



SOCIAL CARE HEALTH AND WELLBEING SCRUTINY COMMITTEE

2.00 pm THURSDAY, 2 MAY 2019

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. Declarations of interest
2. Minutes of Previous Meeting (*Pages 5 - 10*)
3. Forward Work Programme 2018/19 (*Pages 11 - 16*)

To scrutinise information and monitoring issues being reported by:

4. Youth Offending Service and Action Plan Report (*Pages 17 - 46*)
Reports of the Director of Social Services, Health and Housing
5. Report on the Rota Visits Feedback (*Pages 47 - 50*)
Report of the Head of Adult Services
6. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
7. 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
8. Access to Meetings to resolve to exclude the public for the following item(s) pursuant to Section 100A(4) and (5) of the Local Government Act 1972 and the relevant exempt paragraphs of Part 4 of Schedule 12A to the above Act.

PART 2

9. Complaints Case Studies (Exempt Under Paragraph 14) (*Pages 51 - 66*)
Report of the Director of Social Services, Health and Housing
10. To select appropriate private items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board Reports enclosed for Scrutiny Members).

S.Phillips
Chief Executive

Civic Centre
Port Talbot

Friday, 26 April 2019

Committee Membership:

Chairperson: **Councillor L.M.Purcell**

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

Councillors: H.C.Clarke, A.P.H.Davies, C.Galsworthy, J.Miller,
S.Paddison, S.H.Reynolds, D.Whitelock,
O.S.Davies, C.Williams, C.Edwards and
S.A.Knoyle

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 A/B - Neath Civic Centre)

Members Present:

4 April 2019

Chairperson: Councillor L.M.Purcell

Vice Chairperson: Councillor S.E.Freeguard

Councillors: H.C.Clarke, C.Galsworthy, J.Miller, S.Paddison, S.H.Reynolds, D.Whitelock, C.Williams and S.A.Knoyle

Officers In Attendance A.Jarrett, A.Thomas, K.Warren, J.Hodges, C.Frey-Davies, C.Howard, G.Powell, M.Selby, D.Tiddy, K. Wedmore, I.Finnemore, N.Jones and J.Woodman-Ralph

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

1. **MINUTES OF PREVIOUS MEETING**

That the minutes of the previous meeting held on the 7 March 2019 be approved.

Members received confirmation in connection to the query raised in a previous meeting that warden posts within Sheltered Housing Complexes had been removed.

2. **PRE-SCRUTINY**

The Committee scrutinised the following Cabinet Board items:

Cabinet Board Proposals

Western Bay Youth Offending Service Report From HM Inspectorate of Probation

The Committee received an overview of the Western Bay Youth Offending Service Report from HM Inspectorate of Probation (HMI), as detailed in the circulated report.

Clarification was given that the report was for Member's information and no decision was required today. An action plan had been developed from the recommendations contained within the HMI report and the progress against the action plan would be brought to a future meeting of Social Care, Health and Housing Cabinet Board to enable Members to monitor the effectiveness of the mitigating measures put in place.

Discussion took place on the areas of positivity contained within the report on how staff were very child focused, and spoke warmly of the children and young people with whom they interacted and worked to achieve the best outcomes. The Committee asked that the positives should be highlighted to staff not just the areas of concern contained within the report.

Concern was expressed at the Management Boards lack of awareness of what was happening within the Western Bay Youth Offending Service. Officers explained that performance data presented to the Board was indicating a positive picture of the service with no issues of concern. As a result of the inspection it was identified that there were a number of areas that were causing difficulties within the team. Staff remuneration, risk thresholds and the Information Technology systems were not consistent and there was no link with Children's Services.

The Director of Social Services, Health and Housing identified the measures that had been instigated as a result of the Inspection and explained that the management of the Youth Offending Team had been brought into Children's Services and the monitoring for performance would be undertaken by Members of the Social Care, Health and Housing Cabinet Board.

Discussion took place on the lack of support identified in the HMI report given by partners who were also members of the Western Bay Youth Offending Service Management Board. Members were

reassured, that as a result of the report, a commitment had been given by Swansea Bay Health Board to prioritize young people/children who needed to access mental health services.

Members identified the need to invite the Education representative who sat on the Management Board to attend Committee the next time a report was submitted on the Western Bay Youth Offending Service Management Board. This was requested by Members to enable them to gain an understanding of how children/young people subject to a referral to the Youth Offending Service received education and what additional support was in place, whether data was held on the numbers of exclusions, statements and the numbers of young people/children subject to reduced school hours.

In response to Members concerns in relation to safeguarding issues identified in the HMI report. Officers explained that a review of safeguarding was taking place by an external reviewer and that a report would be brought to a future meeting of Social Care, Health and Wellbeing Cabinet Board.

Following scrutiny, the report was noted.

Deferred Payments Policy

Members received an overview of the Deferred Payments Policy, as detailed in the circulated report.

The Committee received confirmation that an easy read version would accompany the Policy.

Discussion took place on the various scenarios that could arise in relation to receiving a deferred payment.

Confirmation was given to Members that Officers would clarify the criteria in regard to eligibility for the 12 weeks deferred payment in the Policy.

Following scrutiny, the Committee was supportive of the proposals to be considered by Cabinet Board.

Social Services, Health and Housing – Staff Survey 2019

The Committee received an overview of the Social Services, Health and Housing, Staff Survey 2019, as detailed in the circulated report.

Members were pleased that the survey had been undertaken but disappointed in the low numbers of surveys returned. It was highlighted that staff were encouraged to complete surveys but due to the short timescale between this survey and the one circulated by the Care and Social Services Inspectorate for Wales, as part of their inspection, this was not possible at this time. In addition, work was being undertaken to look at the various ways of engaging with all staff for future surveys other than just via electronic means.

Discussion took place on the positive outcomes of the survey and noted that staff felt valued, enjoyed their work and that Neath Port Talbot was a good Council to work for. Also discussed was the importance of sharing the feedback with staff and whether the outcomes resulted in changes which would encourage staff to participate in future surveys.

Following Scrutiny, the report was noted.

3. **FORWARD WORK PROGRAMME 2018/19**

The Committee noted the Forward Work Programme for 2019/20.

4. **ACCESS TO MEETINGS**

RESOLVED: That pursuant to Section 100A (4) and (5) of the Local Government Act 1972, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraphs 13 and 14 of Part 4 of Schedule 12A to the above Act.

5. **PRE-SCRUTINY**

The Committee scrutinised the following private Cabinet Board items:

Private Cabinet Board Proposals

Contractual Arrangements for the Provision of Short Breaks for Disabled Children

Members received an overview of the Contractual Arrangements for the Provision of Short Breaks for Disabled Children as detailed in the private circulated report.

Following Scrutiny, the Committee was supportive of the proposals to be considered by Cabinet Board.

The Manager's Report on Hillside Secure Children's Home

Members received information on the young people, staff and service planning and development for the period 1 December 2018 to 28 February 2019 as detailed in the private circulated report.

Following Scrutiny, the report was noted.

CHAIRPERSON

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(DRAFT)
Social Care, Health and Wellbeing Scrutiny Committee
Forward Work Programme 2018/19

Date of Meeting	Agenda Item	Officer
10 May 2018	Asset Based Approach- Detail and Update	Andrew Jarrett
31 May 2018	Forward Work Programme Workshop	
7 June 2018		
5 July 2018	Autism Strategy- POSTPONED	Keri Warren
	Review of High Cost Placements- DEFERRED TO AUGUST	Keri Warren
2 August 2018	Review of High Cost Placements	Keri Warren

**Social Care, Health and Wellbeing Scrutiny Committee
Forward Work Programme 2018/19**

13 September 2018	'Open Front Door' Presentation	Keri Warren
11 October 2018	Welfare Rights Update	Leighton Jones
8 th November 2018	Autism Strategy	Keri Warren
	Adult Safeguarding and Quality Assurance	Angela Thomas
6 December 2018		
10 January 2019	Outcome Based Practice in Adult Services	Sian Walker (Angela Thomas)
18 January 2019	Mental Health Training Session (Special)	

7 February 2019		
7 March 2019		
4 April 2019		
2 May 2019	Complaints Case Studies	Angela Thomas
	Report of the Rota Visits Feedback	Angela Thomas/Gemma Hargest
	Neath Port Talbot Youth Justice and Early Intervention Service: Immediate Post Inspection Action Plan	Andrew Jarrett

To be built in:

- Monitoring of Direct Payments
- Valleys Action Plan
- Income Generation/Budget Monitoring
- Community Transport Element of Asset Based Approach
- Learning Disability Service and Mental Health Service Strategic Business Plan Monitoring
- Inequality of Health Provision in Valley Communities
- Autism

**Provisional
Social Care, Health and Wellbeing Scrutiny Committee
Forward Work Programme 2019/20**

Date of Meeting	Agenda Item	Officer
10 June 2019	ABMU	Tracy Myhill
25 July 2019		
5 September 2019		

To be built in:

- Monitoring of Direct Payments
- Valleys Action Plan
- Income Generation/Budget Monitoring
- Community Transport Element of Asset Based Approach
- Learning Disability Service and Mental Health Service Strategic Business Plan Monitoring
- Inequality of Health Provision in Valley Communities
- Autism

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL CARE, HEALTH & WELL-BEING SCRUTINY COMMITTEE

2nd May 2019

Report of the Director of Social Services – A. Jarrett

Matter for Information

Wards Affected: All

NEATH PORT TALBOT YOUTH JUSTICE AND EARLY INTERVENTION SERVICE:

IMMEDIATE POST INSPECTION ACTION PLAN

Purpose of Report

To provide Members with the Youth Offending Service post inspection action plan as agreed at the meeting of the Social Services Health and Wellbeing Scrutiny Committee on the 4th April 2019.

Executive Summary

Until 1st April 2019 Neath Port Talbot was a part of a regional Youth Offending Service across Western Bay, the other two local authorities being Swansea and Bridgend.

Youth offending services/teams (YOS/Ts) are statutory multi-agency partnerships that 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 (WG) and the statutory partners. (ie the local authority, police, probation and health).

In December 2018 HMI Probation undertook a full inspection of the Western Bay Youth Offending Service (YOS). The report was

subsequently published on the 28 March 2019 and rated the Service as inadequate. The Inspectors had given verbal feedback and a confidential draft summary note of their findings during and after the actual inspection and this allowed lead officers and staff across Western Bay to discuss how best to manage the improvement of the service going forward. As a result of this The Director of Social Services Health and Housing took a paper to Cabinet, through Cabinet Scrutiny, requesting agreement to leave a regional service and return to a specific Neath Port Talbot YOS. This was ratified at a meeting of Cabinet on the 20 February 2019 (See Appendix 2 for the report to Cabinet).

The published report of the inspection was presented for Scrutiny on the 4 April 2019 and members requested sight of the Action Plan (See Appendix 1).

Current arrangements.

On the 1st April 2019 the Youth Offending Service across Western Bay ended and Neath Port Talbot has returned to a stand-alone service for Youth Offending and Early Intervention as a result of a poor inspection of the regional arrangements that had been in place.

The regional service and subsequent disaggregated services have been working with the Youth Justice Board (YJB) who have been tasked by Government in England and Wales with overseeing the improvement journey. The YJB have advised that there should be a regional response to the regional inspection. The YJB understand that each individual YOS will need to refine this action plan for their own circumstances but are clear that there should be a 'joint' action plan in the first instance. This is the action plan that is attached for scrutiny and that was sent to HMI Probation in response to their published report.

It is the intention of the new Neath Port Talbot service to develop the current action plan into a local action plan which responds to the concerns set out in the regional inspection report as well as setting out the actions needed to transform the service into one of the best in Wales.

Financial Impact

There are no legal impacts associated with this report.

Equality Impact Assessment

Not Applicable

Workforce Impacts

There are no legal impacts associated with this report.

Legal Impacts

There are no legal impacts associated with this report.

Risk Management

There are inherent risk in managing any action plan and officers will need to be vigilant around timeframes.

Consultation Outcome

Not applicable

Sustainability Appraisal

Not applicable

Recommendation

For information only

Reasons for Proposed Decision

Not applicable

Implementation of Decision

Not applicable

Appendices

Appendix 1 - Action Plan

Report to Cabinet Scrutiny – 6 March 2019

Background Papers

None

Officer Contact:

Andrew Jarrett, Director of Social Services, Health and Housing

Tel: 01639 763279 Email: a.jarrett@npt.gov.uk

Action plan for Western Bay

Shown below is a high level Improvement Plan that has been developed in response to the Joint Inspection by HM Inspectorate of Probation..

The plan currently reflects the overarching actions that all Youth Justice Service's will need to take forward. The next stage of the process will be for each Youth Justice Service to develop this plan going forward within their local authorities.

Service Areas	<p>Western Bay Youth Justice and Early Intervention Service</p> <p>From April 1st 2019, each local authority names below will be developing this action plan in relation to their own YOS area.</p> <p>Neath Port Talbot</p> <p>Swansea</p> <p>Bridgend</p>
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Principal officers/Strategic Leads for NPT/Swansea/Bridgend YJS	<p>Alison Davies – Strategic lead for Neath Port Talbot</p> <p>Jay McCabe – Strategic lead for Swansea</p> <p>David Wright - Strategic lead for Bridgend</p>
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Priority area	Action	Who	Target Date	Status
<ul style="list-style-type: none"> Organisational Alert. 	Commission an experienced consultant to undertake a review of post-court cases as required under the organisational alert	Duncan Hodgson Director of Silver Bullet Consultancy Services. Duncan has extensive experience and knowledge of Child view and asset plus and has worked with numerous Youth Justice Services.	Agreement in principal for this work to be undertaken and completed by 31 st March 2019.	Completed
<ul style="list-style-type: none"> Identify a Partner in practice to assist 	As recommended by the inspection team, Hertfordshire YOS has	Nick Smith Service Manager (Hertfordshire YOS) and strategic	Strategic leads and operational managers have emailed	Completed

<p>with improvement Journey.</p>	<p>agreed to be a partner in practice to assist in our improvement journey. Hertfordshire previously had an organisational alert and since have had an outstanding inspection outcome.</p>	<p>leads will meet to discuss in what way Hertfordshire can assist in our improvement journey.</p>	<p>Hertfordshire and Wrexham to arrange to visit.</p> <p>Further links have been made with Cwm Taff and visits are being booked within the fortnight</p>	
<ul style="list-style-type: none"> Operational Managers and Senior Practitioners to receive training on QA of Asset + Assessments. 	<p>A two day training event has been arranged to focus on the quality assurance & countersigning of assessments.</p>	<p>Duncan Hodgson Director of Silver Bullet Consultancy Services will deliver this training on 24th January 2019 & 25th January 2019.</p>	<p>25th January 2019</p>	<p>Completed</p>
<ul style="list-style-type: none"> Asset + training to be delivered to staff. 	<p>Refresher training to be arranged for all staff who under take asset plus assessments.</p>	<p>Duncan Hodgson Director of Silver Bullet Consultancy Services will deliver this training</p>	<p>Training has been booked for</p> <p>Bridgend – 14th – 16th May 2019</p> <p>NPT - 30th April – 1st May 2019</p>	<p>Completed</p>

			Swansea - 29 th - 30 th - May 2019	
<ul style="list-style-type: none"> • Strategic mapping exercise to identify all the strategic partnership meetings the Service Manager needs to attend. 	All strategic meetings to be identified and a structure chart to be developed for WBYJEIS.	Interim service manager Huw Fyfe to complete in conjunction with the operational managers.	Strategic meetings identified and structure provided chart provided on 12/03/2019.	Completed
<ul style="list-style-type: none"> • Structure to be reviewed in light of the inspection feedback and lack of operational management capacity. 	All structures to be reviewed and implemented.	Each local strategic and operational leads to review their organisations structures.	19 th February 2019	Completed
<ul style="list-style-type: none"> • Clear lines of supervision of staff to be established. 	All staff to revert to being supervised within their locality teams.	Operational Managers and Senior Practitioners will assume responsibility for supervising all qualified Social Workers and partnership staff.	Lines of supervision finalised and appropriate line management is now in place – All qualified workers are being supervised by an appropriately qualified lead. Plans are now in place	Completed

<ul style="list-style-type: none"> Formal Action Plan to be developed. 	<p>On receipt of the report from HM Inspectorate of Probation a comprehensive draft action plan will be developed.</p>	<p>Strategic leads for each local authority in conjunction with their Youth Justice Boards. The Management board members will oversee the implementation and completion of the Action Plan.</p>	<p>Each Local Authority YJS will develop a specific action plan from April 1st 2019 will be put in place after the WBYJEIS Management board meeting on the 26th March 2019.</p> <p>It was in agreed at the management board meeting on the 26th March 2019 that an initial improvement board would be in place to oversee the first three months of the action planning process and ensure smooth transition through the disaggregation process.</p>	<p>Completed</p>
<ul style="list-style-type: none"> Develop a clear plan to manage the disaggregation from the Western Bay arrangements – to limit any detrimental effect on the services 	<p>YJS Strategic Leads to formulate a disaggregation plan for the management board’s consideration who will in turn provide the resources and support to</p>	<p>YJS Strategic Leads for each Local Authority.</p>	<p>Next management board on the 26th March 2019</p> <p>NPT – Completed</p>	<p>In progress</p>

<p>offered to children and young people in each local authority.</p>	<p>the management team to provide services effectively. The disaggregation plan will be shared with the YJB for their oversight.</p>		<p>Swansea - Completed Bridgend – In progress</p>	
<ul style="list-style-type: none"> Follow up actions identified by Duncan Hodgson to be completed. 	<p>Duncan Hodgson will email follow up actions in the agreed feedback templates to operational managers so that the necessary actions can be completed.</p>	<p>Operational Managers/ Senior Practitioners to oversee that the actions are completed and liaise with Duncan Hodgson for him to review the changes that have been made.</p>	<p>30th April 2019</p>	<p>In progress</p>
<ul style="list-style-type: none"> In all cases where there are concerns that children are vulnerable to, or are victims of child sexual exploitation, there are plans in place to ensure the safety of these children. 	<p>Cases where there CSE concerns have been identified and the plans that are in place will be reviewed to ensure the safety of these children.</p>	<p>Operational managers are reviewing the CSE cases with children services correctly and that they agree that any CSE risks are being adequately addressed</p>	<p>By 31st March 2019</p>	<p>Completed</p>

<ul style="list-style-type: none"> Review of out of court assessments. 	<p>Review the assessment of safety and well-being in relation to out of court cases.</p> <p>Strategic leads will liaise with Social Services to ask them to provide information regarding their involvement in each of the identified local authorities cases so that this can be checked against the completed screening tool or Asset Plus assessment to ensure all safety and wellbeing issues have been identified and adequately addressed.</p>	<p>Each YJS Operational management team.</p>	<p>31st March 2019 – this will need to be extended to May.</p>	<p>In progress</p>
<ul style="list-style-type: none"> New data set to be developed to report to the management board to allow for the effective oversight of the services work and provide effective challenge to partners. 	<p>Partner in practice to share their good practice model in how they inform their management board of the work they do via a formal report.</p> <p>Data reporting to include:</p>	<p>Nick Smith Partner in practice, strategic leads and operational management teams to implement.</p> <p>Oversight by each management board</p>	<p>31st May 2019</p> <p>Strategic leads and operational managers have emailed Hertfordshire and Wrexham YOS to arrange to visit.</p>	<p>In progress</p>

	<ul style="list-style-type: none">• Social Services referrals and follow up.• Mental & emotional health referrals.• CSE cases• MAPPA cases• Absence & sickness impact on the service.• YP not in receipt of a full education entitlement.• Where safety and wellbeing issues have been highlighted, evidence to is provided around the referrals to other services (section 9 of the report)• Staff sickness and its impact on operational		<p>Further links have been made with Cwm Taff and visits are being booked within the fortnight</p> <p>Jay McCabe to act as the strategic link for NPT and Bridgend</p>	
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	capacity.			
<ul style="list-style-type: none"> Ongoing monitoring of the action plan. 	YJS Strategic Leads and Operational Managers will meet with the YJB on a frequent basis to review progress against the action plan	<p>Mark Cox/Sue Thomas</p> <p>Swansea – Mark Robinson and Jay McCabe</p> <p>Bridgend – David Wright and Daniel Morgan</p> <p>NPT- Alison Davies and Amanda Turner</p>	Frequent and ongoing until the re- inspection unless otherwise agreed with the YJB.	In progress
<ul style="list-style-type: none"> New management board to created and formed – to oversee the work of the YJS. 	Senior managers to make the necessary arrangements to create the new management board and review and clarify its role and function, include all statutory partners, and work in an effective way to ensure that the service operates to a sufficient standard	<p>Swansea - Julie Thomas/David Howe</p> <p>NPT – Andrew Jarrett/Keri Warren</p> <p>Bridgend – Nicola Echanis/David Wright</p>	Monthly – or as agreed by the board	To be completed

	Also, senior managers to ensure that the board is appropriately represented by partner agencies and that they provide appropriate support and services			
<ul style="list-style-type: none"> YJB to provide training to the new Management Board. 	Once the new management boards have been formed the YJB will deliver training to the board on areas relating to the function of the board, induction requirements for board members and self-evaluation of the service.	YJB in consultation with the chairs of the management boards and board members.	By 31 st May 2019	To be completed
<ul style="list-style-type: none"> Development of a robust Quality Assurance Framework. 	A Quality Assurance Framework to be developed to ensure that a consistent approach is applied when quality assuring and countersigning Asset Plus	YJS strategic leads/ operational management team members supported by our partner in practice.	By 31 st May 2019	To be completed

	assessment and screening tools.			
<ul style="list-style-type: none"> Review the role and function of the prevention service. 	Each local authority YJS and the management board will address concerns raised by the inspectors in relation to age criteria for prevention cases.	Management Board and YJS Management Team.	Next management board meeting (under the new management board arrangements)	To be completed
<ul style="list-style-type: none"> Improve the quality and awareness from staff of the referral systems, so that children and families receive the services they need. 	Develop a process and flow chart to ensure staff are aware of what the referral process is to Children Services and how to use it.	Operational managers and strategic leads	By 30 th July 2019	To be completed
<ul style="list-style-type: none"> All YJS policies and procedures to be reviewed to reflect the needs of the newly formed YJS's. 	All YJS policies /procedures and case management guidance to be reviewed.	Operational managers and strategic leads	By 31 st December 2019. Operational managers and management team, business support manager and information Officer are having regular meetings and have	In progress

			begun writing the case management procedures document for their YJS	
<ul style="list-style-type: none"> Review effectiveness of information sharing protocols to ensure all schools and workers involved have the information they need to provide support tailored to children and young people's individual needs. 	Heads of Education Services	Swansea NPT Bridgend	By 30 th September 2019	To be started
<ul style="list-style-type: none"> Develop effective strategies to encourage children and young people who speak Welsh, to access services in their preferred language. 	Each Local Authority education division to review the current arrangements in place regarding promoting the Welsh language	Each local authority education lead	By 31 st May 2019	To be started
<ul style="list-style-type: none"> To develop a literacy and numeracy strategy to support children and young people to develop these skills to 	Education leads to review and update their strategy in relation to literacy and numeracy	Education leads	By 31 st May 2019	To be started

<p>improve the chances of a future free of offending.</p>				
<ul style="list-style-type: none"> To provide relevant and timely physical, sexual, emotional and mental health services. 	<p>The Swansea Bay University Health/Cwm Taff to regularly attend the management board meetings and set out its plans to ensure these services are in place without any unnecessary delay</p>	<p>Swansea Bay University Health Board/Cwm Taff the Swansea, Neath Port Talbot and Bridgend YJS management board</p>	<p>30th April 2019 onwards</p>	<p>To be started</p>
<ul style="list-style-type: none"> To ensure the Board is adequately represented by all partner agencies. 	<p>Management Board to keep an attendance log of every board meeting held.</p>	<p>Follow-up letters to be sent after each Board meeting to any partner agency who does to attend.</p>	<p>30th April 2019 onwards.</p>	<p>To be started</p>
<ul style="list-style-type: none"> Management of staff sickness levels both short and long term. 	<p>The Board and the Management Team to monitor staff sickness on an ongoing basis to ensure it is aware of how staff sickness may be impacting on operational capabilities.</p>	<p>The YJS management teams are in consultation with Human Resources Department to closely monitor staff sickness and to make the board aware of any detrimental impact this is having on operational capacity.</p>	<p>30th April 2019 onwards.</p>	<p>To be started</p>

<ul style="list-style-type: none"> • Service Training Plan to be developed. 	<p>Annual Training Plan for the Service to be developed identifying key areas for training.</p> <p>Training areas may include:</p> <ul style="list-style-type: none"> • Child Protection Referral Training. • CSE specific training. • Asset Plus Training • County Lines training. • PSR writing training • National Referral Mechanism NRM Training. • Supervision of staff. • Training for Management Board members. 	<p>The YJS management team to develop and review in consultation with the management board.</p>	<p>30th April 2019 onwards</p> <p>Each strategic lead and operational manager from each local authority YJS has met with the CFS training coordinator/manager and begun to map the training needs of the team. Silver Bullet consultancy commissioned to provide Asset+ training</p>	<p>To be started</p>
<ul style="list-style-type: none"> • To create a culture that supports learning and continuous improvement. 	<p>In addition to the Youth Justice Information Learning Service (YJILS) a Learning Resource Library</p>	<p>Each local authority Management Team</p>	<p>By 30th September 2019</p>	<p>To be started</p>

to be developed identifying all intervention packages that are used by staff with children and young people.

In addition, a staff learning resources library to be created containing resources from internal and external training courses and any research that may help inform practice and support staff with their continued professional development (CPD).

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

CABINET

6 March 2019

**REPORT OF THE DIRECTOR OF SOCIAL SERVICES, HEALTH AND HOUSING –
A. JARRETT**

MATTER FOR DECISION

WARD(S) AFFECTED: ALL

**WESTERN BAY YOUTH OFFENDING AND
EARLY INTERVENTION SERVICE**

1 Purpose of Report

- 1.1 To ask Cabinet to agree to the plan to move from a regional service and set up a Neath Port Talbot Youth Justice and Early Intervention Team by the end March 2019 following the outcome of the recent Joint Inspection of the Western Bay Youth Justice & Early Intervention Service.

2 Background

- 2.1 In May 2014 Neath Port Talbot, Bridgend and Swansea Youth Offending Teams merged to form the Western Bay Youth Justice and Early Intervention Service (WBYJEIS). It was one of the first and remains one of a minority of Youth Offending Services set up on a regional basis. Bridgend County Council agreed to 'host' the service and they recruited and line managed the regional Service Manager Post. In line with legislation a Management Board was established chaired by the Neath Port Talbot Director of Social Services Health and Housing. It has membership in line with the requirements of the Crime and Disorder Act 1998 including police, probation as well as Cabinet Members from all three local authorities and the Police and Crime Commissioner.

3 Full Joint Inspection of WBYJEIS by HM Inspectorate of Probation.

- 3.1 On 2nd November 2018 the WBYJEIS were given notice by HM Inspectorate of Probation that they intended to carry out a joint inspection of Youth Offending Services (YOS) delivered across Western Bay in conjunction with the Care Inspectorate Wales (CIW), Estyn, Healthcare Inspectorate Wales (HIW) and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS). The inspection was completed during the weeks commencing 26th November 2018 and 10th December 2018.
- 3.2 On 26th November 2018 the fieldwork element of the inspection commenced and inspectors looked at cases and interviewed case managers. Following concerns identified from reading case files an Organisational Alert in relation to assessing risk was raised on 30th November 2018 and the chair of the management board was asked to provide a plan of how the service and its partners intended to satisfy the inspectors and themselves that:
- All children open to the YOS (Youth Offending Service) have an accurate assessment of their safety and wellbeing and are being safeguarded.
 - That the risk of harm posed to others by children under YOS supervision are fully understood and that plans are in place to manage these risks.
 - In all cases where there are concerns that children are vulnerable to, or are victims of child sexual exploitation, there are plans in place to ensure the safety of these children.
- 3.3 During the second week of the inspection governance and leadership were the main focus. Although the final written inspection report will not be received until the end March 2019 officers did receive some verbal feedback and have had sight of a confidential draft. Verbally inspectors expressed concern that at a strategic level partnership arrangements were inadequate and that none of the three Local Authorities involved in the service had taken appropriate responsibility for the work of the Service. They are likely to criticise the governance arrangements set up when the regional Service was launched and to conclude that the three Local Authorities had not considered the difficulties in working with three different social care systems. They said that they felt that the Local Authorities in Western Bay operated as three separate entities in relation to the YOS and that evidence of some positive cross authority work was largely dependent on individual initiatives rather than being supported by appropriate management structures and consistent policies and procedures.
- 3.4 A ratings decision panel subsequently took place on 18th December 2018 and the indication is that the service overall will be rated as inadequate.
- 3.5 In the immediate aftermath of the inspection a note was provided by the inspectors which covered some of their concerns. Alongside the organisational alert this note was used to create a list of priority actions to be completed immediately. A confidential draft report has now been received and a more comprehensive action plan is being developed to address all of the areas of concern. The final report is due to be published late in March 2019 and given its likely findings it is not appropriate to wait to take remedial action.
- 3.6 It is clear that the inspectors had little confidence in the structural set up of the regional team and believe that this has led to staff not being appropriately supported and, in turn, young people being at risk. A large part of this inappropriate risk assessment is likely to stem from the divide between the work of the YOS and the appropriate Local Authority Children's Service. It is imperative that we act to ensure that this does not continue in Neath Port Talbot.

- 3.7 Bridgend Council will be moving to form part of a wider Cwm Taf region in the new financial year. It was anticipated that they would withdraw from the WBYJEIS at some point during 2019-20 and preliminary planning had begun. The plan was for Swansea and Neath Port Talbot to continue with a joint service but given the poor judgement by the inspectorate all three Local Authorities have agreed that a process of disaggregation to three individual Youth Offending Services now needs to happen by the end of March 2019.
- 3.8 The likely findings around poor governance, ineffective strategy and particularly issues around safeguarding risks has led to an agreed position that it would be best for Neath Port Talbot and Swansea Councils not to proceed to set up a new regional service as planned. Instead the two Councils would want to return to Local Youth Offending Services which work closely with their Children and Young People Services on jointly assessing and managing risk and putting in place early intervention and prevention strategies for young people. This is important as more and more young people open to the YOS are also open cases to Children and Young People Services and so joint working between the two is critical.
- 3.9 If this approach is supported by Cabinet then this will return control of the Neath Port Talbot youth offending function to the Council and the intention would be to manage this as a part of the Children and Young People Service within the Directorate of Social Services, Health and Housing. There are already a good cohort of Neath Port Talbot workers from WBYJEIS that can form the basis of an effective team including a Team Manager. It will be necessary to recruit to two support worker posts to complete the team and a Principal Officer post will need to be created to drive forward the improvements needed prior to any re-inspection in 18 months' time. Staff and the main Union represented (UNISON) have been involved in this process and will be involved as any plan moves forward.
- 3.10 The statutory accountability for the YOS lies with the Chief Executive of each Local Authority Council. The Chief Executive in Neath Port Talbot recognises that moving from a regional position to a local one is not in line with Welsh Government's policy of regional working. At this time, however, he concurs with the view of The Director of Social Services Health and Housing that the immediate needs and safety of this cohort of young people from Neath Port Talbot have to be prioritised above all other considerations and the quickest and safest way to do this is to move to a Neath Port Talbot Youth Justice and Early Intervention Team by the end of March 2019.

4 Recommendation

- 4.1 It is recommended that Cabinet agree to the setting up of a Neath Port Talbot Youth Justice and Early Intervention Team by the end March 2019 and delegate powers to the Director of Social Services Health and Housing to take the necessary steps to enable this to happen.

5 Reason for Proposed Decision

- 5.1 To ensure we have a responsive and fit for purpose Youth Offending Service.

6. Implementation of Proposed Decision

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

7. Equality Impact Assessment (EIA)

7.1 An EIA is not required for this report, however an EIA screening tool and a full EIA (if required) will be undertaken as part of any decisions to change Youth Offending Service Model.

8. Financial Impact

8.1 A financial appraisal for the creation of the new Principal Officer post is attached in Appendix 1. The total cost of creating the new post is £81,900. This includes a £10,000 market supplement in line with the existing Principal Officers in Childrens Services.

This additional cost will be met from within the existing Social Services budget provision.

9. Workforce Impact

9.1 There are no workforce impacts associated with this report.

10. Legal Impacts

10.1 There are no legal impacts associated with this report.

11. Risk Management

11.1 There is no risk management associated with this report.

12. Consultation

12.1 Members of staff have been consulted and also agencies who are members of the Management Board.

13. Appendices

Financial appraisal for the new PO post.

14. Background papers

N/A

15. Contact Officers

Andrew Jarrett, Director of Social Services, Health and Housing

Email: a.jarrett@npt.gov.uk

Tel: 01639 763279

SETUP COSTS

	Current Year £
<u>Costs</u>	
Recruitment Costs	
Accommodation Costs	
Office Costs	
I.T.	
Other (Specify)	
Total Set Up Costs	0
<u>Funding of Set Up Costs</u>	
Revenue Budget	
Reserves	
Special Grant:	
Other (Specify)	
Total Funding of Set Up Costs	0

RECURRING COSTS:

	Current Year £ 2018-19	Full Year £ 2019-20	Maximum £
<u>Costs</u>			
Salary (See next page)	0	77,500	81,900
Employee Training & Seminars			
Accommodation Running Costs			
Travel & Subsistence (Standby Allowance)			
Other Running Costs - Office Supplies			
Other Running Costs - IT.			
Total Recurring Costs	0	77,500	81,900

<u>Funding of Recurring Costs</u>			
<u>External Sources</u>			
Specific Grant			
Funding from External Agencies			
Service Level Agreement			
Other (Specify)			
<u>Internal Sources</u>			
Existing Budget Allocation		77,500	81,900
Other (specify)			
Total Funding	0	77,500	81,900

Please refer to this table in the Financial Appraisal section of the report.

Equality Impact Assessment Screening Form

Please ensure that you refer to the Draft Screening Form Guidance while completing this form. If you would like further guidance please contact Corporate Strategy or your directorate Heads of Service Equality Group Champion.

Section 1	
What service area and directorate are you from?	
Service Area:	
Directorate:	Social Services, Health and Housing

Q1(a) What are you screening for relevance?

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/> ✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓ <input type="checkbox"/>

(b) Please name and describe below

Proposed to create a Neath Port Talbot Youth Offending Service instead of the regional Service that currently exists.

Q2(a) What does Q1a relate to?

Direct front line service delivery	Indirect front line service delivery	Indirect back room service delivery
<input type="checkbox"/> ✓ (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> ✓ (L)

(b) Do your customers/clients access this service...?

Because they need to	Because they want to	Because it is automatically provided to everyone in NPT	On an internal basis i.e. Staff
<input type="checkbox"/> (H)	<input type="checkbox"/> (M)	<input type="checkbox"/> (M)	<input checked="" type="checkbox"/> (L)

Q3 What is the potential impact on the following protected characteristics?

	High Impact (H)	Medium Impact (M)	Low Impact (L)	Don't know (H)
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q4(a) How visible is this service/function/policy/procedure/ project/strategy to the general public?

High visibility to general public <input checked="" type="checkbox"/> (H)	Medium visibility to general public <input type="checkbox"/> (M)	Low visibility to general public <input type="checkbox"/> (L)
--	---	--

(b) What is the potential risk to the council's reputation? (Consider the following impacts – legal, financial, political, media, public perception etc...)

High risk to reputation <input type="checkbox"/> (H)	Medium risk to reputation <input type="checkbox"/> (M)	Low risk to reputation <input checked="" type="checkbox"/> (L)
---	---	---

Q5 How did you score?

Please tick the relevant box

MOSTLY H and/or M → **HIGH PRIORITY** → **EIA to be completed**

Please go to Section 2

MOSTLY L → **LOW PRIORITY /** → **✓ Do not complete EIA**

NOT RELEVANT

**Please go to Q6 followed by
Section 2**

Q6 If after completing the EIA screening process you determine that this service/function/policy/project is not relevant for an EIA you must provide adequate explanation below (Please use additional pages if necessary).

Section 2

Screener- This to be completed by the person responsible for completing this screening	
Name:	Andrew Jarrett
Location:	Neath Civic Centre
Telephone Number:	01639 763279
Date:	26 February 2019

Approval by Head of Service	
Name:	
Position:	
Date:	

Please ensure this completed form is filed appropriately within your directorate because it may be required as evidence should a legal challenge be made regarding compliance with the Equality Act 2010.

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL SOCIAL CARE HEALTH AND HOUSING SCRUTINY COMMITTEE

2nd May 2019

Report of the Head of Adult Services – Mrs Angela Thomas

Matter for Decision.

Wards Affected: All

UPDATE ON LAY ASSESSOR (ELECTED MEMBERS) VISITS TO RESIDENTIAL AND NURSING CARE HOMES IN NEATH PORT TALBOT COUNTY BOROUGH

Purpose of the Report

The report presents a summary of the Lay Assessor care home visit programme during 2018, where Lay Assessors (Elected Members) carried out visits to independent residential and nursing care homes in Neath Port Talbot (NPT).

The report is seeking Member approval for the Lay Assessor care home visit programme to continue in 2019, with a reduced number of Lay Assessor visits to take place from 2019 onwards.

Background

As agreed by the Cabinet in November 2016, an annual Lay Assessor care home visit programme was established to help drive quality improvements in residential and nursing care homes located within NPT.

Following the pilot Lay Assessor project, which concluded in March 2016, the annual Lay Assessor care home visit programme commenced in February 2018.

During 2018, 14 Lay Assessors (Elected Members) participated in the programme who collectively conducted 20 visits to residential and nursing care homes within NPT.

Lay Assessor Programme 2018 Summary

Lay Assessors were provided with 'Dignity in Care' and 'Introduction to Dementia' training; positive feedback was received regarding the standard of training provided.

The Contract Monitoring Officer provided Lay Assessors with support and guidance which included a rota schedule, guidance booklet and a quick reference support guide.

All Lay Assessor visits during 2019 were organised in advance and care homes were only informed of the 'month' of the visit. Lay Assessors conducted all care home visits on an 'unannounced' basis and in pairs.

During 2018, Lay Assessors collectively conducted 20 visits to residential and nursing care homes within NPT.

Most Lay Assessor visits concluded with a report which was sent to the care home for consideration. Lay Assessor reports provided a range of feedback which included positive comments and recommendations for improvements, which were implemented by care homes when possible.

Feedback obtained from care homes stated many care home residents enjoyed the visits and Lay Assessors continued to be approachable, professional and courteous.

Care home feedback cited delays in receiving Lay Assessor reports as an area for improvement, which will be addressed through the proposed revised visit schedule for 2019 onwards.

Proposed Changes to the Lay Assessor Programme (2019 onwards)

It is proposed to reduce the number of annual Lay Assessor visits from 24 care homes per annum to 10 per annum. Therefore, each Lay Assessor pair will visit 2 care homes per annum.

The proposed reduction of Lay Assessor visits will result in each care home receiving a Lay Assessor visit every 2 years instead of every year.

The reduced number of Lay Assessor visits is intended to reduce time pressures on Lay Assessors (reducing the number of visits conducted by each Lay Assessor pair from 4 visits in 2018 to 2 visits in 2019).

The reduction in the number of Lay Assessor visits will also reduce the resources required to support and manage the programme.

Equality Impact Assessment

An Equality Impact Assessment (EIA) was undertaken and included within a previous Committee Report dated 2nd April 2015, which is 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>

Workforce Impacts

There are no workforce impacts associated with this report.

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.

Recommendation

It is recommended for Members to approve the continuation of the Lay Assessor care home visit programme which, from 2019 onwards, will consist of 10 Lay Assessor visits per year to residential and nursing care homes within NPT.

Reason for Proposed Decision

It is the Council's intention to continue the Lay Assessor programme where Elected Members will visit residential and nursing care homes on a rota basis, in order to help drive local quality improvements in care homes within NPT.

Implementation of Decision

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

List of Background Papers

Report of the Head of Community Care and Commissioning - C. Marchant
2nd April 2015, which is 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

Gemma Hargest, Contract Monitoring Officer, Commissioning Unit
01639 763167 g.hargest@npt.gov.uk

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

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