



SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

2.00 pm THURSDAY, 11 JANUARY 2018

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Social Care, Health and Wellbeing Scrutiny Committee held on 24th November 2017 (*Pages 5 - 10*)
3. To receive the Minutes of the Social Care, Health and Wellbeing Scrutiny Committee held on 30th November 2017 (*Pages 11 - 16*)
4. To receive the Scrutiny Forward Work Programme and Actions Register 2017/18. (*Pages 17 - 30*)
5. To scrutinise information and monitoring issues being reported by:

Report of the Head of Commissioning and Support Services

6. Social Services, Health and Housing - Proposed 2017-18 Performance Reporting Arrangements (*Pages 31 - 36*)
7. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
8. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Friday, January 5 2018.

Committee Membership:

Chairperson: Councillor L.M.Purcell

**Vice
Chairperson: Councillor S.E.Freeguard**

Councillors: A.Llewelyn, H.C.Clarke, A.P.H.Davies,
C.Galsworthy, H.N.James, J.Miller, S.Paddison,
M.Protheroe, S.H.Reynolds, D.Whitelock and
C.Williams

Notes:

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

(5) *Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

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SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

(Committee Rooms 1/2 - Port Talbot Civic Centre)

Members Present:

24 November 2017

Chairperson: Councillor L.M.Purcell

Vice Chairperson: Councillor S.E.Freeguard

Councillors: A.Llewelyn, H.C.Clarke, C.Galsworthy,
H.N.James, J.Miller, S.Paddison, S.H.Reynolds
and D.Whitelock

Officers In Attendance M.Hayes, I.Oliver, G. Powell, S.Adie,
Mrs.A.Thomas, Ms.K.Warren, B..Cannon,
R.Davies and S. Curran

Cabinet Invitees: Councillors A.R.Lockyer and P.D.Richards

1. **CONSULTATION ON SOCIAL SERVICES BUDGET AND DRAFT SAVINGS 2018/19**

The Committee received the consultation on the Social Services Budget and Draft Savings 2018-19 as contained within the circulated report.

Officers introduced the report by stating that some of the savings targets included in the report were challenging and unrealistic and there would be a need to reconsider and re-prioritise elements of the savings strategies.

The savings in relation to SSHH802 Asset Based Approach were stated as being unrealistic targets and that income generation is being considered to alleviate this savings target.

In relation to SSHH801 Direct Payments, it was stated that whilst Direct Payments are statutory there is a need for the personal care elements to be regulated and that Personal Assistants (PA's) are mainly employed to assist with socialisation. It was agreed that there have been barriers in the system such as delays and payment issues

but Members were pleased to note that staff have continually provided feed-back (particularly in line with social work practice) which has helped with reducing bureaucracy and streamlining and officers were confident that the barriers had been removed.

Officers requested that paragraph 16 on page 6 of the circulated report stating:

'Work is currently ongoing analysing DP packages provided over the last 6 months, examining what has worked well, are there any barriers and to estimate the levels of savings generated. This information will form the basis for the target number of DPs required to generate £950k savings in 2018/19' be removed from consideration at the meeting today.

The Committee were concerned at the difference in opinion that had been raised in relation to Direct Payments by Officers today compared to what the Committee had previously heard and asked for further information about why this was. The Cabinet Members stated that they were new to their portfolios and that previous processes and channels of communication may have been challenging and that previous figures and processes had been inherited from the previous Director. The Committee expressed dismay that professional opinion and advice from Officers had not previously been forthcoming and stated that when Members take decisions in Committee they do so in good faith based on the advice presented to them by the Officers. Concern was raised that they had only heard 'one voice' and that now it was apparent that there has existed a significant difference of professional views over a long period of time. Members were keen to ensure that in the future all professional views be presented to Members to enable an open, balanced and transparent dialogue.

Due to the significant concern raised in the Committee, Members agreed that a letter be written to Cabinet expressing the concerns raised in this meeting and asking for assurances that this type of situation would not arise again in the future.

The Committee discussed the website where Direct Payment PA's are advertised and that it seems as though the choice is not with the service user but with the potential PA to pick a service user 'off a shelf'. Officers explained that the service users had requested to have it advertised in this way.

In relation to SSHH802 Asset Based Approach the importance of early intervention and prevention to assist with problems such as isolation and loneliness which could prevent people coming into the social care system was discussed. It was stated that this is an unrealistic target and that income generation is being considered. Ongoing discussions are being held with Partner Agencies and other Council Directorates to consider the wider implications of Asset Based Approach. Members heard more about the example of Wigan where they have stimulated organisations to work in a different way encouraging social enterprise.

SSHH804 Learning Disabilities

Members heard that a targeted review will challenge the way care is provided. The Council has 70 supported living houses and are trying to progress with the asset based approach here. Members heard that there is an issue with 'sleep-ins' as some service users don't want people sleeping in their homes so there is need to consider different models of working where people want their own front door and greater levels of independence.

SSHH805 Domiciliary Care

Members asked for further information in relation to reduce the level of care provided. It was explained that some of the existing calls are not required (i.e. when staff go to the house the person is physically not at home) so savings here could be easily deliverable. It was agreed that any changes are done safely under careful review.

The Committee discussed safely reducing numbers of LAC by improving Social Work practice, stabilising the workforce and working with families to strengthen links with the community and local resources. They were pleased to note that there will be no reduction if is not safe and appropriate to do so. Members strongly felt that they did not want a target included for reducing the number of LAC and instead to deliver associated savings requested that high cost placements be considered including those that are placed a long way from home. Options included identifying options closer to home and strengthening arrangements for planned returns with secure packages of care.

In relation to Child Protection it was noted that risks to a child will change as they get grow older and that work is ongoing with families to allow children to return home safely. The importance of Adult and Social Services working together in meeting needs earlier was

stressed and concluded that a natural consequence will be a reduction in cost.

Concern was expressed on the recently appointed Local Area Co-ordinators who had recently started their posts and the vast areas they will be expected to cover. Members asked for information about where they would be expected to work as it is expected for them to be based in the community but questions were raised about being based in buildings such as community centres and what would happen if these buildings were closed. It was explained that at present the Local Area Co-Ordinators are under the remit of the Health Board but the understanding is that the amount of posts will increase.

The term 'right-sizing' was debated by the Committee as Members felt uncomfortable with the term; Officers explained that there are some instances where the packages of care haven't been right in the first instance or that some people have become more independent and the care needs need to be re-assessed by reducing levels to allow for greater independence. It was discussed that the 'want' of the service users is taken into account and that while nothing is imposed on individuals it was stressed that nothing will be done if it cannot be not done safely.

In relation to 'single-handed calls' it was asked why this would be better than 'double handed calls'. It was explained that new equipment is now available to make single handed calls more feasible as well as feedback from service users showing that they don't necessarily want 2 staff members attending on them. Members were keen to learn more about the feedback from service users and discussed Quality Assurance Frameworks and audits.

In relation to the Domiciliary Care saving Members asked for clarity on the wording of 'reduce the care provided as part of an enabling approach'; it was explained that it was important to safely move the process forward from being too risk averse previously and it was confirmed that risk assessments are done continuously.

Following scrutiny it was agreed that the report be noted but that a letter be written to the Cabinet by the Chairperson on behalf of the Committee expressing the concerns raised in this meeting and seeking assurances on existing policies and procedures to ensure that a similar situation would not arise in the future.

CHAIRPERSON

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SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

30 November 2017

Chairperson: Councillor L.M.Purcell

Vice Chairperson: Councillor S.E.Freeguard

Councillors: A.P.H.Davies, C.Galsworthy, H.N.James,
J.Miller, S.Paddison and C.Williams

Officers In Attendance D.Berni, Mrs.J.Duggan, D.Harding, J.Hodges,
R. Hopkins, Ms.S.Jenkins, S.Adie, A.Jarrett,
Mrs.A.Thomas and S. Curran

Cabinet Invitees: Councillors D.Jones and A.J.Taylor

1. **MINUTES OF THE SOCIAL CARE, HEALTH AND WELLBEING SCRUTINY COMMITTEE HELD ON 2ND NOVEMBER 2017**

Members noted that they had previously requested that a definition of the word 'frail' be circulated to the Committee and this had not been received. Officers committed to circulating this to Members.

The Committee noted the minutes.

2. **SCRUTINY FORWARD WORK PROGRAMME 2017/18 AND ACTIONS REGISTER**

The Committee noted that several actions were outstanding on the Actions and Referrals register. Officers confirmed that all outstanding actions would be addressed and in future meetings a deadline date will be added to requests from the Committee.

Members requested that the Strategic Plan on 3rd Sector Brokerage be added to the Forward Work Programme.

The Committee noted the Forward Work Programme.

3. **URGENT ITEM**

Because of the need to deal now with the matter contained within Minute No 3 below, the Chairman agreed that this could be raised at today's meeting as an urgent item pursuant to Section 100B (4) (b) of the Local Government Act 1972.

Reason:

Due to the time element.

3. Urgent Joint Report of the Head of Children and Young People Services and Adult Social Services and the Head of Commissioning and Support Services on Social Services Health and Housing Proposed 2017/18 Performance Reporting Arrangements.

The Committee requested that this report be scheduled at a future meeting due to having insufficient time to consider it at today's meeting.

4. **PRE-SCRUTINY**

The Committee scrutinised the following matters:

Cabinet Board Proposals

4.1 Directorate Strategic Priorities 2017-19

The Committee received a presentation on the Directorate Strategic Priorities 2017-19 as contained within the circulated PowerPoint Presentation. Officers commended the contents as an outline to a strategic plan which would be further populated if agreed to form the basis of the priorities going forward.

Members were pleased to note the ongoing discussions with other Heads of Service outside the Directorate and with partner organisations in relation to breaking down silos.

It was queried if one Principal Officer with responsibility for Safeguarding and Quality Assurance was sufficient. It was

agreed that the remit is large but that the post is a strategic one subject to careful ongoing scrutiny and monitoring.

The Committee felt it was important that no target is attached to reducing the numbers of Looked After Children (LAC) as the wellbeing of the children within the care of the Authority is paramount. They were pleased to note that Officers confirmed that no target will be placed on reducing the numbers of LAC.

The challenges of working across Directorates in the Council were discussed and the importance of sharing lessons learnt and best practice.

Whilst praise was issued to the teams, concern was raised at the departure of the Director and the appointment of a new Director and the different 'visions' that could become apparent although the Committee were keen to see the 'Asset Based' Approach being taken forward.

Following scrutiny the Committee were supportive of the proposals included in the presentation.

4.2 Commissioning of a 24 Hour Call Monitoring Service for Assistive Technology Service

The Committee received information in relation to entering into a 3 year agreement with Camarthenshire County Council for the provision of a Call Monitoring Service as contained within the circulated report.

Members asked for further information in relation to the funding formula and were informed that it is the agreed Western Bay formula that is utilised.

Following scrutiny the Committee were supportive of the proposals to be considered at Cabinet Board.

4.3 Homecare Service Inspection Report November 2017.

The Committee received information in relation to the out-come of the CSSiW Inspection of the in house Homecare Service as contained within the circulated report.

The Committee congratulated the staff for the positive outcome of the inspection.

Members asked for further information in relation to the Medication Errors that had occurred. They were informed that a Regulation 26 report to CSSIW is made for any incident that happens in a service user's home whilst staff are in attendance an example of which is medication error. The team are confident that high levels of vigilance and monitoring are in place. Internal audit had highlighted errors in medicine management such as pharmacy labelling and administrative mistakes such as not signing forms. The Committee were pleased to note that if an error occurs it is discussed and addressed with lessons learnt being shared and were also pleased to note that the margin of error in medicine management was 0.01%.

The Committee queried if there is a grading system for standards of care and were informed that the judgement is made by an inspector at a particular moment in time and the Council is unaware of the scoring system used by the Inspectorate.

Following scrutiny it was agreed that the report be noted.

4.4 Quarter 2 Performance Report 2017-18 Children and Young People Services.

Members received the Performance Information on the 2nd Quarter for Children and Young People Services as contained within the circulated report.

Members noted that the highest average caseload has decreased but asked for further information in relation to the average caseload per worker and what the numbers have been previously. They went on to ask if Officers were confident that the numbers are manageable and it was stated that they are happy with the current levels.

Members noted in relation to PI 27 the local percentages are quarterly but the All Wales data is yearly which makes comparison difficult.

In terms of PI 29a and 29b Members asked if a breakdown of the discrete areas was available for English Maths and Science but it was explained that this is a Welsh Government Indicator so the information is not provided here but it is provided in detail to the Education Skill and Culture Scrutiny Committee.

The Committee noted the data in relation to P28 concerning length of time in days for all children on the Child Protection Register. It was discussed how being on the register is not what protects children but it is the plans and arrangements that are in place around them that contribute towards their safety. Officers explained that a child is moved off the Register when they are no longer at risk of significant harm and that the situation is continually monitored.

Members asked if next time figures could be included of Young People who have come off the Child Protection Register.

A discussion was had in relation to LAC; Members observed that and the fact that some of the cases represent stable and long -term placements whilst some are more complex.

Members drew attention to what the department had committed to improve and asked what links were intended to be strengthened between the Fostering and Children's IT Systems. Officers explained issues such as staff training and development, data capture and forward planning were all be considered going forward.

The Committee asked for further information in relation to Personal Outcomes and learnt that the plans were to increase reviews on personal outcomes by talking to families and service users and to update the system to record what is being achieved. Members looked forward to be kept up to date on the progress of this.

Members asked for further information in relation to ensuring the wellbeing of staff and officers explained the processes that are in place including the Member Panel, monthly supervisions, open door policy, team visits and staff survey.

Following scrutiny it was agreed that the report be noted.

4.5 Quarterly Performance Management Data 2017-18 Quarter 2 Performance.

Members received the Performance Management Information on the 2nd Quarter for the Social Services Health and Housing Directorate as contained within the circulated report.

The Committee raised concern on homelessness within the County Borough; it was explained that this pressure will be mitigated by the opening of Beaufort House but ongoing work and monitoring will be required.

Members were disappointed at the continued lack of take up of carer's assessments and agreed there seemed to be cultural issues which are preventing levels of take up.

Following scrutiny it was agreed that the report be noted.

4.6 Social Services Complaints and Representations Annual Report 2016/17

The Committee received information relating to the Social Services Complaints and Representations Annual Report for 16/17 as contained within the circulated report.

Members discussed the section 'why do people complain' and felt that people usually complain because they want to be heard; it was explained that the explanation in the report is Welsh Government guidance and is not written by the Local Authority.

Members asked that patterns and trends be identified and information in relation to compensation the next time the report is considered by the Committee.

Following scrutiny it was agreed that the report be noted.

CHAIRPERSON

**Social Care, Health and Wellbeing Scrutiny Committee
Forward Work Programme 2017/18**

Date of Meeting	Agenda Item	Officer
7 September 2017		
5 October 2017	Rota Visits to Care Homes	Stacy Curran, Arlene Harvey.
	Gwella	
2 November 2017	Western Bay Progress and Update Report	Sara Harvey/Nick Jarman
24 th November	SPECIAL Budget Scrutiny Session	

30 November 2017	Adult Services- Priority Measures	Angela Thomas
11 January 2018	CSE Presentation	Andrew Jarrett
	Social Services Health and Housing Proposed 2017/18 Performance Reporting Arrangements.	Andrew Jarrett/Angela Thomas
8 February 2018	Autism Strategy	Andrew Jarrett
8 March 2018	Update on the Implementation Plan (Commissioning Strategy – Western Bay)	Ian Oliver
5 April 2018		

26 April 2018		

- UPDATE REPORTS ON LAY ASSESSOR PROGRAMME TO BE BUILT IN AS IT DEVELOPS
- Direct Payments Task and Finish Group
- Adult Safeguarding and Quality Assurance

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Scrutiny - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
7 th Sept 2017	Matters Arising-to make representations to Democratic Services Committee on way forward.	Trial of Actions Register	Stacy Curran	Ongoing	Ongoing
	Western Bay Reports- Sara Harvey to be contacted to request attendance on Western Bay Reports at a future meeting of the Committee	Western Bay reports to be presented to November Scrutiny Meeting	Stacy Curran	End 2017	Complete
	Add Autism Strategy to FWP	Added to FWP	Stacy Curran		Complete
	Western Bay Youth Justice and Early Intervention Annual Plan 17/18- reoffending rates statistics requested before inception of Western Bay	Circulated to Committee	Stacy Curran	October 2017	Complete
	Western Bay Youth Justice and Early Intervention Annual Plan 17/18. Further information on consultation be included in future reports.	Officers informed of requirement	Stacy Curran	Ongoing	Ongoing

Scrutiny - Actions and Referrals Update

	Western Bay Safeguarding Children Board Annual Report. Members requested that an analysis of NPT children be provided split into LAC/non LAC and those under special guardianship as well as those on the CSE register.	Requested from Officers- to be circulated to Committee upon completion	Stacy Curran	October 2017	Ongoing
	Dedicated presentation of CSE to FWP as well as one day enquiry info	Added to FWP	Stacy Curran	Complete	Complete
Page 22	<p>Performance- Children's The Committee requested that previous figures for caseload per worker be included in the next report for comparison.</p> <p>040118 Update: Report updated to reflect request and received by Members</p>	Officers informed of requirement for next report	Stacy Curran	Complete	Complete

Scrutiny - Actions and Referrals Update

	<p>Performance- Adults The Committee requested that officers bring back a report on performance overall based on the style of report that the previous Children, Young People and Education Scrutiny Committee used to receive on key priority indicators to give this committee an option to consider and agree what priority information they wish to see reported to them on a regular basis</p> <p>040118 Update: Paper to Scrutiny 11.01.18 requesting Members select a suite of Key High Level Measures to be reported throughout 2017/18.</p>	<p>Officers informed and will prepare information for inclusion with the next Performance reports.</p>	<p>Stacy Curran</p>	<p>11.01.18</p>	<p>Ongoing</p>
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Scrutiny - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
5 th October	Autism Strategy to be presented to Committee earlier in the FWP	Amended in FWP and requested from officers	Stacy Curran/Andrew Jarrett	Ongoing	Ongoing
Page 24	Children's Services Staff Survey to be added to the FWP for January 040118 Update: Deferred from Cabinet 11.01.18	Added to FWP	Stacy Curran	Complete	Complete
	Scrutiny of Direct Payments to be considered at a future meeting of the Committee	The governance and scrutiny arrangements of Direct Payments has been requested from Officers and upon receipt the best way to present this information to Members will be considered	Stacy Curran/Andrew Jarrett	Ongoing	Ongoing
	That the Committee continue to monitor and scrutinise NPT's involvement with the Safeguarding Children's Board	Annual report considered by committee	Stacy Curran/Director SCHWB	Ongoing	Ongoing

Scrutiny - Actions and Referrals Update

	Workforce chart of the Community Resource Team requested	Requested from officers and will be circulated via email to Members	Stacy Curran/Andy Griffiths	Ongoing	Ongoing
	Report completed by Community Resource Team in Hospitals requested to be brought to a future meeting of the Committee	Requested from Officers and will be added to FWP	Stacy Curran/Andy Griffiths	Ongoing	Ongoing

Scrutiny - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
2 nd November	A report by the end of the financial year detailing what the MAPPS remit is be submitted.	Requested from Officers	Andrew Jarrett	Ongoing	Ongoing
	A report on the different workstreams of the Integrated Autism Service be brought to Committee	Requested from Officers	Andrew Jarrett	Complete	Complete
	The definition of the word 'frail' is and will circulate to Members via email. 040118 Update: Definition emailed to SC 04.01.18	Requested from Officers	Ian Oliver	04.01.18	Complete

Scrutiny - Actions and Referrals Update

	<p>A Strategic Plan will be brought to the next meeting for Members consideration which will include what is available and where the gaps are of provision in relation to 3rd Sector Brokerage.</p> <p>040118 Update: Paper to Cabinet 11.01.18; this includes asset based working i.e. how we plan to work with third sector.</p>	Requested from Officers	Andrew Jarrett	11.01.18	Complete
Page 27	<p>The Commissioning Strategy for Care Homes for Older People 2016-2025 and the local Implementation Plan for Neath Port Talbot Council was approved subject to elements of the implementation plan being brought back retrospectively to Members for their continued information and ongoing monitoring.</p>	Requested from Officers	Angela Thomas	Ongoing	Ongoing

Scrutiny - Actions and Referrals Update

Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
30 th November	Definition of Frail required 040118 Update: See previous note (2 nd November)	Requested from officers	Ian Oliver	Complete	Complete
	Strategic Plan on 3 rd Sector Brokerage 040118 Update: See previous note (2 nd November)	Requested from officers	Andrew Jarrett	11.01.18	Complete
	Figures requested on Young People on Child Protection Register 040118 Update: Future performance reports to Scrutiny to include data relating to children removed from the Child Protection Register	Requested from officers	Angela Thomas	08.03.18	Ongoing
	Leaving Care Team and Route 16 Report 040118 Update: Seek clarification required on the detail of the report required	Requested from officers	Keri Warren	11.01.18	Ongoing

Scrutiny - Actions and Referrals Update

	In-house dementia training update on FWP	Added to FWP	Stacy Curran		Complete
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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL
SOCIAL CARE, HEALTH AND WELLBEING SCRUTINY COMMITTEE

REPORT OF
THE HEAD OF COMMISSIONING AND SUPPORT SERVICES

A. THOMAS

11 January 2018

Matter for Decision

Wards Affected: All

SOCIAL SERVICES, HEALTH & HOUSING – PROPOSED 2017-18
PERFORMANCE REPORTING ARRANGEMENTS

Purpose of the Report

1. The purpose of the report covers the following:
 - a. To seek Members approval in the selection of Community Care Key Priority Indicators for 2018-19.

Executive Summary

2. The report provides Members with information regarding Community Care revised performance reporting arrangements for 2017/18, namely: -
 - a. Revised selection of Key Priority Indicators for quarterly reporting to Social Care, Health & Wellbeing Committee.

Background

3. The Head of Children and Young People Services and Adult Services set out a number of key performance priorities for 2017/18 through a suite of High Level Measures. These

measures were introduced as a means of driving forward continuous improvement.

To evidence progress against the aforementioned measures, it is suggested that members select approximately 8 to 10 of the 20 shortlisted High level Measures to be periodically reported to Social Care, Health and Wellbeing Committee throughout 2018/19. The list of the 20 High Level Measures are detailed in **Appendix A**.

The Head of Children and Young People Services and Adult Services along with the Head of Commissioning and Support Services believe that the quarterly reporting of selected key performance indicators will provide Members with a more balanced overview of performance within Adult Social Care Services, which is less susceptible to monthly variation.

Financial Impact

4. After consideration, this is not applicable.

Equality Impact assessment

5. After consideration, this is not applicable.

Workforce Impacts

6. After consideration, this is not applicable.

Legal Impacts

7. This progress report is prepared under:
 - i) Local Government (Wales) Measure 2009 and discharges the Council's duties to "make arrangements to secure continuous improvement in the exercise of its functions".
 - ii) Neath Port Talbot County Borough Council Constitution requires each cabinet committee to monitor quarterly budgets and performance in securing continuous improvement of all the functions within its purview.

Risk Management

8. After consideration, this is not applicable.

Consultation

9. No requirement to consult.

Recommendations

10. The following recommendation is proposed for Members consideration:

Members select a suite of approximately 8 to 10 Key High Level Measures (from the provided shortlist) to be reported to Social Care, Health & Wellbeing Committee throughout 2017/18.

Reasons for Proposed Decision

11. The main reasons for the proposed decisions are as follows:

- a) To ensure an appropriate set of Key High Level Measures are selected, which evidence progress within Community Care Services.
- b) To ensure Members are provided with a more balanced overview of performance via the quarterly reporting of statutory and key High level Measures.

Implementation of Decision

12. For immediate implementation

Appendices

13. Appendices listed as follows:

Appendix A – Suggested Key Priority Performance Indicators for Selection for reporting in 2018/19.

List of Background Papers

14. None

Officer Contact

Rob Hopkins – Business Strategy Manager

Telephone: 01639 684773

Email: r.hopkins@npt.gov.uk

APPENDIX A

Suggested Key High level Measures for Selection *

High Level Measures	
HLM 1 -	<i>Total number of individual open cases as at the end of month</i>
HLM 2 -	<i>Number of unallocated cases at the end of the month (excluding reviews)</i>
HLM 3 -	<i>Number on caseloads at the end of month (excluding reviews)</i>
HLM 4 -	<i>Number of new referrals taken by Gateway during the month</i>
HLM 5 -	<i>Number of new referrals screened by Gateway during the month (excluding double counting)</i>
HLM 6 -	<i>Number of individual clients closed during the month (excluding double counting)</i>
HLM 7 -	<i>Number of clients receiving a commissioned service at the end of the month</i>
HLM 8 -	<i>Number of inactive cases of 2+ months at the end of the month</i>
HLM 9 -	<i>Percentage of supervisions completed within timescale at end of the month</i>
HLM 10 -	<i>Number of overdue reviews as at end of month</i>
HLM 11 -	<i>Number of Deprivation of Liberty (DoLS) Authorisations during the month</i>
HLM 12 -	<i>Number of DoLS unallocated cases at the end of the month</i>
HLM 13 -	<i>Number of DoLS Breaches during the month</i>
HLM 14 -	<i>Number of Adult at Risk cases open for 3+ months at the end of the month</i>
HLM 15 -	<i>Number of Adult at Risk referrals received during the month</i>
HLM 16 -	<i>Brand new Care Home admissions during the month</i>
HLM 17 -	<i>Brand new Out of County care home admissions during the month</i>
HLM 18 -	<i>Number of brand new domiciliary care starters during each month</i>
HR1 -	<i>The Number of Social Worker Vacancies (including number of starters/leavers/agency staff/long-term sickness), Disciplinarys and Grievances across the Service</i>
HR2 -	<i>Summary of Agency Staff across the Service October 2015 – September 2017</i>

** Members are free to suggest other potential Indicators, not contained in the above table, which they feel would merit being scrutinized during the coming year.*

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