



SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD

*Immediately Following Scrutiny Committee on
THURSDAY, 20 OCTOBER, 2016*

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. To agree the Chairperson for this Meeting.
2. To receive any declarations of interest from Members.
3. To receive the Minutes of the previous Social Care, Health and Housing Cabinet Board held on 15 September, 2016 (*Pages 5 - 8*)

To receive the Report of the Head of Commissioning and Support Services

4. Social Services Complaints and Representations Annual Report 2015-16 (*Pages 9 - 24*)
Children, Young People and Education Scrutiny Committee are invited to attend the meeting for this item.
5. NPT Homes Progress Report - to September 2016 (*Pages 25 - 46*)
6. Elected Members Visits to Social Care and Nursing Homes (*Pages 47 - 50*)

To receive the Report of the Director of Social Services, Health and Housing

7. Social Services Wellbeing Act Data Collection Report
(Pages 51 - 56)

To receive the Report of the Head of Corporate Strategy and Democratic Services

8. Information, Advice and Assistance Service (Pages 57 - 72)
9. **To receive the Forward Work Programme 2016/17**
(Pages 73 - 76)
10. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Statutory Instrument 2001 No 2290 (as amended).
11. Access to Meetings - 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

To receive the Private Joint Report of the Head of Community Care Services and the Head of Commissioning and Support Services

12. Consultant Procurement (Exempt under Paragraph 14)
(Pages 77 - 84)

To receive the Private Report of the Head of Commissioning and Support Services

13. Repayment of Grant Monies (Exempt under Paragraph 14)
(Pages 85 - 90)

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Friday, 14 October 2016

Cabinet Board Members:

Councillors: J.Rogers and P.D.Richards

Notes:

- (1) *If any Cabinet Board Member is unable to attend, any other Cabinet Member may substitute as a voting Member on the Committee. Members are asked to make these arrangements direct and then to advise the committee Section.*
- (2) *The views of the earlier Scrutiny Committee are to be taken into account in arriving at decisions (pre decision scrutiny process).*

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EXECUTIVE DECISION RECORD

CABINET BOARD - 15 SEPTEMBER, 2016

SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD

Cabinet Board Members:

Councillors: J.Rogers (Chairperson) and P.D.Richards

Officers in Attendance:

N.Jarman, Mrs.A.Thomas, A.Jarrett, and Mrs.T.Davies

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Councillor J.Rogers be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD HELD ON 14 JULY, 2016**

Noted by the Committee.

3. **UPDATE - REMODEL OF CARE AND SUPPORT AND OLDER PERSONS DAY SERVICES**

Decision:

That the report be noted.

4. **QUARTER 1 PERFORMANCE MANAGEMENT DATA 2016-17**

Decision:

That the monitoring report be noted.

5. **FORWARD WORK PROGRAMME 2016/17**

Decision:

That the Forward Work Programme 2016/17, be noted.

6. **COMMUNITY CARE BUSINESS PLAN 2016-17**

Decision:

That the Community Care Business Plan 2016/17, be approved.

Reason for Decision:

To provide strategic direction for the Community Care programme of improvements.

Implementation of Decision:

The decision will be implemented after the three day call in period.

7. **ACCESS TO MEETINGS**

Decision:

That pursuant to Regulation 4(3) and (5) of Statutory Instrument 2001 No. 2290, the public be excluded for the following item of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the Local Government Act 1972.

8. **HOUSING RENEWAL AND ADAPTATION SERVICES - REPAYMENT OF GRANT MONIES**

Decision:

That the grant monies, for the reasons given in the private circulated report, not be waived.

Reason for Decision:

To ensure the Authority exercises its discretion under The Private Sector Housing Renewal Strategy and Policy published in July 2003, pursuant to the Regulatory Reform (Housing Assistance) (England & Wales) order 2002.

Implementation of Decision:

The decision will be implemented after the three day call in period.

CHAIRPERSON

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NEATH PORT TLBOT COUNTY BOROUGH COUNCIL

SOCIAL CARE, HEALTH & HOUSING CABINET BOARD

20 OCTOBER 2016

REPORT OF THE HEAD OF COMMISSIONING & SUPPORT SERVICES - A. Thomas

Matter for Monitoring

Wards Affected: All

SOCIAL SERVICES COMPLAINTS AND REPRESENTATIONS ANNUAL REPORT 2015-16

Purpose of Report

To report on the operation of the Directorate's Complaints and Representation procedures from 1st April 2015 – 31st March 2016, including comparisons, where relevant, against activities in previous years.

Executive Summary

Social Services Departments have been required by statute to operate a complaints and representation procedures since 1991. Neath Port Talbot County Borough Council has operates its procedure in line with Welsh Government guidance which supports the Social Services Complaints Procedure (Wales) Regulations 2014.

The Annual Report attached as Appendix 1 provides Members with a summary of the representations and complaint activities during 2015-16.

Consultation Outcome

Not applicable.

Financial Impact

The work delivered is funded by existing revenue budget.

Equality Impact Assessment

Not applicable.

Workforce Impacts

Not applicable.

Legal Impacts

Not applicable.

Risk Management

A Risk Matrix for the Directorate has been prepared which incorporates the risk within this service area.

Recommendation

That the monitoring item be noted.

Reasons for Proposed Decision

Not applicable.

Sustainability Appraisal

Not applicable.

Appendices

Appendix 1 - Social Services Complaints and Representations Annual Report 2015-16.

List of Background Papers

A Guide to Handling Complaints & Representations by Local Authority Social Services – Welsh Government (August 2014).

Officer Contact

Leighton Jones, Business Support Manager (Designated Complaints Officer)

Tel. No. 01639 763394

email: l.jones@npt.gov.uk

**NEATH PORT TALBOT COUNTY
BOROUGH COUNCIL**

**SOCIAL SERVICES
COMPLAINTS
AND
REPRESENTATIONS**

**ANNUAL REPORT
2015 / 2016**

**SOCIAL SERVICES
COMPLAINTS AND REPRESENTATIONS 2015/16**

CONTENTS

1. Introduction
2. Why do people complain?
3. Summary of the complaints procedure
4. The Public Services Ombudsman for Wales
5. Member referrals
6. Safeguarding of children and adult protection
7. Statistical information 2015/2016
8. Customer feedback – their experience of the complaints procedure
9. Lessons Learned
10. Achievements in 2015/2016
11. Objectives for 2016/2017
12. Equalities
13. Contacts

1. INTRODUCTION

This report covers the period 1st April 2015 to 31st March 2016 and relates to the Children and Young People and Adult Social Care Services, within the Directorate of Social Services, Health and Housing, which jointly comprise the social services function within Neath Port Talbot County Borough Council.

Section 7 of the Local Authority Social Services Act 1970 requires social services authorities to maintain a procedure for considering complaints and representations and the purpose of this report is to provide a review and statistical analysis of the complaints, comments and compliments received by Social Services during the reporting period.

Prior to 1st August 2014, complaints were handled, in accordance with Welsh Government Complaint Guidelines "Listening & Learning" which provided for a three stage complaints procedure. New guidelines were subsequently issued to support 2 new sets of regulations i.e. the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014. These introduce a new two stage process which has replaced the previous three stage procedure in order to bring the complaints process into line with the NHS Complaints Procedure.

The introduction of the new regulations was an opportunity for Officers to re-visit the Directorate's complaints processes, including new procedures to reflect the changes; the emphasis is more on monitoring processes, improved performance reports and improvements on how lessons are learned. The process is supported by a newly developed complaints database which, in turn, will support the performance and statistical information.

Training has been provided to Senior Officers, Team Managers, as well as front-line social work staff.

2. WHY DO PEOPLE COMPLAIN?

The most common reasons reported for making a complaint include:-

- To be heard;
- That concerns be recognised, acknowledged and taken seriously;
- That appropriate action be taken to remedy problems and avoid similar incidents in the future;
- To receive an apology;

3. SUMMARY OF THE COMPLAINTS PROCEDURE

The Social Services Complaints and Representations Procedure is based upon the good practice guidance issued to support the new regulations stated above.

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

The procedures are a positive response by the Directorate to create an atmosphere of partnership and participation with users of services. They are also established to protect the rights of the service users.

It is the Directorate's policy that all complaints must be resolved as quickly as possible and as close to the point of delivery as is possible. The aim is to resolve complaints, informally at a local level, with speed, fairness and understanding.

There are two stages to the procedure which covers both adult and children's complaints.

Stage 1: Local Resolution

The policy and procedure aims to ensure that people who complain have their concerns resolved swiftly and, wherever possible, by the people who provide the service locally.

The complainant/service user is provided with the opportunity to discuss their concerns with local staff and management. A written response must be provided by the manager within 10 working days of the date of receipt of the complaint. The timescale can be extended for a further 10 working days with the agreement of the complainant.

Stage 2: Formal Consideration

Where a complaint cannot be resolved at Stage 1, it will automatically be referred to Stage 2. An Investigating Officer (who is independent of the service complained about) is appointed by the Director (or their representative) to investigate the matter. In the case of children's complaints, an Independent Person (not employed by the Authority) is also appointed to oversee the investigation process in accordance with statutory requirements (Children Act 1989).

The Investigating Officer produces an investigation report. A formal written response (which will include reference to any recommended action(s)) is then provided to the complainant by the appropriate Head of Service.

Completion of the investigation, the investigation report and the response should be achieved within the timescale of 25 working days. Again, an extension can be made with the agreement of the complainant but must not exceed a period of 3 months.

4. THE PUBLIC SERVICES OMBUDSMAN FOR WALES

The Public Services Ombudsman for Wales provides an external independent service for the purpose of considering complaints made by members of the public in relation to all local authority services, including social services. The Public Services Ombudsman also has jurisdiction to examine and determine complaints of injustice as a result of maladministration on the part of the local authority.

The Ombudsman will normally require complainants to have sought redress, in the first instance, via the local authority's complaints procedure prior to accepting and investigating a complaint of maladministration on the part of the local authority.

5. MEMBER REFERRALS

The Complaints and Representations Procedure does not preclude the right of an individual to approach their Local Councillor, Assembly Member or Member of Parliament. They undertake an important role in handling concerns and queries that individual constituents may have. Collectively, these are called Member referrals and they can range from comments and queries to complaints.

If an elected Member does not consider it to be appropriate to deal with a concern, the matter can be referred to be dealt with under the Complaints Procedure.

6. SAFEGUARDING OF CHILDREN AND ADULT PROTECTION

Protecting children and vulnerable adults from abuse has to be the paramount consideration. Child abuse or the abuse of vulnerable adults will include in this context physical abuse, sexual abuse, psychological or emotional abuse, financial or material abuse, and neglect. Appropriate guidance is available relating to both adult and child protection.

Any complaint or representation that raises concerns about child protection should be referred immediately to the Safeguarding of Children Coordinator or, where a criminal act is known or suspected, the police. There should be no complaints

investigation while there is any chance of compromising the Child Protection investigation. This does not rule out aspects of the complaint being pursued at a later date where and when this is right.

Similarly, any complaint that raises concerns about the protection of a vulnerable adult should be referred immediately to the Vulnerable Adult Coordinator. It is for the vulnerable adult protection staff to determine whether the adult protection process should be triggered. There should be no complaints investigation while there is any chance of compromising the adult protection investigation. Again, this does not rule out aspects of the complaint being pursued at a later date, where and when this is right.

7. STATISTICAL INFORMATION 2015/2016

Number of Representations Received

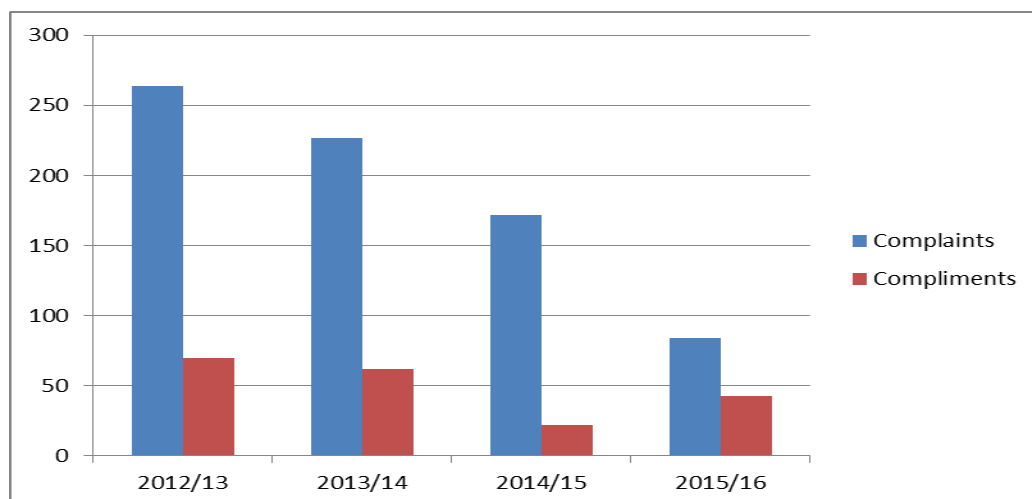
The following information provides details of the number of representations (complaints and compliments), received in relation to the delivery of social services during the reporting period:

Table 1 – Number of Representations Received 2015/2016

	Complaints	Compliments	Total
Adult Services	23	11	34
Children’s Services	27	25	52
Hillside Secure Unit	27	0	27
Business Strategy	7	7	14

The following table provides a comparison with previous reporting periods.

Table 2 - Number of Representations Received - Year-on-Year Comparison



Stages at which complaints were resolved

Table 3 - Statutory Complaints Procedure 2015/16

	Adult Services	Children’s Services	Hillside Secure Unit	Business Strategy
Stage 1	23	27	27	7
Stage 2	1	1	0	3

Timescales for Completion of Complaints (Stage 1)

As mentioned earlier in the report, the timescale for completion of Stage 1 complaints is 10 working days.

As can be seen from Table 4, during 2015/16, 54% of formal Stage 1 complaints were responded to within the agreed extension time.

It should be noted that there are genuine reasons for being unable to meet the prescribed timescales, for example, some cases can take longer due to the complexity of the issues raised and the need to ensure that cases are thoroughly investigated. In these cases, an extension to the timescale (of a further 10 working days) is normally agreed with the complainant. In the case of more complex complaints, the Directorate aims to provide a response within 6 months.

Table 4 - Timescales for Completion of Stage 1 Complaints

	Response within (working days):	
	2015/16 10 days	2015/16 10+ days
Adult Services	6	15
Children's Services	8	16
Hillside Secure Unit	27	0
Business Strategy	6	1
Total	37	32

On-going training delivered to managers and their teams encourage staff to give high priority to achieving swift and effective resolution whilst also linking an understanding of the procedure to quality and service improvement. The Complaints Team continues to work closely with managers to improve response times, where required.

Outcomes

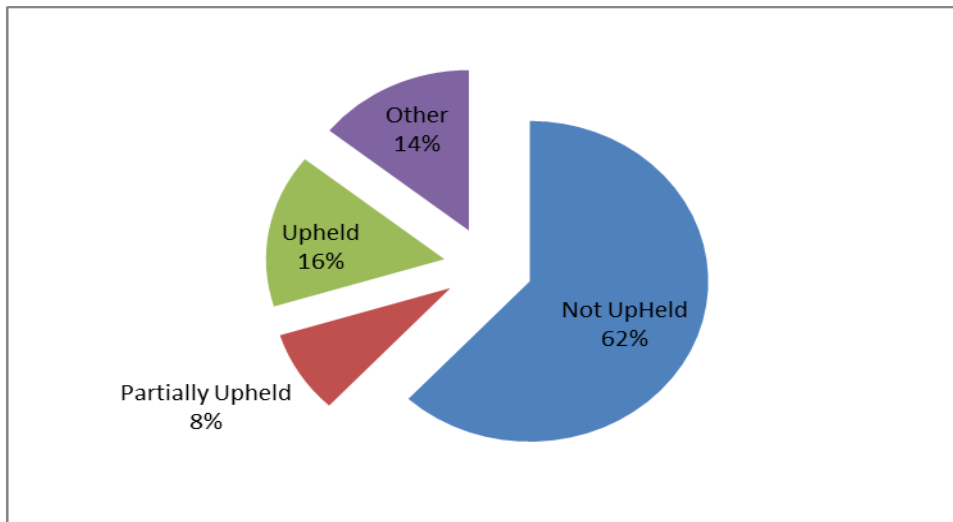
The Directorate records outcomes to complaints, therefore, each complaint outcome is identified within one of the following categories:-

- Upheld
- Partially Upheld
- Not Upheld

The focus upon outcomes is seen as an important aspect and is utilised in measuring performance, learning from complaints and continuously improving services. Outcomes for each service area have been recorded during 2015/16 as follows:

Table 5 – Complaint Outcomes 2015/16

	Adult Services	Children's Services	Hillside Secure Unit	Business Strategy
Not Upheld	11	13	26	2
Partially Upheld	4	3	0	0
Upheld	5	5	1	2
Other	3	6	0	3



How Complaints were resolved

A variety of methods were used to resolve complaints. Each complaint was considered separately and the most appropriate method of resolution applied.

Methods included:-

- Liaison by complaints officers with senior managers to identify/agree immediate resolution;
- Senior managers meeting with complainants to discuss their concerns;
- Provision of explanation (written) as to reasons for decisions;
- Provision of an apology (written), where appropriate;
- Action taken to change a decision;
- Independent investigation; and
- Mediation.

All statutory complaints received a written response offering an explanation, outlining recommendations and/or identifying corrective action. Those complaints found to have been upheld or partially upheld received a written apology.

Complaints found to have been not upheld did not normally involve provision of a written apology, although, in some cases, it was appropriate to apologise for a particular aspect if there was a need to focus upon individual learning issues highlighted as a result of the complaint.

Nature/Range of Complaints

Examples of the most common complaints received were as follows:

- Quality/Level of Service/Standard of Care
- Staff Attitude/Conduct
- Missed/Late Appointments/Times of Visits
- Lack of/poor communication
- Unacceptable delays
- Disagreement with Assessment/Care Plan

- Poor advice/misinformation
- Disagreement with policy/procedure
- Inaccuracies in Social Work Reports/Statements

Corporate Complaints Procedure

There are instances whereby aspects of a complaint do not fall within the remit of the social services statutory complaints procedure and, in such cases, the Authority's Corporate Complaints Procedure is utilised.

Complaints Resolved at the pre-Complaints Procedure stage

The Complaints Office also carries out a significant amount of work in dealing with and resolving concerns at source, for example, in cases whereby the issues raised are able to be immediately resolved and do not require being formally addressed at Stage One. This involves Complaints Office staff ensuring that they liaise quickly with appropriate Team Managers to identify and agree swift actions to be taken so as to resolve concerns immediately.

This is an area where significant improvements have been made by the individual service areas to ensure these complaints are dealt with appropriately and effectively.

Welsh Language

There have been **NO complaints** received during this reporting period that have been communicated via the medium of Welsh, nor has there been any complaints in relation to the Welsh language/Welsh Standards.

Compliments

Compliments are also regarded as important information that can be used to identify good practice. Compliments are therefore reported centrally and the statistics included in management reports.

Table 6 – Compliment Examples

A selection of the compliments received during 2015/16 are set out below:

Adult Services
The Team have been treating me over the last two weeks and I am confident that they saved my life. I felt so ill I prayed to die and now I feel so much better. You have a wonderful team, everyone concerned and helpful. H, Y, S, M, J and all concerned, you are angels and I cannot praise the whole set up enough, thanks over and over.
My father passed away earlier today, fulfilling my prediction of what was bound to unfold. May I thank you so much for our brief correspondence, your obvious charm and undoubted professionalism in dealing with situations at times difficult for those concerned. It was a real pleasure to meet you.

Children's Services

Mother expressed her gratitude and thanks for everything that all the social workers she has had dealings with in Cwrt Sart.

AP who I believe is fairly new to Children's Services and even more so to your team presented the reports at this morning's ICPC. Whilst I was there as an observer only I was really impressed by the quality of her report (x 2) that she presented. The report was really well prepared, identified actual and potential risk and presented as child focussed.

Business Strategy

Thanks for Service - Appreciation and gratitude for all you have done in respect of benefits.

Conference Team - In respect of first class Strategy Meeting minutes by conference staff.

8. CUSTOMER FEEDBACK – THEIR EXPERIENCE OF THE COMPLAINTS PROCEDURE

The Directorate recognises the need to obtain customer feedback and questionnaires will be developed and forwarded to all complainants during 2016/2017; the questions posed will be based on those recommended in the Welsh Government Complaints Guidelines for all formal Stage 1 Complaints.

A draft questionnaire has been developed and will be consulted upon early in 2016/17 before formal adoption.

9. LESSONS LEARNED

Evaluation of the information generated from complaints has highlighted a range of actions to be taken to improve services for clients. Action plans are formulated to reflect the actions agreed as part of the resolution process. Monitoring of the action plans is undertaken to ensure that actions are implemented.

10. ACHIEVEMENTS IN 2015/2016

Achievements during 2015/16 include:-

- Improved relationship with Senior Officers, Team Managers and front-line social work teams resulting in quicker resolution at a 'local' level;
- Decrease in number of Stage 1 complaints compared to 2014/15;

- Increase in number of compliments received in comparison to 2014/15;
- Review and upgrade of the complaints database;
- Improved performance information / data;

11. OBJECTIVES FOR 2016/2017

Plans for 2016/17 include:

- To maintain management oversight of Directorate wide compliments and complaints and specific adherence with statutory guidelines.
 - To review the performance information/data to be extracted from the database.
 - Introduction of customer feedback – liaise with Corporate Communications Team to develop customer feedback forms.
 - Build upon relationships with key service stakeholders e.g. Children’s Complaints Officer.
- Ensure complaints service is prepared for the implementation of the Act.
 - Ensure information, advice and assistance is appropriate; literature is available in readily accessible format.
 - Recognise the importance of Advocacy.
- Raise profile of the Complaints Team.

12. EQUALITIES

A screening for equality impact has been carried out in relation to the representation and complaints procedure. There is no negative impact on the protected equality characteristics.

There have been no complaints received during the reporting period in relation to the Social Services Complaints and Representations Procedure.

Complainants are now requested to provide information in relation to the Equality Act 2010. This data includes information relating to ethnicity, gender, marital status and disability. The feedback is currently low, but we will continue to pursue this.

13. CONTACTS

Designated Complaints Officer,
 Neath Port Talbot County Borough Council,
 Social Services, Health and Housing Directorate,
 Neath Civic Centre, Neath, SA11 3QZ
 Tel: 01639 763445 email: complaints@npt.gov.uk.

Care & Social Services Inspectorate for Wales,
Government Buildings
Picton Terrace,
Carmarthen SA31 3BT,
Tel: 01267 245160
email: cssiw.southwest@wales.gsi.gov.uk.

Children's Commissioner for Wales,
Oystermouth House, Charter Court,
Phoenix Way, Llansamlet,
Swansea, SA7 9FS.
Tel: 01792 765600 Fax: 01792 765601

Commissioner for Older People
Cambrain Buildings,
Mount Stuart Square, Butetown,
Cardiff, CF10 5FL
Tel: 02920 445030 Fax: 08442 640680
email: ask@OlderPeopleWales.com

Public Services Ombudsman for Wales
1 Ffordd Y Hen Gae,
Pencoed, Bridgend, CF35 5 LJ
Tel: 03007 900203 Fax: 01656 641199
website: www.ombudsman-wales.org.uk

Leighton Jones
Designated Complaints Officer
June 2016

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

SOCIAL CARE, HEALTH & HOUSING CABINET BOARD

REPORT OF THE HEAD OF COMMISSIONING AND SUPPORT SERVICES – A. THOMAS

20 October 2016

SECTION A – MATTER FOR MONITORING

WARD(S) AFFECTED: All

NPT HOMES PROGRESS REPORT – TO SEPTEMBER 2016

Purpose of Report

The purpose of the report is to provide members with an overview of progress made by NPT Homes in respect of the promises made to tenants in the Council's Offer Document.

Background

The Council transferred its housing stock to NPT Homes on 4th March 2011.

As part of the Transfer Agreement, NPT Homes committed to providing half yearly update reports to the Council's Social Care, Health and Housing Cabinet Committee on progress made in respect of the delivery of the Offer Document promises to tenants.

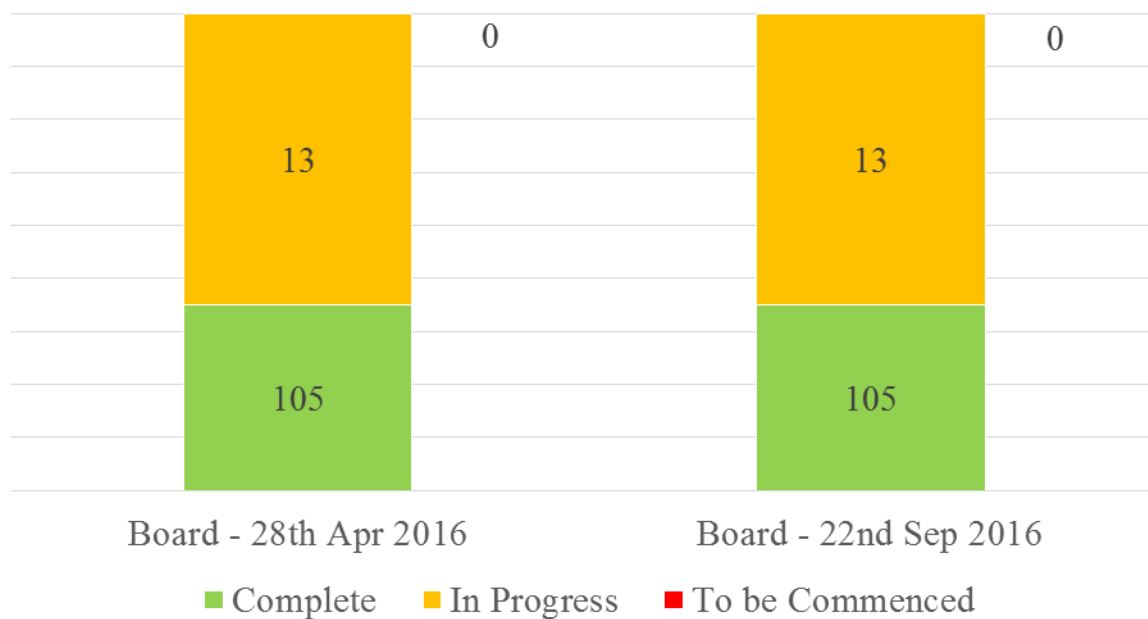
It is worth noting that the scrutiny of these update reports is complemented by regular meetings between the Chief Executive of NPT Homes and previously the Head of Community Care and Housing Services, and now the Head of Business Strategy and Public Protection.

Delivering the promises made in the Offer Document – Progress update

Attached is an action plan which is in a format agreed by Social Care, Health and Housing Cabinet Board on 28th July 2011.

The attached report uses red, amber, green (RAG) reporting to show the status of the promises – those yet to commence are red, those in progress are amber, those completed (since the last report) are green.

Offer Document Key Stages - Progression Status



The full list of promises including all those completed is accessible on the NPT Homes website.

One of the key elements of the Offer Document is the completion of the Welsh Housing Quality Standard (WHQS) works programme by 31st March 2017.

Although no further promises have been completed since the last report in April, good progress continues to be made with the WHQS programme having completed the following works since transfer:

- 6,942 kitchens
- 6,413 bathrooms
- 5,270 heating system installations
- 1,898 roof replacements

- 2,167 window and door installations.

Appendix 1 summarises the outstanding Offer Document promises and progress made.

Universal Credit (UC) was introduced to Neath Port Talbot on the 13th April 2015. NPT Homes has set up a team that has established key working partnerships/relations with the Local Authority (Housing Benefits Section) and other support agencies.

DWP has recently announced that the roll out of Universal Credit is to be further delayed for the area until September 2018. Until then it is expected that the numbers affected will remain low. The greatest impact is expected when full roll out of all claimants takes place which is now expected to start in July 2019 and planned to end by 2022.

As part of the ongoing welfare reform changes, it was announced in the summer budget of 2015 that the household benefit cap originally introduced in 2013 would be further reduced to £20,000 per annum for families (£384.62/week) and £13,400 (£257.69/week) for single people.

We have 66 tenants thought to be affected by the new reduced benefit cap with affected households seeing their benefit reduced in November. Our Financial Inclusion Officers are currently contacting those households who will be affected to provide appropriate support and advice.

NPT Homes has used a co-design approach with tenants to work on a number of areas of the business. This has enabled both staff, tenants and stakeholders to define a problem and then work out the best solution together. It was successfully used earlier in the year on designing the new service for tenants living in over 55's accommodation, now called Haven Housing.

We are currently using this approach to work in partnership to co-design our Anti-Social Behaviour (ASB) Policy. A number of co-design sessions have taken place. Staff have visited tenants in the Borough who have had previous experience of ASB to ask them for their views on what is really important for us to consider as part of the review. Last month, staff and partners, including officers from the Local Authority, Police, other registered social landlords who operate in the County Borough and

victim support agencies, met to follow up on the work and findings of the sub groups ahead of finalising the new co-designed ASB policy.

Conclusion

Members are asked to note the content of the report and to note that further updates will be provided to Members following NPT Homes' April and September Board meetings.

Appendices

Appendix 1 – Offer Document Promises - Tracking Document.

List of Background Papers

None.

Officer Contact

Angela Thomas, Head of Commissioning and Support Services
Tel. No.: 01639 684731
E-mail: a.j.thomas@npt.gov.uk

Appendix 1 - Offer Document Promises Tracking Document



Key:



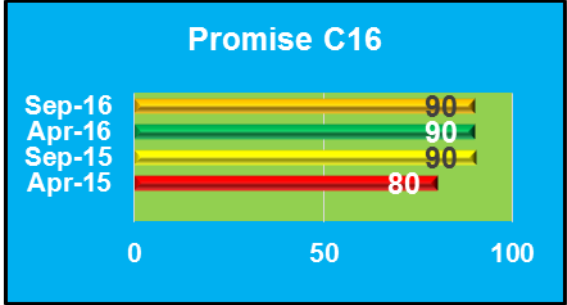
Complete



In progress



To be commenced

Part C	Delivering local services and tackling anti-social behaviour – NPT Homes would plan to:				
	Service Improvements:				
	Anti-social behaviour and breach of tenancy				
C16	Develop expertise and best practice in dealing with anti-social behaviour problems and gather evidence to help ensure successful court action.		✓		 <p>The Director of Housing is a member of the Safer Neath Port Talbot Partnership Board.</p> <p>An NPT Homes case review group has been established with clear terms of reference. Relevant cases which are identified through this process are reviewed by officers with our specialist lawyers.</p> <p>Staff involved in ASB cases attended both</p>


the review group and the joint meetings with our specialist lawyers allowing them to benefit from the best practice being implemented elsewhere and contribute to their training & development in this area.

A suite of KPIs have been established in relation to ASB; these are reported quarterly.


An ASB internal audit (June 2015) reported a 'substantial' level of assurance regarding the way in which NPT Homes seeks to address/prevent ASB.

NPT Homes has embarked on a co-design review of the anti-social behaviour policy and procedure. Tenant input into the process is considered a more appropriate validation/accreditation of our procedure and will result in 100% compliance with this promise. 3 of the planned 4 co-design sessions have been undertaken to date and officers are due to attend the pre-board session scheduled for the 24th November 2016.

Part D Improving and repairing your home															
	Planned Maintenance and Improvements														
	Windows and external doors –														
D1	<p>There would be double glazed window installations to approximately 2,500 homes which would where possible have:</p> <ul style="list-style-type: none"> - High quality double glazed uPVC windows - Secure locking handles to ground floor windows and doors. <p>It is planned that, wherever possible, all homes would have double glazed windows within six years of transfer.</p> <p>New double glazed uPVC front and rear external doors would be provided where not already in place within six years of transfer. They would be of high quality and where possible contain:</p> <ul style="list-style-type: none"> - Multi point locking system complying with, Secure by Design Standard; - Security chain. 		✓		<div data-bbox="1541 271 2112 582" data-label="Figure"> <table border="1"> <caption>Promise D1 Compliance Data</caption> <thead> <tr> <th>Period</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>88</td> </tr> <tr> <td>Apr-16</td> <td>93</td> </tr> <tr> <td>Sep-15</td> <td>81</td> </tr> <tr> <td>Apr-15</td> <td>74</td> </tr> </tbody> </table> </div> <p>PVC door and window renewal programme is ahead of target to meet WHQS by 2016/17.</p> <p>As at 22/07/2016 2,167 properties are compliant.</p> <p>88% of current target; 88% including 0 acceptable fails. (% compliance now includes acceptable fails).</p> <p>The figures noted above indicate a lower compliance figure than previously reported. This amendment has been done intentionally to ensure the WHQS verification process is thorough and accurate. The change in compliance is the result of the removal of 'door only installations' which require further verification. The delivery programme remains on target to be complete by March</p>	Period	Compliance (%)	Sep-16	88	Apr-16	93	Sep-15	81	Apr-15	74
Period	Compliance (%)														
Sep-16	88														
Apr-16	93														
Sep-15	81														
Apr-15	74														

					2017. This programme is still on target and is in line to be complete by March 2017.
	Kitchens –				
D4	<p>Kitchens would be modernised and tenants would where possible be given a choice of worktops, doors and tiles. It is planned that all kitchens would meet WHQS within six years of transfer.</p> <p>Around 3,700 new high quality kitchens would be fitted in the first 6 years following transfer.</p> <p>Around 4,800 kitchens would be upgraded.</p> <p><i>Further survey work since transfer has led to a revised target of 8,740 new or upgraded kitchens and the percentage compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓		 <p>The kitchen replacement programme has made excellent progress since it commenced 4 years ago.</p> <p>A delivery strategy has been developed which will achieve our deadline of 2016/17. As of 22/07/2016, 6,942 properties had received new kitchens.</p> <p>81% of current target; 92% including 967 acceptable fails. (% compliance now includes acceptable).</p>

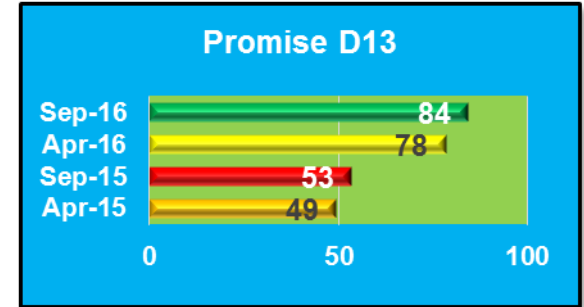
	<p>Heating –</p>														
<p>D8</p>	<p>It is planned that all homes where heating systems fail the WHQS would be offered a new full central heating system with boilers and radiators, with approximately 6,000 central heating boilers being replaced in the first 6 years following transfer.</p> <p>All new systems would where possible include:</p> <ul style="list-style-type: none"> - separate radiator thermostats; - energy efficient boilers; - programmable heating timers. <p><i>Further survey work since transfer has led to a revised target of 5,900 new or upgraded heating systems and the percentage compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		<p>✓</p>		<div data-bbox="1554 309 2114 616" data-label="Figure"> <table border="1"> <caption>Promise D8 Compliance Data</caption> <thead> <tr> <th>Period</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>95</td> </tr> <tr> <td>Apr-16</td> <td>91</td> </tr> <tr> <td>Sep-15</td> <td>74</td> </tr> <tr> <td>Apr-15</td> <td>70</td> </tr> </tbody> </table> </div> <p>The main programme commenced in October 2011. As at 22/07/2016, 5,270 new heating systems have been installed and the programme is on target to complete during 2016/17.</p> <p>87% of current target; 95% including 476 acceptable fails. (% compliance now includes acceptable).</p>	Period	Compliance (%)	Sep-16	95	Apr-16	91	Sep-15	74	Apr-15	70
Period	Compliance (%)														
Sep-16	95														
Apr-16	91														
Sep-15	74														
Apr-15	70														

	Bathrooms –				
D10	<p>Around 2,400 homes would be fitted with new bathrooms within six years of transfer allowing for where possible:</p> <ul style="list-style-type: none"> - over bath electric showers (or separate shower cubicles where space and budget permit); - extractor fans; - non-slip flooring; - a choice of tiles. <p>Around 6,000 bathrooms would be upgraded.</p> <p>It is planned that all bathrooms would meet the WHQS within six years of transfer.</p> <p><i>Further survey work since transfer has led to a revised target of 8,339 new or upgraded bathrooms and the percentage compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓		 <p>The bathroom replacement programme has made excellent progress since it commenced 4 years ago.</p> <p>As of 22/07/2016, 6,413 properties had received new bathrooms and the programme is on target to complete during 2016/17.</p> <p>80% of current target; 91% including 820 acceptable fails. (% compliance now includes acceptable fails).</p>
	Roofs –				

D13

NPT Homes would have a budget of around £2.8 million for a programme of roof repairs and renewal in the first six years after transfer including on-going replacement of roof coverings as necessary throughout the 30 years of the business plan.

Further survey work since transfer has led to a revised target of 2,319 new or upgraded roofs and the percentage compliance is reviewed against this figure which may be further revised as the programme is completed.



The roof repair programme has continued since transfer and is programmed to be compliant within 6 years.

As at 22/07/2016, 1,898 roofs have been replaced since transfer and the programme is on target to complete during 2016/17.


84% of current target; 84% including 0 acceptable fails. (% compliance now includes acceptable fails).

	<p>Security –</p>		<p>✓</p>																															
<p>D15</p>	<p>Tenants would be offered (where appropriate):</p> <ul style="list-style-type: none"> - (i) front and rear external entrance lights; - (ii) NPT Homes would have a budget for improvements to fences and gates. 			<div data-bbox="1554 309 2112 614"> <p>Promise D15</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Completion Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>55</td> </tr> <tr> <td>Apr-16</td> <td>55</td> </tr> <tr> <td>Sep-15</td> <td>55</td> </tr> <tr> <td>Apr-15</td> <td>55</td> </tr> </tbody> </table> </div> <div data-bbox="1554 671 2112 976"> <p>Promise D15 (i)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Completion Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>100</td> </tr> <tr> <td>Apr-16</td> <td>100</td> </tr> <tr> <td>Sep-15</td> <td>100</td> </tr> <tr> <td>Apr-15</td> <td>100</td> </tr> </tbody> </table> </div> <div data-bbox="1554 1034 2112 1339"> <p>Promise D15 (ii)</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Completion Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>10</td> </tr> <tr> <td>Apr-16</td> <td>10</td> </tr> <tr> <td>Sep-15</td> <td>10</td> </tr> <tr> <td>Apr-15</td> <td>10</td> </tr> </tbody> </table> </div> <p>Security lights form part of D14 rewiring</p>	Period	Completion Rate (%)	Sep-16	55	Apr-16	55	Sep-15	55	Apr-15	55	Period	Completion Rate (%)	Sep-16	100	Apr-16	100	Sep-15	100	Apr-15	100	Period	Completion Rate (%)	Sep-16	10	Apr-16	10	Sep-15	10	Apr-15	10
Period	Completion Rate (%)																																	
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Apr-16	10																																	
Sep-15	10																																	
Apr-15	10																																	

D15 Cont.				<p>works which has previously been signed off as complete.</p> <p>The provision of gates and fences is being assessed (globally) as part of the land appraisal process with works anticipated to start 2016. The data regarding fences and gates is currently being collected.</p>										
Environmental and Security Improvements														
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 38</p> <p>D17</p> <p>D17 Cont.</p>	<p>NPT Homes would have a budget of £13.5 million within its investment programme for environmental and security improvements in the first six years alone - over £10m on estate and environmental improvements and over £3.5m on security.</p> <p>Examples of improvements that could be provided for each estate include:</p> <ul style="list-style-type: none"> - improved estate car parking; - fencing, walls and railings around communal blocks; - improved external lighting and security lighting; - repairs to walkways, pathways and other hard landscaping; - enhancing the landscaping features around the homes; - reviewing the use of and improving 		✓	<div data-bbox="1550 651 2112 959" data-label="Figure"> <table border="1"> <caption>Promise D17 Progress</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>35</td> </tr> <tr> <td>Apr-16</td> <td>35</td> </tr> <tr> <td>Sep-15</td> <td>35</td> </tr> <tr> <td>Apr-15</td> <td>35</td> </tr> </tbody> </table> </div> <p>The Regeneration Team has an on-going programme of community consultation following Welsh Government best practice (100% compliant as at 31st December 2015) which will establish a resident led approach to define estate based priorities and neighbourhood enhancements.</p> <p>Interpreting the environmental standard will be different for each area as it will have</p>	Date	Progress (%)	Sep-16	35	Apr-16	35	Sep-15	35	Apr-15	35
Date	Progress (%)													
Sep-16	35													
Apr-16	35													
Sep-15	35													
Apr-15	35													

	<p>communal drying areas; - reviewing the use of underused garage sites and rationalising their provision; and - play areas.</p>			<p>to meet the needs of each local neighbourhood.</p> <p>A co-design approach to the works that will be completed in an area is being piloted in the lower Brynamman area.</p> <p>This will ensure that community based priorities are captured accurately and effectively leading to a delivery plan of environmental improvements commencing early 2016.</p>										
	<p>Planned Maintenance Programmes –</p>													
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 39</p> <p>D28</p> <p>D28 Cont.</p>	<p>Decorate internal communal areas in sheltered schemes and blocks of flats.</p>		<p>✓</p>	<div data-bbox="1554 719 2112 1027" data-label="Figure"> <table border="1"> <caption>Promise D28 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <tr> <td>Apr-16</td> <td>50</td> </tr> <tr> <td>Sep-15</td> <td>50</td> </tr> <tr> <td>Apr-15</td> <td>50</td> </tr> </tbody> </table> </div> <p>A review is currently underway of all communal areas in blocks of flats to identify the full extent of the works required to upgrade the communal areas.</p> <p>A pilot refurbishment scheme has been completed in Gwent House, Sandfields. The communal corridors in Sheltered/Haven housing buildings are being upgraded and painted as part of the</p>	Date	Progress (%)	Sep-16	50	Apr-16	50	Sep-15	50	Apr-15	50
Date	Progress (%)													
Sep-16	50													
Apr-16	50													
Sep-15	50													
Apr-15	50													

					<p>wider WHQS works that are being undertaken at the schemes. With regard to the communal lounge areas a pilot refurbishment programme is in progress, commencing at Llys Nant Fer which is due for completion August 2016. This will see the lounge area overhauled and will include the provision of new furniture for which a service charge will be applied. The scheme will be used to show tenants in other scheme what can be achieved; if successful it will be rolled out across all of the schemes.</p>
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Part E	Service for older people and sheltered housing services														
	Improvements to Sheltered Schemes:														
	NPT Homes would plan the following improvements to sheltered schemes:														
E11	Where appropriate, and subject to resources being available, give a choice of a replacement of bath with shower or a walk-in shower to tenants with mobility problems when bathroom replacement programmes are carried out.		✓		 <p>Promise E11</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <tr> <td>Apr-16</td> <td>33</td> </tr> <tr> <td>Sep-15</td> <td>33</td> </tr> <tr> <td>Apr-15</td> <td>25</td> </tr> </tbody> </table> <p>8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.</p> <p>Where appropriate tenants receive an assessment from a qualified Occupational Therapist so that their needs can be accommodated, wherever possible, in the upgrade works.</p> <p>Shower/wet room upgrades are completed as standard and, where feasible, an assisted bathing/communal bathing facility is made available.</p>	Period	Completion %	Sep-16	50	Apr-16	33	Sep-15	33	Apr-15	25
Period	Completion %														
Sep-16	50														
Apr-16	33														
Sep-15	33														
Apr-15	25														

E13 Ensure accommodation is more accessible where possible by automotive doors to communal areas.



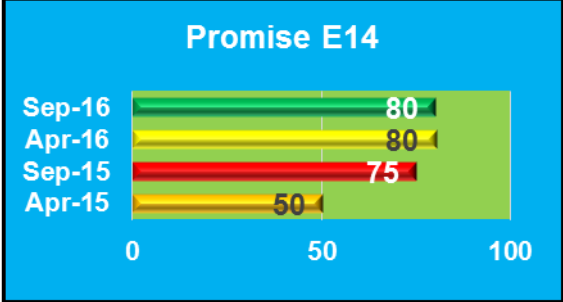
This is being considered/delivered as part of the sheltered housing WHQS programme; this commenced in Summer 2014 and will be completed during 2017.

8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.

New doors to individual dwellings have been provided in Riverside Court; they have been fitted with assisted door openers which means they can be opened with the minimum of effort. These will be fitted at all other schemes where it is identified that a standard door will prove problematic for a tenant.

Where replacement doors are required to communal areas the feasibility of these being fully automated will be considered.

Notwithstanding the work that will take place as part of WHQS, progress has been

E13 Cont.				<p>made towards the achievement of this promise through the following actions:</p> <ol style="list-style-type: none"> 1) An automated door and access ramp have been installed at Ty Llansawel sheltered housing complex. 2) An automated door is already in place at Michaelstone Court and Gwyn Court. 3) The ramp and entrance door to the rear of Cysgodfa have been reconfigured to allow ease of access. 4) A vertical lift has been installed at Cysgodfa, Ty Maes Marchog, Mozart Court and Maesydarren. 										
Page 43	Scheme Managers													
	<p>NPT Homes would also aim to improve services provided by the scheme managers in order to meet the needs of older people. It would consult with tenants on a range of possible improvements which, for example, could include:</p>													
E14	<p>Introducing a tenants' handbook specifically for tenants of sheltered housing.</p>		✓	 <table border="1"> <caption>Promise E14 Progress</caption> <thead> <tr> <th>Month</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>80</td> </tr> <tr> <td>Apr-16</td> <td>80</td> </tr> <tr> <td>Sep-15</td> <td>75</td> </tr> <tr> <td>Apr-15</td> <td>50</td> </tr> </tbody> </table>	Month	Progress (%)	Sep-16	80	Apr-16	80	Sep-15	75	Apr-15	50
Month	Progress (%)													
Sep-16	80													
Apr-16	80													
Sep-15	75													
Apr-15	50													

A draft handbook has been produced. The handbook's content was produced by a working group made up of tenant volunteers, scheme managers and the tenant empowerment officer with responsibility for 'older persons'.

The working group was split into small task and finish groups, looking at individual subjects/sections of the handbook in more detail.

As well as hard copies it is envisaged that the content of the handbook will also be presented in the form of a DVD which will be shown in the communal lounge of each sheltered housing scheme.

We have recently undertaken a review of the sheltered housing service which has seen the introduction of brand names 'Haven Housing' and 'Bridge'. The handbook will be updated to reflect this and new service criteria.

This promise will be considered to have been achieved once the amendments have been made and the handbook published. It is anticipated that this promise will be complete by December 2016

	Other improvements:														
	Additional improvements could include:														
E24	<p>Within its investment programme, NPT Homes would have a budget of up to £5.5 million in the first six years after transfer for improvements and re-modelling work in sheltered schemes. This work would be undertaken in consultation with tenants to provide self-contained flats with their own bathrooms and to upgrade bedsit flats to provide separate bedrooms and living rooms.</p>		✓		<div data-bbox="1554 363 2112 671" data-label="Figure"> <table border="1"> <caption>Promise E24 Progress</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <tr> <td>Apr-16</td> <td>33</td> </tr> <tr> <td>Sep-15</td> <td>33</td> </tr> <tr> <td>Apr-15</td> <td>25</td> </tr> </tbody> </table> </div> <p>The Sheltered Housing WHQS programme commenced in the summer 2014 and due to finish 2017. 8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.</p> <p>Based on the costs of the works completed to date and that planned at the other schemes the budget will increase from £5.5 million to circa £11m.</p>	Period	Completion %	Sep-16	50	Apr-16	33	Sep-15	33	Apr-15	25
Period	Completion %														
Sep-16	50														
Apr-16	33														
Sep-15	33														
Apr-15	25														

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care Health and Housing Cabinet Board

20 October 2016

Report of the Head of Commissioning & Support Services - A.Thomas

Matter for Decision.

Wards Affected: All

ELECTED COUNCIL MEMBERS VISITS TO SOCIAL CARE AND NURSING HOMES IN NEATH PORT TALBOT COUNTY BOROUGH

Purpose of the Report

1. To provide a review of progress to date following the completion of a Lay Assessor pilot programme, where Lay Assessors (Elected Members) carried out visits to independent Social Care and Nursing Homes in NPT during the period 19th October 2015 - 31st March 2016. A decision is required for the continuation of the Lay Assessor programme.

Background

2. As agreed by the Committee in April 2015, a pilot Lay Assessor programme commenced in September 2015 which provided training to nine Elected Members. Eight of whom conducted seventeen visits to five care homes during the period of 19th October 2015 to 31st March 2016.

Pilot Programme Feedback

Lay Assessor Feedback

3. Lay assessors were provided with 'Dignity in Care' and 'Introduction to Dementia' training, feedback was very complimentary regarding the standard of training provided.
4. The Commissioning Officer and Contract Monitoring Officer accompanied lay assessors on their first visits to provide support and guidance. A rota schedule, guidance booklet and a quick reference guide were issued to lay assessors to provide additional guidance. Feedback from lay assessors was positive regarding the quality of the information and support provided.
5. All Lay Assessor visits during the pilot were announced and organised in advance. Teething problems were encountered with the planned dates/times of visits. Lay Assessors have communicated their preference for future visits to be conducted on an 'unannounced basis', which is a preferred option to prevent any problems arising from cancelled or re-arranged visits.

Independent Care Home Feedback

6. Feedback received from the 5 independent care homes regarding the conduct of the Lay Assessors was positive. Many commented how residents and staff enjoyed the visits and found the Lay Assessors to be approachable, professional and courteous.
7. Most lay assessor visits concluded with a report which was sent to the independent provider for consideration. Feedback from care homes regarding reports were mixed, with delays in receiving reports and the quality of feedback cited as the most common issues. These issues can be addressed through further training and a revised report template.
8. All independent care homes have actioned feasible improvements which were recommended by the Lay Assessors, resulting in many positive outcomes for residents.

Equality Impact Assessment

9. An Equality Impact Assessment (EIA) was undertaken and included within the previous Committee Report dated 2nd April 2015.

Workforce Impacts

10. There are no workforce impacts associated with this report.

Legal Impacts

11. There are no legal impacts associated with this report.

Risk Management

12. There are no risk management issues associated with this report.

Consultation

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

Recommendation

14. It is recommended for Members to approve the continuation of the Lay Assessor Programme which will consist of annual 'unannounced' visits to be carried out by Lay Assessors to all independent residential and nursing homes in NPT.

Reason for Proposed Decision

15. It is the Council's intention to establish a Lay Assessor programme where Elected Members will visit residential / nursing care homes annually on a rota basis to monitor the delivery of care at these establishments and help ensure that people who need care and support receive it to an appropriate and safe standard.

Implementation of Decision

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

List of Background Papers

17. Report of the Head of Community Care and Commissioning - C. Marchant 2nd April 2015.
18. A Guide for Elected Members and Managers of Care Homes

Both documents are accessible using the following link:

<https://democracy.npt.gov.uk/documents/g285/Public%20reports%20pack%2002nd-Apr-2015%2014.05%20Social%20Care%20Health%20and%20Housing%20Cabinet%20Board.pdf?T=10>

Officer Contact

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Contract Monitoring Officer
Older Persons & Disabled Residential Services
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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health and Housing Cabinet Board

20th October 2016

REPORT OF THE DIRECTOR OF SOCIAL CARE, HEALTH & HOUSING

Matter for Monitoring

Wards Affected: ALL

Social Services Wellbeing Act Data Collection Report.

Purpose of the Report

To provide Members of the Social Care, Health and Housing Cabinet Board with the progress to date of the qualitative data collection exercise linked to the Social Services Wellbeing Act.

Summary

Local authorities in Wales must collect qualitative information during 1 September to 30 November and submit responses to the Welsh Government by 31 March each year to be compliant with the Social Services Wellbeing Act.

The Social Services Wellbeing Act Data Collection Report contains a brief overview of the prescribed process and progress to date for both Children's and Adult Services.

Financial Impact

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

Equality Impact Assessment

There are no equality impacts associated with this report.

Workforce Impacts

There are no workforce impacts associated with this report.

Legal Impacts

To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to 'make arrangements to secure continuous improvement in the exercise of its functions'.

Risk Management

Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

No requirement to consult on this item.

Recommendation

For Members to note the progress of the qualitative data collection exercise contained within the attached Social Services Wellbeing Act Data Collection Report.

Reasons for Proposed Decision

Matter for monitoring. No decision required.

Implementation of Decision

Matter for monitoring. No decision required.

Appendices

Appendix 1 – Social Services Wellbeing Act Data Collection Report.

List of Background Papers

None.

Officer Contact

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E-Mail: a.jarrett@npt.gov.uk

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Social Services Wellbeing Act Data Collection Report

Introduction:

- ❖ Local authorities must collect qualitative information during 1 September to 30 November and submit responses to the Welsh Government by 31 March each year.
- ❖ Any follow up must happen during this collection period (*September-November*). Children's Services are currently in the process of sending out 'follow up' letters with Adults Services due to follow shortly.
- ❖ The questions must be asked to people who have a care and support plan, or support plan, and are receiving services from the local authority

Client Groups:

- ❖ Carers aged 18 or over; and
- ❖ Adults aged 18 or over (*including adults in a residential care home*)
- ❖ Children (aged 7 – 17yrs of age)
- ❖ Parents of those relevant children

The data can be collected using 4 different methods:

- ❖ a paper self-completion questionnaire;
- ❖ an online questionnaire;
- ❖ telephone interviews and;
- ❖ face-to-face interviews;

Local authorities must use a 25% response rate for Adult service users and 40% response rate for Carers & Children for the first year of data collection, following this; the response rate can be amended to the authority response rate from the first collection. There is no requirement to report the response rate of questionnaires issued to the Parents of the Children included in this process.

Current Position as @ 11th October 2016:

Adult services

- ❖ **499** completed Adult service user questionnaires (36% response rate)
- ❖ **192** completed Carers questionnaires (34% response rate)

Children's Services

- ❖ **130** completed Children service user questionnaires (21% response rate)
- ❖ **69** completed Parents questionnaires out of 552 issued.

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health and Housing Cabinet Board

20 October, 2016

Joint Report of the Director of Education, Leisure and Lifelong Learning and the Director of Social Services, Health and Housing

Matter for Decision

Wards Affected: (All Wards)

Information, Advice and Assistance Service

Purpose of the Report

1. To propose that the existing Family Information System be developed to help meet the new statutory duty on Social Services to establish an Information, Advice and Assistance Service.
2. To agree the plan of work necessary to comply with duties under the Act to establish the Information element of the Information, Advice and Assistance Service.

Executive Summary

3. S 17 of the Social Services and Wellbeing (Wales) Act 2014, places a new duty upon the local authority to establish an information, advice and assistance service.
4. There are a range of systems in use which collect similar, and sometimes the same information about services available in the community. Most are accessible through the Internet. Additionally, the Health Board is developing a similar database of health care services

available across the ABMU Health Board area. Governance arrangements, contractual arrangements and funding arrangements vary.

5. The preferred option is to settle on one database that becomes the “trusted source”. The system that seems most suited to develop to meet this requirement of a “trusted source” is the existing **Family Information Service**. The application has been developed in-house by the Council’s ICT Service so there is considerable flexibility available as to how the service can be developed moving forwards, without the complications of contractual arrangements with third party suppliers. There is a team of staff in place who administer the system with recurring revenue budget in place to support their work. There will be a requirement to extend the administrative capacity of the team to develop the system in the way proposed in this paper, however, officers believe that this would offer good value for money.
6. As well as providing accessible information using on-line channels, the statutory guidance also requires information, advice and assistance to be accessible through social media, telephone, face to face, outreach, posters and publications. Furthermore, information should be tailored to meet the needs of different groups, including Welsh, easy read, child friendly versions etc. Existing mechanisms can be developed to meet these purposes.
7. The proposed development of the Family Information Service can be done in a manner that dovetails with changes to social work practice thus ensuring the Council can fully meet the new statutory duties.

Background

8. The Western Bay Partnership provides the professional strategic leadership for work necessary to implement the provisions of the Social Services and Wellbeing (Wales) Act 2014. A task and finish group to explore how the Information, Advice and Assistance Service could be developed has been chaired by the Head of Corporate Strategy and Democratic Services, with members drawn from NPT Council for Voluntary Services; the Family Information Services (which is managed through the ELLL directorate); the integrated community services team (Community Care); the ABMU Health Board; and the Low Income Families’ Group. The Group has also liaised with the Lead Officer identified for Information, Advice and

Assistance services for the Western Bay Partnership and has attended a number of events that have been arranged by Welsh Government.

9. The Group has established that the following arrangements are already operational:

Information Systems

10. There are a range of systems in use which collect similar, and sometimes the same information about services available in the community. Most are accessible through the Internet. Additionally, the Health Board is developing a similar database of health care services available across the ABMU Health Board area. Governance arrangements, contractual arrangements and funding arrangements vary.
11. The preferred option is to settle on one database that becomes the “trusted source”. The system that seems most suited to develop to meet this requirement of a “trusted source” is the existing Family Information Service. The application has been developed in-house by the Council’s ICT Service so there is considerable flexibility available as to how the service can be developed moving forwards, without the complications of contractual arrangements with third party suppliers. There is a team of staff in place who administer the system with recurring revenue budget in place to support their work. There will be a requirement to extend the administrative capacity of the team to develop the system in the way proposed in this paper, however, officers believe that this would offer good value for money.
12. Info-engine - The Western Bay Partnership has commissioned the third sector to develop a database of voluntary sector community services using a third party system “info-engine”. Funding has been identified for two years and the population of the database is almost complete. Given that financial resources have already been contractually committed and the database is nearing completion, it would not seem to make sense to abandon this initiative. Accordingly, it is accepted that the work should be completed as commissioned, but that plans are made to migrate the data to the Family Information Service by the end of the contract period and that no extension to the arrangement beyond two years is funded by the Council. Further, a mechanism is established to enable people seeking to access

Information, Advice and Assistance services to be able to search on both “info-engine” and “Family Information Service”. This is technologically achievable.

13. **111** – Clear links are made between the development of the Information, Advice and Assistance Service and the development of the 111 Service by the Health Board. Initial discussions have taken place between relevant officers but these arrangements need to be formalised to ensure there is increasing coherence about access arrangements to Information, Advice and Assistance Services moving forwards.
14. **Gateway** – the team had established a basic spreadsheet to capture information about available community services to meet immediate operational needs. While this was useful within the Gateway Service, it was not an optimum way of ensuring wider public access to Information, Advice and Assistance Services. There was also some duplication with Family Information Service data. Information held by the Gateway team has been migrated to the Family Information Service and relevant Community Care staff are fully involved in the development of the Family Information Service moving forward.
15. **Dewis** - a product “Dewis”- which was originally commissioned by North Wales authorities - has been promoted by Welsh Government as a mechanism to meet the requirements of the Act. At various events, it has been pointed out that the product duplicates and overlaps to some extent with existing arrangements. The task and finish group has examined the features of the product and compared it with the potential of the in-house system that supports the Family Information Service. On balance the task and finish group has concluded that the loss of functionality and local control over development that would be given up in migrating at this point to the Dewis product outweighs the benefits. Furthermore, there is no reason why the existing Family Information Service could not be technologically linked to the Dewis application if that were considered to be important moving forward. It is therefore recommended that the existing Family Information Service system is retained and developed, but that the development of the Dewis product continues to be monitored.

16. **Low Income Families** – the Group established to mitigate the impact of welfare benefits reform by the former Local Service Board has also identified the need to hold comprehensive information that is easy to access about support services that can prevent people with low incomes to maintain their wellbeing and to avoid the need for services. The Group had already identified the potential to make use of the existing Family Information Service to fulfil this need. It is therefore recommended that the Low Income Families Group use the Family Information Service to develop information and advice on services of interest to this particular group.
17. **Welsh Government Review of Advice Service** - the Welsh Government has been conducting a comprehensive review of advice service provision across Wales. The work has included extensive gathering of information from advice providers very similar in nature to the information already contained within the Family Information Service. The Welsh Government is holding this information in a bespoke database and intends to maintain that information over time. However, discussions with officials indicate that the database will be made publicly available, most probably through a Dewis portal. This approach is consistent with the approach that has been advocated for our local database.
18. It can be seen from the above that there are already a range of information systems available purporting to fulfil very similar requirements. Not only does this landscape make for a confusing position for members of the public and those volunteers and paid staff who work with people in need of information, advice and assistance, it is also not a good use of public funds. Consequently, it is considered essential that arrangements are put in place to bring greater coherence to local arrangements. The proposal that the Family Information Service becomes the trusted source would provide a clear mechanism for rationalising system provision locally and ensuring that we reduce the significant duplication of effort currently expended by service providers and system administrators in gathering the same information, multiple times. It will free up scarce capacity to focus on what counts, which is delivering the right information, advice and support, at the right time and in the right way to promote people's wellbeing and to prevent/delay the point at which people need statutory services.

Other Channels for Accessing Information, Advice and Assistance

19. As well as providing accessible information using on-line channels, the statutory guidance also requires information, advice and assistance to be accessible through social media, telephone, face to face, outreach, posters and publications. Furthermore, information should be tailored to meet the needs of different groups, including Welsh, easy read, child friendly versions etc. These requirements can be achieved by building on mechanisms that already exist:
- a) On-line** – the development of the Family Information Service recommended above would enable the requirement for information to be available through the medium of Welsh and in child friendly formats to be catered for. The proposal is also consistent with the Council’s Digital by Choice Strategy and will be linked with the “Switch” brand;
 - b) Social Media** – the Council is currently reviewing its corporate usage of social media. Signposting people to the Family Information Service is easily achievable from a range of social media platforms in use by the Council. Additionally, it is likely that partners would be prepared to also use their social media activities to promote the availability of the Family Information Service;
 - c) Telephone** - there are already two single points of contact in place for Children’s Social Services and Community Care services respectively. The Family Information Service is already accessible to these teams. Initial awareness raising and training can be focused upon team members to ensure that they are fully familiar with the system and can also contribute to the system developments. More broadly, the Council’s Corporate Contact Centre team can be trained in the use of the system and to signpost as appropriate to the system;
 - d) Face to Face** – staff and volunteers who are working directly with service users and carers will need to be trained/briefed in the purpose of the system. Additionally, the Council’s buildings which are open to the public will need to be provided with relevant public information materials that promote the system. These building will include the civic centres, as well as other public buildings such as libraries. Partner agencies will also be encouraged to promote the system;

- e) **Outreach** - Local Area Co-ordinators, Communities First workers and others involved in community development and support work will be trained/briefed in the purpose of the system and encouraged to use it in their day to day work within communities and to promote awareness of the system within their own networks. In particular, the Council will work with its eight strategic third sector partners to promote awareness of the system within the communities of the county borough; and
- f) **Posters and Publications** – the Council has a range of communications materials that it publishes on a routine and ad hoc basis. Opportunities will be taken to advertise and promote the system through the relevant channels.

Management Information

- 20. Both Info-engine and the Family Information System enable basic management information reports to be drawn from the system. There are no national indicators proposed for the information element of the service at the time of writing this report, however, there is an extensive range of data that can be made available which will be invaluable in determining how the service will develop over time.

Governance

- 21. It will be seen from the above, that the creation of an information resource that describes the range of services and support available across the communities of Neath Port Talbot has an application beyond the Social Services and Wellbeing (Wales) Act 2014. There are already robust arrangements in place to manage the Family Information Services. Should the proposals in this paper be acceptable then the arrangements to govern the development of the Family Information Service will need to be adjusted to ensure that all relevant stakeholders are able to contribute to the development of the Family Information Service and that the information gathered about use informs service development and commissioning arrangements.

Financial Impact

- 22. The redevelopment of the Family Information Service system will be undertaken in-house at no additional financial cost.

23. Briefings and training will be delivered by the Council's Training team at no additional financial cost.
24. There will be a modest cost in producing posters and other materials to support the work but this can be contained within existing budgets.
25. Depending on the procedures adopted for managing the information resource, there may be a requirement for additional administrative support for the Family Information Service team and this is will be examined as part of the action plan.

Equality Impact Assessment

26. The Act requires the design and delivery of the Information, Advice and Assistance Service to cater for people with protected characteristics and consequently these proposals will have a positive impact on the people with protected characteristics.

Workforce Impacts

27. There is a need to equip the existing workforce within Social Services, the wider Council workforce and external partners with knowledge of the system and the skills to use it to greatest effect. The work needed to achieve this is set out in the proposed action plan.

Legal Powers

28. The proposals discharge duties placed upon the Council under s17 of the Social Services and Wellbeing (Wales) Act 2014.

Risk Management

29. There is a risk of adverse inspection outcomes and of challenge by citizens if the Council does not plan to meet the requirements within the Act to establish an Information, Advice and Assistance Service.
30. There is a risk of duplication and inefficient use of public resources if the design of the Information, Advice and Assistance Service does not take account of the current landscape of similar systems.
31. There is a risk that citizens and front line staff will find it difficult to access the information they require to promote the well-being of people who need care and support, carers and to prevent people

from needing care and support if the existing system landscape is incoherent.

32. There is a risk that inadequate resource will be in place to maintain the information assets once they are created and therefore it will be important to assess the ongoing support capacity needed as part of implementation.

Consultation

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

Recommendations

34. That the Family Information Service system is developed to help meet the requirement to establish an Information, Advice and Assistance Service under s17 of the Social Services and Wellbeing (Wales) Act 2014.
35. That subject to agreement to 19 above, the Cabinet Board endorses the Action Plan at Appendix 1.

Reasons for Proposed Decision

36. To authorise officers to develop the existing Family Information Service system to meet the requirements of s17 of the Social Services and Wellbeing (Wales) Act 2014 and to authorise officers to take a range of other actions identified as necessary to comply with the statutory code of practice published by Welsh Government to aid implementation of the Act.

Implementation of Decision

37. After the three day call in period.

Appendices

38. Action Plan to establish the Family Information Service system as the basis of the Council's Information, Advice and Assistance Service.

List of Background Papers

39. Social Services and Wellbeing (Wales) Act 2014
40. Welsh Government, Part 2 – Code of Practice and guidance on the exercise of social services functions and partnership arrangements in relation to part 2 (General Functions) of the Social Service and Well-being (Wales) Act 2014

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Information, Advice and Assistance Service – Draft Development Plan

This development plan addresses the “Information” elements of the IAA requirements established by the Social Services and Wellbeing (Wales) Act 2014

Objective	Task	Lead Officer	Timescale	Resources	Status
Establish fit for purpose Software Platform	Assess the existing FIS to ensure the software platform is fit for purpose	Kayleigh Giles/Jonathan Lewis	May 2016	No additional financial resource	Work Complete – analysis shows that about two thirds of contact to FIS is from mobile devices. The software platform needs to be updated to reflect the changing pattern of system usage.
	Scope the redevelopment work with Council ICT Service	Kayleigh Giles/Jonathan Lewis	August 2016	ICT resources	Initial discussions with ICT Head of Service have taken place FIS network has been asked to express interest in taking Dewis as the platform for FIS moving forward. Group to review Dewis to ensure recommendation to modernise platform is best course of action
	Arrange presentation of Dewis software platform to inform modernisation of existing FIS	Jonathan Lewis	June 2016	No additional financial resources	Presentation held. Follow up meeting of working group on 7 th July to develop advice on best course of action for modernising software platform
	Appraise options for modernising software platform	Jonathan Lewis, Kayleigh Giles, Ian Davies, Neil Thomas	July 2016	No additional financial resources	Follow up meeting held. Conclusion reached that IAA best developed from existing FIS platform with development of Dewis to be kept under review
	Present recommendations for modernising software platform to Social Services and Education chief officers	Neil Thomas, Karen Jones	July 2016	No additional financial resources	Presentation on proposed way forward held and approval given to bring forward formal proposals for consideration by the SSHH Cabinet Board

Migrate all relevant Information into one system	Transfer information held in the Gateway Team on spreadsheets into FIS	Rhian Johns, Kayleigh Giles, Tina Wilcox, Jonathan Lewis	June 2016	Additional human resources identified from corporate web team	Completed
	Review information held in Info Engine and plan transfer of relevant data into FIS	Helen Evans, Rhian Johns	September 2016	Additional human resources identified from corporate web team and CVS	Open
	Establish how FIS and 111 will operate together	Karen Jones, Neil Thomas, Andy Griffiths, Sarah Waite	September 2016	No additional financial resources	Open
	Transfer information gathered by welfare reform group into FIS	Helen Stokes, Jonathan Lewis, Rhian Johns	October 2016	No additional financial resources	Open
Promote the system to stakeholders	Review existing “brand” to ensure it is fit for purpose	Liam Hedges	June 2016	No additional financial resources	Initial research undertaken. Once Cabinet Board approval to plan is agreed, final proposals can be developed for further consideration by elected Members.
	Identify stakeholders who have an interest in the system	Liam Hedges, Lynne Doyle	June 2016	No additional financial resources	Completed
	Prepare briefing/communications plan to promote the system	Liam Hedges, Lynne Doyle	June 2016	No additional financial resources	Plan completed

	Agree initial tactics whilst decision on software platform and branding is under consideration. Use existing FIS materials to promote the existing system	Liam Hedges, Lynne Doyle, Kayleigh Giles	July 2016	FIS leaflets and planned promotional activities to be supported by the Group and to feed into briefings being delivered regarding the "Act"	In progress
	Initiate wider promotional campaign once software platform and long term branding has been agreed	Liam Hedges, Lynne Doyle, Kayleigh Giles	September 2016	To be confirmed	Open
Ensure the governance arrangements for the system are fit for purpose	Neil Thomas to take over leadership of the development work at the end of summer 2016	Neil Thomas, Karen Jones	September 2016	None	Open
	Ensure "ownership" of the data sources is clearly identified and the procedures for maintaining and updating the information are fit for purpose. To include consideration of the role of Local Area Co-ordinators and Community Connectors	Neil Thomas, Kayleigh Giles, Sarah Waite, David Harding, Mike Potts	October 2016	None	Open
	Establish systems to	Neil Thomas	October	None	Open

	ensure all key stakeholders are actively involved in shaping the design and content of the system		2016		
	Make IAA a requirement in grant agreements and service contracts	Karen Jones, Angela Thomas	December 2016	None	Grant agreements with third sector have been amended. Amendments to service contracts to be completed.
Ensure the performance of the system is visible	Develop proposals for a suite of management and performance information that will support accountability and ongoing continuous improvement of the system	Jonathan Lewis, Kayleigh Giles, David Harding, Mike Potts	September 2016	None	Initial data has been presented to the working group to exemplify the type of analysis that is possible by using data analytics. Firm proposals to be worked up by early autumn. No statutory requirements in place for this element of IAA at present.
	Agree how required management and performance information will be reported and establish those arrangements	Neil Thomas	October 2016	None	Open

2016/2017 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND HOUSING CABINET BOARD

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, Annual, Biannual, Quarterly, Monthly)	Contact
17th Nov 2016	Quarterly Performance Monitoring (Q2)	Monitor	Quarterly	S.Jenkins
	Supporting People Local and Regional Commissioning Plan	Decision	Annual	Gareth Evans
	Adult Services Commissioning Update	Information	Topical	Angela Thomas
	Section 33 Intermediate Care	Information	Topical	A.Griffiths/ Andrew Jarrett
	Delayed Transfers of Care	Information	Topical	A.Griffiths/ Andrew Jarrett
	Consultation on the Remodel of Complex Needs Day Services	Decision	Topical	Nick Jarman

Social Care, Health and Housing Cabinet Board – Forward Work Programme (DRAFT)

	Workforce Strategy	Information	Annual	Tom Owen
	Safeguarding Action Plan	Decision	Annual	Nick Jarman
	Seasonal Plan	Info	Annual	A.Jarret
	Outcome of Review of Homelessness Accommodation Services	Decision	Topical	Gareth Evans
	Social Housing Grant Programme Update	Info	Topical	Claire Jones

Page 74

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact
15th Dec 2016	Social Services and Wellbeing Act – Population Needs Assessment	Decision	Topical	K.Jones

Social Care, Health and Housing Cabinet Board – Forward Work Programme (DRAFT)

Meeting Date and Time	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact
19 th Jan 2017	Homelessness Service Review	Decision	Topical	Angela Thomas
	Approval of Preferred Supplier (Supporting People Programme Grant Floating Support Services Re-procurement Exercise)	Decision	Annual	Gareth Evans

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