



SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

*Immediately Following Scrutiny Committee on
THURSDAY, 11 JANUARY 2018*

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

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 Wellbeing Cabinet Board held on the 2 November and the 30 November 2017 (*Pages 3 - 10*)
4. To receive the Forward Work Programme 17/18 (*Pages 11 - 14*)

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

5. Social Services, Health and Housing Directorate Business Plan 17/19 (*Pages 15 - 34*)
6. Western Bay Youth Justice and Early Intervention Service (WBYJ and EIS) quarters one and two 2017-2018 data report (*Pages 35 - 42*)

7. Any urgent items (whether public or exempt) at the discretion of the Chairperson pursuant to Statutory Instrument 2001 No 2290 (as amended).

S.Phillips
Chief Executive

Civic Centre
Port Talbot

4 January 2018

Cabinet Board Members:

Councillors: A.R.Lockyer 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).*

EXECUTIVE DECISION RECORD
CABINET BOARD - 2 NOVEMBER 2017
SOCIAL CARE, HEALTH AND WELLBEING

Cabinet Board Members:

Councillors: P.D.Richards (Chairperson) and A.R.Lockyer

Officers in Attendance:

A.Jarrett, A.Thomas, J.Hodges, I.Oliver and Mrs.J.Woodman-Ralph.

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Cllr.P.D.Richards be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD HELD ON THE 5 OCTOBER 2017**

Noted by Committee.

3. **FORWARD WORK PROGRAMME 17/18**

Noted by Committee.

4. **VACANT LAND AT DAN Y BRYN CARE HOME, PONTARDAWE**

Decision:

That the identified land as detailed in Appendix 1 to the circulated report at Dan Y Bryn Care Home, Pontardawe be approved as surplus to requirements to enable to Council to pursue a capital receipt.

Reason for Decision:

To declare vacant land surplus to requirements and to enable the Council to pursue a capital receipt.

Implementation of Decision:

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

5. **WESTERN BAY COMMISSIONING STRATEGY FOR CARE HOMES FOR OLDER PEOPLE 2016 - 2025**

Members were supportive of the request made by the Social, Care, Health and Wellbeing Scrutiny Committee held prior to the meeting for elements of the Implementation Plan to be brought back retrospectively to enable continued monitoring and information purposes.

Decision:

That having given due regard to the Equality Impact Assessment the Commissioning Strategy for Care Homes for Older People 2016 - 2025 and the local Implementation Plan for Neath Port Talbot County Borough Council be approved subject to elements of the Implementation Plan being brought back retrospectively to Members for their continued information and ongoing monitoring, as requested by the previous Scrutiny Committee.

Reason for Decision:

To enable the Local Authority to have a shared commitment with the Western Bay Health and Social Care Partnership to ensure that there is a sustainable range of high quality care home placements to meet the needs of older people within the local authorities of Neath Port Talbot, Bridgend and Swansea.

Implementation of Decision:

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

Consultation:

The item has been subject to external consultation.

6. **PARTNERSHIP AGREEMENT FOR WESTERN BAY PROGRAMME INFRASTRUCTURE**

Decisions:

1. That the principles of the Partnership Agreement for Western Bay Programme Infrastructure, whereby the City and County of Swansea is the host authority, with the three statutory partners of Bridgend County Borough Council, Neath Port Talbot County Borough Council and AMBU Health Board be approved;
2. That the Chief Social Services Officer be authorised to approve and arrange for the execution of the final version of the Partnership Agreement in consultation with the Head of Legal Services and the Section 151 Officer;
3. That the Chief Social Services Officer be authorised in consultation with the Head of Legal Services and the Section 151 Officer to make any future minor changes to the executed Partnership Agreement.

Reason for Decisions:

To enable the Local Authority to formalise the partnership funding arrangements in relation to the Western Bay Programme infrastructure and to establish a pooled fund arrangements hosted by the City and County of Swansea.

Implementation of Decisions:

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

7. **EXTENSION OF SECTION 33 NATIONAL HEALTH SERVICE (WALES) ACT 2006 - AGREEMENT FOR COMMUNITY EQUIPMENT SERVICE**

Decisions:

1. That delegated authority be granted to the Head of Social Work Services to agree the extension of the current Section 33 National Health Service (Wales) Act 2006 Agreement in relation to the Community Equipment Service until the 31 March 2018;

2. That delegated authority be granted to the Head of Social Work Services to agree the additional contribution to the Pooled Fund in line with the amounts contained within the circulated report to enable the continued provision of community equipment to adults who have been assessed as requiring them.

Reason for the Decisions:

To enable the Local Authority to pool resources with the Health Board and City and County of Swansea to deliver an equipment service.

Implementation of Decisions:

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

CHAIRPERSON

EXECUTIVE DECISION RECORD
SOCIAL CARE, HEALTH AND WELLBEING
30 NOVEMBER 2017

Cabinet Members:

Councillors: A.J.Taylor (Chairperson) and D.Jones

Officers in Attendance:

A.Jarrett, A.Thomas J.Hodges and J.Woodman-Ralph

1. **APPOINTMENT OF CHAIRPERSON**

Agreed that Cllr.A.J.Taylor be appointed Chairperson for the meeting.

2. **MINUTES OF THE PREVIOUS SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD HELD ON THE 2 NOVEMBER, 2017**

That the minutes of the meeting held on the 2 November, 2017 be deferred to the next meeting when the requisite Cabinet Members will be in attendance.

3. **FORWARD WORK PROGRAMME 17/18**

Noted by Committee

4. **DIRECTORATE STRATEGIC PRIORITIES 2017-19 - PRESENTATION**

Decision:

Noted by Committee.

5. **COMMISSIONING OF 24 HOUR CALL MONITORING SERVICE FOR ASSISTIVE TECHNOLOGY SERVICE**

Members received an overview of the Commissioning of 24 Hour Call Monitoring Service for Assistive Technology Service as detailed in the

circulated report. It was highlighted at the meeting that when developing the contract for the 24 Hour Call Monitoring Service the Social Services and Wellbeing Wales Act 2014 would have to be considered.

Decisions:

1. That the Head of Children and Adult Social Services be granted delegated authority to negotiate and settle the terms of the proposed three year agreement with Carmarthenshire County Council for a Call Monitoring Service (as detailed in the circulated report);
2. that the Head of Children and Adult Social Services be granted delegated authority to enter into a three year agreement with Carmarthenshire County Council for the provision of a Call Monitoring Service.

Reason for Decisions:

To enable a revised agreement with Carmarthenshire County Council to provide all of the required service elements that our service users that use Assistive Technology Service require. The Call Monitoring Service will be provided at a reduced cost to the Council and the financial benefit will increase as the number of service users ultimately increase.

Implementation of Decisions:

That the decisions will be implemented after the three day call in period.

6. **PERMISSION TO ENTER INTO AN INTER-AUTHORITY AGREEMENT FOR THE DELIVERY OF A REGIONAL MULTI-AGENCY PLACEMENT SUPPORT SERVICE**

Decisions:

1. That the contents of this update be noted;
2. That the Head of Adults, Children and Young People Services be granted delegated authority to agree the final terms of the Inter-Authority Agreement (as detailed within the circulated report) with the City and County of Swansea and Bridgend County Borough Council and to accordingly enter into the Inter-Authority Agreement with the City and County of Swansea and Bridgend County Borough Council.

Reason for Decisions:

To enable the Council to enter into an Inter-Authority Agreement which would provide the Council with a legally binding agreement setting out the approved terms of working in partnership with the City and County of Swansea and Bridgend County Borough Council . In addition, this would enable the Council protection in the event that a dispute occurred between partner authorities.

Implementation of Decisions:

That the decisions will be implemented after the three day call in period.

7. **CARE AND SOCIAL SERVICES INSPECTORATE WALES:
HOMECARE SERVICE INSPECTION REPORT NOVEMBER 2017**

Members were pleased with the positive outcomes of the Care and Social Services Inspectorate Wales inspection of the Homecare Service within Neath Port Talbot County Borough as detailed in the circulated report and asked that their thanks be cascaded to all staff.

Decision:

That the report be noted.

8. **QUARTER 2 PERFORMANCE REPORT 2017-2018 - CHILDREN AND
YOUNG PEOPLE SERVICES**

Decision:

That the report be noted.

9. **QUARTERLY PERFORMANCE MANAGEMENT DATA 2017/18 -
QUARTER 2 PERFORMANCE (1ST APRIL 2017 - 30TH SEPTEMBER
2017).**

Decision:

That the report be noted

10. **SOCIAL SERVICES COMPLAINTS AND REPRESENTATIONS
ANNUAL REPORT 2016-17**

Decision:

That the report be noted.

11. **URGENT ITEM**

Because of the need now to deal with the matters contained in Minute No.12. below, the Chairperson agreed that they could be raised at today's meeting as urgent items pursuant to Statutory Instrument 2001 No. 2290 (as amended).

Reason for Urgency

Due to the time element.

12. **PROPOSED 2017-18 PERFORMANCE REPORTING
ARRANGEMENTS**

Decision:

That the Proposed 2017-18 Performance Reporting Arrangements Report be withdrawn from consideration at today's meeting and deferred until the next to allow Members time to consider the information contained within the report.

CHAIRPERSON

Social Care, Health and Wellbeing Cabinet Committee

2017/2018 FORWARD WORK PLAN (DRAFT)

SOCIAL CARE, HEALTH AND WELLBEING CABINET BOARD

DATE <u>2018</u>	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
8 FEB 18	Update on Looked After Children Strategy	Monitoring	Annual	A.Jarrett
	Hillside Managers Report	Monitoring	6 Monthly	Alison Davies/ Andrew Jarrett
	Hillside (The Children Home Wales)	Monitoring	6 Monthly	Alison Davies/ Andrew Jarrett
	Direct Services Update	Information	Topical	Angela Thomas/ Steve Adie

Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
8 MAR 18	Quarter 3 Performance Report (17/18)	Monitor	Quarterly	David Harding/Shawn Davies
	Supporting People Programme Grant Contracts 17/18	Decision	Annual	Angela Thomas/Gareth Evans
	Participation and Engagement Report	Information	Topical	A.Jarrett
	Carers Information & Consultation Strategy Annual Progress Report	Information	Annual	A.Jarrett

Social Care, Health and Wellbeing Cabinet Committee

DATE	Agenda Items	Type (Decision, Monitoring or Information)	Rotation (Topical, ,Annual, Biannual, Quarterly, Monthly)	Contact Officer/ Head of Service
5 April 18	Hillside Fees and Charges Report	Decision	Annual	A.Jarrett
	Hillside Education Provision Contract	Decision	Annual	A.Jarrett
	Hillside Secure Centre Placement Fees 18/19	Information	Annual	A.Jarrett

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

SOCIAL CARE, HEALTH & WELL-BEING CABINET BOARD

11th JANUARY 2018

Report of the Director of Social Services, Health & Housing – A. Jarrett

Matter for Decision

Wards Affected: All Wards

SOCIAL SERVICES HEALTH & HOUSING DIRECTORATE BUSINESS PLAN 2017/2019

1. Purpose of Report

1.1 To present the Social Services, Health and Housing Directorate Strategic Business Plan for Adult and Children's Social Services covering the period 1st April 2018 to 31st March 2019 for decision.

2. Background

2.1 The plan sets out the Council's proposals for the future of a People's Directorate covering children's and adult social care in Neath Port Talbot, including more integrated working within the Directorate and with partners and stakeholders.

2.2 Set against a background of increasing demand for our services and economic pressures requiring budgetary savings, the provision of good social care support remains a priority of the Council.

2.3 Its focus is therefore on the promotion of the health and well-being of citizens so that they can remain independent in their own communities for as long as possible. In doing so, the work will embrace the following well-being objectives as defined in our Corporate Improvement Plan:

- To improve the well-being of children and young people
- To improve the well-being of all adults who live in the county borough

2.4 The Adult and Children's Services Strategic Business Plan appended as Appendix 1 covers the functions of:

- Children & Young people Services;
- Adult Social Care; and
- Commissioning, Support and Direct Payments.

3. Monitoring, Review and Delivery

3.1 The Strategic Business Plan will be reviewed with the Cabinet Member for Social Care, Health & Well-being on an annual basis.

3.2 The priorities within the Strategic Business Plan are the basis of the personal objectives between the Director of Social Services, Health & Housing, Head of Social Work and Head of Commissioning & Support Services. These priorities will be reviewed in line with the Council's performance arrangements.

4. Recommendation

It is recommended that Members approve the Strategic Business Plan for Adult and Children's Services attached as Appendix 1 to this report.

5. Reason for Proposed Decision

In order to meet the requirements of the Performance Management Framework.

6. Implementation of Decision

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

7. Equality impact assessment

There is no requirement for an equality impact assessment.

8. Workforce impacts

The Strategic Business Plan seeks to ensure that all employees within the Social Services Health & Housing Directorate have clear priorities and objectives, as part of the Council's performance management framework.

9. Legal impacts

There are no legal impacts arising from this report.

10. Financial impacts

The Strategic Business Plan has been developed on the basis of the Directorate's budgetary savings for 2018-19.

11. Consultation

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

12. Risk Management

Please refer to the Key Risks contained within Appendix 1.

13. Appendices

People Directorate – A Strategic Business Plan for Adult and Children’s Services.

14. Background Papers

Appendix 1 – The Social Services Health & Housing Directorate Business Plan 2017/2019.

15. Officer Contact

For further information on this report item, please contact Andrew Jarrett, Director of Social Services, Health & Housing, telephone: 763279 or email: a.jarrett@npt.gov.uk

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Neath Port Talbot
Castell-nedd Port Talbot
County Borough Council Cyngor Bwrdeistref Sirol

**Social Services, Health and Housing
Directorate – A Strategic Business Plan
for Adult and Children’s Services**

January 2018



**Improving Outcomes,
Improving Lives**

*promoting high quality, responsive, citizen
centred social care*

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Social Services, Health and Housing Directorate Overarching Strategy

Foreword

We are pleased to present the Strategic Business plan for Adult and Children's Social Care for the period 2018 – 2019.

This plan sets out the Council's plans for the future of the Social Services, Health and Housing Directorate covering children's and adult social care in Neath Port Talbot. The proposals are set against a background of increasing demand for our services and economic pressures requiring budgetary savings.

The provision of good social care support remains a priority for the Council and we will always try to consider the needs and preferences of the individual as we face the challenges ahead, but we will also have to balance this against effective and efficient use of our increasingly limited resources.

At a time when there are increasing pressures on the Council's budget fundamental changes to the way we provide care and support services need to happen. *Continuing with current service models is not an option.*

We must ensure that we have sufficient resources to meet the needs of all children, adults, families and carers who are assessed as eligible for social care support. In doing so, we must focus our resources on models that prevent, delay and reduce the need for long term care and support.

The focus of this plan is therefore promotion of health and well-being of citizens so that they can remain independent in their own communities for as long as possible. It is a challenge we will face together.



Councillor Alan R. Lockyer
Cabinet Member for Children's Social



Councillor Peter D. Richards
Cabinet Member for Adult Social Services

Vision and Guiding Principles

Neath Port Talbot CBC's vision is to create *a Neath Port Talbot where everyone has an equal opportunity to be healthier, happier, safer and prosperous*¹. To that end the work of the Social Services, Health & Housing Directorate will embrace the following well-being objectives as defined in our Corporate Improvement Plan:

- **To improve the Well-being of children and young people**

“All of our children and young people have the best start in life, so they can be the best they can be”

- **To Improve the Well-being of all adults who live in the county borough**

“Everyone lives a fulfilled life and is secure in their old age”

To achieve this vision a whole systems approach is needed, working in partnership with local communities and partner agencies. By working more closely we expect Children's and Adults social care to become more efficient and effective, with the intention of improving service quality. In doing so we are committed to working in a way which achieves our overarching objectives.

Overarching Objectives

Our goal is to keep people as independent as possible for as long as possible. This can include short term interventions which reduce the need for long term care, or services which help people to regain the independence.

We will therefore focus on:

1. Creating strong communities and enabling people to have a greater contribution
2. Implement approaches which help manage the demand for traditional care services and the need for long term care in the community by commissioning or providing services that support independence

¹ NPTCBC Single Integrated Plan 2013-2023

3. Strengthen the routes into the social care system to give the right advice at the right time
4. Focus on approaches which seek greater independence at every opportunity, for those people already receiving social care
5. Create seamless support and services to promote positive transition for young people
6. Improving the quality of social care services provided and safeguarding people within the borough

At the highest level we want to:

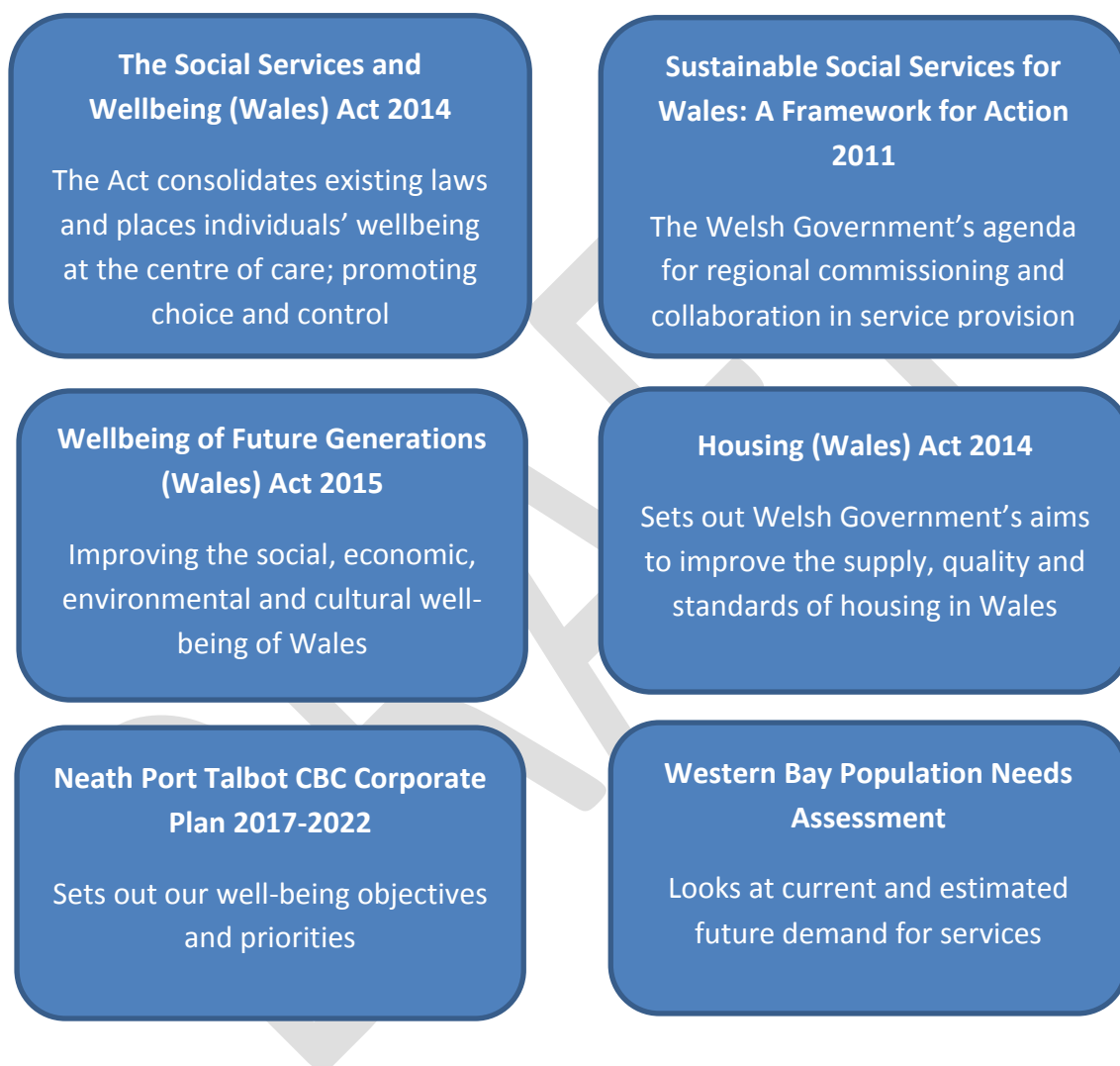
- ✓ Promote independence, choice and control
- ✓ Stimulate communities to work in an Asset Based model
- ✓ Develop modern responsive services with a reablement / rehabilitation / recovery philosophy
- ✓ Create new models of care and support within the community
- ✓ Develop a robust market which can respond to changing demands in the future
- ✓ Engage in development of prevention and well-being services
- ✓ Value the role that carers

Drivers for Change

There are a number of factors influencing why we need to change how we deliver social care to the citizens of Neath Port Talbot. The Council recognises that to best meet the needs of those requiring care and support it needs to shift focus from tackling ill health to promoting good health, well-being and independence. The Council's intentions are directed by national policy and legislation and shaped by local demand.

Strategic Context

There is important law and national guidance influencing the commissioning of health and social care services for children and adults, including:



The above represent just some of the key documents which guide how we intend to reshape social care in Neath Port Talbot, in line with national and local policy.

Financial

The Council continues to face financial constraints requiring further budgetary savings. The overall Social Services budget for 2017-18 stands at approximately £76.4 million, with significant savings needed to be made in 2018-19 and 2019-

20. Our focus will therefore be on services which promote independence and delay, reduce or remove the need for long term social care.

Demographics

Neath Port Talbot has a population of approximately 140,000 people, including around 40,700 children and young people (aged up to 25 years), and 29,200 people aged 65 and over.

Our population is growing and the number of older people is particularly increasing. The table below² shows projected changes in population levels in Neath Port Talbot for key age groups between the years 2017 to 2021, and between 2017 and 2030:

Age Group	Predicted change	
	2017 – 2021	2017 - 2030
Population aged 0-25	-1.4%	-3.0%
Population aged 18+	+0.2%	+1.5%
Population aged 65+	+5.8%	+22.6%
Population aged 85+	+8.1%	+49.1%

The birth rate is predicted to fall in Neath Port Talbot for some years while the number of older people is expected to rise. Although people are living longer, they are not necessarily healthier.

In 2017 it is estimated that around 1,950 people aged 65+ living in Neath Port Talbot have Dementia. This is projected to rise by 8% to more than 2,100 people by 2021, and by 38% to more than 2,700 people by 2030. The increases for those aged 85+ are even more dramatic, projected to rise from around 900 currently to over 1,300 people by 2030.

In addition, it is estimated that there are around 2,600 people aged 18+ with a learning disability, and almost 8,400 people aged 16+ predicted to have a mental health problem.

Whilst these increases are lower than the Wales average, they nevertheless potentially represent substantially greater demand on our services in future.

² Figures obtained from Daffodil Database – Projecting the need for care services in Wales

As such we must effectively plan what services will look like in future; this will include new models of local service delivery.

Our Priorities - What we plan to do

In view of the context outlined above we have much that we want to achieve to modernise the delivery of social care within the County Borough. The following section outlines the areas of priority we are planning to work on over the next 16 months and beyond in order to progress the overarching objectives. Included within this section are key examples of the actions required, which will add greater context to how the priorities will be met.

Priority 1 – Cross-cutting themes

Greater integration of working arrangements between Children and Young People Services (CYPS) and Adult Services

We will share good social work practice across the various teams and integrate functions where it improves effectiveness and efficiency.

To achieve this, we will:

- a) Embed the Social Services, Health and Housing Directorate business strategy for the directorate and take forward the key actions over the next 12 months.
- b) Implement a shared “front-door” provision to provide a single point of contact through which anyone in Neath Port Talbot can be referred
- c) Take forward the development of a pilot ‘Transition Team’ to jointly work complex cases and facilitate their smooth transfer between CYPS and Adult Services, creating a ‘pathway to adulthood’.
- d) Ensure children and adults are safeguarded; we have brought together separate children’s and adults safeguarding teams under one senior manager to ensure consistency of working
- e) Ensure there are robust Quality Assurance arrangements to drive quality care provision in line with regional Quality Frameworks.
- f) Work in line with regional quality frameworks where they exist and develop local quality frameworks across all service areas to ensure all commissioned services help people achieve positive outcomes.

Priority 2 – ‘Asset Based’ Approach

To build strong communities and empower people

We will employ a strategy that diverts demand through early intervention and prevention by identifying community based services which will better meet people’s needs.

People will be eligible for a care and support package if their needs ‘can and can only’ be met by social services intervention. The person will be assessed to see if their needs can be ‘sufficiently met’ by support coordinated by themselves, their family or carer, or by community-based services. If this is not the case, they may be eligible for a care package managed by the Council.

This new ‘Asset Based Approach’ is a very different way of determining eligibility for services. It is difficult to predict how this might affect the number of people who will receive services in the future but is a factor that could impact on the overall cost of provision.

To achieve this we will:

- a) Develop an Asset Based Approach to share responsibilities with individuals, families and communities to build on people’s strengths.
- b) Strengthen our approaches to Local Area Co-ordination to help create local community infrastructure.
- c) Create opportunities for choice and control through the provision of a direct payment.
- d) Maximise people’s benefits through the Welfare Rights Unit.

Priority 3 – Early Intervention & Prevention

Strengthen approaches to early intervention, prevention and wellbeing

A key objective is to keep people as independent for as long as possible by reducing or removing the need for long term care. Information, advice and assistance, as well as access to good quality advocacy services can ensure that citizens are well informed to make the right decisions for themselves. We also know that technology can help play a part in helping people maintain their independence.

To achieve this we will:

- a) Provide a robust information advice and assistance service and promote the Community Services Directory.
- b) Offer an enabling approach through our Community Resource Team to promote greater levels of long term independence.
- c) Continue to explore the use of innovative technology solutions to complement or prevent the need for care provision.
- d) Working with Welsh Government's Golden Thread Advocacy Project (GTAP) better commissioning will improve provision of advocacy services
- e) Improving the effectiveness of short term interventions such as reablement which delay or remove the need for long term care
- f) Identify those older people who would benefit from the use of assistive technology to enable them to remain in their own homes and communities for longer

Priority 4 – ‘Supporting People’ funding & Affordable Housing

To review supporting people funded services in light of changes in Welsh Government funding arrangements

Many services are dependent upon the specialist ‘supporting people’ funding stream. We need to ensure that resources are spent effectively and on services which promote independence, not create institutionalisation, and ensure local people can access quality, affordable housing.

To achieve this we will:

- a) Produce an annual update of the Supporting People Local Commissioning Plan.
- b) Carry out a re-commissioning across a range of supporting people services including: Young people; Learning Disabilities; Mental Health; and Domestic Violence.
- c) Develop housing units delivered through Social Housing Grant and intermediate care and innovation funds.
- d) Implement strategies to improve homelessness prevention.
- e) Make best use of funding to facilitate Disabled Facility Grants (DFGs).
- f) Over the next 4 years we will manage a programme of over £25 million of Welsh Government Housing Capital Grant that will deliver around 400 affordable new homes
- g) We are currently undertaking a homelessness review and will be publishing a 4-year Homelessness Strategy and associated Action Plan by the end of 2018

Priority 5 - Children and Young People

We want to make sure children and young people do not become institutionalised by the social care system. For those who require ongoing care as they become adults, this process and experience should be as seamless as possible.

Children's welfare and safety are paramount and we will ensure the best safeguards and support continue to be in place.

To achieve this we will:

- a) Use outcomes based assessments to ensure that people currently receiving a care package, as well as those who approach Social Services in the future, get the level of care appropriate to their needs*
- b) Children and young people will be better facilitated to play a more active part in the creation and review of their care and support plans*
- c) Safely reduce the numbers of Looked After Children and improve the quality of care*
 - i. Ensuring there are robust decision-making arrangements in place, prior to children becoming looked after.*
 - ii. Ensuring the sufficiency and stability of placements when children need to be looked after.*
- d) Implement outcome focused intervention across Adult and Children's Services*
 - i. Ensure Care and Support Plans are outcome focussed for adults receiving care and support.*
 - ii. Fully embed personal outcomes with regards to people who are in need of care and support.*
- e) Enhance participation and engagement arrangements for children, young people and their families.*
 - i. Children, young people and families contribute to strategic decision making.*
 - ii. Ensure co-production in the creation, delivery and monitoring of Care and Support Plans.*

- f) *Further develop our commissioning and delivery of Young People and Family Support Services*
- i. Develop intense support for families where the needs are critical in relation to neglect and emotional abuse.
 - ii. Fully integrate the services offered by Integrated Family Support Service (IFSS), into the requirements of CYPS.
 - iii. Carry out a re-commissioning exercise for CYPS to ensure there are effective crisis, supported housing and supported lodgings provision available.

Priority 6 - Older People's Services

Ensure there is a robust market to meet the demands for Older People with enabling approaches to Long Term Care

Demand for long term care is changing. Trends seen at a local, regional and national level indicate that demand for more 'traditional' residential care is falling. At the same time demand is increasing for more complex care, including nursing and specialised dementia care. In addition, domiciliary care remains a service area with large demands placed on it and a need to improve efficiency.

To achieve this we will:

- a) Develop robust market position statements, to inform the market in order to help respond to increased demands for complex care i.e. dementia care.
- b) Strengthen local domiciliary care provider base to ensure there is an effective and responsive flow into community services. We have introduced a Dynamic Purchasing System (DPS) which more quickly matches domiciliary care packages to those people in need of support at home.
- c) Review externally delivered domiciliary care packages to support people to achieve greater levels of independence; this can include the use of reablement services or the provision of assistive technology packages.
- d) Work with Occupational Therapists to develop opportunities to use equipment to create greater levels of independence and reduce the need for double handling care calls.

- e) Work with the care home sector to explore the development of long term solutions to better meet the demands for complex care, for example nursing and dementia care.
- f) Improve the way we collect and analyse data and other information to better predict the services needed now and in future
- g) Review the models of extra care (sometimes known as sheltered housing) with our partners to ensure they are effective for future needs
- h) Work with colleagues in health to develop integrated commissioning models and pooled budget arrangements for the care home sector.

Priority 7 - Complex Needs: Learning Disabilities & Mental Health Services

For people accessing learning disability services or mental health services, we will, in partnership with clients, carers, families and service providers remodel services and implement a 'progression' model of care.

We want to ensure that people do not become institutionalised and dependent on services. We will work with all partners to promote individuals' strengths and independence, and ensure they receive the care they need based on the outcomes they want to achieve.

To achieve this we will:

- a) Take forward outcome focussed assessments and review the commissioning arrangements for complex care. This will involve reviewing care packages of people with complex needs and work with providers to create a range of support and accommodation options.
- b) Implement an outcome focussed approach to promote greater levels of independence.
- c) Drive forward a remodelling exercise for Learning Disability Services and explore new models for the future.
- d) Carry out a review of Mental Health provision to develop a rehabilitation and community based model for the future.
- e) Create clear pathway models for complex care services to enable people to achieve optimum independence. This will include working with providers to develop a wider range of care, support

- and accommodation options which promote greater independence
- f) Work with providers to develop 'core and cluster' housing models; these consist of separate accommodation near each other to allow for shared support across a number of properties
 - g) We are piloting the use of Assistive Technology packages in learning disability supported living schemes; technology can help us better understand what staff interventions occur, enabling a move towards different models of staffing that promote independence
 - h) Improve the availability of services that promote rehabilitation and recovery for those experiencing mental ill health
 - i) As part of our commitment to community safety work with police and other partners to raise awareness of hate crime and make sure as far as possible that people with learning disabilities feel safe.
 - j) Work with colleagues in health to foster a joint approach for rebalement models and for the delivery of complex care services. Seek opportunities to drive forward integration between the Council and Health Board teams, in terms of the social work and commissioning arrangements for mental health and complex care services.

Priority 8 - Supporting Carers

To strengthen our planning arrangements and support mechanisms for carers

Neath Port Talbot has the largest community of unpaid carers and the contribution they make is immeasurable. We must do all we can to promote their rights and support their efforts.

To achieve this we will:

- a) Develop a Local Carer Strategy in partnership with the Local Health Board.
- b) Work collaboratively with NPT Carers Service to respond to the needs of carers within the Borough and ensure there are responsive assessments and support available to help carers continue in their important role.

- c) Review the way carers assessments are promoted and undertaken to ensure those carers with an assessed need receive the support they need
- d) In conjunction with stakeholders we will review our short breaks 'respite' policy and provision to ensure it continues to meet the needs of clients and carers

Summary

Clearly there is much to do over the coming months and our focus will be on delivering on the priority areas within this strategic business plan.

From this document each priority areas will have a detailed delivery plan to help drive forward the work over the next 12 months in order to meet the vision, principles and priorities laid out in this plan.

DRAFT

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Social Care, Health and Wellbeing Cabinet Board

11 January 2018

Report of the Director for Social Services Health & Housing: Andrew Jarrett

Matter Information

Wards Affected: All Wards

**Western Bay Youth Justice and Early Intervention Service
(WBYJ and EIS) quarters one and two 2017 – 2018 data report**

Purpose of the Report

To provide an overview of performance during the period April 2017 to September 2017 against the Youth Justice Boards (YJB) key performance indicators.

Executive Summary

- 2.1 Numbers reported to the Youth Justice Board for monitoring purposes continue to fall. However, the early intervention and diversion work which is captured within the Welsh Government monitoring return continues to increase.
- 2.2 The report concentrates on information provided to the Youth Justice Board but makes reference to the Welsh government returns to reassure the Board that the early intervention work not reported to the Youth Justice Board is of a high quality. The report contains Western Bay performance plus Neath Port Talbot specific data where possible.

- 2.3 Overall good performance is sustained but there are areas we need to continue to improve which are highlighted in the report below.

Background

- 3.1 Youth Offending Teams (YOTs) are statutory multi-agency partnerships who have a legal duty to co-operate in order to secure youth justice services appropriate to their area funded from a variety of sources including UK Government, Welsh Government and the statutory partners. (i.e. the Local Authority, Police, HM Prison and Probation Service in Wales and Health).
- 3.2 Bridgend, Neath Port Talbot and Swansea Youth Offending Teams have been a merged service since 29th May 2014. The management board has been chaired by the Neath Port Talbot Director of Social Services, Health and Housing and has a membership in line with the requirements of the Crime and Disorder Act including Cabinet Members from all three local authorities.
- 3.3 The service reports on the following youth justice indicators:
- Reduction in first time entrants
 - Reduction in reoffending
 - Reduction in the use of custody
 - Access to education training and employment
 - Access to substance misuse services
 - Access to suitable accommodation
 - Access to mental health services

The summary of performance:

- 4.1 Reducing First Time Entrants – Year on year the three locality teams have driven down the number of children and young people entering the youth justice system. There are 45,817 children and young people between the ages of 10 and 17 years of age across the Western Bay region. The majority of the diversion work undertaken by the service is funded through the

Welsh Government grant “Promoting Engagement of children and young people at risk of offending”. So far this financial year Western Bay have reported 36 first time entrants into the youth justice system. Of this number six are residents of Neath Port Talbot. 127 children and young people have been to the bureau, 112 have received non-criminal disposals through the bureau diversion scheme run in partnership with the police, 25 of these residents of Neath Port Talbot. For the financial year 2015-2016 there were 100 first time entrants and in 2016-2017 the number had reduced to 72. In order to provide some context to the figures in 2010 there were 540 first time entrants. There has been an issue that has impacted on the figure for this year and that is the number of children and young people going direct to court following driving offences in order to have points on the licence thus missing the opportunity of the bureau intervention. This is now being addressed in partnership with the police and Her Majesty’s Court Services. Of the 112 diverted away from the system three have reoffended.

- 4.2 The work to reduce First Time Entrants does not stand still nor does it sit solely with the bureau diversion scheme. Early identification of those at risk of coming to bureau has been developed and in the first two quarters of this financial year there were 146 referrals to the early intervention delivery of the service. Last year for the same time period there were 69 referrals. 29 of the referrals are from the Neath Port Talbot area. This work along with the wider restorative approaches training and delivery carried out by the service contributes to maintaining a low number entering the system. Of the 146 referrals to date three have repeated negative behaviour to date.
- 4.3 Combining the two figures from early pre-bureau intervention and the bureau diversion scheme 252 children and young people have in the first two quarters this year remained diverted away from the youth justice system.
- 4.4 Reducing reoffending – This remains a challenge as the number within the court cohort reduces year on year. The counting rule in relation to this key performance indicator is also changing which is unlikely to improve the percentage indicator.

The current measure is reporting on children and young people resident in the Western Bay region identified as offenders in 2014-2015. There are 204 in the cohort and 97 have reoffended. Whilst the number is low the percentage is high. This indicator is particularly difficult to disaggregate for local use. The table below gives the comparison figure before the service started to deliver more pre-court prevention services. It is of interest to note that last year the reoffending rate was 45.6% as there were 217 in the cohort and 99 reoffended. If we included the pre-court numbers for the same period in the calculation the reoffending rate would have dropped to 26%.

	Cohort	Number of Reoffenders	%
2007/08	1213	364	30%
2014/15	204	97	47.5%

- 4.5 Reducing the use of custody – Western Bay has a total of 3 custodial disposals during the first two quarters of the year. The use of custody has steadily reduced year on year. In 2014-2015 there were 15 custodial sentences. In 2015-2016 this reduced to 13 custodial sentences and last year there were 12. It seems probable that this number will reduce again this year based on the half year figure. There is a need to continue to work with the courts to ensure that the use of custody is absolutely the last resort.
- 4.6 Access to services are Wales only KPI's. Engagement in education training and employment for both statutory and above statutory school age children and young people is currently a key area of interest to the WBYJ and EIS management board. Children being subject to reduced timetables is being reported to the management board on a six monthly basis. The YJB KPI for school age children is that all children receive 25 hours education. Only closed statutory orders are reported. The Western Bay figure is that an average of 21 hours were offered (12.5 being attended) at the beginning of the youth justice

intervention and 18 hours offered (15 attended) at the end of the youth justice intervention. For those resident in Neath Port Talbot the figures were 23 (10 attended) and 14 (12.5 attended). For those young people above school age the YJB KPI is that young people should be engaged in a minimum of 16 hours education, training or employment. The Western Bay figure is currently an average 10.5 hours being offered to the young person at the start of their intervention (attended 12.5 hours) and 18 hours offered by the end of the intervention (15 hours attended). Locally for NPT residents the figures are 0.5 hours offered at the beginning and 5 at the end for those over school leaving age. Those young people subject to statutory orders are often the most complex young people and most disengaged with education and employment.

- 4.7 Reported data shows 95% of young people as being in suitable accommodation at the beginning of their intervention and 95% at the end. This measure is limited and we are aware that it does not reflect the full story of where the young person may have been staying in between the start and end dates of orders. The 5% not in suitable accommodation is only taken from the statutory orders ended in the period and the suitability of the accommodation is assessed by the case responsible officer in the WBYJ and EIS. Accommodation may be assessed as unsuitable if eg there are negative influences in the home or a lack of appropriate supervision.
- 4.8 Substance misuse services have been available in a timely fashion for all young people assessed as in need. This is due to having a substance misuse worker within each of the locality teams who can respond immediately to referrals ie within five days of referral. Of 49 closed interventions, 33 were identified as having substance misuse problems. Of the 33 six were already receiving a service and seven refused to engage. The remaining children and young people have all accepted the help needed appropriate to the level of need. In Neath Port Talbot of 13 interventions ending 12 were identified as having substance misuse problems, one was already receiving and the remaining eleven all engaged, no-one refused.
- 4.9 The mental health KPI is one that provides the service with a challenge. The service performs well against the indicator but

we are not confident that this is an accurate picture. 49 interventions closed across the region. Of the 49, 32 were identified as having a mental health need, only eight were referred for further mental health assessment. 16 were already receiving a mental health service. Of the eight, seven refused a service and the other one was assessed in timescales. For Neath Port Talbot the figure were, 13 interventions closed and 10 were identified as having a mental health need, six were already receiving a service and 2 refused to engage.

- 4.10 The information contained in this report is limited as it is only half way through the year. Education and Reoffending are the challenges for Neath Port Talbot locally and the regional service. Education is being addressed in partnership with providers with clear escalation processes being used to raise the profile of children and young people known our service. There are plans in place to try to reduce the reoffending rate through the pilot enhanced case management project supported by the YJB and the Police and Crime Commissioner. The project is a trauma recovery model working alongside the wider approaches being taken to respond to adverse childhood experiences.
- 4.11 The WBYJ and EIS maintained or improved performance whilst absorbing reduced resources. The service is well placed to continue the progress it has made since the amalgamation in May 2014 concentrating on avoiding duplication of delivery and improving outcomes for children, young people, families and victims.

Financial Impact

There are no financial impacts associated with this report.

Equality Impact Assessment

None.

Workforce Impacts

None.

Legal Impacts

There are no legal impacts associated with this report.

Risk Management

There are no risk management issues associated with this report.

Consultation

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

Recommendations

Cabinet members note the contents of the report.

Reasons for Proposed Decision

Not applicable.

Implementation of Decision

Not applicable.

Appendices

None.

List of Background Papers

None.

Officer Contact

Caroline Dyer

Western Bay Youth Justice and Early Intervention Service Manager

01656 815655

Caroline.dyer@bridgend.gov.uk/c.dyer@npt.gov.uk

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