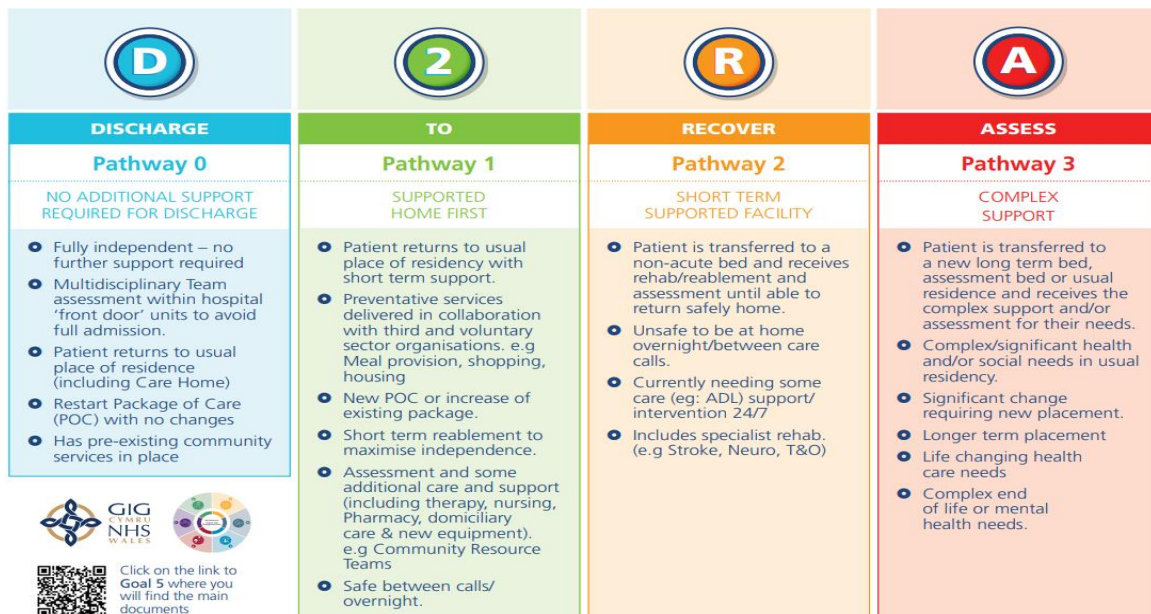
- GP referral
- Out of hours service
- A&E walk in
- Referral from another hospital

As soon as an individual is admitted into hospital, there are a number of processes in place to review an individual’s needs and to ensure the correct steps are in place to expedite timely discharge.

Hospital Discharges

Once an individual’s health needs have been met, i.e. Medically Fit for Discharge (MFFD), each individual should be assigned to a “Pathway” in accordance with Welsh Government guidance named Discharge to Recover then Assess (D2RA).

This process supports individuals to be discharged from hospital at the earliest opportunity. The diagram below illustrates the different pathways a person can be discharged.



Further information around this model can be found at Appendix A.

Pathway 0

If an individual is being discharged within 7 days and has no change in care and support need, the social work team will support discharge arrangements by liaising directly with Providers.

Pathway 1

The social work team will undertake assessments proportionate to the needs of the individual in relation to POC requests as well as re-directing individuals for preventative services.

Individuals requiring reablement in the community are supported by the Community Recourse Team (CRT).

Pathway 2

There is currently no residential reablement provision within Neath Port Talbot and as a result, there are a disproportionate number of people entering residential or nursing care too soon.

The Adult Services Strategic Plan has identified this gap in provision and plans are in place to deliver residential reablement within Trem Y Glyn.

Pathway 3

Complex individuals who can require a multi-agency response are included within this pathway. A joint assessment takes place between the social work team and discharge liaison nurse (DLN) teams for individuals requiring long term residential or nursing care.

Brokerage Team

In addition to the social work teams, there is a Brokerage Team in place to support hospital discharge.

The Brokerage Team sits within the Common Commissioning Unit (CCU).

When an individual is assessed as requiring a package of care or a care home placement, a referral is made to the Brokerage Team to support.

If an individual requires a package of care the Brokerage Team will liaise with the in house and external domiciliary care Providers to arrange a POC at the earliest convenience.

Individuals requiring a care home placement will be supported by the Brokerage team to locate a care home on an urgent basis to support timely discharge.

Brokerage Officers will work to support hospital discharge urgently, however there are a number of factors that can delay this process, including; shortage of care and support workers, limited capacity with Providers and lack of appropriate care home placements.

As of 16th January 2023, external Domiciliary Care Providers were delivering 9090 of hours of care per week and the internal team were delivering 1459 hours of care per week.

This is made up of a combined total of 787 Individuals in receipt of a package of care, which is supported by approximately 597 staff.

NPT care home market had been impacted by a recent home closure, which resulted in the relocation of 68 residents across the region and

out of county, however the market position is showing signs of improvement.

As of 16th January 2023, we have 15 nursing home vacancies and 15 general residential vacancies.

Officers are also working with a Provider to reopen a unit of 10 beds.

Financial Impacts

No implications.

Integrated Impact Assessment

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

Valleys Communities Impacts

No implications.

Workforce Impacts

No implications.

Legal Impacts

No implications.

Consultation

There is no requirement for external consultation on this item.

Appendices

Appendix A - The discharge to recover and assess model guidance.

List of Background Papers

N/A

Officer Contact:

For further information on this report item, please contact:

Angela Thomas - Head of Adult Services

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Sorelle Jones – Principal Officer for Hospital Social Work Team

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Hayley Short – Principle Officer

Commissioning/Housing/Homelessness Strategy and Supporting People

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Adrian Bradshaw - Principal Officer for Integrated Network Hubs

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Social Services, Housing & Community Safety Scrutiny Committee
Actions and Referrals Update – 2023-24

<u>Meeting Date</u>	<u>Agenda Item</u>	<u>Minuted Action / Referral / Request</u>	<u>Progress Update</u>	<u>Officer</u>	<u>Target / Completion Date</u>	<u>Completed / On-going</u>
16.11.23	Neath Port Talbot Youth Justice and Early Intervention Draft Youth Justice Plan 2023-2024	Members requested figures in relation to reduced timetables. Officers can provide figures for members.	E-mailed officer 12.12.2023	Alison Davies		
	Social Services Children and Young Peoples Single Point of Contact (SPOC)	A plan is in place to take phone calls within children's services, but an implementation date has not been agreed. Further data can be provided at the next scrutiny committee meeting.	A briefing note has been circulated to members	Nune Aleksanyan	15 th January 2024	Completed
	Children & Young People, Adult Services and Housing & Community Safety - 2nd Quarter (April 2023 - September 2023) Performance Report	With reference to the report on the LAC Review. Officers confirmed that the draft report was awaiting further clarification of some points but would be available to members shortly.	The report has been circulated to members	Chris Frey Davies	December2023/January 2024	Completed

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Social Services, Housing and Community Safety Scrutiny Committee

(All starting 2pm unless otherwise stated)

Meeting Date	Agenda Item	Contact Officer
2023		
13 th July	Asylum Dispersal, Refugee and Ukrainian Response	Claire Jones
21 st September	Scrutiny Committee Annual Report 22-23	Chair Cllr C.Galsworthy Alison Thomas (Dem Services)
	Housing and Communities – Mid-Year Progress Report	Chele Howard
16 th November	Prevention/Early Intervention – Local Area Coordinators	Sarah Waite
2024		
25 th January	Hospital Discharges	Sorelle Jones
21 st March	Transition from Children’s to Adult Services	Victoria Smith/Lisa Morris
	Unpaid Carers	Sarah Waite
2 nd May	Direct Payments	Sue Bradshaw /Adrian Bradshaw/Lisa Morris

- **To be programmed into the cycle**
Report on personal assistants – Angela Thomas/Maggie Hayes

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